

# 2024

## UTILITY RATES, FEES AND CUSTOMER INFORMATION



**An Equal Opportunity Service Provider**



# CONTACT US

---



DETROIT LAKES PUBLIC UTILITIES  
1025 Roosevelt Ave.  
PO Box 647  
Detroit Lakes, MN 56501

*Billing Information*..... (218) 847-5658

*Report Utility problem  
and after hours and emergency calls*..... (218) 847-7609

*Rebates and Programs*.....(218) 846-7133

*Fax*..... (218) 847-8969

*Email*.....DLPublic@cityofdetroitlakes.com

*Website*.....www.cityofdetroitlakes.com/utilities

# FOR NEW CUSTOMERS

---

## CONNECTION FEES

Application for utility service must be filed at our office, 1025 Roosevelt Avenue, by the customer prior to obtaining such service. A service connection fee of \$15 will be charged when a customer is connected with utility service(s). Also, upon request for service(s) a deposit or credit reference (former utility) will be required.

Owners/landlords will be required to pay the \$15 connection fee when service is transferred to their account. Service will be disconnected if owner/landlord does not request transfer of service to their account.

## SERVICE DEPOSIT POLICY, (Eff. April 1, 2010)

To establish credit with the Detroit Lakes Public Utility, a deposit may be required at the time of application for service. The required deposit will be an amount approximately equal to a two-month average billing (electric, water & sewer), with a minimum amount of \$70. All deposits bear interest at a rate annually set by the Minnesota Department of Commerce and will be credited back to the customer upon one year of good payment history or otherwise held until applied to customer's delinquent account or refunded to upon termination of service, providing all obligations to the Detroit Lakes Public Utility have been discharged.

Customers may obtain service without a deposit if the customer has previously established a satisfactory payment history with the Utility or provides a favorable credit reference from their most recent previous utility (electric, water or gas) within 15 days of the application of services. However, the customer shall be billed a deposit if favorable credit reference is not received within 15 days.

### **Deposits will be required from:**

1. *New* customers with poor or no previous utility credit history
2. *Present* customers
  - a) With poor credit history
  - b) Unpaid utility bills from previous address
  - c) Who have been liable for service disconnection per Detroit Lakes Public Utility rules

A new additional deposit may be required in cases where the deposit has been refunded or where the current deposit is inadequate. All deposits are non-transferable from one applicant to another and are payable only to the original applicant under proper identification.

# PAYMENT OPTIONS

---

1. **Automatic Bank Payment:** Upon customer's request and pre-authorization agreement, the Utility will deduct customer's monthly payment from their checking or savings account on the due date of each month. Customers will also be mailed a copy of bill marked paid for their information and record keeping. This service is free of charge.  
To set up automatic payment contact the Utility Office or log-in to your online utility account.
2. **Pay online** at [www.municipalonlinepayments.com/detroitlakesmn.com](http://www.municipalonlinepayments.com/detroitlakesmn.com)
3. **Levelized Monthly Budget Billing:** Upon customer's request, the Utility will calculate a budget payment plan providing for equal monthly utility payments. The customer should have a minimum of one year billing history, currently have a zero balance and begin the payment plan by July of each year. Monthly payment amounts are reviewed annually with necessary adjustments based on past year usages taking effect with the July billings.
4. **24-Hour Drop Box:** Our Utility also provides the opportunity for the use of drop box depository for your bill payment convenience. One drop box is located just south of the main entrance doors at the City Administration Building, 106 Holmes St E , and another box, which is vehicle accessible, is located just north of the Graystone Complex in the island between the Graystone Plaza and Hwy 10.

You can view your utility bill and usage for the past 12 months by going to:

<http://cityofdetroitlakes.com/account>

## COLLECTION OF ACTIVE ACCOUNTS (EFF. 1-1-98)

Accounts are to be billed on a cycle basis on or about the 10th, 20th and 30th of each month, due and payable 15 days from date of bill. All bills not paid by due date will be assessed a late payment charge of 10% of the unpaid balance.

