

# **Heber Springs Water & Wastewater Utility**

1108 W Front St Ph: 501-362-3422 (24-hours)

Heber Springs, AR 72543 Fax: 501-362-3338

Office Hours: www.heberspringswater.com

# **Deposits**

Residential: \$75.00 Commercial: Based on usage

A deposit is required on each meter receiving service.

A deposit is transferrable between locations within our service area.

# **Billing**

Due Date: 10<sup>th</sup> of the month

Late Fee: Assessed after the 10<sup>th</sup> of the month

Disconnection of Service (Shut Off) Date: 20th of the month (approximately)

If the 10<sup>th</sup> is a weekend or holiday, the due date is the first business day thereafter.

The Disconnection of Service date varies from month to month in accordance with utility scheduling; it will be posted at the utility office monthly.

### **Payments**

Bank Drafting Call or visit the Utility Office for more information about this *free* service.

By Mail Send to the Utility Office Check or Money Order
Night Deposit At the Utility Office (near the drive thru) Check or Money Order

In Person At the Utility Office Cash, Check, or Money Order

By Phone 1-855-594-0631 Credit Card, Debit Card, Check by Phone

Online Use the Pay Bill link on our website Credit Card, Debit Card, E-Check

By Phone and Online payments will incur an additional transaction fee.

Please bring your bill or reference your account number for all payments.

# **Delinquent Accounts**

On the Disconnection of Service (Shut Off) date, payment must be made in full in <u>cash</u> at the Utility Office.

A Reconnection Fee of \$30.00 will be assessed to an account whose service has been disconnected.

Payments made on Shut Off Day after 4:30 pm will be subject to an additional After-Hours Fee of \$20.00 for same day service restoration.

# **Garbage Service**

Residential: \$17.50

Questions regarding service should be directed to the Sanitation Department or Mayor's Office.

Sanitation Department: 501-362-5554 Mayor's Office: 501-362-3635

#### **Auto Read Meters**

The Utility has invested in Auto Read Meters. These meters submit readings electronically once a day. You can monitor your usage by creating an Eye On Water account. For more information, please visit our website.

The Utility's meter box, meter, shut-off valve, and all piping inside the box are the property of the Utility. Only Utility employees should turn the service on or off using the Utility's shut-off valve.

When signing up for Eye On Water, the account number must be 12 digits. If your account number is three digits (123) then you would add nine zeros (00000000123). If your account number is four Digits (1234) then you would add eight zeros (00000001234).

## **Service Interruptions**

We cannot guarantee uninterrupted service. Service interruptions can have many causes including, but not limited to, maintenance, mechanical or electrical failures, and acts of nature.

If you notice a change in your service, please contact our office so we can assess the situation and begin repairs as soon as possible. **Our phone number is answered 24 hours a day.** 

We utilize **Facebook** and **Code Red** to notify our customers of service interruptions, please visit our website for more information regarding Code Red.

# Sample Bill

