

1. Why is my rate increasing? / Why is my bill so expensive?

The cost of doing business has gone up over the years, but our rates have not. In order to maintain the level of service our customers expect, a fee adjustment was necessary.

2. I've never seen my rate increase!

The Solid Waste Division hasn't had a rate adjustment since 2012, while the cost of living has gone up. The City and staff have done a great job of holding down expenses but an adjustment is now needed to cover the increased cost of doing business.

3. What is it that you are trying to pay for that you need to increase my bill?

In order to maintain our current level of service, keep our equipment updated, maintain our fleet of trucks and operate a safe, environmentally compliant facility, this adjustment is necessary.

4. Is there any way to make my monthly bill go back down?

The rate adjustment is being applied to our entire fee schedule, so all accounts are being adjusted.

If you have other concerns about your bill, please contact the Utility Billing Office at

605-394-4125.

If you have any questions or concerns about your collection services, please contact the Solid Waste Division at 605-355-3496.