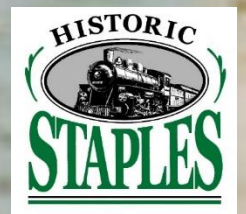


City of Staples



New Resident Information

Summary of Residential Utility Rates - 2025

Electric

\$18.00 monthly service availability charge

\$0.1400 per KWH – June - August

\$0.1160 per KWH – September - May

There is also a 5% Franchise Fee on electric charges

State of Minnesota, City of Staples, and Todd/Wadena County sales tax where applicable

Dual Fuel Heating

\$6.00 monthly service charge

\$0.1330 per KWH – June - August

\$0.0540 per KWH – September - May

There is also a 5% Franchise Fee on electric charges

State of Minnesota, City of Staples and Todd/Wadena County sales tax where applicable

Water

\$15.25 monthly service availability charge for 5/8" and 3/4" meters

\$3.15 per 100 cu. ft.*

\$0.81 monthly fee for Safe Drinking Water Fee per MN Department of Health

State of Minnesota and Todd/Wadena County sales tax where applicable

Sewer

\$16.00 monthly service availability charge for 5/8" and 3/4" meters

\$6.00 monthly debt service charge for 5/8" and 3/4" meters

(Fee implemented on 1/1/2020 to fund the Wastewater Treatment Facility. Effective through 12/31/2050.)

\$3.65 per 100 cu. ft.*

*100 cu. ft. equals about 748 gallons

Note: this is a summary of typical residential charges. Your rates may differ depending on your meter size, classification, etc. Contact City Hall for the complete fee schedule.

Note: For most water meters, and some electric meters, a multiplier is used. Most residential water meters have a multiplier of 10, so every full turn the meter makes is 10 cu. ft. If you are examining the previous and current readings on your bill, and they do not equal what the consumption on the bill states, your water meter most likely has a multiplier.

Deposit Policy

The purpose of the utility deposit is to provide a monetary security to ensure all bills are paid in full by the due date, and to draw upon in the event a customer does not remit payment for any utility charges.

All customers are required to make a deposit per the Utility Customer Deposit Policy. Homeowners may request their deposit back after 24 months if their account has been in good standing for that time.

Deposits for renters will stay on their account until they move.

A customer's final bill will be deducted from their deposit and the remaining amount will be mailed out in the form of a check within 45 days of the final bill.

Deposits shall bear interest at the rate announced by the Minnesota Department of Commerce by December 15th of each year and will be paid at least annually as a credit against the customer's bill.

Residential Deposit Rates

Electric	\$190.00
Electric Heat	\$100.00
Water	\$60.00
Sewer	\$50.00

Note: this is a summary of the deposit policy. Contact City Hall for the complete policy.

Utility Billing, Collection, and Disconnect Policy

Utility bills are available the last day of the month and are due on the 15th unless it falls on a weekend or legal holiday. In that case, bills will be due the next business day.

A penalty of 10% shall be added to and become part of all past due bills. A notice of delinquency is mailed out soon after with a date for disconnection.

Utility bills remaining delinquent by the date of disconnection are subject to have their utilities disconnected for nonpayment beginning at 9:00 a.m. on that day.

The City will not disconnect the utility service of a residential customer during the period between October 1st and April 30th *if* the customer fills out a Winter Disconnect Protection form and follows through on their payment plan. Contact City Hall to receive a form.

Pay online at <https://www.municipalonlinepayments.com/staplesmn>



How to Read Your Utility Bill

Example Bill



City of Staples
122 6th St NE
Staples, MN 56479
(218) 894-2550



Account Number	AMOUNT DUE
01-000000-01 7	\$296.86 4
Due Date	After Due Date Pay
4/17/2023	\$324.68 5
Service Address	
123 4TH ST NE	

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.



