

Billing and Collection Policy

This policy summary is published to inform you of the required terms of sale and conditions of receiving utility services from the Anadarko Public Works Authority. Awareness of the policy will enable you to protect your own payment history with Anadarko Public Works Authority (APWA), and will help protect all customers from the high cost incurred when accounts go unpaid. A poor payment history with APWA may result in additional fees or deposits being charged to you as well as interruption of services.

I. GENERAL PROCEDURES

Every customer is required to put up a deposit when making application for utility service. When applying for new utility services and an outstanding bill from a previous address exists, the entire amount due must be paid before the new application will be processed.

Utility deposits will be applied against the customer's final utility bill. Customers discontinuing services with the Anadarko Public Works Authority must complete a service termination agreement and return it in person to the utility billing counter.

Customers obtaining new, or transferred services, must provide the names and contact information for all persons responsible for the services. We may only discuss details of the account, including payment terms, disconnection notices, and extensions with those persons whose names are included on the account.

II. BILLING

All meters will be scheduled for reading during the first twenty working days of each month. Utility bills will be processed and mailed on the last working day of the month. Customers must inform the Anadarko Works Authority of any change in mailing address as we cannot be responsible for bills lost in the mail.

Customers are billed for utility services utilized one month in arrears, as a result all payments are due on the 15th of the month following the receipt of services. If the 15th of the month falls on a holiday or weekend, payment will be due on the next working day. A 5% late payment penalty will be added to the amount of the bill if it remains unpaid after the due date.

Acceptable forms of payment include: cash, personal check Master Card, Visa, & Discover Card. Payment may also be made by visiting our website at <http://www.cityofanadarko.org/Home.aspx> and selecting Online Bill Pay. We are also able to draft a checking account, credit card, or a savings account.

If the customer feels there has been an error made on their utility bill, or otherwise questions or disputes the amount of the bill, the customer should discuss the situation with one of the Customer Service Representatives. If the customer does not feel satisfied after the discussion with the Customer Service Representative, the customer may discuss the problem with the Billing Supervisor, City Clerk, or City Manager.

A customer may request a meter check for electric or water meters if the customer assumes the meter inaccurate. The minimum charge for testing is \$ 25.00 plus any additional fees required. This amount will be waived if the tests are out of Anadarko Public Works Authority's accuracy specifications (2%).

III. LATE PAYMENTS

Utility Bills are due prior to the close of business on the due date, normally the 15th of each month, without penalty. All payments must be received and posted in our office before 4:30 pm on the due date, or the customer will be subject to a 5% late payment penalty. Online payments received after 4:30 pm will be posted on the next day's business and will be subject to the late payment penalty. Payments left in the night drop after 4:30 pm will be posted the next business day and will also be subject to penalty.

If payment is not made on or before the due date, a Friendly Reminder will be printed and sent to the customer. Friendly Reminders will be printed no less than one workday after the due date. Services will be disconnected and/or subject to a Disconnect Fee if the full payment, including 5% penalty, is not received prior to the close of business on the 20th of each month. If the total payment is not received in our office before 4:30 pm your account will be on the cut off list. A Reconnect Fee will be charged on all accounts appearing on the cut off list. A Reconnect Fee will be charged on all online payments paid after 4:30 pm.

IV. EXTENSION OF TIME FOR LATE PAYMENT

Customers may request up to two (2) extensions for payment each calendar year. Extensions are for current balances **only**, may be requested for *extenuating circumstances* on an individual basis only. The decision for granting the extension may also be based on credit history. **If a customer is granted an extension they will be required to pay one half (½) of their current balance and pay the remaining balance on or before the last business day of the current month.** No requests for extensions will be accepted after the disconnect date on the Friendly Reminder notice mailed to delinquent customers.

Requests for extensions will be directed to a designated Customer Service Representative. Customers granted an extension will enter into a contract for payment as a term of the granting of the extension.

Payment in full must be received on or before the arranged extension date, failure to meet this obligation will be cause to deny further extensions. Letters of guarantee from state agencies, tribal authorities, or any other entities, do NOT constitute payment, but may keep services from being disconnected. Letters of intent **MUST** be presented by fax, mail or in person to the Billing Office no later than 4:30 pm on the 19th of each month, there will be no exceptions.

V. RETURNED CHECK POLICY

If a customer has at least two checks returned to us by your financial institution, a third check will not be accepted as payment. Future payments must be in cash, cashier's check, money order, or accepted credit cards in the utility billing office. You will be charged a fee of \$30.00 dollars for processing the returned check.

If you have been notified of a pending disconnection and your financial institution returns your check for the delinquent payment, service will be disconnected. Notification of a returned check will be a door hangar placed on the customer's door by a utility serviceman, and payment must be made within 48 hours of the notice.

VI. DISCONNECTION FOR NONPAYMENT OF BILL

If the bill is not paid, along with all other charges, on or before the date shown on the Friendly Reminder, utility service will be scheduled for disconnection.

The Friendly Reminder states full payment is required on the past due bill. Although partial payments are accepted, partial payments will not prevent utility services from being discontinued for nonpayment. A customer may be disconnected for any amount after the date of the Friendly Reminder, or extension.

On days when disconnection's are to be made, the night deposit box will be checked for overnight payments at 8:00 a.m. If full payment has been made, the customer's name will be taken off the disconnect list before it is given to the utility serviceman. Once the list has been given to the serviceman, full payment of the past due balance and appropriate reconnection fees must be made, even if the customer comes in to pay before the service has been disconnected.

