



HUTCHINSON

A CITY ON PURPOSE.

**CITY OF HUTCHINSON
HANDBOOK**

for

**WATER, WASTEWATER, AND
STORM WATER UTILITIES**

January 2022

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General Policies



CITY OF HUTCHINSON

WATER, WASTEWATER & STORM WATER UTILITIES

The City Council governs the Water, Wastewater and Storm Water utilities, working closely with the Public Works department. The City Council regularly meets on the 2nd and 4th Tuesday of each month at 5:30 p.m. at City Center, 111 Hassan St SE, Hutchinson, MN 55350. The City Council reviews and approves utility policies. The City Council reserves the right to make changes to the policies, without notice, as it may deem necessary from time to time. The City Council also reserves the right to vary from its policies in any circumstance they deem such variation is necessary or beneficial.

BUSINESS OFFICE HOURS

Monday - Friday 8:00 a.m. to 4:00 p.m.

BUSINESS OFFICE INFORMATION:

Mailing address for business office: City of Hutchinson
111 Hassan St SE
Hutchinson, MN 55350

Customer Service phone number: (320) 234-5672

Project/Environmental/Regulatory Manager: (320) 234-5682

Internet address: hutchinsonmn.gov

EMERGENCY SERVICE

Emergency service telephone number: (320) 234-4272*

* *Dispatchers have access to after-hours utility staff.*

Handbook

The intent of this handbook is to provide comprehensive information about City utility services.

Customers with specific issues relating to utility services provided by the City are encouraged to contact Customer Service.

The intent of this handbook is to provide accurate information regarding City Code, policies, standards and requirements in effect on the date of this handbook. The City reserves the right to change and make exceptions to these requirements at any time. The City can change and make exceptions when, at its sole discretion, the City deems those changes necessary or beneficial. The most recent ordinance, policies and standards adopted by the City Council are in effect, regardless of information contained in this handbook.

Interruptions in Utility service

It is the City's intent to mitigate any interruptions and to restore service in a timely manner. Many factors may affect restoration of utility services including, but not limited to; infrastructure failure, adverse weather conditions, available staff, equipment or other necessary services provided by City staff or contractors.

Utility services may be unavailable during installation or repair of infrastructure. The City is not liable for related deficiencies or failures affecting water, wastewater and storm water utilities. For example, in case of a fire, water may be diverted from private services to ensure adequate water is available for firefighting.

Please notify Customer Service if there is an interruption in service. During regular business hours, please call Customer Service at (320) 234-5672. After regular business hours, please call the Public Works emergency telephone number, (320) 234-4272.

It is the City's intent to provide utility services described in this document. Occasionally, there may be interruptions to service. Customers are responsible for planning for service interruptions and providing protection for themselves and their property resulting from service interruptions.

Utility Ownership

The City retains ownership of all utility mains and related appurtenances, except as otherwise provided for in City Code.

It is unlawful for anyone to:

- a) Willfully or carelessly break, injure, mar, deface, disturb, block or in any way interfere with any infrastructure, fixture or appurtenance related to the provision of utility service.
- b) Make any connection with or opening into, use or alter any municipal utility system in any way, without having first applied for and received written permission to do so.

- c) Turn on or connect to a utility when the same has been turned off or disconnected for reason of non-payment, without having first obtained written permission to do so and having paid any related fees or charges.
- d) Circumvent any meter or meter reading device, knowingly use unmetered services or knowingly use any municipal utility service of which the City has no knowledge and for which appropriate rates are not paid.

Installation of Services

Unless otherwise noted, the customer is responsible for installing utility services between the property served and the city-owned mains, including restoration of any disturbed areas.

Application for and Provision of Service

Contact Customer Service to apply for utility services. Provision of utility services is made only under current rate structures and applicable ordinances, policies, standards and requirements.

Applications must include the legal description of the premises, address of the premises, owner's/customer's name and address, name and address of any contractor, date of installation, general description of the type and method of construction and other information pertinent to the utility service that may be requested by the City.

Connections to municipal water, wastewater and storm water systems are allowed only after the City has certified that connection fees and construction costs for the system have been accounted for. Applicable connection fees must be paid prior to connecting to the utility.

The property owner is considered the customer. Utility service charges remain the property owner's responsibility. If a property owner receives written permission from the City utilities may be billed in the name of the customer.

Installations of new services and final meter readings taken prior to transferring an account from one entity to another are conducted only during normal business hours.

Discontinuation of Service

Utility services may be disconnected, without notice, for installation or repair of utilities, in the event of non-payment of charges or for unauthorized use or tampering with infrastructure and appurtenances. Utility services may also be disconnected if meters or meter reading devices become inaccessible. The City reserves the right to charge the customer for resulting, necessary repairs and to pursue other legal action provided for in City ordinances.

