

City of Anadarko/Anadarko Public Works Authority Short Overview of the Billing & 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 costs 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.

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.

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 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 Reconnection 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 5:00 pm your account will be on the cut off list. A Disconnect Fee will be charged on all accounts on the cut off list. A Disconnect Fee will be charged on all online payments paid after 5:00 pm.

Customers may request up to two (2) extensions for payment each calendar year. Extensions are for current balances **only** and 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 (1/2) 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.

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 to the Billing Office no later than 5:00 pm on the 19th of each month, there will be no exceptions.

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**

You may request a copy of the full policy from the Utility Billing Office. If you have any questions or concerns you may call 405-247-2481 and speak to the Utility Billing Department.