



E-NOTIFICATION INFORMATION

In our efforts to be “green,” the City of Broken Arrow offers a program to utilize e-mail and notify customers their bill is available for viewing on the City of Broken Arrow’s website. By accessing the city’s Click2Gov utility website, your utility bill is available for viewing and you may make payment utilizing your debit/credit card or bank account. The E-Notification service increases our conservation efforts and is a cost savings for the City.

TO PARTICIPATE IN E-NOTIFICATION THE CUSTOMER MUST:

1. Must have a valid e-mail address
2. Send an e-mail from your e-mail address to e-notification@brokenarrowok.gov requesting e-notification billing.

This e-mail must include the following:

- Name on Account
- Account Number
- Service Address
- Last four Digits of the account holder’s social security number for verification
- E-mail address
- Full name of person requesting e-notification

3. A return e-mail will be generated confirming receipt of your request.

For the first two months of E-Notification, the customer will also be mailed a utility bill. After two months of dual bills, the customer will receive E-Notification only. The customer is responsible for contacting the City if they do not receive an E-Notification and it is their responsibility to insure payment is made in a timely manner if they do not receive an E-Notification. It is the customer’s responsibility to contact a Customer Service Representative (918-259-8409) or send an e-mail to e-notification@brokenarrowok.gov updating changes to their e-mail address.

4. If a customer wishes to be removed from the E-notification, you may call a customer service representative or send an e-mail to e-notification@brokenarrowok.gov and request E-Notification be discontinued.
5. Your monthly utility bill will be available for viewing on the City of Broken Arrow’s website (<http://www.brokenarrowok.gov/>). Select E-Services, select Make Online Payments, select Utility Accounts. A pin number is required for access to your account. From your most current utility bill, an account can be created. Follow online instructions.

Please allow 60 days for processing all requests relating to E-Notification: adding, removing, changes to e-mail address. For further information regarding this program, please call 918-259-8409 and speak with a customer service representative.