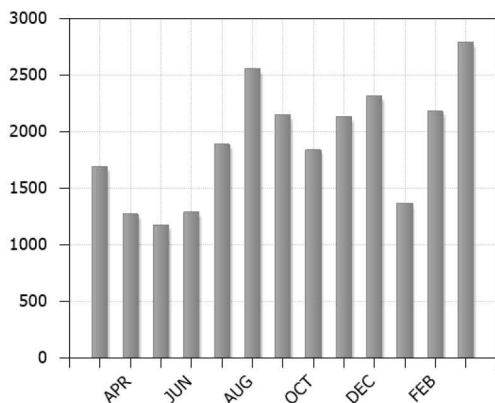
JOHN DOE
PO BOX 123
STAPLES MN 56479

8

City of Staples
122 6th St NE
Staples, MN 56479

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name		Service Address		Account Number		
JOHN DOE		123 4TH ST NE 1		01-000000-01		
Status	Service Dates 6		# Days	Bill Date	Penalty Date	Due Date
	From	To				
Active	2/13/2023	3/23/2023	38	3/27/2023 2	4/18/2023	4/17/2023



CURRENT	PREVIOUS	USAGE
18,304	18,197	1,070
29,860	29,140	720
12,590	11,590	1,000

PREVIOUS BALANCE	\$247.02
PAYMENTS	(\$247.02)
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00
WATER	48.96
ELECTRIC	42.00
FRANCHISE FEE	2.10
ELECTRIC	123.00
FRANCHISE FEE	6.15
WATER CONNECTION FEE	0.81
SEWER	55.06
1 DEBT SERVICE	6.00
Tax	\$12.78
CURRENT BILL	\$296.86
AMOUNT DUE	\$296.86
AMOUNT DUE AFTER 04/17/2023	\$324.68

3

How to Read Your Utility Bill continued...

1. Address the utilities are at.
2. Date the bill was printed.
3. Bill information
 - a. PREV BALANCE – balance from the previous month.
 - b. PENALTIES – any penalties accrued the previous month from late bills.
 - c. PAYMENTS – any payments made from the last bill date to the date this bill was printed.
 - d. BALANCE – rollover balance from the previous month. This can include a credit amount (a credit amount means you have paid more than your bill has been).
 - e. DEBT SERV – monthly Debt Service Fee everyone who has sewer is required to pay for the new Wastewater Treatment Facility. Amounts vary by meter size.
 - f. WTR CONN – Safe Drinking Water Connection Fee the MN Department of Health requires every household with a water connection to pay.
 - g. ELECTRIC – includes the monthly service fee and usage charges.
 - h. FRANFEE – A Franchise Fee is the rent that a utility pays to the City to use the right of way for its lines, poles, transformers, etc. The fee helps the City pay for maintenance of the streets, right of ways, and easements that utilities operate within.
 - i. WATER – includes the monthly service fee and usage charges. Your usage may not equal the present reading minus the previous reading. Most residential water meters have a multiplier of 10 on it, so after subtracting the reading you have to multiply it by 10.
 - j. SEWER – includes the monthly service fee and usage charges based off the water usage.
 - k. TAX – The state sales tax rate in Minnesota is currently 6.875%. Todd County and Wadena County have a sales tax of 0.50%. The City of Staples has a sales tax of 0.50%.
 - l. CURRENT CHARGES – This only shows up if you have a past balance, whether that's money owed or a credit on the account. This line shows the current charges for the month, not the total amount due.
4. Amount that is due by the due date shown.
5. Amount that is due if not paid by the displayed due date.
6. Meter reading dates. We read middle of the month to middle of the month. Reading dates may vary by several days compared to the previous month.
7. Account number.
8. Mailing address.

If your bill has a negative amount in the "AMOUNT DUE NOW" section (ex. 126.23 -) that means you have a credit balance. A credit means the account has been overpaid, and you have credit amount left to go towards future bills. *It does not mean you owe this amount.* In addition to the negative amount, your bill will say "CREDIT BALANCE".

