



## FOR IMMEDIATE RELEASE

The City of Anadarko's primary responsibility is to provide its citizens with professional customer service and quality services in the most financially responsible manner possible. In an effort to reduce overtime costs which ultimately increase the cost of utility service. Several changes are being made effective September 1, 2015.

1. Utility bill payments will be accepted at city hall between the hours of 8:00am and 4:30pm Monday through Friday. Alternate payment methods are available as follows:
  - Night Drop Box
  - City of Anadarko Website: [www.cityofandarako.org](http://www.cityofandarako.org) or <http://www.municipalonlinepayments.com/anadarkook>
  - Establish an automated or ACH withdrawal through your banking institution

Payments received after 4:30pm will be processed on the next business day to include the 15<sup>th</sup> of the month and the 20<sup>th</sup> of the month.

2. Service Order Requests and Special Fees will be managed as followed:
  - Service Orders are scheduled through the Utility Billing Department and someone is required to be at the service location for all scheduled electric or water installations and/or reconnections of service. This is necessary to insure that there is no electrical issue or water leak that could potential damage the property.
  - If no one is home within the scheduled service timeframe, a door knocker will be left, advising that a new service date will need to be scheduled and a \$25.00 fee will be charged for the second service call.
  - Service Orders to your homes will be scheduled until 3:30pm daily
  - Service Orders received after 3:30pm will be scheduled for the next business day
  - A Special Service Order Charge of \$75.00 will be charged for all after hour (3:30pm) call out services.

Please understand that it is our desire to provide quality service and to meet the needs of our citizens. We ask that you make every effort to meet the operational deadlines to avoid incurring additional costs. As always, should you have questions, please feel free to contact our Utility Billing Department at 405-247-2481.

Thank you,  
Jo Spanglehour,  
City Clerk