



## Utility Billing – FAQ

### 1. How do I sign up for utility services?

All new residents of the City of Carver are required to complete an Application for Utility Services. This ensures that the correct resident receives the bill for services rendered at the property on the application. The application is on the City's website, [www.cityofcarver.com/369/Utility-Billing](http://www.cityofcarver.com/369/Utility-Billing) – [Application for Utility Start Services](#). A copy can also be requested by emailing [befta@cityofcarver.com](mailto:befta@cityofcarver.com).



### 2. What is the billing cycle and when is my bill due?

Water and sewer are billed monthly. Meters are read around the 18<sup>th</sup> of each month. Bills are mailed on the 1<sup>st</sup> of every month and are due on the 20<sup>th</sup> of each month. A late fee will be applied to the account for bills paid after the 20<sup>th</sup> of the month. The late fees are set in the City's Fee Schedule.

### 3. What are the payment options?

- 1) Direct Payment Plan (ACH): To take advantage of this payment plan, download the [Direct Payment Application](#) from the City's website, or pick up a copy at City Hall. Return the completed form, including a **voided check**, to City Hall.
- 2) Drop payment inside the Vestibule Dropbox before entrance to City Hall, 316 Broadway (available 24 hours/7 days a week)
- 3) In person at City Hall, 316 Broadway 8:00 a.m. to 4:30 p.m.
- 4) Online at [carver.revtrak.net/Utility-Payments/](http://carver.revtrak.net/Utility-Payments/) through our *third-party* payment vendor, RevTrak.

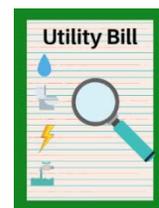


### 1. How do I cancel my Direct Payment Plan (ACH)?

Residents can stop preauthorized ACH payments by providing a notice of intent. The [Direct Payment Application](#) is also used to cancel ACH payments, simply put an x in the cancellation box and return the application to City Hall. A copy can also be requested by emailing [befta@cityofcarver.com](mailto:befta@cityofcarver.com). Please be aware that when ACH authorization is cancelled, the resident is responsible for making the scheduled payment on time to avoid late charges.

### 2. What does the monthly utility billing include?

- Water Usage: thousands of gallons of water consumed
- Sanitary Sewer: reported in thousand gallons
- Storm Water: fixed fee
- Base Fee: both water and sewer are charged a base fee
- Water Test Fee: monthly fee of .81 for monthly required testing



### 3. Who is charged the Storm Water fee? Does this apply even if the property is not connected to city water?

All properties in the City of Carver are charged for storm water to help aid in the operation, maintenance, and improvements to the storm water system. Storm water fees are used to construct and maintain roadside catch basins, construct and maintain underground piping, maintain storm water ponds, and perform street sweeping operations.

#### 4. How do the City of Carver's Water Rates Compare to Surrounding Communities?

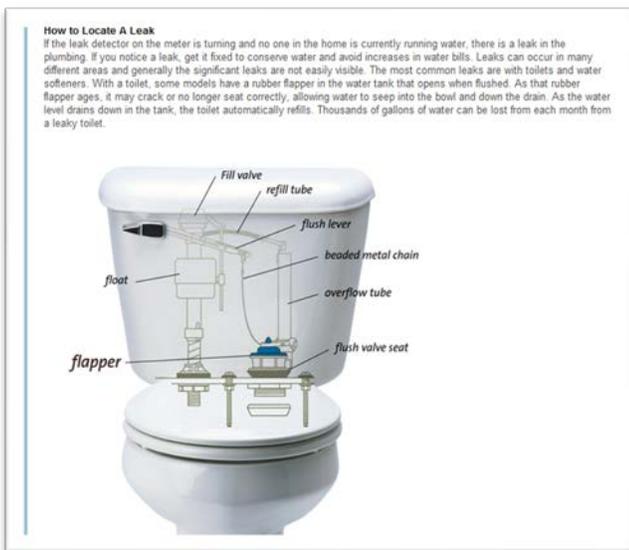
The City of Carver is a growing city with additional infrastructure costs associated with operating the water system and supporting a brand-new water treatment facility. While it is helpful to compare rates to surrounding communities, each city has its own "story" behind their water and sewer rates. Cities begin planning for large infrastructure improvements years before construction and the rates are reflected by this planning.

