

City of Carlos
109 1st Street West
P.O. Box 276
Carlos, MN 56319



City of Carlos
(320) 852-3000
office@cityofcarlos.com
Website: cityofcarlos.com

City of Carlos

Application for Water/Wastewater Service

APPLICANT INFORMATION (Please print clearly)

Name(s) on Account: _____

Service Address: _____

Mailing Address include PO Box (if different): _____

Telephone: _____ **Email:** _____

Preferred Utility Bill Delivery: Mail Email **Date Services Requested:** _____

I am the: Owner Renter

RENTER INFORMATION (If Applicable)

Property Owner Name: _____

Owner Mailing Address: _____

Owner Phone Number: _____

IMPORTANT NOTICE TO CUSTOMER

- Bills not paid by the due date are subject to penalty fees and possible service disconnection.
- Per City Ordinance §54.03, utility service may be discontinued for nonpayment only after notice and an opportunity to be heard regarding disputed charges.
- To dispute a bill, contact the Clerk-Treasurer at **320-852-3000** to request a hearing. Only billing accuracy will be considered; payment plans or waivers are not addressed at the hearing.
- Unpaid utility charges constitute a lien against the property. Any charges over 90 days delinquent as of October 31 may be certified to the County for collection with property taxes.

APPLICANT CERTIFICATION

I certify that the information provided is true and correct to the best of my knowledge and that I understand and agree to the conditions stated above.

Applicant Signature: _____ **Date:** _____

Co-Applicant Signature: _____ **Date:** _____

FOR OFFICE USE ONLY

Account Number: _____

Meter Number: _____

Service Start Date: _____

Deposit Required: Yes No

Deposit Amount: \$ _____

Connection Fee Paid: Yes No

Processed By: _____

Date: _____

City of Carlos Water & Wastewater Services

- The water bill includes a flat rate of **\$46 per month**. Each month, the City adds **\$1.26** to each bill to reimburse itself for the **\$15.12 annual fee** charged by the Minnesota Department of Health for testing services. In addition, the City adds approximately **\$1 per month** once each year in February to reimburse itself for the permit fee charged by the Minnesota Department of Natural Resources for removing water from the aquifer.
- Sewer service is supplied to each location in the City and is included in the monthly bill at a flat rate of **\$29** (not metered).
- All drinking water supplied in the City is metered. Meters are read monthly during the last week of the month. Water usage is billed at **\$5.50 per 1,000 gallons**, or a prorated portion thereof.
- The first billing will include a **\$30 connection fee** for new services for owners or tenants.
- Bills are generally delivered via mail or email by the **15th of each month**.
- For rented residences where both the landlord and tenant wish to receive a copy of the bill, a **\$1 per month duplicate billing fee** will be added. However, in the event of nonpayment by the tenant, the landlord is ultimately responsible for the water bill for the property. The landlord may choose to have only one bill sent.
- If you choose, payments may be made via **automatic withdrawal** from a checking or savings account on the **25th of each month** at no additional charge. If the 25th falls on a holiday, the withdrawal will occur on the next business day.
- You have the option of receiving your bill via **email**.
- If you choose both email billing and automatic payment, you will receive a **one-time \$6.00 credit** on your next month's bill.
- Any amount remaining due on the combined water and sewer bill after the **5th of the following month** is considered late and will be assessed a **10% late charge**.
- Average water usage for homeowners in the City of Carlos is approximately **3,300 gallons per month** for a household of 2–4 members.
- Turning water on or off at the curb stop is subject to a **\$30 fee**. If the City shuts off water due to nonpayment, a **\$75 reconnection fee** will apply.
- City office hours are **8:00 a.m.–4:30 p.m., Monday–Thursday, and 8:00 a.m.–12:00 p.m. on Friday, or by appointment**.
- For questions, please contact **Donna Eveslage, Clerk/Treasurer, at 320-852-3000, or Kalin Hacker, City Public Utilities, at 320-760-0592**.