

Utility information for storm water customers

Rosemount
City Hall
2875 145th St W
Rosemount, MN
55068-4997

Welcome to the community

We at City Hall would like to make the transition to your new property as pleasant as possible. This newsletter contains details about the policies and procedures concerning your utility service. Please keep it as a handy reference.

Billing questions?

Billing for Rosemount utilities is handled by the City's Finance Department. Call the utili-



ty billing division at 651-322-2099. Office hours are weekdays, 8 a.m. to 4:30 p.m. Calls after hours are collected by voice mail; we'll return calls as soon as possible in the order they are received.

We hope you enjoy becoming part of our

community. And again, welcome to Rosemount.

January 2017

Who handles your utility service?

- For **billing questions**, call the Finance Department: **651-322-2099**
- For **starting or stopping service** or maintenance questions, call the Public Works Department: **651-322-2022**

Why is there a fee for storm water?

The City of Rosemount collects a storm water utility fee to finance drainage projects and related expenses to control water quantities and improve water quality. The fee helps fund the City's Stormwater Management Plan.

The fee is collected throughout the City to fund a Capital Improvement and Operating Budget. Money goes

toward activities including planning, capital expenditures, personnel, equipment, and utility administration.

Benefits from these comprehensive efforts include flood control, enhanced surface water quality, and community education.

The fee charged for each property is based on a number of consid-

erations. Factors include the amount of runoff that the property generates. Calculations are made based on the how much of the surface area allows rain water to soak into the ground, compared with how much is impervious. The calculation also takes into account how quickly water can soak into the ground, and what the slope of

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Storm water billing procedures

Who's responsible for paying utility bills?

In all cases, the property owner is considered the customer. Accounts are put in the owner's name, and it is the responsibility of the owner to pay utility bills on time.

How can a customer set up a new account?

Call the Rosemount Public Works Department at 651-322-2022, and provide name, address, and phone number.

When are bills sent, and when is payment due?

Bills are mailed to property owners on or before the first days of March, June, September, and December. The due date is the 20th (or the next working day after the 20th) of each of those months. The City deposits the checks it receives daily; it cannot hold post-dated checks. There is no grace period. To avoid a late fee, payments must be received by 4:30 p.m. on the due date.

We accept cash, checks, VISA, and MasterCard (credit cards only by walk-in at City Hall). Online payment access is now available. Visit our website for links to pay bills, view two years of history, and opt out of paper bills. Also, remember that Direct Pay can eliminate payment hassles -- see the link near the top of this webpage for information and an enrollment form.

What's the penalty for late payment?

Payments received after the due date must include a 6% penalty. The

minimum penalty is \$1 per account.

Even if a payment is postmarked before the due date, the penalty will still be charged if the payment arrives after the due date.

There is a one-time courtesy credit if requested during the current billing cycle.

Where can payments be made?

Along with payment by mail and online, the City has four ways to accept utility payments:

- In a drive-up box in the lower level parking lot just west of Rosemount City Hall, 2875 145th St. W.
- Near the front door of City Hall off the upper level parking lot.
- In the drop box next to the receptionist's window in the upper level of City Hall. (MasterCard and Visa are also accepted at City Hall in person only.)
- Phone payments may be made by calling PSN at 877-885-7968.

In all cases, the City collects payments by 9 a.m. on the working day after the due date. Payments received after 9 a.m. are late, and penalties will be imposed.

How is billing handled when property changes hands?

If you are moving from your property, you must notify the City. The seller must provide a forwarding address and the name of the buyer before the final bill can be mailed.

The City sets fees that are reviewed annually; telephone 651-322-2022

End billing hassles ... sign up for Direct Pay

You can pay your Rosemount utility bill automatically through your checking or savings account. Money is withdrawn on the stated date without the need to drop off or mail the payment.

An enrollment form is enclosed with this newsletter and is available online.

for details.

How will the City handle non-payment?

The City of Rosemount will inform Dakota County and unpaid fees and penalties will be added to property tax bills as special assessments. Notices will be sent to property owners with information about how to pay the balance due.

Where can customers get more information about billing procedures?

