

## Is Your Bill Higher Than Usual?

Water and sewer bills are based on water usage that is calculated from a water meter reading received electronically each month. If you receive a bill that is significantly higher than normal, here are some questions to ask that will help you determine the cause:

### Leaks and Malfunctions

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

- Have you had any problems with your water softener, toilets, humidifier, water heater, faucets or sprinkler system?
- Do you hear water running?
- Is your meter moving when no water is intentionally being used?

### Changes in water usage

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

## Customer Service Questions?

Our utility billing staff can assist you with the questions above, and any others you have about your utility bill statement.

Please contact us:  
Monday through Friday  
8 a.m. to 4:30 p.m.  
952-895-4480

or visit [www.burnsville.org/utilities](http://www.burnsville.org/utilities)  
or mail correspondence to:



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

## Payment Options

(Additional payment options are coming soon.  
Visit [www.burnsville.org/utilities](http://www.burnsville.org/utilities) for more information.)

**Mail** - A return envelope is included with each billing for your convenience. Payments are mailed directly to our bank for processing. To ensure timely processing for any payments sent by mail, please remit to:

PO Box 77025  
Minneapolis, MN 55480-7725

Any payments received at City Hall are couriered twice a week to the bank to be processed. Please do not staple checks to the remittance stubs. To ensure timely postal delivery, please mail at least three (3) business days prior to the due date.

**Automatic Payment** - If you prefer your bill to be automatically withdrawn from your checking account go to [www.burnsville.org/utilities](http://www.burnsville.org/utilities) to download an authorization form.

**Credit/Debit Card** - Payments by credit/debit card are accepted by going to [www.burnsville.org/utilities](http://www.burnsville.org/utilities). Payments made using a credit/debit card are a one-time transaction. A recurring credit/debit card payment option will be coming soon.

**Using Non-City Online Bill Pay Services** - Please note if you are using an online bill pay service through a bank that your current account number (Example: 12345678-001) MUST be included on the payment to ensure proper credit to your account. If an account number is not listed or is inaccurate, the bank will have to manually prepare and mail a check for the payment. This will add a minimum of a week to process and may result in the payment being late and incur late fees. Please verify that the mailing address listed for the City on the online site is PO Box 77025, Minneapolis, MN 55480-7725. Also, please process online payments a minimum of three (3) working days prior to the due date to allow the bank to process your payment.

### eStatements (Paperless Bills)

Electronic statements are offered for utility bills. Once enrolled, you will receive an email notice each month notifying you that your utility bill is ready to view. Customers may view, print or download current and past statements at anytime and from anywhere with internet access.

A link to the City's credit card payment site is available for those that would like to make a payment from the eStatement.

If you are currently signed up for automatic payment (bank draft), enrolling in eStatements will not change your automatic payment option.

There is no cost to enroll in eStatements and it is great for the environment by eliminating paper bills and envelopes. Enroll today by going to [www.burnsville.org/utilities](http://www.burnsville.org/utilities) and click on "sign up." Use your "MyEasyMatch" code/Online Enrollment Token printed on the left side of your bill (just below the perforation line) to create your eStatement account.

## Important Information About Your City of Burnsville Utility Bill New Rates for 2015



# 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 Usage based on 1,000 gallons
- 12 MyEasyMatch Code/Online Enrollment Token – used to create an eStatement (paperless) account
- 13 2015 Rate Information

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

**Go Paperless** - sign up for electronic bill delivery at <https://burnsville.org/utilities>

**ADDRESSEE:**

JOE AVERAGE  
100 SAMPLE ST  
BURNSVILLE MN 55337-1009

**MAKE CHECKS PAYABLE AND REMIT TO:**

CITY OF BURNSVILLE  
PO BOX 77025  
MINNEAPOLIS, MN 55480-7725

12345678 001 00004867 000049281

PLEASE DETACH THIS PORTION AND SUBMIT WITH YOUR PAYMENT IN THE RETURN ENVELOPE

MyEasyMatch Code: P-ABCD-1234-JKLM

ACCOUNT/CUSTOMER #	SERVICE ADDRESS	SERVICE PERIOD	PREVIOUS BALANCE
12345678-001	100 SAMPLE ST	01/11/15 - 01/31/15	\$46.06
PENALTIES	ADJUSTMENTS	PAYMENTS RECEIVED	BALANCE AT BILLING
\$0.00	\$0.00	-\$46.06	\$0.00
			\$48.67

Service	Read Dates	Days	Reads	Usage	Unit Of Measure
Water Reading	01/05/15 - 02/02/15	28	PREVIOUS 325 CURRENT 330	5	1000
Water			13.25		
City Sewer			6.00		
Met Sewer			10.60		
State Surcharge			0.53		
Base Charge			6.00		
Storm Water/Surface Wtr Quality			6.78		
Street Light			2.86		
Meter Replacement Fee			1.20		
Major Road Light			0.34		
Sidewlk Snowplow			1.11		
<b>Total Current Billing</b>			<b>48.67</b>		

**QUESTIONS?**  
Please Call: 952-895-4480  
Website: [www.burnsville.org](http://www.burnsville.org)  
Or write us at:  
Utility Billing  
100 Civic Center Pkwy  
Burnsville, MN 55337-3817

**MOVING?**  
Please contact utility billing at  
952-895-4480 with your move  
information and final meter reading

THANK YOU!

Account Number  
12345678-001  
Current Charges  
\$48.67  
Due Date  
03/25/2015  
After Due Date  
\$49.28

**BALANCE DUE**  
**\$48.67**  
Thank you for your prompt payment!

## 2015 MONTHLY RATES/CHARGES

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

**WATER** – The 2015 rate for water usage is \$2.65 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be **\$13.25** (5 x \$2.65).

**CITY SEWER** – The City sewer rate for 2015 is \$1.20 per 1,000 gallons used. An average use of 5,000 gallons will be billed **\$6.00** for City sewer fees (5 x \$1.20).

**MET SEWER (Regional Water Treatment)** – The rate for 2015 is \$2.12 per 1,000 gallons used. An average use of 5,000 gallons will be billed **\$10.60** for met sewer (5 x \$2.12).

**BASE CHARGE** – There is a base charge of \$2 per meter for each service: water, City sewer and met sewer. For 2015, the monthly charge is **\$6** (3 services x \$2).

**STORM WATER (Storm Drainage and Surface Water Quality)** – The residential rate for 2015 is **\$6.78** per property.

**STREET LIGHT** – The 2015 fee is **\$2.86** for each property that benefits from street lights in their neighborhood.

**MAJOR ROAD LIGHT** – The 2015 fee for the operation, maintenance and replacement of major roadway and intersection lights is **\$0.34** a month for each residential property.

**SIDEWALK SNOWPLOW (Sidewalk Snowplowing)** – The 2015 fee is **\$1.11** a month for each residence that has a sidewalk adjacent to it.

**METER REPLACEMENT FEE** – A new fee in 2015 of \$1.20 per residential meter designated for the replacement of water meters.

**STATE SURCHARGE** – The current charge is **\$0.53** per water connection.

**PENALTY** – A penalty charge of **1.25%** of the amount due is assessed for a late payment of a utility bill.

A comparison of the new 2015 to the 2014 rates is available on our web site at [www.burnsville.org/utilities](http://www.burnsville.org/utilities).

### Additional Questions About Your Statement?

Please refer to the back of the statement for an explanation of services provided and additional contact information or visit [www.burnsville.org/utilities](http://www.burnsville.org/utilities) for additional information that may be helpful in resolving your questions.