

# 2025 BILLING INFORMATION AND POLICIES

(Effective January 1, 2025)

Our office is open from 8:00 a.m. to 5:00 p.m. Monday through Friday to assist you with any questions you may have. For after-hour emergencies, please call the office phone number at (507) 628-4201 which will give you the phone number to contact the on-call person.

We will post current water outages or emergency information on the Red Rock Rural Water System website at [www.redrockruralwater.com](http://www.redrockruralwater.com) so be sure to **sign up for Alerts** on our website! You can also follow us on Facebook at <https://www.facebook.com/RRRWSystem>.

Your meter will be remotely read on the 1<sup>st</sup> business day of each month and we will mail or e-mail your monthly water bill on that same day. If you are interested in paperless billing, please email [billing@redrockruralwater.com](mailto:billing@redrockruralwater.com) or call the office at 507-628-4201 to enroll.

There will be a \$9.72 Annual State Water Testing Fee added to your January water bill. This is a charge by the State of Minnesota under the Safe Drinking Water Act. The full amount of \$9.72 per service is paid back to the State of Minnesota.

## Regular Water Rate Change Effective January 1, 2025 billing:

| Gallons Used      | Minimum Charge | Water Rate Per Thousand Gallons |
|-------------------|----------------|---------------------------------|
| 0 – 6,000         | \$ 30.75       | \$ 4.10                         |
| 7,000 – 15,000    | \$ 33.75       | \$ 4.10                         |
| 16,000 – 50,000   | \$ 38.75       | \$ 4.10                         |
| 51,000 – 100,000  | \$ 48.75       | \$ 4.20                         |
| 101,000 – 150,000 | \$ 58.75       | \$ 4.30                         |
| >151,000          | \$ 68.75       | \$ 4.40                         |
| Municipal         | \$ 43.75       | \$ 4.10                         |

## **Payment/Delinquent Account Policy:** PLEASE NOTICE THE **NEW PAYMENT DUE DATE** (Effective January 1, 2025 billing)

Monthly water usage payments are due by the 20<sup>th</sup> and will be considered delinquent if the payment is not received or postmarked by the 20<sup>th</sup> of each month. If the 20<sup>th</sup> falls on a weekend or a Holiday, then it must be postmarked the next business day. If payment is not received in the office by 5:00 p.m. or postmarked by the due date, a \$10.00 late charge will be added to the total due. If payment and late charge are not received in the office by 5:00 p.m. on the last business day of the month, a disconnect notice will be sent. That will be the only notification given in advance of the service being disconnected 30 days after the disconnect notice is sent. To avoid disconnection, delinquent month, current month and late charges must be paid in full.

**Payment options:** We accept payment by check, money order, cashier's check or cash. You also have the option of paying on-line by going to our website [www.redrockruralwater.com](http://www.redrockruralwater.com) with payments due on or before midnight on the 20<sup>th</sup> of each month or enrolling in the ACH (automatic withdrawal out of checking or savings account). If you are interested in enrolling in this payment

option, please call the office to have the necessary paperwork mailed or emailed to you. Once enrolled, the payment will be initiated on or about the 10<sup>th</sup> of each month unless that falls on a weekend or a Holiday, then it's initiated the next business day. Please be aware that any bank returned payments will be charged a \$20.00 collection fee.

If you should have a leak and do not become aware of it right away, you are still responsible for payment of that water usage at the current water rate, including any overage charges and fees that may incur. **To monitor your personal water usage, go to <https://eyeonwater.com/signup> to enroll in the Eye on Water option.**

If you would like your water service to be turned off for an extended period of time, please contact us 48 hours in advance to set up a service call for winterizing your meter or having your service reconnected. There is no charge for this service call. You are responsible for paying the minimum charge plus a \$2.00 meter fee per month even if your water service is disconnected and you are not using any water. It is the members responsibility to protect meters from freezing and damage. Failure to do so will result in member being charged for damaged parts and labor.

**Delinquent Disconnect/Reconnect Policy:** If your account is 2 billing cycles behind and payment in full is not received by 5:00 p.m. on the last business day of the month a \$75.00 reconnect charge will be added to the total due. All monthly charges, late charges and reconnect charge must be paid in full prior to reconnection of water service. If you claim that the charges are not properly due and payable, you may request a hearing in writing before expiration of the 30 days.

**Capacity Unit(s):** Each property is assigned a capacity unit(s). All members have at least 1 capacity unit and are eligible to use up to 50,000 gallons per month. If you have questions regarding your capacity unit, please call the office at 507-628-4201.

