

NEW CUSTOMER INFORMATION

CITY OF BRYANT

210 SW 3RD STREET, BRYANT AR 72022

WATER DEPT. PHONE #: 501-943-0441

AFTER HOURS PHONE#: 501-943-0469 (EMERGENCY ONLY)

Water bills are mailed prior to the 15th of each month for the previous month's water usage. If the bill is not received, it is the **customer's responsibility** to notify this office.

The first billing is prorated for most new customers. All deposits are held until the account is closed and the final bill is processed. Refunds will be mailed to the address submitted on the Disconnect Form or the address on file. It is the customer's responsibility to notify the City of Bryant Water Department in writing when moving from your current location.

Water and Sewer rates are listed on the back of your bill and are as follows:

- Water:
 - First 2,000 gallons or less based on meter size

Meter size	Min. Charge
5/8" (residential)	\$11.96
Per hundred, thereafter	\$0.575
 - Sewer:
 - First 2,000 gallons or less

	\$17.04
Per hundred, thereafter	\$0.907
- All other meter sizes please refer to the back of your bill or call the office for information*

Due Date: 1st of the month by 4:30 pm.

Penalty: A 10% penalty will be applied to all bills not paid by 4:30 pm on the 1st. If the 1st falls on a weekend or holiday, you will have until the next business day to pay.

Past Due Notice: Past Due Notices are mailed the third of each month.

Late Fee: A \$25.00 fee will be applied to all bills not paid by 4:30 pm on the 10th.

Shut Off: All accounts unpaid at 4:30 pm on the 10th of the month will be subject to disconnection on the 11th and will be charged a \$25.00 disconnect fee.

Reconnect Fee: A \$35.00 fee will be charged at the time of payment to restore services. All payments made before 2:00 pm will be restored the same day and any payments received after 2:00 pm will be restored the next business day.

Express Service Reconnect: A \$40.00 fee will be charged at the time of payment to restore services the same day. This is in addition to the reconnect fee.

PAYMENT OPTIONS:

- In the office with Cash, Check, Money Order, Visa, Mastercard, or Discover.

- Online at WWW.CITYOFBRYANT.COM (\$1.00 fee)
- By Mail: 210 SW 3rd Street, Bryant, AR 72022
- Drop Boxes - located at City Hall and Goodwill - picked up between 7-8am daily
- At Wal-mart (Small Transaction Fee Charged)
- At Edward's Food Giant (Small Transaction Fee Charged)
- Automatic Bank Draft or Credit Card Draft, accounts are drafted on the 1st of the month and there are no fees for this service. Forms available at Water Office.
- By Phone with a Debit or Credit Card (\$5.00 fee)

Return Check: \$25.00 fee - All charges must be paid in full before service is restored.

Senior Discount: Available for anyone 65 or older with proof of age. Account must be in their name. We need a copy of your current driver's license on file.

Sprinkler Meter: A second meter can be purchased for watering purposes and no sewer charges apply. This meter can also be put on hold for winter months and the account is not billed. Call 501-943-0488 for fees and more information.

Swimming Pools: An adjustment can be made to your sewer charges for a pool fill. You must call the office PRIOR to filling the pool for guidelines and fees.

Disconnects: In order to disconnect your service, notice must be submitted in writing. A disconnect form is available in the office or online at our website. (24 hour notice required)

HELPFUL NUMBERS

Water/Wastewater:

Customer Service	943-0441
Water Plant	943-0999, After Hours 943-0469

Electric Service:

Entergy	1-800-368-3749
First Electric Cooperative	315-7438 or 1-800-489-6716

Gas Service:

Centerpoint Energy	1-800-992-7552
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Telephone Service:

AT&T Telephone	1-800-464-7928
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Cable Companies:

Comcast Cable	375-5755 or 553-2530
Fidelity Communications	315-4405

Solid Waste Services:

Jerry Conrad Trash Service	501-316-1155	Waste Management	501-565-0191
Powell Sanitation	501-315-0304	Robert's Trash Serv	501-847-8730
Republic Services	501-569-3700	Dixon Sanitation	501-303-0812
Carter's Trash	501-776-1121	Jerry Toland Trash	501-840-6756
Early Bird Sanitation	501-332-7202	Affordable Trash Ser	501794-8727
Terry Red Trash Service	501-888-6998		
A -Z Sanitation	501-912-6783		