



*City of Detroit Lakes, Minnesota*

## **Utility Rates and Fees**

**Detroit Lakes Public Utilities**  
1025 Roosevelt Avenue • PO Box 647  
Detroit Lakes, MN 56502

218-847-5658

Billing information; service connections; final meter readings; moving, etc.

218-847-7609

Report broken wires; power outages; street lights out; night calls

Electric • Water • Wastewater

An Equal Opportunity Service Provider  
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## **Connection Fees & Deposits**

### **New Customer Requirements**

Application for utility service must be filed at our office, 1025 Roosevelt Avenue, by the Customer prior to obtaining such service.

Upon customer request, a service connection fee of \$15 will be charged when a customer is connected with utility service(s). Also, upon request for service(s) a deposit or credit reference (former utility) will be required.

Owners/landlords will be required to pay the \$15 connection fee when service is transferred to their account. Service will be disconnected if owner/landlord does not request transfer of service to their account.

### **Service Deposit Policy (Eff. April 1, 2010)**

To establish credit with the Detroit Lakes Public Utility, a deposit may be required at the time of application for service. The required deposit will be an amount approximately equal to two (2) month average billing (electric, water & sewer) with a minimum amount of \$70. All deposits bear interest at a rate as annually set by the Minnesota Department of Revenue and will be credited back to the customer upon one year of good payment history or otherwise held until applied to customer's delinquent account or refunded to upon termination of service, providing all obligations to the Detroit Lakes Public Utility have been discharged.

Customers may obtain service without a deposit if the customer has previously established a satisfactory payment history with the utility or provides a favorable credit reference from their most recent previous utility (electric, water or gas) within 15 days of application of services. However the customer shall be billed for deposit if a favorable credit reference is not received within the 15 days.

Deposits will be required from:

1. New customers with poor or no previous utility credit history
2. Present customers
  - a. With poor credit history
  - b. Unpaid utility bills from previous address
  - c. Who have been liable for service disconnection per Detroit Lakes Public Utility rules

A new additional deposit may be required in cases where the deposit has been refunded or where the current deposit is inadequate. All deposits are non-transferable from one applicant to another and are payable only to the original applicant under proper identification.

**Temporary Electric Service for Construction or Special Events  
(Eff. 6-1-02)**

Customer shall provide an approved temporary installation including protective devices, wiring, enclosures, raceways, outlets and meter socket as necessary. Any customer requiring a temporary service in excess of 200 amps shall be charged an additional fee based on actual additional costs to the utility. Non-metered, single-phase service may be available at the discretion of the utility for temporary service usage, which does not exceed three (3) days. All metered temporary usage shall be billed the customer under the applicable rate schedule.

**Service Fees:**

- Single Phase ----- @ \$30 per installation
- Additional non-metered charge ----- @ \$15 per day of service
- Three Phase/existing transformer ----- @ \$50 per installation
- Three Phase requiring transformer ----- @ \$250 per installation

**Service Reconnections  
(Eff. 1-1-15)**

Reconnection of utility services upon a customer's request or as a result of a disconnection for nonpayment of bill shall be subject to the following charges during normal working hours from 8:00 a.m. to 3:30 p.m., Monday through Friday.

**Electric Service:**

- Reconnection within 10 days from date of disconnection--@\$ 30.00
- Single phase service reconnected after 10 days ----- @ \$ 60.00
- Three phase service reconnected after 10 days ----- @\$100.00

**Water Service:**

Reconnection within 10 days from date of disconnection--@\$30.00

Reconnection after 10 days -----@\$60.00

An additional \$60 shall be charged for any requested disconnection or reconnection made outside of normal working hours. No charge shall be made for disconnections made during normal work hours.

**Electric Rates**

**Residential Electric**

**(Eff. 1-1-15)**

Available to residential customers for domestic uses including heating and cooling, which may be required in single-family dwellings and individually metered apartments, condominiums, town houses, or mobile homes. Service shall be single phase and taken through one meter with no motor to exceed 5 hp in size.

Service Charge ----- @ \$12.75 per month

All Kwh per month payable Jul-Sep ----- @11.0¢ per Kwh

First 1,000 Kwh per month Oct-Jun ----- @ 9.9¢ per Kwh

Balance Kwh payable Oct-Jun ----- @ 7.6¢ per Kwh

**Seasonal Cottage**

**(Eff. 1-1-15)**

Applicable to seasonal residential customers outside of the incorporated City of Detroit Lakes who normally utilize their dwellings for six months or less of any consecutive 12 month period. Service shall be single phase and taken through one meter with no motor to exceed 5 hp in size.

Under this rate customers are to be billed twice annually with one bill being issued in May for one-half (1/2) the annual service charge plus Kwh usage between the approximate dates of October 1 and May 1; with a second billing in October for one-half (1/2) the annual service charge plus Kwh usage between the approximate dates of May 1 and October 1 of each year.

