

Why did my bill go up?

For residential, we use the consumption of water from the 1st quarter to calculate your sanitary sewer for four quarters, so every April you might notice your bill change. We use January to March because during this quarter you won't be irrigating, which would not go down the sanitary sewer.

What is "Usage" on my billing statement?

"Usage" is your consumption of water for a quarter. The meter "Reading" would be the digits that they read from the meter, they would subtract last quarter's digits from this quarter's to get your usage.

Example- current reading 123 – old reading 100 = Usage 23 (These numbers are by the 1,000, we bill per 1,000)

Why do I have to pay Storm Sewer and Street Lighting fees when I don't have a light or storm sewers?

Storm Sewer and Street Lighting fees are charged to every resident in Stillwater. These fees help pay for costs related to maintaining these for our whole city, not just around your property. If you have any more questions about why you are paying this utility, please call Public Works Director, Shawn Sanders at 651-430-8835.

Late fees are 10% Late fees will not show up on your account until the next billing cycle is complete.

For credit/debit card or electronic checks there will be a fee added to your transaction.

A convenience fee of \$1.00 will be applied to all EFT payments.

A convenience fee of 2.9% of the total charge plus \$0.30 will be applied to all credit/debit card payments.

Online payments can be made at stillwatermn.ourcommunityconnect.com

Bill Pay If you use Bill Pay, it will issue a manual check to be mailed to us. To avoid late fees because of this, we encourage you to process your payments with plenty of time for the mail get to us.