



City of Petoskey

Residential Utilities

Services. Utility services, which includes water, sewer, and electric distribution, are provided by the City of Petoskey through its Department of Public Works. Utility services also are provided to customers outside the City limits. Customers are requested to include the bottom portion of their utility bill when either mailing in a payment or paying in person, which helps to ensure the proper account is credited.

Information. Following are descriptions of utility-rate categories, charges for in-City and out-of-City customers, City and customer responsibilities, and other policies. This information has been prepared to provide customers with basic information concerning water, sewer, and electric utility services.

Rates. Utility rates have changed for 2020. There is a \$10.00 service fee for final meter readings taken upon the termination of a customer’s utility service and rereads for monthly utility bills. A complete rate schedule is available from the Department of Finance, 101 East Lake Street, Petoskey, MI, 49770, or 231-347-2500 or on our website www.petoskey.us under Departments – Finance – Utility Documents – Utility Rates & Charges.

Payment Methods. Customers can now view and pay bills online by check, debit card or credit card. See instructions included with your utility bill on how to access your account information and make payment. Direct withdrawal from your bank account is also available by simply completing the participation form on the back of your utility bill. Please contact the Department of Finance for further information or assistance with these payment methods. A convenience fee of \$4.95 is charged for each debit card or credit card transaction.

Meter Access. Utility customers are asked to provide safe and clear access to utility meters so that meters can be read efficiently, accurately, and safely by the City’s meter readers. ***This includes the clearing of trees, brush, snow, and items stored on or around meters, as well as safe access from pets.***

Delinquencies. Customers with delinquent accounts will be issued two billing notices. The first notice is sent at the beginning of the month and a shutoff notice is mailed on or about the 9th of each month, with shutoffs on or after the 18th of each month.

Assistance. City staff is here to serve you. For further information concerning the City’s billing procedures, please call the Department of Finance. To request service or repairs, or to report a utility-related emergency, call the Department of Public Works. Both departments can be reached at 231-347-2500. Additional information may also be obtained at www.petoskey.us.

Deposits. Renters are billed a \$150.00 deposit (electric, water & sewer service combined) that is applied back against the account after one year if all monthly payments are made prior to delinquent dates.

Other Fees. Turn-on fees are \$50.00 during the Department of Public Works regular business hours of 7:30 A.M. – 4:00 P.M., and \$150.00 during after business hours of 4:00 P.M. – 7:30 A.M.

Water

Basic Rates. These fees are charged for water service and were established by the City Council effective with bills issued after January 1, 2020 (measures and rates are based upon the average residential-sized, water service with a 5/8-inch-diameter water meter):

Monthly Rate	In-City Rate	Out-City Rate
Ready to serve charge	\$ 16.67	\$ 25.01
Commodity charge (per 100 cf)	\$ 1.91	\$ 2.87

Responsibilities. The City is responsible for water main pipelines and service lines to the “curb-stop” valve, and customers are responsible for service lines and fixtures beyond curb-stop valves and within buildings. Unless proven negligent, the City is not responsible for damages from water or from service interruptions.

Freeze-ups. The City will thaw water-service freeze-ups one time and will adjust bills accordingly. Customers on “freeze lists” are notified annually to let water run to prevent service lines from freezing. Freeze-list customers will be billed if the City is required to thaw freeze-ups. Our Department of Public Works staff will work with freeze-list customers to correct problems that cause freezing.

Water Meter Removal. To discontinue water service, call the Department of Public Works - Water Department at 231-347-2500 to schedule a time to shut off water or to make arrangements for removing your meter (plumbers are reminded that tampering with curb-stop valves is illegal and violators will be prosecuted).

Water Quality Report.

Each year the City of Petoskey produces a water quality report for the previous calendar year. This information is a “snapshot” of the quality of water provided in 2019. This report includes where your drinking water comes from and what it contains and how it compares to the Environmental Protection Agency (EPA) and state standards. This report can be found on the City’s website at www.petoskey.us/waterreport. To receive a paper copy in the mail, contact 231-347-2500 water division or by email at waterquality@petoskey.us.

Sewer

Basic Rates. These fees are charged for sanitary-sewer service and were established by the City Council effective with bills issued after January 1, 2020 (measures and rates are based upon average residential water use with 5/8-inch-diameter water meter):

Monthly Rate	In-City Rate	Out-City Rate
Ready to serve charge	\$ 38.07	\$ 64.56
Commodity charge (per 100 cf)	\$ 3.26	\$ 3.26

Responsibilities. The City is responsible for sanitary-sewer main pipelines, and customers are responsible for lateral lines between their homes and the sewer main. The City is not responsible for damages caused by sewer backups or service interruptions unless they are caused directly by the City (customers are urged to check their homeowner insurance policies and to obtain insurance coverage for damages caused by backups as most homeowner-insurance policies do not cover back-up damages). It is recommended that customers contact a plumber to discuss ways to minimize damage from sewer backups such as the installation of backflow preventers or other types of devices that may be applicable.

Backups. When sewer backups occur in basements, etc., the City is responsible for cleaning the sewer main (usually located in the street) and customers are responsible for cleaning lateral lines (that connect their homes to mains). If a backup should occur, please call the Department of Public Works at 231-347-2500. City crews will be dispatched to check sewer mains for blockages.

Electric

Basic Rates. These fees are charged for electric service for both in-City and out-of-City residential customers and were established by the City Council effective with bills issued after January 1, 2020 (also applied to these rates is a monthly power-cost adjustment charge and other State mandated fees):

Monthly Rate	Summer June 1 – Sept 30	Winter Oct 1 – May 31
Ready to serve charge	\$ 10.95	\$ 10.95
Energy Charge: All usage (per kWh)	\$ 0.11194	\$ 0.08344

Responsibilities. The City is responsible for overhead or underground electric services to the point of contact on a building/dwelling, customers are responsible for meter sockets, wiring and all apparatus after point of contact. Unless proven legally negligent, the City is not responsible for damages caused by loss of service or voltage fluctuations.