

PROCEDURE FOR BILLING AND COLLECTION OF CHARGES FOR RESIDENTIAL UTILITY SERVICES WITHIN THE CITY OF SILVER BAY

(Revised September 18, 2000)

A. GENERAL BILLING PROCEDURE

1. The Silver Bay City Administrator's Office will administer the billing and collection of accounts for utility services.
2. The utility bill will consist of charges for water, sewer, and garbage services provided to a residence.
3. Utility service charges will be billed on a calendar quarter basis: January to March, April to June, July to September, and October to December.
4. The quarterly charges will be assessed as a flat rate fee (non-metered) per quarter as established by resolution by the Public Utilities Commission.
5. The third quarter bill (July to September) will include State Of Minnesota mandated Safe Drinking Water charges in addition to the flat rate fee.
6. A residential utility service bill will be mailed to each residence during the first month of each calendar quarter for utility services provided during that calendar quarter. It is anticipated, but not mandated, that this will be between the 10th and 20th day of the first month of each quarter.
7. The utility service bill must be paid in full by the due date. The due date is the last working day of the calendar quarter. Any payment not received in the City Administrator's office by 4:00 P.M. on the due date will be treated as delinquent. (SEE E. DELINQUENT ACCOUNTS.)
8. Accounts with the service shut off for any full month (defined as the service being turned off by the City Water Department at the curb stop valve for that residence) will be charged one-half of the flat rate fees for water and sewer. Garbage will not be billed.
9. Any month, in which service is on for one or more days, a full rate fee for that month will be assessed to the account. The City **DOES NOT** pro-rate the charges for days service is off in a month. The service must be off for the entire month to receive the one-half rate fee.

B. WATER SERVICE TURN-ON PROCEDURE

1. An application for a new connection to the City's water main and sewer lines or to turn on prior water service must be submitted to the City Administrator's office by the owner or other responsible person before water service will be provided to a residence. The application will require the following information:
 - Name of person responsible for payment of the account
 - Account address of the residence
 - Mailing address, if different from the account address
 - Phone number of the responsible person
 - Requested effective date of the connection or turn on
 - Type of heating source in the residence
2. A connection fee or water turn-on fee as established by resolution by the Public Utilities Commission will be charged for each connection and/or turn on of water service. The connection fee or water turn-on fee will not apply when the turn-on is in connection with an emergency water shut-off by the City or homeowner.
3. The connection fee or water turn-on fee must be paid before water service will be provided to a residence. An existing utility service account must be paid in full and late fee paid, if any, before water service will be reestablished.
4. The application for water turn-on must be made to the City Administrator's office at least two working days before the requested turn-on date.
5. The City Water/Wastewater Department will turn the water service on between 9:00 A.M. and 2:00 P.M. on the scheduled water turn-on day. The owner or responsible person must be present at the home when the water is turned on.
6. Account adjustments for the water turn-on will be completed by the City Administrator's office.
7. An adjusted bill will be mailed to the resident of record within ten days of the water turn-on date.
8. An adjusted bill will be due on the date stated on the bill.

C. VOLUNTARY WATER SHUT-OFF REQUESTED BY THE RESIDENT

1. An application for water shut-off must be submitted to the City Administrator's office at least two days before the requested shut-off date.
2. A water shut-off fee, as established by resolution by the Public Utilities Commission, will be charged for each shut-off of water service. The shut-off fee will not apply when the shut-off is in connection with an emergency water shut-off by the City or homeowner.
3. The water shut-off fee and all past due charges, including any late fee, must be paid before water service will be shut off.
4. The City Water Department will shut off water service between 9:00 A.M. and 2:00 P.M. on the scheduled water shut-off day. The owner or responsible person need not be present at the home when the water is shut off.
5. Account adjustments for the water shut-off will be completed by the City Administrator's office.
6. The resident has the option to pay the current quarter at the time of shut-off or to be billed for the charges.
7. If not paid at the time application is made for water shut-off, an adjusted bill will be mailed to the resident within ten days after the water shut-off date.
8. The adjusted bill will be due on the date stated on the bill.
9. The turn-on fee (for turn-on at a future date) must be paid at the same time as payment of the shut-off fee. Turn-on will be completed as outlined above. (See B. WATER SERVICE TURN-ON PROCEDURE.)
10. Residences with water based heating systems must complete an Affidavit for Shut Off and Reduced Utility Rate form when requesting water shut-off and reduced rates. The Affidavit form shall provide that the Public Utilities Superintendent is permitted to inspect the residence for a water based heating system. The shut-off and turn-on fees must still be paid, but water will not be physically shut off to the residence.

