



City of Duncan

Customer Service Department * P.O. Box 969 * Duncan, OK 73534 * Ph: 580.252.0250 * Fax: 580.252-3491

APPLICATION FOR UTILITY SERVICE

All information must be completed for service to begin. Completed applications can be returned to the City of Duncan Utility office located at 720 W. Willow in Duncan, OK. You may also send your application by email to custsvc@duncanok.gov, by fax to 580-252-3491 or by mail to P.O. Box 969 Duncan, OK. 73534 Attn: Customer Service. If sending application by email, fax or mail you must contact customer service prior to sending information. A legible lease agreement or closing paperwork and 2 forms of I.D. are required with all applications.

Residential _____ Commercial _____ Account Number _____
 Transfer _____

Services provided: _____ Water _____ Electric
 _____ Sewer _____ Garbage

Service address _____ Beginning service date _____
 Is address going to be occupied? ___ Yes ___ No Occupant is the: ___ Owner ___ Renter
 Mailing Address (if different from service address) _____
 City _____ State _____ Zip _____
 In care of _____
 Primary Account Holder

Legal Name – Last Name _____ First _____ Middle _____
 Home Phone _____ Cell Phone _____ SSN _____
 Date of Birth _____ Type of I.D. ___ Drivers License or State ID ___ Other
 ID # _____ State Issued _____ Country Issued _____
 Employer / Position _____
 Previous Address _____ City _____ State _____
 COMMERCIAL ONLY: Business Name _____
 Co Account Holder Fully authorized to make changes to account? ___ Yes ___ No

Legal Name – Last Name _____ First _____ Middle _____
 Home Phone _____ Cell Phone _____ SSN _____
 Date of Birth _____ Type of I.D. ___ Drivers License or State ID ___ Other
 ID # _____ State Issued _____ Country Issued _____
 Employer / Position _____
 Previous Address _____ City _____ State _____

Emergency Contact: In case of an emergency who should we contact? Someone not living at the service address.

Emergency Contact _____ **Relationship** _____
Address _____ **Phone #** _____

Payment Options

Auto Draft Funds will be transferred electronically from your bank account. There are no penalties, no check writing and no mailing. Enrollment form and voided check are required. _____ Yes _____ No

Pay by Phone Payments may be made by phone during normal business hours. There is no additional fee for this service.

Pay Online Payments are accepted on our website at www.cityofduncan.gov. There is a \$1.25 fee for this payment option.

Payment by Mail As always, payments are accepted via U.S. Mail. Payments are processed Monday - Thursday. When mailing your payment, please allow for additional time for your payment to reach us.

Commercial Accounts: All commercial account applicants must contact the Community Development Department to determine details on receiving a Certificate of Occupancy for use of the commercial space as is required by state and local building codes (City Code Section 12-387). Failure to make contact with the Community Development Department may result in discontinuance of utility service.

*The Primary account holder is responsible for any damages caused to meters at the service address resulting from work that is not performed by a City of Duncan Employee while the account is active. All water at the service address is to be off when a connect is in progress. If water is on at the service address, the City of Duncan is not responsible for any charges or damages.

*The completed application along with a deposit or an approved Letter of Credit must be received before service can be started. Service orders will be completed the same day unless otherwise requested. For all new accounts, A connect fee of \$20.00 per metered service will appear on your first statement. If requesting service after 4:00 p.m. for the same day, connect fee will increase to \$35.00 per metered service and will appear on your first statement..

*The Primary account holder agrees to pay the adopted rates set forth by the City Council for the City of Duncan / Duncan Public Utilities Authority and follow regulations governing said services. This application becomes a financial contract upon the establishment of utility service.

Account holder Signature _____ **Date** _____

Co Account holder Signature _____ **Date** _____

Customer Service Representative _____ **Date** _____

Deposit _____

* Deposits are eligible to be refunded after five years from the date the deposit is posted for accounts that have no more than two late payments, no cutoffs and no insufficient checks. Deposit refunds will be processed as a credit on the account.