



Utility User Policies

Services

Hallock Public Utilities provides dependable natural gas, water and sewer services to customers within Hallock city limits. All customers are liable for charges incurred at their billing address. For renters, the tenant is liable for all charges at the address until: 1) they give written notification to the Utility Billing Clerk that specifies the date they will have vacated the property and lists the renter's new mailing address for billing, or 2) they vacate the property, whichever is later. For owners, the owner is liable for utilities until the date of closing of any sale. New customers are required to complete a Utility Service Application + Agreement ensure continued service at their billing address.

Application + Agreement for Services

All new accounts must complete and sign an application and agreement for services for water, sewer, and natural gas services. The application will set forth the rules and regulations of Hallock Public Utilities in respect to the rates and use of utilities by each applicant.

Connection Fee

A \$15 non-refundable connection fee is required for all new water/sewer accounts. A \$15 non-refundable connection fee is also required for all new natural gas accounts.

Service Deposit

All new natural gas customers will be subject to a one-time, \$100 gas deposit. The deposit may be pre-paid or added to the customer's first bill. Customers will be reimbursed their deposit as a credit on their utility bill after six consecutive months of on-time payments.

Billing

Utility meters are read monthly, on or around the 15th. Bills are then calculated and mailed on or around the 20th of the month. Hallock Public Utilities does not intend to extend credit to its customers. Late payments are subject to a 2% penalty on all outstanding charges not paid by the 15th of each month. Customers are granted a one-time grace period from penalty fees.

Delinquent Bills + Shut-Offs

Utility bills not paid by the 15th of each month will be considered delinquent. A late fee of 2% will be assessed to all outstanding charges not paid by the 15th of each month.

Late payment notices will be sent by mail on a quarterly basis (January, April, July, October) to all 60 days (or more) past-due. Each notice will include the billing name, account number and total amount due. Recipients will have ten days to pay the account in full or contact the Utility Billing Clerk to make payment arrangements that bring the account current within 30 days.

In the months of April, July and October (in accordance with cold weather rules), remaining delinquent accounts will have shut-off notices delivered or posted on their doors by the Chief of Police. Customers receiving a shut-off notice must pay their bill in full to avoid disconnection. Once utility service has been disconnected, customers must make payment in full plus a \$15 re-connection fee for water/sewer and a \$15 reconnection fee for gas.



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Hallock Public Utilities will follow state regulations and not disconnect delinquent utility accounts between October 15 and April 15 if the customer uses natural gas as their primary source of heat.

If, prior to disconnection, a customer appeals a notice of involuntary disconnection, as provided by the utility's established appeal procedure, the City of Hallock must not disconnect services until the appeal is resolved.

After 90-days, unpaid bills will be sent to collections, reduced to judgment in small claims court, or assessed to the property owner's taxes.

Payment Arrangements

When possible, the City of Hallock and Hallock Public Utilities wants to work with customers to avoid late payments, penalties, and disconnections. Customers may call the City Offices to obtain contact information for the Energy Assistance program and other potential funding sources. Customers struggling to keep up with utility services are encouraged to contact the Utility Billing Clerk to see if they may be eligible to enter into a written alternative payment arrangements.

All alternative payment arrangements must be documented in writing, signed by all parties, and must specify the date(s) and amount(s) that will be paid. Failure to execute a written pre-arranged payment plan will result in disconnecting service without additional notice.

Appeals + Disputes

Any disputes concerning a utility bill must be brought forth in writing and addressed to Hallock Public Utilities, PO Box 336, Hallock, MN 56728; within thirty (30) days of receipt of the utility bill being disputed. Upon receipt of a dispute, the Utility Department will investigate the dispute promptly, advise the customer of its investigation and results of the investigation, will attempt to resolve the dispute and will not disconnect service until the investigation is completed and the customer is informed of the results of the investigation in writing.

Rental Properties

Owners of rental properties in the City of Hallock will be responsible for all unpaid utility bills accumulated by their renters. Property owners are entitled to copies of their tenant's utility bills at any time. The City of Hallock strongly encourages rental owners to pay utilities directly to the City of Hallock and charge renters.

Responsibilities When Moving

Customers who vacate, or plan to vacate, a property must notify the City of Hallock in writing so that the meters may be read, services can be shut-off and the City can collect an address to send the customer's final bill. If departing customers do not notify the City of Hallock in writing, they will be responsible for any utility usage at the property. If customers should leave an unpaid bill at a property and request service at a later date or location, services will not be connected until past bills have been paid in full.