

# UNDERSTANDING YOUR UTILITY STATEMENT



We greatly appreciate your business! To prove it, we've invested in a new billing system to provide you with improved service. You will note a new look and superior organization of your statement information, summary of current charges and detail of current charges. These improvements will make it easier for you to take a quick glance, or allow you to dig a little deeper into your account details. Provided below is a full layout of your new statement which explains where things are and what they mean.

Please take a few minutes to acquaint yourself with the new layout. Some of the benefits of your new statement are:

- More Visually Appealing
- Simplified Layout
- Easy, Tear-off Remittance Coupon
- Key Items Highlighted in Bright Blue
- Well Organized Summary Section
- Important Message Section
- 13-month Detailed Account History Graph
- Easy To Understand Explanation of Billing Procedures

This section provides a quick view of the statement showing the Total Due and Due Date.

**ACCOUNT NUMBER** – Consists of both Customer and Account Number. The first 7 digits are the Customer Number and the next 6 are the Account Number.

## SUMMARY OF CURRENT CHARGES

**PREVIOUS BALANCE** – This is the Total Due shown on the last statement.

**PAYMENT RECEIVED** – All payments made on the account since the last statement.

**BALANCE FORWARD** – Amount remaining, not paid, from the last statement.

## CHARGES THIS PERIOD


This section lists all the services you receive from the City of Edmond and a breakdown of the corresponding charges.

## IMPORTANT MESSAGES

Look here for information regarding the City of Edmond, information on new services, special offers or reminders.

## MAILING ADDRESS

If your mailing address changes notify the Utility Customer Services office so you do not experience a delay in billing. (405) 359-4541



A GREAT PLACE TO GROW

P.O. Box 2970 • Edmond, OK 73083-2970

Utility Customer Service: (405)359-4541  
edmondok.com

**Account Number:** 1234567-123456  
**Service Address:** 2300 PLAIN RD  
**Customer:** JOHN SAMPSON

**Invoice Date:** 12/12/2017  
**Current Due :** 01/05/2018 \$208.67  
**Total Due:** \$208.67

**Summary of Current Charges**

Previous Bill	\$198.48
Payment Received	-\$198.48
<b>Balance Forward</b>	<b>\$0.00</b>
<b>CHARGES THIS PERIOD</b>	
Electric	\$145.46
Water	\$38.83
Solid Waste	\$18.38
Drainage	\$3.00
EMSACare	\$3.00
<b>Current Monthly Services</b>	<b>\$208.67</b>

**TOTAL AMOUNT DUE \$208.67**

Payment must be received by the due date to avoid 1.5% penalty.  
Visit [www.edmondok.com](http://www.edmondok.com) for utility rates and programs.  
**For Your Electric, Water, and Solid Waste details, please see the back of this page.**

**Important Messages**

**Avoid Utility Payment Scams** Payment scams are becoming more common than any of us would like, so be aware! The top method for utility payment scams is someone calling to demand payment to stop a service interruption.


To avoid becoming a victim ASK the caller these questions. What is my account number, how much was the last payment, or what is the date of my last payment, these are questions the person you are speaking with should be able to answer.

A Utility Customer Services Representative will always allow you the opportunity to call the office to confirm any phone call received. Get the caller's name and contact our office at 405-359-4541 to verify the reason for the phone call.

**City Offices and Utility Customer Services will be closed:** January 1st Solid Waste pick up will be delayed by one day the remainder of the week. January 15th Solid Waste pick up will be on the regular schedule.

Please detach and return below portion with your payment.

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City of Edmond  
P.O. Box 2970  
Edmond, OK 73083-2970

**Account Number:** 1234567-123456  
**Service Address:** 2300 PLAIN RD  
**Invoice Date:** 01/01/18  
**Current Due :** 01/05/2018 \$208.67  
**Total Due:** \$208.67  
**Amount Enclosed:** \_\_\_\_\_

Please put your account number on your check and make payable to:  
**CITY OF EDMOND**

Please initial within the shaded area on the left to donate your overpayment to fund public art.

JOHN SAMPSON  
2300 PLAIN RD  
EDMOND OK 73034-3007

City of Edmond  
PO Box 268927  
Oklahoma City OK 73126-8927

0060508-034880000270835568

# UNDERSTANDING YOUR UTILITY STATEMENT



## CONTACT INFORMATION

Important information on the various ways to contact Utility Customer Services by phone, email, hours we are available and our address.