The City has a detailed policy on utility billing procedures that includes information about multi-family, commercial, industrial, and institutional procedures. See details on the City website, www.ci.rosemount.mn.us, under "City departments," "Finance."

How storm sewer charges are set

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the land is. Rates are set based on categories for specific land uses.

How did the City decide what fee to charge my property?

The City uses a hydrology modeling system to calculate what effect rain will have based on the way your property is used. Agricultural land generates less runoff than a retail parking lot. So rates are lower for agricultural uses, and higher for land that holds a lot of pavement.

My property does not contribute any runoff into the City's storm water system. Why do I have to pay a fee?

Funding provides storm water drain-

age and flood control throughout the community. Even in areas where there are no storm water sewers, the City has to create roadside ditches, culverts and storm water ponds. The City must maintain, inspect, and expand these features. They benefit property owners outside the boundaries of the storm sewer system.

I own land in the rural area of Rosemount, and I don't see any signs of City culverts or ponds. What benefit do I get for my payments?

The fee policy that applies to every parcel in the City is set up to account for the level of services provided. The services do not always appear in the immediate area of a

given property. Services can expand to City streets, parks, and recreation areas. The services also preserve natural resources that benefit all land owners in Rosemount.

How can I learn more about the way fees are set?

The City of Rosemount's Stormwater Utility Fee Policy is available for review at the request of property owners. Please present a copy of your current statement when you inquire.

The City's approach to preserving surface water resources

Today's way of life poses a number of risks to the natural resources of water that make Minnesotans proud. Threats from pollution and changes in storm water runoff patterns are a risk to lakes, rivers, streams, and wetlands. The problem has existed for years, and threatens to get worse as more land is developed.

Fortunately, the City of Rosemount has a long-standing commitment to protecting our community's water resources. The City has invested substantial effort into making sure that Rosemount's development does not threaten our water resources. As the science of hydrology – the study of the properties, distribution, and circulation of water – has advanced, so have the City's plans and efforts.

No amount of government planning can solve the problems of our water supplies without the help of residents. The more the public is made aware of the

issues associated with stormwater, the better the City can prepare and implement best management practices designed to reduce stormwater and surface water pollution.

Here are some risks, and some solutions residents can follow:

Lawn and Garden

- Use pesticides and fertilizers sparingly. Rosemount soil is high in phosphorous and may not need increased application
- Compost or mulch yard waste. Do not leave it in the street or sweep it into the storm drains
- Cover dirt piles and mulch to avoid washing into the streets and storm sewers

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Storm water quarterly fees

Residential homes on water and sewer	\$17.31/lot	Undeveloped/unplatted land	\$0.208/acre
Rural residential and agricultural properties	\$18.22/lot	Multi-unit residential customers without individual water meters; apartments, churches, schools, manufactured home parks, government buildings	\$64.27/acre
For the following categories, a minimum charge of \$16.64 applies.		Commercial, industrial, and parking lots	\$80.16/acre
Parks, golf courses, cemeteries	\$3.70/acre		

Protecting surface water

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Automotive Care

- More oil washes down storm drains each year than was spilled by the *Exxon Valdez* oil tanker. Never place automotive fluids into a storm drain. Take motor oil and other automotive fluids to a service station or the Dakota County Eco Site to dispose of.
- Clean up spilled fluids with an absorbent material like kitty litter or sand. Do not rinse the spills into a storm drain. Remember to properly dispose of the absorbent material.
- Use a commercial car wash or wash your car on a lawn or other unpaved surface to minimize the amount of dirty soapy water flowing into the storm drain

Construction

- Divert stormwater away from the construction site

area

- Install silt fences or other erosion control applications around the perimeter of the construction site to prevent soil erosion and sediment deposition
- Minimize the disturbed areas and cover (sod, seed and mulch) the area as soon as possible.

Home Repair and Improvement

- Locate and protect nearby storm drains from loose material and other debris
- Sweep up and properly dispose of construction debris such as concrete and mortar
- Purchase paint, solvents and cleaners in small amounts. Store them properly to avoid leaks and spills. Clean up spills immediately and dispose of waste properly