Rights & Responsibilities – MN Cold Weather Rule

NOTICE TO ALL RESIDENTIAL CUSTOMERS –

The Minnesota Cold Weather Rule is designed to protect people who may have trouble paying their utility bill in winter. The Minnesota Cold Weather Rule applies from October 1 to April 30, and means that your utility cannot disconnect your residential electric service during the winter if the customer meets **all** of the following requirements:

- Utility disconnection would affect the customer's primary heat source;
- The customer has declared the inability to pay on forms provided by the utility. (Note: customers receiving any form of public assistance, including energy assistance, are deemed to have qualified for inability to pay status);
- The customer enters into and makes reasonably timely payments under a payment agreement that considers the financial resources of the household;
- The household income of the customer is less than 50% of the state median income level;

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance.

Contact information for assistance is located on the last page of this booklet.

Specifically, the Cold Weather Rule provides you with these options:

THE RIGHT to declare your inability to pay your utility bill. If you do so, you must enter into a payment schedule with the utility. You will have to provide the utility proof that you are unable to pay and were current in payments to the utility. If you appeal a disconnection, your service will not be disconnected until the appeal is resolved. Appeals are resolved locally.

THE RESPONSIBILITY to complete the Inability to Pay form on the other side of this brochure and return it to the utility within 10 days. If you have proof you are receiving assistance, you do not need to fill out the Inability to Pay form. If you mail this form, or can prove your receipt of public assistance, you must also contact the utility to arrange a payment plan.

THE RIGHT to a mutually acceptable payment schedule with the utility. This payment schedule will cover your existing arrears plus the estimated usage during the payment schedule period. If you are able to pay but still wish to enter into a payment schedule, contact the utility immediately to arrange a schedule. (This payment schedule may be arranged by your designated third party.)

RESPONSIBILITY of making payments as agreed or promptly notifying the utility why you cannot keep the agreement. You may then request that the original payment schedule be changed. Any change is initially subject to the utility's approval.

THE RIGHT to request that the utility notify a third party if your service becomes subject to disconnection. If you have requested third party notification, a copy of this notice has been sent to the third party. The third party will not be responsible to pay your bill, but have the right to contact the City of Staples and provide information or work out a payment arrangement.

Disputes regarding the previously listed actions can be appealed to the City of Staples. Copies of the Cold Weather Rules are available at city hall.

***MN Statute 126B.096 and 126B.097**

If you know you are going to have trouble paying your utility bills, please contact the City of Staples at (218) 894-2550 to work out a payment schedule to avoid disconnection.

Low-Cost/No-Cost Energy Tips:

- Use LED light bulbs wherever possible.
- Cover windows with plastic.
- Close the doors and heat registers in unused rooms.
- Take shorter showers.
- Set your thermostat as low as is comfortable in the winter and as high as is comfortable in the summer.

Miscellaneous Information

Council Meetings

Council Meetings are the 2nd and 4th Tuesdays at 7:00 p.m. Notices of any changes to the date and/or time of council meetings will be published in the Staples World.

Winter Parking Ordinance - Effective October 1st to May 1st

This Ordinance implements calendar, or odd/even type, parking. The Ordinance is based on Street and Avenue house numbers. Odd numbered houses are on the West side of Streets and the North side of Avenues. Vehicles may only park on the even side of Streets and Avenues on even days of the calendar, and may only park on the odd side of Streets and Avenues on odd days of the calendar. This Ordinance is in effect from October 1st to May 1st from 12:00 midnight to 7:00 a.m. You must remember to park according to the calendar date as of midnight. Vehicles violating this Ordinance will be ticketed nightly, regardless of the weather. During snow removal periods, vehicles may be ticketed and towed at the owner's expense. The odd/even parking does not affect the downtown "No Parking 2 a.m. - 6a.m." zones.

For example: If you live at 450 7th St NE and you arrive home at 8:00 p.m. on October 1st, you must park on the even side of the Street or Avenue by midnight because that will be October 2nd, an even day of the calendar.

Open Burning and Yard Waste Disposal

Leaf burning is allowed from October 1st through November 15th for dry leaves ONLY, from 6:00 p.m. to midnight.

Campfires are allowed in City limits. However, campfires must be contained in a ring no larger than 3 feet in diameter and made out of material that will not burn.

Campfires/fall leaf fires cannot be closer than 15 feet to any structure, wood fence, hedge or bush AND not closer than 5 feet from any property line or occur on a street, boulevard, and/or alley.

