Keeping Current with your Utility Bill
Lake Crystal Municipal Utilities (LCMU) will be disconnecting ALL accounts with a past due balance will be disconnected on April 24 at 9 a.m. LCMU will begin enforcing the disconnect & reconnect policy set as stated in the LCMU Billing Policy and Procedures. NO PHONE CALLS WILL BE MADE to customers. Please make sure your account is current!
The policy is as follows:

SECTION 9. DELINQUENT ACCOUNTS AND DISCONNECTION OF SERVICE
1. Notice of utility service billing delinquency will be mailed to each and every delinquent utility service account holder by the fifth (5th) day of the month following the delinquency.
2. The notified delinquent utility service account holders will be given twenty (20) days to pay the delinquent utility service billing, including any and all penalties, or to make arrangements for the payment of the same.
3. If following the notice of delinquency and the twenty (20) day payment period a delinquent utility service billing remains unpaid and no effort has been made to pay the said bill, the Lake Crystal Utilities Superintendent shall be directed to disconnect the delinquent service account from the Lake Crystal municipal electric and water services.
4. Delinquent utility service billings remaining unpaid, and over sixty (60) days delinquent, shall be turned over for collection. If a delinquent utility service billing remains unpaid and/or has been turned over for collection, utility services will not be reconnected and/or reinstated to the applicable user at any property in the utility service area until all applicable delinquent utility service billings, reconnection fees and collection costs have been paid.

SECTION 10. RECONNECTING TO MUNICIPAL UTILITY SERVICES
1. Once a utility service account has been disconnected from municipal utility services it shall not be reconnected until the applicable delinquent utility service billing(s), including penalty has been paid.
2. In addition a $50.00 reconnect fee during business hours (8:00 a.m. – 4:00 p.m. Monday – Friday) or $100.00 after business hours shall be charged the delinquent utility service account.
3. Following payment of the applicable delinquent utility service billing(s) and the reconnection fee the Lake Crystal Utilities Superintendent will be directed to reconnect the delinquent utility service account to municipal utility services.
4. Lake Crystal Municipal Utilities does not accept personal or business checks for reconnection payment.

City Information
Phone: 507-726-2538
Website: www.ci.lake-crystal.mn.us
Hours: M-F 8 a.m. – 4 p.m.
After Hours Emergency #:
507-726-2260 wait for the answering service to pick up

Heartland Consumer Power District:
www.hcpd.com
2017 CIP Residential Energy Star Rebate Programs

Refrigerator/Freezer - $50  
Room A/C - $25  
Dishwasher - $25  
Clothswasher - $50  
Dehumidifier - $25  
A/C Tune Up - $25  
LED Lightbulbs – 50% of the cost of the bulb up to $10/bulb  
ECM Motors - $50 (bldg permit required to receive rebate)  
Central A/C - $300 – 15 Seer or $350 – 16+ Seer (bldg permit required to receive rebate)  
Ground Source Heat Pump - $400 -14.5+Seer (bldg permit required to receive rebate)  
Air Source Heat Pump - $900 – 14.5+Seer (bldg permit required to receive rebate)

When submitting a rebate application please make sure you have the follow items completed:  
1. ______Completed rebate application  
2. ______Invoice copy or receipt  
3. ______Copy of energy guide showing energy star symbol and kWh saved  
4. ______UPC code when requested

Rebate forms can be found on-line at www.ci.lake-crystal.mn.us under rebates or you may stop at City Hall and pick up the form you need.

CIP Commercial Energy Star Rebate Programs

Please contact Lisa at City Hall if you have a energy saving project and we will customize a rebate to fit your needs.

REMEMBER all items must have the  
“Energy Star”  
Symbol to qualify for this program and you must be an active residential electric customer of  
Lake Crystal Municipal Utilities