

Concerning your utility services...

New water and sewer rates

Following many months of study, and numerous newspaper articles from March 14th, April 8th, April 18th and May 16th, the Tahlequah Public Works Authority Board of Trustees voted on May 13, 2011 to adjust rates for water and sewer. New rates will be effective during the first billing cycle in July 2011. Examples of rate adjustment calculations are shown following:

Water	Monthly base charge	Rate per 1,000 gallons
Inside City	\$3.60	\$2.50
Outside City	\$4.20	\$2.50

A residential service inside the city with a usage of 6,000 gallons would be billed \$18.60 ($\$2.50 \times 6 + \3.60). Effective April 1, 2012 the rate per thousand gallons will be \$2.90.

Sewer	Monthly base charge	Rate per 1,000 gallons
All connections	\$10.00	\$3.50

A residential service with a usage of 6,000 gallons (water into the waste water collection system) would be billed \$31.00 ($\$3.50 \times 6 + \10.00). Effective July 1, 2012 the rate per thousand gallons will be \$4.50.

Reconnection procedures

Effective May 1, 2011 TPWA initiated a "next-day" reconnection procedure doing so as previously announced and advertised. Cut off procedures have remained unchanged. If the customer fails to make payment by the delinquent date shown on the bill, TPWA may discontinue service to the customer upon giving not less than 7 days written notice to the customer of TPWA's intention to do so. However, on accounts for which service has been disconnected for failure to make payment, TPWA shall reconnect service the day following payment. In the event that such payment is made on Friday TPWA shall make every effort to reconnect on the same day. There is a reconnection fee of \$50 per utility service.

TPWA will continue to cooperate with customers wishing to make arrangements for bill payment. Customers wishing to do so must come to the utility office, in person, *before* cutoff day.

Other fees and procedures

Following each suspension of service an additional deposit of \$50 shall be required until the total amount on deposit is equal to the total of 3 months average billing amounts from the previous 12 months history. The insufficient check charge is \$25 per utility service. If a customer presents 2 insufficient checks within any 12 month period the customer will be notified that personal checks are no longer an acceptable means of payment. Insufficient checks written for meter deposits or past due utility services will result in suspension of service without further notice. TPWA makes every effort to cooperate with hardship cases. Contact the customer service office with any questions.