



Utility Operations and 2021 Utility Rates

Water, Sewer,
Surface Water, and
Street Lighting

What is Safe Drinking Water Worth to You?

Our water towers and pipes below the street need constant attention in order to keep the drinking water that supports our daily lives flowing at the right pressure without fail. Consistent access to safe water helps:

- Keep us healthy
- Fight fires
- Support our economy
- Enhance our high quality of life

Ensuring continued access to safe water also involves the proper collection and treatment of waste water (sewage), and it doesn't stop there. In order to protect the quality of our lakes and streams it is also necessary to properly collect and direct storm water through the use of storm sewer systems and ponds, and remove debris and other contaminants from surface water runoff.

The process of protecting our varied and numerous water assets requires a coordinated effort to manage each of the resources carefully and to comply with increasing regulations that govern these activities. This document is intended to provide an overview of Shoreview's utility systems and rates in an effort to describe what it takes to run the city's utilities.

The revenue generated by utility bills covers maintenance and replacement efforts, to keep the system strong and reliable.

Water Operations

Shoreview's water system provides drinking water to about 9,000 homes and businesses within city limits, and provides limited service (at higher billing rates) to neighboring communities through service agreements.

The city's water system includes:

- 1,340 fire hydrants
- 6 wells
- 2 elevated storage tanks (water towers)
- 1 water treatment facility
- 1 underground water reservoir
- 104 miles of water lines

Watering restrictions have been implemented to reduce the peak in daily demand for water during periods of drought, and to more evenly spread water use over different days. This enables the city to avoid the high cost of constructing additional wells and water storage capacity.

Operating and maintaining the system so that water is always available requires managing the following activities:

- Pump and store water
- Water treatment
- Operate distribution pumps
- Flush water mains (semi-annually)
- Repair, replace and maintain water system infrastructure
- Read meters (quarterly) and replace meters as needed
- Sample and test water per Department of Natural Resources and Minnesota Department of Health requirements

Hydrant flushing is performed by utility maintenance crews each spring to remove mineral buildup in the system and to ensure the reliability of hydrants and water valves. The systematic and controlled flushing of the system improves the overall quality of water, assists in overall system maintenance, helps remove sediment and stale water, and maintains chlorine residuals.

In 2016 the city began operating a new water treatment plant to address rising levels of iron and manganese in the city's water supply. The Environmental Protection Agency has established secondary drinking water standards and the city's manganese levels exceeded these standards. High iron and manganese levels can cause taste and odor problems within the water system.

Water Rates

Minnesota law requires the city to bill all water customers on a conservation-based rate structure (tiered rates). Further, the law requires billing each residential unit the same allocation of gallons per tier at the same water rates. This means that apartments and condominiums are billed the same as single-family homes.

Residential water rates are set in 2 components: a quarterly availability charge of \$29.00 (up \$5.00 from 2020), and 4 tiered rates for water

used in the preceding quarter. Tiered rates for 2021 are shown at right, and are described below:

Residential Water Rates (quarterly)		
Water Tiers	Cost Per Thousand Gallons	Gallons Per Penny
Tier 1 (5,000 gal per unit)	\$ 1.77	5.65
Tier 2 (5,000 gal per unit)	\$ 2.84	3.52
Tier 3 (20,000 gal per unit)	\$ 3.93	2.54
Tier 4 (remaining water)	\$ 6.48	1.54

- The first 5 thousand gallons per unit is billed at \$1.77 per thousand gallons (about 5.65 gallons for each penny).
- The second 5 thousand gallons per unit is billed at \$2.84 per thousand gallons (3.52 gallons per penny).
- The next 20 thousand gallons per unit is billed at \$3.93 per thousand gallons (2.54 gallons per penny).
- Remaining water is billed at the highest rate of \$6.48 per thousand gallons (1.54 gallons per penny).

Commercial customers are billed the same tiered rates, excluding the lowest tier (which is for residential customers only).