The Anadarko Public Works Authority maintains a list of locations where life support systems may be in use. To be put on this list, the customer should furnish the Anadarko Public Works Authority with a letter from a licensed physician stating the necessity for the system. Being on this list gives the customer priority for having power restored during an outage. However, being on this list will not keep the customer from being disconnected due to nonpayment of the bill.

When the serviceman arrives at the location for which the disconnect order was issued, the serviceman is required only to disconnect the utility service. He is not required to contact the customer and he is not authorized to accept payment of the bill or to discuss a partial payment.

If a customer has been disconnected for non-payment or disconnected (skip final) without proper notification an additional deposit may be required by the City Clerk (2 ½ times an average bill, RES. 87-7). If 2 ½ times the average bill is not figured/charged, a \$ 50.00 additional Meter Deposit will be assessed.

If a customer has been disconnected for non-payment or disconnected (skip final) without proper notification still owing Anadarko Public Works Authority a final bill, regardless of the dollar amount, new or transferred services cannot be obtained by that person until the delinquent bill is paid.

A customer with an outstanding balance can NOT put services in any other person (s) name to obtain utility services. The outstanding bill *MUST* be paid in full before utility services can be restored.

Any property owner/landlord who owes a past due bill on any rental property shall not be able to have a renter install at any rental property until all past due bills are paid in full on landlord/owner accounts.

VII. RECONNECTION OF SERVICE

Once a customer has been disconnected for nonpayment, the entire past due balance must be paid before utility services will be restored.

In addition to all other charges, a Reconnection Fee must also be paid. Requests for reconnection may be completed between the hours of 8:00am - 4:30pm, Monday through Friday. The first time a customer is scheduled to be disconnected for nonpayment, they will be charged a Reconnection Fee of \$25.00. Each subsequent time a customer is scheduled for disconnection for nonpayment, they will be charged an incremental reconnection fee as follows:

\$25.00*	First Time Account is Scheduled for Reconnection
\$50.00	Second Time Account is Scheduled for Reconnection
\$75.00	Third Time Account is Scheduled for Reconnection
\$100.00	Fourth Time Account is Scheduled for Reconnection

***An Additional \$25.00 will be added to the Reconnection Fee each time your account was previously scheduled for Reconnection**

VIII. COLLECTION OF AMOUNT DUE BY ANOTHER PARTY

All active customers should make all utility bill payments to the Anadarko Public Works Authority. After 90 days, former customers who have not paid their skip final or final bill at the Anadarko Public Works Authority shall have their account referred to a 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 40%.

Payment for utility bills referred to a collection agency may be made to American Municipal Services (AMS), 3724 Old Denton, Carrollton, TX 75007 Toll Free Number 888-290-5660. CASH ONLY payments will be accepted at the Anadarko Public Works Authority located at 501 W. Virginia. NO EXCEPTIONS!

IX. APPLYING FOR SERVICES

All customers must apply in person for all services. No applications will be taken by phone, fax, or otherwise. If renting or leasing, you will be required to provide a copy of the rental agreement or lease arrangement. If you own your home you must provide proof of ownership. Customers will provide two items of identification (preferably driver's license and social security card), will sign a work order for service, and pay all deposits and fees. Service is generally connected within 24 hours.

Commercial and Industrial Services-The business applying for service should send someone authorized to sign for the business. The customer must obtain a current business license, which can be purchased at the Utility Billing Office. The customer will then provide identification, sign work order for service, and pay all deposits and fees.

Tribal Housing Authorities & Apartment Complexes, etc. can turn on full residential services, without a deposit, for up to 14 calendar days to allow for cleaning and remodeling. . By 12:00 pm, at the end of the 14 days, if the utilities are not disconnected by the appropriate person then Anadarko Public Works Authority will disconnect services at 1:00 pm. Full services will be available unless there is extenuating circumstances for not having them.

Real Estate Companies may turn on full residential services at a property that is for sale as long as needed in the Real Estate Company's name. The Real Estate Company will be responsible for the utility bills until proper work orders are signed to discontinue services. Full services will be available unless there is extenuating circumstances for not having them.

If an account is in a customer's name that has passed away, the utility services will need to be put in the current occupant's name. Current occupant will need to provide a copy of the death certificate and rent receipt or ownership of property, photo identification, social security card or CDIB. Current occupant will have to make deposit in the amount of current meter deposit rates listed below.

Schedule of Charges for Residential Meter Deposits

Home Owner (with proof of ownership).....	\$ 200.00
Rental Property (must have rental receipt).....	\$ 300.00
Water service only.....	\$ 75.00
Solid waste service only.....	\$ 75.00

BUSINESS

Minimum Meter Deposit \$ 250.00

A business deposit for existing building is based upon consumption history for that specific building. Deposits for new buildings are based upon the Billing Supervisor or City Manager's determination and the consumption history of other similar businesses.

Customers transferring from one residence to another within the service area will provide a copy of the new rent receipt, lease arrangement, or proof of ownership. The transfer fee of \$10.00 will bill next billing cycle.

GARBAGE COLLECTION

Our Billing Clerks will let you know what day of the week your trash will be picked up. Contact City Hall if you do not have a poly cart at the time of install. Your poly cart should be placed at the curb on your trash day before 7 am. You may place up to three (3) bags of trash along with your poly cart at the curb for pickup.

