

YOUR NEW UTILITY BILL WILL BE ARRIVING NEXT MONTH



The look of City of Tulsa utility bills is changing to a new, modern design, aligning with best practices used for utility billing nationwide. The new utility bill format has been developed through a customer engagement process. For additional information, please visit: www.cityoftulsa.org/utilities

Here's what you will find on the back side of your utility bill...

7 Individualized Charge Details

In this section, you will find more details for your individual service charges:

- + Water meter readings
- + Usage in thousands of gallons for water and sewer
- + Rates charged per thousand gallons for water and sewer
- + Fixed fees for water and sewer
- + Refuse charge based on customer's container size
- + Stormwater fee
- + EMSA Medical Services Program fee

8 Terms and Conditions

- + Customers' legal agreement pertaining to utilities services from the City of Tulsa

9 Billing Inquiries and Payment Options

- + How to make billing inquiries
- + Options for payment of utility bills

Would you like to learn more about the new utility bill or how to pay your utilities?

More information about the City of Tulsa's new utility billing system is available online at the City website: www.cityoftulsa.org/utilities This information includes Frequently Asked Questions to address issues such as how to log into the new system online and how to ensure that your bank continues to pay your bill online if you have that service. When the new system goes live, you may watch videos on the City of Tulsa website that show how to access your account online and pay your bill.

For additional information and resources, please visit: www.cityoftulsa.org/utilities

Account # - Customer ID
999999-9999999

Customer:
Customer Name

Address:
9999 S 999TH ST

Class:
Single Fam

Charge Details:

Water \$27.93

Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use Single-Fam IN	NP99999999	04/01/2021	62	67	M	5	4.31	\$21.55
Water Fixed Fee 3/4 IN		05/07/2021						\$6.38

Sewer \$30.74

Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Sewer Vol Residential IN	NP99999999	04/01/2021				2	11.11	\$22.22
Sewer Fee MTR 3/4 - 5/8 IN		05/07/2021						\$8.52

Refuse and Recycling \$15.42

Residential Refuse - 96 Gal								\$15.42
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Miscellaneous \$14.22

Medical Services Program								\$5.45
Stormwater Chrg IN								\$8.77

Terms and Conditions

The Customer agrees:

1. to pay for such services in the manner established by the City, and that the Security Deposit, Bond, or Letter of Credit may be applied to any delinquent or unpaid charge;
2. to comply with all ordinances and regulations now or hereafter adopted by the City;
3. that all plumbing facilities upon the customer's premises, including septic tank or other devices for sewage disposal, will be installed and maintained in accordance with the City's ordinances, specifications, and regulations, and that the City may inspect such facilities at reasonable times to ensure compliance; and in the event that the devices are unsatisfactory to the City, to correct defects promptly upon notice, and that water service may be disconnected and not restored until defects are remedied;
4. that water sold to the Customer shall be for use upon the Customer's premises, and will not be re-sold nor given away for any use elsewhere;
5. and hereby releases the City of and from all liability for damage resulting from utility services by the City, or the suspension, interruption, or discontinuation of any such service.

Billing Inquiries

If you have a question about your bill, please call Customer Care at (918) 596-9511, 7:30 a.m. – 6 p.m. Monday through Friday. Our fax number is (918) 699-3170. You may also speak with one of our representatives in person by coming to City Hall at One Technology Center, 2nd and Cincinnati, between 7:30 a.m. and 5 p.m. Monday through Friday.

Payment Options

AutoPay:
The City of Tulsa offers direct payment of your utility bill from your bank account. Call Customer Care for more details at (918) 596-9511 or visit: www.cityoftulsa.org

By Phone or Online:
Call Customer Care at (918) 596-9511 to pay by phone or pay online at: www.cityoftulsa.org

By Mail:
City of Tulsa Utilities Services
Tulsa, OK 74187-0003

PLEASE DO NOT SEND CASH
Payments that are mailed may not be posted to your account for several days. Therefore, if your account is past due, it is advisable to make payment at City Hall at One Technology Center or by phone.

