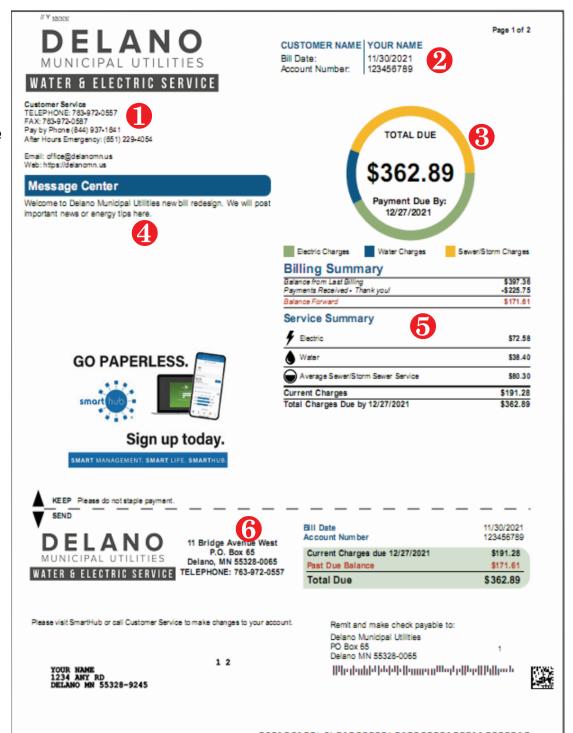
Understanding Your New Bill

- 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.





252120123456789000036289000038202113020217

The new bill utilizes front and back pages.

- 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.

Customer Service Page 2 of 2

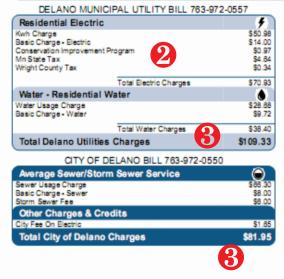
TELEPHONE: (763) 972-0557 Pay by Phone (844) 937-1641 After Hours Emergency: (651) 229-4054

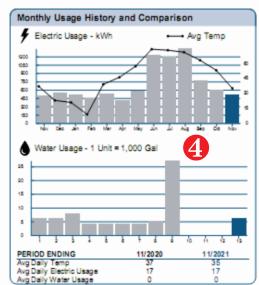
A cocupt #: 1224EE780

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

Serv Addr: 1234 ANY ROAD

AC	Count #: 123456/	09	Serv Addr: 1234 ANT ROAD						
	Meter Number	Service Description	Services		Days	Readings		Meter	Usage
	motor recinion	Opi II de Deportpitori	From	To		Previous	Present	Multiplier	o a a a a
	44444	Residential • Elec	11/01/2021	11/30/2021	29	75855	78374	1	519
	5 5 5 5 5	Water • Residential • Water	11/01/2021	11/30/2021	29	2083	2089	1	8
		Residential • Sewer • Avg • Sewer	11/01/2021	11/30/2021	29	0	5	1	5





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 stoduled 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 320-963-6500 x 270 or MN Heat Share 763-682-2205 if you are in need of assistance.

DETIIDN CHECKS

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









Billing Programs





