

## 2024 BILLING INFORMATION AND POLICIES

(Effective January 1, 2024)

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. Another option during water outages or emergencies is to look for current information on the Red Rock Rural Water System website at [www.redrockruralwater.com](http://www.redrockruralwater.com) and sign up for alerts! Also check out and follow us on Facebook at <https://www.facebook.com/RRRWSystem>.

We will remotely read your meter on the 1<sup>st</sup> 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 15<sup>th</sup> 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](http://www.redrockruralwater.com) with **payments due on or before midnight on the 15<sup>th</sup> of each month** 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 10<sup>th</sup> of each month. Please be aware that any bank returned payments will be charged a \$20.00 collection fee.

If you are interested in paperless billing, call the office at 507-628-4201 or email [billing@redrockruralwater.com](mailto:billing@redrockruralwater.com)

**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 would like your water service to be turned off for an extended period of time, please 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 plus a \$2.00 meter 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.

**Capacity Unit(s):** Each property is assigned a capacity unit(s). All members have at least 1 capacity unit and are eligible to use up to 50,000 gallons per month. If you have questions regarding your capacity unit, please call the office at 507-628-4201.

Members having over 1 capacity unit are in ½ increments equaling an additional 25,000 gallons per month usage per ½ units.

If the assigned monthly maximum is exceeded, an additional **Overage Fee** (\$25 per month) and **Monthly Overage Charges** (additional \$5.00 per 1,000 gallons used over your assigned monthly maximum) will be added to your monthly water bill as an **Overage Charge**.

**Additional capacity units** may be available for purchase if water is available at your requested connection location. A hydraulic analysis will need to be performed by the RRRWS engineer prior to authorization.

**Additional Capacity Unit Charges:**

½ Capacity Unit = \$5,000.00 (additional 25,000 gallons/month usage)

1 Capacity Unit = \$10,000.00 (additional 50,000 gallons/month usage)

**Regular Water Rate Change Effective January 1, 2024 billing:**

Gallons Used	Minimum Charge	Water Rate Per Thousand Gallons
0 – 6,000	\$ 29.50	\$ 3.90
7,000 – 15,000	\$ 32.50	\$ 3.90
16,000 – 50,000	\$ 37.50	\$ 3.90
51,000 – 100,000	\$ 47.50	\$ 4.00
101,000 – 150,000	\$ 57.50	\$ 4.10
>151,000	\$ 67.50	\$ 4.20
Municipal	\$ 42.50	\$ 3.90

**Payment/Delinquent Account Policy:** Monthly water usage payments are due by the 15<sup>th</sup> and will be considered delinquent if the payment is not received or postmarked by the 15<sup>th</sup> 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.

**Disconnect/Reconnect Policy:** If payment in full is not received by 5:00 p.m. on the last business day of the month 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.