



*City of Mountain Lake &
Mountain Lake Municipal
Utilities Newsletter
July 2022*



City Hall Hours

9AM — 4PM

Monday — Friday

24 Hour Drop Box—East Side of City Hall

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

**APPLY FOR REBATES
COMPLETELY ONLINE WITH
YOUR PHONE OR PC!**

Rebates for AC units, furnaces, dishwashers, refrigerators, dehumidifiers, and much more will now be completely online through your smart phone or personal computer. Visit the following link energyinsight.p3.enertrek.com to begin this process or visit our website, www.mountainlakemn.com and click on 'City' and then 'Energy Rebates.'

For any questions regarding rebates, please call or email Margit Barot at mbarot@frontierenergy.com or at 612-715-4853.



Happy 4th of July!

City Hall will be closed on Monday, July 4th. Enjoy the holiday!



**KEEP MOUNTAIN LAKE
BEAUTIFUL!**

DO YOU HAVE A GREEN THUMB?

We are looking for volunteers to help with our existing and new summer projects to enhance our lovely city and it's green spaces. Please contact Rob or Tabitha at City Hall 507- 427-2999 ext. 3 or 4.

Love Where You Live!

RVs ON PUBLIC STREETS

Friendly reminder that recreational vehicles (RVs) may not be parked on the roadway for more than 24 hours. Campers that are towable vehicles and parked on the street must stay connected to the tow vehicle. Thank you for your cooperation!



THE ONE CALL PROCESS

When you have a project that requires digging, your first step is to contact Gopher State One Call. You can do this by using GSOC's Homeowner Online Locate Request system or by calling the One Call Center.

(651)454-0002 -or- (800)252-1166

www.gsocsubmit.org

BE PREPARED

When you contact GSOC with a locate request, a series of questions will be asked.

- What is your name, address and phone number?
- What type of work will you be doing? (i.e. planting a tree, installation of fence)
- What is the dig location's address, city, county and nearest intersecting street?
- At the dig location, where will you be digging? (i.e. east side of house, within 5 ft radius of white stake.)
- When will you be digging? (i.e. 3 days, next week)

**GET YOUR UNDERGROUND
FACILITIES MARKED**

Once you have submitted your dig information it is created as a "ticket" which is sent to any utilities that may have underground facilities in the area of excavation. Those utilities will send a locator to the site to either paint or flag the area in question.



REMINDER TO ALL UTILITY CUSTOMERS



Since June 6, 2019, the Mountain Lake Municipal Utilities Commission adopted a 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.8, with any questions regarding partial payments.

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 turned 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.

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 occur on or after the 15th of every month.