#### 5. I haven't used any water so why am I still getting a bill?

Any property that is connected to, and has water and sewer utilities available for use, will receive a minimum service charge (base fee).

#### 6. How is my water and sewer rate calculated?

The water charge is based on actual water that ran through the water meter each month. The sewer charge is calculated per 1,000 gallons of the actual water usage in January, February, and March. For April through December, residents are charged for sewer based on the average of January, February, and March.



#### 7. Why is this month's bill higher than last month?

Utility bills are calculated based on water consumption. If your usage (gallons used) has increased from the previous month, check to see if there was irrigating, a leaking faucet, a running toilet, or a water softener malfunctioning in the home.

a. To check for a possible leak, turn off everything in the house and then look at the water meter. It should not be moving at all. If it is moving, there may be a leak somewhere in the house.

b. To check for a leaky toilet, squeeze a few drops of food coloring in the water inside the tank. Wait 30

minutes. Do not use or flush the toilet during this time. If the food coloring ends up in the bowl, there may be a leak in the toilet. See the illustration below for more details.

c. To check for a malfunctioning water softener, see the illustration below.

d. Irrigation can add a significant volume of water to your monthly bill – determine if you have been watering your lawn or garden.

## 8. Why is my water pressure low?

Many factors, such as line maintenance or the flushing of hydrants and water lines, could cause low water pressure. A plumbing leak on the property, a water softener with blocked lines, a leaky sprinkler system, or even a house valve that has been turned off accidentally, can also contribute to low water pressure in a home. The

inadequate pressure at a faucet may result from clogs and corrosion in pipes and in-line devices, or from low water volume or delivery pressure. Only after determining the cause can the solutions be evaluated. Check with your neighbors to see if they are experiencing the same problem. If the neighbors are okay, then the problem is most likely within your plumbing, and you need to call a plumber. If the neighbors are having the same problem, please call the city at 952-448-5353.

## 9. Why is my water discolored?

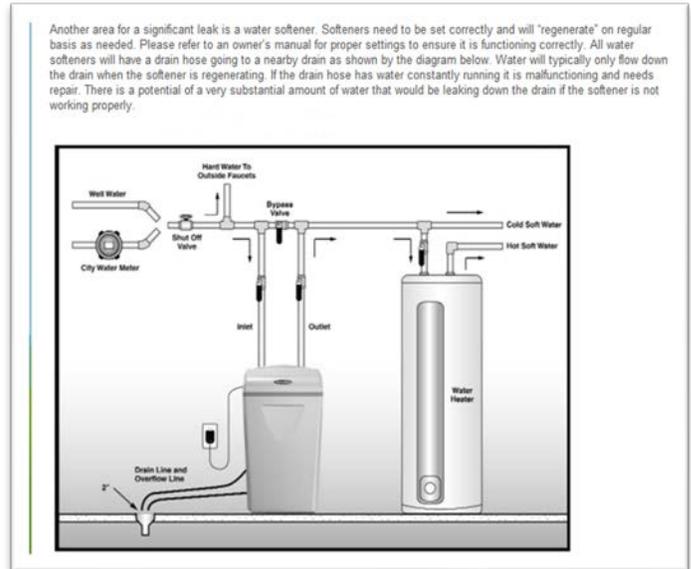
Discolored water can be caused by many factors including: a change in the flow of water in the system caused by construction in the area, operation of a fire hydrant, natural ground movement, and adding additional pumping capacity to the water system.

### ■ What to do if you have discolored water:

- Turn on a cold water tap and let the water run for a few minutes. A basement faucet or outside faucet is preferable.
- If the water isn't clear, turn off the tap, wait 30 minutes, and try again. Discolored water usually doesn't last long. If the water still isn't clear after two or three hours, contact the city and, if possible, keep a sample of the discolored water.

## 10. I'm moving - how do I cancel my utility bill service?

Please complete an [Application to Stop Utility Services](#) on the City website. A copy can also be requested by emailing [befta@cityofcarver.com](mailto:befta@cityofcarver.com). It is important to **record your final water meter reading** on the website or call your reading in so you are not charged for water you did not use. If you have further questions, contact the Utility Billing Department at (952) 448-8729.



**11. Water Meter Location/Reading** Your water meter is usually located in the basement of your home near an outside wall. Open the meter door to read the meter numbers, and make sure to read the numbers that have a dash above them. Compare the readings by day to calculate usage.



**12. If you still have questions, please call City Hall at 952-448-8729.**