

**Eufaula Public Works Authority**

64 Memorial Dr.  
Eufaula, OK 74432

Phone: 918-689-2534

CityofEufaulaOK.com

**Utility Billing Policy**

This policy summary is provided to inform you of the required terms of sale and conditions of receiving utility services from Eufaula Public Works Authority (EPWA). Awareness of the policy will enable you to protect your payment history with EPWA. A poor payment history with the EPWA may result in additional fees or deposits being charged to you as well as interruption of services. For clarification or additional information regarding utility service or billing, please contact the Utility Department at City Hall.

**1. APPLYING FOR SERVICES**

Customers will be required to provide a photo ID, such as a state issued driver’s license, sign work order for service, and pay all deposits and fees. Each customer is required to put up a deposit when applying for utility service. The EPWA will not accept Letters of Credit.

Residential Deposit (if renting)	\$150
Residential Deposit (if owner)	\$150
Commercial Deposit	\$200

If an outstanding bill from a previous address in the customer’s name exists, the entire amount due must be paid before the new application will be accepted.

Customers discontinuing service will do so in person or by telephone if the customer can verify identifying information. The customer is responsible for the utility bill until such notice is given, regardless of whether or not the customer continues to occupy the premises. The account deposit will be applied to the customer’s final utility bill. Any remaining funds of the deposit will be mailed to the address listed on the customer’s account within 45 days of the account closure.

**2. BILLING**

All meters will generally be read the second week of each month. Bills will generally be processed and mailed by the end of the month.

Options to pay bill:

- Monday through Friday from 8am to 5pm in person at City Hall at 64 Memorial Drive, with cash, check, credit/debit card, cashier’s check, or money order, or
- Online (see attached)
- By Phone (see attached)
- Auto-Draft (must be set-up in advance, contact the Utility Billing Clerk)

Since all the bills are for utility services used by the customers in the month prior to the receipt of the bill, all bills are due by the 10<sup>th</sup> of the current billing month. If unpaid by that time, a ten percent (10%) or ten dollar (\$10) late fee will be applied to the account, whichever is greater.

The customer is responsible for reviewing their bill and checking for errors. A customer may request a water meter inspection if the customer believes the meter reading is inaccurate. If the customer feels an error has been made on the utility bill, or otherwise questions or disputes the amount of the bill, the customer should discuss the situation with the Utility Billing Clerk. If the customer does not feel satisfied after the discussion with the Utility Billing Clerk, the customer may discuss the problem with the City Manager. The customer must report any issues within the billing cycle that it occurs. If it is determined that a credit is due it will be applied for that bill. Credits will not be issued for disputes raised 30 days after the billing cycle.

### **3. LATE PAYMENTS**

A bill is considered to be “late” or “delinquent” if payment is not made on or before the penalty date. If payment is not made on or before the penalty date, a charge of 10% or \$10 late fee will be applied to the account, whichever is greater. Late notices will generally be mailed by the 11<sup>th</sup> of the month. Late notices will specify the time and date that payment must be received to avoid disconnection of service and/or additional fees being applied to the account.

### **4. EXTENSION OF TIME FOR LATE PAYMENT**

In the event of an emergency a deferred payment arrangement can be made to continue receiving service. The customer must come in to City Hall to fill out and sign the payment arrangement. The customer must pay 50% of the bill at the time the payment arrangement is made. No requests for payment arrangements will be accepted on or after the designated date for disconnections. Payment arrangements will not be granted for 12 months after a customer has been disconnected for breaking a payment arrangement.

Payments in full must be received on or before the arranged extension date specified in the payment arrangement. Letters of guarantee from state agencies, tribal authorities, banks, or any other entities do not constitute payment.

### **5. RETURNED CHECK POLICY**

If an account has two returned checks in a period of 12 months to the EPWA by the financial institution for insufficient funds, any subsequent checks will not be accepted as payment. A fee of \$35.00 will be charged for processing the returned check. Any late fees that would have been incurred on the account on or after the date the check was received had the account not been classified as paid, will be applied to the account. The customer will be notified of a returned check by phone and/or with a door hanger placed on the service address door. Payment must be made by the next business day before noon to avoid disconnection and the fee for discontinuance of service.

