



## When will I receive my bill, and when is it due?



Utility bills are sent out by the third working day of the month, and are due on the 20th. If the bill becomes delinquent, a 10% penalty of the current water, sewer, refuse, and storm sewer charges applies. Payments received within three days following the due date are not charged a penalty.

## How can I pay my bill?



**By check:** Mail your payment using the payment coupon included with your bill or drop off at City Hall.

**Online:** Go to [www.hopkinsmn.com](http://www.hopkinsmn.com) and click on “Bill Pay” to pay with your Visa, MasterCard or Discover card.

## Automatic Payment:

**From your credit card:** Go to [www.hopkinsmn.com](http://www.hopkinsmn.com) and click on “Bill Pay.” Follow instructions to set up recurring payments.

**From checking/savings account:** Complete the authorization form at [www.hopkinsmn.com/497/AutoPay-Your-Utility-Bill](http://www.hopkinsmn.com/497/AutoPay-Your-Utility-Bill). You will continue to receive your billing statement as usual, indicating the amount owed and the message “AUTO PAY” on the payment stub portion of the bill. Funds are transferred the working day prior to the due date on the billing.

## Who do I call?

### Temporarily stop garbage pick-up:

If your property will be vacant for 30 days or more, you can stop refuse service. **Contact Utility Billing at 952-935-8474 with both the date the property will become vacant and an estimated reinstatement date.** When the property is no longer vacant, contact Utility Billing to reinstate garbage services. *If service is reinstated before the 30 day period is up, full charges will be billed for the entire period.*

### Change the size or number of your refuse containers:

Contact Utility Billing at 952-935-8474. (Note: A duplex/double bungalow must choose at least two containers; triplex at least three containers. Each unit must have a container of its own.)

### Other garbage/recycling requests:

Contact Public Works at 952-939-1382 to change/order a recycling container, report a damaged container or missed pick up, or request a special pick up service.

**City of Hopkins**  
**Utility Billing**  
 1010 1st Street S  
 Hopkins, MN 55343  
**952-935-8474 — ext. 6332**  
 ub@hopkinsmn.com  
[www.hopkinsmn.com](http://www.hopkinsmn.com)

*Revised December 2018*

# Your Hopkins Utility Bill

## Important Information You Need To Know

**Account Statement**

1010 First Street South  
Hopkins, MN 55343  
952-935-8474  
M-F, 8 am-4:30 pm  
[www.hopkinsmn.com](http://www.hopkinsmn.com)

ACCOUNT INFORMATION  
 ACCOUNT: 009999-000  
 SERVICE ADDRESS: 12345 MAINSTREET  
 SERVICE PERIOD: 2/1/2016 to 2/29/2016  
 BILLING DATE: 3/1/2016  
 DUE DATE: 3/21/2016

WATER READINGS

Serial No.	Date	Previous Reading	Current Reading	Cons.
9337942	1/30/16	872688	242018	976762
				3858

SPECIAL MESSAGE

CURRENT CHARGES

Water	6.49
Sewer	16.75
Stormwater	5.00
Recycle	5.00
Refuse	21.95
Tax	4.10
<b>TOTAL CURRENT CHARGES</b>	<b>61.19</b>

Water Consumption

BILL SUMMARY

PREVIOUS BALANCE	60.44
PAYMENTS RECEIVED	60.44
ADJUSTMENTS	0.00
ADDITIONAL BILLING	0.00
CURRENT CHARGES	61.19
<b>TOTAL AMOUNT DUE</b>	<b>61.19</b>

Payment Coupon

AMOUNT DUE  
 TOTAL AMOUNT DUE BY 3/21/2016 61.19

ACCOUNT INFORMATION  
 PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT  
 PLEASE MAKE CHECK PAYABLE TO:  
 CITY OF HOPKINS

ACCOUNT: 009999-000  
 SERVICE ADDRESS: 12345 MAINSTREET  
 SERVICE PERIOD: 2/1/2016 to 2/29/2016  
 BILLING DATE: 3/1/2016  
 DUE DATE: 3/21/2016

JANE SMITH  
 12345 MAINSTREET  
 HOPKINS, MN 55343

City of Hopkins  
 1010 1st St S  
 Hopkins, MN 55343



Inspire. Educate. Involve. Communicate.