Discontinuation of Service (cont.)

Failure to pay for utility services rendered or to respond to a disconnect notice issued by the City may result in disconnection of services without additional notice to the customer. Neither the City, nor any of its agents, employees or representatives shall be responsible for damages or claims incurred as a result of disconnecting utility services under these circumstances.

Utility services are discontinued whenever:

- a) Application is made by the current customer to terminate provision of utility services.
- b) When existing regulations regarding the utility service are violated.
- c) When charges for service remain unpaid after notice of past due amounts has been provided.
- d) When it is found that customers provided misrepresentative or fraudulent information in connection with their application or their use of utility services.
- e) When utility service infrastructure or appurtenances are tampered with or used without permission.

Discontinuation of Service (October 15 to April 15). Utility services shall not be terminated between October 15 and April 15 if all of the following criteria apply:

- a) Discontinuation of utility service would affect the primary heat source for the dwelling.
- b) The customer has declared the inability to pay for service on forms required by the City.
- c) The household income of the customer is less than 185% of the federal poverty level.
- d) Utility services provided prior to October 15 are fully paid or the customer is current with a previously authorized payment plan.

Unpaid balances for utility services are a lien upon the premises served. The City retains the authority to certify unpaid balances for utility services to the County Auditor for collection along with property taxes.

The City will perform or inspect all service disconnections. Abandoned services shall be disconnected and, whenever feasible, all appurtenances shall be removed between the main and the property served. Disconnections and restoration of disturbed areas are the customer's responsibility. If a service is being abandoned and upsized, customers shall apply for utility service as if they were installing a new service.

Right of Entry

By applying for and receiving municipal utility services, customers irrevocably consent and agree that municipal utility employees acting within the scope of their employment may enter into and upon the private property of the customer, including dwellings and other buildings, at all reasonable times under the circumstances, to inspect, make repairs, read and repair meters and meter reading devices, connect or disconnect services or otherwise ensure provision of utility services in accordance with existing regulations.

Entry into property, except in cases of emergency as determined by the City, shall be made after notifying the customer. If the customer refuses entry under non-emergency conditions, the City may obtain an administrative search warrant to enter the property. In any case, refusal by the customer to allow entry may result in discontinuation of utility services.

Sanitary Sewer and Water Availability (SAC & WAC) Charges

Background

Sewer Availability Charges (SAC) and Water Availability Charges (WAC) are known as *impact or connection* fees. The City of Hutchinson has collected these fees since the mid-1990's, based on land use, number of connections and the area of land parcel at the time of development. This system was revised in 2001 to be based on the most recent Metropolitan Council Environmental Services (MCES) procedures that utilize land use parameters and related SAC units. This procedure more accurately reflects the use of the infrastructure services and has a strong base of use as a fair, acceptable standard.

SAC/WAC Determination

The MCES Procedures Manual defines SAC for sanitary sewer flows into the Metropolitan wastewater system. The City of Hutchinson's policy uses the following definitions:

SAC	Sewer Availability Charge	(Relates to sanitary sewer systems)
WAC	Water Availability Charge	(Relates to water works systems)

Both SAC and WAC will be charged based on the same unit basis, which may be noted separately or together as "SAC/WAC".

For residential uses, such as single-family homes, townhouses, duplex units and most apartments, each housing unit equals one SAC/WAC unit. For residential property uses that differ from a typical unit approach, the MCES procedures and associated property use classifications are applied accordingly. Unless otherwise determined by City staff and approved by the City Council, residential properties will not incur any reductions of the calculated number of units.

For non-residential properties, one SAC/WAC unit is defined as 274 gallons of maximum potential daily wastewater flow volume. Commercial buildings may be assessed SAC/WAC units based on the maximum potential daily wastewater flow value and/or MCES property use classifications (building area basis). Industrial buildings may be assessed SAC/WAC units based on maximum normal daily wastewater flow volume for process areas and maximum potential flow volume for non-process areas and/or MCES property use classifications (building area basis). As determined by City staff, commercial and industrial properties may be granted up to a maximum 50% reduction for additional numbers of SAC/WAC units calculated beyond the initial unit (example, a 5-unit facility could be assessed 3 units, calculated by taking one initial unit + 50% of the 4 remaining units, 1 unit + 2 units = 3 units).

The City Engineer and/or the Planning/Zoning/Building Director will make SAC/WAC unit determinations. Change in demand or use of a property may trigger a redetermination of the unit charge, so additional fees may become due when changes occur. The unit calculations will be based on the MCES SAC criteria and parameters. City staff has the authority and responsibility to vary from the noted criteria and parameters as specific conditions warrant.

