

How to Read Your New Utility Bill

Your new City of Stillwater utility bill is less complicated and easier to read.

1 **Office Hours:** 8 a.m. to 5 p.m. Monday through Friday
Inquiries on your utility account (405) 742-8245
Email: customerservice@stillwater.org
Location: 723 S. Lewis Street

2 **METER READING SUMMARY**

Date	Read Dates	Days	Meter No.	Size	Dem	Prev. Rd	Curr. Rd	Consumption
ELECTRIC	0223 - 0323	29	33133E			5219	5477	258 KWH
WATER	0226 - 0324	28	11467144W	3/4"		12000	12900	900 GAL

3 **Account Statement**

4 **CURRENT CHARGES - ELECTRIC**

Charge Description	Rate	Usage	Amount
CUSTOMER CHARGE			9.50
0-600 KWH - WINTER	0.104630	258.00 KWH	26.99
POWER COST ADJ		258.00 KWH	30.00
TOTAL ELECTRIC CHARGES			36.49

5 **CURRENT CHARGES - WATER**

Charge Description	Rate / 1000 GAL	Usage	Amount
METER SERVICE CHARGE			6.60
UP TO 5,000 GALS	6.60	900 GAL	5.94
TOTAL WATER CHARGES			12.54

6 **CURRENT CHARGES - WASTE WATER**

Charge Description	Rate / 1000 GAL	Usage	Amount
METER SERVICE CHARGE			8.13
USAGE PER 1000 GAL	3.30	900 GAL	2.97
TOTAL W. WATER CHARGES			11.10

7 **CURRENT CHARGES - WASTE MANAGEMENT**

Charge Description	Amount
Residential Curbside	15.36
TOTAL WASTE MGMT CHARGES	15.36

8 **CURRENT CHARGES - OTHER**

Charge Description	Amount
4.31% SALES TAX (CITY & COUNTY)	5.00
AMBULANCE FEE	1.63
STREET SWEEPER	8.20
TOTAL OTHER CHARGES	14.83

9 **AMOUNT DUE**

PREVIOUS BALANCE:	0.00
CURRENT CHARGES:	83.69
AMOUNT DUE:	83.69

10 **Payment Coupon**

RETURN THIS PORTION ALONG WITH YOUR PAYMENT. MAKE CHECK PAYABLE TO THE CITY OF STILLWATER

11 **SPECIAL MESSAGE**

THE STILLWATER CITY COUNCIL GENERAL ELECTION IS TUESDAY APRIL 5, 2016. RESIDENTS WILL VOTE TO FILL COUNCIL SEAT NO. 1. FOR INFORMATION ABOUT POLLING LOCATIONS GO TO PAYNECOUNTY.ORG. MORE INFORMATION ABOUT MUNICIPAL ELECTIONS IS AT STILLWATER.ORG/GOVERNMENT/MUNICIPAL_ELECTIONS.PHP

12 **Back Page**

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Account Information

ACCOUNT NUMBER: 123456-78912
SERVICE ADDRESS: 123 S. Street Drive
LAST PAYMENT AMOUNT: 105.55
BILLING DATE: 4/8/2016
CURRENT CHARGES DUE: 05/02/16
AMOUNT DUE: 83.69

Amount Due

PREVIOUS BALANCE: 0.00
CURRENT CHARGES: 83.69
AMOUNT DUE: 83.69

Customer Account Number: 123456-78912
Current Charges Due: 05/02/16
Amount Due: 83.69
Plus Donation: \$
Total Enclosed: \$

Remit To:
City of Stillwater
P.O. Box 1449
Stillwater, OK 74076-1449

The City of
Stillwater
OKLAHOMA.
STILL PIONEERING

Where the **COLLEGE**
atmosphere and **COWBOY** spirit
make everything come **ALIVE**.

- Meter Reading Summary** – This section contains the dates your meter(s) were read, meter number, number of days in the billing cycle, actual meter readings, water meter size and the consumption.
- Historical Graph** – Provides you with a visual indication of how your current consumption compares to that of previous months.
- Account Information** – This section contains your account number, service address, last payment amount, billing date, due date and the amount due.
- Current Charges** – These sections show an itemization of charges for the service, usage and rates.
- Amount Due** – Lists the total of all the current charges and the total amount due.
- Special Message** – Messages from the City will appear in this area.
- Payment Coupon** – This portion you return with your payment to help expedite processing.
- Current Charges Due** – This section displays the due date of the bill.
- Amount Due** – Reflects the balance owed this month.
- Plus Donation** – Amount of money you would like to donate to the Utility Assistance Program.
- Contact Information** – Our phone number, office location, office hours and web address.
- Back Page** – Important information regarding payment arrangements, methods to pay, power outages, sewer rate information and definition for Power Cost Adjustment.

WELCOME!

The City of Stillwater provides electric, water, wastewater and waste management services — as well as utility metering and billing — to residential and commercial customers.

