



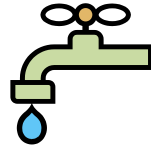
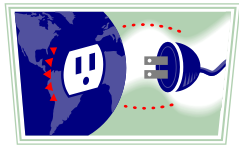
333 South Washington Street  
PO Box 526  
Redwood Falls, MN 56283-0526

Office Hours: 8:00 am - 4:30 pm  
Monday to Friday

Phone: 507-616-7400  
Fax: 507-637-2417

E-mail: [conservation@ci.redwood-falls.mn.us](mailto:conservation@ci.redwood-falls.mn.us)  
Website: [www.ci.redwood-falls.mn.us](http://www.ci.redwood-falls.mn.us)

After Hour Emergencies: 507-616-7480



Questions regarding your electric, water, or sewer service may be directed to the City of Redwood Falls Public Utilities during regular business hours.

Questions regarding garbage service should be directed to Sweetman Sanitation at 1-507-616-8774.

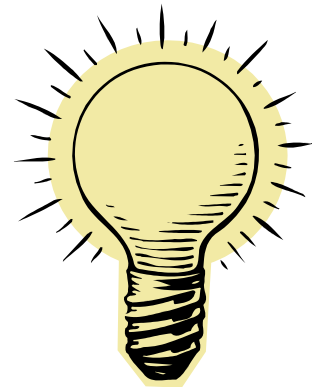
Questions regarding recycling service should be directed to West Central Sanitation at 1-800-246-7630.



A SMMPA Member Utility



## CUSTOMER POLICIES AND PROCEDURES



January 1, 2025

### REQUEST FOR UTILITY SERVICE

A customer requesting utility service must provide the following information to the City of Redwood Falls Public Utilities by completing an application:

- Name of account holder(s).
- Address of requested service.
- Billing address, if different from service address.
- A \$300 utility deposit or \$125 water service only deposit (see deposit section for more information & details on deposit requirements).
- Date service is to commence.
- Photo ID, if available.

No utility account will be established for any individual or business for which there exists a prior unpaid account balance for prior utility service, provided to that individual or business in the preceding six years until such time as that unpaid account is satisfactorily resolved.

### DEPOSITS

#### New, Transferred and Disconnected Accounts

A utility service deposit is required for ALL accounts under the following circumstances:

- This is a new account and you are unable to provide a letter of credit from your prior service provider showing timely payment history for the most recent 12 months prior to this service request.
- This is a new service address and you have had at least one late payment during the preceding 12 months at a different service address.
- You are requesting reconnection of utility service that has been disconnected at your current service address.

The deposit will be returned together with simple interest at the rate specified by MN Statutes in the event the account is paid timely for twelve (12) consecutive months. Timely paid is defined to mean no late payments. The deposit returned will be applied as a credit to the account holder's account within 45 days. If the credit is not absorbed by applying two (2) months utility bills and any other debt owed to the City of Redwood Falls, the account holder can request that a refund check be issued.

If an account holder's service is terminated voluntarily or otherwise, prior to the return of the security deposit,

the security deposit and any accrued interest will be applied to any unpaid utility account balance or any other debt owed to the City of Redwood Falls. Any remaining amount will be refunded to the account holder within 45 days. Such action shall not relieve the account holder from liability for any remaining debt owed to the City of Redwood Falls.

### COMMERCIAL

A utility service deposit will be required for any commercial account holder who requests utility service at a new service address. The utility service deposit amount will be two times (2x) the rolling twelve (12) month monthly average for the service address. A utility service deposit will be required from all new commercial account holders at a service address for which a monthly average cannot be calculated. This utility service deposit will be determined by staff. The service deposit will be returned together with simple interest at the rate specified by MN Statutes in the event the commercial account is paid timely for twelve (12) consecutive months. Timely paid is defined to mean no late payments. The deposit returned will be applied as a credit to the account holder's account.

All utility service deposits, whether commercial or residential, will be deposited in a general account maintained by the City of Redwood Falls.

### PAYMENT OPTIONS

#### AUTOMATIC WITHDRAWAL PAYMENTS

The Redwood Falls Public Utilities offers all account holders the option of automatically withdrawing their account balance from their checking or savings account or credit or debit card. Account-holders choosing this option must request and complete an application for the account they wish to have the funds withdrawn from. Funds will be withdrawn the 15<sup>th</sup> of each month or the 1<sup>st</sup> business day after the 15<sup>th</sup>.

The account holder will be mailed a monthly statement indicating the account balance that will be withdrawn. Automatic payment may be discontinued by notifying the City of Redwood Falls Public Utilities office. Payments returned for non-sufficient funds will be subject to a \$30 service fee. All conditions in the Nonpayment - Late Payment section will apply. Account holder will be removed involuntarily from ACH program upon receipt of second NSF ACH.

## **AVERAGE MONTHLY PAYMENT PLAN (AMP)**

An account holder may establish an average monthly payment plan (AMP) upon request. The monthly payment will be equal to the average monthly balance for a rolling twelve (12) months. The customer shall remain liable for any unpaid charges in the event the actual monthly charges exceed the calculated average monthly payment. The payment amount will change monthly due to the rolling average payment calculation.

If an account holder is removed from the AMP plan voluntarily or otherwise, any overage will be payable immediately in the current billing cycle and any underage will be credited immediately in the current billing cycle.

