

Understanding Your New Bill

1. Customer service information to manage your account.
2. Your Delano Municipal Utilities account information.
3. The total amount due for all services is printed here.
4. Message Center - Keep up to date with co-op information in the message center.
5. This area shows a summary of your current account activity, including balance due and due date.
6. Be sure to return the bottom portion of the bill with your payment to ensure proper credit to your account.

#Y 202102

DELANO
MUNICIPAL UTILITIES
WATER & ELECTRIC SERVICE

CUSTOMER NAME | YOUR NAME
Bill Date: 11/30/2021
Account Number: 123456789

Page 1 of 2

Customer Service
TELEPHONE: 763-972-0557
FAX: 763-972-0587
Pay by Phone (844) 937-1841
After Hours Emergency: (851) 229-4054

Email: office@delanomn.us
Web: https://delanomn.us

Message Center
Welcome to Delano Municipal Utilities new bill redesign. We will post important news or energy tips here.

TOTAL DUE
\$362.89
Payment Due By: 12/27/2021

Electric Charges Water Charges Sewer/Storm Charges

Billing Summary

Balance from Last Billing	\$397.38
Payments Received * Thank you!	-\$225.75
Balance Forward	\$171.61

Service Summary

Electric	\$72.58
Water	\$38.40
Average Sewer/Storm Sewer Service	\$80.30
Current Charges	\$191.28
Total Charges Due by 12/27/2021	\$362.89

GO PAPERLESS.
smart hub

Sign up today.
SMART MANAGEMENT. SMART LIFE. SMARTHUB

KEEP Please do not staple payment.
SEND

DELANO
MUNICIPAL UTILITIES
WATER & ELECTRIC SERVICE

11 Bridge Avenue West
P.O. Box 65
Delano, MN 55328-0065
TELEPHONE: 763-972-0557

Bill Date 11/30/2021
Account Number 123456789

Current Charges due 12/27/2021	\$191.28
Past Due Balance	\$171.61
Total Due	\$362.89

Please visit SmartHub or call Customer Service to make changes to your account.

Remit and make check payable to:
Delano Municipal Utilities
PO Box 65
Delano MN 55328-0065

1 2

YOUR NAME
1234 ANY RD
DELANO MN 55328-9245

252120123456789000036289000038202113020217

DELANO
MUNICIPAL UTILITIES
WATER & ELECTRIC SERVICE

The new bill utilizes front and back pages.

Customer Service
 TELEPHONE: (763) 972-0557
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Page 2 of 2
 Email: office@delanomn.us
 Web: <https://delanomn.us/>

Account #: 123456789 Serv Addr: 1234 ANY ROAD

Meter Number	Service Description	Services From	To	Days	Readings Previous	Present	Meter Multiplier	Usage
44444	Residential - Elec	11/01/2021	11/30/2021	29	75855	76374	1	519
55555	Water - Residential - Water	11/01/2021	11/30/2021	29	2083	2089	1	6
	Residential - Sewer - Avg - Sewer	11/01/2021	11/30/2021	29	0	5	1	5

1. Each meter (or light) will be listed individually on the bill. The service description, rate, meter #, readings and usage are printed here.

2. A breakdown of the charges for each service is shown here. Other charges associated with this service will print here.

3. The total for each service is printed at the bottom of each section.

4. A monthly usage graph provides a 13 month look at your service to compare usage.

5. Important information related to your billing or service.

6. Payment options.

DELANO MUNICIPAL UTILITY BILL 763-972-0557

Residential Electric

Kwh Charge \$50.98
 Basic Charge - Electric \$14.00
 Conservation Improvement Program \$0.97
 Mn State Tax \$4.84
 Wright County Tax \$0.34

Total Electric Charges \$70.93

Water - Residential Water

Water Usage Charge \$28.88
 Basic Charge - Water \$9.72

Total Water Charges \$38.40

Total Delano Utilities Charges \$109.33

CITY OF DELANO BILL 763-972-0550

Average Sewer/Storm Sewer Service

Sewer Usage Charge \$88.30
 Basic Charge - Sewer \$8.00
 Storm Sewer Fee \$8.00

Other Charges & Credits

City Fee On Electric \$1.65

Total City of Delano Charges \$81.95

Monthly Usage History and Comparison

Electric Usage - kWh

Water Usage - 1 Unit = 1,000 Gal

PERIOD ENDING 11/2020 11/2021

Avg Daily Temp 37 35
 Avg Daily Electric Usage 17 17
 Avg Daily Water Usage 0 0

LATE PAYMENT/DISCONNECT NOTIFICATION
 Accounts with a remaining balance after the due date receive a reminder/disconnection notice. This notice is issued within 1 to 3 days following the date due. It is the customers responsibility to contact the utilities office to verify scheduled disconnection dates. The utility sends ONE notice only through the U.S. postal service. Accounts which do not respond to a reminder/disconnection of service notice will pay all fees outlined in the notice for re-connection and any deposit required to continue service. The utility will work with the customer within the guidelines and policies established by the Commission to avoid interruption of service.

BILLING DUE DATES
 Current billing charges are due on the 27th of each month.
 ACH Customers have their checking/savings account debited on the 22nd of each month.
 Refer to your reminder/disconnect notice for the due date or contact the utilities office.

Energy Assistance
 Please contact Wright County Community Action 320-983-8500 x 270 or MN Heat Share 763-882-2205 if you are in need of assistance.

RETURN CHECKS
 Any check or Auto Pay which is returned as NSF or account closed will have all applicable return charges applied to their account.

Ways to Pay Your Bill

Mobile App or Online
<https://delanomn.us>

Phone
 (844) 937-1641

Drop Boxes @
 11 Bridge Ave West
 Delano, MN 55328

In Person
 11 Bridge Ave West
 Delano, MN 55328

Billing Programs

Budget
 No surprises. Make even payments all year.

Paperless Billing
 Go Green • Go Paperless
 Sign up on SmartHub

Reminders
 Never make a late payment again. Sign up for reminders on SmartHub.

Auto-Pay
 Your payment is automatically made on the due date each month.