



**Vision Statement:** *"The Good Neighbor City" where quality of Life is available to all!*

**Mission Statement:** *To promote the existing peaceful atmosphere while providing quality services to our community through public awareness, public safety, communication and beautification, utilizing economic development as a means to enhance a positive future.*

## Automated Bank Draft Available for Utility Bills

The City of Spencer is excited to announce that we now offer automatic bank draft for utility payments. The service will start in April. With this service, the amount owed is automatically withdrawn from your bank via ACH on the 10<sup>th</sup> of each month. There is no fee to use the automated payment service.

Come by City Hall and we'll get you set up. If you have questions, call us at 405-771-3226, option 3.

## Remembering Our History – The Spencer Museum Wall

The home that is now the Spencer historical museum was built in 1931. For much of its history, the home was owned by Bob & Sophie Hendricks, who also owned the Ford automobile dealership that was on Main Street.

One notable feature of the museum is a natural rock wall that almost surrounds the house. At some point, Mr. Hendricks contracted with a local African American family to build the wall. For over a year, the father, mother, and two older children hauled large rocks from the North Canadian riverbed in a wagon pulled by a team of horses. They carefully fit the rocks together and used mortar to create the sturdy and attractive wall.

The Hendricks were so pleased with the results that they also gave the family a new car from the dealership. Who the family was has been lost to time, but their work stands today as a testimony to their construction skills.

We invite you to drive by the museum on 50<sup>th</sup> and Palmer and remember this story from our past.



## Meet Your Utility Billing Department

In February, I met with our Utility Billing Clerk – Kimberly, and our City Clerk – Cecilia, to learn about the day-to-day activities the department handles.

The Utility Billing department has a staff of two – Kimberly and Odry. Together, they make the billing process work.

### Billing from Start to Finish

Their main duties include printing and mailing monthly utility bills, taking payments in the lobby or through the drive-thru window, and processing payments sent by mail or through our website.

The department handles questions residents have about their utility bill and process meter re-reads when needed.

### First Point of Contact

The Utility Billing department also takes most other calls or requests that come into City Hall. On a typical day they may take reports of water leaks or sewer backups, calls for Animal Control or Code Enforcement, calls about trash collection, and requests for general information about our city.



This means that Kimberly or Odry are likely to be the first person residents speak with when they come in or call.

It's not unusual for a resident to come in stressed about an issue that's affecting them. This is where Kimberly and Odry's "people skills" come into play. They know that a smile, a kind word, and a little empathy go a long way.

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## About Bulky Waste Pickup Week

Now that we've started listing big trash "week" instead of "day," we've had some questions about just what that means.

Waste Management does not pick up from every street on every day of the five-day pickup week. Instead, they will drive down each street one time with the aim of finishing by Friday.

Because you do not know when they will come to your street, all bulky waste (big trash) should be at the curb by the Monday start date.

You can find the pickup schedule on the City website calendar. Contact City Hall if you have any questions.

## From Public Works: Call OKIE 811

Over the last 30 years, more and more utility lines are buried underground instead of being strung on telephone poles. Water and natural gas lines have always been underground. Cutting through a cable TV or water line while digging can be an inconvenience. Cutting through a homeowner's natural gas or electric line can be fatal. That's why we have **Call OKIE 811**.

Projects that require digging must not begin until OKIE 811 has marked the area. Oklahoma state law requires notifying the One-Call OKIE 811 system at least 48 hours before a dig starts. When a ground project is City-related, Public Works makes that telephone call.

Public Works asked us to pass along that it is now taking around four days for Call OKIE to come out. If the City's project in your yard hasn't started, this is a likely reason.

Curious about what the painted lines and flags represent? Go to: [www.okie811.com](http://www.okie811.com) > Homeowners > Roles & Responsibilities > What do the markings mean?



## Meet Your Utility Billing Department (continued)

They also know that action leading to a solution is what is needed most. That's why they not only alert other departments about resident issues, they follow up to ensure issues are resolved.

### When Bills are Mailed – Timing is Important

You may have noticed that utility bills are now being sent out before the end of the month.

Many people who live in Spencer are paid at the first of the month. This includes social security payments, assistance payments, teacher pay, and state-worker pay.

Having the bill in hand when funds become available gives residents the ability to take care of it immediately, reducing potential worry and stress.



### Making Arrangements when Money is Tight

No one likes having their water service disconnected due to lack of payment. The billing department and Public Works don't like it either.

When I asked Kimberly what to pass along to help both residents and Utility Billing, her recommendation was:

If you are going to be late, call to make payment arrangements BEFORE the 10<sup>th</sup> of the month. The City can work with you to ensure your water stays flowing.

If a resident waits to reach out after the due date and their service is disconnected, policy requires full payment before it is turned back on.

**So please, if you see that you need more time**, call us during normal business hours at **405-771-3226, option 3**.

### Making Improvements

Being a small city can mean fewer written policies and procedures. To improve efficiency, they have begun documenting procedures and working to find the best ways to keep the City's revenue coming in and keeping our residents satisfied.

Now that you know more about the people helping you with utility billing, reach out and let them know you appreciate what they do.

JS

### City of Spencer

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Monday – Friday

8:00 AM – 5:00 PM

Closed for Lunch 12:00 – 1:00 PM

Visit us at  
[www.cityofspencerok.gov](http://www.cityofspencerok.gov)  
for forms, information, events  
and city news