Members having over 1 capacity unit are in ½ increments equaling an additional 25,000 gallons per month usage per ½ units.

If the assigned monthly maximum is exceeded, an additional **Overage Fee** (\$25 per month) and **Monthly Overage Charges** (additional \$5.00 per 1,000 gallons used over your assigned monthly maximum) will be added to your monthly water bill as an **Overage Charge**.

**Additional capacity units** may be available for purchase if water is available at your requested connection location. A hydraulic analysis will need to be performed by the RRRWS engineer prior to authorization.

**Additional Capacity Unit Charges:**

½ Capacity Unit = \$5,000.00 (additional 25,000 gallons/month usage)

1 Capacity Unit = \$10,000.00 (additional 50,000 gallons/month usage)

**Service Calls:** All investigative service calls will be charged \$50/hour during regular business hours or \$75/hour for after hour, weekend, or Holiday calls plus mileage at the current Federal rate. If we find that the problem is on our equipment, there will be no charge.

We need to have access to our meter at any given time with notice to the resident. If the meter is in the basement or other secured structure, an appointment will be scheduled and a representative or resident 18 years of age or older must be present.

Property owners and/or local plumbers are not authorized to work on meter assemblies and operate our water service line valves without authorization from a RRRWS staff member. Employees of the Red Rock Rural Water System are the **ONLY** people that are authorized to work on meter assemblies and operate our water service line valves.

If water service is interrupted due to a leak that is being fixed, be sure to check the water before using it for laundry. You could see some discoloration or cloudy water for a short while. If this should continue for any length of time, please call our office and we may authorize you to flush your water lines and credit you for this water. No credit will be given for unauthorized flushing.

**Long-Term Disconnection Policy:** Long-term disconnection means your Red Rock Rural Water service is disconnected and is considered “inactive” with no plans to use the water in the near future.

**Option 1:** The current member/landowner of the property continues to pay the minimum monthly charges indefinitely with no reconnect fee when the service is reactivated

**Option 2:** Discontinue paying the minimum monthly charges. A \$500 reconnection fee will be paid by the current member/landowner at the time of the service reactivation.

All current inactive members have been assigned a maximum usage amount of 50,000 gallons per month.

Upon reconnection of the water service, there may be additional construction and material costs paid by the member/landowner for repair, replacement or relocation of the water service.

Disconnection from the system requires the property owner to pay for all costs of disconnection and to have paid in full any water bills, RRRWS assessments, or other RRRWS costs associated with the property.

It is the property owner’s responsibility to contact the office for an estimated cost for the removal of our meter assembly and capping the water line. Failure to notify us will result in the property owner being charged for all damaged parts.

**Rural Water Assessment:** If you have a RRRWS Assessment, it can be paid off in full at any time. Please call the office for a payoff amount and payment in full is due by November 15<sup>th</sup> of each year. If not paid before November 15<sup>th</sup>, the following years interest will be added to the payoff amount. All payoffs are made payable to Red Rock Rural Water and a letter will be sent to the County letting them know the assessment has been paid off and to remove off the assessment roll for the following year. A copy of that letter will go to the homeowner for their records.

## **ONE HOOK UP - ONE PARCEL**

**Member Water Service Policy:** Each existing or future RRRWS hook-up is built to one location within one Property Parcel ID Number. The water service may supply water to all homes, outbuildings, other structures, and livestock facilities that are within the Property Parcel ID Number to which the water service was or will be constructed to with an initial allowance of up to 50,000 gallons of water per month. Additional capacity units may be purchased if the water is available.

- Member cannot submeter or resell water and member cannot extend their water lines from one Property Parcel ID Number to another Property Parcel ID Number.
- Member cannot transfer the rural water service or assessment to another parcel as the service belongs to the Property Parcel ID Number that it was constructed to.

**Easement:** Anyone receiving a new service is expected to grant RRRWS an easement on their property of at least ½ mile, if needed. Easement compensation will be paid to landowner at the current rate at the time of construction.

### **Requirements for Privately Owned Wells connected to a Public Water System:**

Because Red Rock Rural Water System's watermains and individual water service connections include areas served by private wells, we must notify the well owners that any wells that are not in use must be sealed by a Minnesota -licensed well contractor or well sealing contractor, or the well owner must obtain an annual maintenance permit from Minnesota Department of Health for the well. Wells that are in use for irrigation or other non-potable uses must be physically disconnected from the potable water system. Please contact the Minnesota Department of Health Well Management Section at 651-201-4600 or [health.wells@state.mn.us](mailto:health.wells@state.mn.us) with any questions.

Call RRRWS at 507-628-4201 for an explanation of "physically disconnected".