

Frequently Asked Questions

Click on one of the links below to skip to that section of the FAQ:

[EUtilityBilling](#)

[eBills](#)

[Payments](#)

[Billing/Rates](#)

[Moving?](#)

Our normal office hours are Monday-Friday 8 a.m. - 4:30 p.m. You may contact us either by phone at (763) 494-6330 or send an e-mail to utilitybilling@maplegrovern.gov with eUtilitybilling in the subject line. Describe your problem and provide an e-mail address, account number, customer number and phone number where you can be reached. If you are contacting us after hours we will respond during normal business hours. For after hour water emergencies, please call (763) 494-6370.

E UTILITY BILLING

What is eUtilityBilling?

eUtilityBilling is a convenient, safe and secure on-line service the City of Maple Grove offers to its utility customers. With eUtilityBilling, you are able to:

- Pay your utility bill any time of the day
- Receive an electronic copy of your bill instead of a paper copy
- View billing history
- View your water consumption history

How do I sign up for eUtilityBilling?

You will need to click on the Register tab to set up your personal account and put in a User ID and password, you will then need to click register. Your registration will be processed immediately, and a verification code for your initial login will be emailed to you. You may begin making online payments immediately.

What information do I need to sign up?

You will need your 10 digit account number and 8 digit customer number. These numbers can be found on your utility bill.

What can I use as my Username?

Your Username can be anything you want and it is not case sensitive. We recommend that you use the first letter of your first name and your full last name. If another person has already registered with the same Username, the system will inform you of this and you will need to select a different Username.

What can I use as my password?

Your password must be at least 7 characters long and is case sensitive. It can include any combination of numbers, letters or special characters, but does not need to include all of these.

Where is my verification code?

A verification code is required for your initial login to eUtilityBilling. Once you are registered, a verification code will be sent to the email address provided during registration. If you do not receive your verification code, please call Utility Billing Monday through Friday between 8a.m. and 4:30 p.m. at 763-494-6330 or email utilitybilling@ci.maple-grove.mn.us.

What if I can't log in/my password doesn't work

Your password is case sensitive. Please be sure to type the password using upper and lower case characters as needed. After 5 attempts of the incorrect password, the system will lock you out. After 10 minutes you will be unlocked and the system will allow you to click on the "Forgot your Password" button.

What if I forget my password?

You may request your password by clicking on the "Forgot your Password" button which is located on the login page. Enter your User ID, then click on the "Forgot your password?" button. Your password will be sent to your email address.

How do I change my password?

You can change your password any time by clicking on the "Change Profile" button and then by clicking on the "Manage Password" button.

What if I forget my User ID?

We recommended you use the first letter of your first name and then your full last name, you also received an e-mail when signing up that has your user name and password. If you still do not remember your User ID, please call Utility Billing Monday through Friday between 8 a.m. and 4:30 p.m. at 763-494-6330 or email utilitybilling@maplegrovern.gov for assistance.

How do I know my computer connection is secure?

To ensure you are on a secure server, look for the padlock or key icon in the lower right hand corner of your internet browser. The padlock should appear locked and the key should appear connected to indicate a secure server. The symbol may not be visible on general information screens about the service, but will be reflected on any screens that will transmit your confidential account information. Another indication of a secure website is the web address bar. It will change from http://... To https://... The "s" indicates the hypertext transfer protocol (http) is secure.

If my computer is left inactive, how long do I have before I am logged off?

If your computer is left inactive for a period of 20 minutes, you will be logged off.

EBILLS

What is eBill?

eBill is an electronic copy of your utility bill. When registering for eUtilityBilling, you may elect to receive eBills. If you choose to receive eBills, you will **no longer** receive a paper copy of your bill. You will be notified by email when your eBill is ready for viewing each quarter.

How do I change from paper bills to eBills?

If you would like to change your billing preference, click on Change Profile, then on Manage Profile, and change your selection in the Receive eBills box.

How do I view my utility bills?

Click on Billing History and if you elected to receive eBills, you will see the word “View” under the Web Bill column. When you click on any of the “View” links, a separate window will pop up with your eBill. If you want to view charges for each service, from the billing history tab, click on any of the dates under the Bill Date column to see the details of each bill. Due to a new utility billing system implemented in May 2005, only details of your bill from May 2005 to present can be viewed.

I have signed up for eBills but do not see the word “View” under the Web Bill column?

Utility bills received prior to signing up for eBill will not be available for view under the Web Bill column.

I click on the word “View” under the Web Bill column, but nothing happens?

If you click on the word “View” under the Web Bill column and are unable to see the bill, you may have to turn off your “Pop up Blockers”. On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to “Turn off Pop-up Blockers”.

PAYMENTS

What payment methods does the City accept?

