

WELCOME!

The City of Stillwater provides electric, water, wastewater and waste management services — as well as utility metering and billing — to residential and commercial customers.

We are proud to provide high-quality, customer-owned services to the residents of Stillwater. We are here to assist you and to answer questions about city utilities, billing rates and provide general billing information.

Have questions? Let us help!

- » General Information 405.742.8245
- » Start/Stop/Transfer Services ... 405.742.8245
- » Billing Inquiries 405.742.8245
- » Payment Arrangements 405.742.8245
- » Fax 405.742.8352
- » After Hours/Emergency 405.372.3292
- » Okie Line Locate 800.522.6543
- » Oklahoma Natural Gas 800.664.5463
- » Central Electric Cooperative 405.372.2884

Mailing Address

Utility and Billing Services
P.O. Box 1449
Stillwater, OK 74076

Office Location & Hours

The Utility and Billing Services is located in the Police and Municipal Building at 723 S. Lewis St. in Downtown Stillwater. Monday through Friday from 8 a.m. to 5 p.m.

Sign Up for Paperless Billing

Want to do or part for the environment? Eliminate your paper bill by signing up to receive bill statements via email. Register your utility account online and choose the paperless option on your account home screen.

Contact Us

405.742.8245

utilitypayments@stillwater.org
<http://stillwater.org>



BILLING AND PAYMENTS

Your utility bill is payable on or before the due date printed on the bill. If the payment is not received by the due date, the account immediately becomes subject to a late charge and possible disconnection.

Failure to receive a bill does not relieve you of liability for payment on services rendered. If you do not receive a bill, contact Utility and Billing Services to determine the status of your account.



Automatic Bank Drafting. This service pays your bill directly from your checking or savings account. A statement is mailed to you approximately 21 days prior to drafting your bank account.



By Mail. Use the return envelope included with your bill to send your check. Please remember to return the stub from your bill to ensure proper credit. You should not mail cash.



In Person. You may take your payment to the Police and Municipal Building at 723 S. Lewis. Office hours are 8 a.m. to 5 p.m., Monday through Friday. For your convenience, there are two drop boxes located outside of the building. (See next bullet.)



Drop Boxes. Located at the 8th Avenue entrance to the parking lot across from city hall and by the southwest entrance to city hall.



By Phone. Call 405.742.8245. Our interactive voice response system will lead you through the automated bill payment process. *Account number required.



Pay By Text. After creating an online account, You can opt-in to receive a text message containing your current balance and due date, and pay via a response text message.



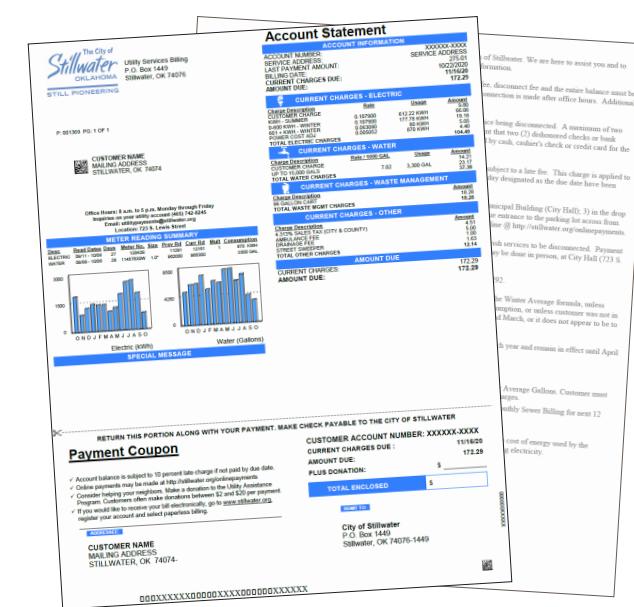
Pay By Email (secure PDF). You can then opt-in to receive an email with an attached "Smart PDF" eBill. Just open the PDF and click to pay.



Credit Card. Master Card, Visa, American Express and Discover.



Online. At <http://stillwater.org> Click "Pay Utility Bill."



City of Stillwater Utility Customers:

How to Read Your Utility Bill

The City of
Stillwater
OKLAHOMA

How to Read Your Utility Bill



Where the **COLLEGE**
atmosphere and **COWBOY** spirit
make everything come **ALIVE**.

- 1. Meter Reading Summary** – This section contains the dates your meter(s) were read, meter number, number of days in the billing cycle, actual meter readings, water meter size and the consumption.
- 2. Historical Graph** – Provides you with a visual indication of how your current consumption compares to that of previous months.
- 3. Account Information** – This section contains your account number, service address, last payment amount, billing date, due date and the amount due.
- 4. Current Charges** – These sections show an itemization of charges for the service, usage and rates.
- 5. Amount Due** – Lists the total of all the current charges and the total amount due.
- 6. Special Message** – Messages from the City will appear in this area.
- 7. Payment Coupon** – This portion you return with your payment to help expedite processing.
- 8. Current Charges Due** – This section displays the due date of the bill.
- 9. Amount Due** – Reflects the balance owed this month.
- 10. Plus Donation** – Amount of money you would like to donate to the Utility Assistance Program.
- 11. Contact Information** – Our phone number, office location, office hours and web address.
- 12. Back Page** – Important information regarding payment arrangements, methods to pay, power outages, sewer rate information and definition for Power Cost Adjustment.