

Utility information for water/sewer customers

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

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



January 2021

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.

For water service

- For **billing questions** including concerns about meter readings or billed charges, or if a property is being sold, call Utility Billing at 651-322-2099.
- For **maintenance questions** or a water shut-off or turn-on, call Public Works at 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 is available on the City's website at www.ci.rosemount.mn.us/waterquality

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 Utility Billing at 651-322-2099, 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 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, debit and credit cards (debit and credit cards only by walk-in at City Hall—Fees Apply). Online payment access is also 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 has-

sles -- see the link near the top of the 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.
- In a drop box 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. (Debit and credit cards are also accepted at City Hall in person only.)
- Phone payment can be made by calling PSN at 877-885-7968. Fees apply.

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. Payment 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 processed.

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 billings will be added to property tax bills as special assessments, along with penalties and fees. Notices will be sent to property

(Continued on back page)

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 2021

Water usage per 1,000 gallons
Tiered rates — see chart below

Meter maintenance fee
based on meter size

Sewer usage per 1,000 gallons \$4.95

Capital Improvement Fund \$9.02
fixed quarterly charge (5/8" residential)

Fixed quarterly sewer-only chg \$84.15
(no City water service)

Rates for residential 1" meters or commercial and industrial accounts effective January 2021

Water Usage charge per 1,000 gallons
Tiered Rates

Sewer usage per 1,000 gallons \$4.95

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 January 2021

Residential homes on water and sewer \$18.36/lot

Rural residential and agricultural properties \$19.33/lot

For the following categories, a minimum charge of \$18.36 applies.

Parks, golf courses, cemeteries \$3.93/acre

Undeveloped/unplatted land \$0.221/acre

Multi-unit residential customers without individual water meters; apartments, churches, schools, manufactured home parks, government buildings \$68.18/acre

Commercial, industrial, and parking lots \$85.04/acre

Street light quarterly fees

effective January 2021

Single-family residential homes \$5.75

Commercial, industrial, and institutional \$11.50

Multi-family \$5.75 per unit;
maximum charge of 10 units

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.

Street light charges offset the cost of electricity and maintenance of the Citywide street light system.

Tiered rates charged for residential water usage, 2021

Usage in gallons, based on quarterly meter reading	Rates charged per 1,000 gallons
0 - 12,000	\$1.62
12,001 - 24,000	\$2.03
24,001 - 48,000	\$2.53
Over 48,000	\$3.80

Are there fees associated with the different payment options?

Effective January 1, 2021, The City of Rosemount will begin passing on merchant processing fees for those that utilize electronic payments. But there are still ways to pay without incurring any fees.

Direct Pay : No Fees
Cash/Check : No Fees
In person Credit card: 3.5%

PSN Online E-Check : \$1.50
PSN Online credit card: 2.95 %
If under \$100, 2.95 % plus \$.050

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.

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.

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

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

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

How does lawn watering affect sewer billing?

To help offset the cost of sewer charges for residents during summer months (when water usage is generally higher), the City bills for sewer based on first-quarter water usage. Sewer billing in the rest of the year

is determined by first-quarter water use or actual water use — whichever is less — with a minimum of 6,000 gallons per residential dwelling unit. Sewer charges for new accounts will be based on 13,000 gallons per quar-

ter until the first full quarter of the next calendar year.

Billing procedures (continued from page 2)

owners with information about how to pay the balance due.

Where can customers get more information about billing proce-

dures?

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 “Government” > “Departments” > “Finance” > “Water/Sewer Utility