SAC/WAC Revenue

SAC/WAC revenues collected by the City are used to help finance infrastructure costs for the City's wastewater and water systems that are not covered by other user fees or assessments. SAC/WAC revenues are utilized for improvements directly related to wastewater and water systems. These improvements include, but are not limited to:

- Trunk system pipe oversizing
- Non-assessable trunk improvements
- Storage facilities, lift stations and other related facilities
- Treatment and production facility modifications, construction or reconstruction
- Debt retirement for related expenses

SAC/WAC Rates

The rates currently charged by the City of Hutchinson have been determined based on a policy of considering both the cost of growth and having new developments or existing property redevelopments pay for improvements required to make wastewater and water service available. Wastewater and water monthly user fees and taxes/assessments for the payment of improvement bond debt service cover the remaining cost of community growth.

SAC/WAC rates are reviewed annually. From time to time, inflationary increases based on the Engineering News Record (ENR) Cost Index and/or indices available from federal or state governments are considered along with any adjustments necessary to comply with City policies or City Council directives. The City Council approves any rate changes as part of the City's Fee Schedule.

Current Rates

SAC (Sewer Availability Charge)	\$2,300 per SAC Unit
<u>WAC (Water Availability Charge)</u>	<u>\$1,750 per WAC Unit</u>
TOTAL SAC/WAC CHARGE	\$4,050 PER SAC/WAC UNIT

SAC/WAC Fee Collection

SAC and WAC fees will be collected with the Building Permit for new construction or plumbing connections that did not previously pay SAC/WAC fees. These fees also apply to expansions of existing buildings, redevelopment of existing City parcels and for significant changes in building use or zoning that result in the need to increase the size or use of wastewater collection and water distribution systems.

Utility Billing



Rates & Charges

Rates and charges for water, wastewater and storm water services are determined and amended by the City Council. Every year rates and charges are adopted by Ordinance. The most recent utility rate fee structure is available on the City's website at:

<https://hutchinsonmn.gov/departmentsfacilities/finance/water-wastewater-garbage-storm-water-billing/>

Payment of Utility Bills

IT IS THE CUSTOMER'S RESPONSIBILITY TO PAY BILLS ON TIME AND IN FULL.

IT IS THE CUSTOMER'S RESPONSIBILITY TO KEEP THE CITY ADVISED OF ANY ADDRESS CHANGES OR CHANGES IN OWNERSHIP STATUS.

Payments are due by the date shown on the statement. Payments may be made by cash, check, money order, credit card or automatic bank payment plan. Checks, money orders and credit card payments must be for the exact amount. No change will be given for checks, money orders or credit card transactions. No second party or post-dated check will be accepted. Checks will be deposited as soon as practicable after they are received.

Charges for utility services, non-sufficient funds and other charges or fees relating to the account must be paid in order to keep the account current. Payments are applied first to outstanding balances for services, then to fees and other charges due and finally to current utility services.

During business office hours, customers may present payments to Customer Service, located at City Center, 111 Hassan St SE, Hutchinson, MN 55350. Payments may also be made at one of the drop boxes provided at Cashwise Foods or at the Hutchinson City Center.

If you have trouble paying your utility bill, local agencies may be able to provide payment assistance. The State Department of Human Services recommends that you call the county in which you live.

If you are unable to pay your utility bills in full and on time, please contact Customer Service at (320) 234-5672 as soon as possible to discuss a satisfactory payment schedule.

Utility Bills

Utility bills include: the account number, present and previous meter readings, dates the meters were electronically read, amount of utility service used, number of days between meter readings, amount charged for each utility service item, taxes and other required fees, utility account adjustments, any miscellaneous adjustments and/or charges, the date payment is due and the total amount due.

Meters are read automatically via radio signals about every 30 days. Estimated meter readings based on account history may be used if access to meter readings is not possible or if the meter has stopped working.

Explanation of the Billing Procedure

Bills for utility services are typically sent to the address provided in the application approximately 3 to 5 days after meters have been read.

Customers have approximately 10 days to pay the bill in full before or on the due date printed on the bill. Bills paid after the due dates may be subject to the following additional charges:

- Late payment charge on any unpaid balance
- A processing fee for electronic payments
- A processing fee for payments received after the due date
- A processing fee if a check is returned for non-sufficient funds
- Other charges, including but not limited to:
 - a. Trip charges to notify a customer to make payment.
 - b. Trip charges to disconnect utilities.
 - c. Trip charges to reconnect utilities after payment has been received.

Notices of pending disconnection for non-payment are highlighted at the bottom of the billing statement and are also made by separate notice. Notices specify a timeframe to pay the bill or to make other satisfactory arrangements. If full payment or other arrangements have not been made by the deadline, the City may disconnect utility services (see also disconnection of services section).

