

Payment Options

- **Mail:** A return envelope is included with each billing. Payments should be mailed to the PO Box listed below for expedited processing. To ensure timely postal delivery, please mail at least three (3) business days prior to the due date.

- **Drop Box:** A drive-up drop box is located in the parking lot at Burnsville City Hall, 100 Civic Center Parkway. Payments deposited in the drop box are couriered to the bank twice a week for processing.

Please enclose your payment coupon with your mailed or drop box payment to ensure proper credit to your account. Do not staple, tape or clip your check to the payment coupon.

- **Telephone Payment:** Customers may call 1-855-230-7047 to utilize the free, secure “pay-by-telephone” option or to check their account balance. You will need your customer account number to use this option.

- **Online One-Time Payments:** One-time payments using a checking account or credit/debit card are accepted by going to www.burnsville.org/utilities. Select “Pay Online” and use the “One-Time Pay” button.

- **Recurring Payments:** Recurring payments using a checking account or credit/debit card are accepted by signing up for eBilling. See the eBilling section below for more information.

- **Bank Bill-Pay Services:** A customer may use their bank’s online bill-pay services. **The full customer number (Example: 12345678-001) MUST be included with the payment to ensure timely posting to accounts.** If an account number is not listed or is inaccurate, your bank will physically mail a check. This will result in considerable time delay and may result in late fees. Verify that the mailing address listed for utility payments is:

PO Box 77025

Minneapolis, MN 55480-7725

eBilling (Electronic Bills and Online Bill Pay)

Electronic bills and online bill pay are available. Once enrolled, you will receive a monthly email notifying that a utility bill is ready to view. View, print or download current or past statements, or make one-time or recurring payments using a checking account or credit/debit card. To set up recurring payments, click the “Options” tab of your eBilling account.

eBilling is free. Enroll at www.burnsville.org/utilities and click the link to “Access Your Account, Create a New Account, or Pay Online.” A current paper bill is needed. Use the Online Enrollment Token printed on the left side of the bill just below the perforation.

Is Your Bill Higher Than Usual?

Water and sewer bills are calculated from water usage received from an electronic water meter reading each month. If you receive a bill that is significantly higher than normal, please troubleshoot by answering the following questions:

Leaks and Malfunctions

- Have you had any recent maintenance issues with your water softener, toilets, furnace humidifier, water heater, faucets or irrigation system?
- Do you hear water running?
- Is your leak detector on your meter moving when no water is intentionally being used?

Please note that water **must** pass through the meter to advance the reading. Water meters are designed to slow down or stop if they malfunction.

For information on how to locate your water meter, reading the meter, or how to locate a leak visit www.burnsville.org/utilities and click “How to Locate your Meter.”

Changes in Water Usage

- Were additional people occupying the residence during the billing period?
- Were outside faucets used?
- Did you install new sod?
- Did you purchase any new water-using devices?

For information on water conservation visit www.burnsville.org/watertips.

Customer Service Questions

Burnsville Utility Billing

100 Civic Center Parkway

Burnsville, MN 55337

utilitybilling@burnsvillemn.gov

952-895-4480

Utility Billing Office Hours:

Monday through Friday — 8 a.m. to 4:30 p.m.

www.burnsville.org/utilities

(If you call and receive voicemail, leave a message with your name, address, telephone number and a brief description of your question.)



CITY OF BURNSVILLE utility bill

2018 Rates



Keys to Understanding Your City of Burnsville Statement

Numbered areas point out where important information can be found on your monthly statement

- 1 Account/customer number
- 2 Due date
- 3 Amount due after due date has passed
- 4 Amount/balance due
- 5 Responsible party name and address
- 6 Service period
- 7 Dates meter was read
- 8 Days in the billing cycle
- 9 Meter readings
- 10 Amount of water used
- 11 Online Enrollment Token – used to create an eBilling (paperless) account
- 12 2018 rate information

1 ACCOUNT/CUSTOMER # 6175999-001

2 DUE DATE 03/23/2018

3 AMOUNT AFTER DUE DATE \$54.09

4 AMOUNT DUE \$53.29

5 SERVICE ADDRESS
100 CIVIC CENTER PKWY

6 CITY OF BURNSVILLE
PO BOX 77025
MINNEAPOLIS, MN 55480-7725

7 AVERAGE HOMEOWNER
100 CIVIC CENTER PKWY
BURNSVILLE MN 55337-3867

8 ONLINE ENROLLMENT TOKEN: TKX LRS MSB

9 SERVICE PERIOD: 01/01/2018 - 01/31/2018

10 PREVIOUS BALANCE: \$0.00

11 PENALTIES: \$0.00

ADJUSTMENTS	PAYMENTS RECEIVED	BALANCE AT BILLING	CURRENT BILLING TOTAL	AMOUNT DUE
\$0.00	\$0.00	\$0.00	\$53.29	\$53.29

Meter Type	Serial No.	Read Dates	Days	PREVIOUS Meter Reads	CURRENT Meter Reads	Gallons Used	Due Date
Domestic	12345678	01/02/2018 - 02/04/2018	33	0	5	5,000	03/23/2018

12 CURRENT BILLING

Water	15.10
City Sewer	6.65
Met Sewer	12.30
State Surcharge	0.53
Base Charge	6.00
Storm Water/Surface Water Quality	6.92
Street Light	2.86
Sidewalk Snowplowing	1.39
Major Roadway Lighting	0.34
Meter Replacement Charge	1.20
Total Current Billing	53.29

Pay by telephone or check your balance: Call 1-855-230-7047
Questions? Call us at 952-895-4480 or visit our website at www.burnsville.org/utilities

MOVING? Complete the Change of Occupancy form at www.burnsville.org/utilities or contact us with your move information.

2018 Monthly Rates/Charges

- 12** The sample bill is based on an average of 5,000 gallons of water used each month.
- **Water:** The 2018 rate for water usage is \$3.02 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be \$15.10 (5 x \$3.02).
 - **City Sewer:** The 2018 City sewer rate is \$1.33 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be \$6.65 (5 x \$1.33).
 - **Met Sewer (Regional Water Treatment):** The rate for 2018 is \$2.46 per 1,000 gallons used. For an average use of 5,000 gallons per month, the sample bill will be \$12.30 (5 x \$2.46).
 - **State Surcharge:** This is a monthly charge by the State of Minnesota of \$0.53 per water connection.
 - **Base Charge:** There is a base charge of \$2 per meter for each service of water, City sewer and met sewer. The monthly charge is \$6 (3 services x \$2) for 2018.
 - **Storm Water/Surface Water Quality:** The monthly residential rate for 2018 is \$6.92 per property.
 - **Street Light:** The monthly rate for 2018 is \$2.86 for each property that benefits from street lights in their neighborhood.
 - **Sidewalk Snowplowing:** The monthly rate for 2018 is \$1.39 for each residence that is adjacent to a sidewalk.
 - **Major Roadway Lighting:** The monthly residential rate for 2018 for the operation, maintenance and replacement of major roadway and intersection lights is \$0.34.
 - **Meter Replacement Charge:** The monthly rate for 2018 is \$1.20 per residential meter designated for the replacement of water meters.
 - **Penalty:** A penalty charge of 1.5% of the unpaid balance is assessed for a late payment of a utility bill.

Additional Questions About Your Statement?

Please refer to the back of the statement for an explanation of services provided or additional contact information.

A comparison of the new 2018 to the 2017 utility rates is available online at www.burnsville.org/utilities.