

What You Need to Know about Menno's Water/Sewer/Garbage Policies City of Menno -- 605-387-2427

Payment Due Dates:

Water/sewer/garbage bills are calculated and mailed by the Menno City Finance Office to customers during the last week of the month. The bills are due on the 5th of the next month and delinquent on the 15th. After the 15th, a \$10 late fee is added to the account. If a Notice of Delinquent Account is mailed due to non-payment on account, the account has seven (7) days to pay the total amount due. If payment is not made, the water will be shut off to the address. Once the water is shut off, there is a \$75 fee to reconnect the water during business hours and \$100 fee after business hours (reconnection is subject to full payment being made on the account). On accounts with a landlord/renter situation, a Notice of Delinquent Account will be mailed to the landlord as well as the renter.

Payments can be made at the City Finance Office at 236 S. 5th Street. There is also a drop-box on the door to the Finance Office for payments. In addition, payments can be mailed to P.O. Box 432, Menno, SD 57045.

*Please be aware that once Notice of Delinquent Account has been received on the account and a person allows their utility account to become delinquent **again** within twelve (12) months of the date of the notice, the City may immediately terminate service without further notice.*

New Water Accounts:

A \$150 deposit is required to open a new account. You will need to provide your driver's license and Social Security card as a copy will be kept in the Finance Office files. Anyone to be listed on the account must provide their driver's license and Social Security card. The deposit will be refunded to homeowners after one year of on-time payments (NO late fees) and refunded to renters after three (3) years of on-time payments (NO late fees) OR after the account has been closed and payment in full is made on the account. Any person having previously held a water account in Menno and having left the account in default or without notice of vacating the account will be subject to a \$200 deposit to the City if a subsequent account is to be opened.

If the water is currently OFF at the residence, there is a \$75 charge to turn the water on. A \$75 charge is assessed if the water is to be turned off at the curb. If the water needs to be turned off due to construction/repair being done at the residence, the \$75 fee is waived. During the time the water is turned off, there are no minimum utilities due.

Water/Sewer/Garbage Charges:

Water: \$20 base plus \$6.25 - total \$26.25 minimum for 1000 gallons of water and \$6.25 for every 1,000 gallons thereafter up to 10,000 gallons. 10,001 gallons and above is \$7.25 for every 1,000 gallons plus the \$20 base.

Sewer: \$18 charge for the first 1,000 gallons of water and \$3 for every 1,000 thereafter (sewer charges are based on the water used). During the summer months of June, July, August, and September water use (for bills due in July, August, September, and October), customers are charged an average for their sewer based on the average of their January, February, and March water use. There are \$7 and \$9 sewer surcharges added to each monthly bill (these amounts are used to make payments on loans for recent sewer repairs/upgrades).

Garbage: \$28.67 per month. Residential garbage pickup day is Wednesday, unless indicated otherwise by the current contractor, Myers Sanitation. Garbage should be set at the curb by 8 a.m. You may contact Myers for further information at 605-491-0519.

The monthly garbage charge also includes the use of the Restricted Use Site in the southwest corner of Menno (South 2nd Street). Items to be taken to the Restricted Use Site include tree branches, leaves, and grass cuttings. White goods (appliances) will be accepted for a \$10 fee; refrigerators and freezers must have a certified sticker showing Freon was removed. Regular Restricted Use Site hours are Wednesday 1:00 p.m. to 5:00 p.m. Extended fall hours are Tuesday from 1:00 to 5:00 p.m. (these extended hours begin at a date to be determined each fall). Winter hours run on the second and fourth Saturdays of the month from 9:00 a.m. to 12:00 p.m. (the dates of winter hours also to be determined each fall/winter by the Restricted Use Site Committee). Contact the Finance Office at 605-387-2427 for additional information on hours and what items are allowed to be taken to the restricted use site.

Dog Licenses:

Dogs over six (6) months of age must be licensed and registered at the City Finance Office. Proof of rabies vaccination from a licensed veterinarian is required to purchase a dog license. The fee is \$10 for the first year of licensing and the renewal fee is \$5. A tag will be issued each year on January 1 for the licensed dog(s).

Golf Cart Permits:

Golf carts using the streets in city limits must be registered with the Finance Office. The permit cost is \$10 and must be renewed annually on January 1 for the coming year.

Snow Removal:

Snow removal on sidewalks must be done within six hours of a snowfall. Along the business district along Fifth Street, property owners are to keep sidewalks free from snow and ice during normal business hours. Normal business hours are defined as the hours of 8:00 a.m. to 6:00 p.m. from Monday to Saturday. On all sidewalks when it is impossible to remove the snow and ice from such walk because it is frozen to the sidewalk, owners should sprinkle or spread some suitable material on the sidewalk to prevent the walk from becoming slippery and dangerous to travel. See ordinance Chapter 31 on Snow Removal for more information on refusal to remove snow and ice.

Other Utilities:

Electricity and natural gas service in Menno are provided through Northwestern Energy. Contact Northwestern Energy at 1-800-245-6977.

Phone, cable TV service, and internet are provided through Golden West Telecommunications. Contact Golden West at 777 from any local land-line phone or dial 1-855-888-7777.