

Payment Options

- **Mail:** A return envelope is included with each billing. Payments should be mailed directly to the noted bank for expedited processing. To ensure timely postal delivery, please mail at least three (3) business days prior to the due date.
- **Drop Box:** A drive-up drop box is located in the parking lot at Burnsville City Hall, 100 Civic Center Parkway. Payments deposited in the drop box are couriered to the bank twice a week for processing.

Please enclose your payment coupon with your mailed or drop box payment to ensure proper credit to your account. Do not staple, tape or clip your check to the payment coupon.

- **Telephone Payment:** Customers may call 1-855-230-7047 to utilize the free, secure “pay-by-telephone” option or to check their account balance. You will need your customer account number to use this option.
- **Online One-Time Payments:** One-time payments using a checking account or credit/debit card are accepted by going to www.burnsville.org/utilities. Select to “Pay Online” and use the “One-Time Pay” button.
- **Recurring Payments:** Recurring payments using a checking account or credit/debit card are accepted by signing up for eBilling. See the eBilling section below for more information.
- **Bank Bill-Pay Services:** A customer may use their bank’s online bill-pay services. **The full customer number (Example: 12345678-001) MUST be included with the payment to ensure timely posting to accounts.** If an account number is not listed or is inaccurate, your bank will physically mail a check. This will result in considerable time delay and may result in late fees. Verify that the mailing address listed for utility payments is:
PO Box 77025
Minneapolis, MN 55480-7725.

eBilling (Electronic Bills and Online Bill Pay)

Electronic bills and online bill pay are available. Once enrolled, you will receive a monthly email notifying that a utility bill is ready to view. View, print or download current or past statements, or make one-time or recurring payments using a checking account or credit/debit card. To set up recurring payments, click the “Options” tab of your eBilling account.

eBilling is free. Enroll at www.burnsville.org/utilities and click the link to “Access Your Account, Create a New Account, or Pay Online.” A current paper bill is needed. Use the Online Enrollment Token printed on the left side of the bill just below the perforation.

Is Your Bill Higher Than Usual?

Water and sewer bills are calculated from water usage received from an electronic water meter reading each month. If you receive a bill that is significantly higher than normal, please troubleshoot by answering the following questions:

Leaks and Malfunctions

- Have you had any recent maintenance issues with your water softener, toilets, furnace humidifier, water heater, faucets or irrigation system?
- Do you hear water running?
- Is your leak detector on your meter moving when no water is intentionally being used?

Please note that water **must** pass through the meter to advance the reading. Water meters are designed to slow down or stop if they malfunction.

For information on how to locate your water meter, reading the meter, or how to locate a leak visit www.burnsville.org/utilities and click “How to Locate your Meter.”

Changes in Water Usage

- Were additional people occupying the residence during the billing period?
- Were outside faucets used?
- Did you install new sod?
- Did you purchase any new water-using devices?

For information on water conservation visit www.burnsville.org/watertips.

Customer Service Questions?

Burnsville Utility Billing Department

100 Civic Center Parkway
Burnsville, MN 55337
utilitybilling@burnsvillemn.gov
952-895-4480

Utility Billing Office Hours:

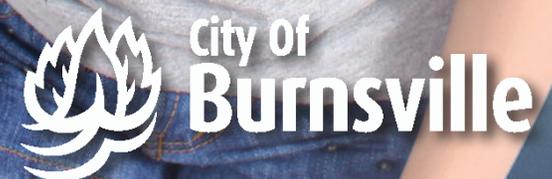
Monday through Friday — 8 a.m. to 4:30 p.m.

www.burnsville.org/utilities

(If you call and receive voice mail, leave a message with your name, address, telephone number and a brief description of your question.)