Automatic Bill Payment Plan

Customers may apply to make payments directly from their account. Customers must fill out an Authorization for Automatic Payment form supplied by Customer Service. Once approved, payments are withdrawn on the date the bill is due. Customers will receive monthly utility statements indicating the payment amount and date that funds will be withdrawn. Contact Customer Service before the amount is withdrawn if there is any disagreement with the billing or if there are any related questions. Customers will have approximately 10 days to review bills before the money is withdrawn.

In the case of two consecutive billing periods with non-sufficient funds, accounts will be removed from the automatic payment plan. Charges for non-sufficient funds and other fees will apply.

Errors in Billing

Overcharged customers are credited on the next statement or are refunded on their final billing. Adjustments resulting in a credit greater than an average of three (3) months billing will be refunded by check.

The customer will not receive a refund of overcharges for errors more than two (2) years prior to the date of notice.

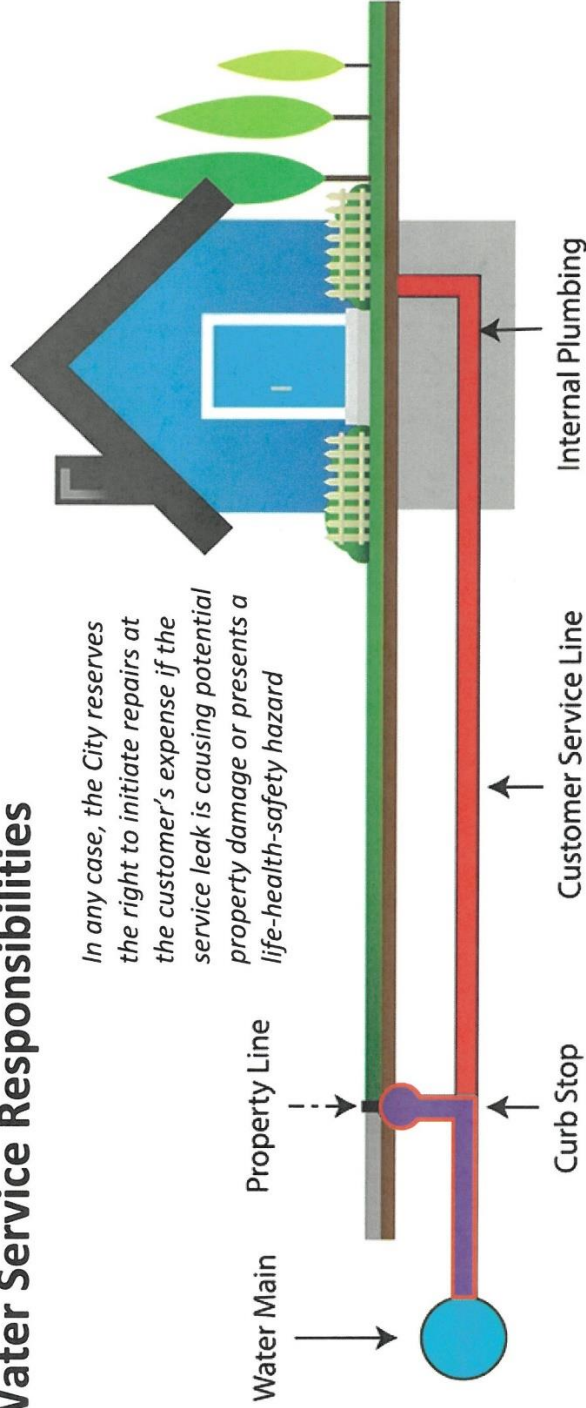
Undercharged customers will be billed using a separate invoice. The invoice will include an explanation of charges.

Rental Property

Owners of rental property shall sign a Landlord Agreement form acknowledging they will be responsible for all utility charges after shut off dates requested by a renter. Failure of the owner to execute this form may lead to a disconnection of services.

Water Service Responsibilities

In any case, the City reserves the right to initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard



Red square: City is responsible for the water main.

Blue square: Customers are responsible for service line from water main to internal plumbing.

Red square: If a service leak can be stopped by closing the curb stop, the customer must repair any leak in the service line at their expense. The valve at the curb stop will not be turned on until repairs to the service line are certified by the City.

Purple square: If a service leak cannot be stopped by closing the curb stop, the City will initiate repair of the service. The City provides this service at its discretion, beyond requirements in the City Code and may impose a reasonable fee for such service. Costs below the amount identified in the City fee schedule will be covered by the City. Remaining costs the amount identified in the City's fee schedule are the customer's responsibility.

Water



Water service interruptions

Water supplies may be interrupted at any time for purposes of repairing or installing water system infrastructure or for firefighting.

Water service installations

Water service installations are made at the customer's expense. All water service installations shall conform to Minnesota's Plumbing Code. Failure to comply with required inspections shall be grounds for not supplying or disconnecting water service to the property.

