



CITY OF SAND SPRINGS

100 E. Broadway St. • P.O. Box 338 • Sand Springs, Oklahoma 74063
Phone: 918.246.2500 • sandspringsok.org

To: Sand Springs Utility Customers

RE: Flood recovery and utility adjustment

Dear Customers:

On behalf of the City of Sand Springs, I wanted to provide you an update of our review of utility adjustments that will be provided for those who were displaced by the May, 2019, flood. As one of your utility providers, we understand completely that while you were displaced, you did not have access to the utilities provided by the City. We will make a billing adjustment that provides a credit on your bill to reflect that you do not owe anything for the time period in which you were displaced. Also, all late fees will be waived through July for any resident who was displaced, and if there is a need for a leak adjustment, let us know and we will work with you to resolve those issues.

If you have questions about the adjustment or your bill, you can contact our customer service representatives at 918-246-2527, who will be able to assist you. It is our hope that this adjustment will assist with the recovery effort and help all of us to return to our normal routine. On behalf of the City, I would also like to commend the many residents and volunteers in the area who were of great assistance to our employees during this disaster. While our employees went above and beyond to serve the affected areas, it would not have been possible without citizen participation, cooperation and assistance. We look forward to your continued assistance during the recovery effort.

Lastly, be assured that you are a valued utility customer and neighbor. All of our efforts will be necessary for a speedy recovery.

Elizabeth A Gray
City Manager