



## Customer Service Announcements

### New drive through payment options available:

1. Welch State Bank located at 2525 North Main and 2227 East Steve Owens.
2. First National Bank located at 2 North Main and 1749 North Main.
3. Security Bank and Trust located at 2 South Main and 2200 North Main.

Each bank will accept a cash, check, money order, or credit card payment type (fees may apply).

### What to expect when making a utility payment at one of the bank locations:

- ✓ **You will be required to present your utility bill in order to make a payment.**
- ✓ The bank will accept your payment, stamp your utility bill statement portion, and provide you a receipt.
- ✓ **If your account is subject to be shut off, you will need to pay in person at the customer service center in the Miami Civic Center.**

### Other ways to pay your bill include:

1. In person at the customer service center inside the Miami Civic Center;
2. Automatic monthly payment through your checking account (ASK US HOW!!);
3. 24-hour drop box in the driveway located outside the customer service center;
4. Via regular mail; and
5. Credit card payments can be also made through Official Payments Corporation via our website [www.miamiokla.net](http://www.miamiokla.net) or phone 877.496.0511.  
**(Keep in mind this third party company does have service fees)**

All accounts are due and payable on or before the due date printed on the customer bill (see ordinance below). Please keep in mind that if you pay at one of the banks or through Official Payments Corporation, your payment will be processed the next business day. Late fees will be applied the following morning after all previous days' payments are received from the bank locations and Official Payments Corporation.

*Sec. 24-32. - Due date for bills; penalty for late payment.*

*All accounts provided for by this article, together with the charge for solid waste services and other services furnished by and billed by the city shall be due and payable monthly on or before the due date printed on the customer bill. If a bill is not paid when due, ten percent (10%) will be added monthly to the unpaid balance thereon. This late charge may be waived at the discretion of the city manager or his designee for appropriate circumstances.*

*(Code 1964, § 13-18; Ord. No. 1290, § 1, 4-16-90; Ord. No. 1342, § 1, 1-15-96; Ord. No. 1436, § 1, 10-15-01; Ord. No. 1561, § 1, 6-7-10)*

If you have any questions, please contact our office at 918.542.6685.