

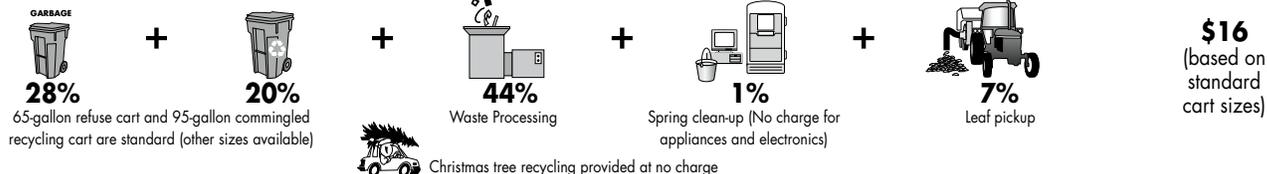
QUALITY SERVICE AT A REASONABLE COST

About your Mankato utility bill

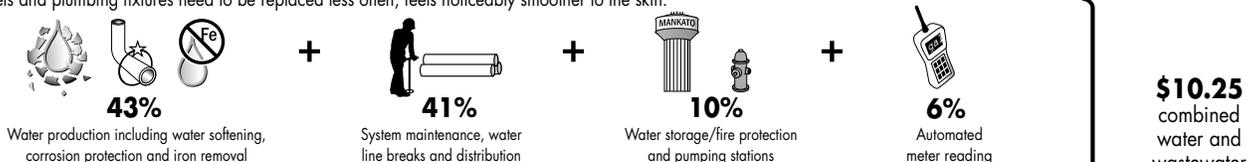
Services and how fees are used

Monthly rate

Curbside recycling and refuse pickup – The city of Mankato works to keep rates affordable year after year. Did you know that more than 85 percent of refuse collected by the city of Mankato is recycled and processed for reuse, and less than 15 percent is placed in landfills?



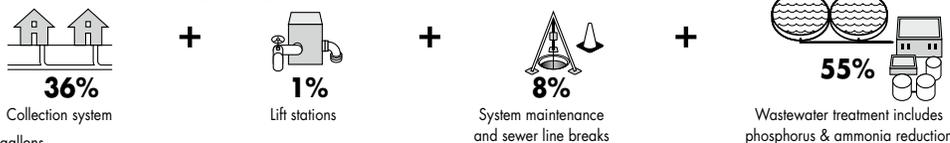
Water – Mankato's water exceeds all federal and state water quality standards. Shallower collection wells make up more than 50 percent of the supply, so it conserves deep well aquifer water resources. The city of Mankato softens the water to reduce the effects of minerals, such as calcium and magnesium. Benefits of water softening for Mankato water users: use less detergent; efficient water heating; showers, faucets and plumbing fixtures need to be replaced less often; feels noticeably smoother to the skin.



Note: Cost of service for residential units with more than one unit is \$9.05. A \$1.20 billing fee will only be applied to first residential unit for any residential unit that has more than one residence (i.e., apartment complex). The first unit is charged \$10.25. Each residential unit thereafter is charged \$9.05.

Commercial, industrial, government and non-profits cost of service is based on meter size.

Wastewater – Mankato is a state leader in meeting wastewater quality standards. Mankato's water reclamation facility provides advanced wastewater treatment. The city's partnership with Mankato Energy Center to use recycled wastewater protects our groundwater resource. The effort results in an extremely low phosphorous discharge into the Minnesota River. Citizens are realizing a savings of at least \$10 million for this first-of-its-kind agreement in Minnesota.



*1 unit = 100 cubic feet = 750 gallons

Street lights – Street and signal lights are provided for pedestrian and vehicle safety.

Note: Residential units with two or three units charged **\$3.25**; four or more units charged **85 cents** per unit.

