



City of Stillwater's local government access channel airs on AT&T U-verse channel 99 and Suddenlink channel 23. Look for live meetings online at [http://stillwater.org/city\\_television.php](http://stillwater.org/city_television.php).

## Spring 2015

For the most up-to-date information about meetings, events, entertainment and activities, go online to <http://stillwater.org/calendar> or call 405-372-0025. Be sure to sign up for Be Informed Stillwater and customize how you receive information at <https://stillwater.bbcportal.com>.

## City of Stillwater Municipal Pool Opens Saturday, May 23

Go to [stillwater.org](http://stillwater.org) for operation hours and admissions fees.

## Register Your Storm Shelter with the City

With more residents purchasing new storm shelters for their homes, register your storm shelter online and let first responders know where you will be after a severe storm event occurs.

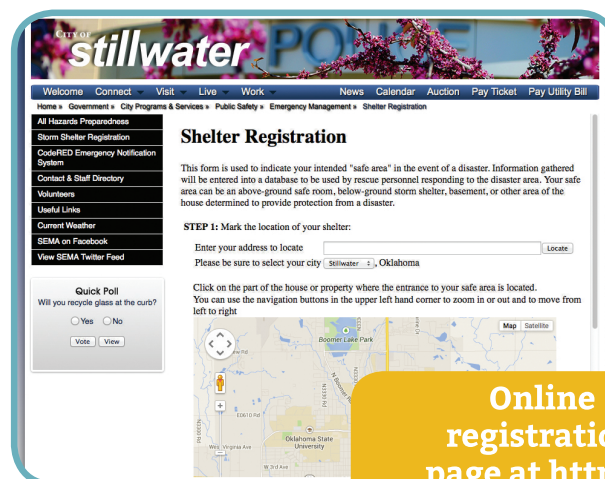
Residents who live inside Stillwater corporate city limits can register their storm shelters by going to <http://stillwater.org/shelter.php>. Residents will then be able to electronically enter and pinpoint on a map where their safe area is located. A safe area can be an above-ground safe room, below ground storm shelter, basement or other area of the house determined to provide protection from a disaster. By submitting information to the database, rescue personnel can use the information to find these safe areas within a disaster area.

Other communities in the Payne County area should register online with the Payne County Emergency Management office by going to <http://www.paynecounty.org/tornado-shelter-registration.php>.

"This is a useful system to easily pinpoint where residents taking shelter will be located and it saves time where time is crucial in a disaster situation," City of Stillwater emergency management technician Rob Hill said.

Hill says that residents who submit their information to one database do not have to submit on the other because Payne County and the City of Stillwater share their database information with each other.

For more information, contact the City of Stillwater Emergency Management Agency (SEMA) at 405-372-7484 or visit <http://stillwater.org/sema>.



Online  
registration  
page at <http://stillwater.org/shelter.php>

## Online utility accounts show customers electric, water usage without the wait

Customers can do more than just pay their monthly utility bills through the City of Stillwater's online payment system.

Those who register their online accounts can also view graphs detailing the electric and water consumption history at a customer's address. The graphs usually show data from the past two to three years.

Users can also see service summary graphs to track the past year's payments for several services including electric, water and garbage.

"This is an easy way that customers don't have to wait in line or on the phone to find out information about their usage, especially during rush season," Customer Service Manager Dana Mattox said. "Also, if you think your bill is really high, this is a simple way to see how the bill compares to your previous years' usage and fees."

Tracking how many kilowatts of electricity or gallons of water your household uses is only one of the features available. Roommates can use the online site to split the bill into desired portions among multiple credit cards.

Customers can also log on to view their billing history and change the mailing address for their utility bills.

"This option might be helpful for students to consider when they get ready to leave Stillwater for breaks or holidays," Mattox said. "They can redirect their utility bill to their summer residence or their parent's house so they can still pay their bill while out of town."

For more details about payment options and services, call 405-742-8245 or email [CustomerService@stillwater.org](mailto:CustomerService@stillwater.org). Information is also available at [stillwater.org](http://stillwater.org).



This graph shows the bill amount in dollars for the past 12 payments of the electric bill for a particular property.

