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Coleraine Public Utility Billing Procedure

Beginning with the March 2023 Public Utility bill, with the approval of the City Council, changes were implemented to prevent some accounts from accumulating large balances of services and late fees, Final Notices of service shut off will be distributed to any property with a balance more than one month and one late fee, which for most customers is \$98. Some customers pay a different amount, but we will use that figure as an example.

Public Utility bills are due on the 20th of each month. On or about the 21st of each month, accounts owing \$10.00 [the equivalent of two late fees] to \$98.00 will receive a letter reminding them of the unpaid balance. Accounts owing **more** than one month and one late fee will receive a Final Notice doorhanger on the Monday after the 21st of the month. Bills must be paid-in-full by that Tuesday @ 4:30 p.m. or a payment plan agreed upon with the Billing Clerk, or water service will be shut off the following day.

To avoid shut-off, pay your balance in full or make a payment plan. If you are struggling to pay, you must communicate with the City office to make acceptable payment arrangements. If those agreed upon payments are not received, water will be turned off.

There is a \$25.00 fee to turn the water off and another \$25.00 fee to turn it back on. That will be in addition to the outstanding balance on the account.

These changes are being implemented to firm up efficiency and to instill a sense of urgency regarding the responsibility of paying one's utility bill.

Also, be aware that Kootasca Community Action is NO LONGER available to help. They lost the funding for water assistance.

Thank you to the majority of you who consistently pay on time! We appreciate it very much!

Sincerely,

The City Clerk's Office
(218) 245-2112