

## **Water and Electric Service Start-Up:**

### **Moving in:**

Please contact the Utility Billing office by phone (507)835-9718 or in person at City Hall (508 South State Street) to establish utility service at your new address. We will need your name, service address and the date that you wish your service to begin. You will be required to complete an application for utility service, provide two forms of identification, and pay a deposit of \$125.00. This deposit may be higher if you have previous unpaid utility bills or poor payment history with Waseca Utilities. Please contact us at least 1 to 2 days prior to moving in to ensure timely reading of your meter(s).

### **Methods of paying your bill:**

- Cash, check, money order or credit/debit card (VISA, MasterCard, Discover) at the Utility Billing window during office hours (Monday – Friday, 8:00 AM to 4:30 PM, excluding some holidays)
- Credit/debit card (VISA, MasterCard, Discover) by phone during office hours
- Pay your bill online at [www.ci.waseca.mn.us](http://www.ci.waseca.mn.us) – click on “Pay Bill”
- Mail your payment (check or money order) to:  
Waseca Utilities  
508 South State Street  
Waseca MN 56093  
(Please allow adequate mailing time so that your payment is received in our office no later than the 15<sup>th</sup> of the month)
- Payments may be placed in our drop boxes, collected Monday – Friday, at the following locations:
  1. Inside the front door of City Hall during normal business hours
  2. Drive-thru on the north side of City Hall (available all day, every day)
  3. Hy-Vee – 1230 State Street North (customer service area)
- Payments may be withdrawn automatically from your checking or savings account on the 15<sup>th</sup> of each month. Enrollment forms are available from the Utility Billing office or can be downloaded from the City website.

### **Due dates & late fees:**

Utility bills are due on the 15<sup>th</sup> of each month. When the 15<sup>th</sup> falls on a weekend or holiday, the due date is the first business day following the 15<sup>th</sup>. All payments received by mail, in person, by phone, or in the drop boxes on the due date will be considered on time. Payments received after the due date are assessed a late fee (penalty) of 10% of the account balance. This late fee is assessed on the first business day following the due date.

### **Billing schedule:**

Meter reads are obtained once a month through radio-read frequency, usually around mid-month. Your bill is created based on actual meter readings, not an estimate. You will receive your bill in the mail by the end of each month. Your bill is due on or before the 15<sup>th</sup> of each month to avoid a late fee (penalty).

**Moving out:**

Please contact the Utility Billing office by phone (507)835-9718 or in person at City Hall (508 State Street South to cancel your utility service. You will be asked to provide your name, service address, date of service cancellation, and a forwarding address. Please contact us at least 1 to 2 days prior to moving out to ensure timely reading of your meter(s).

**Contact information:**

Waseca Utilities  
508 South State Street  
Waseca MN 56093  
(507)835-9718

Lori Hanson, Utility Billing Supervisor  
(507)835-9717  
[lorih@ci.waseca.mn.us](mailto:lorih@ci.waseca.mn.us)