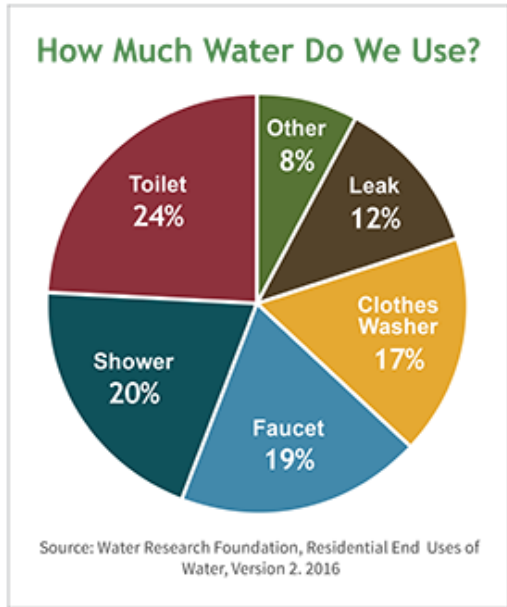
Tap water is quite inexpensive compared to bottled water. For instance, a gallon of self-serve spring water costs about 35-cents while 35-cents buys 198 gallons of Shoreview tap water at the lowest tier, and even at the highest tier buys 54 gallons of water.

Household Water Use

According to the Water Research Foundation, about 44% of household water use is for flushing and showering.

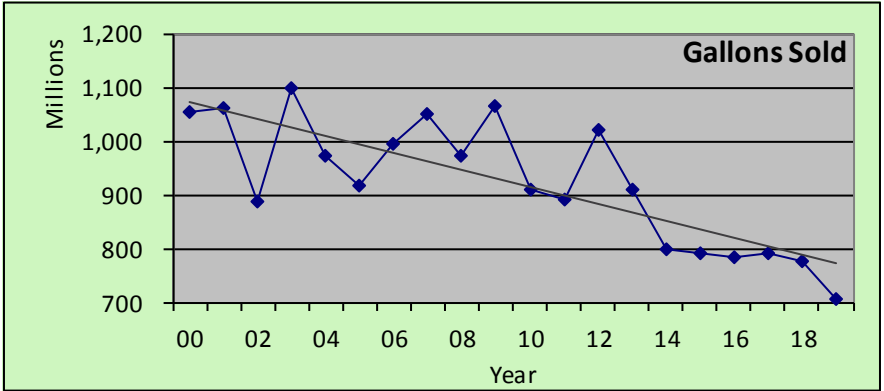
The pie chart at right illustrates average household water consumption. Some easy ways to reduce water consumption may include:

- Turn the water off while washing dishes by hand
- Run the clothes washer only when full, or upgrade to a high efficiency washing machine
- Use a water-efficient shower head (saves 750 gallons a month)
- Shorten shower time (1 to 2 minutes shorter saves 25 gallons a month)
- Upgrade older toilets with water efficient models
- Use sprinklers that deliver big drops of water close to the ground; smaller water drops and mist evaporate more quickly before reaching the ground
- Adjust sprinklers so only the lawn is watered, and not the house, sidewalk or street
- Water the lawn and garden in the morning or evening when temperatures are cooler, minimizing evaporation
- Check soil moisture to determine when to water rather than following set watering schedules
- Set a timer when watering, as a reminder to stop; a running hose can discharge up to 10 gallons a minute
- Adjust the lawn mower to a higher setting, allowing longer grass to shade the root system and hold soil moisture better

