

## **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](http://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 15<sup>th</sup> day of every month, or the following business day if the 15<sup>th</sup> 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 25<sup>th</sup> of the month to avoid service termination. Accounts not paid by the 25<sup>th</sup> 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](http://www.cityofyukonok.gov). A \$3.00 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 \$3.00 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 \$3.00 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.