Service pipes are to be laid in a manner to prevent rupture by settlement and to prevent freezing. Trees should not be placed within six feet of private services.

The minimum size connection to a water main shall be one inch. A stand pipe valve or curb stop is required for all installations. Kits are available from the City to protect curb stops or stand pipe valves that end up being located within driveways. Joints for copper tubing must be flared or compression-fitted and be kept to a minimum. All joints must be left exposed until inspected by the City. Customers with separate, self-contained fire protection systems may apply to make an unmetered connection directly to a water main.

Water service pipes connected to the City's water system shall not be cross connected to any private water system (well, tank, pipe or other device with any other water source). If a cross connection to a private system is found, the City will notify the customer. If the required repair is not made immediately, water service will be shut off. Service will not be restored until the City determines no cross connections with a private water system remains.

The City will provide all water meters, remote meter reading devices and connectors in accordance with information included on the plumbing permit application.

Water may be turned on to the property at any time during construction. Water cannot be used to irrigate vegetation before the water meter is installed. The service will be shut off if unmetered construction water is used for vegetation irrigation.

Water service installations (cont.)

To ensure proper fit during construction, plumbers may request a dummy meter (3/4" or 1"). At the City's option, the actual 3/4" or 1" meter may be supplied. For meters larger than 1", the actual meter will be supplied.

Straight piping shall be installed at a length of at least three (3) times the pipe diameter immediately before the meter and a minimum of four (4) times the pipe diameter immediately after the meter. For example, a two-inch (2") line would require a minimum of six inches (6") of straight piping before the meter and eight inches (8") of straight piping after the meter.

Meters shall be located as close as possible to where the service line enters the building. Meters shall remain easily accessible and be placed as close as possible to 12 inches (12") above the finished floor elevation. Meters may not be installed within walls or be otherwise boxed in during construction.

Water Consumption

Customers shall purchase and install water meters and remote reading devices from the City. Meter installation, including any remote meter reading devices, shall be controlled by the City. Repairs and/or replacements of water meters, other than those resulting from normal usage, shall be the customer's responsibility. The City is responsible for repairs and replacements of meters and remote reading devices resulting from normal use or for citywide projects to upgrade or replace meters and remote reading devices.

If a customer requests a meter to be tested for accuracy, the request shall be accompanied by a deposit for each meter tested. If the meter is found to be inaccurate, the meter will be replaced and the deposit returned to the customer. If the meter is found to be accurate, the City will retain the deposit to defray the cost of testing the meter.

When a shortage of water threatens the City, as determined by state and/or local authorities, the City may prohibit water use or limit the times and hours during which water may be used for irrigation of lawns, gardens or for car washing, air conditioning or other uses. It is unlawful to use water in a manner so restricted after an official public announcement of those restrictions.

It is unlawful for any person, other than Fire Department or Public Works personnel, to open any fire hydrant or provide tools necessary for opening fire hydrants.

The City may provide metered or unmetered water for construction or other purposes. These services shall be provided at applicable rates established by the City.

Water service maintenance

It is the customer's responsibility to maintain the water service pipe from the main into the building. The customer's responsibilities include, but are not limited to, the stand pipe valve or curb stop and all equipment associated with the service line, stand pipe valve or curb stop. Frozen service pipes between the main and the building are the customer's responsibility.

The City may, at its discretion and cost, make minor repairs to water service standpipes and curb stops, such as installing extensions, couplers and repair tops. In cases where it is not feasible for the City to perform these minor repairs, due to the location and/or complexity of the repair, the customer is responsible for those repairs.

Customers may be notified of a service leak by the City. Notice will be given first by attempting verbal notification, then by information delivered to and/or posted at the property and finally by letter.

