

CITY OF KREBS UTILITY AUTHORITY

5 NE WASHINGTON
P. O. BOX 156
KREBS, OKLAHOMA 74554

(918) 423-6519

(918) 426-1269 FAX

Date of first bill: _____ Employee: _____

PROCEDURES FOR UTILITY ACCOUNTS:

Initial setup:

EVERYONE must:

1. Must be 18 years of age or older
2. Have a copy of valid photo id/driver license.
3. Have a local mailing address.
4. Lease or Deed showing occupant name.
5. Complete water contract
6. Pay Deposit *must be paid with cash, check or money order only*

*****ANY PREVIOUS BALANCES FROM ACCOUNTS IN THE PAST IN THE CUSTOMER'S NAME, MUST BE PAID IN FULL BEFORE NEW ACCOUNT CAN BE SET UP*****

Payments may be made online through our website – www.cityofkrebs.com, in person or over phone. Payments using a card will have a 2.75% fee. We accept cash, check, visa, master card and American express.

If we get return mail on first bill, water will be turned off and reconnection fee will be charged.

Bills are mailed last day of the month and due by the end of business on the 10th of every month. If the 10th falls on the weekend, bills are due the Monday after the 10th.

Late charges (10% of unpaid bill) are applied at 5pm on the 10th of every month. If 10th falls on the weekend, late charges will be added at 5pm on Monday evening.

Cut offs are done every month on the 20th. If payment is not received by the 20th of the month by 5 p.m., the water will be shut off and meter will be locked if possible. If water is turned off, a reconnection fee of \$50.00 will need to be paid along with the full amount of the bill before water can be turned back on.

Exceptions:

1. Customer has signed a “promise to pay” agreement form before the 20th. (Must be paid within 15 days of the note and the amount must be less than \$200.00).
2. Emergency situations, which will be looked at case by case (i.e. major water leak with proof of repair).

If account not paid for 2 months, water will be turned off, no matter the balance.

If payments made on account are not paid in full monthly and balance exceeds \$100 water will be cut off and meter locked, if possible.

If meter has been tampered with, the Police Department will be notified and a citation will be given and meter will be removed.

For trash only accounts, accounts in arrears for 2 months shall have poly cart/carts removed.

When customer calls in to close account:

1. Final read will be done.
2. Deposit will be applied to account.
3. Final bill will be sent out within 5 business days.
4. Refunds will be written and mailed within 30 days.

*****If they are moving to new location in Krebs ALL BALANCE FROM PREVIOUS ACCOUNT MUST BE PAID BEFORE NEW ACCOUNT CAN BE SET UP*****

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