

Washington Water Authority
A Project of the Rural Development
P.O. Box 178
12567 West Highway 62 West
Farmington, AR 72730
Phone: (479) 267-2111
Fax: (479) 267-5945

1. **Business hours are 8:00 AM-4:30PM Monday-Friday.** To report a leak or any other emergency after regular business hours, please call (479) 267-2111 and leave a message for on-call personnel.
2. Water bills are mailed around the 26th day of each month.
3. **All water bills are due by the 10th of every month. If the water bill is not paid by 4:30PM on the 10th, there will be a \$10.00 late fee for any bill less than \$99.9 or 10% for bills more than \$100.00.**
4. If the 10th falls on a weekend or a holiday, then the next working business day will be granted to customers to pay their water bills by 4:30 PM without being charged a late fee.
5. **Bills not paid in full by 4:30 PM on the 18th of every month will be subject to disconnection for nonpayment. Disconnections will commence on the 19th of every month, unless the 19th falls on a holiday or a weekend, then disconnects will commence on the next working business day.**
6. **If your account has not been paid in full by 8:00 AM on shut-off day, a \$25.00 trip fee/disconnect will be assessed to your account. If your service is locked for nonpayment, an additional \$25.00 will be assessed to your account for reconnection of service. Any reconnect fees paid after 3 PM requesting to be reconnected the same day will be assessed an additional \$40.00 after hours fee. All fees must be paid in full during normal business hours before reconnection of service will be established.**
7. Washington Water Authority field personnel do not collect money at your door. Payment on accounts will only be accepted at the office of Washington Water Authority during normal business hours or credit card payments may be made by calling our service provider, **Official Payments, at 1-800-272-9829 or by visiting www.officialpayments.com** (Select option #3, use Jurisdiction Code 1418).
8. If your service has been disconnected for nonpayment, it must be **paid in full** in the office or through Official Payments, before any field personnel will be sent to reconnect service. Payments for reconnection received after normal business hours will result in reconnection of service the following business day.
9. Any check or bank draft returned to Washington Water Authority for nonpayment will be assessed a **\$25.00 return check fee**. All returned items not collected within three business days will be turned over to the prosecuting attorneys office. Water service will be discontinued if a customer fails to pick up and pay for a returned check. Payment for a returned check is required to be paid by means other than a check. If a customer acquires two return items, their account will be placed on a cash only basis.
10. **Washington Water Authority accepts cash, bank drafts, money orders, or cashiers checks.** A night drop is located in the drive through at the Washington Water Authority office for payments after hours. Credit card payments made may be made by calling our service provider, **Official Payments, at 1-800-272-9829 or by visiting www.officialpayments.com** (Select option #3, use Jurisdiction Code 1418).

These policies are subject to change without notice