In Person
Cashiers are available from 7:30 a.m. until 5 p.m. Monday through Friday at City Hall at one Technology Center, 2nd and Cincinnati. A night depository is located on the plaza, just west of the entrance to City Hall. Please do not place cash in the night depository. For other authorized payment centers near you, please visit: www.cityoftulsa.org

We want to make sure that your utility bill is clear and makes sense to you.

To explain the new format of your City of Tulsa utility bill, we've created a sample bill on this notice showing the different items that could appear on your bill. We've grouped the information into sections on both the front and the back of the sample bill. **The most important change to notice is that every customer will have a new Account ID Number and Customer ID Number.**

Here's what you will find on the front side of your utility bill...

1 Your Account Details

In this section, you will find personal information, property details and important details like your **Account Number and Customer ID:**

- + Your Account# and Customer ID
- + Your Name
- + Your Address
- + Your Property Classification – Single Family, etc.

2 Your Payment Information

- + Total Amount Due
- + Payment Due Date
- + Current Charges
- + Previous Balance (if applicable)
- + Last Payment Received
- + Past Due Amount, Penalties and Adjustments (if applicable)
- + Your AutoPay Message* (if applicable)

*AutoPay customers will receive a reminder that their payment will be deducted from their bank account and they do not need to mail a payment.

3 Your Charge Summary

- + Specific Water Charges
- + Specific Sewer Charges
- + Specific Stormwater Charges
- + Specific Refuse and Recycling Charges
- + EMS Charges (if opted in)
- + Miscellaneous Charges (if applicable)
- + Water usage chart(s)* for each month of the past year.

* Customers with a separate irrigation meter will see a second graph for irrigation usage.

4 Payment Options

In this section you will find options for customers who do not have AutoPay:

- + Online at www.cityoftulsa.org/utilities
- + By phone at (918) 596-9511
- + By mail to the address on the bill stub

*For additional information about billing inquiries and payment options, see the reverse side of the bill.

5 Important Notices and Messages

In this section, you will find the following:


- + Important messages from the City of Tulsa such as notification of rate changes from the previous year. This section also would contain notification of important events such as the annual open enrollment for EMSAcare each August, when customers may opt in or opt out of the program. The notice would explain to customers that a monthly fee of \$5.45 would be charged to their utility bill for this service

6 Payment Remit Slip

- + Your Account# and Customer ID
- + Your Total Amount Due
- + Your Payment Due Date
- + Your Total Amount Enclosed
- + Your AutoPay Message (if applicable)
- + Your Payment Address for Mailing

*AutoPay customers will receive a reminder that their payment will be deducted from their bank account and they do not need to mail a payment.

← More details on the back of this page.



CITY OF Tulsa
A New Kind of Energy.

Utility Services
Tulsa, OK 74187-0003

Questions? Call 311 or visit www.cityoftulsa.org
Se habla Español

Account # - Customer ID
999999-9999999

Customer:
Customer Name

Address:
9999 S 999TH ST

Class:
Single Fam

Your Total Due as of 05/07/2021

\$88.31

Due: May 28, 2021

Current Charges:	Previous Balance:	Payment Received:
\$88.31	\$0.00	\$0.00
Past Due:	Penalties:	Adjustments:
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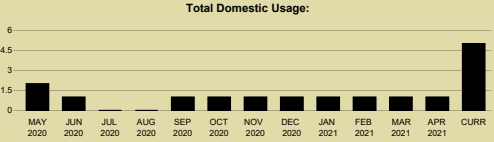
A 1.5% late fee will be charged on total due if full payment is not received by the due date

AutoPay Applied. Do Not Send Payment.
Deducted on: 05/28/2021

Your Charge Summary: More details on back

Water	\$27.93
Sewer	\$30.74
Stormwater	\$8.77
Refuse	\$15.42
EMS - EMSA Medical Services	\$5.45
Total	\$88.31

Total Domestic Usage:



Payment Options: Pay online at www.cityoftulsa.org, by phone at (918) 596-9511, or by mail.

Important Notice:

Detach and return this portion with payment

Account - Customer ID:
999999-9999999

\$88.31

May 28, 2021

Total Amount Enclosed:

Please mail payment to:

CITY OF TULSA UTILITIES
TULSA, OK 74187-0003

AutoPay Applied. Do Not Send Payment

10086042021480013993300000086819