D. ACCOUNT TRANSFERRED TO NEW RESIDENT/OWNER (RESPONSIBLE PARTY)

1. An application to transfer an account for residential utility service must be submitted to the City Administrator's office in person by the new resident or other responsible person. The application will require the following information:
 - Name of person responsible for payment of the account
 - Account address of the residence
 - Mailing address, if different from the account address
 - Phone number of the responsible person
 - Requested effective date of the transfer
 - Type of heating source in the residence
 - Effective date of transfer
2. An account transfer fee as established by resolution by the Public Utilities Commission will be charged for each transfer. The transfer fee must be paid to the City Administrator's office on or before the effective day of the transfer.
3. The utility service account must be paid through the previous month before a transfer will be completed. It is the new owner or responsible party's responsibility to ensure that the previous owner or responsible party has paid their share of the bill. Ultimately, the responsibility for utility charges is the owner's responsibility.
4. New residents will be given a copy of this Resolution.

E. DELINQUENT ACCOUNTS

1. A late payment fee as established by resolution by the Public Utilities Commission will be charged to any account when payment is not received in the City Administrator's office by 4:00 P.M. on the due date.
2. For all delinquent accounts, a Past Due/Disconnect Notice giving the amount due, including the late payment penalty and the utility shut-off procedure, will be mailed to the account mailing address within seven working days of the close of the calendar quarter for which the utility charges are due. The Past Due/Disconnect Notice will state that the owner/responsible person has twenty (20) calendar days from the close of the calendar quarter, for which the utility charges are due, to either: (1) pay the account balance, plus the late penalty fee; or (2) contact the City Administrator's Office to attempt to resolve any dispute regarding the accuracy of the charges; and (3) if unable to resolve any dispute with the City Administrator's office, request a hearing by the Public Utilities Commission.
3. If the account balance, plus the late fee, is not paid or the matter not resolved by agreement with the City Administrator's office within the twenty (20) days, the Public Utilities Commission will issue a utility shut-off order.
4. If the owner or responsible party requests a hearing within the twenty (20) days to dispute the accuracy of the utility charges (not the ability to pay the charges) after attempting to resolve the dispute with the City Administrator's office, the Public Utilities Commission will not issue a utility shut-off order until after the requested hearing. The hearing will be held at a Public Utilities Commission meeting at which time the owner or responsible party will have opportunity to appear and be heard as to the alleged inaccuracy of the account.
5. If the Public Utilities Commission determines, following the hearing, to shut off utility service, it will issue a utility shut-off order to the Public Utilities Superintendent to shut off or terminate utility service the day following the issuance of the shut off order. A copy of the shut off order will be delivered or mailed to the owner or responsible party.
6. All delinquent accounts not paid in full by the last working day of October of each year may be placed on the property tax rolls pursuant to Minnesota Statutes 444.075 and 443.015, as amended.

MUNICIPAL GARBAGE DISPOSAL CONTRACT

RATE AND PICK-UP SCHEDULE

Residential Garbage Rates: *effective through September 30, 2021*

Basic Monthly Rate:	\$18.00
Tag Rate:	\$ 1.50
Appliances with Freon:	\$30.00
Appliances without Freon:	\$25.00
Dumpster Rental:	\$20.00/month + 10.75/yard
Brush, Grass, Leaves, etc.:	\$ 1.50/bag
Unbagged – agreed charge prior to pick-up	
Demolition and Construction Waste:	\$20.00/yard

NOTE: Garbage will be collected only with an approved tag attached to the bag or garbage can. Customers shall purchase tags at approved locations.

Residential Garbage Rates: *effective October 1, 2021*

Basic Monthly Rate (1- 32 gal. container):	\$27.50
Tag Rate (1 tag):	\$ 1.69
Appliances with Freon:	\$30.00
Appliances without Freon:	\$25.00
Dumpster Rental:	\$25.00/month + \$12.25/yard
Demolition and Construction Waste:	\$24.00/yard + \$0.60/yard
	Demolition assessment
Couch	\$15.00
Chair	\$10.00
Mattress	\$15.00
Box Spring	\$10.00
Electronics	\$ 0.75/lb
Tires	\$ 6.00/passenger tire)
Fluorescent Bulbs 4'	\$ 2.00
Fluorescent Bulbs 8'	\$ 3.00

NOTE: Garbage will be collected only with an approved tag attached to the bag or garbage can. No tag is required on the first 32 gallon bag or garbage can each week. Customers shall purchase tags at approved locations.

Pick-Up Schedule:

Residential garbage shall be picked up once each week.

Reduced Services:

When any resident requests shut-off of water and sewer services and suspension of garbage pick-up services, and pays the shut-off fee, the basic rate for water and sewer will be reduced 50% and garbage will not be billed during the billing period when the shut-off is made. The shut-off fee shall be paid for whole calendar months only. There will be no pro-rated reduction for partial months.

Hardship Cases:

When any residence is unoccupied for more than three months due to illness or causes beyond the control of the owner, the owner may request relief from payment of garbage charges by filing an Affidavit with the City Administrator stating the reason for suspension or termination of services. The owner must also request and pay for shut-off of water and sewer unless that service is needed for heating purposes at the premises. The Council may grant relief if undue hardship is shown.

Amendments:

The pick-up schedule and rates may be modified from time-to-time by agreement between the parties.