Service Charge ----- @ \$125.00 per year

All Kwh May-Sept ----- @ 11.0¢ per Kwh

All Kwh Oct-Apr ----- @ 9.9¢ per Kwh

**General Services**  
**(Eff. 1-1-15)**

Applicable to any customer with single phase or three phase service requirements being taken through one meter with monthly demands of less than 50 KW. Also applicable to multiple residential dwelling units connected through one meter or dwelling units connected through a meter whose main purpose is to serve other than residential domestic uses.

Single Phase Service Charge ----- @ \$22.50 per month  
Three Phase Service Charge ----- @ \$28.50 per month  
All Kwh July-Sept ----- @ 9.9¢ per Kwh  
All Kwh Oct-Jun ----- @ 8.9¢ per Kwh

**Large Commercial Service**  
**(Eff. 1-1-15)**

Applicable to all customers who average 50 KW demand or more per month during any previous 12 month period or over 50 KW demand or more per month during any consecutive six month period.

The customer shall utilize energy as closely balanced on all three phases as practical. The combined power factor of load shall not be less than 95 percent lagging; if power factor is less, the City reserves the right to adjust KW demand in the ratio that 95 percent bears to the actual power factor. The billing demand is the maximum demand in kilowatts as measured during the 15 minute period of the customer's greatest usage during the month.

Service Charge ----- @ \$48.00 per month  
All KW Demand Jul-Sep ----- @ \$16.00 per KW  
All KW Demand Oct-Jun ----- @ \$13.50 per KW  
All Kwh per month ----- @ 4.3¢ per Kwh  
Minimum - \$135.00 per month  
Minimum monthly bill to be charged even if service is disconnected.

**Irrigation – Time of Use**  
**(Eff. 1-1-15)**

Applicable to customers for irrigation purposes with a minimum load of 50 KW supplied through one meter. Rate does not apply to energy consumption not directly related to the purpose of irrigation.

Service Charge ----- @ \$100.00 per month

All Kwh per month consumed between the hours of 6:00 p.m. until 10:00 a.m. of the following day -- @ 6.5¢ per Kwh.

All Kwh per month consumed between 10:00 a.m. and 6:00 p.m. of a day @ 50.3¢ per Kwh.

No monthly service charge shall be required if disconnection of service has been made at the request of the customer. Reconnection of service shall then only be made upon request of customer and upon \$100 being charged to customer for such reconnection.

**Off-Peak Heating**  
**(Eff. 1-1-15)**

Available to all electric heating customers with acceptable dual fuel or storage heating systems capable of maintaining living or working temperatures throughout the heated area for 10 continuous hours during controlled periods. All electric heat within the customer's designated Off-Peak area shall be controlled and shall be no less than 8 KW per installation. Service under this rate shall be metered separately from the customer's standard rate schedule and all such systems shall require approval by the Public Utilities Department prior to service.

Service Charge ----- @ \$5.00 per month

All Kwh per month on bills payable Oct-Jun --- @ 4.9¢ per Kwh

All Kwh per month on bills payable July-Sep -- @ 11.0¢ per Kwh

**Controlled Water Heater  
(Eff. 6-1-02)**

A credit of \$2.00 per month to customers operating water heaters allowing utility load management control of heater. Not available to customers taking advantage of other utility sponsored electric water heater incentives or rebate programs.

**Area Lights  
(Eff. 1-1-15)**

Lights for the purpose of area or yard lighting are available to all customers. The lights, which are owned, operated and maintained by the Utility, can be installed on existing utility poles or utility approved poles or structures furnished by the customer. Any necessary extension of the Utility's power supply beyond one pole span or all extensions of the customer's metered power supply will be at the expense of the customer.

Connection Fee - \$30.00

	<u>Unmetered</u>	<u>Metered</u>
100 Watt HPS	\$ 7.80 per month	\$4.60 per month
250 Watt HPS	\$13.00 per month	\$6.10 per month
400 Watt HPS	\$18.00 per month	\$7.10 per month

**Power Cost Adjustment  
(Eff. 1-1-15)**

A Power Cost Adjustment (PCA) shall increase all Kwh rate charges on billings in any month in which the City's actual wholesale power and transmission costs exceed a base cost of 7.50¢ per Kwh in June, July and August, 6.4¢ per Kwh in December, January and February and 5.7¢ per Kwh in all other months, with such increase adjustment being the difference exceeding base cost.

## Water Rates

### **General Water Rate (Eff. 1-1-15)**

Applicable to all residential, commercial and industrial customers. Each water customer shall be charged a monthly service charge, as established according to size of meter, and a commodity charge based upon consumption.

