



Springdale Water Utilities



526 Oak Avenue P.O. Box 769 Springdale, Arkansas 72765-0769 (479) 751-5751

### **NEW FEATURE: TEXT MESSAGE ALERTS FOR PAST DUES ACCOUNTS**

Springdale Water Utilities (SWU) will soon begin a new payment reminder service for our customers. SWU currently mails a past due reminder after your due date if we have not received your payment.

Starting shortly, we will send out a reminder SMS Text Message final reminder if we have not received your payment and will inform you of the date water will be shut off. There will be no payment extensions given at this point. We must receive your payment by midnight the day before the shut off.

To take advantage of this helpful reminder, please be sure we have your current primary contact phone number in our system.

To OPT OUT of receiving an SMS text message from us please...

- Open a blank text message. In the recipient field, type **22300**. In the message field, type **Stop** and then, click SEND.
- Another option is to call 877-698-3262, press 5, then 2. You will be prompted to enter the phone number that you want to opt-out.

# WELCOME TO SPRINGDALE WATER UTILITIES

526 Oak Avenue  
Springdale, AR 72764  
(479) 751-5751  
springdalewater.com

This page, in addition to our website, contains some important information which will be beneficial to you as our customer.

## Deposits

A deposit is required before water service may be established. The current deposit schedule is as follows:

Homeowner.....	\$ 50.00	Commercial.....	\$150.00
Renter.....	\$100.00	Fire Hydrant.....	\$500.00
Construction.....	\$500.00 (2 or more meters, \$1,000)	Landlord Deposit.....	\$200.00

A deposit can be transferred from the customers current service address to their new service address, provided that the customer's current account is paid in full and their current service disconnected at the old address no more than 3 days after connecting at the new address. A \$20 transfer fee will be charged.

## Miscellaneous Charges

Transfer of Service Charge	\$20.00	Same Day Service Charge	\$50.00
Collection Fee	\$35.00	Meter Service Charge	\$20.00
Insufficient Payment Fee	\$35.00	Return Trip Charge	\$25.00
Tampering Fee/Residential	\$50 plus damage		
Tampering Fee/Commercial	\$250 plus damage (excludes FH/Construction)		

## Collection of Bills

Billing shall be rendered monthly to water and sewer users who have established utility service with the Water and Sewer Commission of the City of Springdale, Arkansas. All water and sewer bills shall be due upon receipt. If a monthly bill is not paid on or before fifteen (15) days after the billing date, a ten (10) percent additional charge shall be collected. If a bill shall remain unpaid for a period of twenty-one (21) days after the billing date, water service may be disconnected and a collection fee as established by the Springdale Water and Sewer Commission, as well as all outstanding amounts then due, shall be collected to reinstate water service. Customers that do not wish to receive paper billing can sign up for **E-Statements** on our website.

## Additional Payment Options

**Bank Draft** - You can have your bill automatically deducted from your checking account. If interested, please request an Automatic Bank Draft authorization form.

**Phone/Online** – You can pay via internet on our website or by calling 1-866-680-5501. There is a convenience fee associated with this option.

**Online Banking** – Please contact your banking institution to establish electronic online payments.

**Night Depository** – For your convenience, a night depository is located beside our drive-thru.

## Seasonal Meters

If you water your yard, garden, plants or have a swimming pool, a seasonal meter may be a good investment for you. Sewer is not charged for water consumed through seasonal meters. Please contact Springdale Water for options available and pricing.

**\*Subject to change**

**If you have any questions regarding this information, please feel free to contact our office.**

Effective 10/01/2019

# Bienvenidos al servicio de Agua para Springdale

526 Oak Avenue  
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(479) 751-5751  
springdalewater.com

Nueva información a sido añadida en nuestra pagina de internet que es importante para usted como nuestro cliente.

## Depositos

El depósito es requerido antes de establecer el servicio. Los siguientes depositos son:

Dueño de Casa.....	\$ 50.00	Comercial.....	\$150.00
Inquilino.....	\$100.00	Medidor de Bomberos.....	\$500.00
Construcción.....	\$500.00 (dos o más, \$1,000)	Deposito de Propietario.....	\$200.00

Un deposito puede ser transferido de la cuenta de domicilio presente a la nueva direccion, siempre y cuando el recibo este pagado al corriente y que el servicio este desconectado en la direccion vieja no mas de 3 dias después de conector en la nueva direccion. Un cargo de \$20.00 sera aplicado por hacer el cambio del servicio.

