

Utility Billing Information

The City of Rapid City Water Division's Utility Billing exists to bill, collect and service the accounts for the utilities rendered. The Utility Billing's mission is to provide accurate billings with prompt and courteous service to its customers. Additionally, we strive to accomplish this mission by keeping our expenses as low as reasonably possible.

The City of Rapid City presently has over 27,600 accounts for which it bills for water, sewer and garbage services. Each year we average about 300 new services and over 5,000 customer account changes.

New Accounts

To open an account for City Utility services, please call our office at (605) 394-4125. An employee will take the necessary information and explain the startup fees for your new account.

New Account Startup Fees	
1. Account Charge:	\$ 60.00
2. Meter Deposit:	
• 5/8 or 3/4 inch water meter	\$ 48.40
• 1 inch water meter or larger	\$ 193.60

Current Rates

The City of Rapid City provides water, sewer and, garbage services. The current rates can be found online here: <https://www.rcgov.org/departments/public-works/water-division.html>

Water Rates Water rates vary by amount of consumption, water meter size, and type of use. Consumption is calculated based on the number of units of water usage per month (1 unit = 100 cubic feet, or approx. 748 gallons). The customer's water meter size determines the meter demand charge (flat rate per month). The total rate equals units of consumption plus a meter charge.

Water consumption is tracked by monthly water meter readings. Water meters are equipped with radio-signal electronic devices to ensure accurate readings. These devices eliminate human reading errors because they transmit the meter's reading electronically each month.

Sewer Rates Both residential and commercial sewer rates are calculated per unit of water usage (100 cubic feet) plus a demand charge based on meter size. 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 the following April. The commercial water usage for sewer rates is the water usage determined from water meter readings each month.

Garbage Rates Rapid City has an automated garbage collection service. The rates are determined by container size. For questions concerning garbage collection, recycling, and yard waste visit the Solid Waste Division's website at www.rapidcityrecycles.org or call (605) 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	\$ 0.08
3/4	1.40	3.55	0.08
1	1.75	4.35	0.08
1 1/2	2.25	5.60	0.08
2	3.50	8.75	0.08
3	13.75	34.30	0.08
4	17.50	43.75	0.08
6	26.25	65.60	0.08
8	35.25	87.47	--
Unmetered	--	3.15	--

For garbage, the environmental charges are assessed every month.

Maximum Water Flow

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

Meter Size (in inches)	Maximum Flow (gallons per minute)
5/8	35
3/4	45
1	55
1 1/2	160
2	250
3	650
4	1,250
6	2,500

Rental Properties

If you own rental property, the City of Rapid City encourages utility accounts be opened in the property owner's name. While usage charges may be the tenant's responsibility, the property owner is responsible for any charges related to maintaining the service lines and plumbing. The property owner accepts all liability for potential damage to the property resulting from the tenant's use or failure to maintain the account in good standing. The City is not responsible for any damage that results from discontinuing service, whether at the request of the account holder, or by the City for non-payment.

Payment Due Dates

All bills are due upon receipt. The City of Rapid City gives a 22-day grace period from the billing date for a payment to be made on time. This due date is printed on the bill. In-person payments must be made by 5:00 pm on the due date printed on the bill or the account will be assessed late fees as outlined in Rapid City Municipal Code.

For all accounts, billing must be paid within 45 days from the billing date or the account is subject to service discontinuation due to delinquency. If an account is shut off for delinquency, service will not be restored until the account is paid in full, along with a \$75.00 service fee. Service will only be restored during normal business hours. Only payments made in person at the cashier's office will be credited to an account immediately.

Other Charges

If we are unable to gain access to your property for a scheduled appointment, you may be assessed a \$60.00 no-show fee. There will be a \$150.00 service charge added for any service provided outside normal business hours.

Paying Your Utility Bill

Utility bills can be paid by mail or in person at:

City Finance Office - Cashier Window
300 6th Street
Rapid City, SD 57701

An exterior deposit box is available on the west side of City Hall for afterhours payments. Payments deposited after 7:00 am will be processed on the next business day.

Your utility bill may also be paid automatically each month on the due date through our "Sure Pay" program where your payment is electronically deducted from your bank account. You must authorize us to withdraw these funds by completing a "Utility Billing Sure Pay Form" and attaching a copy of a voided check or other document to verify your account number and financial institution routing number. There is no charge for this service and you will still get your monthly billing statement mailed to you each month so you will know the amount of the bill to be deducted and when the funds will be taken out of your account. Please call our office at (605) 394-4125 and ask for a "Sure Pay" form or print from the Water Division's website (below) and mail to:

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

Instructions for creating an online account and making payments are available at:

<https://www.rcgov.org/departments/public-works/water-division.html>

Online payments can be made through the Citizen Self Service Portal. Payments made online after 2:00 pm will be processed on the next business day. Access the citizen portal at:

<https://selfservice.rcgov.org/MSS/>

Fire Hydrant Meter

Contractors interested in opening an account for a fire hydrant meter should contact Utility Billing at (605) 394-4125. Refer to Rapid City Municipal Code 13.08.160 for more information.