

The Utility Billing and Water Service Department for the City of Rapid City exists to bill, collect and service the accounts for the utilities rendered. The City of Rapid City has presently over 21,200 accounts for which it bills for water, sewer and garbage services. The Billing and Service Department's mission is to provide accurate billings with prompt and courteous service to its customers. Additionally, we strive to accomplish this mission by keeping the staff at a minimum size and lowering the cost to its customer base. Each year we average about 500 new services and over 7,500 customer account changes.

To open an account for City services, please call our office at 394-4125. An employee will take the necessary information, explain the startup fees and arrange to get the beginning meter-reading reading for your new account.

**New Account Startup Fees**

- 1. Administrative Fee: \$ 25.00
- 2. Advance Payment:
  - 5/8 or 3/4 inch water meter \$ 30.00
  - OR
  - 1 inch water meter or larger \$120.00

The City of Rapid City provides water, sewer and garbage services. The current rates are:

**Water Rates**

Meter Size in inches	Monthly Flat Charge
5/8	\$ 6.84
3/4	7.58
1	9.21
1 1/2	12.75
2	17.97
3	38.91
4	55.16
6	95.25
8	144.29

## Sewer Rates

Both Residential and Commercial Sewer Rates are \$2.66 per 100 cu.ft. of water usage plus demand charge. Residential water usage for sewer rates is established by a winter's average over the months of December, January and February of each year. Customers begin paying the new sewer rate in April. The commercial water usage for sewer rates is the water usage determined from water meter readings each month.

## Garbage Rates

Rapid City now has an Automated Garbage Collection Service. The rates are determined by container size, which is based on volume of garbage. For questions concerning garbage collection, recycling, and yard waste visit the Solid Waste Department's web page or call 355-3496.

## Environmental Charges

These are State of South Dakota mandated charges that are passed on to every Rapid City Utility Billing Customer. This is included in the meter charge.

Meter Size in inches	Water	Sewer	Garbage
5/8	\$ 1.25	\$ 3.15	\$ .08
3/4	1.40	3.55	.08
1	1.75	4.35	.08
1 1/2	2.25	5.60	.08
2	3.50	8.75	.08
3	13.75	34.30	.08
4	17.50	43.75	.08
6	26.25	65.60	.08
8	35.25	87.47	--
Unmetered	--	3.15	--

For garbage the environmental charges are assessed every month.

Our water meters are equipped with encoded electronic devices to ensure accurate readings. These electronic devices eliminate human errors because they transmit the meter's reading each month on either electronic hand-held equipment or over telephone lines. The City of Rapid City reads its meters electronically in three ways.

## Electronic Meter Reading Devices



Presently we read approximately 10,497 water meters through radio-read technology and the remaining 10,703 with hand-held computerized reading devices. The two ways of reading our meters have increased our meter-reading efficiency and resulted in maintaining the staff size regardless of growth.

The maximum flow from sizes of water meters is as follows:

Meter Size in inches	Maximum Flow
<b>5/8</b>	<b>20 gallons per minute</b>
<b>3/4</b>	<b>30 gallons per minute</b>
<b>1</b>	<b>50 gallons per minute</b>
<b>1 1/2</b>	<b>100 gallons per minute</b>
<b>2</b>	<b>160 gallons per minute</b>
<b>3</b>	<b>320 gallons per minute</b>
<b>4</b>	<b>500 gallons per minute</b>
<b>6</b>	<b>1,000 gallons per minute</b>

If you own rental property, the City of Rapid City offers a landlord agreement that allows you to have the water left on between tenants. Please call the billing office at 394-4125 to arrange a landlord's agreement.

The City of Rapid City gives a 22-day grace period to pay billings on time. For accounts that receive payments after the 22-day grace period, a late fee of \$5.00 or 1.5% of the balance, whichever is lower, is assessed.

For all accounts, billing must be paid within 45 days from the billing date or the account is subject for water shutoff due to delinquency. If an account is shut off for delinquent non-payment reasons, the water will not be restored until the account is paid in full, along with a \$30.00 reconnect fee during normal business hours.

Other charges that could be assessed are:

1. \$17.00 no-show charge for no access to turn water on for a new account.
2. \$60.00 after hours fee for service performed after normal working hours and on weekends.

