

## **WATER BILLING CODES**

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WV – Water Volume Usage  
SW – Sewer Volume Usage  
WF – Water Fixed Rate  
SF – Sewer fixed Rate  
PB – Previous Balance  
TX – State Tax on Commercial Water  
ST – State Fee  
IO – Seasonal On/Off Fee  
DQ – Delinquent Fee  
SW – Storm Water  
TECH – Technology

1. **PB – Previous Balance** this amount is due by the 12<sup>th</sup> of the month, or a \$10 fee is applied. If the previous balance is not paid by the Monday after the last Friday of the month, a \$50 fee is applied and water will be shut off.
2. **WV – Water Volume Usage** charge is \$6.59 per 1,000 gallons with a 1,000-gallon minimum billed. Billed in 100-gallon increments thereafter.
3. **SV – Sewer Volume Usage** charge is \$4.57 per 1,000 gallons with a 1,000-gallon minimum billed. Billed in 100-gallon increments thereafter.
4. **SW – Storm Water** to reduce and improve the surface water from the City of Sandstone.

## **Water Wasters:**

- ◆ Leaky toilet flappers
- ◆ Toilet overflow too high
- ◆ Inefficient toilets
- ◆ Hot water heater leak
- ◆ Sink/Tub faucet leak
- ◆ Inefficient washers
- ◆ Water meter leak

## **Top 5 Actions**

- 1) Stop the leaks
- 2) Replace your toilet – older than 1992
- 3) Replace clothes washer
- 4) Plant the right plants
- 5) Water only what plant needs

Stop by City Hall for more details on leak detection and proactive measures.



**CITY OF SANDSTONE**

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PO Box 641  
Sandstone, MN 55072  
Phone 320.245.5241  
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# **WATER & SEWER FREQUENTLY ASKED QUESTIONS**

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**CITY OF SANDSTONE**

[www.sandstone.govoffice.com](http://www.sandstone.govoffice.com)



**PHONE: 320.245.5241**

**FAX: 320.245.5502 TDD:**

**800.627.3529**

[ubclerk@sandstonemn.gov](mailto:ubclerk@sandstonemn.gov)

**1. When is my bill due?**

Bills are always due on the 5<sup>th</sup> of every month. If the 5<sup>th</sup> falls on a holiday or a weekend, payment may be made online or put in the drop box for pickup on Monday morning at 7 a.m.

**2. When are penalties applied and how much are they?**

Penalties are applied on the day after the bill is due. The penalty is 10% of the past due amount. A red reminder card is mailed to you showing the past due amount plus the added penalty.

**3. After the penalties are applied, how much time do I have to pay my bill?**

Once penalties are applied, you will have one week to make payment on the past due amount.

**4. What if I miss the due date after the 10% penalty is applied?**

A letter of Discontinuation of Service (Shut-off notice) is mailed to you and a \$10 fee is assessed to your account at on the 12<sup>th</sup> or at noon on the next business day.

**5. When is the water shut off, if I fail to make a payment or payment arrangements?**

Water shut off is done on the Monday following the last Friday of every month, if you fail to make payment or payment arrangements by 11:00 a.m. that day. Payment arrangements must be made at City Hall in person.

Accounts that are delinquent after 11:00 a.m. will be assessed the \$50 shut-off fee regardless of water status.

**6. What if my bill is higher than normal?**

First, make sure that you have not consumed more water during the past month, i.e. extra washing, guests, leaks. After you have checked all these, call City Hall and we can perform another meter read and perform a basic check for leaks.

**7. What if the house will be vacant for an extended period of time?**

You have the option to have your water turned off at the curb. This will incur a \$15 fee at the time of shut off and a \$15 fee to turn on the water. If you request to have this performed during the winter months, it is strongly recommended that your pipes also be winterized to avoid broken pipes. Someone must be present when water is turned on in case of leaks.

**8. How much water does the average family use?**

The average consumer will use 100 gallons per day. Based on this, the average a family of four would use approximately 6,000 gallons per month.

**9. What if I haven't received my bill?**

Contact City Hall for your account balance. All accounts are due on the 5<sup>th</sup> of the month.

**2026 RATES**

**Penalty 10% of balance**  
Penalty added to balance after the due date.

**Letter of Discontinuation Svc Fee \$10.00**  
Fee applied to account if a letter is sent for non-payment of above.

**Water Discontinuation Fee \$50.00**  
Fee applied to account on the Monday following the last Friday of the month, if payment has not been made by 11:00 a.m. on past due amount.

**Water Seasonal On/Off Fee \$20.00**  
Fee applied to account upon request from owner to shut off or turn on water at the curb. It is strongly recommend that the plumbing and fixtures be winterized. We also strongly recommend that resident be present when water is turned on.

**Water Volume rate per 1,000 gallons 6.59\***

**Sewer Volume rate per 1,000 gallons 4.57\***

**Water Fixed rate per month 15.76**

**Sewer Fixed rate per month 16.90**

**State Fee 1.27**

**Technology Access 0.09**

**Storm Water 1.50**

**MONTHLYMINIMUMupto1,000gallons \$46.68**

*\*Bulk water has different rates and charges, please contact City Hall for specific details*

Helpful Phone Numbers:

Gas – Minnesota Energy Resources 800-889-9508

Electric – Minnesota Power 800-228-4966

Phone – Century Link 866-963-6665

Cable/Internet – Midco 800-888-1300

**www.sandstone.govoffice.com**

Water/sewer questions - email:  
**alanat@sandstonemn.com**