FAQ—Lakes Area Regional Expansion Project

1. When will I have water at my property?
	1. RRRWS is estimating that water service to individual properties will be completed by December of 2025. This allows us to design, bid out, and build a water treatment plant, water tower and main distribution lines prior to the individual service lines to properties.

1. What is the cost to get rural water?
	1. Please see the Water User’s Agreement for actual statements of costs and process to receive rural water service. In general, the cost to get rural water is $16,000. In addition, a $500 Membership Fee will be due and payable after you receive a letter stating that you are Feasible. The Water User’s Agreement is drafted so all new members can have the $16,000 cost placed on your taxes as a special assessment. The terms of the assessment will be for 30 years at an interest rate of 4.95%. An assessment hearing will be held after new members have received water service. You will be sent a letter informing you of the date of the hearing (you are not required to attend). **If you do not want the $16,000 cost placed on your taxes**, you will have 30 days after the hearing date to pay the full $16,000 to Red Rock Rural Water System and no interest or assessment will be charged. The Hearing Letter will provide you the exact options and dates at that time.
2. Do I have to seal my well or cistern?
	1. The short answer is, no. Minnesota Department of Health requires that wells are maintained annually and kept in working order. If your well is unused, please contact the Murray County Environmental Office for assistance. RRRWS encourages producers with livestock to have a back-up water source. **An Air Gap Physical Separation Is Required** between the RRRWS water source and a private well, cistern or any other water supply. Valves between water sources are not considered a separation.
3. I am currently on a shared well, can we share a rural water hookup, too?
	1. RRRWS policy states that hookups cannot be shared and must be one hookup per parcel. One hookup per parcel includes the home and outbuildings on the parcel. If you have questions on this, please call the office at 507-628-4201.
4. What is the monthly cost to have rural water?
	1. The current water rates are seen below. For example, if John Doe used 3,000 gallons for the month, he would pay $27.00 minimum, plus $10.50 (3 x $3.50) would equal $37.50.

An additional $2.00 Meter Read Fee is also charged as part of your monthly bill.

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| Minimum Monthly Charges | $ per 1,000 gallons |
| 0 - 6,000 | gallons | $27.00 | $3.50 |
| 7,000 - 15,000 | gallons | $30.00 | $3.50 |
| 16,000 - 50,000 | gallons | $35.00 | $3.50 |
| 51,000 - 100,000 | gallons | $45.00 | $3.60 |
| 101,000 - 150,000 | gallons | $55.00 | $3.70 |
| 151,000 gallons and up | $65.00 | $3.80 |
| Municipal | $40.00 | $3.50 |
| Overage Charges: $5.00 per 1,000 gallons over capacity + $25.00 |

1. How much water can I use?
	1. Each hookup for the project will be assigned 1 capacity which allows for up to 50,000 gallons/month. You still will only pay for the minimum charge plus what you use for gallons in a given month.
2. What happens if I use more water than my capacity allows?
	1. If this should happen, you would incur an overage charge of $25 plus an overage fee of $5/1,000 gallons used over your capacity limit for the month. For example, if John Doe has 1 capacity he is eligible to use up to 50,000 gallons/month. For the month of June he used 60,000 gallons. He would pay the following:

Monthly Minimum $45.00

Water Charge (50 x $3.60) $180.00

Water Overage Charge $25.00

Water Overage Fee (10 x $8.60) $86.00

Meter Read Fee + $2.00

Total June Bill $338.00

1. Can I winterize my service? What does it cost?
	1. Yes, RRRWS offers this service free of charge. RRRWS requires at least 48 hours’ notice prior to requesting the water turned on or off.
2. Will you bring the water into my home?
	1. RRRWS will place a meter pit near the property line and stub out 10 feet of 1 inch poly service line. It is the land owner’s responsibility to bring the water into the home from the 10 foot stub out.
3. Where does the meter pit go on my property?
	1. The meter pit will be placed near the property line in a location that is deemed appropriate by RRRWS, the contractor, and the home owner.
4. I am in the blue area of the map, but not next to a red line, does this mean I can’t get water?
	1. No. If you are within the shaded area of the map, you are within our proposed project area and are highly encouraged to sign-up.
5. If I am in the orange area of the map, is it even worth it for me to sign up?
	1. Yes. If you are within the orange area of the map, you are within our potential project area and are encouraged to sign-up to help us determine the need for water in those areas. Additionally, if certain areas of the blue map do not get sign-ups, the map could potentially shift to include areas in the orange, if there is enough population density in that region. The takeaway from this: If you are interested in rural water or may be in the future, RRRWS strongly encourages you to send in sign-up paperwork to get your name on the map for current or future projects.