# PONCA CITY UTILITY AUTHORITY
# RESIDENTIAL SERVICE AGREEMENT

**A PHOTO IDENTIFICATION CARD AND A DEPOSIT OF $125.00 ARE REQUIRED PRIOR TO CONNECTION OF SERVICES. A LEASE AGREEMENT WILL BE REQUIRED FOR PROOF OF OCCUPANCY. A NON-REFUNDABLE $20.00 INITIAL SERVICE CHARGE WILL BE APPLIED TO THE CUSTOMER'S FIRST UTILITY BILL.**

**MEDICAL ALERT PROGRAM –** If any resident is required to have electrical machines to survive, then a letter from your doctor may be brought into the office. This will be used in case of major outages or guaranty 24 hour notice for delinquency. You as a customer have a continuing obligation to alert us to any such situation that might arise during our service to you.

## DENIAL OF SERVICE TO A CUSTOMER -

Service may be refused by the utility to a customer when there remains an unpaid account for services previously provided. Also, the utility shall not be required to provide service to an applicant who uses an alias, trade name, business name, or the name of a relative or other person as a device to escape payment of an unpaid obligation. P.C.U.A. may require payment of unpaid utility bills of any other person when a previous customer with an unpaid account remains an occupant or user of the customer (OAC 165:35-23-1).

**7-1-13: TAMPERING WITH OR DAMAGING PUBLIC UTILITIES:**

A. Unlawfully Using Services: It shall be unlawful for any person to connect or attach any kind of pipe, wire or other contrivance to any pipe, line, wire or other conductor carrying gas, water or electricity, and belonging to a public utility (whether publicly or privately owned), in such a manner as to enable him to consume or use the gas, water or electricity without it passing through the meter, or in any other way so as to evade payment therefore. It shall further be unlawful for any person to connect to and receive cable service without proper authority and without paying for such service.

B. Tampering With Systems: It is also unlawful for any person to damage, molest, tamper with, or destroy any pipe, line, wire, meter or any other part of any public utility, including telegraph and telephone systems and cable service. (1980 Code § 22-148; amd. 2003 Code)

**METER THEFT OR MISSING METER**

The account holder or property owner can be charged a fee for the total amount to replace a lost or stolen meter and any parts damaged while tampering.

**TRANSFER OF DELINQUENT ACCOUNT**

A customer shall be considered to have one (1) credit account with the P.C.U.A. irrespective of the number of addresses or number of bills received. Should some portion of the account become delinquent, service may be terminated at any remaining addresses receiving service to the customer's credit.

Further, any delinquencies for one address to a customer's credit may be transferred to any other address to which a customer requests service in the future or in which a customer may reside, irrespective of the name of the account.

**DELINQUENT ACCOUNT TURNED OVER TO COLLECTION AGENCY**

If any delinquent account is turned to collection or attorney, or if suit is filed, all costs and attorney fees associated therewith, fees, costs, and expenses, shall be added to the delinquent amount and collected as part of the delinquent account.

I authorize Ponca City Utility Authority to contact me via current and any future cellular phone number(s), email address, or wireless device(s) regarding my delinquent account(s) I owe to Ponca City Utility Authority. I authorize PCUA and its agents, representatives, and attorneys (including collection agencies) to use automated telephone dialing equipment, artificial or pre-recorded voice or text messages and person calls and emails, in the effort to contact me for purposes of collecting any portion of my account which is past due.

**I Have Read The Above And Foregoing And Agree To Abide By The Above Terms And All Rules And Regulations Promulgated By The Ponca City Utility Authority Now Existing Or Hereafter Adopted For The Extension Of Service.**

_____ _____ _____

Water & Light Billing Representative | Customer's Signature | Date

_____ _____

Customer's Signature | Date