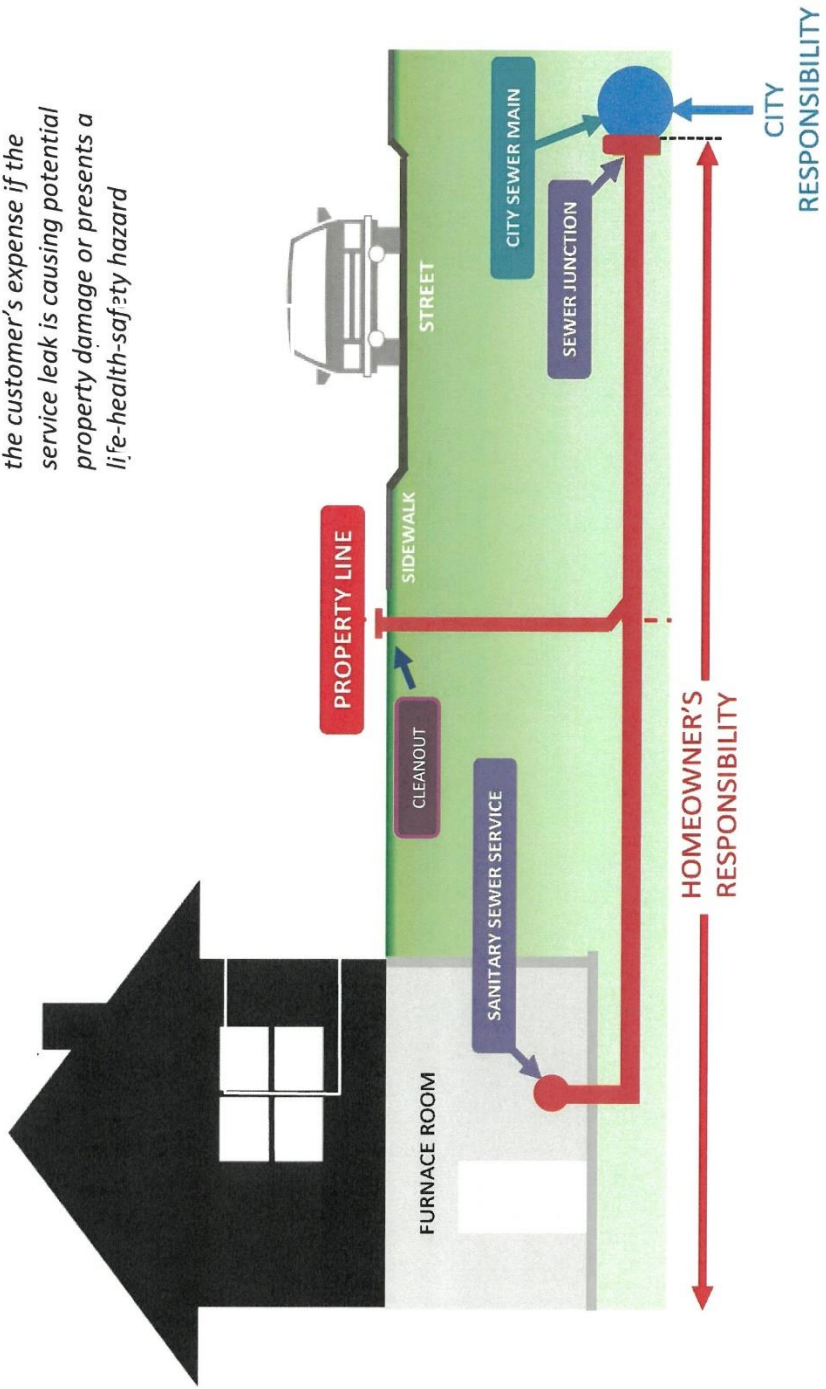
The City will attempt to stop water leaks by first closing the service stand pipe valve or curb stop.

- If the service line is directly connected to a City water main and the leak can be stopped by closing the valve at the service stand pipe or curb stop, the leak is between the valve or curb stop and the building. The customer must repair any leak in the service line at their expense. The service stand pipe valve or curb stop will not be turned on until repairs are certified by the City, except that water may be provided for minimal domestic uses in cases where no significant damage will be caused by such provision.
- If the service leak cannot be stopped by closing the service stand pipe valve or curb stop, the City will initiate repair of the service. The City provides this service at its discretion, beyond requirements of the City Code and imposes a reasonable fee for such service. The City will cover repair costs for repair of the service leak and restoration of disturbed areas up to the amount identified in the City's fee schedule. Any costs exceeding the amount identified in the City's fee schedule will be the customer's responsibility.

In any case, the City can initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard.

Wastewater Service Responsibilities

In any case, the City reserves the right to initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard



Wastewater



Wastewater services

Installation of a wastewater service requires a permit from the City. The cost of installing a wastewater service is the customer's responsibility. Connections to the wastewater system shall be inspected by the City. Connections to the City wastewater system are allowed only if there is available treatment capacity in wastewater treatment facilities.

Property owners with septic systems, holding tanks, mound systems or other on-site wastewater systems are required to connect to the City wastewater system whenever wastewater systems are available to the property, unless granted a written variance by the City.

Construction and connection of wastewater services shall conform to Minnesota's building & plumbing codes, the City Code, City standard specifications and other applicable regulations. All connections must be gas-tight and water-tight.

Whenever possible, services shall be brought to buildings at an elevation below the basement floor. Installation, operation and maintenance of any necessary on-site lift or grinder systems are the customer's responsibility. Any grease, oil and grit interceptors that may be required are the customer's responsibility to install and maintain.

If a customer has a significant amount of metered water that does not reach the wastewater collection system, such as an irrigation system, the customer may request installation of a deduct meter at their own cost.

Industrial Wastewater

For specific information about industrial wastewater, please contact: Project/Environmental/Regulatory Manager at (320) 234-5682.

