




# Get to Know Your Bill

The City of Edina recently began using new billing software, resulting in a new look for your utility bill. Use this document to better understand the new bill layout. This guide uses a residential bill as the example. Depending on your account type, your bill layout may vary slightly from what's shown here.

## Other Than the Look of the Bill, Did Anything Else Change?

Other than the updated look, there are no changes for customers, and no action is required by you. City staff have worked hard to ensure a seamless transition to the new billing software. Your customer account number is the same. Payments can continue to be made online, over the phone or by mail. (Please note that payments are not processed at City Hall.) Accounts with automatic payments set up will continue to have their quarterly bills paid as requested.



**CITY OF EDINA**  
PO BOX 860586  
MINNEAPOLIS, MN 55486-0586

Questions? Call Utility Billing: 952-826-0373  
or visit: [www.EdinaMN.gov/UtilityBilling](http://www.EdinaMN.gov/UtilityBilling)

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**1** Customer ID - Account #  
000000-0000000000

Billing Date:  
Apr 06, 2023

Customer:  
Last Name, First Name

Bill Number:  
00000

Service Address:  
ANY STREET

Account Type:  
Residential

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**2** Your Total Due: **\$264.05**  
Due: May 06, 2023

|                  |                   |                            |
|------------------|-------------------|----------------------------|
| Current Charges: | Previous Balance: | <b>3</b> Payment Received: |
| \$160.05         | \$100.00          | \$0.00                     |
| Past Due:        | Penalties:        | Adjustments:               |
| \$100.00         | \$5.00            | -\$1.00                    |

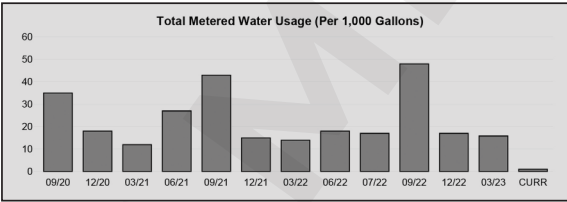
A 5% late fee will be charged on total due if full payment is not received by the due date.

**5** Your Charge Summary: [More details on back](#)

|                     |                 |
|---------------------|-----------------|
| WATER               | \$30.81         |
| SEWER               | \$54.88         |
| STORMWATER DRAINAGE | \$47.36         |
| RECYCLING           | \$27.00         |
| <b>Total</b>        | <b>\$160.05</b> |

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**4** Total Metered Water Usage (Per 1,000 Gallons)



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**Payment Options:**  
Pay by phone by calling 844-476-3107  
or pay online at [www.EdinaMN.gov/UtilityBilling](http://www.EdinaMN.gov/UtilityBilling)

**Important Notice:**

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City of Edina Utility Billing  
4801 West 50th Street  
Edina, MN 55424-1330

Last Name, First Name  
ANY STREET  
EDINA, MN 55424

**\$264.05**  
Due Date:  
**May 06, 2023**  
Total Amount Enclosed:

Customer ID - Account #  
000000-0000000000

Please mail payment to:  
CITY OF EDINA LOCKBOX  
PO BOX 860586  
MINNEAPOLIS, MN 55486-0586

00006042023000080402100001044064

- 1 Customer ID - Account #**  
You will need your customer ID and account number to make payments online or by phone, set up automatic payments, enroll in paperless billing or when contacting Utility Billing with questions.
- 2 Due Date and Amount Due**  
Payments are due by the due date indicated on your bill. The amount due reflects current charges and any past due amount and associated penalties (late fees).
- 3 Payment Received**  
Payments received since your last billing are included here.
- 4 Total Metered Water Usage**  
This chart displays the metered water usage per 1,000 gallons for the current quarter and the 12 previous quarters.
- 5 Your Charge Summary**  
This section is a quick look at your bill total by service category. More information can be found in the "Charge Details" section on the second page of the bill.

Customer ID - Account # 000000-0000000000 Customer: Last Name, First Name Service Address: ANY STREET Account Type: Residential

| Charge Details:                         |          |               |              |       |      |         |
|---|----------|---------------|--------------|-------|------|---------|
| WATER                                   |          |               |              |       |      | \$30.81 |
| Reading Period: 03/27/2023 - 04/05/2023 |          |               |              |       |      |         |
| Description                             | Meter #  | Previous Read | Current Read | Usage | Rate | Total   |
| 3/4" METER                              |          |               |              |       |      | \$25.96 |
| RESIDENTIAL                             | 00000000 | 852,314       | 853,314      | 1,000 |      | \$2.42  |
| TIER 1 (0 - 12,000)                     |          |               |              | 1,000 | 2.42 | \$2.42  |
| STATE WATER TESTING FEE                 |          |               |              |       |      | \$2.43  |
| SEWER                                   |          |               |              |       |      | \$54.88 |
| RESIDENTIAL                             |          |               |              | 8,000 | 6.86 | \$54.88 |
| STORM DRAIN                             |          |               |              |       |      | \$47.36 |
| RECYCLING                               |          |               |              |       |      | \$27.00 |
| RECYCLING                               |          |               |              |       |      | \$13.50 |
| ORGANICS                                |          |               |              |       |      | \$13.50 |

**Payment Options**

- 1. Pay by phone: Call 844-476-3107
- 2. Pay online: www.EdinaMN.gov/UtilityBilling
- 3. Pay by mail: Mail check payment to  
City of Edina  
PO Box 860586  
Minneapolis, MN 55486-0586  
Payments are not processed at City Hall.

**Billing Inquiries** - If you have questions about your bill, please call 952-826-0373 or email UtilBilling@EdinaMN.gov

**Change of Ownership** - At least 3 days prior to closing the sale, complete the online Start/Stop Request form at www.EdinaMN.gov/UtilityBilling

**Delinquent Accounts** - Delinquent utility service charges, associated administrative fees, plus interest, will become a lien on the property and be certified to be collected with next year's property taxes. Notices are mailed in September of each year.

**6 Meter Fee**

A meter is required for all service connections to the City water system. The meter records water usage at your property, which is then used to calculate your quarterly water and sewer bills. A quarterly meter fee is charged based on the size of your meter.

**7 Reads and Usage**

This is the reading from your water meter for the indicated period. This is the number of gallons of water consumed as read from the meter. If your property has a compound meter, then multiple readings and usage will be displayed under the water charges.

**8 Rates**

Utility rates are set annually by the Edina City Council. Current rates can be found at [EdinaMN.gov/UtilityRates](http://EdinaMN.gov/UtilityRates).

**9 State Water Testing Fee & Sales Tax**

The Minnesota Department of Health charges \$9.72 annually for every service connection to the public water supply. In addition, water charges for commercial/ industrial properties are subject to sales tax. The City collects this fee (and the sales tax if applicable) in quarterly installments from property owners and provides it to the State of Minnesota.

**10 Sewer**

To calculate sewer use, the City uses the water meter readings from the winter months to determine a quarterly average. This is beneficial for customers because water use is substantially less in the winter. However, if a customer's current actual water use is less than the winter average, then the sewer charge is based on actual water use.

**11 Storm Water Drainage**

The storm water drainage fee is charged per quarter according to the formula set in City Code Chapter 28, Article III, Section 28-210.

**12 Recycling**

The City contracts with Republic Services for curbside pickup of single-sort recycling. Edina also contracts with Vierkant Disposal for curbside pickup of organics recycling for all single-family homes and is assisting apartments and condominiums in adding the service to their residences. The flat rate fees pay for these services. More information on organics and recycling can be found at [EdinaMN.gov/Garbage-Recycling](http://EdinaMN.gov/Garbage-Recycling).



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