



## WELCOME TO THE CITY OF WYNNE WATER SYSTEM



The Public Water System for the City of Wynne operates as Wynne Water Utilities (WWU). The monthly billing you will receive will include applicable charges for the following: water and sewer usage (Wynne Water Utilities); Federal Safe Drinking Water Act fee (Arkansas Department of Health); garbage collection and mosquito control (City of Wynne Street/Sanitation Department); associated sales tax.

Your bill will be mailed out on the last day of the month. If you do not receive your bill, please contact your local post office. WWU does not issue billing reminders, so please note that your bill payment **WILL ALWAYS** be due by the 15<sup>th</sup> of the month. Any payments received past the 15<sup>th</sup> will incur a 10% penalty fee, or \$3.00, whichever is less. If payment is not received before 8:00 a.m. on the 26<sup>th</sup>, your water service will be disconnected and a \$25.00 service fee will be added to your account.

As previously stated, WWU is the Public Water System of Wynne and as such we strive to treat everyone fairly and with the utmost courtesy. That being said, as a customer of WWU our relationship is also a contractual one. We agree to supply you with quality, safe drinking water and you agree to our payment terms as well as the terms set forth for collection of money owed to WWU and other applicable City services.

All customers are expected to pay for the water and sewer used by their individual household/business. In the event that a customer does not pay the amount due and attempts to circumvent the process, by allowing someone to have water services placed in another individual's name, the service to that address will be disconnected. Additionally, if a bill is left unpaid or if any person owing an outstanding debt attempts to reside at your address, you agree to be held liable of that debt until it is satisfied. In most cases, your water service will also be disconnected during that time period. This policy, as well as Act 360 and Act 769 of Arkansas Law, will support and defend WWU and the City of Wynne in their attempt to collect any bad debt owed.

If/when we become aware of any potential leaks at your property, you will be immediately notified by a representative of WWU. We **DO NOT** provide credit on water used, regardless of how it is used, so you will be responsible for all water that goes through your meter. Since WWU does not perform water line repairs past our meter boxes, a licensed plumber should be scheduled for repair of your water line if a leak is present. It should be noted, however, that the most frequent occurrence of increased water usage comes from a leaking toilet. If you suspect a toilet may be leaking, please contact our office and we will provide you with die test strips at no charge. Also, with our new metering system, WWU has the ability to run an analysis on your meter to gather hourly water usage data, within the last 3 months, to determine when the leak or water loss occurred. Please contact our office if we can be of further assistance.

In January of each year, your residential sewer charge will be established. The set sewer charge you will be required to pay is based on the average of the previous winter months' water usage. Thus, WWU will average the water usage in the months of January-March and October- December of the previous year to determine the amount owed. If you have no previous history, in your first year your sewer charge will be set based on a minimum of 3,000 gallons (residential only). For commercial or industrial properties, your sewer charge is based on the amount of water used for each individual month.

If you have any questions regarding the information provided herein, please do not hesitate to contact me.

Blake Marotti, General Manager

REVISED (05/2019)



## **WYNNE WATER UTILITIES** **BILLING SCHEDULE HIGHLIGHTS:**



- **YOUR BILL WILL BE MAILED ON THE LAST WORKING DAY OF THE MONTH**
- **YOUR BILL WILL BE DUE ON THE 15<sup>TH</sup> OF EVERY MONTH**
  - **BILL PAY REMINDERS WILL NOT BE ISSUED**
- **ANY PAYMENTS RECEIVED AFTER THE 15<sup>TH</sup> WILL INCUR A 10% PENALTY FEE, OR \$3.00, WHICHEVER IS LESS**
- **IF FULL PAYMENT IS NOT RECEIVED BEFORE 8:00 A.M. ON THE 26<sup>TH</sup> (OR NEXT BUSINESS DAY AFTER THE 25<sup>TH</sup>), YOUR WATER SERVICE WILL BE DISCONNECTED AND A \$25.00 SERVICE FEE WILL BE CHARGED TO YOUR ACCOUNT**
  - **SHUT-OFF NOTICES WILL NOT BE GIVEN**
- **BILL PAY EXTENTIONS WILL NOT BE GIVEN EXCEPT FOR ON RARE OCCURENCES (I.E. SICKNESS, DEATH, GOVERNMENT SHUTDOWN, ETC...), A ONE-TIME EXTENSION MAY BE PROVIDED IF IN GOOD STANDING BASED UPON PREVIOUS 12-MONTH PAY HISTORY**
- **IF WATER SERVICE IS DISCONNECTED DUE TO NON-PAY, SERVICES WILL NOT BE RESTORED UNTIL BILL IS PAID IN FULL**