

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.

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 311
- + 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.

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.



Tulsa
CITY OF
A New Kind of Energy.

Utility Services
Tulsa, OK 74187-0003

Questions? Call 311, email tulsa311@cityoftulsa.org, or visit www.cityoftulsa.org/utilities
Se habla Español

Account # - Customer ID
123456-9999999

Customer:
Customer Name

Address:
9999 S 999TH ST

Class:
Single Fam

Account Summary 02/24/2023 to 03/24/2023:

Previous Balance	\$231.73
Payments Received	-\$131.73
Penalties/Late Fees	\$1.50
Balance Forward	\$101.50
Current Charges	\$121.73
Total Due By 04/14/2023	\$223.23


Current Charge Totals:

Water	\$27.93
Sewer	\$60.05
Stormwater	\$9.80
Refuse	\$18.50
EMS - EMSA Medical Services	\$5.45
Total	\$121.73

A 1.5% late fee has been charged as the total due payment was not received by the due date

To avoid cut-off, past due amount must be paid by 04/05/2023

Total Domestic Usage:



Payment Options: Pay online at www.cityoftulsa.org/utilities, by phone at 311, or by mail.

Important Notice:

Detach and return this portion with payment

Account - Customer ID:
123456-9999999

CUSTOMER NAME
9999 S 999TH ST
TULSA, OK 741044816

\$223.23
April 14, 2023
Total Amount Enclosed:

Please mail payment to:

CITY OF TULSA UTILITIES
TULSA, OK 74187-0003

Past due notice. Cut-off after 04/05/2023

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