



El Dorado

Water Utilities

The El Dorado Water Utilities (EWU) is a component unit of the City of El Dorado and manages the city's water and wastewater departments. El Dorado Water Utilities operates from revenue generated by the sale of water and the treatment of wastewater. Customers receive a bill by mail every month.

EWU is on call 24 hours a day and 7 days a week. We are here to serve you, our customer. Please do not hesitate to call EWU if you have a problem with your water supply or wastewater.

BUSINESS OFFICE | 500 N. WASHINGTON | EL DORADO, AR 71730
TELEPHONE WEEKDAYS (870) 862-6451 | AFTER HOURS (870) 862-1912

LOBBY HOURS | WEEKDAYS 8:00 AM 4:30 PM

DRIVE THRU HOURS | WEEKDAYS 8:00 AM 5:00 PM

www.ElDoradoWater.com



CONNECTION FEE/ DEPOSITS

Residential

A \$75 non-refundable connection fee is required to establish residential service with El Dorado Water Utilities. This fee is due at the time of application and will not be postponed for later payment. Your first bill will be prorated to the number of days you have service.

Commercial/Industrial

A deposit for commercial and industrial customers is due at the time of application and is based on the estimated cost for two months of service for water, sewer and garbage. The city garbage and recycle fee is included on your EWU bill. A \$25 connection fee will also be due at time of application. Your first bill will be prorated to the number of days you have service. Commercial and Industrial customers billed sewer usage is equal to the amount of water metered each month. There is no sewer billed to irrigation (sprinkler) meters.

LATE NOTICE/ DISCONNECTION

The El Dorado Water Utilities mails a penalty notice if your bill becomes delinquent. A 10% penalty fee is added to the account on the date the account becomes delinquent and a date for service disconnection is noted on the penalty notice. Payment to the account should be made as soon as possible. If the account remains unpaid at 4 pm on the day of the disconnect date, the service will be disconnected and a non-refundable \$25 service fee will be added to the account.

RETURN PAYMENT FEE

A customer's account will be subject to a \$35 return payment fee for any payment returned by the bank for whatever reason, whether the returned payment was made by check, ACH payment, or other electronic format.

PAYMENT METHODS

Pay In Person | At the Business Office, payments can be made using cash, check, or money order. Master Card, Visa, Discover and debit cards are also accepted and have a \$2.50 or 3% service fee, whichever is higher.

Pay By Mail | Check or money order payments may be sent by mail. Please include your payment coupon. To avoid late fees, please mail your payment at least five to seven business days before the due date specified on your bill. Payments should be mailed to: El Dorado Water Utilities, P.O. Box 1587, El Dorado, Arkansas 71731-1587.

Automated Bank Draft | This option offers worry-free payment of your water bill. With Automated Bank Draft, the amount of your monthly bill is automatically deducted from your bank account and credited to your utility account. EWU does not charge for this method of payment. To set up Automated Bank Draft, stop by the Business Office and fill out the ACH Recurring Debt Form. This form is also available online at www.eldoradowater.com. The form should be returned to the Business Office along with a voided check.

Financial Institution Online Bill Pay | This method of payment occurs automatically every month and is also worry-free. Payments from Financial Institution Online Bill Pay can be set up by the customer through their local bank. EWU does not charge for this method of payment. Payments may take up to seven business days to post to your account. Please consult your bank for more information.

Online Credit Card Bill Pay | You can pay your bill 24 hours a day – 7 days a week using a credit card and our online website. We accept Master Card, Visa, Discover and debit cards (there is a \$2.50 or 3% service fee, whichever is higher). Go to www.eldoradowater.com and click on the RED "Pay Your Bill Now" button. You will be directed to set up your online account.

Payment Drop Box | Payments can also be received after hours and on weekends and holidays in our secure Payment Drop Box located in the drive thru lane at our Business Office at 500 North Washington in El Dorado. Payments received in the Drop Box will be processed the next business day.

YOUR WATER SERVICE

The disconnect valve in the meter box is the property of the El Dorado Water Utilities and is to be used by the Utility only. The water service line from the meter to your house or business is owned by the customer. Each customer should have a valve on his/her service line to turn the water off for repairs or emergencies.

All connections and disconnections of water service will be performed by Water Utilities employees only, so that proper records may be kept. If a customer requests that his/her meter reading be checked and the reading is correct and no leak is found, a service charge of \$15 will be added to the customer's next bill. Theft of water or meter tampering will result in a fee of up to \$500, plus the cost of any water taken. All yard sprinkler systems must be metered and have a reduced pressure zone (RPZ) back flow device installed.

This device must be installed by a master plumber. Some commercial and industrial customers will also have to have a RPZ installed on their service line. All RPZ customers (residential, industrial and commercial) are required to test and certify their RPZ yearly.

CONSERVATION

The El Dorado Water Utilities encourages water conservation. Did you know that the water used for showering accounts for nearly 17% of the water used in a home? Consider replacing older shower heads that use 2.5 gallons of water per minute (or more) with WaterSense shower heads which use no more than 2.0 gallons of water per minute. The average family could save 2,900 gallons per year, as well as, the considerable cost it takes to heat the water by switching to WaterSense shower heads. WaterSense shower heads can be purchased locally in El Dorado for under \$30.

The main source of water loss in the home are toilets that leak water. Stop by our Business Office and we will give you a free package of dye tablets that will help you determine if you have a leaking toilet.

Toilets account for 30% of the water used in a home. Consider replacing older models made before 1985 and that use 3.5 gallons or more per flush with low flow models that use as little as 0.9 gallons per flush. The average home can save nearly \$110 a year by switching to WaterSense low flow toilets. Low flow toilets can be purchased for less than \$125 a piece locally.)

SEWER EMERGENCIES

If you have sewer problems, call our office or our after hours number first. The Sewer Department will check the main line at no cost to the customer. If you call a plumber first for a sewer stop up and the plumber determines that the problem is in the city main, the El Dorado Water Utilities will not pay the plumbing bill. You, the customer, will be responsible for paying the plumber's bill. Please call EWU first to avoid unnecessary cost to you. (The sewer service line from the house to the main is the responsibility of the customer.)

COMMERCIAL/ INDUSTRIAL WASTEWATER

All commercial and industrial customers are required to fill out a permit to discharge to our wastewater system.

ONLINE ACCOUNT

EWU customers are encouraged to go to www.eldoradowater.com and set up an online account. With an online account, customers can see their current month's bill as well as their past billing history.

There is no fee for this service. To set up an online account, go to www.eldoradowater.com, click on the RED "Pay Your Bill Now" button and follow the instructions.

YOUR SEWER SERVICE

The sewer service line from your house or business to the El Dorado Water Utilities sewer main is the responsibility of the customer. EWU does not repair or maintain "community service lines" - where two or more property owners share a sewer line before it reaches the sewer main.

To ensure your sewer line flows properly, do not put grease down the drain or dispose of diapers, baby wipes, sanitary products or medicines down the toilet. If it is determined that any of these products from your house or business clogged the sewer line, you may be charged for repairs to the sewer main.

EWU strongly encourages our customers to install a "pop-up" relief valve on their sewer line. Pop-up valves can be installed by a plumber and when installed properly, will cause any sewer backup to overflow outside your house rather than into your house.