## **OVERPAYMENT-UNDERPAYMENT**

In the event an account holder overpays their utility bill and is not delinquent, the overpaid amount will be applied as a credit against any unpaid account balance or other debt owed to the City of Redwood Falls. If the credit will not be absorbed within two (2) months the account holder can request that a refund check be issued. If the account holder's account is closed prior to incurring any new charges, the overpayment will be refunded within 45 days.

Partial payments, although accepted, will not prevent disconnection of utility service unless other payment arrangements are made with the City of Redwood Falls Public Utilities.

## **REQUEST TO TRANSFER SERVICE**

An account holder may request a transfer of their existing utility account to another Redwood Falls Public Utility address. Any outstanding credit or debit balance on the old account will be transferred to the new account and will be subject to the disconnection policy as though a new service address was never requested.

If the prior account doesn't show timely payment history for the most recent 12 months, a utility deposit is required to establish service.

## **CUSTOMER REQUESTED SERVICE TERMINATION**

It is the account holder's responsibility to notify the City of Redwood Falls Public Utilities of the date of final service. A forwarding address must be provided. On the date specified by the account holder, a reading will be made and a final bill will be calculated. If the Public Utilities is still holding a security deposit, it will be applied to the final bill and any other debt owed to the City of Redwood Falls. A final bill for the outstanding balance or refund check will be sent to the account holder at the account holder's forwarding address within 45 days.

## **NONPAYMENT - LATE PAYMENT, PENALTY DISCONNECTION - RECONNECTION-FEES**

Unpaid accounts shall be delinquent on the first working day following the 15<sup>th</sup> day of each month and shall be assessed a penalty in the amount of ten percent (10%) of the current outstanding balance. Accounts are allowed one free penalty in the event the account is paid timely for 12 consecutive months.

When an account becomes past due, the City of Redwood Falls Public Utilities shall mail notice to the billing address shown in the utility's billing records of the utility's intent to discontinue service if payment is not made. Such notice shall inform the account holder that the bill must be paid within ten (10) calendar days from May 1- September 30 or twenty (20) calendar days during the cold weather rule period of October 1 – April 30 from the date of the notice or the electric and/or water service will be shut off.

A second notice may be left on the service address door reminding the account holder of the date utility services will be disconnected. This second notice is a courtesy and is not required by MN law.

Disconnection of utility service will happen whether a courtesy notice is left on the service address door or not, as legal notice was mailed on the first working day following the 15<sup>th</sup> day of each month. If payment is not received or payment arrangements made by that time, utility service will be shut off without further notice. Service will be restored only after the full amount due, including any current charges, a reconnection charge and a utility service deposit has been paid. Discontinuance of service shall not release the account holder from their obligation for payment of bills or charges.

Failure to comply with agreed-upon payment arrangements will make the account immediately subject to the disconnect procedure that the payment arrangement avoided.

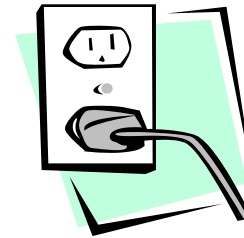
Whenever a disconnection is made, the following sums shall be charged for the reconnection of service: \$75 for electric and water if the reconnection is made during the hours of 8:00 am - 4:00 pm; or \$150 for each service if the reconnection is made after 4:00 pm. No reconnection will be done after 8:00 pm.

## **RETURNED PAYMENTS**

If a customer makes payment by a check or ACH, which is subsequently returned for non-sufficient funds (NSF) or account closed, that customer's account will be considered delinquent. The customer's account will be assessed a \$30 service fee and the ten percent (10%) delinquent account penalty.

Returned checks and ACH payments will be considered delinquent as though the payment was never made. The account will immediately be subject to the disconnection procedure. A notice may be left on the service address door notifying the account holder of the date utility services will be disconnected. If the NSF payment is received to avoid disconnection, disconnection may occur the following business day without additional notice.

If the City of Redwood Falls receives more than two (2) NSF or account closed checks from a customer within a twelve (12) month period, that customer may be required to make future payments in cash, by money order, or certified funds. The customer may also be required to provide a \$300 utility service deposit.



## **ACCOUNT ADJUSTMENTS**

No account adjustment will be made unless approved by the appropriate governing body. Any such request must be made in writing, signed by the account holder, or by someone with legal authority to act on the account holder's behalf. The request must include a short and plain statement of the relief that the account holder is requesting. Particular requests shall be as follows:

- All requests are subject to approval by the City Council, except garbage charges.
- Garbage charges will only be addressed by Sweetman Sanitation 1-507-616-8774.

## **COLLECTION OF DELINQUENT ACCOUNTS**

When all administrative efforts at collecting a delinquent account have been exhausted, alternative collection methods will be used, including disconnection of service, collection agency assignment, or legal action. In addition, the unpaid charges may be imposed as a lien against the property to which the utility service was rendered. The remedies described herein are not meant to be exclusive and the City of Redwood Falls may use any alternative method of collecting delinquent charges that is available under the laws of the State of Minnesota.

Interest shall be added to any delinquent and unpaid charge for utility service in the maximum amount allowed by state law. A fifty dollar (\$50) administrative fee will be added to all accounts for which additional collection methods are required.

## **DATA PRIVACY ACT**

The utility is prevented by MN law to notify any party other than the account holder, including landlords, of proposed disconnection or any other account data unless the landlord is the account holder for the service address or release of information by the account holder is provided to utility.