



New Utility Policy Requires Signed Contract and Physical ID

The City of Broken Arrow has adopted a new policy for the Utilities Department regarding the opening of utility accounts. As required by Federal regulations and to better protect the City and its citizens from identity theft, we will now require a signed contract along with some form of physical ID be shown before we open an account and turn on service. In having a signature and ID on file we believe it will be harder for customers to open up accounts under fraudulent identities. We will accept a copy of a valid state ID through email or fax, or a customer can have a physical inspection of their ID at the counter to verify their identity. They can email a signed copy of their application along with a copy of their ID to NewUtilitiesAccount@brokenarrowok.gov or they can fax it to (918) 259-8215 . If the customer comes to the counter to physically show the ID a note will be made on their account and we will not require a copy of the ID be made and retained within our system.

This policy will also affect customers planning to transfer service. If a customer wants to transfer service the same process still applies, they will be required to sign and send in both items before service will be started at the new location.

Services take one business day to process and will be conducted one business day after the Utilities Department receives the application and ID confirmation. For example, if the application and ID were to be emailed to the Department on a Saturday, the Utility clerks would begin the process on Monday and the earliest day of service would be the following day on Tuesday. If a credit check is run and a deposit is required, there may be additional steps required before opening the account that could increase the processing time for opening the account. The City established this policy after extensive research of neighboring cities with similar populations. This policy will go into effect April 3, 2017.