

Porter Public Works Authority

P. O. Box 149

Porter OK 74454

Ph. 918-483-8331 Fax 918-483-4029

**Customer Notice**

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

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 4:30 p.m., Monday through Friday, Closed for lunch from noon- 12:30 p.m., excluding holidays.

**Trash Services**

Trash should be placed in the polly carts provided and set at the curb for Friday pickup. Only the trash placed in the carts will be collected.

**Utility Billing**

All utility customers are required to complete an application for service in person at the Porter Public Works Authority office located within City Hall at 617 S. Main St. during posted business hours before an account will be created. Proof of identity, proof of residency (lease agreement) or ownership (closing papers), and deposit **MUST** be presented at time of application. Deposit required is \$150 for property owners and \$250 for renters. Deposit must be paid via cash, check, or money order. Applications submitted before noon will have utility services established the same day, weather permitting. Applications submitted after 12 p.m. will have services established the next business day, weather permitting. In addition to the deposit, outstanding balances from all previous accounts of every occupant of the new account address must be paid. At the time water service is turned on, the customer or responsible party must be inside the premises. Once the service is turned on, the responsible party should verify that the service is working. This party should also confirm that there are no problems with the service such as leaks or sewer issues that would require service to be turned off. Utility bills are mailed on the last day of the month. Meters are read starting on the 25<sup>th</sup> of the month unless it falls on a Saturday, Sunday, or holiday. Under these circumstances, meters will be read the following working day. All unpaid accounts will be assessed a 10% penalty on the 15<sup>th</sup> of the month. Late notice reminder calls will start on the 20<sup>th</sup> of the month informing the customer that their service is past due and subject to disconnection. Payment for the full amount of the bill, including late fee, must be paid by 4:30 p.m. on the 27<sup>th</sup> of the month. If the bill is not paid by 4:30 p.m. the day before disconnect date, a \$25 administration fee will apply and services will be disconnected on the 28<sup>th</sup> of the month. If the 28<sup>th</sup> falls on a weekend or Holiday, services will be disconnected the following working day. If services are disconnected, a \$50.00 reconnect fee will be charged along with the admin fee and become part of the balance owed. **To have services resumed, the entire bill, including reconnect & admin fee must be paid in full.** After the 1<sup>st</sup> of the month, the past due bill, current bill, and reconnect fee must be paid in full prior to re-establishing services. Water, sewer, and trash rates are based on usage at rates

approved by the Board of Trustees for the Porter Public Works Authority. You will be charged a minimum bill for water, sewer, and trash each month until your account has been finalized. **It is the responsibility of the agreement holder to notify Porter Public Works Authority of any changes of residency.** To finalize an account, notify Porter Public Works Authority to have the water meter read and a change of address for the final bill. The agreement holder is responsible for **ALL** charges to their account.

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

- a. \$25.00 administrative processing fee (if not paid by 5 p.m. day before cut-off date)
- b. \$50.00 Reconnect Fee (to re-establish service)
- c. \$234.00 Tampering Fee (if customer turns a water meter back on or cuts a lock on a meter that has been disconnected for non-payment)
- d. \$30.00 NSF Fee on all returned checks

### **New Meter Installs**

Once all installation fees have been paid for new service, and service has been connected the resident will start receiving a monthly bill. There is a minimum monthly amount for usage under 1000 gallons. Once meter goes in the resident will be responsible for paying a monthly bill regardless of usage.

### **Payment Options for Utility Bills**

You may:

1. Pay in person at Porter Public Works Authority Office during normal business hours.
2. Pay after hours at the night depository located at in the back door of City Hall.
3. Pay at First State Bank of Porter on or before the 15<sup>th</sup> of the month.
4. Enroll in Auto Bank Draft with your bank to have your bill automatically withdrawn from your checking account and mailed to Porter Public Works Authority.
5. Automatic withdrawal for customers who bank at First State Bank of Porter. Customers must fill out an automatic withdrawal form from the Porter Public Works Authority office before this service can be provided.
6. Pay by mail. If you pay by mail, be sure to allow enough time for your payment to reach us before the due date. It is suggested that you do not mail your utility payment once you have received the Past Due Notice.
7. Pay online. Online bill pay is available on the Town of Porter website, [www.townofporterok.com](http://www.townofporterok.com).
8. Porter Public Works Authority water meter readers will not take utility payments from customers at any time.

