



*...removing
obstacles
standing
in the way
of people
celebrating
their lives.*

Dear Valued Customer:

Effective April 1, 2023, you may notice a change in the amount you are accustomed to being billed for your monthly sewer rate. The change you are seeing is the result of the City's annual review and recalculation of your average sewer usage based on water consumption during the winter months.

The following questions are quite common this time of year.

WHAT IS SEWER AVERAGING?

Averaging is how your monthly sewer rate is established. Your sewer rate is calculated by determining the average of your water consumption during the months of December, January and February. The new sewer average is applied to your account on the April billing and will stay in effect through the following March. An account must be active during those three months to establish its own rate.

If **residential** customers did not have utility service during the chosen months, they will not have a monthly sewer average. Their monthly sewer bill will be based upon the city-wide average based upon the number of members in your household at the time service was established. **Sewer averaging applies to residential accounts only.**

WHY IS IT TO MY ADVANTAGE TO HAVE SEWER AVERAGING?

Sewer averaging is to assist customers in the summer months when pools are filled, lawns are watered, etc. When your water consumption is high your sewer rate remains the same.

WHAT SHOULD I DO IF I HAVE HAD A LEAK DURING THE AVERAGING MONTHS?

If you have experienced a leak in the months of sewer averaging, bring in your receipts verifying the leak was repaired and we will adjust your sewer average accordingly. **This adjustment will start with the next billing cycle following the date we are provided receipts. No credit will be given.**

Should you have any additional questions or concerns regarding your newly calculated rate feel free to contact our customer service department at 918-376-1520 or 918-376-1521.

Respectfully,
City of Owasso
Utility Billing Department

