

How quickly can I get service connected?

Water service can typically be provided the same day when a new account is established prior to 2 p.m. However, same day service cannot be guaranteed.

Is a deposit required?

Each utility account must have a utility deposit. Residential account deposits are based upon whether the property is being purchased or leased. Deposits for purchased properties are \$75 while deposits for leased properties are \$100. Deposits will be credited on the final bill for an account or transferred to a new local address when moving. We do not refund deposits while service is still connected.

To establish a new account:

New accounts can be established in person at the City of Glenpool Water Department, 14526 S Elwood Avenue, Glenpool. Our office hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. We are closed for lunch daily, from 12:00 p.m. to 1:00 p.m. New services can also be established online at

<https://www.glenpoolonline.com/157/Utilities>. Opening an account takes about 15 minutes at our customer service window. Your service address, driver's license, social security number, copy of your lease/rental agreement, \$10 connect fee, and a deposit are required to establish service. Because water can be damaging if a faucet has been left on, the resident is required to be present when new service is connected.

Billing Information:

Utility statements are issued on the 15th of every month and are due on the 10th of the following month. A 10% penalty is added to the account balance if not paid by the 10th.

Water and sewer charges are based on consumption.

New Water Rate Schedule	New Sewer Rate Schedule
Residential	Residential
Base Rate (any usage up to 1,000 gallons) \$22.00	Base Rate (any usage up to 1,000 gallons) \$14.00
Each additional 1,000 gallons \$ 6.20	Each additional 1,000 gallons \$ 2.75
Commercial	Commercial
Base Rate \$42.00	Base Rate \$14.00
Each additional 1,000 gallons \$ 6.20	Each additional 1,000 gallons \$ 2.75

Making payments:

We offer several options for making payments. You can pay online, mail, in person, drive thru night drop, phone, or with Authorization Agreement for Automatic Bank Draft. Your payment stub should accompany your payment where appropriate.

Mail checks or money orders to:

City of Glenpool
14526 S Elwood Ave
Glenpool, OK 74033

Payments made in person:

City of Glenpool Water Department, 14526 S Elwood Avenue from 8:00 a.m. to 12:00 p.m. and 1:00 p.m. to 4:30 p.m., Monday through Friday.

Automatic bank draft

Automatic Bank Draft allows your statement to be paid automatically on the due date. The City will issue an electronic draft to your checking account each month. You will still get your monthly statement in the mail. The only difference is that the statement says 'Bank Draft Do Not Pay' on the payment stub.

TOTAL AMOUNT DUE	\$116.70
Total Due If Paid After 12/10/2021	\$116.70
AUTO DRAFT - DO NOT PAY	

To sign up for this service, fill out the form in person with a copy of a voided check or fill out the form online and email the form to utilityforms@cityofglenpool.com along with a copy of a voided check.

Online

Sign up and log on today to take advantage of online credit payments as well as; view your statement, view graphs of your usage and bill amounts, and much more.

Sign up, here: <https://www.municipalonlinepayments.com/glenpoolok>

When is my meter read?

Meters are typically read within the first 6 days of the month. This can vary depending on the day of the week a new month starts as well as holidays.

How is my meter read?

The majority of Glenpool is installed with RG3 Perpetual PD Meters. This is radio read system that allows for better accuracy when calculating usage, determining flow rate, and diagnosing leaks. This meter system allows the city to obtain monthly reads

effectively and efficiently by having the reads electronically transmitted from the ground to the utility department.

How can I get a bulk trash pickup?

All bulk trash pickup is scheduled with American Waste residential. Please call (918) 582-1147 to get a quote and scheduled pickup.

AMERICAN WASTE CONTROL BULK PICKUP
24 HOUR NOTICE FOR PICKUP

Bulk trash pickup rates are \$15 per item and \$3 per bag, bundles of limbs, or boxes in bundles of 5.

APPLIANCES-*NO REFRIGERATORS*

1420 W 35TH ST TULSA, OK 74104 (918) 582-1147