



City of Duncan

Customer Service Department * 1600 S HIGHWAY 81* Duncan, OK 73534
* Ph: 580.252.0250 * Fax: 580.251.9679

APPLICATION FOR UTILITY SERVICE

All information must be completed for service to begin. You may send your application by email to custsvc@duncanok.gov, or by mail to 1600 S Highway 81, Duncan, OK 73533 ATTN: Customer Service. **A legible lease agreement or closing paperwork and 2 forms of I.D. (One must be a picture I.D.) are required with all applications.**

Applications must be processed no later than 4:30pm in order to receive same day service.

Residential _____ Commercial _____ Account number _____

Transfer _____

Previous Accounts: _____ Services Provided: _____ Water _____ Electric
_____ Sewer _____ Garbage

Service Address: _____ Beginning Service Date: _____

Is the address going to be occupied? [] Yes [] No Occupant is the [] Owner [] Tenant

Mailing address (if different from service address) _____

City _____ State _____ Zip code _____

In Care Of _____

Main Account Holder

Legal Name – Last Name _____ First _____ Middle _____

Home Phone _____ Cell Phone _____ Email _____

SSN _____ Date of Birth _____ Type of I.D. [] Driver's License or State I.D. [] Other

I.D. # _____ State Issued _____ Country Issued _____

Employer/Position _____

Previous Address _____ City _____ State _____

COMMERCIAL ONLY: Business Name _____

Co-Account Holder Fully authorized to make changes to note? _____ Yes _____ No

Legal Name – Last _____ First _____ Middle _____

Home Phone _____ Cell Phone _____ SSN _____

Date of Birth _____ Type of I.D. [] Driver's License or State I.D. [] Other

I.D. # _____ State Issued _____ Country Issued _____

Employer / Position _____

Previous Address _____ City _____ State _____

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.

Drop Box: Located at 1600 S. Highway 81 in the front drive. (You will see green poles on the left side of the driveway. The silver drop-off box is in the middle.

Pay By Phone: Payments may be made by phone using the IVR line: **866-224-6372**

Pay Online: Payments may be made through our website at www.duncanok.gov

Pay By Mail: You may mail your payment along with the bill stub to P.O. Box 969, Duncan, OK 73533

Billing Options

Billing Statement: There are 2 options for receiving your monthly billing statements – By mail / Paperless via Email. Please select which you would prefer **(You may only choose one):** **By Mail** **Paperless** **Email**

Warm Up Round Up: By opting in, we will round your bill up to the nearest dollar and the difference will be donated to Christians Concerned, a United Way Agency that which supplies utility funding to applicants in a time of need according to their guideline.

To OPT IN, Sign Here: _____ **To OPT OUT, ignore this section.**

Commercial Accounts

All commercial account applicants must contact the Community Development Department to determine Section 5-123. Failure to make contact with the Community Development Department may result in discontinuation of utility services.

Certificate of Occupancy Application Verified: Yes No

Please Note

- 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 same day when processed by 4:30pm for all new accounts.
- A \$20 connect fee per metered service will appear on your first billing 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.
- The City of Duncan does use a combination of a fixed fee (base) and a variable fee (volume) rate. The fixed fee is a per meter fee that is charged even when there is no recorded consumption. This applies to electric meters, water meters, and sewer charges, when applicable.

Account Holder Signature: _____ **Date:** _____

Co-Account Holder Signature: _____ **Date:** _____

Customer Service Representative: _____ **Date:** _____

Deposit \$ _____

**Residential deposits are eligible to be refunded after (5) years from the date the deposit is posted for accounts that have no more than two late payments, no cut-offs, and no insufficient checks. Deposit refunds will be processed as a credit on the account.*