



## Public Utilities Commission

### Utility Service Policy

The information described below is the policy approved by the Fairmont Public Utilities Commission to Customers applying for utility service from the City of Fairmont, Minnesota (hereinafter called the City).

1. When the City makes services available to the Customer, the Customer shall pay monthly to the Fairmont Public Utilities for all services used on the Customer's premises in accordance with the rate schedules and rules and regulations established by the City.
2. If the premises has a remote meter, the Customer shall allow the City to enter the premises to read the master meter at least once a year. To avoid potential problems, it is useful for the customer to make monthly comparisons of the inside meter to the bill that is received.
3. The Customer will be bound by such rules and regulations as may be adopted by the City from time to time.
4. Photo identification will be required to verify the Customer's name at the time of service application.
5. Payment for utility services delivered by the utility system to the Customer shall become due and payable when bills are issued.
6. Bills may be paid without penalty up to and including the due date indicated on the statement
7. A late payment charge of 10% will be assessed and added to a customer's bill if payment is not made on or before the due date. For payments received by mail, the postmark date will be considered the date of payment (M.S.334.01). The Utility will waive the penalty one (1) time in a twelve-month period providing the customer has made prompt payments during the previous twelve months.
8. Any account 10 days past due may receive a disconnect notice granting no less than one week in which to make full payment of all accounts overdue. If payment is not made within the allotted time, service may be terminated without further notice.
9. Before service will be restored, full payment for all services billed and due must be made by the customer. Any account subject to disconnection requires payment to be made in cash, money order or credit card. In addition, the customer shall be responsible for payment of normal reconnect charge of \$75 plus sales tax, during working hours up to 4:30 PM. No reconnection of service will take place after 4:30 PM. All reconnection requests after 4:30 PM will take place the next working day.
10. The customer shall make the meters accessible to the meter readers to obtain meter readings.
11. There will be a service charge of \$30.00 on all NSF payments returned to the City of Fairmont. Failure to make restitution of NSF payments will result in termination of service.
12. Service deposits shall be required to be paid by all customers who do not hold fee title to the real property at the meter address. Service deposits shall also be required of owners whose payment history includes frequent delinquent payments. Owners of condominiums and townhouses are owners of real estate and are not required to provide deposits unless their payment history includes frequent delinquent payments. Purchasers of property under a contract for deed are not required to have a deposit but are required to produce a copy of the contract for deed to verify property ownership.
13. Deposit amounts are as follows:
  - A. Residential Service: \$150.00 for Electric, \$50.00 for Water & Wastewater.

14. A customer that has terminated service and has failed to pay the final bill for a period of 1 year, may be required to pay a deposit that is double the amount for electric and/or water service as listed in #13 above.
15. Upon termination of service, any unpaid balance due to the City will be deducted from the customer's deposit and the balance, if any, plus interest will be refunded to the customer.
16. Deposits of more than \$20.00 per rate classification will draw interest at a rate no less than the amount stated by state law. (M.S. 325E.02)
17. The Public Utilities Commission may return the deposit, if there are 12 consecutive months of prompt payments on the account.
18. A customer in good standing may request to have their electric and/or water service temporarily shut off by contacting the Public Utility office. Customers requesting service shut off must provide a minimum of 24 hours notice to the Public Utility office before shut off.
19. Requested service shut offs will be done during normal work hours Monday through Friday, excluding holidays, and will be done no later than 3 PM. A customer requesting this service will be charged \$75 plus sales tax, service shut off fee.
20. Customers who have requested their services be temporarily shut off will continue to receive minimum monthly utility bills for services. The only portion of the utility bill that will not be charged during a requested service shut off are the charge(s) based on use. When electric and/or water service is reconnected, the Customer will begin to be billed for their electric and/or water usage again.
21. It is the Customer's responsibility to contact the Public Utility office to schedule service reconnection. Utility services will be reconnected during normal work hours Monday through Friday, excluding holidays, and will be done no later than 3 PM. There will be no charge to the Customer in good standing to reconnect service(s).
22. Meters can be removed at the request of the customer if the meter is no longer being used, or the building/lot is vacant. The vacant building will need to be registered with the City of Fairmont. There will be a \$150 plus tax charge to remove the meter. The customer would pay the same \$150 plus tax fee to reinstall the meter if the customer requests this at a later date.

Approved by the Fairmont Public Utilities Commission this 15 day of August, 2023.