Utility Services

Utility Billing or Customer Service Questions? Call **405-217-7739**

The City of Norman Utility Customer Service Division is responsible for the billing and collection of Water, Sewer and Sanitation revenues. We strive to uphold our excellent customer service reputation on which our citizens have come to rely.

Utility Customer Service consists of five employees who field an average of 63 calls per day per person, for an average daily call load of 300+ calls per day. On any given day each employee generally assists an additional 20-25 walk-in customers.

Our main objectives are the processing of new service, offs, transfers, payment arrangements, adjustments, delinquency cutoffs, processing accounts for collection and other requests by our citizens. We bill an average of 39,000 accounts each month. These accounts are divided into 12 billing cycles. Where you live determines when you will bill each month.

In addition, our representatives research customer accounts and provide a wide variety of information to both citizens and other City of Norman staff.