

BILLING PAYMENTS

Frequently Asked Questions

When is my bill due?

The water/sewer payments are due by the 25th of each month. If payment has not been paid by that date, a 10% late penalty will be assessed. Any account not paid by 4:30 p.m. on the 10th of the following month will be charged a \$25.00 late fee and service will be disconnected the following day.

How can I pay my bill?

Payments can be made by mail, at our collection window inside the Boswell Municipal Office Complex at 210 S.W. 3rd Street, at the drop box outside the building, or at the convenience drop box located at 5914 Hwy 5 N. We also accept payment by automatic bank draft from a checking account or a credit or debit card draft. You can also make a payment over the phone with a Visa, MasterCard, or Discover card free of charge.

Is there a charge for Automatic Bank Draft?

The Automatic Bank Draft payment option is provided free of charge.

Can I pay my bill with a debit or credit card?

Yes, payment can be made with a Visa, MasterCard, or Discover card.

Can I pay my bill by telephone?

Yes, with a credit or a debit card free of charge.

Can I get an extension on my bill?

No, except in the event a customer should have an astronomical bill, at which point a payment plan may be worked out.

Can I get credit for filling my swimming pool?

Yes, we can make an adjustment to the sewer charges. **You must call the office PRIOR to filling your pool for details and fees.** Swimming Pool Ordinance #2010-15 available on our website.

Is there a charge to transfer my service?

There is a \$15.00 charge for transfer of service.

I need to set up service, how do I do this?

Complete an application for services, this application is accepted at the payment window located at 210 S.W. 3rd Street. Payment of the deposit and the \$15.00 service charge are due when the application is submitted. Services are normally turned on within 24 hours. We also require proof of address and a copy of each applicant's driver's license.

How much is the deposit?

Utility customers with the City of Bryant Water/Sewer Department are required to pay a deposit prior to beginning a new service. The amount of the deposit is based on the type of connection being made, whether it is residential, commercial, or a rental property, and also on meter size. This deposit is held by the Water/Sewer Department until service is disconnected. Upon termination of your service we will apply the deposit as a final payment and refund the balance remaining to you at a forwarding address that you provide.

Where are you located and how do we get there?

The physical address is 210 SW 3rd Street, Bryant, AR 72022.

Driving directions from Interstate 30 Exit 123: travel south on Arkansas 183 (Reynolds Road) for 2 miles, turn right onto S.W. 3rd Street, travel past the Nowlin Fire Station to the Boswell Municipal Office Complex at 210 SW 3rd Street.

Why is my water bill so high?

If you believe the department has made an error in your bill or if you dispute your obligation to pay the bill, you may arrange a meeting with a representative to solve the problem. Until the situation is resolved, you must still pay your bill by the due date printed. Failure to pay your bill by this date for any reason may result in the disconnection of your existing utility service.

My banks on-line payment may not reach you on time, will the penalty be waived?

No, banks receive billing information from the water/sewer customer and are responsible for issuing payments in a timely manner.