Meter Size  
5/8" & 3/4"

Monthly Service Charge  
\$ 11.50

#### **Commodity Charge:**

First 2,000 cu. ft. per month  
Balance per month

@ \$1.05 per 100 cu. ft.  
@ \$1.20 per 100 cu. ft.

Meter Size

1"

1 1/2"

2"

3"

4"

6"

Monthly Service Charge

\$ 23.00

\$ 33.50

\$ 47.25

\$ 89.25

\$147.00

\$230.00

#### **Commodity Charge:**

All Usage

@ \$0.90 per 100 cu. ft.

### **Residential and Commercial Outdoor Water Rate (Eff. 1-1-15)**

When a customer requests metering for outdoor watering only with no corresponding wastewater charges, the following procedure will be followed:



1. A separate water meter with remote reading capability and piping is to be installed in such a manner that the outdoor water system cannot be interconnected to a domestic system.
2. The outdoor metering and piping shall be inspected and approved by the Public Utility personnel before use of the system is authorized.
3. All costs of installation and 50% of the meter costs are to be paid by the customer.
4. Any use of the outdoor watering system which results in water entering the wastewater system of the Public Utility will be charged to the customer based upon wastewater rates in effect at the time of use.
5. All charges for water used in the system and service charges in effect will be billed at rates, which are in effect at time of use.

**Commodity Charge:**

Monthly Service Charge - \$3.00 per month

First 2,000 cu. ft. per month	\$1.05 per 100 cu. ft.
Balance per month	\$1.20 per 100 cu. ft.

**Wastewater Rates**

**General Wastewater Rates  
(Eff. 1-1-15)**

Applicable to all customers with wastewater discharges of less than 500,000 gallons daily or 10,000,000 gallons in one month and who meet all other discharge requirements as per City Code. Customers requiring discharges in excess of the daily or monthly limits or not meeting City Code wastewater requirements shall only discharge into the City system under private rate and upon issuance of special permit.

East wastewater customer shall be charged a monthly service charge and a commodity charge based upon water consumption.

**Service Charge**

When connected to City water	\$13.25 per month
When not connected to City water	\$55.00 per month

**Commodity Charge:**

First 100,000 cu. ft. per month	\$3.10 per 100 cu. ft.
Balance per month	\$2.05 per 100 cu. ft.

**Strength Surcharges:**

Any commercial or industrial customer with monthly discharges in excess of 50,000 cu. ft. whose wastewater is found to exceed 299 ppm BOD shall also pay a monthly surcharge.

City employees will collect monthly samples of wastewater to determine the characteristics of the wastes, which may be higher in strength than domestic waste, which is approximately 250 ppm in BOD. The information from these samples will then be used to determine an approximate monthly surcharge, which is in addition to the General Wastewater Rules.

The following surcharges shall apply:

<u>BOD PPM</u>	<u>Surcharge</u>
300 to 350	\$0.18 per 100 cu. ft.
351 to 400	\$0.36 per 100 cu. ft.
401 to 450	\$0.54 per 100 cu. ft.
451 to 500	\$0.72 per 100 cu. ft.
501 to 550	\$0.90 per 100 cu. ft.
551 to 600	\$1.08 per 100 cu. ft.
601 to 650	\$1.26 per 100 cu. ft.
651 to 700	\$1.44 per 100 cu. ft.
701 to 750	\$1.62 per 100 cu. ft.
751 to 800	\$1.80 per 100 cu. ft.
801 to 850	\$1.98 per 100 cu. ft.
851 to 900	\$2.16 per 100 cu. ft.
901 to 950	\$2.34 per 100 cu. ft.
951 to 1000	\$2.52 per 100 cu. ft.

**Commercial Wastewater Rates  
(Eff. 1-1-15)**

Applicable to commercial or industrial customers with monthly wastewater discharges of less than 50,000 cu. ft., who meet all other discharge requirements as per City Code, and whose business or processes are normally associated with high concentrations of suspended solids or BOD requirements. These customers shall include, but not necessarily limited to slaughter houses, butcher shops, restaurant and other businesses which prepare or process foods or food products.

Customers not meeting City Code wastewater requirements shall only discharge into the city system under private rate and upon issuance of a special permit.

**Service Charge:**

When connected to City water	\$13.25 per month
When not connected to City water	\$55.00 per month

**Commodity Charge:**

All usage per month	\$3.35 per 100 cu. ft.
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**Misc. Billing and Payment Information**

**Collection of Active Accounts  
(Eff. 1-1-98)**

Accounts are to be billed on a cycle basis on or about the 10<sup>th</sup>, 20<sup>th</sup> and 30<sup>th</sup> of each month, due and payable 15 days from date of bill. All bills not paid by due date will be assessed a late payment charge of 10% of the unpaid balance.

