

CUT – OFF NOTICE

FOR PAST DUE WATER BILLS

Dear Valued Customer,

Our records indicate your payment is now past due and must be posted to your account to avoid service interruption.

You can stop the cut-off by paying the full amount of the past due portion of your bill (see options below), or by making satisfactory payment arrangements if the account is eligible. Before the cut-off date shown on your bill, you may call or visit Customer Service to apply for a deferred payment plan. You may dispute any part of the charges shown on your bill prior to the cut-off date on this notice by contacting Utilities Customer Care at (918) 596-9511. Upon request, you may be provided with the names of local government or social agencies that may be able to assist eligible persons with utility payments. You may also wish to call 2-1-1 for assistance.

Warning: Payments mailed or made through an unauthorized pay agency may take up to 10 days for the payment to post to your account. Termination of service will occur if payment is not posted to your account by the stated cut-off date.

Payment options (fees apply, except *in person* at City Hall):

- **Phone**
Call Customer Care at **(918) 596-9511** to make a payment from your checking or savings account, or with a debit or credit card (fees apply). Live representatives are available **Monday through Thursday 7:30 a.m. until 6:00 p.m., Friday 7:30 a.m. until 1 p.m., excluding City holidays. The automated system is available to take payments at any time.**
- **Online**
Visit our website anytime at **www.cityoftulsa.org** (fees apply).
- **In Person**
Bring your payment to Customer Service at City Hall for immediate credit to your account. Representatives are available at City Hall @ One Technology Center, **175 E 2nd St.** in Tulsa, **Monday through Thursday 7:30 a.m. until 6:00 p.m., Friday 7:30 a.m. until 11:45 a.m., excluding City holidays.**
Note: We do not accept debit or credit card payments at City Hall for utility bills.
- **Authorized Payment Center**
A list of authorized walk-in payment locations is shown on the back of this notice (cash only, fees apply).

To avoid disconnection, call Customer Care at (918) 596-9511 to report a payment made by any means other than in-person at City Hall. If a payment is reported after a disconnection order is generated, the following fees are applicable, even if the disconnection can be intercepted before completion.

- \$15 disconnection fee (payment in full of past due balance is required before restoring service)
- \$15 reconnect fee to restore service after disconnect
- \$20 pull fee if meter is removed
- \$35 fee to reset if meter has been pulled
- \$15 additional after-hour fee requesting same-day restoration after 4:00 p.m.



**Authorized In-Person
Payment Centers**

MoneyGram* and Fidelity Express are authorized payment centers for your City of Tulsa utility bill.
A \$1.50 fee will be added to payments made at these locations.**

****Important: Pay at any one of our walk-in Authorized Payment Centers (cash only). When paying at a MoneyGram location, please provide MoneyGram Biller Code 16404.**

Tulsa Address Center Hours of Operation

***Payments may be made at any ACE Cash Express, Advance America, CVS, or Wal-mart offering MoneyGram services, or the following locations:**

11th & Lewis	2601 E 11th St	Variiedades Vicki	Mon. - Fri. 10a.m. - 9p.m.; Sat. 9a.m.-9p.m.; Sun. 9a.m.-7p.m.
21st & Garnett	* 2118 S. Garnett Rd.	Supermercados Morelos	Daily 8 a.m. - 9 p.m.
21st & Garnett	2176 S. Garnett Rd.	Perez's Abarrotes	Daily 9 a.m. - 9 p.m.
21st & I-44	9948 E. 21st St.	Ryan's Mingo	Daily 6 a.m. - 11 p.m.
36th St. N. & Peoria	736 E. 36th St. N.	SPC Payment Center	Mon. - Fri. 8 a.m. - 5 p.m.
41st & Mingo	12821 E. 41st St.	One Stop Convenience Store	Daily 6 a.m. - 12 a.m.
51st & Union	1423 W. 51st St.	Everyone's Cash	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 6 p.m.
51st & Yale	5051 S. Yale Ave.	American Check Cashers	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 5 p.m.
61st & Peoria	6207 S Peoria Ave	Everyone's Cash	Mon. - Fri. 9 a.m. - 7 p.m.; Sat. 9 a.m. - 6 p.m.
64th St. N. & Peoria	* 6411 N. Peoria Ave.	Fast Bucks Pawn	Daily 7 a.m. - 11 p.m.
Admiral & Sheridan	810 N. Sheridan Rd.	Mixeados Del Norte	Daily 9 a.m. - 9 p.m.
Admiral & Lewis	2118 E 3rd St	All Auto Insurance	Mon. - Fri. 9a.m. - 5p.m.; Sat. 8a.m.-12p.m.
Pine & Harvard	1402 N Harvard Ave Ste E	Panteras Video	Daily 10 a.m. - 9 p.m.
Pine & Mingo	1444 N. Mingo Rd.	Batman's Good Food	Mon. - Sat. 5 a.m. - 8 p.m.

City Address Center Hours of Operation

***Payments may be made at any area ACE Cash Express, Advance America, CVS, or Wal-mart which offer MoneyGram services, or the following locations:**

Broken Arrow	* 409 E. Kenosha St.	La Reyna Mexican Grocery	Daily 9 a.m. - 9 p.m.
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NOTE: Locations and/or hours subject to change at the discretion of the agent without notice.