

The City of Jackson
80 West Ashley Street
Jackson, MN 56143
Phone: (507) 847-4410
Fax: (507) 847-5586
Website: www.jacksonmn.com



Utility Information

The City of Jackson has developed this information booklet to provide an explanation of utility policies and billing procedures.

Connections

The City of Jackson requires all new customers to contact City Hall to establish an account prior to the use of City utilities. Suitable space must be provided for the City to install and maintain facilities on the customer's premise and provide access at all reasonable times for construction, operation, maintenance, repair, replacement, or inspection of the City's utility facilities. The City has the right to remove branches or limbs of trees to protect lines, facilities and property of the utilities.

Services and Application Process

The City of Jackson provides electrical, water, sewer and cable TV services. Residential garbage and recycling service is provided through an independent contractor but is billed on the City Utility bills. Utilities Applications are available at City Hall. Most Owners/Managers of rental properties also have Utilities Applications available.

Billing

The City Utility bill includes charges for electricity, water, cable TV, sewer, and garbage and recycling collection. Sales tax is added to charges for electricity, garbage, cable TV and commercial water use. Other line items that you may see on your bill may include a balance forward, miscellaneous charges for having your meter read, reconnection charges, cable TV service charge, or NSF check charges.

City Utility bills are mailed the last working day of the month, usually for services provided two months prior. Payment is due to the City by the 15th day of the following month. A late charge of 5 % of the total amount due is added to late paying accounts.

Utilities are billed after usage is recorded. You will not receive a bill the first month that you have service. If you move out of Jackson, you will receive your final bill after you have moved. When you receive the final bill usually depends on whether you move before or after the 15th day of the month.

Deposits and Refunds

The City of Jackson requires a deposit or satisfactory credit report for utility service and for cable TV service for all new accounts or connections. A deposit is also required for established customers that have been delinquent two (2) times within a six (6) month period. If the Owner/Manager of a rental unit has contracted with the City for those services to your unit, a deposit is not required.

Disconnection and Reconnection

Utility services may be disconnected with notice for the following reasons:

- Customer request
- Failure to pay any bill within the collection period
- Failure to pay required deposit
- Issuance of an NSF check for payment of a bill or deposit
- Violation of utility rules and regulations

Utility services may be disconnected without notice for the following reasons:

- If hazardous conditions exist
- If use of service adversely affects the City's facilities or service to others
- Unauthorized reconnection after disconnection with due notice
- Tampering with City services or facilities
- Issuance of an NSF check for payment of a bill or deposit

If service has been disconnected by the City, service will be reconnected after the customer has taken corrective action and has made satisfactory arrangements for payment of all fees and/or deposits.

Complaint Process

If you wish to dispute any or all of your City Utility bill, you may do so by contacting City Hall in person, by phone, or by written notice prior to the proposed disconnection date. If a satisfactory resolution is not found, you may request a hearing before the City Utility Commission by contacting City Hall.

Contact Information

Jackson City Hall

80 West Ashley
Jackson, MN 56143
Phone: 507-847-4410
Fax: 507-847-5586
E-mail: utilities@cityofjacksonmn.com
Hours Monday through Friday 7:30 AM to 4:30 PM
(except holidays)

Waste Management (Residential Garbage Service)

Phone: 1-800-833-9596

JACKSON MUNICIPAL CABLE TV SYSTEM

TIER I - \$9.40 Per Month

- 2 KSMN—PBS Pioneer
- 3 KTIN—PBS affiliate from Fort Dodge, Iowa
- 4 WCCO—CBS affiliate from the Twin Cities
- 5 KSTP—NBC affiliate the Twin Cities
- 6 LOCAL—Information, weather, channels, videotapes
- 7 WGN—24 hour Chicago Superchannel
- 8 WTBS—Atlanta, GA Superstation
- 9 KMSP—Independent from the Twin Cities
- 10 KMWB- Independent from the Twin Cities
- 11 KARE—NBC affiliate from the Twin Cities
- 12 KEYC—CBS affiliate from Mankato
- 13 KSFY—ABC affiliate from Sioux Falls, South Dakota
- 14 WFTC-FOX—Fox network from the Twin Cities
- 15 THE WEATHER CHANNEL—24 hour weather station,
local to worldwide
- 16 FOX FAMILY
- 18 KSTC—High School tournament games, older sitcoms, etc.
- 20 HEADLINE NEWS—News from around the world
- 98 LEARNING CHANNEL—Educational, a video of knowledge
- 99 USA—Variety Programming

TIER II - \$22.55 Per Month

- 19 THE DISNEY CHANNEL—Family channel, movies,
cartoons, specials
- 21 SCI-FI—Science fiction, movies, series
- 22 COMEDY—Talk shows, stand-up comics, sketches
- 23 SPIKE—movies, older sit-coms, comedy
- 21 FSN—Fox Sports North
- 22 ARTS & ENTERTAINMENT—Educational Programming
- 23 ESPN—24-hours of amateur and professional sports
- 24 ESPN2—Amateur and professional sports
- 25 CNN—News from around the world, around the clock
- 29 FOX NEWS—24-hr. different twist to news
- 30 HISTORY CHANNEL—Entertainment and documentary
programming

Deposits and Refunds

Continued.....

