

WELCOME TO THE CITY OF MARIANNA WATER AND SEWER DEPARTMENT

The monthly billing you will receive will include applicable charges for the following: water and sewer usage (Marianna Water and Sewer Department); Federal Safe Drinking Water Act fee (Arkansas Department of Health); garbage collection and mosquito control (City of Marianna) and associated sales tax.

Your bill will be mailed out on or around the 27th day of each month. If you do not receive your bill, please contact your local post office. Marianna Water and Sewer Department does not issue billing reminders, so please note that your bill payment will always be due by the 15th of the month. Any payments received past 4:30 p.m. on the 15th a \$7.00 fee will be added. If payment is not received before 4:30 p.m. on the 21st, your water service will be disconnected and a \$25.00 service fee will be added to your account. Also, if there is any changes, transfers or disconnections to your account you will be required to upgrade your deposit to the current deposit amount.

The Marianna Water and Sewer Department agrees to supply you with quality and safe drinking water and strive to treat everyone fairly.

All customers are expected to pay for the water and sewer used by their individual household or 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. And 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 be disconnected during that time period. This policy, as well as Act 360 and Act 769 of Arkansas Law, will support and defend the Marianna Water and Sewer Department 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 the Marianna Water Department. You will be responsible for all water that goes through your meter. The Marianna Water Department does not repair water lines past the meter box, a licensed plumber should be scheduled for repair of your water line if a leak is detected. However, the most frequent occurrence of increased water usage comes from a leaking toilet. The Marianna Water Department does give water adjustments. You can receive one adjustment in a 12-month period and with proof that the leak has been repaired.

The sewer charge is based on the amount of water that is used.

If you have any questions, contact the office.