



CITY OF Tulsa

A New Kind of Energy™

Utility Bill Payment Options

The City of Tulsa offers many convenient ways to pay your monthly utility bill.

FROM YOUR BANK ACCOUNT

Have your monthly bill automatically withdrawn from your bank account at no cost from the City. Authorization for Bill Payment is available at www.cityoftulsa.org, or by calling Customer Service at (918) 596-9511.

PAY ONLINE

Access your Utility Account Online at www.cityoftulsa.org/epayments.asp to view information about your account and to make an online payment. Online payments are processed by ChoicePay and the fee for this service is \$1.15 for a checking or savings account payment, or \$2.95 for a debit or credit card payment.

BY PHONE

Call Customer Service at (918)596-9511 to make a payment from your checking or savings account, or with a debit or credit card. Payments by phone are processed by ChoicePay and the fee for this service is \$1.15 for a checking or savings account payment, or \$2.95 for a debit or credit card payment.

BY MAIL

A return envelope is included with your utility bill. Checks and money orders are accepted through the mail. Can't find your return envelope? Just mail your payment and remittance slip to Utilities Services, Tulsa, OK 74187-0002.

IN PERSON

Pay your utility bill at the City Hall cashier windows located inside the 2nd Street entrance of City Hall at One Technology Center. Windows are open from 7:30 a.m. – 5 p.m. Payment can be made with cash, check, money order or credit card (Visa and Mastercard). A night depository is located on the plaza just west of the entrance to City Hall at One Technology Center. Do not place cash in the night depository.

OTHER PAYMENT OPTIONS

Pay at our walk-in Authorized Payment Centers. There is a \$1 fee for payments by cash or check. For a list of our Authorized Payments Centers, visit <http://www.cityoftulsa.org> or call Customer Service (918) 596-9511.

CUT-OFF

If your account is in danger of cut-off, you can stop it by:

- Paying the full amount of the past due portion of your bill.
- Making payment arrangements. You may call 596-9511 (7:30 a.m. – 6 p.m.) or visit City Hall (7:30 a.m. – 5 p.m.) to apply for a deferred payment plan.

Please be aware it can take up to 10 days for your payment to post to your account if you choose to pay by mail or at an alternate unauthorized pay agency. Termination of service will occur if payment has not been posted to your account by the stated cut-off date.