**Access to Meters for Reading, Maintenance or Replacement  
(Eff. 1-1-15)**

Employees of DLPUD shall have the right of access to the customer's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining, or removing any of its meters, devices, or other equipment which is used in connection with the furnishing of the customer's electric and water service.

## **Customer Bill Payment Services (Eff. 6-1-02)**

Automatic Bank Payment: Upon customer's request and pre-authorization agreement the utility will deduct customer's monthly payment from their checking or savings account on the due date of each month. Customer will also be mailed a copy of bill marked paid for their information and record keeping.

1. Forms authorizing this procedure can be obtained at the Utility office or be mailed to the customer at their request.
2. Levelized Monthly Budget Billing: Upon customer's request the Utility will calculate a budget payment plan providing for equal monthly utility payments. The customer should have a minimum of one year billing history, currently have a zero balance and begin the payment plan by July of each year. Monthly payment amounts are reviewed annually with necessary adjustments based on past year usages taking effect with the July billings.
3. 24-Hour Drop Box: Our utility also provides the opportunity for the use of drop box depository for your bill payment convenience. One drop box is located just south of the main entrance doors at the City Administration Building, 1025 Roosevelt Avenue, and another box, which is vehicle accessible, is located just north of the Graystone Complex in the island between the Graystone Plaza and Hwy 10.

### **Past Due Notice**

In accordance with Utility Collection Policy with the Charter of the City of Detroit Lakes, past due accounts are considered a lien against the property and will be the responsibility of the property owner.

The first notice of a past due amount is to be mailed five (5) days after the due date.

### **Disconnect Notice**

The disconnect notice is to be mailed or delivered twenty (20) days after the bill due date. Approximately 48 hours from the time the disconnect notice is mailed or delivered; service will be disconnected if arrangements are not made to pay past due amounts, plus current bill. In the case of tenants, the landlord also receives a duplicate of the disconnect notice.

## **Residential Winter Disconnect Policy (Eff. 6-1-02)**

During the period of October 15 to April 15, we operate under the Minnesota Public Utilities Commission Cold Weather Rule, which protects residential customers from disconnection of electric service that affects their primary heat source when the following conditions are met:

1. The disconnection would occur between October 15 and April 15.
2. The customer has declared inability to pay on forms provided by the Utility or provides proof of receiving “any form of public assistance”, including Energy Assistance.
3. The household income of the customer is less than 50% of the state median income (as documented by the customer to the utility).

The rule does not totally forbid winter disconnection. It provides protection from shut-off to those who qualify under the rule. Those who qualify are persons who are unable to pay their utility bill, are willing to enter into a payment schedule and their household income is within Cold Weather Rule prescribed limits.

Before disconnecting electric service to a residential customer during the Cold Weather Rule, Detroit Lakes Public Utilities shall provide the following information to a customer:

1. A notice of proposed disconnection.
2. A statement explaining the customer’s rights and responsibilities.
3. A list of local Energy Assistance providers.
4. Forms on which to declare inability to pay.
5. A statement explaining available time payment plans and other opportunities to secure continued utility service.

If Detroit Lakes Public Utilities and a customer who has received a disconnect notice cannot mutually agree upon a payment schedule, the customer may appeal to the Detroit Lakes Public Utilities Commission for a payment schedule. No disconnection will take place if a customer appeal is pending.

## **Who to Contact Regarding Overdue Utility Bills**

1. Collections Department at the City Administration Building, 1025 Roosevelt Avenue, Detroit Lakes, MN 56501. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday. You may stop in or phone 847-5658 for an appointment.
2. Becker County Human Services Department, Becker County Annex, Detroit Lakes, MN 56501. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, or for appointment call 847-5628.
3. Mahube Community Council, Inc. 1125 West River Road, Detroit Lakes, MN 56501. Office hours are 8 a.m. to 4:45 p.m., Monday through Friday, or call 847-1385 for an appointment.

## **Collection of Final and Inactive Delinquent Accounts**

1. Final bills will be mailed within ten (10) days of the final reading date.
2. Bills will be mailed to the forwarding address. If no forwarding address is given, the bill will be mailed to the service location.
3. Quick bill finals can be produced within 48 hours after the final reading on a limited basis, upon request.
4. Final bills are due within ten (10) days. This includes final bills belonging to landlords or bills deducted from a tenant's deposit.
5. The homeowner who receives service is responsible for all amounts due prior to the change of ownership. However, if service to a home is disconnected prior to the change of ownership, all past due bills must be paid before the service will be reconnect.
6. 1<sup>st</sup> collection notice mailed ten (10) days after billing of final bill (due in 10 days)
7. 2<sup>nd</sup> collection notice mailed twenty (20) days after billing of final bill (due in 10 days)
8. 3<sup>rd</sup> and final collection notice mailed after thirty (30) days.