



February 5, 2019

Dear Lincoln-Pipestone Rural Water Customer,

At our recent February 4, 2019 Board meeting, the LPRW Board of Commissioners passed new policy regarding monthly charges and reconnection fees for *Seasonal Disconnections* and *Permanent (Long-Term) Disconnections*; as follows:

Seasonal Disconnections are considered "Active" accounts and will regularly receive a monthly water bill. However, these accounts will not be charged a reconnection fee upon reconnection, and provided the account holder notifies LPRW staff within 48 hours of reconnection. As a courtesy, LPRW staff will still come on site to physically disconnect the meter for winterization, upon request with proper notice.

Permanent (Long-Term) Disconnections are considered "Inactive" accounts upon notification to LPRW staff. Permanent Disconnections will not receive a monthly water bill during the period of disconnection. However, upon reconnection, the account holder will be required to pay an Account Reactivation Fee and a Reconnection Fee. Currently, those fees have been set at \$150.00 and \$40.00, respectively; and are subject to change at any time.

All other accounts are considered Active accounts, to which you will receive a regular monthly water bill.

If you should decide that you would like to be disconnected completely, or have any questions pertaining to your account, please contact Barb Powell in our billing department (507) 368-4248.

Thank you for being a great customer.

Barb Powell
Utility Billing

Address: 415 E Benton St., PO Box 188 Lake Benton, MN 56149 • Office: 507-368-4248 or 800-462-0309 Fax: 507-368-4573
Email: lprw@itctel.com • Visit the LPRW Web Site at www.lprw.com • MINNESOTA RELAY: 771 or 800-627-3529

Lincoln Pipestone Rural Water is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.