

## 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](http://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. 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](http://www.cityoftulsa.org/utilities)

Account # - Customer ID <b>123456-9999999</b>	Customer: <b>Customer Name</b>	Address: <b>9999 S 999TH ST</b>	Class: <b>Single Fam</b>					
<b>Charge Details:</b>								
<b>Water</b>			<b>\$27.93</b>					
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Water Use Single-Fam IN	NP99999999	03/12/2023	266	271	MAN	5	4.31	\$21.55
Water Fixed Fee 3/4 IN								\$6.38
<b>Sewer</b>								<b>\$60.05</b>
Description	Meter Info	Read Date	Previous Read	Current Read	Read Type	Usage	Rate	Total
Sewer Vol Residential IN	NP99999999	03/12/2023				5	10.02	\$50.10
Sewer Fee 3/4 - 5/8 IN								\$9.95
<b>Refuse and Recycling</b>								<b>\$18.50</b>
Residential Refuse - 96 Gal							\$18.50	
<b>Miscellaneous</b>								<b>\$15.25</b>
EMSA Medical Services							\$5.45	
Stormwater Chrg IN							\$9.80	

### 8 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 311, 8:00 a.m. – 5 p.m. Monday through Friday. Outside of the Tulsa area please call (918) 596-2100. Email [tulsa311@cityoftulsa.org](mailto:tulsa311@cityoftulsa.org). 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 8:00 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 311 or visit: [www.cityoftulsa.org/utilities](http://www.cityoftulsa.org/utilities)

##### By Phone or Online:

Call Customer Care at 311 to pay by phone or pay online at: [www.cityoftulsa.org/utilities](http://www.cityoftulsa.org/utilities)

#### 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 8:00 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/utilities](http://www.cityoftulsa.org/utilities)