



2024 02 20

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.

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

1. Utility bills are mailed before the last day of each month and payable on or before the 10th of the next month. Payments made after the 10th 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 10th 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 15th 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. MUB accepts debit or credit cards for deposits, tap fees or pole fees, with a 4.95 convenience fee.
7. For Same Day Service – Requirements for services must be received by 3:30 pm (no turn-ons after 4 pm). On Saturday, Sunday, or holidays, a service may be connected at the sole discretion of the General Manger and a \$50.00 fee will be charged.
8. "Policy of billing and termination of service for delinquency" is on file and available to any customer.
9. We are a "Billing Agent" only for PRYOR WASTE & RECYCLING. For information regarding trash pick-up dates, etc. please call 825-0026.



PAYMENT OPTIONS

- **IN PERSON:** 12 North Rowe St, Pryor, OK 74361
- **JACK KIOSK @ the Drive Thru:** 12 North Rowe St, Pryor, OK 74361
Cash, Check, Credit Card accepted 24/7 with a receipt.
- **BY AUTO DRAFT:** Turn in the AUTO DRAFT FORM & a VOIDED CHECK (free service) Your payment will be deducted from your checking/savings account on the 10th of each month. *(No service fee)*
- **ONLINE:** WWW.MUBPRYOR.ORG
(\$4.95 convenience fee for each credit card transaction)
Use the new Payment Portal to see your balance and make payments on the spot. This system enables notifications if your mobile phone and email are in our database, registering enables payment history.
- **BY PHONE:** DIAL 918-228-6006
(\$4.95 convenience fee for each credit card transaction)
- **BY MAIL:** PO Box 249, Pryor, OK 74362



AUTOMATIC BILL PAYMENT

No Personal or Business Check,

No Fuss, No Muss

The Municipal Utility Board offers a convenient payment plan, and it's as easy as it sounds.

Automatic Bill Payment allows your utility bill to be paid directly from whichever financial institution you choose – your bank, your savings and loan, or your credit union. No more checks to write and no more payment deadlines.

If you would like to participate in this plan, just call 918-825-2100 and request an authorization form or download the form from our website. Complete the form and return it to our business office with a voided check or savings deposit slip. MUB will set up the Automatic Bank Draft with your financial institution.

You will continue to receive your utility bill by the first of every month indicating the **BALANCE DUE** is being **PAID BY DRAFT**. The draft on your account will occur on or near the 10th day of each month, depending on weekends and holidays.

All you have to do is make sure there are sufficient funds in your account to cover the automatic withdrawal every month.

ABP

AN EASY AND CONVENIENT PAYMENT METHOD



AUTHORIZATION AGREEMENT DIRECT PAYMENTS (ACH DEBITS)

I (we) hereby authorize Municipal Utility Board, City of Pryor hereinafter called COMPANY, to debit entries to my (our) account indicated below and the financial institution named below, hereinafter called FINANCIAL INSTITUTION, to debit the same to such account.

(Financial Institution Name)

(Branch)

(Address)

(City/State)

(Zip)

(Routing #)

(Account #)

Type of Account: _____Checking _____Savings

This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us), of its termination on such time and manner as to afford COMPANY and FINANCIAL INSTITUTION a reasonable opportunity to act on it.

(MUB) Account Name

(MUB Account #)

(Signature)

(Date)



LIFE SUPPORT REQUIREMENTS

1. MUB must have a letter from the customer's primary care physician stating he/she is on life support which could include Oxygen, Motorized beds for individuals who are bedfast.
Note: CPAP machines are not considered as life-sustaining.
2. Letter from the primary care physician must have the following:
 - Letter addressed to the Municipal Utility Board must be on the physician's letterhead
 - Letter must contain patient's name, address, and telephone number
 - Letter must state the patient's life support requirement
 - Letter must be signed by the physician
 - Email to: mublifesupportrequest@pryorcreek.org or
Fax to: 918-825-1134 or
Mail to: PO Box 249, Pryor, OK 74362
3. Upon receipt of the primary care physician's letter, the customer will be included on the MUB Life Support List.
4. The customer must maintain (2) two hours (minimum) of oxygen in the event there is a loss of service.
5. In the event contact information changes it is the customer's responsibility to inform MUB.

