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

Terms and Conditions

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

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

Terms and Conditions

The Customer agrees:

1. To supply, repair, and maintain all property upon the customer’s premises in a manner that will not interfere with the utility services provided by the City.

2. To comply with all ordinances and regulations now or hereafter adopted by the City.

Charge Details:

<table>
<thead>
<tr>
<th>Account # - Customer ID</th>
<th>Customer Name</th>
<th>Address</th>
<th>Class</th>
</tr>
</thead>
<tbody>
<tr>
<td>999999-999999</td>
<td></td>
<td>999 S 999TH ST</td>
<td>Single Fam</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Charge Details</th>
<th>Description</th>
<th>Meter Info</th>
<th>Read Date</th>
<th>Previous Read</th>
<th>Current Read</th>
<th>Read Type</th>
<th>Usage Rate</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Use Single-Fam IN</td>
<td>04/01/2021</td>
<td>82</td>
<td>67</td>
<td>M</td>
<td>4.31</td>
<td>$21.55</td>
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<tr>
<td>Water Fixed Fee 3/4 IN</td>
<td>05/07/2021</td>
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<td></td>
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<td>6.38</td>
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<tr>
<td>Sewer Vol Residential IN</td>
<td>04/01/2021</td>
<td>2</td>
<td>11.11</td>
<td></td>
<td></td>
<td>$22.22</td>
<td></td>
<td></td>
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<tr>
<td>Refuse and Recycling Residual Refuse - 9 Gal</td>
<td>04/01/2021</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$15.42</td>
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<tr>
<td>Medical Services Program</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td>$14.22</td>
<td></td>
<td></td>
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<tr>
<td>Stormwater Chrg IN</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>$8.77</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Account # - Customer ID: 999999-999999
Customer Name:
Address: 999 S 999TH ST
Class: Single Fam

Terms and Conditions

The Customer agrees:

1. To supply, repair, and maintain all property upon the customer’s premises in a manner that will not interfere with the utility services provided by the City.

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 public or septic 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 for the event that the facilities are unsatisfactory to the City or through defects in the premises, the Customer’s premises, and will not be re-sold nor given away for any use elsewhere;

4. That all water used in the Customer’s premises shall be for use upon the Customer’s premises, and will not be re-sold nor given away for any use elsewhere;

5. To restore utility services by the City, to correct defects promptly upon notice, and hereby releases the City of and from all liability for damage resulting from utility services by the City, or to the extent that the facilities are unsatisfactory to the City or through defects in the premises, the Customer’s premises, and will not be re-sold nor given away for any use elsewhere.

Billing Inquiries

If you have a question about your utility bill, please call Customer Care at (918) 596-9511. 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. 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.

Payment Options

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

By Phone or Online: Call Customer Care at (918) 596-9511 to pay by phone or pay online at 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: Payment centers 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 right depository is located on the plaza, just west of the entrance to City Hall. Please do not place cash in the right depository. For other authorized payment centers near you, please visit www.cityoftulsa.org/utilities

For additional information, please visit: www.cityoftulsa.org/utilities
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 ID 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**
   - Important messages from the City of Tulsa such as rate changes or 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 ID 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.