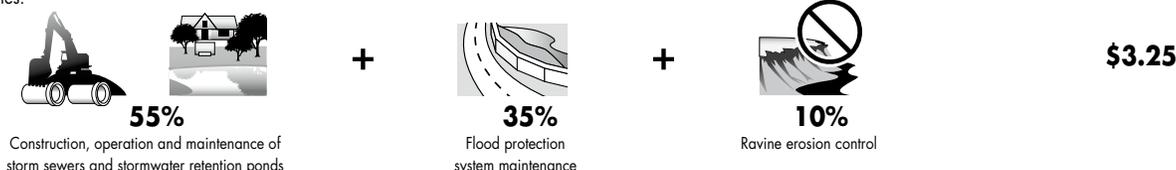
Non-residential units above 75 feet are charged **5 cents** per foot.

Government and non-profits are charged 5 cents per foot.

Commercial and industrial above 75 feet are charged 5 cents per foot.



Stormwater – Stormwater utility fees finance environmental solutions related to stormwater for soil preservation and protection of rivers and lakes and to meet federal and state environmental mandates.



Non-residential buildings add \$1 for each 1,000 sq. ft. over 10,000 sq. ft.

Important information

Auto-pay discount

A benefit of selecting auto-pay (ACH debit) is a \$2 per month reduction in your utility bill. Simply go to www.mankatomn.gov, print and complete the online form and return it to the city of Mankato at 10 Civic Center Plaza, Mankato, MN 56001. It's also important to attach a voided check for checking or a deposit slip for savings to verify where the automatic payment will be taken from.

Paperless billing discount

By selecting the paperless billing option, a \$1 per month reduction will be applied to your utility bill. Sign up by sending an email to: waterbilling@mankatomn.gov, or telephone staff at 311 or 507-387-8600.

Rental property utility billing

Rental properties that are separately metered can be in a renter's name if the renter is signed up for auto-pay (ACH debit) and paperless billing. Since property owners are ultimately responsible for the utility bill, they must also provide an email address and sign up for paperless billing so they receive a copy of the tenant's bill.

Late payment/unpaid balance fee

If total amount due is not received before next invoice is generated, the account is assessed a \$5 late payment/unpaid balance charge plus 1 percent interest on any unpaid balance.

