



*City of Mountain Lake &
Mountain Lake Municipal
Utilities Newsletter
August 2019*



City Hall Hours

Monday – Friday
9:00 a.m. – 4:00 p.m.
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

SECOND NOTICE TO ALL UTILITY CUSTOMERS

Please see important information on partial payments and additional information on the back of this newsletter.



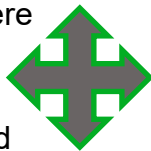
Dog Barking — Friendly Reminder

It shall be unlawful for any person to keep or harbor a dog, which habitually barks or cries. Habitual barking shall be defined as barking for repeated intervals of at least three (3) minutes with less than one (1) minute of interruption. Such barking must also be audible off of the owner or caretaker's premises. (Chapter 8, Subdivision 8.G)



Mountain Lake Maps

Interested in seeing where water lines, electric lines, and wastewater infrastructure are located throughout the city?



Visit our website under City > Departments > Planning & Zoning to view various maps of Mountain Lake's infrastructure!

**SUNFLOWER
DAY**



Sunflower Day is on Monday, August 26. Stay tuned for more information!

Mountain Lake Meetings & Events

Dates and times subject to change. Visit our website or call City Hall for up-to-date information. All meetings are held at City Hall unless noted otherwise.

August 5 — 6:30PM City Council Meeting
August 8 — 7:00AM Utilities Commission Meeting
August 12 — 6:30PM Lake Commission Meeting
August 15 — 1:30PM — 6:30PM Library Day at Cottonwood Co. Fair
August 19 — 12:00PM EDA Board Meeting
August 19 — 6:30PM City Council Meeting
August 20 — 12:00PM Chamber of Commerce Meeting
August 22 — 7:00AM Utilities Commission Meeting
August 26 — Sunflower Day
August 27 — 7:00PM Police Commission Meeting
August 28 — 7:00PM Active Living Committee Meeting



August





SECOND NOTICE TO ALL UTILITY CUSTOMERS



On June 6, 2019, the Mountain Lake Municipal Utilities Commission adopted a new policy that all delinquent utility bills must be paid in full before the shut-off date UNLESS a request form for scheduled partial payments is completed, signed, submitted to city hall, and approved by staff to request partial payments. NO PARTIAL PAYMENTS CAN BE MADE TO NOT BE SHUT OFF ON THE 15TH WITHOUT COMPLETING THIS FORM. The request form is available at city hall or on the city's website (City > Departments > Utilities > General Information) THE REQUEST FORM MUST BE SIGNED BY THE CUSTOMER AND APPROVED BY STAFF TO MAKE PARTIAL PAYMENTS. Please contact City Hall, 507-427-2999 ext.6, with any questions regarding partial payments. Shut-offs for outstanding accounts that do not complete a partial payment request form will take effect on August 15, 2019.

ADDITIONAL INFORMATION: If you pay your bill after the due date and do not include the late fee, your bill will be outstanding and subject to a hanger-fee on the 14th and turn-off on the 15th. If you do not pay your late fees, hanger fee, shut-off fee, or re-connect fee, your bill is considered outstanding and is subject to a hanger-fee and shut-off. Please be attentive to your bill and fees to ensure all is paid in full.

Once a partial payment is completed, signed, or approved, no new partial payment form can be completed until the original partial payment form is fulfilled.

Q&A

If my total bill is \$400 and I submit \$200 on the 4th of the month, will I be turned off on the 15th?

Yes. The total bill of \$400 must be paid in full to not be turned off. A full payment is needed or a form for a request for partial payments must be completed, signed, and approved in order to not be turned off on the 15th.

If I submit \$150 of my \$250 bill online and call the office of paying the remaining \$100 on the 20th of the month, will I be turned off?

You can call the office to notify us of your arrangement, but you MUST complete, sign, and submit your payment request form (available online or at city hall) before 12pm on the 14th in order to not be turned off. A form must be completed and approved by 12PM on the 14th. **If no form is completed and approved, and the bill is outstanding on the 15th, you will be shut off.**

What if I complete a request form for partial payments but do not make a partial payment on the date(s) I listed that I would pay?

If you listed which date(s) you stated you would pay and we do not receive a payment on that date, **your utilities will be shut off the following business day and fees will apply. No new notice of shut-off will be given.**

What information is needed on the partial payment request form?

The form requests your name, address, phone number, utility account number, and email address. The form requires to list how much you plan to pay the day of signing the form and when you plan to pay the remaining balance on your account. You must read the terms and conditions on the form and sign and date the form to be reviewed by staff. **The form MUST be approved by staff in order to take effect.**

When is my bill due?

For residents, your bill is due on the 5th of each month. For commercial/industrial, your bill is due on the 10th of each month. After the 5th/10th, a 10% late fee will be applied. Hangers for delinquent accounts are delivered on the 14th of the month (\$25 fee) and shut off is the 15th of each month (\$25 fee to shut off, \$25 fee to re-connect).

Shut-offs for ALL outstanding accounts that do not complete a partial payment request form will take effect on August 15, 2019.