## Customer Inquiries and Information

For all billing and service inquiries contact:

**Utility Customer Service 405-359-4541**  
**Office Hours**  
 7 AM to 6 PM Monday - Thursday  
 7 AM to 5 PM Friday

Mailing Address  
 Payment Address  
 Web Address

## Office Location with Payment Drop Box

**7 North Broadway, Edmond, OK**  
 PO Box 2970, Edmond, OK 73083-2970  
 PO Box 268927, Oklahoma City, OK 73126-8927  
 www.edmondok.com

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**To Report a Edmond Electric outage 405-359-4655**

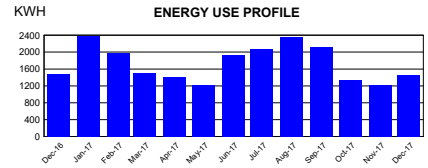
## Detail of Current Charges

Service Address: 2300 PLAIN RD.

Estimated Read Date: 01/06/2018



ELECTRIC DETAILS				AMOUNT
Billing Period:	FROM	TO	DAYS	Current Meter #
	11/6/2017	12/5/2017	29	64344584
METER READINGS	PREVIOUS	PRESENT	USAGE	
Customer Charge				\$14.00
Electric Consumption	47,251	48,709	1,458	\$92.67
Fuel Cost Adj	1,458 @ 0.023000			\$33.53
Sales Tax				\$5.26
<b>Electric Charge</b>				<b>\$145.46</b>
<b>Your average daily cost is</b>				<b>\$4.83</b>

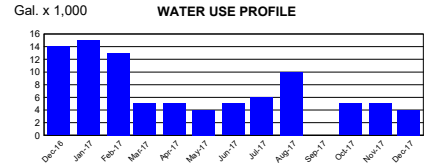


## DETAILS OF CURRENT CHARGES

Provides the dates for the charges, meter reading data, history of use, number of days billed and average daily cost of services.



WATER DETAILS				AMOUNT
Billing Period:	FROM	TO	DAYS	Current Meter #
	11/6/2017	12/5/2017	29	47099921
METER READINGS	PREVIOUS	PRESENT	USAGE	
Customer Charge				\$19.57
Water Consumption	457	461	4	\$19.26
<b>Water Charge</b>				<b>\$38.83</b>
<b>Your average daily cost is</b>				<b>\$1.34</b>



SOLID WASTE DETAILS		AMOUNT
Solid Waste, Recycling, and State Landfill		\$18.38
<b>Solid Waste Charge</b>		<b>\$18.38</b>

## BILLING PROCEDURES

Information on terms of service, billing process, disconnect and when charges incur.

### BILLING PROCEDURES

Meters must be accessible for reading and servicing. If we are unable to obtain a reading, a notice will be posted on the door. At that time it is the responsibility of the customer to provide the reading to Utility Customer Service (UCS) by 10 AM, the following working day. If not received, the statement will reflect a computer estimated reading. Meters are read according to geographic location and due dates are determined by this geographical cycle. For this reason, due dates cannot be changed.

Any unpaid balance as of the next month's billing cycle will include a cutoff notice on the statement. Payments SHOULD NOT be mailed after receipt of a Cutoff notice, as it may not reach UCS in time to avoid service interruption. These payments should be taken directly to UCS. The night drop box may be used to leave payments if UCS is closed. Payments deposited after 7 AM in the night drop box will be credited the following business day. Suspension of service may be delayed only when a "Payment Agreement" has been entered into with UCS.

Statements are issued monthly based on metered consumption, or a flat fixed rate. The due date is fifteen (15) working days after the billing date. Statements not paid by due date are considered delinquent and will be assessed a late penalty of 1.5% of the outstanding balance. Service may be discontinued twelve (12) working days after the due date. Please allow sufficient time prior to due date when mailing your payment.

If your utility service is disconnected, an order to restore service will be issued once the reason for the disconnection has been resolved. On the scheduled disconnect service day an additional deposit payment is required. Any disconnect collection and/or reconnect fees will be added to the next statement.