



POST OFFICE BOX 850 • COWETA, OKLAHOMA 74429 • PH. (918) 486-2189 • FAX (918) 486-5366 • www.cityofcoweta-ok.gov

NEW CUSTOMER NOTICE

We welcome you as a customer of the Coweta Public Works Authority and would like to acquaint you with the policies and procedures of the utility Department.

1. Office hours are 8 am to 5 pm, Monday through Friday. After hours, follow instructions on the telephone recording.
2. Utility bills may be paid at City Hall (310 S Broadway) during normal business hours. Acceptable forms of payment are: cash, check, money order, bank draft, Visa, MasterCard. For your convenience a night depository is located to the left of the front doors. Please **do not** leave cash in the night depository. Local banks will accept payment up to your due date. Payment may be made online through our website at www.cityofcoweta-ok.gov or by calling 833-282-0827. There is a link at the bottom of the home page that states pay utility bills online.
3. Bills are mailed monthly according to your billing cycle. A 10% penalty will be added to any account paid after the due date. If the due date falls on a weekend or holiday, please use our night depository to prevent the added late fee since all payments from the night box are posted to accounts **BEFORE** penalties are added.
4. Failure to receive a utility bill through the mail is not a valid reason for non-payment. If you do not receive a bill, please contact City Hall offices as soon as possible.
5. If your utility account number begins with 01, 06, 08, 09, 10, 12, 13, or 14 (Zone #1), your bill is due **on or before the 20th** of each month. If your utility account number begins with 02, 03, 04, 05, 07, 11, 15, 16, 17, or 18 (Zone #4), your bill is due **on or before the 5th** of each month.

WATER SERVICE:

1. If new service is being started or restoration of service is being requested, hours of connection are as follows: deposit or payment made before noon can be connected between the hours of 1pm and 4pm that same day. Deposit or payment made after noon can be connected between the hours of 8am and 11am the following business day.
2. Water and sewer charges are based on usage at rates approved by the City Council. **You will be charged a minimum bill for water, sewer, trash, and ambulance services each month until your account has been finalized.**
3. If service is disconnected for non-payment the following charges are applicable:
 - a. \$10.00 Default payment fee
 - b. \$25.00 Disconnection fee
 - c. \$100.00 Tampering fee, if customer turns a water meter back on that has been disconnected due to non-payment.
4. If you are moving and need to transfer service from one location to another within our service area, a transfer fee of \$25.00 will be added to your utility account.
5. A \$25.00 charge will be added to all returned checks.
6. If you have an account that goes to collections, a 35% collection fee will be added to the amount owed.

TRASH SERVICE:

Residential trash should be bagged and set at the curb by 7am on your designated pick up day. Please note the attached map and collection information sheet for more details. There is a limit of 14 bags (33 gallon) per pick up day. Bulk trash pickups are available on Wednesdays only and can be requested by calling the City Hall offices at (918) 486-2189.