Billing Periods	Number of Days	Daily Usage	Total Usage
03/2015	28	21.18	593.00
02/2015	28	17.11	479.00
01/2015	36	16.92	609.00
12/2014	23	15.00	345.00
11/2014	34	14.15	481.00
10/2014	29	11.45	332.00
09/2014	28	11.68	327.00
08/2014	34	13.68	465.00
07/2014	32	8.28	265.00
06/2014	29	10.38	301.00
05/2014	31	12.10	375.00

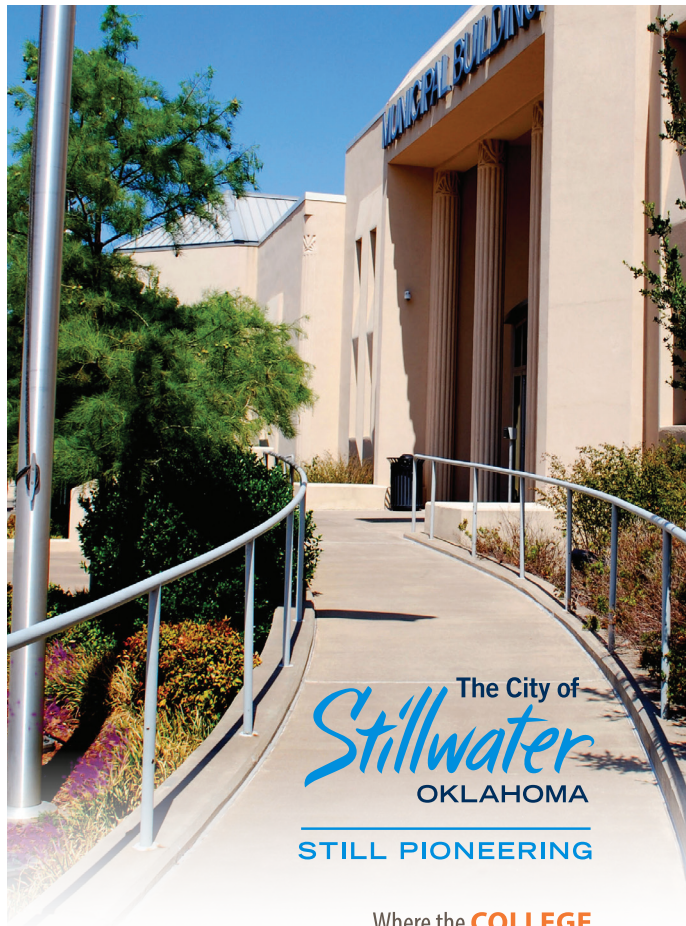
Under the "Service Summary" tab, customers can see tables outlining the monthly totals and daily averages of electric, water and other utility usage.





City of Stillwater

## UTILITY INFORMATION



Where the **COLLEGE** atmosphere and **COWBOY** spirit make everything come **ALIVE**.

#StwOk  
#StillPioneering

@StillwaterOKgov

cityofstillwater

[www.linkedin.com/company/city-of-stillwater-oklahoma](http://www.linkedin.com/company/city-of-stillwater-oklahoma)

### Have questions? Let us help!

- » General Information (405) 742-8245
- » Start/Stop/Transfer Services (405) 742-8258
- » Billing Inquires (405) 742-8252
- » Payment Arrangements (405) 742-8246
- » Fax (405) 742-8352
- » After Hours/Emergency (405) 372-3292
- » Okie line locate (800) 522-6543
- » Oklahoma Natural Gas (800) 664-5463

### Office Location

The Utility Customer Service is located in the Police and Municipal Building at 723 S. Lewis St. in Downtown Stillwater.

### Email & Web

[CustomerService@stillwater.org](mailto:CustomerService@stillwater.org)

[WasteManagement@stillwater.org](mailto:WasteManagement@stillwater.org).

Visit the City of Stillwater's Website at [<http://stillwater.org>](http://stillwater.org)

### Ambulance Service

The City of Stillwater has contracts with LifeNet Emergency Medical Services. No action is required to participate in the program. To find out more, ask your Customer Service Representative or contact the Western Payne County Ambulance Trust Authority at (405) 742-5611.

### Rights to Privacy

The City of Stillwater, the Stillwater Utilities Authority and Stillwater Power are not financial institutions nor are they engaged in providing financial services.

The law does not permit us to release your social security number to others. Customers do not have to give us their social security number to open an account. Any picture identification to substantiate the signature of the applicant and proof that the applicant is at least 18 years old is acceptable.

Your social security number is used to evaluate your credit history for the purpose of determining the amount of your deposit. If no social security number is provided, the required deposit is the maximum amount permitted by city resolution.

The City of Stillwater complies with the Oklahoma Open Records Act and other state statutes regarding release of information.

