

## CITY OF ALVA

415 4<sup>th</sup> Street  
Alva, Oklahoma 73717

(580) 327-1340

Fax: (580) 327-4965

### UTILITY BILLING AND COLLECTIONS

#### Policy Purpose:

The following policies are to be followed by City of Alva personnel in the establishment of utility service, monthly billing, and collection of the service provided. The policies are designed to inform the customers of their commitments relating to the service and provide personnel with direction in performance of their duties to provide the utility service.

#### Application for Service:

The Trustees of the Alva Utility Authority, a public trust created and existing under the laws of the State of Oklahoma provide certain utility services to the citizens of Alva and certain areas outside the corporate city limits.

All potential customers requesting services provided by the Alva Utility Authority shall first make an "Application for Service".

The application for service will provide the potential customers with deposit information, the Authority's expectations relating to timely collections and conditions of the premises prior to establishment of service along with other vital requirements and regulations pertaining to the potential customer.

#### Contract for Service:

Each individual requesting service shall be required to complete a "Contract for Service". The Contract for Service shall be maintained by the utility billing office in alphabetical order on all active customers.

#### Delinquent Accounts:

Service shall not be initiated by any potential customer who has an outstanding balance due to the Authority from a previous service until all delinquent account(s) are paid in full or resolved to the satisfaction of the Authority and the appropriate utility deposit is placed with the Authority to establish new service.

#### Identification Requirements:

Each individual requesting utility service shall be eighteen (18) years of age and will be required to provide the utility billing department with some form of photo identification as to their identity. Should the age of the applicant be questionable, the utility billing department shall require proper documentation of age if photo identification is unavailable, a copy of the rental agreement or abstract stating address will be sufficient.

Service Initiation:

The water service shall not be initiated by the water department unless the customer or his/her representative is present and the fee paid as determined by resolution by Authority action. The water department can connect the service if customer is not present, however, it will be the customers responsibility to initiate the service.

Utility Deposit Required:

Customers desiring utility service by the Alva Utility Authority shall be required to establish a deposit with the Alva Utility Office in the amount of \$150.00.

If the utility service is disconnected for non-payment, an additional deposit equal to an average of the prior six (6) months billing will be required before utility service will be re-established.

The Alva Utility Authority will accept a letter of prior payment history from a similar type utility company in lieu of a cash deposit for residential customers. The letter of prior payment history must be presented at the time of application for service. The customer must have had twelve(12) months continuous utility service within the last eighteen (18) months and have had no more than two (2) late payments, no collection charges, no cut-offs and no returned checks within the service year. If the letter of prior payment history is received within two weeks of application for new service, the cash deposit will be applied to their account. The letter of prior payment history must show the same name as the person requesting service from the Alva Utility Authority.

Accounts which have a letter of prior payment history rather than a cash deposit will be required to post cash deposit if the account is disconnected for nonpayment.

Billing Cycle:

There will be one (1) billing cycle per month for the Authority's utility customers. Normal reading dates for water customers will commence approximately on the third (3<sup>rd</sup>) calendar day through the twentieth (20<sup>th</sup>) calendar day of each month. Bills will be edited in the utility office for accuracy and mailed the last working day of each month.

Due Dates:

Customers' utility bills will be due on the fifteenth (15<sup>th</sup>) of the month following billing. This will provide fifteen (15) days for utility customers to pay without penalties.

Delinquent Dates:

Any utility customer account that has an outstanding balance on his/her account past the due date of the fifteenth (15<sup>th</sup>) of each month shall be considered delinquent and late charges of 10% of the current amount owed will be assessed.

Second Notices:

Second Notices will be generated to each utility customer who is past due. The Second Notice will state the delinquent amount due and cut-off date in which an account can be paid before the cut-off date to avoid disconnection or interruption of service. Second Notices shall be mailed the next working day following the customer due date unless the fifteenth (15<sup>th</sup>) is on a Saturday, Sunday or on a holiday, then the utility customer will have the next working day to pay before the Second Notices are mailed. The services shall be considered delinquent past the due date of the fifteenth (15<sup>th</sup>) of each month.

Payment Extensions:

It is the responsibility of the utility customer to keep his/her account in good standing with the Authority by avoiding interruption of water service due to a delinquent account. Utility staff is authorized to enter into an extension arrangement by appearing in person to sign a written agreement unless special arrangements have been made by the utility staff to waive your personal appearance. Any arrangement not kept by the utility customer could result in denial of any future agreements past the established due date. Each request will be reviewed to determine if it is in the best interest of the Authority for repeated extensions. Extension arrangements are limited to four (4) agreements per utility customer per calendar year.

Cut-Off Procedures:

Delinquent accounts, with balances greater than \$60.00, shall be processed for interruption or disconnection of service on the date for disconnection that has appeared on the utility customer's Second Notice. If payment is not received in the utility office before the disconnection date stated on the Second Notice, service will be disconnected by the Alva Utility Authority without further notice. Service will not be resumed until the delinquent balance due, including the disconnection fee, and an additional deposit, if applicable, has been paid to the Authority in full. The Authority reserves the right to restore service within twenty-four (24) hours of payment being received in the utility office. Any payments received after 5:00pm on the cut-off date stated on the Second Notice must be in full to avoid disconnection or interruption of service. Any payments received in the Night Deposit will not be processed until the morning of the next working day.

