Angela Shepard <ashepard@cityofbryant.com>

Sewer Bill Adjustment

Acct# 003-09064-02

1 message

Mannis, Sara B. <Sara.Mannis@va.gov> Tue, Feb 17, 2026 at 12:08 PM
To: "ashepard@cityofbryant.com" <ashepard@cityofbryant.com>

To Whom It May Concern,

I am writing to you today with a sincere request regarding a recent, unusually high water bill we received. We were quite surprised to see the significant increase in our water usage, and after careful investigation, we discovered the unfortunate cause: our child inadvertently left an outdoor water hose gently running for several weeks without our knowledge.

While we understand that increased water usage typically translates to increased sewer usage; however, in this particular instance, the water in question did not enter the sewer system. The water was released directly into our yard, watering the lawn and garden, but bypassing any drainage that would lead to the sewer.

We are responsible homeowners and always strive to conserve water. This situation was entirely accidental and, frankly, quite distressing. We are committed to preventing this from happening again.

We also understand that prior to 2022, unintentional water loss was eligible for adjustment by the City of Bryant. While we recognize that policies have changed, we believe our situation warrants special consideration given the unique circumstances and the fact that the water did not impact the sewer system.

Therefore, we respectfully request that you review our account and consider adjusting the sewer portion of our bill to reflect our actual sewer usage during this period. We are confident that a fair assessment will demonstrate that our sewer usage did not increase in proportion to the water usage. We are happy to provide any further information or documentation you may require to support our claim.

Thank you for your time and consideration in this matter. We appreciate your understanding and look forward to a favorable resolution.

Kenny and Sara Mannis

2602 Aberdeen Dr.
Bryant, AR 72019

City of Bryant Water/Sewer Dept.
210 Southwest 3rd St.
Bryant, AR 72022
(501) 943-0441

Account Number	AMOUNT DUE
003-09064-02	**$609.68**
Due Date	**After Due Date Pay**
3/1/2026	PAID BY DRAFT
Service Address	
2602 Aberdeen Dr.	

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.

Sara Mannis
2602 ABERDEEN DR
BRYANT, AR 72019-6007

City of Bryant Water/Sewer Dept.
210 Southwest 3rd St.
Bryant, AR 72022

00309064020000000609680000000669654

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name			Service Address			Account Number
Sara Mannis			2602 Aberdeen Dr.			003-09064-02
Status	**Service Dates**			**Bill Date**	**Penalty Date**	**Due Date**
	From	**To**	**# Days**			
Active	1/5/2026	1/30/2026	25	2/10/2026	3/1/2026	3/1/2026

	CURRENT		PREVIOUS		
METER #	DATE	READING	DATE	READING	USAGE
Salem 644	1/30/2026	2,992	12/30/2025	2,471	521

PREVIOUS BALANCE	$43.87
PAYMENTS	$43.87-
FEES	$0.00
PENALTIES	$0.00
PAST DUE AMOUNT	**$0.00**
Sewer	596.68
SYSINFRA	10.00
Residential Stmwtr	3.00
Tax	$0.00
CURRENT BILL	**$609.68**
AMOUNT DUE	**$609.68**
	PAID BY DRAFT

Our third-party online payment processor has been updated. Please ensure that your billing address and zip code exactly match the information on file with your credit card provider to avoid your payment being declined.
If you have an autodraft set up with a credit card, please go online to remove the existing information and update it to match your billing details through your credit card provider or it will be declined.
Payments can be made by using your new account# on The City of Bryant Website or Calling 1-888-312-1921.