

Frequently asked questions



Mayflower Waterworks
P. O. Box 69
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Mayflower, AR 72106
501-470-1818

Web Site: mayflowerwaterworks.com
Email: Mayflower.Waterworks@arkansas.gov
Office hours:
Monday – Thursday
7:00 a.m. to 5:30 p.m.

How do I get water turned on at my property? Deposit and service fees are required at the time new service is established. Customers must come into the office to establish new service, provide a rental or lease agreement, or proof of purchase for a new home. Payment must be made by check, cash or money order. Rental properties-\$150.00 deposit plus a \$55.00 service charge, Owner properties-\$40.00 deposit plus a \$55.00 service charge

What happens to my deposit? The deposit is held until your account is closed and will be applied to your final bill. If there is a credit on the account, a refund check will be mailed for the credit balance.

What is the service charge for? The \$55.00 service charge is non-refundable. It covers the technicians going to your location to get readings, turn the water on or off, and re-checking the meter in the event that the customer has a high water bill.

Do I need to be there when the water is turned on? Customers are not required to be present to have the water turned on. In the event that something was left running or you have a leak, the water will be turned back off and you must be there when the technician returns to turn the water back on and pay an additional \$55.00 service charge.

How often will I be billed? Customers are billed each month. Statements are mailed to the customer's service address, or another address they would prefer.

How am I billed? Is it estimated or actual consumption? Customers are billed for their actual consumption, it is not estimated. The City technicians read the meters through electronic devices each month. Through the use of the previous month's reading and the current reading, the customer's usage is calculated and billed to them.

Can I change the due date of my bill? The due date is always the 10th of each month. Late fees are assessed the first business day after the 10th and late bills are mailed on the same day. Because of the way the cycle runs and the reading schedules of our meters, a customer's due date cannot be changed.

What are my options for paying my bills? There are several options for making payments: Payments are accepted in person at the cashier's window in City Hall or by sending a check.

Our mailing address is:
Mayflower Waterworks
P. O. Box 69
Mayflower, AR 72106

Payments can be made with PAYSTAR by phone (501-381-5778) or online (cityofmayflower.com). You will need your account number.

Bank draft, all we need is a voided check with your account number and routing information.

What is the City's policy on returned check or auto drafts with insufficient funds? A \$30.00 returned check fee is added to all check and auto drafts that are returned from the bank. We do not attempt to send the check or draft back through a second time. Payments must be made in cash.

What if I fail to make a payment? If a payment has not been received by the due date of the 10th, a 10% penalty will be added and a new date of the 20th of the month will be assigned. If the payment has not been received by the 20th, customers are subject to having their water services shut-off. If a customer's services are disconnected, the customer must pay the past due bill and pay a \$55.00 reconnection fee before services can be turned back on. Customers are responsible for their bill, regardless of whether an actual bill was received or not.

How do I terminate my service? To terminate services, the customer needs to let us know the exact date they would like the services terminated and their forwarding address to ensure that the customer receives all final billing documents and any deposit refunds they may be entitled to.

I received a letter concerning higher water consumption on my account. What does that mean? The City notifies the customer their consumption is higher than usual. This could be for various reasons including a potential leak.

Why is my water bill so high this month? If a customer receives a high water bill, it does not necessarily mean there is a leak. Higher water consumption can be credited to several things:

- More company than usual
- Watering of summer gardens
- Filling up a pool or hot tub
- Or a leak - The majority of the leaks reported to the City are toilet leaks.

How do I know if my leak is outside or not? If there is a leak outside in the lines, the meter is constantly moving. Usage typically will continue to increase with each passing bill until the leak has been fixed.

Is there anything I can do to check for leaks myself? There is a test that customer's can do to check their toilets for leaks. If you take the lid off of the back of the toilet, you can place a few drops of food coloring or a dye strip into the tank. You must leave the toilet alone and not touch it for about 10-15 minutes. If any of the color has bled into the bowl of the toilet, this indicates that the toilet is not working properly.

You can also turn the water supply off to the toilet. Once this is done, you will need to take the lid off of the back of the toilet. You will need to mark the waterline in the tank with a pencil. If you leave the toilet alone for an hour or so and come back and the waterline has dropped from the marked line, this also indicates that the toilet is not working properly.

What do I do if I think I have a leak? If the customer is renting, contact your landlord and report the high water bill and the possibility of a leak. If the customer owns the property and is unable to find the leak themselves, they will need to call a plumber.

Can my bill be adjusted for my high usage? In the event that a customer has a leak, it must be repaired before any adjustment can be given. In order to do an adjustment, we need verification that the leak was fixed. This can be an invoice, a receipt, or a letter from a landlord or plumber stating the leak has been repaired, how it was repaired and the date it was repaired. We allow one adjustment per 12 month period.

What if I can't pay the total due after I've had a leak? For water bills in excess of \$300 caused by a leak, customers will be required to pay what they can on the bill and arrangements can be made for the remaining balance on the account.

I don't want to use the trash service; do I have to pay for it? Yes, city ordinance requires that all customers living inside the city limits be assessed a determined amount for this service.

My trash or recycling was missed, what do I do? If the customer set their trash out prior to 7 a.m. the day their waste was supposed to be picked up, we just need to know their address and the customer will be added to the "Missed List" so that Waste Connections knows to go back and get it. Trash pick-up schedules are available at City Hall.

We have more trash than our carts can hold. How do we get an additional cart? An additional cart can be delivered for customers. This will increase their bill by \$12.87 monthly for each additional cart requested.