

September 2024
Oak Grove Water Association Users Bill Payment Options NOTIFICATION

The Oak Grove Water Association (OGWA) is an Arkansas Public Water System owned and governed by its own Board of Directors separate from the City of Van Buren Municipal Utilities (VBMU). VBMU is contracted by the OGWA Board of Directors to sell them wholesale water, read the water meters, perform monthly billing and collections, repair water leaks as they are reported, and perform other normal functions of operating an Arkansas Public Water System. VBMU does not set OGWA users' rates, fees, or policies, or manage the system's banking, finances, or improvements.

EFFECTIVE IMMEDIATELY

AUTOMATIC BANK DRAFT PAYMENTS ARE NO LONGER AVAILABLE TO OAK GROVE WATER USERS' CUSTOMERS – OGWA BANK DRAFT payments due August 26th were not able to be processed. OGWA Bank Draft Customers may see a past due amount on the bill due September 26th, Bank Draft Customers were not placed on the "delinquent list" during this period. If this option becomes available again in the future, OGWA customers will be notified.

OGWA Users PAYMENT OPTIONS

Payment By Mail

If paying by check or money order through the mail, please send all payments with your payment coupon.

Payment Drop-off

You may pay your bill in person at the VBMU office or in the drop box at 2806 Bryan Road. Please do not place cash in the drop boxes.

Payment by Debit or Credit Card –

You may pay online or by telephone through Payment Service Network (PSN) with Mastercard-Visa-Discover-American Express Debit or Credit Card. YOU MUST HAVE YOUR ACCOUNT NUMBER AVAILABLE, PSN will charge a fee for using this service.

TELEPHONE: 1-877-885-7968

ONLINE: PAYMENTSERVICENETWORK.COM

You will see "Payment Service Network" or "PSN" on your card statement.

Payment Through Financial Institution Online Bill Pay

Many financial institutions such as major banks offer their customers the ability to pay their bills via an online bill payment service (through your bank's website). Normally, these services debit the customer's checking or savings account on the same day, however; the bank actually processes a check to mail to the office, depending on the bank, checks are not normally processed on the same day. *Checks may take seven to ten business days to reach VBMU.* Please consult with your bank for more information.