Customers have the option to pay with Cash, Check, Credit Card (one time transaction or Recurring) and Automatic Withdrawal from a checking account.

What credit cards are accepted by the City?

The City accepts Visa, Master Card, Discover and American Express.

What is the Automatic Payment Plan?

The plan allows your utility bill to be paid from your checking account or credit card automatically – no checks to write, no postage to buy, no late payments. It’s free, fast and completely hassle-free.

How do I Sign Up for the Automatic Payment Plan?

Complete and return the Automatic Payment Plan Authorization form found on the left hand side of the screen under Online Forms then Automatic Payment Form in the eUtilityBilling system, and include a voided check for your checking account.

How soon will the Automatic Payment Plan start? The process should take effect with your next billing cycle. Please continue to pay your bill as usual until the message “AUTOMATIC PAYMENT – DO NOT PAY” appears on the top of your bill.

Is there a charge for the Automatic Payment Plan service?

No. The City does not charge for automatic payments, and you enjoy the savings of no postage to mail your bills.

When will the payment be transferred from my checking account or credit card?

It will be transferred on the billing due date.

What if I change checking accounts or credit card?

Complete a new Automatic Payment Plan Authorization form located on the left hand side of the screen under Online Forms.

What if I try the Automatic Payment Plan and don't like it?

You can cancel your authorization for automatic payments at any time by notifying us in writing.

I am trying to make a payment online, but am unable to proceed. What's wrong?

Once you select your payment method and click the Go button, you will be directed to a 3rd party site. Make sure to click OK on the message notifying you that you are being redirected. If you still don't see another window with your payment options, your pop-up blocker may not be allowing the payment site to open. On the top toolbar, click on Tools, then Pop-up Blockers. Make sure the setting is set to “Turn off Pop-up Blockers”.

Will I receive confirmation of my payment?

After you make a payment with a credit card, a screen confirming successful payment will show the payment card, date, time and amount. You may print a copy of this confirmation screen for your records.

BILLING/RATES

How often do I receive my bill?

Quarterly (four times a year) and is determined by your location within the city.

What services am I billed for?

Water, sewer, recycling (\$9.00 per quarter) and street lighting (\$6.45 per quarter).

How are my water rates calculated?

Residential:

\$1.10/1,000 gallons up to 20,000 gallons per quarter (minimum charge \$10.00 per quarter)

\$1.45/1,000 gallons between 20,000 and 40,000 gallons per quarter

\$1.95/1,000 gallons for more than 40,000 gallons per quarter

Water Treatment Surcharge \$3.30 per quarter

Commercial:

\$1.10/1,000 gallons per quarter

Water Treatment Surcharge \$.132/1,000 gallons per quarter

Industrial:

\$1.10/1,000 gallons per quarter

Institutional:

\$1.10/1,000 gallons per quarter

Irrigation Meter:

\$1.65/1,000 gallons

State Water Testing:

\$1.59 per quarter

How are my sewer rates calculated?

Base charge of \$21.00 per quarter

Flow charge of \$2.00 per 1,000 gallons of water

The flow charge is designed to cover the treatment costs while the base charge covers the cost of maintaining and administering the sewer system.

The flow charge is based on the winter quarter water usage. An average residence would use approximately 20,000 gallons of water during the winter quarter, resulting in an “average” sewer bill of \$61.00.

Why is my bill higher than usual?

Possible reason for water usage increase: outside summer watering levels, dripping or leaking faucets, toilets may fail to shut off after flushing, or your water softener may have malfunctioned. You may want to review tips on [conserving water](#).

MOVING?

I am moving out of my current house and into a new house in Maple Grove. What information do you need?

Approximately two days before your closing, you will need to complete the moving form by clicking on the “Moving” tab located on the left side of the screen. Then click on the tab titled “I am moving to another location WITHIN the City”. Once the form is complete, click on the submit button.

I am moving out of my current house and into a new house outside of Maple Grove. What information do you need?

Approximately two days before your closing, you will need to complete the moving form by clicking on the “Moving” tab located on the left side of the screen. Then click on the tab titled “I am moving to another location OUT of the City”. Once the form is complete, click on the submit button.

When I move out of my house does the City turn off the water?

No, the City does not turn off the water when a person moves out of their house. Approximately two days before your closing, you may contact Utility Billing at (763) 494-6330 or e-mail us at utilitybilling@maplegrovern.gov to close the account out of your name and to set up a final meter reading.

What is the hardness and iron level in my water?

Hardness 19 to 22 grains per gallon, Iron: .002 ppm (minimal)

Water quality report

Flouride: .05ppm (state law requirement)

Manganese: .03 ppm

Ph level: 7.6 to 7.8

Pressure: 65 to 75 lbs average psi

Note: ppm=parts per million, psi=parts per square inch.