

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 (*some fees may apply):

- **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. The automated voice response system is available 24 hours a day. A live representative is available to assist **Monday through Friday 8:00 a.m. until 5:00 p.m., excluding City holidays.**
- **Online**
Visit our website anytime at www.cityoftulsa.org/utilities.
- **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 Friday 8:00 a.m. until 5:00 p.m., excluding City holidays.**
- ***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.

- \$40 disconnection fee – reconnection included (payment in full of past due balance is required before restoring service)
- \$15 additional after-hour fee requesting same-day restoration after 4:00 p.m.

City of Tulsa Utilities Services

01/26/2026



**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:**

Pine & Mingo	1444 N. Mingo Rd.	Batman's Good Food Company	Mon. - Fri. 4 a.m. - 5 p.m.; Sat. 5 a.m. - 1 p.m.
Admiral & Sheridan	810 N. Sheridan Rd.	Mixeados Del Norte	Daily 9 a.m. - 9 p.m.
11th & Lewis	2601 E. 11th St.	Variedades Vicki	Mon. - Fri. 10a.m. - 9p.m.; Sat. 9a.m.-9p.m.; Sun. 9a.m.-7p.m.
21st & Sheridan	6229 E. 21st St.	Cashland	Mon. - Fri. 9 a.m. - 6 p.m.; Sat. 10 a.m. - 2 p.m.
21st & I-44	9948 E. 21st St.	Ryan's Mingo	Mon. - Fri. 6 a.m. - 10 p.m.; Sat. & Sun. 6 a.m. - 11 p.m.
21st & Garnett	* 2118 S. Garnett Rd.	Mixeados Multiservicios	Daily 8 a.m. - 9 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.
North Harvard	4 N. Harvard Ave.	Top Dollar Pawn and Check	Daily 9 a.m. - 6 p.m.

NOTE: Locations and/or hours subject to change at the discretion of the agent without notice.