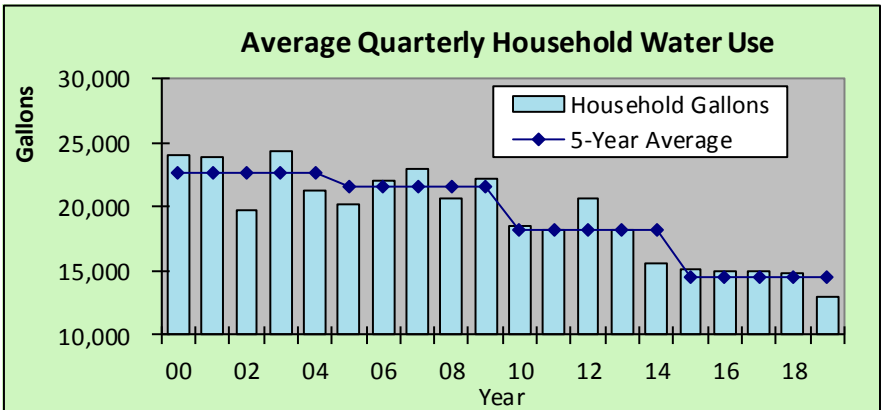


Water Use Trends

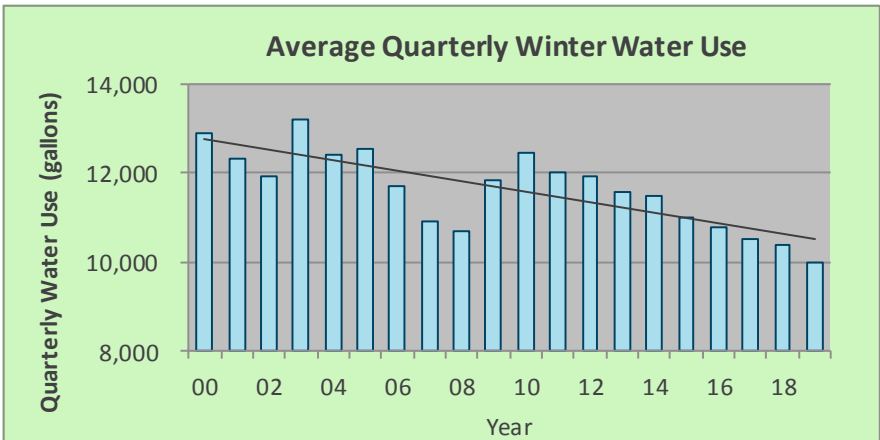
Water use fluctuates from year to year, primarily due to differences in rainfall. About 50% of the water sold is consumed during the four months of the growing season.



Other factors that reduce household water use include water conservation, an aging population, new plumbing fixtures, fewer people per household, and the city's efforts to promote water conservation. The graph below shows average quarterly water consumption per home. Because this graph shows total average consumption throughout the year, both rainfall and water conservation efforts impact these results.



Examining winter water consumption is the easiest way to measure inside household water use (without the impact of summer watering). The graph below shows the decline in average quarterly winter water use over more than a decade. Even though water conservation protects the long-term viability of the city's water source, it also means that water revenues decline in some years despite an increase in water rates. If the downward water trend in water use continues, existing customers need to pay more for the same level of service in order to sufficiently cover ongoing fixed operating costs.



Water System Assets

The historical cost of building the water system is amortized over the life of the system and expensed as annual depreciation (\$970,000 for 2021). In the last 5 years, the water fund has spent \$16.5 million on water system repairs, replacements, improvements to system controls, water meter replacements and the water treatment facility. Over the next 5 years the city expects to spend \$4.2 million on water system assets. Other capital costs are primarily repairs and maintenance of existing assets (wells, towers and water lines).

Water Budget

Water rates are set with the knowledge that predicting water income is far more difficult than predicting expenses and capital costs. In setting rates the city expects fluctuations in water consumption from year to year, and therefore expects a net loss in some years and a net gain in others. The rate setting process is designed to make gradual changes in rates whenever possible, focusing on a long-term strategy.

The table below provides a 4-year history of water fund activity. In three of the last four years the city's water fund ended with a net loss (excluding the value of contributed assets). Water income was not sufficient to offset operating costs in 2016, 2018 and 2019.

Operating Summary	2016 Actual	2017 Actual	2018 Actual	2019 Actual
Revenue				
Special Assessments	\$ 5,200	\$ 1,357	\$ 1,898	\$ 1,330
Intergovernmental	-	-	-	2,427
Utility Charges	2,866,146	3,243,357	3,311,721	3,101,483
Interest Earnings	38,343	40,930	37,520	85,316
Total Revenue	2,909,689	3,285,644	3,351,139	3,190,556
Expense				
Enterprise Operations	1,570,611	1,609,969	1,693,957	1,740,009
Debt Service	509,608	439,738	452,642	432,451
Depreciation	671,425	813,359	943,063	950,017
Total Expense	2,751,644	2,863,066	3,089,662	3,122,477
Other Sources (Uses)				
Transfers Out	(363,000)	(381,625)	(385,521)	(393,000)
Net Change	\$ (204,955)	\$ 40,953	\$ (124,044)	\$ (324,921)

Based on historical water use, lower water consumption appears to be a trend rather than a temporary fluctuation. The city adjusted future base gallons downward by 10% in 2020 in order to maintain a positive gap between income and expense.

The table below shows estimated water fund activity for the 2020-2021 biennial budget. The 2020 and 2021 budgets are based on the expectation that water consumption will meet the reduced base gallons.