CITY OF BURNSVILLE utility bill 2016 Rates



Keys to Understanding Your City of Burnsville Statement

Numbered areas point out where important information can be found on your monthly statement

- 1 Account/customer number
- 2 Due date
- 3 Amount/balance due
- 4 Amount due after due date has passed
- 5 Responsible party name and address
- 6 Service period
- 7 Dates meter was read
- 8 Days in the billing cycle
- 9 Meter readings
- 10 Amount of water used
- 11 Online Enrollment Token – used to create an eBilling (paperless) account
- 12 2016 rate information

CITY OF BURNSVILLE
100 CIVIC CENTER PKWY
BURNSVILLE, MN 55337-3817

1 ACCOUNT/CUSTOMER # 12345678-001
2 DUE DATE 03/23/2016

3 AMOUNT DUE \$50.37
4 AMOUNT AFTER DUE DATE \$51.13

3 SERVICE ADDRESS
100 CIVIC CENTER PKWY
4

5 MAKE CHECKS PAYABLE AND REMIT TO:
CITY OF BURNSVILLE
PO BOX 77025
MINNEAPOLIS, MN 55480-7725
12345678 001 00004867 000049284

5 AVERAGE HOMEOWNER
100 CIVIC CENTER PKWY
BURNSVILLE MN 55337-3867

11 Online Enrollment Token: ABC DEF GHI
6 View and Pay Online! burnsvillemn.billtrust.com

ACCOUNT/CUSTOMER #	SERVICE ADDRESS	SERVICE PERIOD	PREVIOUS BALANCE	PENALTIES
12345678-001	100 CIVIC CENTER PKWY	01/01/2016 - 01/31-2016	\$0.00	\$0.00

ADJUSTMENTS	PAYMENTS RECEIVED	BALANCE AT BILLING	CURRENT BILLING TOTAL	AMOUNT DUE
\$0.00	\$0.00	\$0.00	\$50.37	\$50.37

Meter Type	Serial No.	Read Dates	Days	PREVIOUS Meter Reads	CURRENT Meter Reads	Gallons Used
Domestic	12345678	01/01/2016 - 02/04/2016	34	0	5	5,000

7 **8** **9** **10**

3

CURRENT BILLING

Water	13.85
City Sewer	5.50
Met Sewer	11.85
State Surcharge	0.53
Base Charge	6.00
Storm Water/Surface Water Quality	6.85
Street Light	2.86
Sidewalk Snowplowing	1.39
Major Roadway Lighting	0.34
Meter Replacement Charge	1.20
Total Current Billing	50.37

Due Date 03/23/2016

Questions? Call us at 952-895-4480 or visit our website at www.burnsville.org/utilities

MOVING? Complete the Change of Occupancy form at www.burnsville.org/utilities. Be sure to note your final meter reading.

2016 Monthly Rates/Charges

12 The sample bill is based on a average of 5,000 gallons of water used each month.

- **Water:** The 2016 rate for water usage is \$2.77 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be \$13.85 (5 x \$2.77).
- **City Sewer:** The City sewer rate for 2016 is \$1.10 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be \$5.50 (5 x \$1.10).
- **Met Sewer (Regional Water Treatment):** The rate for 2016 is \$2.37 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be \$11.85 (5 x \$2.37).
- **State Surcharge:** This is a monthly charge by the State of Minnesota of \$0.53 per water connection.
- **Base Charge:** There is a base charge of \$2 per meter for each service of water, City sewer and met sewer. The monthly change is \$6 (3 services x \$2) for 2016.
- **Storm Water/Surface Water Quality:** The monthly residential rate for 2016 is \$6.85 per property.
- **Street Light:** The monthly rate for 2016 is \$2.86 for each property that benefits from street lights in their neighborhood.
- **Sidewalk Snowplowing:** The monthly rate for 2016 is \$1.39 for each residence that is adjacent to a sidewalk.
- **Major Roadway Lighting:** The monthly residential rate for 2016 for the operation, maintenance and replacement of major roadway and intersection lights is \$0.34.
- **Meter Replacement Charge:** The monthly rate for 2016 is \$1.20 per residential meter designated for the replacement of water meters.
- **Penalty:** A penalty charge of 1.5% of the unpaid balance is assessed for a late payment of a utility bill.

Additional Questions About Your Statement?

Please refer to the back of the statement for an explanation of services provided or additional contact information.

A comparison of the new 2016 to the 2015 utility rates is available online at www.burnsville.org/utilities.