

# 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.



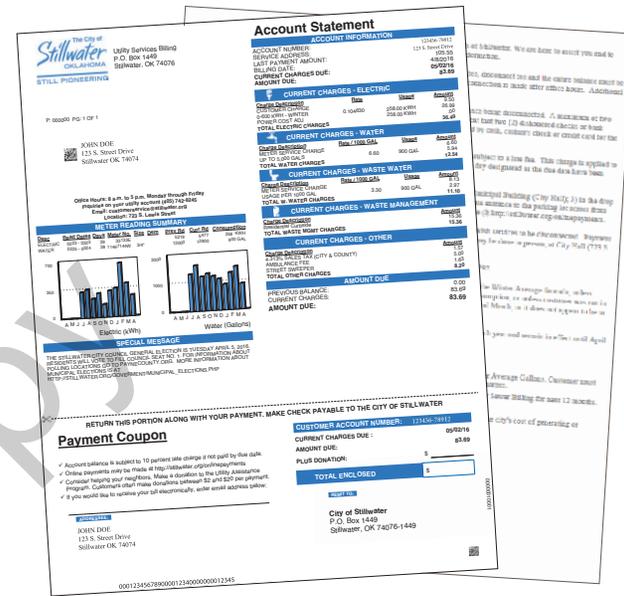
**Credit Card.** Master Card, Visa, American Express and Discover.



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

## Sign Up for E-Bill

Want to do your part for the environment? Contact **Utility Customer Service** to find out how you can eliminate your paper bill by signing up for e-bill.  
**405.742.8245 / CustomerService@stillwater.org**



City of Stillwater Utility Customers:

# How to Read Your New Utility Bill

The City of  
**Stillwater**  
OKLAHOMA

STILL PIONEERING

# How to Read Your New Utility Bill

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

**The City of Stillwater**  
OKLAHOMA  
STILL PIONEERING

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

P. 000000 PG. 1 OF 1

JOHN DOE  
123 S. Street Drive  
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](mailto: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	0223 - 0324	29	3113SE			5219	5477	258 KWH
WATER	0225 - 0324	28	11487144W	3/4"		12000	12900	900 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](http://PAYNECOUNTY.ORG). MORE INFORMATION ABOUT MUNICIPAL ELECTIONS IS AT [STILLWATER.ORG/GOVERNMENT/MUNICIPAL\\_ELECTIONS.PHP](http://STILLWATER.ORG/GOVERNMENT/MUNICIPAL_ELECTIONS.PHP)

**Account Statement**

**ACCOUNT INFORMATION**

ACCOUNT NUMBER: 123456-78912  
SERVICE ADDRESS: 123 S. Street Drive  
LAST PAYMENT AMOUNT: 105.55  
BILLING DATE: 4/9/2016  
CURRENT CHARGES DUE: 05/02/16  
AMOUNT DUE: 83.69

**CURRENT CHARGES - ELECTRIC**

Charge Description	Rate	Usage	Amount
CUSTOMER CHARGE	0.104630	258.00 KWH	26.99
0-630 KWH - WINTER		258.00 KWH	.00
POWER COST ADJ			36.49
<b>TOTAL ELECTRIC CHARGES</b>			<b>63.48</b>

**CURRENT CHARGES - WATER**

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

**CURRENT CHARGES - WASTE WATER**

Charge Description	Rate / 1000 GAL	Usage	Amount
METER SERVICE CHARGE	6.60	900 GAL	6.60
USAGE PER 1000 GAL	3.30	900 GAL	2.97
<b>TOTAL W. WATER CHARGES</b>			<b>9.57</b>

**CURRENT CHARGES - WASTE MANAGEMENT**

Charge Description	Amount
Residential Curbside	15.36
<b>TOTAL WASTE MGMT CHARGES</b>	<b>15.36</b>

**CURRENT CHARGES - OTHER**

Charge Description	Amount
4.313% SALES TAX (CITY & COUNTY)	1.57
AMBULANCE FEE	1.63
STREET SWEEPER	8.20
<b>TOTAL OTHER CHARGES</b>	<b>11.40</b>
<b>AMOUNT DUE</b>	<b>0.00</b>

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

**Payment Coupon**

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

**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

ADDRESSEE:  
JOHN DOE  
123 S. Street Drive  
Stillwater OK 74074

000123456789000012340000000012345

- 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.