



\* ALL APPLICANTS ARE REQUIRED TO SUBMIT A **COLOR PHOTO OF ID** \*

### **CONTRACT FOR UTILITY SERVICE**

Today's Date: \_\_\_\_\_ Check One: Own \_\_\_\_\_ Rent \_\_\_\_\_ Landlord \_\_\_\_\_

Desired Service Start Date: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address, if different: \_\_\_\_\_

#### **APPLICANT:**

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Home Ph#: \_\_\_\_\_ Cell Ph#: \_\_\_\_\_

Driver's License#: \_\_\_\_\_ SSN: \_\_\_\_\_ DOB: \_\_\_\_\_

Employer: \_\_\_\_\_ Work Ph#: \_\_\_\_\_

**APPLICANT'S SIGNATURE:** \_\_\_\_\_

#### **SPOUSE/CO-OCCUPANT:**

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_ Cell Ph#: \_\_\_\_\_

Driver's License#: \_\_\_\_\_ SSN: \_\_\_\_\_ DOB: \_\_\_\_\_

Employer: \_\_\_\_\_ Work Ph#: \_\_\_\_\_

**APPLICANT'S SIGNATURE:** \_\_\_\_\_

#### **PREVIOUS SERVICE**

Have you ever had utility services with the City of Glenpool? Yes \_\_\_\_\_ No \_\_\_\_\_

**THE ABOVE SIGNED AGREES TO PAY THE ESTABLISHED RATES SET FORTH BY THE GLENPOOL UTILITY SERVICE AUTHORITY ORDINANCES AND AGREES TO REGULATIONS GOVERNING SAID SERVICES. THIS APPLICATION BECOMES CONTRACT UPON THE ESTABLISHMENT OF SERVICE.**

**LANDLORDS ONLY, PLEASE CIRCLE ONE FOR TRASH SERVICES? YES NO**

#### **Hours for Lobby and Drive-Thru:**

Monday – Friday 8:00a.m. – 4:30 p.m.

**Glenpool Web Site: [www.glenpoolonline.com](http://www.glenpoolonline.com)**

**Contact Information: Office: 918-322-5442 Fax: 918-322-5443**

## **Please Initial All Fields**

---

**Deposit:** A deposit and connection/transfer fee is required on all water accounts before water service will be established.

**Billing:** Utility bills are generated on or about the 15<sup>th</sup> of each month and due on the 10<sup>th</sup>, or the next business day if the 10<sup>th</sup> falls on a weekend or holiday. Late payment penalties of 10% are applied and reminder notices are sent on or about the 11<sup>th</sup> of each month. Service interruption, due to non-payment is performed on or about the last Tuesday of each month. A minimum bill consists of consumption volumes up to 1,000 gallons.

**Payment and Location:** Bills may be paid at: **14526 South Elwood Avenue.** Monday – Friday 8:00 a.m. – 4:30 p.m. In our drive-thru, you will also find a night depository. We offer online bill pay or payment by phone. Cash, Checks, ACH bank draft, VISA or Master Card are all acceptable methods of payment. Payments may be mailed to: **City of Glenpool, 14526 S Elwood Ave, Glenpool, OK 74033.**

**Returned Checks or ACH Drafts:** If the City of Glenpool receives two (2) insufficient items we can no longer accept checks or bank drafts from that resident for a period of one (1) year from the date of the last returned item. Payment must be made by debit/credit card, money order or cash only. There will be a \$30 return item fee. Notification of a returned item will be a discreet door tag placed on the customer door by a utility serviceman, and payment must be made within 24 hours.

**Service Request, Cutoffs, and Changes:** Service request and changes must be made before 2:00 p.p. to be performed the same day. Request made after 2:00 p.m. will be scheduled between 10 a.m. – 12 p.m. or 2: p.m. – 4:00 p.m. for a later day. Any service may be terminated for non-payment, on or after the last Tuesday of the same month as the due date. Upon service termination for non-payment, the meter shall be locked or pulled. Customer will continue to receive a minimum bill until the account is processed as a final. To resume service, the delinquent balance of the bill plus a \$30.00 re-connect fee shall be paid. Accounts disconnected for non-payment must be paid prior to 6:00 p.m. to have service restored the same day.

**Water Meters:** Meters are read the first two weeks of each month. A limit of three (3) customer re-reads per calendar year, for each separate account, shall be permitted at no cost. Additional requests shall be assessed a \$30.00 fee per re-read, which will be added to the customer's account. The fee will not be assessed if the reading is found to be incorrect.

**Leak Detector and Detection (Tampering with Meter):** It is unlawful for **anyone** other than a utility employee to repair or turn meter off/on. Should our service technician notice that someone has tampered with a meter, he/she will report the incident to the office. The service shall be immediately terminated; and a penalty up to as much as the law will allow may be imposed, upon conviction in municipal court.