PO BOX 249 • PRYOR, OKLAHOMA 74362 • 918/825-2100

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Dear Natural Gas Customer:

Re: Customer Owned Yard Lines

The Pipeline and Hazardous Materials Safety Administration (PHMSA) of the U.S. Department of Transportation has issued a rule requiring all natural gas operators to notify their customers of the responsibility of maintaining service yard lines.

The Municipal Utility Board does not own or maintain buried gas piping from the meter location to the residence or structure. This piping is the responsibility of the property owner.

To ensure the safe operation of these service lines, they should be checked periodically. You are advised to contact a licensed plumbing and heating contractor to assist you in locating and checking your lines for leaks or corrosion (if metal). When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand.

The MUB has an on-going leakage survey for the department's main gas lines. In the summer of 2001 the department began surveying one (1) out of every five (5) customer-owned yard lines during the annual leak survey. In the event a leak is detected on the yard line, the MUB will notify you of its location and ask you to have it repaired. It has always been MUB's policy to assist our natural gas customers with locating and pinpointing leaks both inside and outside the home. If you think that you smell gas in or around your home, call the MUB office at 918-825-2100 or the after-hours emergency number at 918-825-2102 for assistance.

**Travis Whitenack
Gas Department Foreman**



PREVENTATIVE MEASURES TO HELP AVOID FROZEN WATER LINES DURING EXTREMELY COLD WEATHER

1. Let a small stream of water, both hot and cold run through your faucets, especially if they are located on a north wall that is not insulated.
2. Open cabinet doors under kitchen and bathroom sinks to allow warm air to circulate.
3. Water lines located in non-heated areas, such as a garage can be protected by using either a heat tape on the water lines or hanging a heat lamp in close proximity to thaw.



In order to determine a monthly refuse rate that each residential household would pay, a set of regulations was established by the Pryor City Council 25 years ago. Therefore, by a signed contract agreement between City of Pryor and Pryor Waste & Recycling LLC refuse service will be provided based on the following rules and regulations.

The only reasons refuse is not picked up is a violation of the regulations, if the house water has been turned off, Thanksgiving or Christmas Day, dangerous weather conditions or if refuse service has not been paid. Combined refuse rates for a year are based on 48 weeks of service even though there are 52 weeks in a year.

Pryor Waste & Recycling LLC is a private owned company and your refuse service will be what has been established by the City of Pryor. Any refuse service requested that is not in the contract, will only be at the discretion of the owner of Pryor Waste & Recycling.

- A. Each residents within the city limits of Pryor, at a certain time, will receive twice a week service on their designated day's unless there is a holiday, dangerous weather conditions or a violation. Outside the city limits residential refuse service will only be once a week.
- B. Residential pick-up begins at 6:00 AM Monday thru Friday.
- C. Resident's are to place their refuse at **LEAST** 3 feet from the curb or street.
Unless you are paying an extra charge for house side pickup for bagged trash only.
- D. Only a **total** of **four** containers or bags or individual items will be picked at a time.
- E. The garbage container or bag size must not exceed 35 gallons.
- F. Any container, bag or item that exceeds 50 lb. will not be picked up **NO** exceptions.
- G. Two tied bundles of brush or limbs not to exceed 2 ft. diameter, 4 ft. long, 50 lbs.
Loose limbs placed in a container can result in an eye injury to route personnel.

Note: Animal liter, humane items, hypodermic needles, glass and other disposed items could jeopardize the workers health, please call 825-0026 for disposal instructions.

Note: In order to protect workers and prevent equipment damage, also not to violate strict State Landfill or Transfer Station Regulations the following items will **NOT** be picked up. No furniture, appliances, TV, computers, mattresses, tires, lead type batteries, chemicals, wet paint cans or spray paint cans, large metal items, flammable liquids or containers, oil new or used, anti-freeze, fertilizer, bricks, concrete, rocks, gravel or dirt. No meat in a large quantity or animals or animal remains will be taken. Fish remains may be disposed in a small quantity, please freeze remains and place in a sealed plastic bag the day of pick-up.

