

ATTENTION: EFFECTIVE JULY 1, 2017

IMPORTANT NOTICE

Shut off for NonPay Schedule Changes & Dispatch Fees

Effective July 1, 2017: All accounts not paid in full, on or before 10 days following the due date of a bill, will be subject for disconnection and a service dispatch fee will be charged.

Accounts wanting to restore their service within 1 weeks' time of being disconnected, will be required to pay in full any balance in arrears, the dispatch fee for being disconnected, and restoration dispatch fee.

- ◆ Connect during business hours: \$55.00
- ◆ Interrupt during business hours: \$55.00
- ◆ Restore during business hours: \$55.00
- ◆ Connect after business hours: \$125.00
- ◆ Restore after business hours: \$125.00
- ◆ Re-read: \$55.00 (Applicable only when billing is an accurate reading).

NEW PHONE NOTIFICATION

Effective July 1, 2017: The City of Miami will begin sending phone calls/text messages to the phone number listed for the primary account holder if the utility bill is past due and subject for disconnection without full payment. Customers will be responsible for maintaining a current phone number on their City utility account(s) at all times. A lack of or wrong phone number, on any account, will not save an account from an interruption of service. All accounts that have been attempted in this manner will incur a pass through service fee for this notification.



Feel free to contact us
with any questions
918-542-6685

Deposit Requirement Reduced

Effective July 1, 2017: Deposits required for less than favorable payment history will be reduced to two (2) times the average bill for the most recent twelve (12) month billing period instead of three (3).