NEW WATER CUSTOMERS

Welcome to the Greenwood Water System. Our meters are read approximately the 22nd of each month, with the bills being mailed on the last day of the month. If for some reason you have not received your bill by the 5th of the month, please call the Greenwood Water Department (GWD) (*996-1370*) to find out how much you owe.

Payment is always due by the 15th; even if for some reason you do not receive your bill. If your payment is not made by the 15th of the month, there will be a 10% penalty applied to your account. If the 15th falls on a weekend or holiday, payment must be in the night drop box PRIOR to 8:00 a.m. on the next business day. If full payment is not made by 8:00 a.m. on the 25th of the month, or if the 25th falls on the weekend or a holiday, then payment must be made before 8:00 a.m. on the next business day or a $25 fee will be added to your account and water will be disconnected. Pay online by visiting www.greenwoodar.org or call 1-855-480-9585, you will need to know your account number and balance owed.

If someone other than a water employee turns your water on after it has been disconnected for non-pay, there will be a $25 tampering charge added to your account, and your water will be turned off again. THIS MEANS DO NOT TURN YOUR WATER METER BACK ON YOURSELF!!!

Once full payment of your water bill is received (to include the $25 fee added when water was turned off, and $25 tampering fee, if applicable) your water service will be restored. We must receive the full payment no later than 2:00 p.m. in order to restore service that same day. If payment is made after 2:00 p.m., service will not be restored until following business day.

If you are going to be out of town during a bill payment cycle, call GWD in advance and we will be able to give you an estimated bill. This way you can pay the estimated bill in advance and avoid any penalties or disconnection of service on the 25th of the month. Bank draft is also available for your convenience.

Greenwood water rates are as follows: 0 - 2,000 gallons is a rate of $7.75 per thousand gallons. If usage is 3,000 gallons or more the rates are as follows: $16.00 for the first thousand gallons, $5.75 per thousand gallons for the next 4,000 gallons, $5.50 per thousand gallons for the next 5,000 gallons, $5.00 per thousand gallons for the next 40,000 gallons, and $4.25 per thousand gallons for every thousand gallons over 50,000 gallons. There is a 10% added to all out of town water customers. Greenwood' s sewer rates are $9.00 for the first 1,000 gallons, then $3.25 per thousand gallons for the next 4,000 gallons, $3.15 per thousand gallons for the next 5,000 gallons, $3.00 per thousand gallons for the next 40,000 gallons and $2.50 per thousand gallons for all sewer over 50,000 gallons. If you live in the Eastgate sub-division, there is an additional 25% surcharge on water plus a $2.00 administrative fee. All customers outside city limits will be charged an additional 25% surcharge.

Residential garbage rates are $11.15 per customer. Water customers, who live out of the city limits or are commercial customers, must make arrangements for sanitation service.

If at any time you experience a water problem of any type, please contact us immediately. Our office hours are Monday - Friday 8:00 a.m. to 5:00 p.m. If you are calling about a water problem after hours, please call 883-8888 or the Greenwood Police Department at 996-4119.

PLEASE NOTE If you are paying through your financial institutions bill pay service (online banking), please be aware that an actual CHECK is cut and MAILED to us. If we have not received the check in the mail by the 15th, the 10% penalty will be applied. However, we offer Automatic Draft, in which your water bill payment would be deducted from your checking account on the 15th of each month. To sign up, we need your signature and a voided check to draft your account. Also NOTE, if your initial water deposit payment is returned, or you have 3 returned checks, you will then become a CASH ONLY customer.