

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 12:00 – 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 25th 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 15th of the month. A late notice reminder calls will start on the 20th 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 5 p.m. on the 27th of the month. If the bill is not paid by 5 p.m. the day before disconnect date, a \$25 administration fee will apply and services will be disconnected on the 28th of the month. If the 28th 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 1st 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

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 15th 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, 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.

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 1-10-24

Porter Public Works Authority

Water, Sewer, and Trash Rates

Town Water

Residential and Commercial

Minimum bill \$35.00 for 0 gallons
First 1,000 gallons for \$6.70
Next 1,000 gallons for \$6.75
Next 1,000 gallons for \$6.95
Next 1,000 gallons for \$7.15
Over 4,000 gallons for \$7.35 per 1,000 gallons

Rural Water

Residential and Commercial

Minimum bill \$38.00 for 0 gallons
First 1,000 gallons for \$6.80
Next 1,000 gallons for \$6.85
Next 1,000 gallons for \$7.05
Next 1,000 gallons for \$7.25
Over 4,000 gallons for \$7.45 per 1,000 gallons

Sewer

Residential and Commercial

Minimum bill \$12.00 for 1,000 gallons
Over 1,000 gallons for 0.50 per 1,000 gallons
All charges for sewer service based on actual water usage

Tap Fees

Standard tap (in city limits) \$1,250
Sewer (in city limits only) \$100
Standard tap (out of city limits) \$1,250

Commercial use only

1 inch tap \$1,500
2 inch commercial tap \$3,000

Trash (only within city limits)

1 can for \$16
2 cans for \$21
3 cans for \$26
4 cans for \$31
2yd Dumpster \$62
3yd Dumpster \$87

Trash (rural customers)

1 can for \$25
\$5 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 July 8, 2021. Rates are subject to change when deemed necessary by the Board of Trustees.