



www.tracymn.org
cityoftracy@iw.net

City of Tracy Public Utilities
336 Morgan Street • Tracy, MN 56175
(507) 629-5528 • (507) 629-5530 FAX

CITY OF TRACY PUBLIC UTILITIES CUSTOMER PROCEDURES

Questions or concerns regarding your water or sewer services may be directed to the City of Tracy during regular business hours. Questions or concerns regarding your garbage services may be directed to Southwest Sanitation toll free at (877)798-7274. Questions or concerns regarding your recycling services may be directed to Lyon County Environmental Office at (507)532-8210.

REQUEST FOR UTILITY SERVICE

A customer requesting utility service must provide the following information to the City of Tracy, by completing an application:

- Name of account holder
- Address of requested service
- Billing address, if different from service address
- A \$100 utility deposit
- Date service is to commence

No utility account will be established for any individual or business for which there exists a prior unpaid account balance for prior utility service.

DEPOSITS

Subd 6. DEPOSIT. A deposit of \$100.00 shall be required for rental property before water service hookup is made. Said deposit shall be paid to the City Administrator and shall be returned or credited to the last bill after service is discontinued. A deposit of \$100.00 shall be required from a user reapplying for service whose account was delinquent when service was discontinued.

REQUEST TO TRANSFER SERVICE

An account holder may request a transfer of their existing utility account to a new service address within the City of Tracy service territory. The utility service deposit and any remaining balance from the prior service address will be transferred to the new account and will be subject to the disconnection policy as though a new service address was never requested.

A new deposit may be requested if the previous deposit had been applied to the account balance.

CUSTOMER REQUESTED SERVICE TERMINATION

It is the account holder's responsibility to notify the City of Tracy of the date of final service. A forwarding address must be provided. On the date specified by the account holder, a reading will be made. The remaining and final bills will be calculated following normal procedure. If the City of Tracy is still holding a security deposit, it will be applied to the final bill and any other debt owed to the City of Tracy. A final bill for the outstanding balance or refund check will be sent to the account holder at the forwarding address given by the account holder within 60 days.

PAYMENT – BILLING

The City of Tracy does not pro-rate utility services. If the utility service is requested before the 15th of the month, you will be charged for the services for the entire month plus the actual water usage. If the utility service is requested on the 15th of the month or later, you will not be charged services for the month; however, you will be billed for actual water usage on your first billing. If utility services are requested to be disconnected on the 15th of the month or later, you will be charged for the entire month.

The City of Tracy bills for January services in March; February services in April and so on.

The City of Tracy bills monthly and delivers the utility bills to the U.S. Post Office on the last working day of the month to be payable on the 15th of the next month. After the 15th of the month a 10% penalty is imposed.

NONPAYMENT – LATE PAYMENT, DISCONNECTION – RECONNECTION FEES

Subd 10. The Director of Public Works shall be authorized to shut off the consumer's supply of water, if the consumer's water bill becomes delinquent for a period of thirty (30) days. Before shutting off said water supply, the Director of Public Works shall notify the consumer of such delinquency and that the water supply is to be shut off on account of said delinquency. The Director of Public Works shall turn on said water supply upon the consumer paying the water bill in full, along with such penalties that may have accrued on account of such delinquency. It shall be unlawful for any consumer to cause the water supply to be turned on after the supply has been shut off by the Director of Public Works. Violation of this subdivision shall subject the violator to the penalties hereinafter provided in this Section.

Partial payments, although accepted, will not prevent disconnection of utility service unless other payment arrangements are made with the City of Tracy Administrator.

Subd 5. RECONNECTION FEES. In the event of non-payment, any reconnection of a meter shall require pre-payment of a fee in the amount of \$40.00.

Subd 1a. Whenever a water meter is initially installed or reinstalled in the City of Tracy, Minnesota at the users direction, a connection or disconnection fee in the amount of Thirty Dollars (\$30.00) shall be paid prior to such service for rental property. If a connection or disconnection is requested by an owner/dweller said amount shall be included on the next utility bill. Whenever a water meter is reinstalled Rental residential and commercial properties shall pre-pay the connection fee prior to installation and homestead properties shall pay the connection fee by the next succeeding water billing. The term "installation" shall include the temporary removal and reinstallation of a water meter requested by the resident for any one period of time.