



TO: All D/NSSD Customers  
FROM: D/NSSD Billing Office, Abbie Spahn  
DATE: September 22, 2015

RE: 2016 Billing Information for monthly sewer service (residential and commercial)

**2016 Rates (no increase from 2015):**

- |                                                                                        |            |
|----------------------------------------------------------------------------------------|------------|
| • Monthly Residential Sewer Service                                                    | \$75.00    |
| • Annual Rate for Monthly Sewer Service (if paid by 1/31/2016; incl. \$2/mo. discount) | \$876.00   |
| • Monthly Discount for payment by ACH through D/NSSD system                            | \$2.00     |
| • Monthly Commercial Base Volume Charge (fixed rate per assigned CAF; 7,908 gallons)   | \$75.00    |
| • Commercial Excess Volume Charge (per 1,000 gallons)                                  | \$9.40     |
| • Commercial Billing Surcharge (charged monthly if any flow recorded)                  | \$9.00     |
| • 2016 Annual Debt Service Fee (either prepaid in 2015 or on 2016 taxes)               | \$1,000.00 |

**All residential service** will be invoiced on the first of each month and due by the last business day of the month. Given the monthly charge does not vary for residential accounts; the billing office will mail statements monthly around the 10<sup>th</sup> of each month to capture straggler payments. This statement functions as your monthly invoice and will reflect your current balance due, along with any payments made and invoices issued during the prior month. Payments are due at month-end regardless of statement receipt date.

**Commercial accounts** will be invoiced on the same schedule as residential accounts. The commercial invoice from the first of the month will include that month's base charge (for their assigned CAF/base volume charge) and any excess volume, if applicable, from the prior month. Volume readings are typically provided to the billing office by the 5<sup>th</sup>-10<sup>th</sup> of each month so commercial statements/invoices will also be issued on/around the 10<sup>th</sup> of each month.

**Monthly Statement of Balance Due and Prior-month Activity** All users not paying by the District's ACH program and all commercial accounts will receive a one-page Statement & Invoice, sent by mail, reflecting:

- Balance Forward, if applicable
- Activity for the last 30 days (payments posted, invoice(s) issued, finance charges applied, etc.)

A remittance envelope will be provided for all users not paying by their bank's bill-pay service.

The monthly statement/invoice will reflect the total amount due by the last day of the month to keep or bring your account current. All payments received *through the monthly statement date* will be reflected with check numbers noted. Finance charges are assessed on the 5<sup>th</sup> of each month.

**MORE INFO ON BACK**

Website: [dnssd.org](http://dnssd.org)  
Emergency/Superintendent: 218-590-5911  
Billing Office: 218.409.2287 or [services@fiop.biz](mailto:services@fiop.biz)  
Mailing Address: P.O. Box 16027, St Louis Park, MN 55416

An enrollment form is enclosed for the District's electronic payment option. This program draws your monthly service payment from an account you specify on the due date. Customers can enroll at any time by sending a completed enrollment form to the D/NSSD Billing Office (mail, fax or e-mail all acceptable). Your account must be current to enroll and the \$2 per month discount starts immediately.

**The remittance address for all payments, ACH enrollment forms or District correspondence is:**

D/NSSD  
c/o FiOp  
P.O. Box 16027  
St Louis Park, MN 55416

**The D/NSSD Billing Office can be reached at:**

218.409.2287  
Abbie Spahn  
services@fiop.biz  
612-234-4740 (fax)

**2016 Billing Schedule:**

<u>Month of Service</u>	<u>Invoice Date</u>	<u>Statement Date</u>	<u>Payment Due</u>
January 2016	1/1/16	1/8/16	1/29/16
February 2016	2/1/16	2/10/16	2/29/16
March 2016	3/1/16	3/10/16	3/31/16
April 2016	4/1/16	4/8/16	4/29/16
May 2016	5/1/16	5/10/16	5/31/16
June 2016	6/1/16	6/10/16	6/30/16
July 2016	7/1/16	7/8/16	7/29/16
August 2016	8/1/16	8/10/16	8/31/16
September 2016	9/1/16	9/9/16	9/30/16
October 2016	10/1/16	10/10/16	10/31/16
November 2016	11/1/16	11/10/16	11/30/16
December 2016	12/1/16	12/9/16	12/30/16

Please contact the Billing Office for questions or information regarding:

- updates to your contact information
- changes to your payment information (ACH customers only)
- assessment quotes
- questions on invoices and statements

If we don't have the answer we'll do our best to connect you with the person best suited to help.

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