The City Code outlines industrial wastes, including a variety of liquids, solids and gases, which are unlawful to discharge into the wastewater collection system. There are also limits on the chemical and/or biological composition of discharges into the wastewater system.

In cases where the customer discharges water that contains these substances or is otherwise out of compliance with minimum standards for wastewater discharge, a special industrial user permit and agreement with the City may be required and additional charges may be applied.

Industrial Wastewater (cont.)

Significant industrial users are determined by their potential to adversely impact the Wastewater Treatment Plant. Expanding the volume of wastewater produced and changes in the characteristics of wastewater produced may require permit coverage for industrial discharges.

Dilution of industrial wastes is not a substitute for adequate pretreatment or other provisions that may be outlined in an agreement with the City. Those discharging industrial wastes may be required to report pertinent data regarding the quantity and characteristics of wastes discharged. Wastes found to have the potential for life or health hazards or wastes that will potentially damage wastewater treatment infrastructure may be rejected, require pretreatment, require discharge rate controls and/or require payment for additional treatment requirements beyond existing wastewater service rates. Those discharging industrial wastes may be required to construct control manholes to facilitate measurement, observation and sampling of wastes. Flow measurement devices may also be required, if metered water use is not adequate for determining wastewater volumes.

Sources of wastewater may require sampling at the City's discretion, the cost of required sampling is the property owner's responsibility, unless otherwise identified within a pre-treatment agreement.

Wastewater system installation

Wastewater service installations are made at the customer's expense. All wastewater service installations shall conform to Minnesota's Plumbing Code. Failure to comply with required inspections shall be grounds for disconnecting water service to the property.

Service pipes are to be laid in a manner to prevent rupture by settlement and to prevent freezing. Minimum size connection to the sanitary sewer main shall be four inches (4"). A marked cleanout pipe at the property line is required for all new installations. A metal post or metal cover of sufficient size shall be installed immediately adjacent to or on the sewer cleanout to facilitate magnetic locating of the cleanout, should it become covered. Kits are available from the City to protect cleanout pipes that end up being located within driveways. Trees should not be placed within six feet (6') of private services.

Wastewater service pipes that are connected to the City's system shall not be connected to any private system (septic tank, cistern or other device). If a connection to a private system is found, the City will notify the customer. If the required repair is not made immediately, City water service will be shut off. Service will not be restored until the City determines there are no connections with private wastewater systems.

Wastewater system maintenance

Maintenance of and repairs to wastewater service lines, from the main into the building, are the customer's responsibility.

Existing wastewater service lines may be used in connection with new or altered buildings located on a property already connected to the sewer utility, provided they meet all requirements of the Building and Plumbing Codes and related City ordinances and policies.

Operation, maintenance and replacement of necessary on-site wastewater lift or grinder systems are the customer's responsibility.

Unpolluted water sources, such as storm water, ground water, roof runoff, subsurface drainage or cooling water shall not be connected to the wastewater system.

