



# 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](mailto: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](http://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.*