



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

City/Utility Operations

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.

The city's park equipment, library, and community center will remain closed to the public while the governor has a stay-at-home order in place. Changes may be made if the governor provides more orders.

To view the City's entire Continuity of Operations Plan, visit our website.

**City-Wide Cleanup
POSTPONED**

Originally scheduled for May 2, the City-Wide Cleanup has been postponed to a date to be determined. Stay tuned for a new cleanup date.



COVID —19

OFFICIAL UPDATE FROM THE CITY OF MOUNTAIN LAKE — April 20, 2020

City Hall will remain closed to the public until further notice. Office staff will continue to work to carry out critical city operations. City staff will implement social distancing as allowed, clean and sanitize work areas, practice hygiene guidelines, stay home when ill, and take other pre-cautions as they become available. Staff can be contacted by the public via telephone or email during normal working hours.

Utility Billing – Utility billing will be sent at its normal mailing dates. Utility bills will still be due on its normal due dates. Bills can be paid online on our website via credit or debit card. Processing fees will arise when customers pay but the Utility will take the fee paid and apply it as a credit to the customer's next bill. The drop box outside city hall is available to drop off payments. Late fees will still be applied unless the customer contacts staff prior to the due date to arrange a payment agreement. More information is posted on the city's website.

Energy Rebate Forms – Energy rebate forms are available on our website to print and fill out. Forms can be dropped off in the city drop box, mailed to city hall, or scanned and emailed to city staff. Forms can be mailed to requester if desired.

Building Permits – Building permits are available online for residents to print and fill out. Building permits can be sent via mail or email to residents if requested. Residents can contact city staff on proper procedures to fulfill permit requirements and will be handled in a timely manner by staff.

Cemetery – Sale of cemetery plots and opening/closing of graves will continue and be processed as much as reasonably possible over the phone or email but will be handled on a case-by-case basis with scheduled appointments at city hall.

Dog Licenses – Dog license forms can be mailed or emailed to residents. Residents can call city staff on how to properly obtain a dog license.

Golf Cart Permits – A golf cart permit is available on our website to print and fill out. Forms can be dropped off in the city drop box, mailed to city hall, or scanned and emailed to city staff. Forms can be mailed to requester if desired. Proof of insurance is required with the application.

Data Requests – Members of the public can contact city staff via phone or email on data requests.

Other Permits & Licenses – Residents can contact city staff on other permits and licenses.

Other Requests – Residents can contact city staff on all other requests.

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. Visit our website or call city hall on how to attend public meetings.

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. ກະລຸນາຈ່າຍໃບເກັບເງິນຄ່າໃຊ້ຈ່າຍຂອງທ່ານຢູ່ໃນບ່ອງທາງນອກຂອງເມືອງ. ກະລຸນາໃຫ້ເຫາເບີລິດນີ້ດ້ວຍ 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