

RESIDENTIAL UTILITY RATE CHANGES



In November 2024, the City Council approved the following quarterly rates, effective April 1, 2025.

Water Rates include a minimum charge of \$24.15 per quarter (meter size 1 inch or smaller) for all accounts, which includes the first 1,000 gallons.

Per 1,000 Gallons Used	Old Rate	New Rate
up to 79,000 gallons	\$7.43	\$7.80
more than 79,000 gallons	\$7.46	\$7.83

The City of Golden Valley purchases water from the City of Minneapolis as part of the Golden Valley-Crystal-New Hope Joint Water Commission. The distribution system is maintained by the City and Joint Water Commission.

Traditional Recycling Rates \$20 per quarter for city-wide biweekly recycling service. This fee also covers the annual Spring Brush Pick-Up and Fall Leaf Drop-Off. Please recycle.

Organic Recycling Rates \$20 per quarter for citywide weekly service.

Storm Drainage Rates increased from \$29 to \$30 per quarter. This covers the cost for water quality ponds, storm drainage, street cleaning, projects included in the City's surface water management plan, and improvements made to the City system that coincide with the pavement management program.

Scheduled Water On/Off is \$25 per event. Emergency service (same day shut-off) is \$175.

Sewer Rates are based on how much wastewater residents put into the system, which is measured by winter water consumption (Jan–March).

Gallons Of Water Used	Old Rate	New Rate
5,000 or less	\$88.38	\$91.03
6,000–15,000	\$91.64	\$94.39
16,000–19,000	\$100.79	\$103.81
20,000–25,000	\$114.91	\$118.36
26,000–39,000	\$150.56	\$155.08
40,000–59,000	\$173.38	\$178.58
60,000–79,000	\$186.50	\$192.10
80,000–99,000	\$210.86	\$217.19
100,000 or more	\$250.25	\$257.76

Street Light Rates pay for one-half of the maintenance for the city-wide street light system that includes Xcel costs.

Type Of Light	Old Rate	New Rate
Ornamental	\$13.97	\$14.39
Overhead	\$9.63	\$9.92

State Testing Fees remains at \$2.43 per quarter and applies to water and irrigation meters. This fee is set by the Minnesota Department of Health and sent to them as a pass-through.

PAYMENT OPTIONS (due the 25th of each month)

The City of Golden Valley does not accept payments over the phone for utility bills. Payments not received by the due date are subject to a 8 percent late charge on current period.

Electronic

Online: Go to www.invoicecloud.com/goldenvalleymn to pay now or register account. All the following items can be done online.

By Credit Card allows you to set up recurring scheduled payments, a one-time payment, or a fixed payment amount on or before the due date.



AutoPay allows you to automatically pay invoices on their due date using your default payment method.

Pay By Text will send you a text to tell you your bill is due. You can reply to have it paid by text with the payment source that has been set up on your account.

Mail

Mail: If sending your payment by mail, please allow for standard postal service delivery time. Payments will be posted to your account when received.

Go Paperless to save stamps and keep your bills electronically.

In Person

You may pay in person by check or cash during City Hall business hours (M–F, 8 am–4:30 pm). Please note masks may be required to visit City Hall.

Drop Box: Put your payment in an envelope and leave it in the Utility Payments Drop Box to the right of the City Hall entrance. Drop Box payments are credited to your account the next business day.

Questions? Call 763-593-8016, Mon–Fri, 8 am–4:30 pm.

UNDERSTANDING THE INCREASES

City sanitary sewer and water rates have increased costs to provide services and maintain and repair the municipal water and sewer system.

Sanitary Sewer Rates

The City has nine flat rates based on consumption (see reverse side of page), meaning residents pay based on how much wastewater they put into the system.

All wastewater is carried through pipes on residential property into the municipal sanitary sewer pipe, which connects to a regional sewer interceptor into the wastewater treatment plant in St Paul. The City's consumption-based sanitary sewer rates are tied to water usage and more closely match the way the MCES bills the City.

Most residential units have one water meter to account for all household water consumption. The City bases residential sanitary sewer rates on winter water consumption. This is because residential units do not water lawns or gardens in the winter, and water used outdoors does not flow into the wastewater system.

For example, rates for the June quarterly utility bill (due July 28) are based on water consumption used in January, February, or March. These rates reflect the increased amount the City pays Metropolitan Council Environmental Services (MCES) to treat its

wastewater as well as costs to maintain and construct municipal sanitary sewer pipes. The flow charges went up 11 percent.

Water Rates

Water rate increases, which are detailed on the reverse side of this page, also cover costs for maintenance, construction, and repair of water lines.

If you have questions about the utility increases or the consumption-based sanitary sewer rate, contact the accounting manager at 763-593-8033.

MONITORING CONSUMPTION

By learning to read your water meter, you can track your water consumption and avoid surprises on your utility bill. The handy chart below will help.

Current Reading

Your meter measures the water you use in thousand gallon units. If your current reading is 1200, that means you have used 1,200,000 gallons of water since your meter was installed. Your water meter is the most accurate source for readings.

Previous Reading

The difference between our previous reading and your current reading is the amount of water you have used during the billing period.

Estimate Read

This only shows on the bill when the City is unable to get an actual read.

Usage

This is the amount of water you have used in the three-month billing period (measured in thousand gallon units). For example, use of 15 units equals 15,000 gallons of water.

Errors

If errors are discovered from your meter read, Minn. Stat. §444.075 subd. 3 requires the City to impose "just and equitable charges for the use" and availability of metered water. Minn. Stat. §541.05, subd. 1 allows the City to go back up to six years to correct billing errors. Minn. Stat. §216B.98 outlines terms of the pay-back period for customers.

ONLINE *EyeOnWater* TOOL

An online tool, *EyeOnWater*, is available to help you conserve water.

EyeOnWater uses consumption graphs to help customers view and understand their water usage throughout their billing cycle.

It also allows customers to track usage and establish alerts to detect high usage caused by a leaky toilet, sprinkler system, or something similar.

Due to an upgrade, this software became available recently, so readings prior to 2021 are not available.

EyeOnWater can be accessed online or via a mobile app. For best results online, use the browsers Google Chrome, Firefox, Microsoft Edge, or Safari.

Signing Up

1. Visit eyeonwater.com/signup.
2. Enter your service Postal Code and your eight-digit utility bill customer number, which will be your *EyeOnWater* account number.
3. Enter your email and create a password.

Learn more at www.goldenvalleymn.gov/Utility-Billing.



This document is available in alternate formats upon a 72-hour request. Please call 763-593-8006 (TTY: 763-593-3968) to make a request. Examples of alternate formats may include large print, electronic, Braille, audiocassette, etc.

