



What do I do if I have questions about my utility bill?

- Step 1 – Contact Customer Service at 580-252-0250 during regular business hours: Monday-Thursday – 7:30 a.m. – 5:30 p.m.
- Step 2 – We will send out for a re-read of your meter. This will provide the opportunity to check for any error in your previous billing. Re-read sent on _____.
- Step 3 – If a correction is needed, a bill correction will be processed prior to your next billing date. No action is required on your part to complete this step.
- Step 4 – If no correction is needed, the next steps will be discussed with the Customer Service representative.
 - Possible next steps:
 - Mediation – This step is appropriate if you are disputing the usage amount or if you have a leak. Mediation scheduled: _____.
 - Contract – In certain circumstances, the City will allow a longer period for repayment. Please speak with Customer Service about whether your situation qualifies. Contract date: _____.
 - Extension – An option that allows you to extend your payment date for a period. All accounts are allowed 4 extensions per year. Extension due date: _____.
 - Grace Period – Automatic 10-day grace period after your due date each month to allow extra time to pay your bill. Grace date: _____.
- Step 5 – If no resolution is identified after completing steps 1-4, request to speak with a Customer Service Supervisor. This conversation will ensure that all available resolution options have been considered for your unique situation and will be discussed with you.

Thank you for the opportunity to serve you!

Utilities Customer Service can be reached at:

Ph: 580-252-0250

Email: Custsvc@duncanok.gov