Operating Summary	2020 Estimate	2021 Budget
Revenue		
Utility Charges	\$ 3,757,231	\$ 4,111,500
Interest Earnings	40,000	40,000
Total Revenue	3,797,231	4,151,500
Expense		
Enterprise Operations	1,982,026	2,267,657
Debt Service	430,299	404,172
Depreciation	971,000	970,000
Total Expense	3,383,325	3,641,829
Other Sources (Uses)		
Transfers Out	(416,000)	(423,000)
Net Change	\$ (2,094)	\$ 86,671

Over the next 5 years, significant water system costs include:

- Well motor and electrical upgrades.
- Installation of water mains to connect dead-ends on several water main segments.
- Repair and replace water lines.
- North water tower interior and exterior rehabilitation and surface recoating.

Sewer Operations

Shoreview operates a sanitary sewer system that collects and directs waste water discharged from homes and businesses throughout the city. The city's sewer system includes:

- 19 lift (pumping) stations
- 109 miles of sanitary sewer lines
- 2,500 manholes

Operating and maintaining the sewer system so that it functions adequately and consistently includes:

- Operating, maintaining and inspecting lift stations daily
- Treating collected sewage (performed by Metropolitan Council Environmental Services)
- Relining sewer pipes
- Replacing, repairing and maintaining sewer system infrastructure
- Inspecting sewer lines
- Cleaning sewer lines

Sewer Rates

Sewer rates are set in 2 components: a quarterly sewer availability charge of \$47.10 per unit plus one of 5 tiered rates for water used in the winter quarter (because winter water use provides the best measure of water entering the sewer lines). The sewer availability charge is billed regardless of whether sewer discharge occurs because the city must maintain, repair, operate and replace the sewer system.

Tiered rates for 2021 are shown in the table at right, and are described as follows.

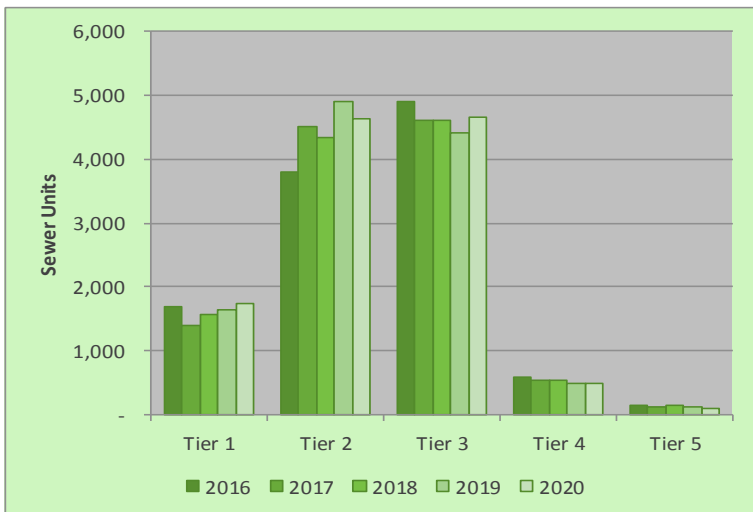
Residential Sewer Rates (quarterly)	
Sewer Tiers	Sewer Tiers
Tier 1 (up to 5,000 gal per unit)	\$ 19.91
Tier 2 (5,001-10,000 gal per unit)	\$ 34.26
Tier 3 (10,001-20,000 gal per unit)	\$ 52.55
Tier 4 (20,001-30,000 gal per unit)	\$ 71.46
Tier 5 (more than 30,000 gal per unit)	\$ 92.83

- Tier 1— homes using up to 5 thousand gallons in the winter quarter pay \$19.91 per quarter (plus availability charge).

- Tier 2— homes using between 5 and 10 thousand gallons in the winter quarter pay \$34.26 per quarter (plus availability charge).
- Tier 3— homes using between 10 and 20 thousand gallons in the winter quarter pay \$52.55 per quarter (plus availability charge).
- Tier 4— homes using between 20 and 30 thousand gallons in the winter quarter pay \$71.46 per quarter (plus availability charge).
- Tier 5— homes using more than 30 thousand gallons in the winter quarter pay \$92.83 per quarter (plus availability charge).

Sewer rates are designed to reward low volume customers with lower fees, and to charge high volume customers more since they contribute more flow to the sewer system. Further, rates are designed to treat single-family homes and multi-family units equally by establishing the multi-family cost on a per unit basis. Sewer only customers are billed at the middle tier since actual use cannot be established.