# What charges are on my utility bill?

## MONTHLY FEES (as of January 1, 2019)

<b>Water</b>	<b>Flat Meter Rates</b> <i>Residential – 5/8” meter: \$2.72</i> <i>Residential – 1” meter: \$2.72</i> <i>Apt/Commercial – 1.5-2” meter: \$5.44</i> <i>Apt/Commercial – 3” meter: \$8.16</i> <i>Apt/Commercial – 4” meter: \$10.87</i> <i>Apt/Commercial – 6” meter: \$16.31</i>	<b>Residential and Multi-Family Tiered Rates</b> <i>0-3,000 gallons: \$2.78</i> <i>3,001-5,000 gallons: \$3.20</i> <i>5,001 gallons and over: \$3.68</i>
		<b>Commercial Tiered Rates</b> <i>0-10,000 gallons: \$2.66</i> <i>10,001-20,000 gallons: \$3.05</i> <i>20,001 gallons and over: \$3.51</i>
<b>Sewer</b>	<b>\$6.12/1,000 gal</b> (based on monthly meter reading or February’s reading, whichever is lower)	
<b>Irrigation</b>	<b>\$3.12/1,000 gal</b> (For areas with in-ground sprinkler systems for an association or separate meters specifically for sprinkling)	
<b>Stormwater</b>	<b>\$5/month</b> (Covers maintenance, renovation and additions to the storm sewer system, which is for water runoff: rain, winter thaw, etc.)	
<b>Recycling</b>	<b>\$5/month</b>	
<b>Refuse</b>	<b>35 gallon: \$17.85/month</b> <b>65 gallon: \$21.85/month</b> <b>95 gallon: \$25.30/month</b>	
	<i>(Cover costs of the garbage and recycling collection process: containers, vehicles, labor, insurance, disposal of waste at designated facilities, etc.)</i>	
<b>Tax</b>	<b>18.75% of refuse charges</b> (Both the State of Minnesota and Hennepin County charge a solid waste management fee, calculated on the refuse portion of the bill (including bulk pickup charges). The State fee is 9.75% of refuse charges; the County fee is 9% of refuse charges.)	

## ANNUAL FEE

**Health Fee** **\$6.36/year** (State-mandated charge for connection to public utility—all funds collected go to the State.)

## FEES FOR SPECIAL PICK UP SERVICES (at your request to Public Works)

<b>Bulk Items</b>	<b>\$25/bulk item or 3/4 cubic yard of loose material (plus 18.75% tax)</b>
<b>Brush</b>	<b>\$12 for 0–5 cubic yards; \$30 for 5–17 cubic yards; \$50 for 18 cubic yard truckload</b>
<b>Yard Waste</b>	<b>\$3 per bag</b> (Orders of 10 can be placed on your utility bill; otherwise purchase in person)

## NOTE: If you own the property, you are responsible for its utility bill.

Property owners are liable to the City for all bills accruing through the use of utility services on their premises, **whether personally used by them, their renter/lessee, or other occupant of the premises.** The owner will receive the monthly utility bill in his/her name only, and is responsible for payment.

## Special Pick Up Services Residential Refuse Customers Only

### Bulk Items—Call to schedule

Bulk items are collected curbside every Thursday\*. To schedule a bulk item pickup, call 952-939-1382 before 2 p.m. on Wednesday. Bulk items include furniture, sofas, mattresses, box springs, carpet rolls (3 ft. long; 1 ft. diameter), and appliances.

### Brush—Call to schedule

Brush is collected curbside every Tuesday\*. Schedule a pickup by calling 952-939-1382 before 2 p.m. the previous Monday. Brush is defined as tree limbs, twigs, woody vines, and branches up to a maximum of 6 inches in diameter and 15 feet in length.

### Yard Waste—Stickers required

Yard waste is picked up the same day as your normal garbage pickup\*. Each bag must have a yard waste sticker, which can be purchased over the counter at City Hall and Public Works. You may also call 952-939-1382 and charge a minimum of 10 stickers to your utility bill.

\*Weather permitting (excluding holidays)