A satisfactory credit report is a letter or fax [1] from an applicant's most recent utility provider indicating "on time" utility payments for the past twelve months, or [2] from an applicant's financial institution confirming that the applicant hasn't issued any dishonored checks in the past twelve months or, if no checking account, has had 12 months of "on time" loan payments.

Utility service and cable TV deposits will be refunded when a customer has had twelve consecutive "on time" payments. The City will pay interest on the deposit(s) with the refund(s).

Utilities Deposit

The required deposit for residential utilities service is determined by the type of heat being utilized.

Deposit	<u>Electric Heat</u>	<u>Non-Electric Heat</u>
	\$300	\$200

Deposits for new, non-residential use customers is the greater of \$200 or an amount equal to the actual two (2) maximum monthly bills for service at that premise within the previous twelve (12) months.

Cable TV Deposit

If a utility deposit is required, a \$35 cable TV deposit is also required for cable TV service. The City also charges a \$20 non-refundable connection charge for cable TV service, \$30 for each additional outlet that it installs at the owner's request, and \$20 for a change or relocation of service.

Meter Reading

City Utility customers are required to read their own water and electric meters on a monthly basis. If you have trouble locating or reading your meter, please contact City Hall. If the application is for a rental unit, please verify with the Owner/Manager who is to be responsible for reading the utility meters for that rental unit.

Record the electrical and water meter readings on the back of the Utility bill in the space provided. Meter readings can also be called or e-mailed to City Hall. If meter readings are not included one month, City Staff will estimate the readings. However, if meter readings are not included the following month, the City will read the meters and will charge \$15 for that service.

TIER II continued....

- 31 NICKELODEON—Children’s programming, family programming
- 32 DISCOVERY—Science, technology and nature programming
- 33 LIFETIME—Today’s issues, careers, health for women
- 34 TNT—Classic movies and variety programming
- 35 AMERICAN MOVIE CLASSICS—Classic movies of the past and present
- 36 MTV—Music, videos, interviews
- 37 TV LAND—Classic re-runs, comedy and drama
- 38 ANIMAL PLANET—Educational and humorous animal programming
- 39 CMT—Country & Western Videos
- 40 NATIONAL GEOGRAPHIC—People, animals, cultures from around the world
- 41 TURNER CLASSIC MOVIES—Turner owned movies, classic movies through the 80’s
- 42 HOME & GARDEN—Decorating, gardening, landscaping, remodeling, electronics to wine
- 43 CARTOON NETWORK—Children’s Programming
- 44 OUTDOOR CHANNEL—Outdoor Entertainment Activities
- 45 TRAVEL CHANNEL—Travel Narratives
- 46 FX—General entertainment, movies, sports, TV series
- 47 SPEED VISION—Speed & lifestyles, cars, boats, sprint cars
- 48 HALLMARK—Family Programming
- 49 DO IT YOURSELF—Step-by-step information on home improvements, gardening, food
- 50 E—Inside the world of movies, TV, music, celebrities
- 51 FOOD NETWORK—Cooking shows, recipes, etc.
- 52 VH1— Music from the 50’s to present, moderate
- 53 EWTN—Eternal World Television Network

PREMIUM CHANNEL \$ 9.95 Per Month

- 17 HBO - Movies, concerts, specials, 24 hours

FREQUENTLY ASKED QUESTIONS

Who do I call?
Where do I go?

◆ TELEPHONE

To start telephone service?

FOR HOME - 1-800-244-1111

FOR BUSINESS - 1-800-603-6000

◆ NATURAL GAS

To get natural gas hooked-up?

1-800-889-9508

Minnesota Energy Resources

◆ GARBAGE/RECYCLING

What day is my garbage/recycling picked-up?

North side of Sherman St./Ashley St.—Monday

South side of Sherman Street/Ashley St.—Tuesday

Please have garbage/recycling at curb by 6:30 a.m.

◆ RECYCLING CONTAINER

Where do I call to get a replacement recycling container or inquire about recycling?

Environmental Health & Pollution Office

Jackson County Resource Center

405 4th Street—(507) 847-2240

CONTACT: Ben Crowell

◆ CAR/TRUCK LICENSE

Where do I go to get a car and/or truck license?

Deputy Registrar Office

113 3rd Street—(507) 847-4749

◆ DRIVER’S LICENSE

Where do I go to get my driver’s license?

Jackson County Resource Center

413 4th Street

(507) 847-4774