

Kelly Parker – Mayor
Daniel Winters – Ward 1, Seat 1
Connor Martin – Ward 1, Seat 2
Christopher Eckhardt – Ward 2, Seat 1
Brandon Sherman – Ward 2, Seat 2



Bo Hannaford – Ward 3, Seat 1
Mary Hamilton – Ward 3, Seat 2
Brian Wallis – Ward 4, Seat 1
Randy Stelling – Ward 4, Seat 2
Joe Don Dunham – City Business Manager

Service Address: _____

Beginning Service Date: _____

Owner _____ Renter _____

Mailing Address (if **different** than service address) _____

Primary Account Holder

Last Name _____

First Name _____

Date of Birth _____

Phone Number _____

DL # _____ State _____

Last 4 of SSN _____

Employer _____ Position _____

Secondary Account Holder

Last Name _____

First Name _____

Date of Birth _____

Phone Number _____

DL#_State _____

Last 4 of SSN _____

Employer _____ Position _____

The account holders agree to pay the 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.

Primary Account Holder

Secondary Account Holder

City of Alva Deputy Clerk

415 4th 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 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 and “Application of 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.

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 two forms of identification, one being non-expired, US issued with photograph.

Utility Deposit Required:

Customers in need of utility service with the Alva Utility Authority shall be required to establish a deposit with the Alva Utility Office in the amount of \$199.65.

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. 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 credit rather than a cash deposit will be required to post a cash deposit if the account is disconnected for nonpayment.

Billing Cycle:

There is one (1) billing cycle per month for the Authority’s utility customers. Normal reading dates for water customers are the 20th of each month. Bills are mailed the last working day of each month.

Due Dates:

Customers' utility bills are due on the fifteenth (15) of the month following billing. This provides fifteen (15) days for utility customers to pay without penalties.

Past Due:

Any utility customer account that has an outstanding balance on their account past the due date of the fifteenth (15) of each month shall be considered delinquent. Late charges of 10% of the current amount due will be assessed and applied to the account total.

Disconnect Notices:

Disconnect Notices are generated to each utility customer who is past due. The Disconnect Notice will state the delinquent amount due and the cut-off date in which an account can be paid to avoid disruption of service. Disconnection Notices are mailed the next working day following the customer due date of the fifteenth (15).

Payment Arrangements:

It is the responsibility of the utility customer to keep their account in good standing with the Utility Authority by avoiding disconnection of service. Utility staff are authorized to enter payment arrangements based on past pay history of each utility account.

Disconnect Procedures:

Delinquent accounts with balances greater than \$60.00 shall be processed for disconnection of service on the date listed on the Disconnect Notice. If Payment is not received in the utility office before the disconnection date stated on the Disconnect Notice, service will be disconnected by the Alva Utility Authority without further notice. Service will not be resumed until the delinquent balance due, including disconnection fee (\$33.28) and reconnection fee (\$33.28) have been paid in full.

Return Payments:

The Alva Utility Authority will assess a fee of \$25.00 for all payments returned dishonored by the bank they are written on for any reason.