We are proud to provide high-quality, customer-owned services to the residents of Stillwater. We are here to assist you and to answer questions about city utilities, billing rates and provide general billing information. Utility Customer Service is a part of the Stillwater Utilities Authority (SUA).

Have questions? Let us help!

- » General Information 405.742.8245
- » Start/Stop/Transfer Services ... 405.742.8245
- » Billing Inquiries 405.742.8245
- » Payment Arrangements 405.742.8246
- » Fax 405.742.8352
- » After Hours/Emergency 405.372.3292
- » Okie Line Locate 800.522.6543
- » Oklahoma Natural Gas 800.664.5463
- » Central Electric Cooperative 405.372.2884

Mailing Address

Utility Customer Service
P.O. Box 1449
Stillwater, OK 74076

Office Location & Hours

The Utility Customer Service is located in the Police and Municipal Building at 723 S. Lewis St. in Downtown Stillwater. Monday through Friday from 8 a.m. to 5 p.m.

Contact Us

405.742.8245

CustomerService@stillwater.org

http://stillwater.org

K:\Departments\Customer Service\Customer-Service-2016\Understand-How-To-Read-Your-New-Utility-Bill-Brochure (last updated 6/9/2016) BZ



BILLING AND PAYMENTS

Your utility bill is payable on or before the due date printed on the bill. If the payment is not received by the due date, the account immediately becomes subject to a late charge and possible disconnection.

Failure to receive a bill does not relieve you of liability for payment on services rendered. If you do not receive a bill, contact Utility Customer Service to determine the status of your account.



Automatic Bank Drafting. This service pays your bill directly from your checking or savings account. A statement is mailed to you approximately 21 days prior to drafting your bank account.



By Mail. Use the return envelope included with your bill to send your check. Please remember to return the stub from your bill to ensure proper credit. You should not mail cash.



By Person. You may take your payment to the Police and Municipal Building at 723 S. Lewis. Office hours are 8 a.m. to 5 p.m., Monday through Friday. For your convenience, there are two drop boxes located outside of the building. (See next bullet.)



Drop Boxes. Located at the 8th Avenue entrance to the parking lot across from city hall and by the southwest entrance to city hall.



Credit Card. Master Card, Visa, American Express and Discover.



Online. At <<http://stillwater.org>> Click "Pay Utility Bill."

City of Stillwater Utility Customers:

How to Read Your New Utility Bill

The City of
Stillwater
OKLAHOMA
STILL PIONEERING

Utility Services Billing
P.O. Box 1449
Stillwater, OK 74076

P: 007137 PG: 1 OF 1

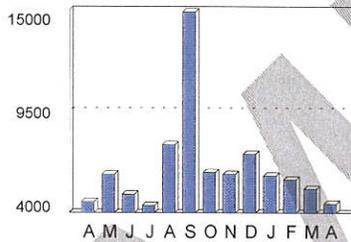
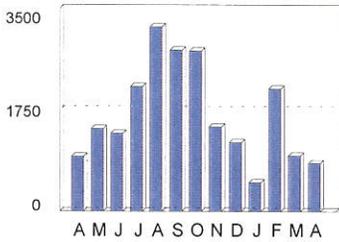


CUSTOMER NAME
Mailing Address
Stillwater, OK 74074

Office Hours: 8 a.m. to 5 p.m. Monday through Friday
Inquiries on your utility account (405) 742-8245
Email: customerservice@stillwater.org
Location: 723 S. Lewis Street

METER READING SUMMARY

Desc	Read Dates	Days	Meter No.	Size	Dem	Prev Rd	Curr Rd	Consumption
ELECTRIC	0226 - 0324	27	04986E			98741	99575	834 KWH
WATER	0225 - 0324	28	11462694W	3/4"		382400	386900	4500 GAL



SPECIAL MESSAGE

THE STILLWATER CITY COUNCIL GENERAL ELECTION IS TUESDAY APRIL 5, 2016. RESIDENTS WILL VOTE TO FILL COUNCIL SEAT NO. 1. FOR INFORMATION ABOUT POLLING LOCATIONS GO TO PAYNECOUNTY.ORG. MORE INFORMATION ABOUT MUNICIPAL ELECTIONS IS AT [HTTP://STILLWATER.ORG/GOVERNMENT/MUNICIPAL_ELECTIONS.PHP](http://STILLWATER.ORG/GOVERNMENT/MUNICIPAL_ELECTIONS.PHP)

RETURN THIS PORTION ALONG WITH YOUR PAYMENT. MAKE CHECK PAYABLE TO THE CITY OF STILLWATER

Payment Coupon

- ✓ Account balance is subject to 10 percent late charge if not paid by due date.
- ✓ Online payments may be made at <http://stillwater.org/onlinepayments>
- ✓ Consider helping your neighbors. Make a donation to the Utility Assistance Program. Customers often make donations between \$2 and \$20 per payment.
- ✓ If you would like to receive your bill electronically, enter email address below:

ADDRESSEE:

CUSTOMER NAME
Mailing Address
Stillwater, OK 74074

Account Statement

ACCOUNT INFORMATION

ACCOUNT NUMBER: 123456-78987
SERVICE ADDRESS: 123 OKLAHOMA STATE ST
LAST PAYMENT AMOUNT: 291.19
BILLING DATE: 4/8/2016
CURRENT CHARGES DUE: 05/02/16
AMOUNT DUE: 282.71

CURRENT CHARGES - ELECTRIC

Charge Description	Rate	Usage	Amount
CUSTOMER CHARGE			9.50
0-600 KWH - WINTER	0.104630	600 KWH	62.78
601 + KWH - WINTER	0.061180	234 KWH	14.32
POWER COST ADJ		834 KWH	.00
TOTAL ELECTRIC CHARGES			86.60

CURRENT CHARGES - WATER

Charge Description	Rate / 1000 GAL	Usage	Amount
METER SERVICE CHARGE			6.60
UP TO 5,000 GALS	6.60	4,500 GAL	29.70
TOTAL WATER CHARGES			36.30

CURRENT CHARGES - WASTE WATER

Charge Description	Rate / 1000 GAL	Usage	Amount
METER SERVICE CHARGE			8.13
USAGE PER 1000 GAL	3.30	5,300 GAL	17.49
TOTAL W. WATER CHARGES			25.62

CURRENT CHARGES - WASTE MANAGEMENT

Charge Description	Amount
96 GALLON CART	16.93
TOTAL WASTE MGMT CHARGES	16.93

CURRENT CHARGES - OTHER

Charge Description	Amount
4.313% SALES TAX (CITY & COUNTY)	3.73
AMBULANCE FEE	5.00
DRAINAGE FEE	1.00
STREET SWEEPER	1.63
TOTAL OTHER CHARGES	11.36

AMOUNT DUE

PREVIOUS BALANCE: 0.00
CURRENT CHARGES: 282.71
AMOUNT DUE: 282.71

CUSTOMER ACCOUNT NUMBER: 123456-78987

CURRENT CHARGES DUE : 05/02/16

AMOUNT DUE: 282.71

PLUS DONATION: \$

TOTAL ENCLOSED

\$

REMIT TO:

City of Stillwater
P.O. Box 1449
Stillwater, OK 74076-1449



We are proud to provide high quality, customer-owned services to the residents of Stillwater. We are here to assist you and to answer questions about city utilities, billing rates and provide general billing information.

Should utility service be disconnected due to delinquent payments, a reconnect fee, disconnect fee and the entire balance must be paid in full prior to reconnection of service. Additional fees will be required if connection is made after office hours. Additional deposit may also be required.

Utility payment extensions are available, but must be made in advance of the service being disconnected. A maximum of two extensions will be permitted per customer during any 12 month period. In the event that two (2) dishonored checks or bank drafts have been tendered to the City within a calendar year, payment must be paid by cash, cashier's check or credit card for the following 12 months.

City Ordinance 30-8 provides that bills that have not been paid by the due date are subject to a late fee. This charge is applied to accounts that have an outstanding balance after payments received on or before the day designated as the due date have been posted.

Several methods for paying your bill are available; 1) by mail; 2) in person at the Municipal Building (City Hall); 3) in the drop box located at the bottom of the stairs by the entrance to City Hall or at the 8th Avenue entrance to the parking lot across from the Municipal Building (723 S. Lewis); 4) automated bank draft; 5) credit card; 6) online @ <http://stillwater.org/onlinepayments>.

When you move, it is your responsibility to advise the City of the date on which you wish services to be disconnected. Payment of bills continues to be your obligation until the City has received notification. This may be done in person, at City Hall (723 S. Lewis) or by phone. Office hours are from 8 a.m. to 5 p.m., Monday through Friday.

Power outages or electric emergencies after office hours can be reported at (405)372-3292.

Sewer Rate Information: All customers, except industrial consumers, are billed using the Winter Average formula, unless customer elects to have sewer charges calculated according to actual monthly water consumption, or unless customer was not in service during all four immediately preceding months of December, January, February and March, or it does not appear to be to their benefit to be on average sewer.

Winter Averages and the associated charges for each account are calculated in April of each year and remain in effect until April of the following year, or until the account is terminated, whichever comes first.

Formula for computing Winter Average:

1. Actual monthly water usage from December, January, February and March / 4 = Winter Average Gallons. Customer must have been in service during these four months in order to qualify for Winter Average charges.
2. Winter Average Gallons / 1,000 X \$3.30 + meter charge based on meter size = Monthly Sewer Billing for next 12 months.

Power Cost Adjustment: A factor applied to the energy usage to account for variations in the city's cost of generating or purchasing electricity.