



*City of Mountain Lake &
Mountain Lake Municipal
Utilities Newsletter*

April 2020



City Hall Hours

**CLOSED TO THE PUBLIC UNTIL
COUNCIL ACTION**

24 Hour Drop Box

City of Mountain Lake

or
Mountain Lake Municipal Utilities
930 Third Ave – Drawer C
Mountain Lake, Minnesota 56159

Phone (507) 427-2999

Fax (507) 427-3327

www.mountainlakemn.com



Facebook:

City of Mountain Lake, MN

During this time, please continue to follow us on Facebook and our website for updates as more information becomes available. Please call city hall with any questions and how to fulfill your requests. We will accommodate as we are able to continue services.

Chamber News

The Mountain Lake Chamber of Commerce has cancelled all upcoming Chamber sponsored events through April 20. Follow the Chamber's Facebook page for more updates.

HELP WANTED

Check out our website for various full-time and seasonal positions in which we are accepting applications.

COVID —19

OFFICIAL STATEMENT FROM THE CITY OF MOUNTAIN LAKE — March 16

As more information and its impacts of the coronavirus (COVID-19) become known each day from the Centers for Disease Control and Prevention, Minnesota Department of Health, and the state and federal government, the City Council of Mountain Lake decided at its March 16 Council meeting to do the following to better protect all citizens and city staff:

Mountain Lake City Hall will close to the public from 4:00PM Tuesday, March 17, 2020 to the end of the day on Friday, March 27. Staff will continue to work to carry out critical city operations. Staff can be contacted via telephone or email. Public meetings are still subject to Open Meeting laws in which the public can still attend. We advise that if you feel ill or have symptoms of the coronavirus to stay home to protect others. Agendas and minutes can be sent via email if desired. Utility bills will still be due on its normal due dates. Bills can be paid online on our website via credit or debit card. The processing fee will arise when you pay but the Utility will take the fee you paid and apply it as a credit to your next bill. The drop box outside city hall is also available to drop off your payment. Please ensure you include your statement stub in an envelope if you place it in the drop box. More information will be communicated later today on how to pay utility bills, file permits, and how to handle various City/Utility/EDA/Police/Chamber items that are normally completed at City Hall.

Mountain Lake Public Library will be closed to the public from 5PM Tuesday, March 17, 2020 to the end of the day on Friday, March 27. Library staff and the Council will decide on March 26th if the library will open after the 27th or if special appointments to enter the library for critical needs can be made by citizens if the library remains closed.

A **Special City Council Meeting** has been scheduled for 12PM on Thursday, March 26, 2020 to re-evaluate the closings and the current COVID-19 pandemic.

Please follow our Facebook page and our website for more information as it becomes available. As we are in uncharted territory into an unforeseen amount of time, we will continue to work together, handle items day-by-day, carry out services the best we can, and most importantly, keep the public and city staff safe and healthy.

Changes from the above statement may occur between publishing and receiving your bill. Closures may continue until further notice. See the back of this newsletter to read how to pay your utility bill. Public meetings may be conducted via conference call or electronic means as allowed in MN Statutes 13D.021. Other meetings and events may be postponed.

HOW TO PAY YOUR UTILITY BILL WHILE CITY HALL IS CLOSED TO THE PUBLIC

1. Place your payment (check or cash) in the drop box outside city hall. Please ensure you have your payment stub included with your payment. If you have extra cash that exceeds your bill amount, it will be credited to your account on your next month's bill.
2. Pay your utility bill online via credit or debit card at www.mountainlakemn.com
– A processing fee will show up in which you will need to pay but the extra processing fee you pay will be credited to your account on your next month's bill (the Utility will essentially be paying processing fees during this time).
3. Sign up for Direct Payment with your bank checking or savings account (ACH transaction). Visit www.mountainlakemn.com -> *City* -> *Departments* -> *Utilities* -> *General Info* to print and fill out a direct payment application form. Please include a voided check, attach it to your application, and place it in the drop box outside city hall or mail to city hall at the address below. If you do not have access to a printer, call 507-427-2999 ext.6 and a form can be mailed to you to fill out.

For any questions on utility billing, please contact 507-427-2999 ext. 6 or email lcowell@mountainlakemn.com

City Hall Mailing Address

Mountain Lake Municipal Utilities

P.O. Box C

Mountain Lake, MN 56159

New Customer or Moving?

Application for a new utilities account is available on our website, can be mailed, or can be arranged by our office at 507-427-2999 ext.6. Please call city hall prior to have your meter read if moving.

ຫ້ອງການປົກຄອງເມືອງຖືກປິດເນື່ອງຈາກ COVID-19. ກະລຸນາຈ່າຍໃບເກັບເງິນຄ່າໃຊ້ຈ່າຍຂອງທ່ານຢູ່ໃນປ່ອງທາງນອກຂອງເມືອງ. ກະລຸນາໂທຫາເບີລຸ່ມນີ້ດ້ວຍ ຄໍາ ຖາມ.

El ayuntamiento está cerrado debido a COVID-19. Pague su factura de servicios públicos en el buzón fuera del ayuntamiento. Por favor llame al número de abajo con cualquier preguntas.

507-427-2999 ext.6