## Otros Cargos

Cambio de servicio.....	\$ 20.00	Mismo dia de servicio.....	\$50.00
Cobro de honorarios.....	\$ 35.00	Cargo De Medidor.....	\$20.00
Cuota de pago insuficiente.....	\$ 35.00	Cuota de Regreso.....	\$25.00
Cuota de manipulación Fee/Residencial.....	\$ 50.00 Mas daño		
Cuota de manipulación/Comercial.....	\$250.00 Mas daño (excluye hidrante de fuego/construcción)		

## Cobro de facturas

Facturas serán enviadas mensualmente por el servicio consumido de agua y drenaje para los que establecieron utilidades con la Comision de agua y drenaje del la ciudad de Springdale. Todas las facturas deveran ser pagadas en la fecha de vencimiento. Si la factura no es pagada en la fecha de vencimiento o antes de los 15 dias de que se envio la factura, un 10% será cargado y colectado. Y si la factura continua sin ser pagada después de los 21 dias de que a sido enviadas el servicio será desconectado y un cobro de honorarion será cargado, el cual a sido establecido por la Comision de aqua y drenaje de la ciudad de Springdale, como también la cantidad pendiente será cobrada para restablecer el servicio de agua.

Si usted no desea recibir factura por correo, usted puede registrarse en nuestra pagina de internet para recibirlos por correo electrónico.

## Opciones de pago

**Pago automatico** – Usted puede tener su pago automatico de su cuenta de cheques. Si usted esta interesado puede llenar la forma y mandarlo con un cheque cancelado.

**Pago por via internet o telefono** – Usted puede pagar en nuestra pagina de internet o llamar al 1-866-680-5501. Un cargo será asociado con esta opción.

**Pagos electrónicos con su banco** – Por favor contactar a su banco para establecer pagos electrónicos.

**Buzon de pago** – Para su conveniencia hay un buzón localizado enseguida de la ventanilla de pagos.

## Medidor de riego

Si a usted le gusta regar su jardín o tiene alberca, el medidor de riego será su mejor opción. El drenaje no será cobrado por el uso de agua que a consumido. Para mas información sobre precios contactar al departamento del agua.

**\*Se puede cambiar**

**Si tiene una pregunta sobre esta informacion, por favor hablenos a nuestras oficinas.**

Effective 10/01/2019



## WASTE MANAGEMENT

1041 Arbor Acres Avenue  
Tontitown, AR 72762  
479-361-4200

### Welcome to Springdale!

The City of Springdale has contracted with Waste Management for the collection and disposal of residential trash, recycling and yard trimmings. The Springdale Water Utilities includes the monthly billing for residential trash and recycling on your water bill.

As your residential trash collection company and your neighbor in the community, Waste Management believes personal, one-to-one service is the key to successful relationships. We are dedicated to excellent customer service, active community involvement, protection of our environment and preservation of valuable resources. We are happy to provide this service to the residents of Springdale. You may find the following information helpful in your curbside service.

#### General Information:

##### Curbside Trash Collection

- Please contact Waste Management to find out your trash collection day and let us know if you require containers.
- Place all trash at the curb no later than 7 a.m. on your collection day.
- Each residence is provided a 96-gallon poly cart. If you need one, please call to have one delivered.
- ☎ If your trash is not picked up, please call our office as soon as possible.

##### Curbside Recycle Collection

- A 96-gallon poly cart is provided, in which to place your recyclables. If you need one, please call to have one delivered.
- Place the recycle container at the curb on your regular trash day. Recycle service is every other week. Call to see when your service week if not known.
- ☎ If your recycle has been missed, please call our office as soon as possible.

##### Recycle Items

- Cardboard and chip board
- Plastics 1-7
- Steel, tin and aluminum cans
- Office paper, junk mail, newspaper, magazines and catalogs

#### Optional Programs:

##### Green Bag Program for yard waste collection

This program is available to customers who would like curbside yard waste service. The cost of the bags includes the cost of the service for this program. You may purchase a roll of green bags for \$33.62 (30 bags). Please contact Waste Management for more information.

##### Yellow Bag Program for senior waste collection

This program is available to seniors (65 and older) who do not produce more than a bag of trash each week. The cost of the bag includes the cost of pick up; therefore, you do not receive a monthly bill for trash service. You may purchase the yellow bags for \$28.97 (10 bags). The bags are 38 gallons in size. Please contact Waste Management for more information concerning this service.