Insufficient Checks:

The Alva Utility Authority will levy a charge of \$20.00 for all checks which are tendered as payment for utility services and which are returned dishonored by the bank they are written on for any reason.

Establishment of Utility Rates:

The Alva Utility Authority shall establish, by resolution, utility rates which will accomplish the following:

1. Maintain the proportionate distribution of operation and maintenance costs among users; and
2. Generate sufficient revenue to pay the total operation and maintenance cost necessary to the proper operation and maintenance (including replacements) of the Alva Well Field and water treatment process; and
3. Apply excess revenue collected from users to the costs of operation and maintenance and/or as the Authority may direct. Sewer use rates shall be adjusted accordingly.

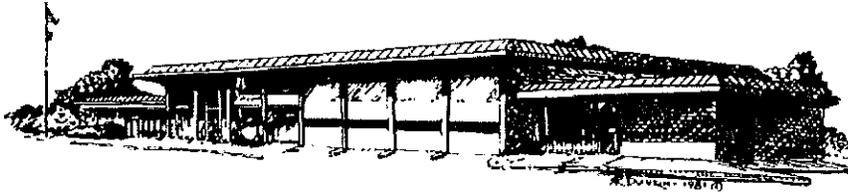
To assure that the Alva Utility Authority accounts for annual inflation, it is resolved the Water/Sewer Committee and the Finance Committee will make a recommendation on adjusting rates every year.

Deposit of Utility Receipts:

The receipts collected through the utility billing office shall be deposited daily by the Utility Office. The depositor shall be accompanied to the bank by an officer of the Alva Police Department.

Adjustments:

1. If a water leak occurs on the customer's water service line, the only portion of the billing that will be adjusted is the sanitary sewer charge for that billing period. Adjustments will be calculated on the previous six (6) months average billed to the customer for said sanitary sewer service, as authorized by the City Business Manager.
2. Should it become necessary to back-bill a customer for utility services which have not been previously billed, a maximum of twelve (12) months period shall be generated to the customer for the back billing.
3. Should an error occur in billing due to readings, the customer's account will be adjusted for the months that are in error dating back no further than twelve (12) months after a correct reading is attained by the City of Alva personnel.
4. Should an error occur in the billing the customer's account may be adjusted with recommendation from the City Business Manager and written approval by the Water/Sewer Committee.



**CITY OF ALVA**

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All information must be completed for service to begin. Everyone living at the service address over the age of 18 must be included on the application. Completed applications can be returned by Mail: City of Alva, Attention Utility Customer Service, 415 4<sup>th</sup> Street, Alva, OK 73717 or Fax: (580) 327-4965. The Utility Customer Service Office is located at 415 4<sup>th</sup> Street in Alva, OK.

**Office Hours:** 8:00am to 5:00PM Monday – Friday

*(Please print)*

Service Address		Beginning Service Date			
Is address going to be occupied?	Yes	No	Occupant is the:	Owner	Renter
Mail Address	<i>(if different from service address)</i>				
City	State		Zip		
In Care of					
<b>Account Holder: Everyone living at the service address over the age of 18 is required to provide their information and sign this application.</b>					
Legal Name – Last Name		First	Middle		
Home phone	Cell phone	Work phone			
Date of Birth	Type of ID	Driver's License	Military	Other	
ID #	State Issued	Country Issued	Last 4 SSN#		
Sevis #	<i>(student and exchange visitor ID)</i>		School		
Employer	Position				
Previous Address	City	State			
<b>Co Account Holder: Others living at the address over the age of 18 are required to provide their information and sign this application.</b>					
Legal Name – Last Name		First	Middle		
Home phone	Cell phone	Work phone			
Date of Birth	Type of ID	Driver's License	Military	Other	
ID #	State Issued	Country Issued	Last 4 SSN#		
Sevis #	<i>(student and exchange visitor ID)</i>		School		
Employer	Position				
Previous Address	City	State			
<b>Emergency Contact: In case of an emergency who should we contact? Someone not living at the service address.</b>					
Emergency Contact		Relationship to Primary			
Address	Phone #				

**The Completed application along with a deposit or an approved Letter of Prior Payment history must be received before service can be started.**

The Primary and Joint Owners of this account agree to pay adopted rates set forth by the City Council for the City of Alva/Alva Utility Authority and follow regulations governing said services. This application becomes a financial contract upon the establishment of utility service. I understand if I established service on a Letter of Prior Payment History and no longer meet the requirements I will be billed a deposit.

All contracts received after 1:00pm will be processed the following business day. If same day service is requested after 1:00pm the service order charge will be \$35.00. Service orders requested to be completed on a weekend or holiday will be charged \$70.00.

**PLEASE CALL (580) 327-1340 IF YOU HAVE ANY QUESTIONS.**

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**City of Alva Customer Service Representative**

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**Primary Occupant**

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**Co Occupant**

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**Co Occupant**