

Ways to Connect

Monday - Thursday: 7:30 a.m. - 5 p.m.
Friday: 8 a.m. - 4:30 p.m.
Billing Questions: (501) 372-5161 or (855) 742-0309
After-Hours Emergencies: (501) 377-1239

Online: www.carkw.com
Email: customerservice@carkw.com
Live Chat: carkw.com/customer-service
Outage Map: carkw.com/outages

221 East Capitol Ave, Little Rock, AR 72202

Important Phone Numbers

Central Arkansas Water

Breaks/leaks on water main (501) 223-1550
Call before you dig (800) 482-8998
New connections (501) 210-4910
TTY/TTD service 711
Water quality concerns (501) 210-4916
Customer service fax (501) 377-1205
Communications communications@carkw.com

Gravel Ridge District Sewer

General questions (501) 690-3490
(501) 563-3681

Little Rock

Little Rock Sanitation 311 or (501) 371-4437
General questions (501) 376-2903
Sewer emergencies and overflows (501) 223-1509
Permits/locate sewer lines (501) 688-1420
TTY/TDD 711
Website www.lrwra.com

Maumelle Sanitation

General questions (501) 851-2812

North Little Rock Sanitation (501) 371-8345

North Little Rock WasteWater Utility

Sewer backups and overflows (24 hours) (501) 945-7186
Permits/locate sewer lines (501) 945-7186
Billing questions (501) 372-5161

Pulaski County Sanitation

General questions (501) 210-7500
Email pcsanitation@pulaskicounty.net

Recycling Information LRecycles.org 311

Runyan Acres District Sewer (501) 834-0473

Sherwood WasteWater Utility

Emergencies (24 hours) (501) 833-4418
Locate sewer lines (501) 835-4753

Sherwood Sanitation (501) 835-3288

Stay in the H2Know



Visit carkw.com/h2know

- Sign up for outage & service notifications
- Receive timely updates
- The process is simple and easy!

Helpful Information

Do you have questions not covered here?

Scan this code to view helpful information about your service and our commitment to provide an informed experience.



Terms and Conditions

Customer agrees to accept water service subject to applicable rates, rules and regulations. Customer accepts service at whatever pressure and quantity may exist without liability on the part of CAW for damages due to high or low pressure or stoppage of flow.

Customer agrees to pay any bill on or before the due date. CAW reserves the right to apply any deposit against a final bill and deny service until all remaining charges have been satisfied; further, customer's unpaid bill can be transferred to another active account providing service to that customer.

Customer further agrees that water supplied through the service line to the premise shall be used only on the premises and for the purpose as defined by customer class. No water shall be sold by the customer nor allowed to be taken through the service for use on any other premise. Customer further agrees that the customer may only recoup payment made by the customer for erroneous charges during the twelve months that precede the date on which CAW receives a claim by the customer for refund.

WAYS TO PAY

Online



Visit myaccount.carkw.com

- Make payments
- Manage your account
- Go paperless
- Authorize automatic deductions from your checking or savings account each month for a convenient, **fee-free** method of payment.**

Payment Assistance



Visit <https://carkw.promise-pay.com>

- Sign up for options to enroll in payment plans.
- Flexible plans are available with options to request an extension, modify due dates and change payment method.

Phone



Call (888) 802-2972

- Pay your bill **fee-free** with a checking account through the Paymentus automated system.
- Credit/Debit card payments are accepted with a \$2.49 third-party convenience fee.**

Quick Pay



carkw.com/paymentoptions

- You can make payments on your non-delinquent accounts at convenient locations near you. Visit the link above for all locations.
- You may also live chat with a representative at carkw.com/customer-service or call (501) 372-5161.**

Mail



Mail payments to:
Utility Billing Services
PO Box 8100
Little Rock, AR 72203-8100

Mail correspondence to:
Central Arkansas Water/
Utility Billing Services
PO Box 1789
Little Rock, AR 72203-1789**

**All payments made through the phone or online will post immediately to your account. Payments made at QuickPay locations and by mail will experience a delay in posting to your account.