#### Locations to purchase bags

Springdale Youth Center, 1906 Cambridge St, Springdale, Arkansas



## Register for e-Statements today!

Visit [Springdalewater.com](http://Springdalewater.com) and click at the bottom of any page to enroll.



## Benefits

- Receive an email notification when your bill is ready to be viewed.
- A convenient link to pay online.
- View two years of your billing history.
- No more lost mail or storing paper bills.

## Our Mission Statement

*The mission of the Springdale Water Utility is to provide safe, high quality drinking water to our patrons and to responsibly treat and dispose of wastewater generated by our patrons.*

## Our Vision

*To provide our communities value through having the best services at the best cost.*

## Our Values

*Honesty, Integrity, Service*

## Contact Us

Phone: 479-751-5751

Email: [custserv@springdalewater.com](mailto:custserv@springdalewater.com)

Web: [springdalewater.com](http://springdalewater.com)

Visit us on Facebook

## Please tell us how we are doing:

[springdalewater.com/survey](http://springdalewater.com/survey)

As a direct result of customer survey feedback, we are set up to take credit and debit card payments in our drive-thru, effective immediately.

## REPORT A LEAK

Click the red button on our website to:

**REPORT A LEAK**



## Ways to pay your bill

Visit [Springdalewater.com](http://Springdalewater.com) and click on Pay My Bill near the top of our home page.

ON-LINE OR BY PHONE

*Save your credit card or bank account information in a wallet so you don't need to re-enter every month.*

*Schedule your payment to post on or before your due date.*

*You can now pay with your checking account as well as your credit card or debit card.*

*Receive email notifications on all transactions and changes made online.*

*Processing fee is only \$1.85 per payment.*

## Can Your Grease

Sewer pipes blocked by grease will cause sewer overflows. Backups can cause health hazards, damage to your home interior and is a threat to our environment.

What you can do to help: Pour grease and food scraps into a can and dispose in your trash.

# Springdale Water Utilities Automatic Bank Draft

No additional fees

I (We) hereby authorize Springdale Water Utilities to initiate variable amount debit entries to my (our) bank account for services such as water, sewer, solid waste or garbage pickup.

Water Account Number

Telephone Number

Name on Water Account (please print)

Service Street Address

City

Name of Financial Institution

Financial Institution Routing Number

Account Number /  Checking  Savings

Authorized Account Holder Signature

Date

## Please return the completed bank draft form with a voided check

### In Person to:

Springdale Water Utilities  
526 Oak Ave  
Springdale, AR

### By Mail to:

Springdale Water Utilities  
PO Box 769  
Springdale AR 72765  
ATTN: Bank Draft

### By Fax to:

Fax number: 479-750-4039

### By Email to:

jcasson@springdalewater.com

**CONTINUE TO MAKE YOUR PAYMENT IN  
YOUR USUAL MANNER UNTIL YOU RECEIVE  
A BILL WITH A NOTATION THAT SAYS DO  
NOT PAY – WILL BE DRAFTED FROM YOUR  
ACCOUNT.**

**THANK YOU**

## Important electronic payment information

Many customers use Automated Bank Draft through their local bank which is the most efficient and safest way to pay your bills. However, please use caution when paying your bill with either ACH or credit cards. If you prefer to use ACH or credit cards instead of our draft, please do so by only going through [SPRINGDALEWATER.COM](http://SPRINGDALEWATER.COM), which directs you to our official website and a mobile friendly site when using a smart phone. Your monthly bill has our website address and the toll-free phone number printed on it each month.

**Our website offers the most efficient payment provider.** Our official third party payment processor is Bill Matrix, which offers a low convenience fee and quick turnaround in getting your payment to us. **BEWARE, WE ARE NOT AFFILIATED WITH ANY OTHER THIRD PARTY BILL PAYMENT COMPANIES!** Other third party payment processors (such as DOXO) are charging you a much larger payment processing fee and have caused too many customers to be late on their payments, thereby causing additional late fees. These non-affiliated payment processors are **NOT** the best value for your hard-earned money. Springdale Water cannot assist you with payments made through any payment processor except Bill Matrix.

When you use our direct website of [SPRINGDALEWATER.COM](http://SPRINGDALEWATER.COM) our approved payment provider of Bill Matrix sends us payment information the very next business day! Please make payments through [SPRINGDALEWATER.COM](http://SPRINGDALEWATER.COM) to make your payments without having to come to the office; or best yet, sign up for Automatic Bank Draft which is always free and convenient.