Other than the situations above, no burning is allowed in the City limits.

As with anything, please use common sense with an in-town campfire ring or fall evening leaf burning. All of us in Staples expect to be able to enjoy the use of our property. As a City, we do not wish to have to enforce the burning rules in a forceful manner, but please know that we will be prepared to do so.

Also, remember that the City maintains a compost site and brush pile located near the Wastewater Plant on the corner of Michigan Avenue and 12th Street NE that is open to the public for disposal of yard waste.

Dogs and Cats Licenses

Dogs and cats are required to be licensed in the City of Staples. They can be registered at City Hall with proof of rabies vaccination and payment of the required fees. Licenses last 3 years and expire on December 31st of the third year.

Building and Zoning Permits

The City of Staples has adopted the Minnesota State Building Code, which requires a building permit for the majority of building projects including but not limited to: new construction, fencing, remodeling, re-shingling, re-siding, mechanical unit replacements, and shed installs.

You can contact Scott Sadusky, the building inspector, at 612-986-7644 for building permit questions or Jerel Nelsen, the City Administrator, at 218-894-2550 ext. 3 for planning and zoning questions.

Miscellaneous Information continued...

Call Before You Dig

Anyone who plans to dig should call **811** Gopher State One Call before digging to request that the approximate location of buried utilities be marked with paint or flags so that you or your contractor don't unintentionally dig into an underground utility line.

Call 811 a few business days before you begin any digging, including common projects like planting trees and shrubs or installing fences and mailboxes. Please wait a few days after the request to allow utilities to respond and ensure that all utilities have indeed responded to your request before breaking ground. Once all utilities have marked their buried lines, you should dig carefully around any utility marks and consider relocating projects that are close to buried utilities.

Visit <http://www.gopherstateonecall.org/> for more information.

Compost Site

There is a compost site available to residents at the corner of 12th St NE and Michigan Ave NE, at the street shop/wastewater treatment plant.

Water Service Line

The homeowner owns the water service line all the way to the connection to the water main. Any issues with this line is the responsibility of the home owner.

Water Meters

The homeowner also owns their water meter. If it has frozen or broke, a new meter will need to be purchased from City Hall. The cost of a ¾" meter is \$140.00. If it is an older water meter, a touch pad that goes on the outside of the house may also need to be purchased for a total of \$150.00 (for the meter and touch pad).

New services may also require tails at \$10.22 each.

**These prices are subject to change.*

Important Phone Numbers

City Phone Numbers

City Hall: 218-894-2550

City Fax: 218-894-2552

Police Emergency: 911

Police Nonemergency: 218-894-1841

Todd County Dispatch Nonemergency: 1-320-732-2157

Community Center: 218-894-2553

Building Inspector: 612-986-7644

Building Inspections: 218-940-1682

Community Contact Information

Staples Public Library: 218-894-1401

www.griver.org

Staples Motley School District: 218-894-5400

www.isd2170.k12.mn.us

Staples Motley Area Chamber of Commerce: 218-894-3974

www.staplesmotleychamber.com

Friendly Rider: 1-888-773-5500

Post Office: 218-894-1954

Other Utilities

Natural Gas:

Minnesota Energy Resources: 1-800-889-9508

Electric:

Todd Wadena Electric Coop: 1-800-321-8932 (for addresses not serviced by the city)

Recycling and Garbage Service:

G&T Sanitation: 218-837-5846

Long Prairie Sanitation: 1-888-878-5578

Waste Management: 1-800-214-6982

Cable TV:

Charter Communications: 1-800-581-0081

Telephone and Internet:

Arvig Communications: 1-866-937-4227

Century Link: 1-800-244-1111

Charter Communications: 1-800-581-0081

Consolidated Telecommunications: 1-800-753-9104

West Central Telephone: 1-800-945-2163

Gopher State One Call: 811 call before you dig

Assistance Programs

Todd County Energy Assistance Program: 320-732-4500

Salvation Army Heatshare Program: 1-800-842-7279

Mahube-Otwa Community Action Partnership: 218-632-3600