

## **Information Regarding Utility Bills and the Mail**

We've been told by numerous customers that they are receiving their utility bills very late in the month or not at all. This is frustrating to us just as it is to our customers.

The water & sewer bills are still a flat rate, so your utility bill is the same every month. Most residential customers pay \$96 per month. If you are ever wondering what your balance due is, please feel free to call the office at (218) 245-2112.

**Bill payments are due by the 20<sup>th</sup> of the month, every month, even if you have not received your bill.**

We understand that it's frustrating to not have received a bill timely, but we do not have control over the mail.

Please continue to pay by the 20<sup>th</sup>. Late fees are applied to unpaid balances even if you haven't received your bill. Late fees [\$5] are applied on the 21<sup>st</sup> or the first business day following the 20<sup>th</sup> of each month.

We have altered our process for getting utility bills to the Post Office as quickly as possible, but beyond that, it's out of our control. Please understand that we know it's a frustration; we appreciate your continued timely paying.

- Utility Billing Clerk