

*Navitas Utility Corporation  
Ft. Cobb Fuel Authority, LLC  
P.O. Box 183  
Eakly, OK 73033*

## **CONSUMER INFORMATION**

### **DISCONNECT INFORMATION:**

If your payment is not received by the due date shown on your billing, a Cutoff Notice will be sent with your next monthly billing. Your payment must be received by the disconnect date shown on the Cutoff Notice. If your payment is not made by the disconnect date your service may be disconnected unless:

1. Your payment is received, or
2. You enter into a Minimum Extended Payment Plan as offered by Navitas Utility/FCFA, or
3. You notify Navitas Utility/FCFA that a cutoff of service would result in a life threatening situation.

### **DEFERRED PAYMENT AGREEMENT:**

If you cannot pay your bill in full, you may request a deferred payment agreement. It allows you to pay your bill over an extended period of time, and service will not be cut off as long as payments are made as agreed.

### **FINANCIAL AID ASSISTANCE DELAY:**

If you notify our office that you have applied for and are awaiting financial assistance from a federal, state, or local social security agency, you may qualify for a 20 day delay in disconnection of your service.

### **LIFE THREATENING SITUATION:**

If you or another permanent member of your household is dependent upon gas-operated equipment that is prescribed by a physician and is needed to sustain a person's life, and bill payment becomes a problem, you may notify our office to request a 30 day Medical Certificate. The Medical Certificate must be completed by you and a licensed medical or osteopathic doctor. This will allow you time to pay the account or enter into a deferred payment plan and/or make alternative arrangements for the person named on the Medical Certificate as having a life-threatening condition. The following equipment is not considered to be life-threatening equipment: hot water heater, refrigerator, and range/stove.

### **SENIOR CITIZENS AND CONSUMERS WITH DISABILITIES:**

Prior to disconnection of service, the Commission Notification Procedure is available to senior citizens and consumers with disabilities whom have notified the utility that they wish to be included in the Commission Notification Procedures.

### **AVERAGE MONTHLY PAYMENT PLAN:**

If your account is current, you may qualify for a payment plan based on the average of total usage from the previous 12 months. To participate in the plan you must make application April thru July and agree to pay the amount billed, even when it exceeds the actual usage. If payment is not received by due date the equal pay plan will be discontinued and regular billing terms will be reinstated.

### **FINANCIAL ASSISTANCE AGENCIES:**

Upon request, our office will provide you with the names of government or social agencies in your area that have programs available to assist eligible persons with payment of gas bills. You may also contact any county office of the Oklahoma Department of Human Services.

### **LIMITATIONS FOR DISCONNECTION:**

Delays to disconnect residential service include the following;

1. Limitations on disconnections issued by the Corporation Commission, or
2. Temporary ban on disconnections issued by the Corporation Commission, or
3. Severe weather; if the high temperature is actually or predicted to be 32 degrees or below or the nighttime low is predicted to be 20 degrees or less, disconnection of service is suspended. If the service is used for cooling and the temperature is actually or predicted to be 101 degrees heat index or higher, disconnection of service is suspended, or
4. If you have applied for and are waiting for financial assistance.

### **CORPORATION COMMISSION OF OKLAHOMA:**

If you have any questions or concerns, contact Ft. Cobb Fuel Authority, operated by Navitas Utilities Corporation. To reach Ft. Cobb Fuel Authority, contact 405-797-3303.

If you are not satisfied, you may then contact the Consumer Services Division, Jim Thorpe Building, Oklahoma City, OK 73105, (1-800-522-8154) for final determination, Oklahoma City, OK residents can call 521-2331.