

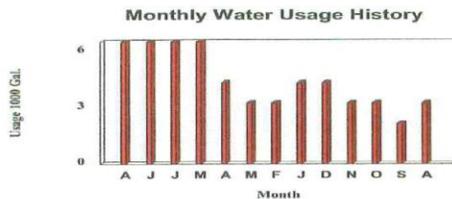
City of Sand Springs

How to Read Your Utility Bill

Service Address	
Account Number	
Meter Number	
Service Period 35 days	07/13/2018 to 08/17/2018
Last Payment Credited on	08/06/2018
Bill Date	08/20/2018
Amount Due	100.41
Date Due	09/04/2018

Billing Inquiries: 918-246-2527
Report a Leak: 918-246-2588
 After Hours Emergencies:
 Water 918-246-2595
 Sewer 918-246-2599

Payment options: Mail, City Hall (M-F 8:00am-5:00pm), Kiosk, Bank Auto
Draft, and on the City's Website: www.sandspringsok.org.



Service	Reading		Usage 1000 Gallons	Amount
	Previous	Current		
Water Service	194	200	6	41.39
Refuse Service				19.98
Stormwater Drainage				5.63
Sewer Service				30.16
EMSA Total Care				1.00
EMS Fee				2.25
Total Service Charges				100.41
Total Amount Due on 09/04/2018				100.41

For Service, Bill Inquiries, or Assistance, Call: 918-246-2527
 Please pay total amount on or before September 4, 2018 to avoid a 1.5% late charge

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

REMIT TO: City of Sand Springs - PO Box 268801 - Oklahoma City OK 73126-8801

Office Hours: Mon - Fri:
 8:00AM - 12:00PM & 1:00PM - 5:00PM
 Phone: 918-246-2527
 Pay Online: www.sandspringsok.org

Account Number	
Amount Due	100.41
Date Due	09/04/2018

Amount Enclosed \$

CHECK ONE IF PAYING WITH CREDIT CARD	
<input type="checkbox"/> Visa	<input type="checkbox"/> American Express <input type="checkbox"/> MasterCard
Name as it appears on Card	Telephone No. WITH Area Code
CARD Billing Address	
CARD Number	
SIGNATURE	EXPIRATION DATE:

1. Account and Contact Information

Service Address: Make sure your service address is accurate. If there are any changes, contact Utility Customer Service.

Account Number: Reference this number when paying your water bill.

Meter Number: All meters are uniquely numbered to identify a particular meter assigned to one location.

Service Period: The service date period your current bill covers.

Last Payment Credited: The amount and date that you paid for your previous water bill.

Bill Date: The date your bill has been processed and sent to you.

Amount Due: The balance owed on your account.

Date Due: The date your bill is due. (What happens if my payment is late?)

Water Office Contact Information:

- **Billing Inquiries:** You can speak with a Utility Customer Service representative at 918-246-2527 or in person Monday through Friday 8 a.m. to 5 p.m. at 100 E. Broadway.
- **Report a Leak:** If you discover a leak, please call the number listed here.
- **After Hour Emergencies:** If there is a water or sewer emergency after business hours, call the numbers listed here.

Payment options: There are several methods you can choose from to pay your bill.

- Mail (please include your payment coupon with your payment)
- City Hall
- Kiosk (located immediately behind City Hall and open 24 hours, 7 days a week)
- Bank Auto Draft (<http://www.sandspringsok.org/295/Set-Up-Bank-Draft>)
- City's Website (<http://www.sandspringsok.org/294/Instructions-to-Pay-Online>)

2. Meter Information

Previous Read/ Current Read: The water meter is like an odometer; it displays a cumulative reading of the total water usage from the day that the meter was installed.

The number listed under "Previous Reading" is the number of 1,000 gallon units that has been consumed up until the first day of your billing cycle. The number listed under "Current Reading" is the number of units that has been consumed up until the last day of your billing cycle (typically a 30 day period).

Usage (1000 Gallons): The number of 1,000 gallon units that you consumed during your service period. This number is calculated by subtracting the "Current Reading" from the "Previous Reading." (Current Meter Reading – Previous Meter Reading = Consumption)

Monthly Water Usage History: The graph on your water bill shows your usage this year compared to last year in terms of 1,000 of gallons. If you are consistent in monthly water usage, it is possible to have the same bill amount each month since you are billed in 1,000 gallon increments.

3. Account Activity

Current Activity: Your water bill is calculated by adding up the following costs:

- Stormwater Drainage (Fixed charge for residential customers) for the cleaning, repair, maintenance and improvement of the city's storm drain system.)
- Water Service (This is a tiered rate based on the amount of water used.)
 - How is my water rate calculated / how does the tiered rate structure work?
 - How do I lower my water bill?
- Sewer Service (This is a tiered rate based on your water consumption during the most recent winter months' average of December, January, February. This should stay the same each month until the following year's winter months' average is recalculated in March.)
 - How is my wastewater fee calculated?
- Refuse Service (Fixed charge pays for garbage collection and disposal services)
- EMSA Total Care (See below link for more information)

- <http://www.sandspringsok.org/135/Fire-EMS-Fees>
- EMS Fee (See below link for more information)
 - <http://www.sandspringsok.org/135/Fire-EMS-Fees>

(To view current utility rates, [click here](#).)

Total Service Charges: the amount you currently owe.

Total Amount Due on: this includes the date your bill is due and the balance due.

4. Detachable Bill Payment Stub

The part of the bill below the perforation contains important information for processing your payment. If you pay your bill by mail, this portion is detached and returned with your check. If any information on this stub is incorrect, please contact Utility Customer Service at 918-246-2527.