## ACCESS TO METERS FOR READING, MAINTENANCE OR REPLACEMENT (EFF. 1-1-16)

Employees of DLPUD shall have the right of access to the customer's premises at all reasonable times for the purpose of installing, reading, inspecting, maintaining, or removing any of its meters, devices, or other equipment which is used in connection with the furnishing of the customer's electric and water service. If after two consecutive attempts and leaving a door hanger explaining specific reasons for attempting to access the electric/water meter, an **inaccessible charge of \$20.00 per month** will be charged on the consumer's account until access to the meter is granted.

## PAST DUE AND DISCONNECT NOTICES

---

In accordance with Utility Collection Policy with the Charter of the City of Detroit Lakes, past due accounts are considered a lien against the property and will be the responsibility of the property owner. The first notice of a past due amount is to be mailed **five** days after the due date.

The disconnect notice is to be mailed or delivered **twenty** days after the bill due date. Approximately 48 hours from the time the disconnect notice is mailed or delivered; service will be disconnected if arrangements are not made to pay past due amounts, plus current bill. In the case of tenants, the landlord also receives a duplicate of the disconnect notice.

## RESIDENTIAL WINTER DISCONNECT POLICY, (EFF. 6-1-02)

During the period of October 1 to April 30, we operate under the Minnesota Public Utilities Commission **Cold Weather Rule**, which protects residential customers from disconnection of electric service that affects their primary heat source when the following conditions are met:

1. The disconnection would occur between *October 1 and April 30*.
2. The customer has declared inability to pay on forms provided by the Utility or provides proof of receiving “any form of public assistance”, including Energy Assistance.
3. The household income of the customer is less than 50% of the state median income (as documented by the customer to the utility).

The rule does not totally forbid winter disconnection. It provides protection from shut-off to those who qualify under the rule. Those who qualify are persons who are unable to pay their utility bill, are willing to enter into a payment schedule and their household income is within Cold Weather Rule prescribed limits.

Before disconnecting electric service to a residential customer during the Cold Weather Rule, Detroit Lakes Public Utilities shall provide the following information to a customer:

1. A notice of proposed disconnection.
2. A statement explaining the customer’s rights and responsibilities.
3. A list of local Energy Assistance providers.
4. Forms on which to declare inability to pay.
5. A statement explaining available time payment plans and other opportunities to secure continued utility service.

If Detroit Lakes Public Utilities and a customer who has received a disconnect notice cannot mutually agree upon a payment schedule, the customer may appeal to the Detroit Lakes Public Utilities Commission for a payment schedule. No disconnection will take place if a customer appeal is pending.

# WHO TO CONTACT REGARDING OVERDUE UTILITY BILLS

---

If your Utility bill is overdue, you can contact one of the following agencies:

1. **Collections Department at the City Administration Building.** Temporary office Jan. – May: 106 Holmes Street East, D.L. Permanent Address: 1025 Roosevelt Avenue, Detroit Lakes, MN 56501. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday. You may stop in or phone 218-847-5658 for an appointment.
2. **Becker County Human Services Department,** Becker County Annex, Detroit Lakes, MN 56501. Office hours are 8 a.m. to 4:30 p.m., Monday through Friday, or for appointment call 847-5628.
3. **Mahube Community Council, Inc.** 1125 West River Road, Detroit Lakes, MN 56501. Office hours are 8 a.m. to 4:45 p.m., Monday through Friday, or call 847-1385 for an appointment.

