



Welcome to the Ward Water and Wastewater System.

[www.water.wardarkansas.org](http://www.water.wardarkansas.org)

501-843-2271, M-F, 8:00 am – 4:30 pm; closed 12pm-1pm for lunch

- **Ward Water and Wastewater – NEW SERVICE (Inside City Limits):**
- **BILLING:**
  - **Water Bills are mailed on/about the last day of every month.**
    - Water Bills are **DUE UPON RECEIPT** and are LATE if not paid by the 15th of the next month.
    - **Payments may be made in person 8:00 am – 4:30 pm, M-F, closed 12-1 for lunch.**
      - Pay your bill online at [www.water.wardarkansas.org](http://www.water.wardarkansas.org). Please have your account number ready. Payments made online will be posted the next business day.
      - To pay over the phone without the wait **call 1-888-582-7872**. You will need the payment ID and Pin # off of your bill.
      - You can also use the drop box (located at the front of City Hall).
      - NOTE: As long as your payment is in the drop box by 8 am the next business day, it will be counted as paid on time.
      - Auto draft (ACH) form is available on our website.
    - **If NOT PAID by the 15<sup>th</sup>**, a 10% late penalty will be added to your bill.
      - NOTE: If the 15<sup>th</sup> falls on a weekend or holiday, a late fee will be imposed if not received by 8:00 am the next business day.
    - **LOCK-OFF:** If your invoice has NOT been paid by the 24<sup>th</sup> of the month, your meter will be LOCKED-OFF the following business day.
      - To UNLOCK your service, the past due balance, plus a \$25 reconnect fee must be paid in full in order for water to be turned on during normal business hours. After normal business hours, a \$100 reconnect fee must be paid.
- **WATER RATES:**
  - **Residential:**
    - 1<sup>st</sup> 1,000 Gallons: \$24.68; 1001 Gallons and More: \$9.08 per 1,000 gallons
    - Sprinkler: 1<sup>st</sup> 1,000 Gallons: \$24.68; 1,001 Gallons and More: \$10.73 per 1,000 gallons
  - **Commercial:**
    - 1<sup>st</sup> 1,000 Gallons: \$24.68; 1001 Gallons and More: \$10.73 per 1,000 gallons
- **WASTEWATER (Sewer) Rates**
  - **Residential and Commercial:**
    - 0-1,000 Gallons: \$14.61 PLUS
    - 1,000 – 2,000 Gallons: \$5.38 PLUS
    - 2,001 – 3,000 Gallons: \$5.38 PLUS
    - 3,001 – 4,000 Gallons: \$5.89 PLUS
    - 4,001 – 5,000 Gallons: \$6.66 PLUS
    - 5,001 – 6,000 Gallons: \$6.92 PLUS
    - 6,001 Plus Gallons: \$7.18 Per 1,000 gallons
    - Example: Water bill is for 3,500 gallons. Your Wastewater bill will be \$14.61 + \$5.38 + 5.38 + 5.89 = \$31.26

# DO NOT FLUSH “WIPES” OR GREASE DOWN YOUR DRAIN OR TOILET

**Throw Wipes away in your garbage and put excess grease in a can – NOT DOWN THE DRAIN!**

**Sanitation/Trash Services:** The City of Ward has contracted with Zella’s Trash Service (ZTS) to provide Sanitation/Trash Services to all Ward Water residential customers who live within the city limits. Contact ZTS directly at 501-843-5551 for problems or questions.

**TRASH CONTAINER MUST BE OUT BY 7 AM ON THE DAY OF PICK-UP TO GUARANTEE PICK-UP**

## **PICK-UP SCHEDULE IS AS FOLLOWS:**

- **MONDAY:** All streets on the Westside of the railroad tracks.
  - **TUESDAY:** All streets from Cook St to Green Apple Dr/Weatherwood Ln.
  - **WEDNESDAY:** All streets south Green Apple Dr/Weatherwood Ln to Old Austin Rd.
  - **THURSDAY:** All streets south of Old Austin Rd to include the subdivisions of Bryson Estates, Nan’s Place, Huntington Place, Oakland Park and Churchill Downs.
- **Rules:**
- Trash Service will ONLY pickup your personal Household Trash (not someone else’s)
  - Weekly trash service WILL NOT pick up Yard Waste (i.e. sticks, leaves, grass clippings); Furniture; Building or Construction Materials.
  - Yard Waste Pickup will be quarterly: January, April, July and October. See website for specific dates and instructions.
  - Each residence is provided ONE trash can which is the property of ZTS. Only ZTS provided cans will be picked up. If you do not have a cart at your residence, contact the Ward Water Office for your first cart. Please allow 7 business days for your cart to be delivered by ZTS. If you would like an additional cart, contact the Ward Water Office. There will be an additional \$5.00 added to your monthly bill for each additional cart.

**Scan code below to find forms and more information on our Ward Water Department website and to sign up for alerts.**



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## **Welcome to the City of Ward!**

On behalf of the Mayor, our City Council, and the staff, we welcome you to the City of Ward! Please visit our website to see upcoming events, city services, and important contact information.

**Scan code below for the City of Ward website and sign up for alerts.**

