Minneapolis
City of Lakes

UTILITY BILLING

MASTER BILLING

Introduction

Utility Billing offers consolidated summary billing (aka Master Billing). Consolidated summary billing provides customers with multiple accounts the ability to consolidate the charges into one (1) Utility Bill.

Summary

The consolidated summary billing allows Utility Billing to combine charges from multiple accounts for the same owner(s) and display them on one consolidated (master) bill rather than mailing a bill for each account individually. This not only reduces paper and postage costs, but allows customers the flexibility of having one bill with one due date which may minimize the time involved in tracking multiple bills with various due dates. This option also allows customers to make a single payment to cover charges for multiple accounts.

How it Works

To receive a consolidated billing statement, customers MUST complete the Sign Up and Accounts Form (attached) and email to UBCustomer@minneapolismn.gov or return it to:

Utility Billing
505 Fourth Ave. S., Room 620B
Minneapolis, MN 55415-1345

Due to the timing of the billing of each account, it may take up to thirty (30) days before a consolidated billing statement is issued.

Requirements

To sign up for the Consolidated Summary Billing, all eligible accounts MUST be in good standing. Although it is not required, we encourage customers interested in consolidated summary billing to sign up for Automatic Bill Payment through a checking or savings account. It is also recommended that customers verify the meter reading equipment on all accounts is up to date and that the City is getting actual meter readings on all water meters.

Modifications

Changes can be requested on any of the Summary Billing Account(s) by contacting Utility Billing customer service at UBCustomer@minneapolismn.gov or (612) 673-1114, Monday through Friday, 8:00 a.m. to 4:00 p.m. Changes may be a result of:

- Change in the billpayer (New Renter or New Owner)
- Customer's request

Web Access to Billing Information

Utility billing offers online access to billing information. Customers can view up to 18 months of billing, consumption and payment history. Create a premium access account to view the detailed history of each account as well as the Consolidated (Master Billing) account.

https://ub.minneapolismn.gov/app/

Select Register Now to set up your account. To create the online account, you will need the phone number listed on your water account and the mailing address zip code. Once you have activated your online account, log in and visit the Profile tab. From this page, you can add all of your utility accounts to your profile.

For your convenience, we also offer electronic billing (e-bill) delivery. Each month you will receive an email letting you know your bill is ready to view on our website.

Discontinuation

Accounts may be removed from the Consolidated Summary Billing if payments are not made in a timely manner.

SIGN UP FORM

Contact Information

Property Owner/Management Company Name: _____

Address: _____

    Street Address   Apartment/Unit #

    City   State   ZIP Code

Phone No: (   ) _____   Alternate Phone: (   ) _____

Best time to contact _____

E-mail Address: _____

Signature: _____ Print Name: _____ Date: _____

ACCOUNTS FORM

Service Address Information

Service Address 1: _____

    Account Number 1: _____

Service Address 2: _____

    Account Number 2: _____

Service Address 3: _____

    Account Number 3: _____

Service Address 4: _____

    Account Number 4: _____

Service Address 5: _____

    Account Number 5: _____

Service Address 6: _____

    Account Number 6: _____

Service Address 7: _____

    Account Number 7: _____

Service Address 8: _____

    Account Number 8: _____

Service Address 9: _____

    Account Number 9: _____

Service Address 10: _____

    Account Number 10: _____

Service Address 11: _____

    Account Number 11: _____

ACCOUNTS FORM (Cont.)

Service Address Information

Service Address 12: _____

   Account Number 12: _____

Service Address 13: _____

   Account Number 13: _____

Service Address 14: _____

   Account Number 14: _____

Service Address 15: _____

   Account Number 15: _____

Service Address 16: _____

   Account Number 16: _____

Service Address 17: _____

   Account Number 17: _____

Service Address 18: _____

   Account Number 18: _____

Service Address 19: _____

   Account Number 19: _____

Service Address 20: _____

   Account Number 20: _____

Service Address 21: _____

   Account Number 21: _____

Service Address 22: _____

   Account Number 22: _____

Service Address 23: _____

   Account Number 23: _____

Service Address 24: _____

   Account Number 24: _____

Service Address 25: _____

   Account Number 25: _____

NOTE: If you have more than 25 accounts, please attach additional pages with service address and account numbers.