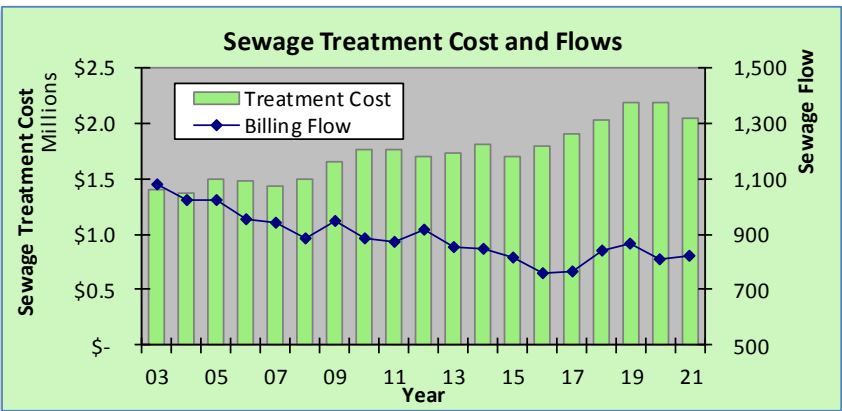
The graph below illustrates the number of residential sewer customers billed in each of the 5 sewer tiers over the last 5 years. As shown, the majority of homes are billed at tiers 2 and 3, and the fewest number of homes are billed at tier 5. The number of customers in the first 2 tiers is generally rising, while the number of customers in tiers 3 through 5 is declining.



Sewage Treatment

Sewage is collected in city-owned sanitary sewer mains and is routed or pumped into facilities owned and operated by the Metropolitan Council Environmental Services Division (MCES). Sewage flows are monitored and metered by MCES for the purpose of determining the city's sewage treatment costs. These costs are dependent on the amount of flow contributed to the system, and therefore water use impacts the city's sewage treatment costs.

Unfortunately, even when sewage flow declines sewage treatment costs don't necessarily follow because the rate charged by the MCES has continues to rise in most years. As shown in the table below, sewage flow has generally declined, while sewage treatment costs have risen in most years. Shoreview's treatment costs will decrease 6.1% for 2021.



Sewage flows can also be impacted by groundwater infiltration and storm water inflow, particularly during periods of heavy downpours. Cracks in sewer lines, openings in manholes, and illegal connections of roof drains and/or sump pumps to the sewer system allow water to flow directly into sewer pipes, which in turn drives up sewer flows and sewage treatment costs.

In an effort to reduce sewage flow, the city is actively working to evaluate and reline sewers where ground water infiltration occurs. The city also completed a commercial roof and residential sump pump inspection program to eliminate illegal discharges into the sewer system.

The table at the right provides a 10-year summary of the city’s sewage treatment costs. The sewage flow estimate for the 2021 bill is 10% lower than 2012 flows. Conversely, the 2021 rate per million gallons is 34% higher than the rate charged in 2012. The net result is a sewage treatment bill that is \$2,042,833 (20% higher than 2012). If sewage flows had continued to grow, the cost would have been even higher.

Year	Billing Flow (millions)	Rate Per Million Gallons	Annual Cost (millions)
2012	917	\$ 1,854	\$ 1.699
2013	856	\$ 2,029	\$ 1.737
2014	846	\$ 2,142	\$ 1.812
2015	816	\$ 2,084	\$ 1.701
2016	762	\$ 2,348	\$ 1.789
2017	763	\$ 2,485	\$ 1.895
2018	840	\$ 2,422	\$ 2.035
2019	865	\$ 2,527	\$ 2.186
2020	812	\$ 2,681	\$ 2.177
2021	824	\$ 2,479	\$ 2.043

Since 2007 the MCES has had the authority to charge an inflow/infiltration surcharge for the estimated increase in sewage flows generated by ground water infiltration. So far, Shoreview has avoided this cost because of the city’s efforts to reduce inflow and infiltration of ground and storm water into the system.

Sewer System Assets

The historical cost of building the sanitary sewer system is amortized over the life of the system and expensed as annual depreciation (\$357,000 for 2021). In the last 5 years, the sewer fund has spent \$3.0 million on sewer system repairs, replacements, improvements to system controls and new sewer lines, and expects to spend \$3.1 million over the next 5 years.

Sewer Budget

Establishing sewer rates and predicting sewer revenue is somewhat easier than predicting water revenue, because winter water consumption is used to determine residential sewer charges. Regardless, the gradual decline in water use also impacts sewer revenue because declining winter water use shifts more customers into lower sewer tiers.

