

The City of Norman Utility Customer Service Division, within the Finance Department, is responsible for the billing and collection of Water, Sewer, and Sanitation revenues.

The example utility bill to the right offers a brief line item breakdown of charges that are outlined each month on your bill. Further questions or concerns may be relayed by phone to the numbers below:

BILLING/PAYMENT QUESTIONS:

- 405.217.7739

TRASH PICKUP QUESTIONS:

- 405.329.1023

WATER/SEWER ISSUES:

- 405.329.0703

WATER TASTE/ODOR QUESTIONS:

- 405.321.2182

GENERAL COMMENTS, CONCERNS OR FEEDBACK MAY BE SENT BY EMAIL TO PUBLICAFFAIRS@NORMANOK.GOV.

BILLING DETAIL	
Previous Balance	\$65.77
<i>Last cycle's bill total.</i>	
Payments	-\$65.77
<i>Last cycle's payment.</i>	
Balance Forward	\$0.00
<i>Carry-over charges from anything you left unpaid.</i>	
Current Charges	
Water	\$22.08
<i>Base fee for water service, meter, operations & maintenance.</i>	
Water CIC	\$1.50
<i>"Capital Improvement Charge" to go toward capital water projects.</i>	
Sewer Service Charge	\$5.00
<i>Base rate for sewer service, operations & maintenance.</i>	
Sewer Maintenance Charge	\$5.00
<i>Repair & maintenance of neighborhood sewer lines.</i>	
Sewer - Residential CIC	\$0.50
<i>"Capital Improvement Charge" to go toward capital sewer projects.</i>	
Sewer Consumption	\$14.83
<i>Cost for system upkeep calculated at discharge rate per customer.</i>	
OSWMA	\$0.20
<i>Oklahoma Solid Waste Management Act fee (State fee).</i>	
Sanitation Cart Service	\$14.00
<i>Overall cost for sanitation services, operations & maintenance.</i>	
Recycling Service	\$3.00
<i>Cost for recycling services, administered through contractor.</i>	
Total Current Charges	\$66.11

Utility rates are approved by a vote of the people in the City of Norman. Additional details on utility charges can be viewed through Chapter 21 of Norman City Code and through financial records, or annual budgets, which are all accessible online at normanok.gov.

