***CITY OF KREBS UTILITIES AUTHORITY***

*5 NE WASHINGTON*

*PO BOX 156*

*KREBS, OKLAHOMA 74554*

*OFC (918) 423-6519 FAX (918) 426-1269*

*TDD/TTY – 711*

**UTILITY BILLING AND**

**COLLECTIONS PROCEDURES**

Purpose:

The following procedures are to be followed by Krebs Utilities Authority personnel in the establishment of utility service, monthly billing, and collection of the service(s) provided. The procedures are designed to inform the customers of their commitments relating to the service(s) and provide personnel with direction in performance of their duties to provide the utility service(s).

Service Requirements:

All individuals or businesses requesting services provided by Krebs Utilities Authority shall first meet the following requirements:

1. Be 18 years of age or older. Should the applicant be under the age of 18, the utility billing department, at its discretion, may allow a “Co-Signer Agreement” to be completed by a direct relative of the applicant who is over the age of 18.
2. Have and provide a copy of valid photo ID or Driver’s License
3. Have and maintain a local mailing address
4. Present a Deed, Lease, or Rental Agreement confirming the right to establish service(s). Should a formal lease or rental agreement not be available, the utility department may provide a “Property Owner’s Agreement” form.
5. Completed and Signed “Contract for Service”
6. Pay Deposit (in the form of cash, check or money order **only**) in the amount determined by Authority action.

Contract for Service:

Each individual requesting service shall be required to complete a “Contract for Service”. The Contract for Service shall be maintained by the utility billing office in numerical order on all active customers.

Unsettled Accounts:

Service shall not be initiated by any potential customer who has an outstanding balance due to the Authority or it’s professional collection agency, from a previous service until all unsettled account(s) are paid in full or resolved to the satisfaction of the Authority and the appropriate utility deposit is placed with the Authority to establish new service.

Billing Cycle:

There will be one (1) billing cycle per month for the Authority’s utility customers. Normal reading dates for water customers will commence **approximately on the fourteenth (14th)** calendar day of each month. Bills will be edited in the utility office for accuracy and mailed during the **last week of each month**.

Due Dates:

Customers’ utility bills will be due by **5:00pm** on the tenth (10th) of the month, unless the tenth (10th) is on a Saturday, Sunday or on a holiday. This will provide a minimum of ten (10) days for utility customers to pay without penalties.

Delinquent Dates:

Any utility customer account that has an outstanding balance past the due date of the tenth (10th) of each month shall be considered “DELINQUENT” and late charges will be assessed as determined by Authority action.

Second Notices:

Second Notices will be generated and mailed the next working day following the due date for any delinquent utility customer who has a balance over one-hundred dollars ($100.00) ~or~ is more than sixty (60) days past due. The Second Notice will state the delinquent amount due and cut-off date by which an account can be paid to avoid interruption of service.

Payment for Services:

Several payment options are available for utility customers to keep their account in good standing with the Authority. We accept cash, check, and credit cards: Visa, Master Card, Discover and American Express; and can be made:

1. In person at Krebs City Hall, located at 5 NE Washington, inside during regular office hours or in the dropbox, located at the rear of the building.
2. By mail, addressed to PO Box 156; Krebs, OK 74554
3. On-line, through our website: [www.cityofkrebs.com](http://www.cityofkrebs.com)
4. Over the phone, by calling Payment Service Network directly at 877-885-7968

\*Processing fees apply when using PSN

Payment Extensions:

It is the responsibility of the utility customer to keep their account in good standing with the Authority by avoiding interruption of water service due to a delinquent account. KUA staff is authorized to enter into an extension arrangement by customer’s appearance in person to sign a written “Promise To Pay” unless special arrangements have been made by the KUA staff to waive your personal appearance. Any arrangement not kept by the utility customer could result interruption of service and/or denial of any future agreements past the due date.

Cut-Off Procedures:

Delinquent accounts shall be processed for interruption of service after **the twentieth (20th) of the month** on the date that appears on the utility customer’s Second Notice. If payment is not received in the utility office by the specified date, service will be disconnected and the meter locked, without further notice. Service will not be reinstated until the delinquent balance due, including the disconnection/reconnection fee, has been paid to the Authority in full. *The Authority reserves the right to restore service within forty-eight (48) hours of payment being received in the utility office*. Any payments received in the Dropbox or made on-line through the Payment System Network will not be processed until the next business day.

Fines:

If the meter representative is unable to read a meter due to intentional blockage or damage; or, if KUA system property is disturbed or damaged; or, if security lids/locks are removed, then a fine of $100 per day/per incident, as allowed by Ordinance No. 15-04, will be applied to the customer’s account. This fine will be in addition to any other penalties for violations of code or legal offenses.

Suspension of “Trash Only” Services:

Customers receiving “Trash Only” services which are delinquent for **two (2) billing cycles**, shall have service suspended, polycart(s) or dumpster(s) removed. Service will not be reinstated until the delinquent balance due, including the reinstatement fee, has been paid to the Authority in full. The date service is restored will be based on the practice and policies of Republic Trash Services.

Insufficient Checks:

The City of Krebs Utilities Authority shall establish a charge to be levied for all checks which are tendered as payment for utility services and which are returned dishonored by the bank they are written on for any reason. A second (2nd) dishonored check within a six (6) month period, may result in any or all the following:

1. Loss of check-writing privileges for a period of at least one (1) year
2. Interruption of service(s)
3. Account information turned over to the Pittsburg County District Attorney

Establishment of Utility Rates:

Krebs Utilities Authority shall establish, by resolution, utility rates which will accomplish the following:

1. Maintain the proportionate distribution of operation and maintenance costs

 among users; and

1. Generate sufficient revenue to pay the total operation and maintenance cost necessary to the proper operation and maintenance (including replacements) of the treatment works

To assure that Krebs Utilities Authority accounts for annual inflation, it is resolved that the Authority will vote on adjusting rates every year.

Deposit of Utility Receipts:

The receipts collected through the utility billing office shall be deposited daily by the treasurer’s office.

Adjustments

1. If a water leak occurs on the customer’s water service line, the “Policy & Procedure for Water Leak Adjustment” approved by the Krebs Utilities Authority Board, will be followed.
2. Should an error occur in billing due to readings, the customer’s account will be adjusted for the months that are in error dating back no further than two (2) billing cycles after a correct reading is attained by a meter representative.
3. Adjustments of sewer charges will not be made for filling swimming pools, or yard, landscape, garden, etc. watering. A “field tap” may be purchased from KUA and installed by our meter representative which can be used for outside watering. This usage would be metered and billed separately so that sewer charges would not be assessed.

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Date of First Bill: Account #:

Trash Service Day:

I/We acknowledge, by my/our signature below, that the utility billing and collections procedures have been explained to me and that I/we have been provided a written copy of the same. I/We agree that Krebs Utility Authority may collect, use and disclose to any third party the particulars relating to my/our personal information for the purposes of (I) providing the requested services, (II) billing and account management (including debt collection or recovery); and (III) conducting surveys or obtaining feedback. Furthermore, I/we authorize the City and its vendors to contact me/us by any means available not limited by cell, text or email.

 Account Holder Spouse/Co-Occ

 KUA Representative Date

The City of Krebs is an Equal Opportunity Provider and Employer. In accordance with Federal law and the U. S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color national origin, sex, age or disability. (Not all prohibited bases apply to all programs.) To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W. Washington, D.C. 20250-9410 or fax (202) 690-7442 or email at program.intake@usda.gov