

City of Sand Springs

How to Read Your Utility Bill Guide



Service Address	123 SERVICE STREET
Account Number	00000-0000
Meter Number	00000000
Service Period 29 days	02/03/2025 to 03/04/2025
Last Payment Credited on 02/27/2025	52.11
Bill Date	03/11/2025
Amount Due	66.83
Bank Draft Date	03/26/2025

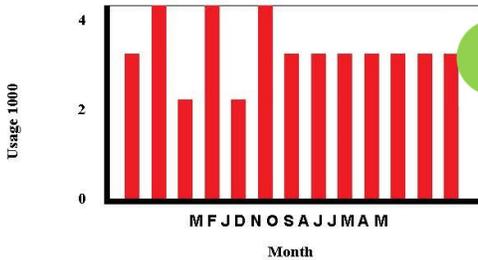
1

P:00004 - 11-80 - 123: 000:000
SAMPLE CUSTOMER
 000 Best Customer Way
 Sand Springs OK 74063-0000

Billing Inquiries: 918-246-2500
Report a Leak: 918-246-2588
 After Hours Emergencies:
 Water 918-246-2595
 Sewer 918-246-2599

Change your clock, Change your batteries! When setting your clock forward for Daylight Savings, replace all batteries in your smoke detectors. If you need assistance, contact SSFD @ 918-246-2548.

Monthly Water Usage History



3

Service	Reading		Usage 1000 Gallons	Amount
	Previous	Current		
Water Service	374	377	3	13.64
Refuse Service				21.20
Stormwater Drainage				5.63
Sewer Service				21.36
COSS EMS/MERCY CARE				5.00
Total Service Charges				66.83
Total Amount Due on 03/26/2025				66.83

2

1. Account and Contact Information

Service Address: Make sure your service address is accurate. If there are any changes, contact Utility Customer Service.

Account Number: Reference this number when paying your water bill.

Meter Number: All meters are uniquely numbered to identify a particular meter assigned to one location.

Service Period: The service date period your current bill covers.

Last Payment Credited: The amount and date that you paid for your previous utility bill.

Bill Date: The date your bill has been processed and sent to you.

Amount Due: The balance owed on your account.

Date Due: The date your bill is due (or the date of your scheduled bank draft).

Water Office Contact Information:

- **Billing Inquiries:** You can speak with a Utility Customer Service representative at 918-246-2527 or in person Monday through Friday 8 a.m. to 5 p.m. at 100 E. Broadway.
- **Report a Leak:** If you discover a leak, please call the number listed here.
- **After Hour Emergencies:** If there is a water or sewer emergency after business hours, call the numbers listed here.

2. Meter Information

Previous/Current Reading: The water meter is like an odometer; it displays a cumulative reading of the total water usage from the day that the meter was installed.

The number listed under “Previous Reading” is the number of 1,000 gallon units that has been consumed up until the first day of your billing cycle. The number listed under “Current Reading” is the number of units that has been consumed up until the last day of your billing cycle (typically a 30 day period).

Usage (1000 Gallons): The number of 1,000 gallon units that you consumed during your service period. This number is calculated by subtracting the “Current Reading” from the “Previous Reading.” (Current Meter Reading – Previous Meter Reading = Consumption)

Monthly Water Usage History: The graph on your water bill shows your usage this year compared to last year in terms of 1,000 of gallons. If you are consistent in monthly water usage, it is possible to have the same bill amount each month since you are billed in 1,000 gallon increments.

3. Account Activity

Current Activity: Your water bill is calculated by adding up the following costs:

- Water Service (This is a tiered rate based on the amount of water used.)
- Refuse Service (Fixed charge pays for garbage collection and disposal services.)
- Stormwater Drainage (Fixed charge for residential customers) for the cleaning, repair, maintenance and improvement of the city’s storm drain system.)
- Sewer Service (This is a tiered rate based on your water consumption during the most recent winter months’ average of December, January, February. This should stay the same each month until the following year’s winter months’ average is recalculated in March.)
- COSS EMS / Mercy Care = City of Sand Springs EMS (Ambulance) Service (See below link for more information)
 - <http://www.sandspringsok.org/135/Fire-EMS-Fees>

(To view current utility rates, go to <https://www.sandspringsok.gov/217/Utilities>.)

Total Service Charges: the amount you currently owe.

Total Amount Due on: this includes the date your bill is due and the balance due.

4

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT

REMIT TO: City of Sand Springs - PO Box 268801 - Oklahoma City OK 73126-8801



Office Hours: Mon - Fri:
8:00AM - 12:00PM & 1:00PM - 5:00PM
Phone: 918-246-2500
Pay Online: www.sandspringsok.org

Account Number	00000-0000
Bank Draft - DO NOT PAY	66.83
Bank Draft Date	03/26/2025

4. Detachable Bill Payment Stub

The part of the bill below the perforation contains important information for processing your payment. If you pay your bill by mail, this portion is detached and returned with your check. If any information on this stub is incorrect, please contact Utility Customer Service at 918-246-2527.

Payment options: There are several methods you can choose from to pay your bill.

- Mail (please include your payment coupon with your payment)
- City Hall, first floor lobby (100 E. Broadway)
- Kiosk and drop box in the drive-thru lane (located immediately behind City Hall; open 24/7)
- Bank Auto Draft (<http://www.sandspringsok.org/295/Set-Up-Bank-Draft>)
- City's Website (<http://www.sandspringsok.org/294/Instructions-to-Pay-Online>)