

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# 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.

← More details on the back of this page.

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


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. 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# 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.



CITY OF Tulsa
A New Kind of Energy.

Utility Services
Tulsa, OK 74187-0003

Questions? Call 311 or visit www.cityoftulsa.org
Se habla Español

Account # - Customer ID
999999-9999999

Customer:
Customer Name

Address:
9999 S 999TH ST

Class:
Single Fam

Your Total Due as of 05/07/2021

\$88.31

Due: May 28, 2021

Current Charges:	Previous Balance:	Payment Received:
\$88.31	\$0.00	\$0.00
Past Due:	Penalties:	Adjustments:
—	—	—

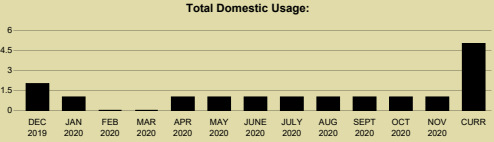
A 1.5% late fee will be charged on total due if full payment is not received by the due date

AutoPay Applied. Do Not Send Payment.
Deducted on: 05/28/2021

Your Charge Summary: More details on back

Water	\$27.93
Sewer	\$30.74
Stormwater	\$8.77
Refuse	\$15.42
EMS - EMSA Medical Services	\$5.45
Total	\$88.31

Total Domestic Usage:



Payment Options:

Pay online at www.cityoftulsa.org, by phone at (918) 596-9511, or by mail.

Important Notice:

Detach and return this portion with payment

Account - Customer ID:
999999-9999999

\$88.31

May 28, 2021

Total Amount Enclosed:

Please mail payment to:

CITY OF TULSA UTILITIES
TULSA, OK 74187-0003

AutoPay Applied. Do Not Send Payment

10086042021480013793300000086819