### **6. DISCONNECTION FOR NONPAYMENT OF BILL**

The Late Notice states full payment is required on the past due bill. However, the amount of the late penalty may be carried over to the next month’s bill if the amount of the original bill has been paid. Although partial payment are accepted, partial payments leaving a balance exceeding the penalty amount will not prevent utility services from being discontinued for nonpayment. A customer may be

disconnected for any amount exceeding the late penalty for any payments made after the specified time and date listed in the Late Notice.

**If the bill is not paid before the specified time and date, the utility service will be discontinued immediately, a \$75 processing fee will be added to the account, and the water service will be disconnected as soon as practical.**

## **7. RECONNECTION OF SERVICE**

Once an account has been discontinued for nonpayment, the entire past due balance, including the \$75 processing fee, must be paid before utility services will be restored. Once payment in full has been made, reconnection will be between the hours of 8:30 a.m. - 4:30 p.m., Monday through Friday, excluding holidays.

## **8. COLLECTION OF AMOUNT DUE BY ANOTHER PARTY**

All active customers should make all utility bill payments to the EPWA. After 30 days of the final bill date, former customers who have not paid their final bill to the EPWA shall be subject to having the account referred to a collection agency. If possible, an attempt will be made to contact the customer by letter, prior to contacting the collection agency. At the time the account is referred to a collection agency, a collection fee equal to the amount of the collection agency's charge for collecting the account will be added to the customer's account. Most collection agencies charge a fee, which is a percentage of the amount collected, generally 50%. Payment for utility bills referred to a collection agency will be continue to be accepted by the EPWA.

## **9. TRANSFER OF SERVICE**

When an existing customer moves from one property to another on the EPWA utility system, a request for a transfer of service must be made to the EPWA, with a date for the new service connection and a date for disconnection of the old service at the time of the request. Service at the old residence may be left on after the service at the new residence is established for a period of no longer than two weeks. At the end of two weeks, if service at the old residence is still active, service will be disconnected and the applicable deposit must be made by the customer if service is to be retained at the old residence.

Service may be transferred from one customer to another individual or entity. The account holder and other individual must complete an account transfer agreement in person at City Hall. If the existing account has a deposit that is lower than the current requirement, the difference must be provided to EPWA so that there is a full deposit on account. The new customer must provide necessary information listed for new accounts in Section 1 of this policy.

## **10. OTHER CHARGES**

A charge of **\$500.00** can be added to the account for meter tampering. Damaging the meter, any equipment in the meter can or damage to the meter can, will result in a **\$250.00** fee to be paid before services are resumed. Also, any person doing any of the above activities may be charged with Tampering with Municipal Utilities, which is a crime.

## **Paying Your Bill – New Options!**

### **View and Pay Online\*:**

Go to [CityofEufaulaOK.com](http://CityofEufaulaOK.com), click “Make a payment” then click “Pay Utility Bill” to be directed to the payment portal; then search for Eufaula and select “Register” at the bottom of the page. Follow prompts to find your account. Online bills are free to view.

### **Pay with Mobile App\*:**

Download “PSN payment” from App Store or Google Play and follow the prompts in the application.

### **Pay by Phone\*:**

If you would like to call and make a payment please have your account number handy and call 1-877-885-7968. Payments may no longer be made over the phone at the City Hall phone number.

### **Pay in Person:**

Visit the Utility Department at City Hall, 64 Memorial Dr. to pay your bill with cash, check, or money order with no convenience fees. Payment by debit/credit card is offered with a convenience fee of 2.75% (+50¢ if under \$100).

### **Pay by Auto-Draft (ACH):**

Visit the Utility Department at City Hall, 64 Memorial Dr. and bring a voided check to set your account up for auto-draft payment. No convenience fees apply.

**\*Fees for Online/Mobile/Phone Payments:** Payment convenience fees apply: \$1.00 for checking and savings account; 2.75% (+50¢ if under \$100) for credit and debit card payments.