

Night Deposit



We have Night Deposit Boxes available 24 hours a day at our downtown location at 221 East Capitol Avenue in Little Rock. The boxes are opened at 8:00 a.m. Monday through Friday. Payments dropped in the boxes after 8:00 a.m. or on weekends or holidays will be posted to your account on the next business day. The North Little Rock City Services Building located at 300 Main Street in North Little Rock also has Night Deposit Boxes for the acceptance of after-hours payments from customers north of the river.

For More Information

When it comes to paying your monthly bill to Utility Billing Services, you have a range of options — seven to be exact — because in a world of so many decisions, it's great to have a choice. We also offer other special services for senior citizens and customers on fixed incomes. For more information about the various payment options and special services, please, contact our Customer Service Center at 501-372-5161.



Utility Billing Services Partners

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| Central Arkansas Water | 501-372-5161 |
| Little Rock Wastewater Utility | 501-376-2903 |
| North Little Rock Waste Water Utility | 501-975-8920 |
| Little Rock Solid Waste Collection Services Division | 501-888-2208 |
| Pulaski County Sanitation Division | 501-664-7400 |
| City of Wrightsville | 501-372-5161 |
| Arch Street Pike Water Improvement and Fire Protection District No. 116 of Pulaski County | 501-372-5161 |
| Higgins Sewer Improvement District No. 221 of Pulaski County | 501-372-5161 |
| Suburban Sewer Improvement District No. 226 of Pulaski County (Woodland Ridge) | 501-372-5161 |
| Spring Valley Sewer Improvement District No. 239 of Pulaski County | 501-372-5161 |

For more information about bill payment options or customer service, log on to:

www.carkw.com



Little Rock
Wastewater
Utility



Solid Waste Division
Collection Services



Pulaski County
SANITATION
DIVISION



Different Options

for
customers
with



Different Lifestyles

Utility Billing Services (UBS) partners know that when it comes to households and businesses, no two are the same. Budgets are different. Preferences are different. Incomes are different. The meaning of convenience is different. That's why when it comes to paying your monthly bill for water, sewer, and, if applicable, solid waste services, we want to give you the most in options and convenience — from the traditional to the electronic.

Within the past few months, we have added two new options — Internet and credit/debit-card payments. This brochure is a handy guide to the types of payment options available to you. Remember that regardless of the option you use for paying your bill to us, you always will receive a monthly statement with a detailed breakdown of your charges for water, sewer, and, if applicable, solid waste services. The statement will arrive approximately 20 days before your due date.



Internet



With electronic payments on-line (E-Payments), remitting the amount due for your utility bill is as easy as a few key strokes on the home or office computer. To pay on-line from your bank account, simply log on to **www.carkw.com**, select the link, "Pay Your Bill Online," and enter the requested information about your utility account and payment. The last step is to submit your payment electronically to UBS. The credit to your account is immediate.

This option is for customers who prefer the convenience of paying their monthly utility bill in a safe and secure Internet environment — without the need to leave the home or office.

Automatic Debit Payment Program

No time? No stamps? No problem! Our Automatic Debit Payment Program is the choice for one out of every eight customers. It allows you automatically to pay your monthly bill through a designated checking or savings account. The service is free, easy, and dependable.

To sign up, all you have to do is complete an authorization form. Your monthly billing statement will arrive approximately 20 days before the due date and will provide you with the exact amount and date that your bank will transfer the payment to Utility Billing Services. If you have a question regarding your bill, you will have plenty of time to call and resolve your concern.

No more checks, no more money spent on postage and bill-paying supplies, and no more worries about your payment getting lost or your not being able to pay your bill while out of town on business or vacation.

Credit or Debit Card



A toll-free telephone number gives you quick and easy access to making a payment by credit card, debit card, or electronic check. To pay your bill or for more details, call our Automated Customer Service System at 501-372-5161 or Bill Matrix at 1-800-809-1002. The service is available 24 hours a day. Customers incur no fee from UBS for using the service. Bill Matrix, the third-party company through which we offer credit/debit-card payments, does charge a convenience fee for each payment by telephone.

Mail



Your monthly billing statement includes a convenient pre-addressed return envelope for the remittance of payments to:

Utility Billing Services, P.O. Box 8100, Little Rock, AR 72203

Quick Pay Connection



A network of 24 businesses in and around the Little Rock-North Little Rock metropolitan area has authorization to accept non-delinquent payments for UBS. The convenient locations place the bill payment process closer to your home or business. Payments at a location other than the UBS Customer Service Center at 221 East Capitol Avenue in Little Rock may experience a delay in posting to your account. The businesses typically charge a convenience fee for each transaction and will accept payments only for current bills. Be sure to keep the receipt for a payment made at a Quick Pay location.

Little Rock Locations

Arch Street Grocery
10700 Arch Street

Deluxe Check Cashing
14705 Highway 365, Suite B

Diversified Postal Services
6834 Cantrell Road

Diversified Postal Services
2915 Kavanaugh Boulevard

Diversified Postal Services
9501 North Rodney Parham Road

Easy Cash Pawn & Jewelry
8302 Baseline Road

Easy Cash Pawn & Jewelry
8601 West Markham Street

Emma Rhodes' Education Center
1815 Wright Avenue

Mail Services Plus
12111 West Markham Street

M&M Superstop
8000 Geyer Springs Road

Sav-U-More
7525 Baseline Road

Shackleford Superstop
1200 Shackleford Road

Superstop #27
11401 Cantrell Road

USA Check Cashers
8414 Geyer Springs Road

USA Drug #16
10300 North Rodney Parham Road

USA Drug #1003
6115 Baseline Road

USA Drug #1006
4010 West 12th Street

North Little Rock Locations

Baker Valu-Rite Drug Store
4133 East Broadway Street

Camp Robinson Superstop
4622 Camp Robinson Road

North Little Rock City
Services Building
300 Main Street

Marche Big Star
15310 MacArthur Drive

USA Check Cashers
3823 Camp Robinson Road

USA Drug #15
2743 Lakewood Village Drive

Sherwood Location

E-Z Check Cashing
8122-B John F. Kennedy Boulevard

In-person



Our local Customer Service Center at 221 East Capitol Avenue in Little Rock is open to you between the hours of 7:30 a.m. and 4:30 p.m. Monday through Friday. We offer lobby and drive-up window services. Credit to your account is immediate.

Customers north of the Arkansas River also may pay their bills at the North Little Rock City Services Building located at 300 Main Street in North Little Rock. This location offers lobby and drive-up window services between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday.