

Who is Minol USA powered by Brunata?

Minol USA powered by Brunata is a third-party billing company that has been contracted by your community to provide utility billing services. Our team provides meter reading, utility billing, collections, accounting and customer service for communities throughout the U.S. Founded in 1952, Minol USA powered by Brunata is one of the largest utility management companies worldwide. We invite you to read more about our company and its history - www.minolusa.com/about-us.html

Why am I being billed?

Utility costs are rapidly increasing. The owner of your community has chosen to have the residents pay for their utilities separately, which in the past were built into rent. Billing the utilities separately results in low utility bills and promotes conservation.

Is it legal for Minol USA powered by Brunata to bill me?

Yes, resident utility billing by Minol USA powered by Brunata is compliant with your state and local regulations governing third-party utility billing. Minol USA powered by Brunata has an in-house legal and compliance team that regularly reviews regulations to ensure that Minol USA powered by Brunata's billing methods are within compliance. If you have any additional questions or concerns to any specific portion of your billing, you may speak with your property manager or contact our Customer Service Team.

Why do you keep raising my rates?

Minol USA powered by Brunata is a third-party utility billing company. Utility rates are determined by your local utility providers and not Minol USA powered by Brunata. We take the master bill provided to your community by your local provider and bill according to your community's preference. All billing methods are carefully scrutinized to ensure they meet all local and state regulations.

MINOL USA powered by BRUNATA RESIDENT
CALL CENTER
888.636.0493

Monday - Friday 7 a.m. - 7 p.m. (CST)

*Agents Have an Average of 12 Years
Multi-lingual Resident Relations Experience.*

www.minolusa.com