



City of Duncan

SO# _____
Connect Fees _____
on the new customer _____

Customer Service Department * 1600 S HIGHWAY 81* Duncan, OK 73533
*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 id) are required with all applications.**

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

Residential _____ Commercial _____ Account Number _____

Transfer _____ SO# _____

Previous Accounts _____ 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 _____

EMAIL ADDRESS: _____

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 _____

Renters Notice: A general notice will be sent to the Homeowner/Landlord **each** time this account status is set to Disconnect. The Notice does not disclose personal information. It will read similar to this:

NOTICE: Utility Services provide by the City of Duncan to the tenant at your property located at (address) has a disconnect date effective on (date); See City Ordinance 17-223.

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

Drop Box *Located at 1600 S Hwy 81 in the front drive you will see green poles on the left side of the driveway the silver box is in the middle.*

Pay by Phone Payments may be made by phone over the IVR line: [866-224-6372](tel:866-224-6372).

Pay Online Payments are accepted on our website at www.duncanok.gov.

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

Payment at Kiosk A payment machine is located at 708 W Willow.

EMAIL NOTIFICATION:

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

WARM UP OPT-OUT SIGN HERE:

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 discontinuance of utility service. **Certificate of Occupancy Application verified:** Yes No N/A

*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 when processed by 4:30pm. For all new accounts:

A connect fee of \$20.00 per metered service 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.

The City does use a combination of a fixed fee (base) and a variable fee (volume) rate. The fixed fee (base 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 five (5) 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.