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NEWS RELEASE

FOR IMMEDIATE RELEASE
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City offers assistance for citizens with water bill concerns

The City of McAlester understands the concerns of residents who may have experienced higher-than-expected water bills. We are committed to ensuring transparency and accuracy in the water billing process while addressing customer inquiries promptly.

Reason for Higher Water Bills

Several factors can contribute to fluctuations in water bills, including:

- **Seasonal Water Usage:** Increased water consumption during warmer months for irrigation, gardening, and outdoor activities.
- **Potential Leaks:** Undetected leaks in plumbing or irrigation systems can lead to higher usage.
- **Billing Adjustments:** Periodic adjustments or corrections based on meter readings may impact billing amounts.

If you believe your water bill does not reflect your actual usage, the City encourages you to request a re-read of your water meter.

Process for Requesting a Meter Re-Read

To ensure accuracy in your bill, residents can request a re-read of their water meter with these steps:

1. **Contact Customer Service:** Call the City of McAlester's Water Billing Office at 918-423-9300 ext. 4952 or by emailing utility.billing@cityofmcalester.com. You can also use the McAlester Connect app for customer service and to submit a request.
2. **Provide Account Information:** Be prepared to share your account number, property address, and a brief explanation of your concern.
3. **Re-Read:** A city representative will then do a service order and follow-up with the customer.
4. **Review the Findings:** If the re-read indicates an error, the City will make the necessary adjustments to your account.

There is no charge for the first re-read request. However, additional requests may incur a fee, as outlined in the City's utility policies.

The City of McAlester is dedicated to providing quality services and addressing residents' concerns in a timely and professional manner. We encourage residents to monitor their water usage, check for potential leaks, and contact the Water Billing Office with any questions or concerns.