## COLLECTION OF FINAL AND INACTIVE DELINQUENT ACCOUNTS

1. Final bills will be mailed within ten (10) days of the final reading date.
2. Bills will be mailed to the forwarding address. If no forwarding address is given, the bill will be mailed to the service location.
3. Quick bill finals can be produced within 48 hours after the final reading on a limited basis, upon request.
4. Final bills are due within ten (10) days. This includes final bills belonging to landlords or bills deducted from a tenant's deposit.
5. The homeowner who receives service is responsible for all amounts due prior to the change of ownership. However, if service to a home is disconnected prior to the change of ownership, all past due bills must be paid before the service will be reconnect.
6. 1<sup>st</sup> collection notice mailed **ten** days after billing of final bill (due in 10 days)
7. 2<sup>nd</sup> collection notice mailed **twenty** days after billing of final bill (due in 10 days)
8. 3<sup>rd</sup> and final collection notice will be mailed after **thirty** days

# UTILITY RATES

## *electric*

---

### RESIDENTIAL ELECTRIC (Eff. 1-1-24)

Available to residential customers for domestic uses including heating and cooling, which may be required in single-family dwellings and individually metered apartments, condominiums, town houses, or mobile homes. Service shall be single phase and taken through one meter with no motor to exceed 5 hp in size.

Service Charge.....	\$16/month
All kWh per month used June/July/Aug.....	12¢ per kWh
First 1,000 kWh per month Sept-May.....	10.3¢ per kWh
Balance kWh Sept-May .....	8.1¢ per kWh

### GENERAL SERVICES (Eff. 1-1-24)

Applicable to any customer with single phase or three phase service requirements being taken through one meter with monthly demands of less than 50 KW. Also applicable to multiple residential dwelling units connected through one meter or dwelling units connected through a meter whose main purpose is to serve other than residential domestic uses.

Single Phase Service Charge.....	\$29.00 per month
Three Phase Service Charge.....	\$41.00 per month
All kWh used June/July/Aug.....	11.2¢ per kWh
All kWh Sept-May .....	9.5¢ per kWh



# UTILITY RATES

## electric

---

### TEMPORARY ELECTRIC SERVICE FOR CONSTRUCTION OR SPECIAL EVENTS (Eff. 6-1-02)

Customer shall provide an approved temporary installation including protective devices, wiring, enclosures, raceways, outlets, and meter socket as necessary. Any customer requiring a temporary service in excess of 200 amps shall be charged an additional fee based on actual additional costs to the utility. Non-metered, single-phase service may be available at the discretion of the utility for temporary service usage, which does not exceed three (3) days. All metered temporary usage shall be billed the customer under the applicable rate schedule.

Single Phase.....	<b>\$.30 per installation</b>
Additional non-metered charge.....	<b>\$.15 per day of service</b>
Three Phase/existing transformer.....	<b>\$.50 per installation</b>
Three Phase requiring transformer.....	<b>\$.250 per installation</b>

### SERVICE RECONNECTIONS (EFF. 1-1-22)

Reconnection of utility services upon a customer's request or as a result of a disconnection for nonpayment of bill shall be subject to the following charges during normal working hours from 8:00 a.m. to 3:30 p.m., Monday through Friday. If disconnect is due to non-payment, payment must be received by 3:00 PM to be reconnected that day; no reconnections will be done after 3:30 PM May 1<sup>st</sup> through October 1<sup>st</sup>. No payments will be taken at the property site, payments must be made prior to dispatching reconnection.

If a service disconnection must be made other than at the meter (pole, underground pedestal, or transformer) an additional **\$50.00** charge applies for the reconnection of the service.

### WATER SERVICE RECONNECTION

Reconnection within 10 days from date of disconnection.....	<b>\$40.00</b>
Reconnection after 10 days.....	<b>\$130.00</b>

### ELECTRIC SERVICE RECONNECTION

Reconnection within 10 days from date of disconnection.....	<b>\$40.00</b>
Single phase service reconnected after 10 days.....	<b>\$70.00</b>
Three phase service reconnected after 10 days.....	<b>\$110.00</b>

An additional \$60 shall be charged for any requested disconnection or reconnection made outside of normal working hours. No charge shall be made for disconnections made during normal work hours

# UTILITY RATES

## electric

### LARGE COMMERCIAL SERVICE (Eff. 1-1-24)

Applicable to all customers who average 50 kW demand or more per month during any previous 12-month period or over 50 kW demand or more per month during any consecutive six-month period. The customer shall utilize energy as closely balanced on all three phases as practical. The combined power factor of load shall not be less than 95 percent lagging; if power factor is less, the City reserves the right to adjust kW demand in the ratio that 95 percent bears to the actual power factor. The billing demand is the maximum demand in kilowatts as measured during the 15-minute period of the customer's greatest usage during the month.

