



Water Utility Disconnect Policy

1. A customer who is 2 months past due on a utility bill will receive a disconnect letter with the 3rd month billing statement.
2. Customer will have until the last working day of the 3rd month statement to pay the entire past due amount plus the amount due for the third month.
3. If entire payment is not received by the last day of the third month, disconnect of the utility will occur on the second working day of the following month. (Disconnects will not occur on a Friday or a holiday).
4. If a customer receives a disconnect notice and wishes to make payment arrangements, the customer must call City Hall to make the request prior to the disconnect date.

The following payment arrangement is available:

- A. A one month extension will be considered. If a one month extension is granted, the payment must be received by the last day of the next month.
- B. Full payment will be required which includes the three months which are now past due plus the current month.

Disconnect payments for rental properties:

In the case of delinquent accounts resulting in water disconnection, Minnesota State Law allows the tenant the right to pay the current charges for the most recent billing period to keep the water on. "Current charges" do not include late payment fees incurred by the landlord.