The table below provides a 4-year history of sewer fund activity. In all of the last 4 years the city's sewer fund ended with a net gain (excluding the value of contributed assets). This means that sewer income was sufficient to offset operating costs.

Operating Summary	2016 Actual	2017 Actual	2018 Actual	2019 Actual
Revenue				
Special Assessments	\$ 8,195	\$ 1,858	\$ 2,757	\$ 1,825
Intergovernmental	-	-	-	1,016
Charges for Services	1,193	7,877	1,143	6,958
Utility Charges	4,045,175	4,270,602	4,342,824	4,498,030
Interest Earnings	28,417	43,781	53,345	132,261
Other Revenues	-	-	-	2,549
Total Revenue	4,082,980	4,324,118	4,400,069	4,642,639
Expense				
Enterprise Operations	3,328,440	3,403,098	3,377,484	3,715,864
Debt Service	84,653	76,310	78,027	71,898
Depreciation	330,973	327,164	321,544	329,271
Total Expense	3,744,066	3,806,572	3,777,055	4,117,033
Other Sources (Uses)				
Transfers Out	(183,000)	(195,625)	(191,000)	(203,000)
Net Change	\$ 155,914	\$ 321,921	\$ 432,014	\$ 322,606

Rates are designed to change gradually whenever possible, focusing on a long-term strategy. However, if lower consumption becomes a trend, it may become necessary to charge higher rates for the same level of service to offset operating expenses.

The table below shows estimated sewer fund activity for the 2020-2021 biennial budget. Both years are based on the expectation that winter water consumption will continue at current levels, and estimates indicate a net profit in each year.

Operating Summary	2020 Estimate	2021 Budget
Revenue		
Charges for Services	\$ 1,600	\$ 1,600
Utility Charges	4,556,500	4,685,500
Interest Earnings	35,000	35,000
Total Revenue	<u>4,593,100</u>	<u>4,722,100</u>
Expense		
Enterprise Operations	3,899,811	3,849,446
Debt Service	116,936	121,813
Depreciation	350,000	357,000
Total Expense	<u>4,366,747</u>	<u>4,328,259</u>
Other Sources (Uses)		
Transfers Out	<u>(206,000)</u>	<u>(208,000)</u>
Net Change	<u>\$ 20,353</u>	<u>\$ 185,841</u>

Over the next 5 years, significant sewer system costs include:

- Repair and replace sewer lines.
- Sanitary sewer relining.
- Lift station rehabilitation.

Surface Water Operations

The city maintains a storm water system that collects and directs storm water runoff and provides protection for surface and ground water quality. The city's surface water system includes:

- 4 storm water lift (pumping) stations
- 198 storm water ponds
- 485 storm inlets/outlets
- 35 miles of storm lines
- 50 structural pollution control devices

The purpose of the surface water management program is to preserve and use natural water storage and retention systems, as much as is practical, and to reduce the amount of public capital expenditures necessary to:

- Control excessive volumes and runoff rates
- Improve water quality
- Prevent flooding and erosion from surface water flows
- Promote ground water recharge
- Protect and enhance fish and wildlife habitat and water recreational facilities (lakes, streams, etc.)

The city's surface water management program seeks to prevent flooding and improve ground water quality through the best possible utilization of wetlands and artificial detention areas. Wetland management allows the city to maintain the integrity of its wetlands, improve water quality and reduce city maintenance efforts. Emphasis is placed on both sediment removal and storm water infiltration, as the primary methods of water quality improvement.

Operating the surface water system includes these activities:

- Maintain, inspect, replace and improve storm sewer systems (including storm lines)
- Maintain storm sewer lift stations (pumping stations)
- Maintain and inspect storm water ponds
- Construct new storm water ponds
- Collect debris from city streets through street sweeping
- Provide technical support to water management organizations
- Implement a surface water management plan

Surface Water Rates

Surface water charges are set by type of property, considering the amount of impervious surface typically present (in an attempt to address varying levels of rainfall runoff). The table below shows 2021 surface water rates for all classes of property. Townhomes pay a slightly higher rate because they have more impervious surface area and therefore generate more rainfall runoff.

