



Welcome to the City of Ward and the Ward Water and Wastewater System.
Please visit our website – www.wardarkansas.org – for a complete listing of events and services offered.

- **Ward Water and Wastewater – NEW SERVICE**

- Water WILL NOT be connected for a least 24 hours pending the application process. Please plan accordingly.
- The meter boxes are not to be fenced in. If the meter becomes fenced in, there will be a fee charged to the customer to move the meter and the box outside the fence. The water company technicians must have access to the meter without hazardous conditions (such as an aggressive animal).
- If you are RENTING, a copy of your Rental Agreement is REQUIRED before water will be connected.
- **Initial Fees Required:**
 - **\$100.00 Non-Refundable Connect Fee:** Even if your water is already turned on (from a previous tenant), you MUST still pay the connection fee as you are the new tenant.
 - **Sanitation Fee:** \$10.75 + **Tax:** \$1.02 = **\$111.77 Needed for INITIAL Fees**

- **Unlocking the Meter and Turning on Water**

- You must be present when our field operator arrives for your meter to be unlocked and the water turn on.
- If no one is present when our field operator arrives, he/she will ONLY unlock the meter. You will be responsible for turning on the water. Ward Water is not responsible to any damage if the applicant is not present when the meter is unlocked. The customer is responsible for all water that goes through the meter. The customer is responsible for all lines from the meter box to the resident's home. We are not allowed to fix the customer's water leak.

- **Billing**

- **Water Bills are mailed on/around the 25th of every month.**
 - Water Bills are **DUE UPON RECEIPT** and are considered LATE if not paid by the 10th of the next month.
 - **If NOT PAID by the 10th,** a 10% late penalty will be added to your bill.
 - NOTE: If the 10th falls on a weekend or holiday, a late fee will be imposed if the invoice is NOT paid by the 10th. Payments may be made in person Mon-Fri 8:00 – 4:30. You may also call during those hours to pay by Debit/Credit Card. You can also use the drop box (located at the front of City Hall). 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.
 - **LOCK-OFF:** If your invoice has NOT been paid by the end of the month your meter will be LOCKED-OFF.
 - To UNLOCK your service, a \$50 non-refundable fee must be paid to have the water turned on during normal business hours. After normal business hours, a \$100 non-refundable fee must be paid.
 - **DISABILITY/MEDICAL EXCEPTION:** If you or anyone in your household has a disability or medical condition that requires your service NOT be disconnected (locked-off), we must have written documentation from your physician on his/her letterhead.
Example: Having an open wound or dialysis for a patient.

- **Water Rates:**
 - **Residential:**
 - 1st 1,000 Gallons: \$24.53; 1001 Gallons and More: \$5.46 per 1,000 gallons
 - Sprinkler: 1st 1,000 Gallons: \$24.53; 1,001 Gallons and More: \$7.11 per 1,000 gallons
 - **Commercial:**
 - Sprinkler: 1st 1,000 Gallons: \$23.81; 1001 Gallons and More: \$6.90 per 1,000 gallons
- **Wastewater (Sewer) Rates:**
 - **Residential and Commercial:**
 - 0-1,000 Gallons: \$14.25 PLUS
 - 1,000 – 2,000 Gallons: \$5.25 PLUS
 - 2,001 – 3,000 Gallons: \$5.25 PLUS
 - 3,001 – 4,000 Gallons: \$5.75 PLUS
 - 4,001 – 5,000 Gallons: \$6.50 PLUS
 - 5,001 – 6,000 Gallons: \$6.75 PLUS
 - 6,001 Plus Gallons: \$7.00 Per 1,000 gallons
 - Example: Water bill is for 3,500 gallons. Your Wastewater bill will be \$14.25 + \$5.25 + 5.25 + 5.75 = \$30.50

NOTE: Please DO NOT flush “Wipes” nor Grease. 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 WCA to provide Sanitation/Trash Services to all Ward Water residential customers who live within the city limits. Trash pickup is via truck that mechanically pick up the trash can. See attached brochure from WCA. Contact WCA directly at 870-255-4001 for problems or questions.
 - **Pickup Schedule:**
 - **TRASH CONTAINER MUST BE OUT BY 7 AM ON THE DAY OF PICK-UP TO GUARANTEE PICK-UP**
 - **West Side of the Tracks:** Thursday EXCEPT as noted on Attachment 1
 - **East Side of the Tracks:** Friday EXCEPT as noted on Attachment 1
 - **Rules:**
 - Trash Service will ONLY pickup your personal Household Trash (not someone elses)
 - The Service WILL NOT pick up Yard Waste (i.e. sticks, leaves, grass clippings); Furniture; Building or Construction Materials.
 - Each residence is provided ONE trash can which is the property of WCA. Only WCA provided cans will be picked up. Only trash within the can will be picked up. No trash will be picked up by hand. If you do not have a cart at your residence, contact WCA for your first cart. Please allow 7 days for your cart to be delivered by WCA. If you would like an additional cart, contact WCA. There will be an additional \$5.38 added to your monthly bill for each additional cart.
- **Important Numbers:**
 - **Water – Ward Water and Wastewater:** 501-843-2271 (Mon-Fri : 8 am – 4:30 pm)
 - **Gas – Centerpoint Energy (ARKLA):** 800-992-7552
 - **Electricity – First Electric CO-OP:** 800-489-7405
 - **Cable TV – Suddenlink:** 877-423-2743
 - **Telephone – CenturyTel:** 800-201-4099