**Moving or Disconnecting Service: When moving from a residence you MUST notify Utility Billing of the date water is to be disconnected in order to stop the billing process.** You will need to provide a forwarding address for your final billing. Your final bill cannot be processed until a final read has been applied to billing, therefore you will normally receive one more bill beyond the date of disconnection. Deposits on accounts will be applied to the final balance and any refund will be sent to the forwarding address if the deposit is less than the final bill, the final bill will be mailed and due the 10<sup>th</sup> of the following month. IF you move and transfer service to a property within the City of Glenpool and the final bill is not paid in a timely manner the final balance due will be assessed to your current address.

**For office use only**

Account # \_\_\_\_\_ Receipt #: \_\_\_\_\_

Deposit Amount: \$ \_\_\_\_\_ Connect/Transfer Amount: \$ \_\_\_\_\_

Connect: \_\_\_\_\_ Read and Leave On: \_\_\_\_\_ Time: 10a-12p \_\_\_\_\_ 2p-4p \_\_\_\_\_

# GLENPOOL BANK DRAFT AUTHORIZATION

By signing this form, you are authorizing the Glenpool Utility Service Authority to draft payment from your bank account each month. ***This form must be received 72 business hours before monthly draft is processed on the 10<sup>th</sup>.***

If payment is returned for insufficient funds; a charge of \$30.00 will be assessed to you and possible service interruption.

Customer Utility Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Customer Phone Number: \_\_\_\_\_ Work: \_\_\_\_\_

Customer Service Address: \_\_\_\_\_

**THE INFORMATION BELOW IS REQUIRED FOR PROCESSING AND WILL BE KEPT CONFIDENTIAL.**

Your bank information:

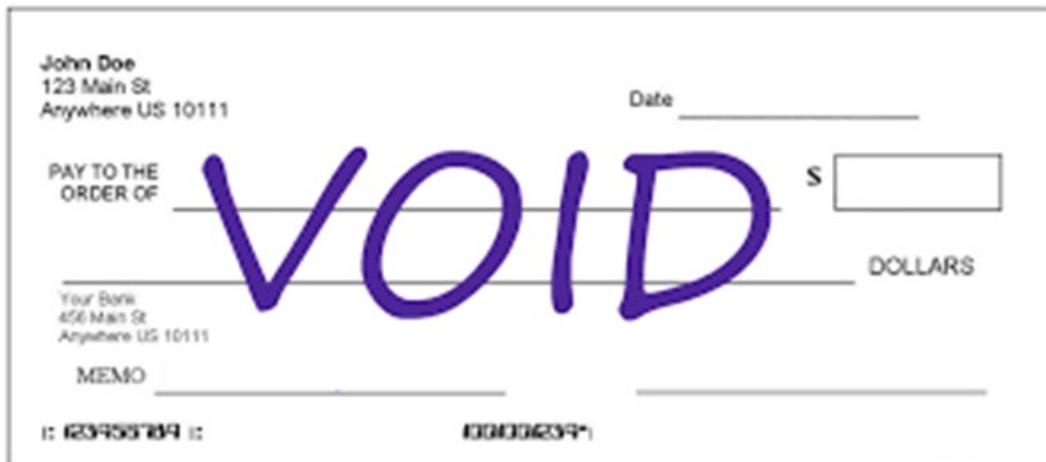
Name of Bank: \_\_\_\_\_

Bank Routing Number: \_\_\_\_\_

Checking Account Number: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE ATTACH A VOIDED CHECK**



## ADDITIONAL UTILITIES

---

If you are new to our city or perhaps you are planning your move, offered here are the contacts you may use to establish the necessary services for your home or business.

### **Electric:**

The City of Glenpool is serviced by Oklahoma Gas & Electric (OG&E)

Web Site: [www.oge.com](http://www.oge.com)  
Customer Service: 1-800-272-9741  
Emergencies: 1-800-522-6870  
Before you dig: 1-800-522-6543

East Central Electric Co-op serves the southern portion of the City of Glenpool.

Web Site: [www.ecoec.com](http://www.ecoec.com)  
Customer Service: 918-756-0833

### **Natural Gas:**

Oklahoma Natural Gas serves the City of Glenpool.

Web Site: [www.ong.com](http://www.ong.com)  
Customer Service: 1-800-664-5463  
Emergencies: 1-800-664-5463

### **Telephone & Cable Communication:**

AT&T and Cox Communications provide communication services to the City of Glenpool.

#### **AT&T**

Web site: [www.sbc.com](http://www.sbc.com)  
Customer Service: 1-800-288-2020  
24 Hour Line: 1-888-294-8433

#### **Cox Communications**

Web Site: [www.cox.com](http://www.cox.com)  
Customer Service: 918-806-6000