Surface Water Rates (quarterly)		
Property Type	Rate	Basis
Residential	\$ 33.27	per unit
Townhomes	\$ 35.24	per unit
Condo, apartment, commercial, industrial, school, church	\$ 278.12	per acre

Surface Water System Assets

The historical cost of building the storm sewer system is amortized over the life of the system and expensed as annual depreciation (\$353,000 for 2021). In the last 5 years the surface water fund has spent \$2.5 million on storm system repairs, replacements, and improvements (including pond development), and expects to spend \$4.5 million over the next 5 years.

Surface Water Management Budget

The table below provides a 4-year history of surface water fund activity. As shown, the surface water fund has ended all of the last 4 years with a net gain (excluding the value of contributed assets).

Operating Summary	2016 Actual	2017 Actual	2018 Actual	2019 Actual
Revenue				
Special Assessments	\$ 2,016	\$ 486	\$ 769	\$ 524
Intergovernmental	-	-	-	6,192
Utility Charges	1,616,052	1,781,863	1,855,105	1,947,451
Interest Earnings	11,465	16,739	20,966	54,541
Total Revenue	<u>1,629,533</u>	<u>1,799,088</u>	<u>1,876,840</u>	<u>2,008,708</u>
Expense				
Enterprise Operations	922,576	903,944	930,275	966,391
Debt Service	91,952	79,194	84,665	94,585
Depreciation	272,829	283,009	293,046	308,618
Total Expense	<u>1,287,357</u>	<u>1,266,147</u>	<u>1,307,986</u>	<u>1,369,594</u>
Other Sources (Uses)				
Transfers Out	<u>(159,000)</u>	<u>(168,000)</u>	<u>(176,000)</u>	<u>(186,000)</u>
Net Change	<u>\$ 183,176</u>	<u>\$ 364,941</u>	<u>\$ 392,854</u>	<u>\$ 453,114</u>

The operating surplus generated in any given year is used to partially support anticipated storm sewer capital costs as mandated by the city's surface water management plan.

The table below shows estimated surface water fund activity for the 2020-2021 biennial budget. As shown, a net profit is anticipated for both years.

Operating Summary	2020 Estimate	2021 Budget
Revenue		
Utility Charges	\$ 2,016,380	\$ 2,080,000
Interest Earnings	12,000	12,000
Total Revenue	2,028,380	2,092,000
Expense		
Enterprise Operations	1,269,152	1,260,488
Debt Service	118,364	116,144
Depreciation	327,000	353,000
Total Expense	1,714,516	1,729,632
Other Sources (Uses)		
Transfers Out	(186,000)	(191,000)
Net Change	\$ 127,864	\$ 171,368

Over the next 5 years, significant surface water system costs include:

- Repair and replace storm systems.
- Improve and expand the storm system as part of street projects.
- Replace an existing storm water lift station on Suzanne Pond.
- Make corrections to the Gramsie storm pond to mitigate flooding.

Street Lighting Operations

The city operates a street lighting system throughout the community in support of safe vehicle, bicycle and pedestrian traffic. The city's street light system includes lighting owned by the city or leased from Xcel Energy.

- 828 city-owned street lights
- Leased street lights

Operation and maintenance of the city's street light system includes:

- Periodic rewiring of existing lights
- Energy costs associated with operation of the lighting system
- Installation of new street lights
- Repair and replacement of existing poles and/or light fixtures

Street Lighting Rates

Street lighting user charges are based upon property type. The table below shows 2021 street lighting rates for all classes of property. Apartments and mobile homes pay a lower fee than homes because there are significantly more homes per acre in those developments.

All properties in Shoreview, regardless of locations or types of street light fixtures, pay street light charges. All properties receive benefit from the street light system through illumination of streets, which in turn enhances safety for drivers and pedestrians.

Street Lighting Rates (quarterly)		
Property Type	Rate	Basis
Residential, townhome	\$ 15.03	per unit
Apartment, condo, mobile home	\$ 11.27	per unit
Comm, industrial, school, church	\$ 45.11	per acre

Street Lighting Assets

The historical cost of building the street lighting system is amortized over the life of the system and expensed as annual depreciation (\$122,000 for 2021, not including lights owned by Xcel Energy). Over the last 5 years the city has spent \$1.0 million on lighting repairs and replacements, and expects to spend \$2.1 million over the next 5 years due to the age of many of the lights in the system.

Street Lighting Budget

The table below provides a history of street lighting fund activity for the last 4 years. As shown, the fund ended with a net gain in each year. An operating gain is necessary because the fund lacks sufficient cash balances to absorb the annual impact of street lighting replacement costs. These costs create an immediate drain on street light fund cash while impacting depreciation expense over the useful life of the assets.

