



IMPORTANT NOTICE REGARDING YOUR UTILITY SERVICE



**NORMAL SERVICE INTERRUPTIONS FOR NON- PAYMENT HAVE NOW RESUMED.
Payment arrangement options are available for those who qualify.**

Dear Valued Customer,

Thank you for your patience over the last few months as we recover from the malware attack at the City of Tulsa. As we return to normal activity, we wanted to provide you with the following updates:

- This is **not** a cut off notice. *If your account is subject to cut off, a separate orange paper is included with this bill.*
- **Late Fees** have resumed with this bill and will be placed on the account if not paid by the due date listed on the bill.
- **The new hours for the Customer Care center are Monday thru Friday 8 a.m. to 5 p.m.**
- If you need assistance with your bill a few options are available:
 - Contacting Customer Care by dialing **311** or **(918) 596-2100** outside the City of Tulsa limits to setup a payment arrangement to spread the existing balance up to 3 equal monthly installments. The quickest way to make arrangements is by using the automated telephone system.
 - You may call 2-1-1 for financial assistance.
 - You may qualify under the Emergency Rental Assistance Program for help with your utility bill. More information can be found online at www.cityoftulsa.org/erap.
- If you have a past due balance noted on your August bill **and** received an orange cutoff notice with this bill, we are resuming credit activity on your account. You can stop the cut-off by paying the full amount of the past due portion of your bill or by making satisfactory payment arrangements. Please make the payment or arrangements **before** the cut-off date shown on your bill.
- If payment is not received by the date listed on your bill and **services have been suspended** due to credit activity, contact the City of Tulsa at 311 or the collections line at 918-596-9494 once the balance is paid to restore service.

Payment options

- **Online:** Visit our website anytime at www.cityoftulsa.org/utilities. You will need to have your account, customer ID, and name on the bill available to make your payment. There are **no** payment fees when paying online thru the City of Tulsa website.
- **Phone** - Call Customer Care at **311** or **(918) 596-2100** outside City of Tulsa limits to make a payment from your checking or savings account, or with a debit or credit card. Payments can be made thru the Automated telephone system 24 hours a day, or representatives are available **Monday through Friday 8 a.m. to 5 p.m., excluding City holidays.**
- **In Person:** Bring your cash, check, debit or credit card payment to Customer Service at City Hall for immediate credit to your account. Representatives are available at City Hall, **175 E 2nd St.** in Tulsa, **Monday through Friday 7:30 a.m. to 5:00 p.m. excluding City holidays.**
- **Pay Stations** – Please see your orange notice for a list of authorized pay stations (some fees apply.)

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.