

Utility information for water/sewer customers

Welcome to the community

As a new resident of Rosemount, we at City Hall would like to make the transition to your new home 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 utility 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.

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

January 2017

Who handles your water service?

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

Watering restrictions in the summer

Beginning May 1, these restrictions apply:

—Even-numbered houses (based on the last digit of the street address) can water lawns and other landscaping on even-numbered days of the month. Odd-numbered houses can water on odd-numbered days.

—No watering is allowed between 12 noon

and 6 p.m. on any day, on either side of the street.

Under the City's water conservation ordinance, first violations come with a warning but no fine. A fine of \$50 will be charged for a second violation, rising to \$100 for a third violation and \$200 thereafter.

Homeowners with new sod or newly seeded

lawns are not subject to the even/odd restrictions for the first 30 days that the new lawn is in place. A receipt may be required.

The restrictions do not apply to car washing, filling children's swimming pools, and children playing with a sprinkler or water toy. Restrictions end August 31.

Rosemount's water quality

The City conducts an extensive program to maintain and monitor the quality of its water supply. The latest information on those efforts are contained on the City's website, www.ci.rosemount.mn.us, under the sections "City Departments," "Public Works/Engineering," "Wellhead protection plan."

Utility 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.

What help can the City provide for repairs?

The Public Works Department will repair water meters, and can shut off service if a plumber advises it's necessary. There is no charge for meter repair visits by City employees during normal business hours. Fees are charged for other services.

When are bills sent, and when is payment due?

Bills are sent every three months. 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 for late payments. 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 online, 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 a 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 payment can 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 after 9 a.m. are late, and penalties will be imposed.

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.

How is billing handled when property changes hands?

If you are moving from your property, you must request a final reading. A minimum of a 24-hour notice to the City is required. The seller must provide a forwarding address and the name of the buyer before the final bill can be mailed. The City sets fees for the installation of new meters, disconnection of service, and reconnection. Those fees are reviewed annually; telephone 651-322-2022 for details.

Will the City shut off water service for non-payment?

The City of Rosemount will not stop utility service under current policy for failure to pay. Instead, the City 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.

Utility rates

Fees charged for utilities are reviewed each year by the Rosemount Utility Commission and the City Council.

Rates for standard residential 3/4" meters effective January 2017

Fixed quarterly water charge	\$12.77
Water usage per 1000 gallons	Tiered rates
Fixed quarterly sewer charge	\$24.00
Sewer usage per 1000 gallons	\$1.91
Capital Improvement Fund fixed quarterly charge (5/8" residential)	\$8.84
Fixed quarterly sewer-only charge (no City water service)	\$56.47

Rates for residential 1" meters or commercial and industrial accounts effective January 2017

Fixed quarterly water charge	Varies by meter size
Usage charge per 1000 gallons	Tiered rates

Fixed quarterly sewer charge	\$24.00
Usage charge per 1,000 gallons	\$1.91
Capital Improvement Fund fixed quarterly charge per meter	Varies by meter size

(For commercial and industrial accounts, the State of Minnesota charges sales tax on water and Capital improvement fees, but not on sewer charges.)

Storm water quarterly fees effective 1/1/2017

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

Manufactured home parks, government buildings	\$64.27/acre
Commercial, industrial, and parking lots	\$80.16/acre

What the terms mean:

Fixed charges do not include usage, and cover expenses the City incurs to keep water and sewer systems operating, including the cost of equipment, software, and salaries.

Usage charges cover variable expenses associated with pumping water and processing sewage, such as electricity, treatment chemicals, and fees charged by the Metropolitan Council.

Capital Improvement covers borrowing for new and existing water towers and wells.

Storm water fees pertain to wetlands and control of water and erosion.

What if I suspect my water meter is inaccurate?

A utility customer may request in writing that the City check the accuracy of a water meter. The City charges a fee for the testing.

The fee is refunded if the meter is off by more than 5%. In that case, the City will install a new meter

without charge and will adjust water billing. The adjustment will not extend back more than one billing period from the date that the City receives the written request.

Costs of meter accuracy checks are set by the City Council. For more

information on the current cost, telephone 651-322-2022.



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How the cost of lawn watering is billed

The City does not give a discount for home utility bills during the summer months.

For outdoor use, homeowners may install a second meter. With a second meter, sewer fees will not be charged on water usage. Sewer charges will still apply to water used inside the home and measured through the original meter.

The meter must be purchased from the City, and installation requires a

plumbing permit. Telephone 651-322-2099 to learn the current costs of a second meter and permit.

If you have a sprinkler system in place, the time it takes to recoup costs for a second meter averages about two years.

Please note

Under the new tiered rate system for water usage, the Rosemount City

Council has determined that the City will continue to allow the use of second meters. The use of second meters, however, may be eliminated in the future.

For example, if second meters are eliminated in 2017, homeowners may not have ample time to recoup the expense of their installation.

Billing procedures (continued from page 2)

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.”