Service Charge.....	\$68.00 per month
All KW Demand used June/July/Aug.....	\$21.90 per kW
All KW Demand Sept-May.....	\$17.50 per kW
All kWh per month.....	4.3¢ per kWh

*Note: Minimum monthly bill of \$155.00 will be charged even if service is disconnected*

### AREA LIGHTS (Eff. 1-1-24)

	<u>Unmetered/per month</u>	<u>Metered/per month</u>
100 Watt HPS.....	\$ 8.30.....	\$ 4.85
250 Watt HPS.....	\$ 14.20.....	\$ 6.35
400 Watt HPS.....	\$ 19.75.....	\$ 7.45

### PURPA RATE (Eff.1-1-24)

To be paid for all energy produced by distributed energy resources that are generated above and beyond what the customer uses on their premises. This will be available to all customers that have entered into a Distributed Generation Agreement with Detroit Lakes Public Utilities and Missouri River Energy Services

All kWh per month.....	3.06¢ per kWh
------------------------	---------------

# UTILITY RATES

## electric

---

### OFF PEAK HEATING (Eff. 1-1-24)

Available to all electric heating customers with acceptable dual fuel or storage heating systems capable of maintaining living or working temperatures throughout the heated area for 10 continuous hours during controlled periods. All electric heat within the customer’s designated Off-Peak area shall be controlled and shall be no less than 8 kW per installation. Service under this rate shall be metered separately from the customer’s standard rate schedule and all such systems shall require approval by the Public Utilities Department prior to service.

Service Charge.....	\$5.00 per month
All Kwh per month used Sept-May.....	4.9¢ per kWh
All Kwh per month June/July/August.....	12¢ per kWh

### THERMAL ENERGY STORAGE (Eff.1-1-24)

This rate applies to commercial Thermal energy Storage chiller with a minimum 125 kW of load. The chillers must be used in cooling commercial building envelopes. The unit must be controlled by Detroit Lakes Public Utilities (DLPU) for at least 7 hours during the peak times of day. A DLPU load control receiver shall be installed to verify operations do not occur during peak events. The rate for these units will be the Off-Peak rate for the corresponding year:

Controlled Thermal Energy Storage Rate .....	4.9¢ per kWh
Service Charge per month .....	\$41.00

### IRRIGATION – TIME OF USE (Eff. 1-1-24)

Applicable to customers for irrigation purposes with a minimum load of 50 kW supplied through one meter. Rate does not apply to energy consumption not directly related to the purpose of irrigation.

Service Charge .....	\$135.00 per Month
----------------------	--------------------

- All kWh per month consumed between the hours of 8:00 p.m. until 10:00 a.m. of the following day – @ 6¢ per kWh.
- All kWh per month consumed between 10:00 a.m. and 8:00 p.m. of a day @ 60.0¢ per kWh.

No monthly service charge shall be required if disconnection of service has been made at the request of the customer. Reconnection of service shall then only be made upon request of customer and upon \$100 being charged to customer for such reconnection.

# UTILITY RATES

## electric

### CONTROLLED WATER HEATER (Eff. 6-1-02)

A credit of **\$2.00 per month** to customers operating water heaters allowing utility load management control of heater. Not available to customers taking advantage of other utility sponsored electric water heater incentives or rebate programs.

### CONTROLLED CENTRAL COOLING UNIT (Eff. 1-1-16)

A credit of **\$6.00 per month** will be issued to customers operating residential air conditioning units allowing load control management of the compressor. The credit will be available for energy used for the months of June, July and August and will be credit on the customer’s bill. For information contact Energy Services Specialist at 218-846-7133.