Fireplace or charcoal ashes MUST be placed in a plastic bag no exceptions!!!!

Note: Pryor Waste has a Transfer Station available to dispose of extra garbage that exceeds contract limits, furniture, appliances, lumber and etc for a charged fee.

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FEBRUARY 2024

NATURAL GAS

CITY CUSTOMERS	\$8.30 minimum charge \$8.30 per 1,000 cubic feet
OUTSIDE CITY CUSTOMERS	\$9.60 minimum charge \$9.60 per 1,000 cubic feet

All customers are subject to a (PGA) Purchased Gas Adjustment
Pass through decrease from BlueMark Energy of \$2.424 per MCF; Decrease effective Dec 2023

WATER

CITY CUSTOMERS	\$10.20 minimum & first 2,000 gallons \$ 5.10 per 1,000 on all additional usage
OUTSIDE CITY CUSTOMERS	\$10.70 minimum & first 1,000 gallons \$ 5.35 per 1,000 on all additional usage

All customers are subject to a (WCA) Water Cost Adjustment
Pass through increase from Oklahoma Ordnance Works Authority of \$0.05 per unit; Increase effective February 2024

SEWER USAGE FEE (BASED ON WATER CONSUMPTION)

RESIDENTIAL CUSTOMERS	\$4.10 minimum charge \$4.35 per 1,000 gallons water used
RESIDENTIAL SUMMER RATE DURING JULY, AUGUST, SEPTEMBER	Maximum sewer bill will be based on the previous 9-month average With NO previous history, the maximum charge will be based on 6,000 gallons
COMMERCIAL CUSTOMERS	\$4.10 minimum charge \$4.35 per 1,000 gallons water used

All Sewer Customers are subject to a 3% escalator beginning
Fiscal Year 2021 and ending Fiscal Year 2026.
Fiscal Year 2024 is less than the allowed 3% escalator effective August 2023

CUSTOMERS IN "THE DISTRICT"	\$4.65 minimum charge \$5.37 per 1,000 gallons water used
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Use of Industrial Sewer System Rate Established by agreement between OOWA and MUB on December 21, 2020
And any New Developments located south of the City of Tulsa Waterline Right-of-Way
Pass through increase from Oklahoma Ordnance Works Authority of \$0.07 per unit; Increase effective February 2024

ELECTRIC

RESIDENTIAL CUSTOMERS	\$2.85 minimum on first 38 kWh \$0.0750 per kWh on all additional usage
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RESIDENTIAL TOTAL ELECTRIC WINTER RATE (NOVEMBER-APRIL)
\$22.50 minimum for first 300 kWh;
\$0.0750 per kWh for next 200 kWh; \$0.0538 per kWh for all usage over 500 kWh

COMMERCIAL CUSTOMERS
\$2.60 minimum for first 28 kWh at \$0.0930 per kWh; \$0.0730 per kWh on all additional usage

COMMERCIAL TOTAL ELECTRIC HEAT RATE (NOVEMBER-APRIL)
\$2.60 minimum for first 28 kWh at \$0.0930 per kWh; 29-500 kWh at \$0.070 per kWh;
501-1,500 kWh at \$0.063 per kWh; 1,501-10,000 kWh at \$0.0615 per kWh;
\$0.0590 per kWh for all usage over 10,001; Normal commercial rates (May-October)

DEMAND ELECTRIC

COMMERCIAL DEMAND RATE	\$61.25 minimum, \$12.25 per KW; Energy rate is \$0.0450 per kWh
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SALE FOR RESALE

The rate will be identical in charges to the residential rate, less 9.09% if the landlord owns and maintains the transformers, meters, and associated equipment; or less 4% if the landlord owns meters and associated equipment only.

All Electric Customers are subject to a (PCA) Power Cost Adjustment that will include a line loss factor as determined by the previous fiscal year's calculations.

All Electric Customers are subject to a 3% escalator beginning
Fiscal Year 2021 and ending Fiscal Year 2026.
Fiscal Year 2024 is less than the allowed 3% escalator effective August 2023