Wastewater backups

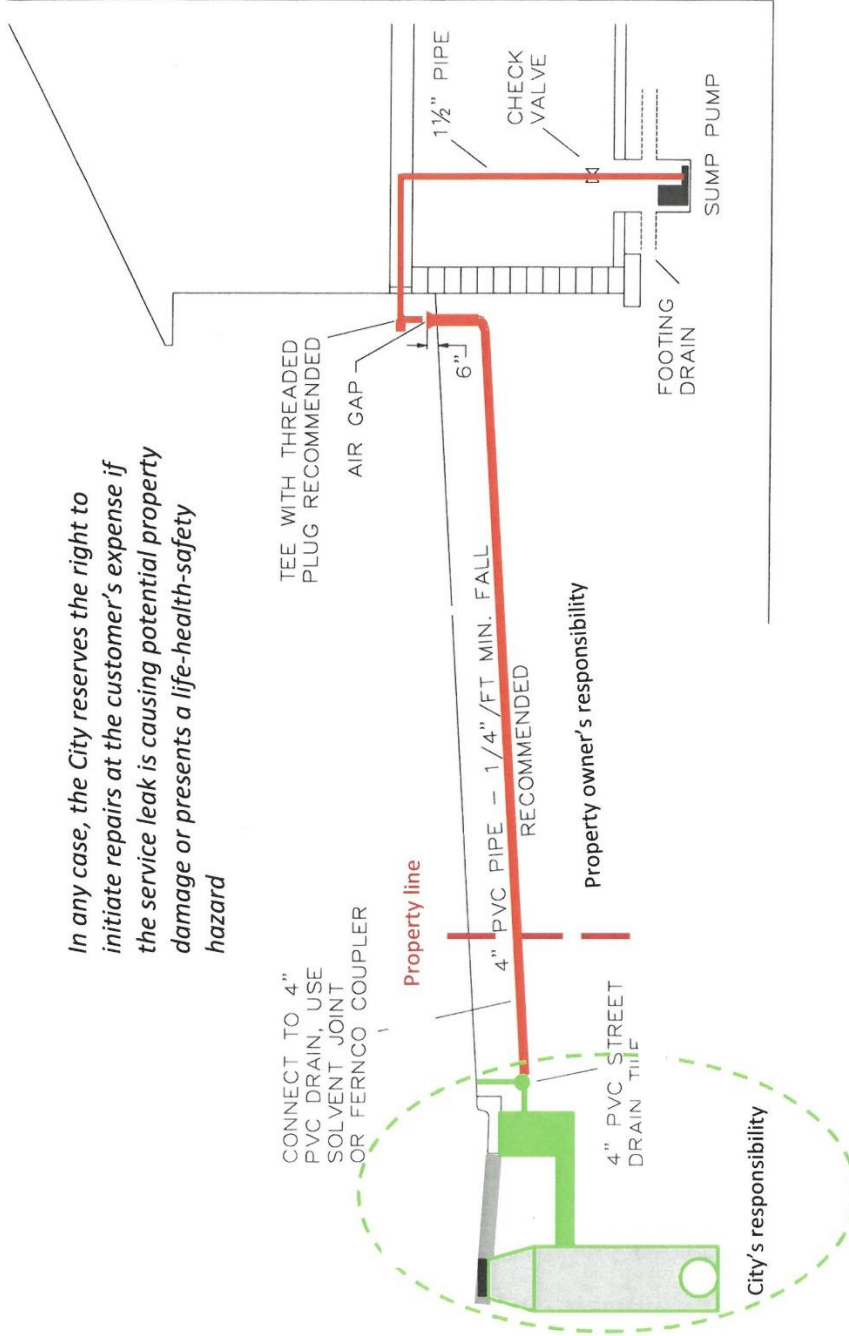
Occasionally, blockages or flooding in a wastewater service line may result in backup of wastewater into a structure. Property owners are encouraged to contact Customer Service or if after normal business hours, the Public Works emergency telephone number, to notify the City of a backup. The City will inspect upstream and downstream facilities to determine whether the blockage is in the private service line or in the main. If the blockage is in the main, City operators will attempt to clear the blockage. In cases where City mains are flowing normally, the customer is responsible for clearing blockages in their service line.

In cases where a blockage in the main cannot be removed in a timely manner, City operators may attempt to install a bypass until the wastewater main or service line is repaired. If a bypass is not feasible or if the bypass would not or does not function properly, the City may recommend evacuation of the property until repairs are completed.

Customers who have experienced a wastewater backup are encouraged to work safely while cleaning up property affected by backups. Customers should disconnect potentially dangerous utilities, document damage, check with their homeowner's insurance company and if they feel it is warranted, submit a claim to the City Finance Department.

Storm Water Service Responsibilities

In any case, the City reserves the right to initiate repairs at the customer's expense if the service leak is causing potential property damage or presents a life-health-safety hazard



Storm Water



Storm Water service

Storm water and all other non-domestic unpolluted water shall be discharged to the storm sewer system or to a natural outlet approved by the City. Water from roof drains, surface drains, sump pumps, footing tiles or other natural precipitation cannot be discharged into the sanitary sewer system.

Information regarding sump pump installation, use and maintenance is available by contacting Customer Service. Permanent sump pump installations must provide for year-round discharge capability outside of the structure or be directly connected to the storm water system using an approved, permitted connection.

Sump pump installations must provide for at least two water outlets. Permanent sump pump installations must include a rigid discharge line, a check valve and an air gap. There can be no valves or quick connections to alter the path of the flow into the sanitary sewer system. In some cases, it may be possible to connect sump pumps into the storm water system. Whenever direct connections are feasible, property owners must obtain a permit before directly connecting to the storm sewer system. Permits are obtained by contacting Customer Service.

Unpolluted cooling water may be discharged into the storm water system or approved natural outlet once a permit is received from the City and from the Minnesota Pollution Control Agency.

Some industrial, commercial and institutional customers may qualify for credits to their storm water utility charges in cases where there is on-site storm water treatment for quantity and quality. Treatment for quantity and quality generally requires construction and maintenance of ponds or the installation of other approved storm water management devices at the customer's expense.

Further information about storm water credits is available by contacting the Project/Environmental/Regulatory Manager at (320) 234-5682.

Storm Water system maintenance

The customer is responsible for installing, operating, maintaining, repairing and replacing storm water service lines from their structure to the point where they enter the City system. The City is responsible to maintain and repair storm sewer mains and appurtenances located on publicly owned properties, publicly controlled easements and within rights-of-way.