

Porter Public Works Authority
P.O. Box 149
Porter OK 74454
918-483-8331

I understand that my utility bill is due on or before the 10th of the month.

I understand that if my bill is not paid by the 10th a 10% late fee is applied to bill.

I understand failure to receive utility bill through the mail is not a valid reason for non-payment.

I understand if I do not pay by the 10th that the final date due is by 5 p.m. on the 24th of the month.

I understand my services will be disconnected on the 25th of the month if my payment becomes delinquent and a disconnect fee will be applied to the bill. (If the 25th falls on holiday or weekend water will be disconnected next business day bill still due by 24th.)

I understand in order to have water turned back on, the total amount owed plus a \$50.00 reconnect fee must be paid in full. No partial payments will be allowed.

I understand charges for water and sewer are based on usages rates approved by the city council, however a minimum bill will be charged each month for water, sewer and trash services until your account is finalized. (Trash and sewer service applies to in city customers only.)

Yes, I have been given a Customer Notice _____

Customer Signature _____

Date _____

Customer Notice
Porter Public Works Authority P. O. Box 149 Porter OK 74454
Phone: 918-483-8331 Fax: 918-483-4029

A customer notice is provided at the time an account is created which has important information regarding billing, payment options, and other applicable fees.

UTILITIES:

We welcome you as a customer of the Porter Public Works Authority and would like to acquaint you with some of the policies and procedures of the utility department. Office hours are 8:00 a.m. to 5 p.m.; Monday through Friday, and the utilities office phone number is 918-483-8331.

Trash Service:

Trash should be placed in polly carts and set at the curb for Friday pickup. Trash service is for Town of Porter residents only.

Utility Billing:

All utility customers are required to complete an application for service in person at city hall located at 617 S. Main during normal business hours before an account is finalized. If renting a copy of your lease agreement must be provided. Customers who are purchasing must show proof of ownership (example paperwork received at closing). Applications submitted before noon will have utility services established the same day, and applications submitted before noon will have utility services established the same day, and applications submitted before 4:30 p.m. will have services established the next business day. Utility bills are mailed on the last day of the month. Meters are read starting on the 15th day of the month unless it falls on a Saturday, Sunday or Holiday. In that circumstance the meters will be read starting the following work day. All unpaid accounts will be assessed a 10% penalty on the 11th of the month. A late notice reminder will be mailed on the 15th of the month unless it falls on a Saturday, Sunday or Holiday. In that circumstance the meters will be read starting the following work day. All unpaid accounts will be assessed a 10% penalty on the 11th of the month. A late notice reminder will be mailed on the 15th informing the customer that their service is past due and they are subject to disconnection. Payment for full amount of bill (including late fee) must be paid by 5 p.m. on the 24th of the month. If bill is not paid water will be turned off on the 25th. Water meters will be turned off the following work day if the 25th falls on a Friday, Saturday, or Holiday. If bill is paid on the 25th or after, the reconnect fee will be part of the bill due. Water and sewer rates

are based on usage at rates approved by the town council. You will be charged a minimum bill for water, sewer and trash each month until your account has been finalized.

If service is disconnected for non-payment the following charges are applicable.

- A. \$50.00 Reconnect Fee
- B. \$30.00 Fee for all returned checks
- C. \$234.00 Tampering fee (if customer turns a water meter back on or cuts a lock on meter that has been disconnected for non-payment).

Payment Options for Utility Bills

You may:

- 1. Pay in person at Porter city hall during normal business hours.**
- 2. Pay after hours at the city hall at the night depository located in the back door.**
- 3. Pay a First State Bank of Porter before or on the 10th of the month. (bills are accepted until the 15th till 2 p.m. late fee is applied).**
- 4. Enroll in Auto Bank Draft from your bank so your bill can be automatically withdrawn from your checking account and sent to PPWA.**
- 5. PPWA offers Automatic withdrawal with customers who bank at First State Bank Porter. (Customers must fill out automatic withdrawal form from PPWA office before this service can be provided).**
- 6. If you pay by mail be sure to allow enough time for your payment to reach us before your due date. It is suggested that you do not mail your utility payment once you have received the late notice reminder of possible disconnection, but pay at city hall either in person or in the night depository box.**
- 7. Public Works water meter readers shall not take utility payments from customers at any time, payments has to be made by options stated I 1-6 above.**