Operating Summary	2016 Actual	2017 Actual	2018 Actual	2019 Actual
Revenue				
Special Assessments	\$ 875	\$ 173	\$ 295	\$ 191
Utility Charges	554,829	640,703	681,333	724,247
Interest Earnings	2,179	4,314	7,730	27,460
Total Revenue	557,883	645,190	689,358	751,898
Expense				
Enterprise Operations	226,275	226,488	233,292	237,621
Miscellaneous	260	-	-	-
Depreciation	70,079	78,678	84,306	87,427
Total Expense	296,614	305,166	317,598	325,048
Other Sources (Uses)				
Transfers Out	(25,400)	(28,400)	(32,400)	(37,400)
Net Change	\$ 235,869	\$ 311,624	\$ 339,360	\$ 389,450

The table below shows estimated street lighting fund activity for the 2020-2021 biennial budget. The planned operating surplus is intended to partially offset street light replacements of \$663,150 in 2021.

In the next 5 years, energy, street light repair, and street light replacement costs will be the primary driving force when establishing street lighting charges.

Operating Summary	2020 Estimate	2021 Budget
Revenue		
Utility Charges	\$ 754,000	\$ 791,000
Interest Earnings	3,000	3,100
Total Revenue	757,000	794,100
Expense		
Enterprise Operations	288,951	303,996
Depreciation	107,000	122,000
Total Expense	395,951	425,996
Other Sources (Uses)		
Transfers Out	(37,400)	(42,400)
Net Change	\$ 323,649	\$ 325,704

- Energy costs account for 51% of operating expense in 2021 (the largest expense for the fund)
- Repair costs are expected to rise in the future as street lights continue to age

What Does This Mean for My Utility Bill?

The impact of the 2021 utility rates on any individual customer depends on the amount of water consumed because rates are based on the philosophy that customers putting greater demands on the system should pay more than customers with lesser demand. The table below provides a breakdown of residential customers in 6 usage levels. As shown, 40% of residential

customers fall into the “average” category (using an average of 15,000 gallons of water per quarter, and using about 12,000 gallons per quarter in the winter months).

Use Level	Water Gallons	(winter) Sewer Gallons	Percent of Residential Customers *
Very low	5,000	4,000	13%
Low	10,000	10,000	28%
Average	15,000	12,000	40%
Above average	25,000	22,000	14%
High	55,000	26,000	3%
Very high	80,000	34,000	2%

* Based on Water consumption

The table at right illustrates the change in utility bills for 2021 in each of the usage levels, assuming that the same amount of water is used in each year.

Use Level	Total Quarterly Utility Bill		Quarterly Change	
	2020	2021	\$	%
Very low	\$148.09	\$ 155.59	\$ 7.50	5.1%
Low	\$175.56	\$ 184.14	\$ 8.58	4.9%
Average	\$212.04	\$ 222.08	\$ 10.04	4.7%
Above avg	\$267.68	\$ 280.29	\$ 12.61	4.7%
High	\$438.98	\$ 461.94	\$ 22.96	5.2%
Very high	\$612.68	\$ 645.31	\$ 32.63	5.3%

The cost estimates shown above include a water connection fee of \$2.43 per quarter, mandated by and paid to the State of Minnesota.

Available Payment Methods

The city provides a variety of payment methods for utility bills, including:

- Online via the city's website ("online payments")
- Automatic credit card withdrawal
- Direct debit (from your bank account)
- By mail
- Drop box at the city hall entrance
- City hall front desk during office hours (8 am to 4:30 pm)
- Credit card, by calling utility billing at 651-490-4630

Contact Information

Utility billing questions information

- Phone - 651-490-4630
- Email - utilities@shoreviewmn.gov

Utility maintenance questions

- Phone - 651-490-4688 (customer service representative)
- Phone - 651-490-4661 (utilities supervisor)
- Email - kchmielewski@shoreviewmn.gov

Water and sewer emergencies

- Mon-Fri, 7 am-3:30 pm 651-490-4661
- Evenings, weekends and holidays, call the Ramsey County Sheriff 651-484-3366. The Sheriff's office will contact the utility maintenance person on call.

We hope this information has been helpful in explaining the city's utility systems.

Shoreview Utility Department
4600 Victoria Street North
Shoreview, MN 55126
shoreviewmn.gov

