



Utility FAQ

Q. When is my water meter read?

A. Meters are read on the last day of the month. If the last day falls on a Saturday, we will read the Friday before. If the last day falls on a Sunday, we will read on the following Monday. However, emergencies will cause changes to the schedule.

Q. By what increment is my water meter read?

A. Medina reads its meters to the thousands of gallons and does not round up. If your usage is 5 for the month, it means 5,000 gallons used.

Q. How is my water use charged?

A. Depending upon where you live, your water rate is calculated by multiplying your usage by the appropriate rate per thousand. You can tell which rate applies to you by looking at your account number. If your account number begins with 01, you are on the Hamel water system. If your account number begins with 02 or 03, you are on the Independence Beach/Medina Morningside system. *Note: Keller Estates is on the Orono System. Customers on County Road 29 are on the Maple Plain System.*

Q. Why is there a water base charge on my bill?

A. In prior years, Medina charged a minimum fee per meter to cover both operating costs and infrastructural costs. With the adoption of the new rate structure, it was determined a base charge would be implemented to cover infrastructure costs, and the usage fees would cover operating expenses.

Q. Why are there so many water rates?

A. The State of Minnesota passed a law which obligates cities to adopt a water rate structure that encourages water conservation. This structure is called a tiered system. The more water you use, the higher rate per gallon.

Q. Why are charges higher for irrigation?

A. Irrigation meters are separate from structure meters; therefore, the water used is in addition to regular consumption.

Q. How is my sewer usage determined?

A. Your water usage is used to calculate your sewer charge. In the past, the water use in the month of January was used to calculate sewer charges for the remaining months of the year. It was determined that the use of estimations was not an equitable billing practice; therefore, the switch to actual was implemented in 2009.

Q. How is my sewer charge calculated?

A. City sewer charges are not separated by systems as with the water system. Charges are a flat rate multiplied by your usage. There is a minimum each account is billed to ensure the City is able to cover its infrastructure and operating expenses. *Note: Customers in the Holy Name Lake area use Plymouth sewer services.*

Q. What if I fill up my pool or water my lawn? That doesn't go down the sewer.

A. All consumers have the option of installing a separate meter to measure outside usage. Sewer charges are not calculated on water usage with these meters.

Q. When is my utility bill due?

A. Bills are due on the last Friday of the month.

Q. What payment options are available?

A. The City will accept cash or check by mail or drop off at City Hall. Our office is open Monday – Friday; 8:00am – 4:30pm. An unsecured mailbox is also available outside the building for after hours drop off. An additional option is the Direct Pay Plan. Customers provide a voided check to allow the Finance Department to remove funds from their accounts on the dates their account is due. Receive \$20.00 off your bill, just for signing up for Direct Pay!

Q. How about payment by credit card?

A. We have partnered with Payment Services Network to offer electronic options to customers. Why do we need to use a third party? Their website is encrypted to process financial information safely.

Q. Who do I call if I have additional questions?

A. Teri Portinen will be happy to assist you. Her number is 763-473-8849. She can also be emailed at Teri.Portinen@ci.medina.mn.us