Fees for returned checks or insufficient funds

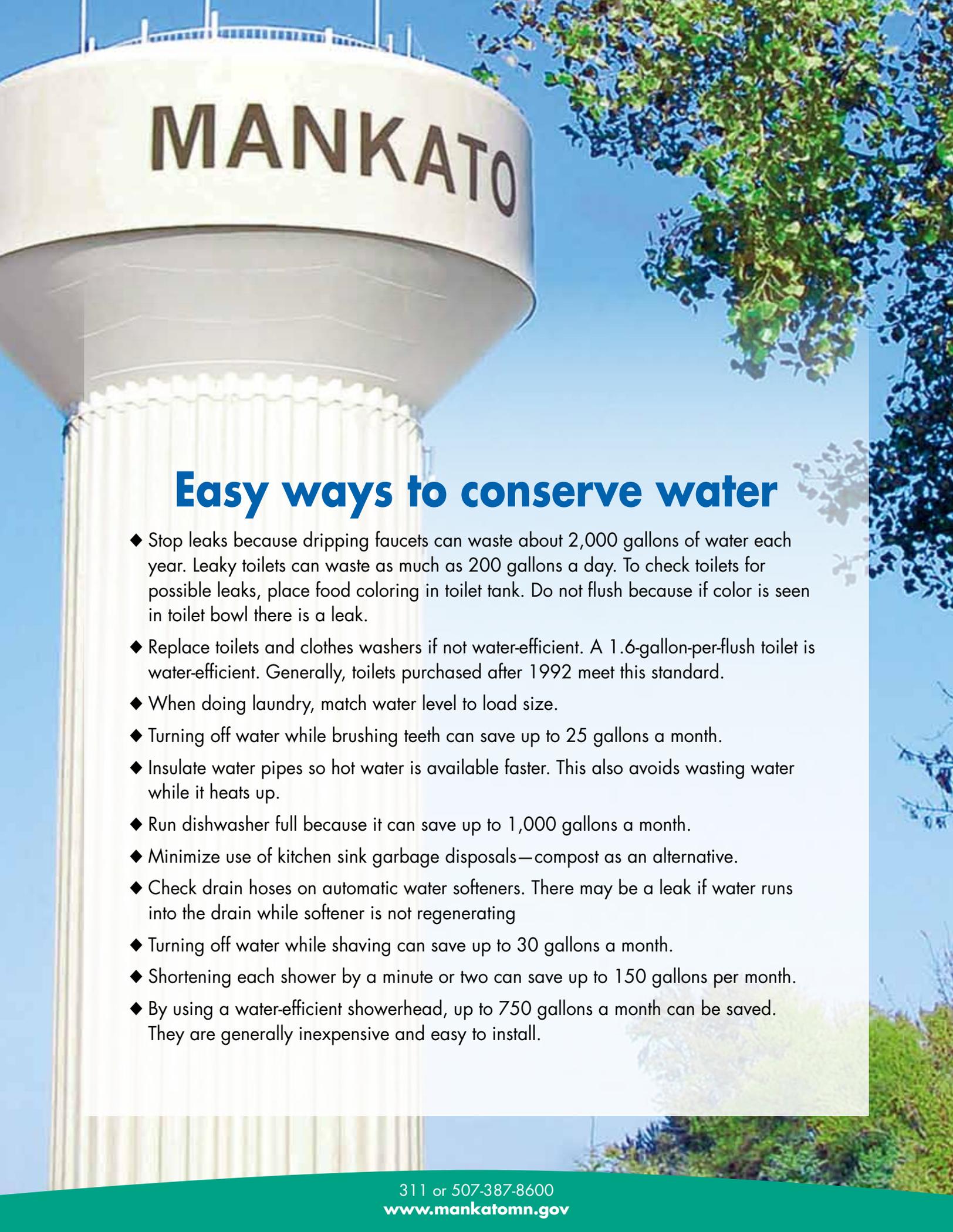
A \$30 fee is charged for any check not honored by a customer's bank or financial institution. Customers may also be charged a fee for insufficient funds.

Utility shut-offs

If utility payments are not made after three consecutive months, the city may shut off utility service. To restore utilities, \$75 is charged from 8 a.m. to 4:30 p.m., or \$135 after hours.

Assessment of utility bill

Outstanding utility bill balances not paid for three consecutive months may be assessed to property owner.

A tall, white, cylindrical water tower with the word "MANKATO" written in large, dark letters across its upper section. The tower is set against a clear blue sky with some green foliage visible on the right side.

MANKATO

Easy ways to conserve water

- ◆ Stop leaks because dripping faucets can waste about 2,000 gallons of water each year. Leaky toilets can waste as much as 200 gallons a day. To check toilets for possible leaks, place food coloring in toilet tank. Do not flush because if color is seen in toilet bowl there is a leak.
- ◆ Replace toilets and clothes washers if not water-efficient. A 1.6-gallon-per-flush toilet is water-efficient. Generally, toilets purchased after 1992 meet this standard.
- ◆ When doing laundry, match water level to load size.
- ◆ Turning off water while brushing teeth can save up to 25 gallons a month.
- ◆ Insulate water pipes so hot water is available faster. This also avoids wasting water while it heats up.
- ◆ Run dishwasher full because it can save up to 1,000 gallons a month.
- ◆ Minimize use of kitchen sink garbage disposals—compost as an alternative.
- ◆ Check drain hoses on automatic water softeners. There may be a leak if water runs into the drain while softener is not regenerating
- ◆ Turning off water while shaving can save up to 30 gallons a month.
- ◆ Shortening each shower by a minute or two can save up to 150 gallons per month.
- ◆ By using a water-efficient showerhead, up to 750 gallons a month can be saved. They are generally inexpensive and easy to install.