

El Dorado Water Utilities

500 NORTH WASHINGTON · P.O. BOX 1587 · EL DORADO, AR 71731 (870) 862-6451

News Release – March 16, 2020

To provide our customers with needed information regarding the Utility's diligence towards the COVID-19 virus and to reassure the citizens of El Dorado that our water supply is safe, we offer the following information.

El Dorado Water Utilities provides remarkably high-quality water to our customers with water pulled directly from the Sparta Aquifer. EWU does treat the city's water with a small amount of chlorine and fluoride and has excellent water quality based on tests monitored the Arkansas Department of Health.

We have taken steps to keep our employees and customers as safe as possible and are working to reduce contact with each other. Our entrance doors are closed until further notice and we encourage customers to utilize the online bill pay option through our website: eldoradowater.com, pay through our drive-thru window or use the pay envelopes located in our drive-thru lane. Customers can make credit card payments over the phone by calling the main office at 862-6451 or they can mail their payments in to the office at 500 North Washington, El Dorado, AR 71730.

For the next thirty days, the Utility will suspend the disconnection of water service due to late payments and will not issue penalties for late payments. Customers are still responsible for paying their water bills and should make payments as soon as they can

If you have any questions, or concerns, please contact the office at 862-6451.

Phyllis Waller
Business Administration Manager