



### NEW CUSTOMER NOTICE

We welcome you as a customer of the Municipal Utility Board, City of Pryor Creek, and would like to acquaint you with the rules and regulations of the Utility Department.

1. Utility bills are mailed before the last day of each month and payable on or before the 10<sup>th</sup> of the next month. Payments made after the 10<sup>th</sup> are delinquent and a 5% penalty will be charged on your next bill.
2. Failure to receive a utility bill through the mail *IS NOT* a valid reason for non-payment. If your bill is not received by the 10<sup>th</sup> of the month, it is your responsibility to contact our business office to see that your bill is paid. Our office is located at 12 North Rowe St., or you may call 825-2100.
3. If utility bills are not paid by the 15<sup>th</sup> of the month, the customer's service may be disconnected.
4. If service is disconnected for non-payment, a \$50.00 delinquent deposit will be required in addition to the amount of the delinquent bill before service is restored and a \$20.00 reconnect fee will be required, during regular business hours
5. A \$20.00 connect fee will be charged to new accounts. This charge applies to transfers and landlord accounts as well. This fee will be added to the first billing.
6. If service is connected or reconnected after 5:00 PM Monday through Friday, or on Saturday, Sunday, or holidays, a \$50.00 fee will be charged.
7. "Policy of billing and termination of service for delinquency" is on file and available to any customer.
8. *We are a "Billing Agent" only for PRYOR WASTE & RECYCLING. For information regarding trash pick-up dates, etc. please call 825-0026.*

Office Hours – 8:00 AM to 5:00 PM, Monday through Friday