### **Obstructed Meters**

If a meter is blocked, covered, or obstructed in anyway making it to where the Porter Public Works Authority meter readers cannot get a reading you will receive a notice and 24 hours to fix the problem. If the meter is still obstructed after the 24 hour notice a \$50 fee will be added to the customer's bill and could be subject to cut-off if the fee is not paid by the cut-off date.

### **Water Leak Insurance**

In the instance of a water leak, please call the office to inquire about requirements that need to be met to utilize the water leak insurance. The insurance program can be used one time per year if requirements are met.

### **Termination of Service**

If a customer's account is disconnected on cut-off day and the customer does not pay balance to reestablish services within fifteen (15) days of cut-off the customer's account will automatically be closed and finalized using their deposit to go towards final bill. The customer will be required to pay another deposit and any remaining balance to reestablish service.

**Updated 2-6-25**

# Porter Public Works Authority

## Water, Sewer, and Trash Rates

### Town Water

#### Residential

Minimum bill \$35.00 for 0 gallons

1 - 1,000 gallons for \$6.75

Next 1,000 gallons for \$7.00

Next 1,000 gallons for \$7.25

Over 3,000 gallons for \$7.50 per 1,000 gallons

(Over 40,000 gallons will be the price of the bill plus an additional \$30.00)

#### Commercial Town

¾" meter minimum - \$50 for 0 gallons,

1" meter minimum - \$100 for 0 gallons

2" meter minimum - \$200 for 0 gallons

1 - 1,000 gallons for \$6.75

Next 1,000 gallons for \$7.00

Next 1,000 gallons for \$7.25

Over 3,000 gallons for \$7.50 per 1,000 gallons

(Over 40,000 gallons will be the price of the bill plus an additional \$30.00)

#### Tap Fees

Standard tap (in city limits) \$1,250

Sewer (in city limits only) \$100 – Tap must be done by plumber

Standard tap (out of city limits) \$1,250

#### Bore Fees

Road Bore \$1500.00

If the bore goes under the HWY fee will increase based on distance and time.

### Rural Water

#### Residential

Minimum bill \$38.00 for 0 gallons

1 - 1,000 gallons for \$6.95

Next 1,000 gallons for \$7.25

Next 1,000 gallons for \$7.50

Over 3,000 gallons for \$7.75 per 1,000 gallons

(Over 40,000 gallons will be the price of the bill plus an additional \$30.00)

#### Commercial Rural

¾" meter minimum - \$50 for 0 gallons,

1" meter minimum - \$100 for 0 gallons

2" meter minimum - \$200 for 0 gallons

1 - 1,000 gallons for \$6.95

Next 1,000 gallons for \$7.25

Next 1,000 gallons for \$7.50

Over 3,000 gallons for \$7.75 per 1,000 gallons

(Over 40,000 gallons will be the price of the bill plus an additional \$30.00)

### Sewer

#### Residential and Commercial

Minimum bill \$12.00 for 0 gallons

0.50 per every thousand over minimum

All charges for sewer service based on actual water usage

**Trash** (only within city limits)

1 can for \$16

2 cans for \$22

3 cans for \$28

4 cans for \$34

2yd Dumpster \$62

3yd Dumpster \$87

**Trash** (rural customers)

1 can for \$27

\$6 for each add. can

2yd dumpster \$67

3yd dumpster \$87

**Trash** ( all customers) Roll-offs (for clean-up purposes only)

12yd for \$250      15yd for \$275      \*10-12 days use

\*\* NO TIRES, DIRT, OR CONCRETE IN ROLL-OFFS\*\*

**These rates were approved by the Board of Trustees at the regular meeting of the Porter Public Works Authority held February 6, 2025. Rates are subject to change when deemed necessary by the Board of Trustees.**