

Nashwauk Public Utilities Utility Account Policy

All customers applying for utility services must complete and sign an application for utility service. The information requested on the application is necessary to supply utility services, provide billing, or notify customers in the case of an emergency. Once an account is established, the customer is responsible for all utility charges incurred at the location until the Nashwauk Public Utilities (NPU) is notified by the customer that services are no longer required.

If a customer is applying for a new utility account and they have an existing or closed utility account with an unpaid balance, the customer must satisfy the existing or closed account before a new account may be established.

Utility Account Deposits

Property Owners: New residential customers are required to pay a utility deposit of \$150.00 plus tax. The deposit, plus interest, will be applied to the account after the customer has made 12 consecutive on-time payments.

Rental Properties: Rental tenant customers are required to pay a utility deposit of \$300.00 plus tax. The deposit, plus interest, will be returned to the utility customer upon moving out of the property and receipt of payment for the final utility bill.

Commercial Businesses: Commercial customers are required to pay a utility deposit of \$300.00 plus tax. The deposit, plus interest, will be applied to the account after the customer has made 12 consecutive on-time payments.

Due Dates, Delinquency, and Disconnection

Utility bills are due by the 25th of each month. If the 25th of the month lands on a weekend or holiday, customers have through the next business day to pay.

Utility bills paid after the due date are subject to a late payment charge of 10%.

Delinquent utility accounts are sent a first notice of delinquency with their utility bill. The first notice states that the utility account is past due and subject to disconnect. The notice provides a date of disconnection, which is typically 10 days after the 25th of the prior month. If a utility customer does not pay by the date on the first notice, a second notice will be posted at the property (usually on the front door). The second notice states that the past due amount is due immediately and that the utilities will be disconnected the next day by 11:00 a.m.

Disconnection and subsequent reconnection of utilities due to nonpayment, are subject to the following charges:

| Service | Disconnection Fees | Reconnection Fees |
|------------------------|---------------------------|---------------------------|
| Electric Meter | \$25 | \$25 |
| Water & Sewer | \$25 | \$25 |
| 3-Phase Electric Meter | \$25 plus lineman charges | \$25 plus lineman charges |

When utilities are disconnected, the utility account will be final billed. If there is a deposit on the account, the deposit will be applied to the final bill. If the deposit is not enough to cover the bill, the remainder will be remit to the customer and is due immediately. If a utility account is final billed and the customer wants to reestablish service, the customer will be subject to paying the deposit, the full past due bill, and any disconnection and reconnection fees.

Customers who require financial assistance with their utility bill should call Kootasca Community Action at 218-999-0824.

Payment of Utility Bills

Payments may be mailed to the NPU or made in person at 301 Central Avenue, Nashwauk, MN 55769. There is also a payment drop box available at this address, which can be found at the 3rd Street entrance. Customers may pay by debit or credit card by calling 218-885-1210. Payments may also be made online by using Payment Service Network (PSN). A link to PSN can be found on the City's website: www.cityofnashwauk.com.

Any checks returned on NSF will be charged a \$20.00 returned check fee.

Utility Charges & Meter Reading

NPU bills utility services based on meter readings and Commission approved rates. Water, sewer, garbage, and storm sewer charges are all flat rate services. Electric use is metered.

In the case of a billing error, the NPU may retro bill a customer for a service not charged. The NPU may also credit a customer account for an incorrect overcharge. Charges or credits made to an account because of an error will not be made for errors more than 12 months old.

Temporary Disconnections & Reconnections

A customer may request temporary disconnection of water or sewer connections. Disconnect and reconnect fees apply.

Customer Service

NPU office hours are 8:30 a.m. to 4:30 p.m. Monday through Friday.

Nashwauk Public Utilities

301 Central Avenue

Nashwauk, MN 55769

218-885-1210