## Paying Utility Bill

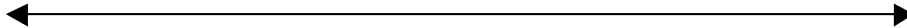
Utility bills are paid by mailing or paying in person at:

City Finance Office  
 300 6th Street  
 Rapid City, SD 57701

Your utility bill may also be paid through our “SURE-PAY” program. This is where your payment is electronically deducted from your bank or stock brokerage account. You must authorize us to withdraw these funds by completing an “Automatic Payment Authorization Form” (as shown below) and attaching a copy of a voided check or other voided document to verify your account number and financial institution routing number. In approximately 45 days your automatic payment plan will be in effect. There is no charge for this service and you will still get your monthly billing statement mailed to you each month so you can know what your billing was, when the funds will be taken out of your account, and for reconciliation purposes. Please call our office at 394-4125 and ask for “SURE-PAY” or print the following authorization form and mail to:

City Finance Office  
 300 6th Street  
 Rapid City, SD 57701

## SURE-PAY form



### AUTOMATIC PAYMENT AUTHORIZATION FORM

● Attach Voided Check Here

**To City of Rapid City Water Dept.:** This is my authorization to my bank (whose name is to be entered below by you) to deduct from my checking account and pay to you the amount of my monthly water bills. This authorization shall continue until a written notice of cancellation from either of us is received by the bank. I have attached a copy of my voided check. A CUSTOMER HAS THE RIGHT TO STOP PAYMENT OF A BILLED AMOUNT BY NOTIFICATION TO BANK OR THE CITY AFTER BILL HAS BEEN RECEIVED. A CUSTOMER HAS THE RIGHT TO REVERSE ANY INCORRECT AMOUNT CHARGED TO HIS ACCOUNT BY BANK UP TO 15 DAYS FOLLOWING ISSUANCE OF STATEMENT OR 45 DAYS AFTER POSTING, WHICHEVER OCCURS FIRST.

<p><i>Please do not complete this section. This information will be entered by us from a copy of your voided check.</i></p>	<p>Checking Account Number <input style="width: 100%;" type="text"/></p> <p>Bank <input style="width: 100%;" type="text"/></p> <p>Address of Bank <input style="width: 100%;" type="text"/></p>
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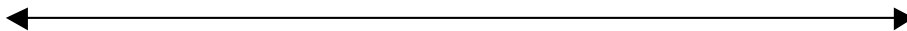
For water service at \_\_\_\_\_ Acct. No. \_\_\_\_\_

X \_\_\_\_\_  
 (Print your name as shown on your bank checking account. If a business, include firm name.)

X \_\_\_\_\_  
 (Please sign your name exactly as you do on your checks.)

**IMPORTANT:** Be sure to enclose a blank voided check from the bank of your checkbook to give us your bank's name and address and the exact number of your checking account.

**THIS AGREEMENT WILL TAKE EFFECT IN 30 DAYS.**



## **Fire Hydrant Meter**

For contractors interested in opening an account for a fire hydrant meter, the city's policy is such:

- A. Use of water from fire hydrants may be allowed for the following purposes:
  1. Construction of infrastructure improvements for which a Professional Engineer is required by ordinance or statute.
  2. Construction of site improvements which create an impervious area greater than 25,000 sq.ft.
  3. Irrigation for restoration of construction sites for which the irrigated area is greater than 5.0 acres.
  4. Filling storage tanks for construction and/or testing purposes, if total volume of tanks is 25,000 gallons or greater.
  5. Use of water for purposes other than those described above may be permitted with the written approval of the Director. Use of water from hydrants will not be allowed for usual and customary operation and maintenance activities, including but not limited to sewer cleaning, irrigation, except as allowed above; and parking lot or street pavement flushing.
  6. This Policy shall not be construed as obligating the City to allow the use of water from hydrants for any purpose.
  
- B. Backflow protection requirements shall be as follows:
  1. A Reduced-Pressure Principle backflow preventer shall be installed on the hydrant for all uses of hydrants, except for filling tanker trucks, a permanently plumbed air gap shall be in place on the tanker truck and a double check valve shall be installed on the hydrant.
  2. Reduced-Pressure Principle backflow preventers shall be furnished by the user.
  
- C. Cold-Weather Limitations
  1. Daytime temperatures must be above freezing.
  2. Meter/control valve assembly shall be removed and hydrant drained at 3:30 p.m. on each day for which nighttime temperatures are forecast to be below freezing (by Accu-Weather, Inc.).
  3. The relocation charge of \$25.00 shall be charged each time assembly is reinstalled following removal for freezing temperatures.
  
- D. Prior to allowing use of a hydrant for construction purposes, the Superintendent will:
  1. Verify that user has no outstanding charges from previous use of hydrants.
  2. Consult with the Fire Department to ensure that use of the particular fire hydrant will not compromise the Fire Department's ability to provide fire protection in the hydrant's service area.
  
- E. Fees and Charges
  1. Initial Set-up charge: \$55.00 (in all cases)
  2. Relocation charge: \$25.00 (in all cases)
  3. Daily charge: \$2.00 (for City-owned assemblies only)
  4. Water charge: Standard rates (Water charge will be waived on projects under contract with the City of Rapid City.)
  5. Deposit: \$500.00 cash deposit (in all cases)
  6. After hours service: \$60.00 (each trip)
  
- F. Taking of water from fire hydrants
  1. Ordinance 3195 states that no person other than authorized employees of the City of Rapid City shall open, close or operate any fire hydrant which is part of or connected to the city system.

**Thanks for visiting our site. If we can be of further assistance, please call us at 394-4125.**