

Frequently Asked Questions

Q: How do I start new service?

A: The first thing to do is determine if you are a potential customer. Our service address is the designated Yukon City Limits. There are many area neighborhoods in the 73099 zip code and Yukon School System that are served by other municipalities. A map of our boundaries may be viewed by clicking on the Utility Billing home page "Our Service Area" red button. Please call or e-mail us if you have questions.

We require a deposit, copy of your driver's license and a completed new service application form. We will also require that the customer be present when the meter is turned on. We will schedule a turn on time Monday through Friday, excluding holidays, between the hours of 9 a.m. and 4:30 p.m.

You may pay your deposit online at www.cityofyukonok.gov. Click on Pay Online, Pay a Utility Bill then select new deposit. Deposits are \$40 for residential and \$50 for commercial accounts. You should print a copy of your online receipt and bring, fax or e-mail the receipt along with your new service application and I.D. to us. We also recommend that you call to confirm that you paid an online deposit. We cannot open a new utility account for you based only on a deposit being paid.

Q: When are payments due?

A: Payments are due on the 15th day of every month, or the following business day if the 15th is a weekend or City of Yukon recognized holiday. Online payments must be made by midnight on the due date to be considered on time.

Q: How much are late fees and when are they assessed?

A: Late fees are \$10.00 for residential accounts and 10% of the outstanding balance on commercial accounts. They are assessed the following business day morning after the due date. Late notices are mailed to advise the customer that the delinquent amount may be paid by the 25th of the month to avoid service termination. Accounts not paid by the 25th are subject to service termination.

Q: How can I pay my bill?

A: You may pay by mail, in person, place a payment in our night depository, enroll in our Bank Draft program, or pay online 24 hours with your Visa, MasterCard or Discover at www.cityofyukonok.gov. A \$1.00 online fee per transaction is charged on all credit card payments made on the web site.

Q: Can I disagree with my bill?

A: Yes. We will listen to your concerns and issue a new work order or discuss recently completed work orders with you. If a new work order is issued, we will re-read your meter, test for a leak or

test your water meter depending upon the situation and whether or not work orders were recently issued and completed at your address. If an error in the reading was made, we will correct it. If we discover that a leak is occurring, we will advise you and explain how a future adjustment to your bill can be considered. If your meter is tested and it is determined that it is not registering accurately, it will be replaced. If that happens, a future adjustment to your bill will be considered after 2 to 3 billing cycles are completed on your new meter, if your documented water consumption declines.

Please be aware that we will not make any adjustments to your bill if our work orders indicate that the meter reading was correct, if there are no leaks and if your meter tested accurately.

Q: I can't pay my bill this month. Can I delay it?

A: Citizens may have up to two payment arrangements per calendar year, which delays payment and protects the customer's service from interruption. A form is available on the Utility Billing home page. Click on the "Payment Arrangement" red button.

Q: Do you estimate bills or really read the water meters?

A: We pride ourselves in having well trained staff who actually read water meters at the conclusion of every billing cycle. The readings are entered in a handheld device that they carry along a route. When the route is completed, the device is returned to the office where the readings are downloaded to customer accounts, thus creating the next bill.

Q: I saw a meter reader read a couple of my neighbor's meters, but they totally passed by mine. Are they really doing their job?

A: Yes, they are doing their job and are most likely doing work orders. Several hundred work orders are issued every month that require meter readers to confirm the accuracy of meter readings, check for possible leaks, ensure meters are registering and do general maintenance. Our goal is to accurately bill our customers.

Q: Why do I have to pay a \$1.00 fee for using my credit card, even if Utility Billing processes the payment?

A: The bill pay site is administered by a third party and the \$1.00 fee per transaction goes to them. The fee is required, regardless of who enters the payment or where it is processed.

Q: How much does it cost to have my payment debited from my bank account every month?

A: There is no charge. To enroll, go to the Utility Billing home page and click the "Bank Drafts" red button.

Q: My water was turned off because I didn't pay my bill. I later paid the amount on your web site, but my meter is still off. How do I get it turned back on?

A: Please call or e-mail our office. We also need to verify that you paid in full and included the required service turn on fee. We will not turn your meter back on until you pay in full. Required fees are \$25.00 for the first turn off and \$50.00 for every time thereafter.

Q: My water was turned off because I didn't pay my bill, but I put a payment in your night drop. Why didn't you turn it back on?

A: Possible reasons are: you did not pay in full, the reconnection fee was not paid or that we need to schedule a turn on time. We most likely could not reach you by phone. Please call us. We also need to schedule a turn on time.

Q: I used just a little more water last month, but my bill is higher this month due to the garbage charge. What happened?

A: Customers using between 0 and 3,000 gallons of metered water usage during a billing cycle are charged the discounted garbage rate of \$5.00 on their monthly bill. If metered water consumption during a billing cycle is 3,000 gallons or over, then customers are charged the regular monthly rate of \$17.23.

Q: The online bill pay service at my bank paid my bill prior to the due date, but I received a late penalty and notice. Why?

A: Many customers using bill pay services are not aware that the service prepares and mails a paper check to us on your behalf, which can take several days. We assess late fees the morning following the payment due date each month. Accounts have balances at that time receive a late fee, and a late notice is mailed to the customer. We do not consider the date the payment was debited from your bank account, dates on checks or postmarks.

Q: Can I turn the meter at my home off or on, to avoid additional fees?

A: No. Yukon City Ordinance requires that only authorized personnel access water meters and a municipal citation could be issued.

Q: I am enrolled in paperless billing, but did not receive my bill. What happened?

A: We will send an e-mail message to your e-mail address at the end of every month from customerservice@cityofyukonok.gov. Your bill will be an attachment. If it's not in your inbox, please check your junk mail, spam or deleted items folder. Please make sure that our e-mail address is recognized as a "safe sender." Please make sure that your computer has the current version of Adobe Reader installed. You can go to www.adobe.com and download the latest version for free.

Q: I am moving out of Yukon and want to discontinue my service. What do I need to do?

A: We require that you notify us in writing. You may contact us by fax, e-mail, mail a letter or bring by a hand written note. Include your name, service address, the date you want your meter turned off and your forwarding address. We also have a form on the Utility Billing home page you can use. Click on the "Stop Service" red button. Please be informed that your account will continue in active status until we receive your notification.

Q: I had a leak at my house that caused my bill to be much higher. Can you do anything to help me?

A: Yes. You will need to have the leak repaired as soon as possible and apply for a leak adjustment within 90 days from the date of the repair. We will adjust only the highest monthly bill received, so it's to your advantage to repair quickly. We will monitor your water consumption during future billing cycles until we see it return to a normal level. At that time, we will consider an adjustment and mail a letter advising you of the amount. You will also receive a letter if we are unable to adjust your bill and the reason why. Leak adjustment forms are available on the Utility Billing home page. Click on the "Leak Adjustments" red button.

Q: Can I change my bill due date?

A: Unfortunately, no. All customers have the same billing due date, per City Ordinance, which is the 15th of every month. If the 15th is a weekend or holiday, the following business day is the due date.

Q: My question is not listed here. How do I contact you?

A: Please click on the "Our Contact Information" red button on the Utility Billing home page.