### Request to receive your bills by email

Sign up for paperless billing. You'll need: 1) Name on account, 2) account address, 3) email address. Contact Utility Customer Service at (405) 742-8258 or visit [<http://stillwater.org>](http://stillwater.org) » Document Center » Utility Customer Service Documents & Forms. Select "Request Paperless Billing."

### Utility Assistance Program

The Utility Assistance Program (UPA) is a voluntary donation program for customers who wish to contribute funds to assist neighbors who may need help with their utility bills because of financial hardship. Funds are dispersed by the Central Oklahoma Community Action Agency (COCAA). If you need assistance, visit Payne County's COCAA Family Support Services office, at 410 S. Lewis St., in Stillwater or call (405) 624-2533.

To donate, check the appropriate box on the return portion of your City of Stillwater utility bill and remit your payment. If you are on a bank draft program, contact Utility Customer Service to make arrangements.

### Delinquent Accounts

If you encounter difficulty in paying your bill on time, contact Customer Service before your account becomes delinquent. Should utility service be disconnected due to delinquent payments, a disconnection and reconnection fee will be required before services can be turned back on. An additional deposit may also be required. Additional fees will also be required if reconnection is made after office hours.

All fees and the entire balance must be paid in full prior to reconnection of service.

Upon request, the City can provide you with the names of government or social agencies that have programs available to assist with payment of utility bills.

Life Support Customers: If you have a life-threatening situation, provide a certificate signed by a doctor or other health authority so arrangements can be made for priority reconnect in the event of a power outage.

## START. STOP. TRANSFER.

### Your Utility Service

On the day service connection is scheduled, plan for someone to be present at the premises if water service is not on or make sure all taps are turned off. Should the City attempt to connect the water service and find an open tap, the water will not be left on. Also, if your electric is not on after a reasonable time from making your utility arrangements, check your breakers prior to contacting the City. An additional fee will be incurred if another trip is required.

### Billing Information

(Bill dates and due dates are approximate)

Bills sent on the 15th of each month are due the 8th of the following month.

Bills sent on the 22nd of each month are due the 15th of the following month.

Bills sent on the 29th of each month are due the 22nd of the following month.

Bills sent on the 8th of each month are due the 1st of the following month.

### Disconnecting Service

If you are moving out of our service area, contact our office to close your account. Any deposit will be applied to the final bill. If there is a refund due, a check will be mailed with the final statement in approximately 10 to 14 days from the disconnection date.

### Transferring Service

For existing customers and customers that have had service in their name in the previous 2 years, service may be established or transferred by contacting Customer Service. Based on the past payment history and/or a credit check, a deposit may be required.

### Utility Fee Schedule

\$25 processing fee, billed to account, when installation is made during normal office hours.

\$40 disconnect fee if a trip is required to disconnect the service due to non-payment

\$25 reconnect fee, collected with payment when reconnection is scheduled during normal office hours.

\$25 disconnect fee, billed to account when temporary service arrangements have not been met.

\$25 processing fee, paid at time of installation of new service after normal office hours.

\$50 reconnection fee, when reconnected for non-payment after normal office hours.

\$200 installation/reconnection fee, when service is requested after standby hours.  
To be paid by 10 a.m., the following business day.

\$25 returned check or draft fee.

\$5 if a cut-off notice mailed, no charge for first notice within each 12 month period.

10% late fee on unpaid balances.

## BILLING AND PAYMENTS

### Methods of Payment

Your utility bill is payable on or before the due date printed on the bill. If the payment is not received by the due date, the account immediately becomes subject to a late charge and possible disconnection. Failure to receive a bill does not relieve you of liability for payment on services rendered. If you do not receive a bill, contact Utility Customer Service to determine the status of your account.



**Automatic Bank Drafting.** This service pays your bill directly from your checking or savings account. A statement is mailed to you approximately 21 days prior to drafting your bank account.



**By Mail.** Use the return envelope included with your bill to send your check. Please remember to return the stub from your bill to ensure proper credit. You should not mail cash.



**By Person.** You may take your payment to Police and Municipal Building (city hall) located at 723 S. Lewis. Office hours are 8 a.m. to 5 p.m., Monday through Friday. For your convenience, there are 2 drop boxes located outside of the building. (See next bullet.)



**Drop Boxes.** Located at the 8th Ave. entrance to the parking lot across from city hall and or by the southwest entrance to city hall.



**Credit Card.** Master Card, Visa, American Express and Discover.



**Online.** At [<http://stillwater.org/payments>](http://stillwater.org/payments).

### Average Billing

If you have lived at your current residence for 1 year or more and currently have a zero balance, you can sign up for our average billing program. Call for details.