### BRIGHT ENERGY CHOICES (Eff. 1-1-21)

For customers who wish to purchase energy from 100 % carbon free resources, DLPU can make arrangements for delivery of the required energy above the renewable energy provided through current power supply. The additional renewable energy will be provided by Renewable Energy Certificates:

Carbon Free Energy Rate Adder.....0.001 per kWh

### POWER COST ADJUSTMENT (Eff. 1-1-16)

A Power Cost Adjustment (PCA) shall increase all kWh rate charges on billings in any month in which the City’s actual wholesale power and transmission costs exceed a base cost of 7.9¢ per kWh in June, July, and August, 6.5¢ per kWh in December, January, and February and 5.7¢ per kWh in all other months, with such increase adjustment being the difference exceeding base cost.

### REBATES

Residential Rebates		
Equipment	Specifications	Rebate
Home EV Charger	Level 2 ChargePoint Charger	\$150-\$500
Air Purifier	Energy Star	\$25
Clothes Washer	Energy Star	\$25
Dehumidifier (Portable)	Energy Star	\$25
Dehumidifier (ducted, whole house)	Energy Star	\$200
Central Air Conditioner	See application for detail	\$150-\$400
Room Air Conditioner	Energy Star	\$25
Mini-Split Air Conditioner	See application for detail	\$150-\$200
LED Recessed Can Fixture	Energy Star	\$2
Smart Thermostat	Energy Star	\$25
ECM Hot Water Recirculating Pump	See application for detail	\$75-\$900
Qualifying Heating/Cooling Equipment	See application for detail	varies
Heat Pump or AC Tune-Up	See application for detail	\$30
Controlled Water Heating	Min 50 gal. electric water heater	\$2/month
Heat Pump Water Heater	Energy Star	\$150
Cooling Bill Credit	Central A/C, heat pump or mini split system	\$6/month (June-Aug)

Commercial rebates are also available. Please visit our website at [cityofdetroitlakes.com/utilities](http://cityofdetroitlakes.com/utilities) or [brightenergysolutions.com](http://brightenergysolutions.com) for more information.

# UTILITY RATES

## water

---

### GENERAL WATER RATES (Eff. 1-1-24)

Applicable to all residential, commercial, and industrial customers.

Each water customer shall be charged a monthly service charge, as established according to size of meter, and a commodity charge based upon consumption.

### RESIDENTIAL COMMODITY CHARGES

First 800 cu. ft. (8 units) per month.....	\$2.49 per 100 cu. ft. (1 unit)
Balance per month.....	\$2.89 per 100 cu. ft. (1 unit)

### NON-RESIDENTIAL COMMODITY CHARGES

First 2000 cu. ft. (20 units) per month.....	\$2.49 per 100 cu. ft. (1 unit)
Over 2000 cu. ft. (20 units) per month.....	\$2.69 per 100 cu. ft. (1 unit)

### MONTHLY RESIDENTIAL WATER METER SERVICE CHARGE

Meter Size	Service Charge/month
5/8 & 3/4".....	\$17.70
1".....	\$35.00
1 1/2".....	\$61.00
2".....	\$92.00
3".....	\$187.00
4".....	\$288.00
6".....	\$565.00

**\*Water meters that have not been updated and are not being read by Automated Meter Reading, will be charged a Meter Technology Fee of \$85.00 per month.**

***\*1 Unit is equivalent to 100 cu. ft. or 748 gallons***

# UTILITY RATES

## water

---

### RESIDENTIAL AND NON-RESIDENTIAL OUTDOOR WATER RATES (Eff. 1-1-24)

When a customer requests metering for outdoor watering only with no corresponding wastewater charges, the following procedure will be followed:

1. A separate water meter with remote reading capability and piping is to be installed in such a manner that the outdoor water system cannot be interconnected to a domestic system.
2. The outdoor metering and piping shall be inspected and approved by the Public Utility personnel before use of the system is authorized.
3. All costs of installation and 50% of the meter costs are to be paid by the customer.
4. Any use of the outdoor watering system which results in water entering the wastewater system of the Public Utility will be charged to the customer based upon wastewater rates in effect at the time of use.
5. All charges for water used in the system and service charges in effect will be billed at rates, which are in effect at time of use.

