

2019/2020 BILLING INFORMATION AND POLICIES

Enclosed you will find your new billing information. The water rate has been adjusted and a new **GREEN** rate chart starting with October billing is enclosed for your records and information.

Our office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday to assist you with any questions you may have. For after hour emergencies, please call the office phone number at (507) 628-4201 which will give you the phone number to contact the on-call person.

We will remotely read your meter on the 1st business day of each month and will be mailing your monthly water bill. To avoid a \$10.00 late payment charge, you must include your stub with payment which must be postmarked by the 15th of each month **or received in the office by 5:00 p.m. on due date.**

Additional payment options are paying on-line by going to our website **www.redrockruralwater.com** or enrolling in the ACH (automatic withdrawal out of checking or savings account). If you are interested in enrolling in this payment option, please call the office to have the necessary paperwork mailed to you. Once enrolled, the payment will be initiated on or about the 10th of each month. Please be aware, if an ACH payment is rejected due to non-sufficient funds after a second time, the customer will be removed from this payment option permanently.

IF YOU SHOULD HAVE A LEAK AND DO NOT BECOME AWARE OF IT RIGHT AWAY, YOU ARE STILL RESPONSIBLE FOR THAT WATER USAGE. To monitor your own water usage, go to <https://eyeonwater.com/signup> to enroll in the Eye on Water option.

If you are not using water, you can request to have your water service turned off. We ask that you contact us 48 hours in advance to set up a service call for winterizing your meter or having your service reconnected. There is no charge for this service call. You are responsible for paying the minimum charge of \$27.00 plus \$2.00 meter read fee per month even if your water service is disconnected and you are not using any water.

There will be a \$9.72 Annual State Water Testing Fee added to your January water bill. This is a charge by the State of Minnesota under the Safe Drinking Water Act. The full amount of \$9.72 per service is paid back to the State of Minnesota.

If water service is interrupted due to a leak that is being fixed, be sure to check the water before using it for laundry. You could see some discoloration or cloudy water for a short while. If this should continue for any length of time, please call our office and we may authorize you to flush your water lines and credit you for this water. No credit will be given for unauthorized flushing.

Payment/Delinquent Account Policy: Monthly water usage payments are due by the 15th and will be considered delinquent if the payment is not received or postmarked by the 15th of each month. If payment is not received in the office by 5:00 p.m. or postmarked by the due date, a \$10.00 late charge will be added to the total due. If payment and late charge is not received within 14 days of due date, a disconnect notice will be sent. This will be the only notification given in advance of the service being disconnected 30 days after the disconnect notice is sent. To avoid disconnection, delinquent month, current month and late charges must be paid in full.

Reconnect Policy: If payment in full is not received by 5:00 p.m. after the 30 days notice of disconnection, a \$60.00 reconnect charge will be added to the total due. All monthly charges, late charges and reconnect charge must be paid in full prior to reconnection of water service. If you claim that the charges are not properly due and payable, you may request a hearing in writing before expiration of the 30 days.