### MONTHLY OUTDOOR WATER METER SERVICE CHARGE

Meter Size	Service Charge/month
5/8 & 3/4" .....	\$5.00
1" .....	\$5.00
1 1/2" .....	\$8.00
2" .....	\$12.00
3" .....	\$24.00
6" .....	\$44.00

All cu. ft. per month.....**\$3.08 per 100 cu. ft. (1 unit)**

*Please call 218-847-7609 to request an outdoor water meter*

# UTILITY RATES

## wastewater

---

### RESIDENTIAL WASTEWATER RATES (Eff. 1-1-19)

Applicable to all customers with wastewater discharges of less than 500,000 gallons daily or 10,000,000 gallons in one month and who meet all other discharge requirements as per City Code. Customers requiring discharges in excess of the daily or monthly limits or not meeting City Code wastewater requirements shall only discharge into the City system under private rate and upon issuance of special permit.

Each wastewater customer shall be charged a monthly service charge and a commodity charge based upon water consumption. **Beginning 1/1/2019, seasonal residents shall pay the service charge every month regardless of status of account.**

Monthly Service Fee When connected to City water.....\$25.75 per month  
Monthly Service Fee when NOT connected to City water..... \$80.00 per month

Commodity Charge:

First 100,000 cu. ft. (1,000 units) per month.....\$4.85 per 100 cu. ft. (1 unit)

### MULTI-FAMILY RESIDENTIAL RATE (Eff. 1-1-19)

Wastewater Service Charge.....\$20.60 X number of residential units  
All Usage..... \$4.85 per 100 cu. ft. (1 unit)

### NON-RESIDENTIAL WASTEWATER RATES (Eff. 1-1-20)

Applicable to commercial or industrial customers with daily wastewater discharges of less than 25,000 gallons who meet all other discharge requirements as per City Code, and whose business or processes are normally associated with high concentrations of suspended solids, F.O.G or BOD requirements. Customers requiring discharges in excess of the daily limits or not meeting the City Code wastewater requirements shall only discharge into the City system under a private rate and upon issuance of special permit as a Significant Industrial User (SIU).

# UTILITY RATES

## wastewater

### MONTHLY WASTEWATER SERVICE CHARGE (NON RESIDENTIAL)

Meter Size	Monthly Fee
5/8" .....	\$62.00
1" .....	\$92.00
1-1/2" .....	\$154.00
2" .....	\$307.00
3" .....	\$491.00
4" .....	\$981.00
6" .....	\$1,533.00
>6" .....	By SIU Agreement

### COMMODITY CHARGE:

All usage per month.....\$5.25 per 100 cu. ft. (1 unit)

### CHARGES FOR NON-RESIDENTIAL LOADINGS (GREATER THAN DOMESTIC STRENGTH)

Biological Oxygen Demand (BOD), lbs.....	\$1.02/lb.
Total Suspended Solids (TSS), lbs.....	\$0.96/lb.
Phosphorus (P), lbs.....	\$26.11/lb.
Nitrogen-Ammonia (NH3-N), lbs.....	\$23.49/lb.
Fats-Oils-Grease (FOG), lbs.....	\$0.40/lb.

### SEPTAGE AND HOLDING TANK WASTE DISPOSAL FEES (Eff 1-1-19):

<u>Gallons</u>	<u>Septage</u>	<u>Holding Tank</u>
1,000 gallons	\$170.00	\$64.00
2,000 gallons	\$340.00	\$128.00
3,000 gallons	\$510.00	\$192.00
4,000 gallons	\$680.00	\$256.00

### SEWER AVAILABILITY CHARGES (SAC)

SAC charges will be applicable to new customers that require capacity demand that is above and beyond normal residential capacities. Non-residential properties may be charged SAC charges based on estimated maximum daily wastewater flow proportionate to a residential equivalent unit

SAC charges ..... \$1,310.00 per unit



