

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 26,000 accounts for which it bills for water, sewer and garbage services. 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. Each year we average about 600 new services and over 7,500 customer account changes.

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 (Effective 1/1/2022)**

- 1. Account Charge:** **\$ 48.00**
- 2. Meter Deposit:**
  - 5/8 or 3/4 inch water meter** **\$ 64.00**
  - or 1 inch water meter or larger** **\$257.00**

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

**Water Rates – Single Residential**

<b>Meter Size in inches</b>	<b>Meter (Demand) Charge</b>
<b>5/8</b>	\$ 11.18
<b>3/4</b>	\$ 12.41
<b>1</b>	\$ 15.12
<b>1 1/2</b>	\$ 21.00
<b>2</b>	\$ 29.67
<b>3</b>	\$ 64.28
<b>4</b>	\$ 91.44
<b>6</b>	\$158.02
<b>8</b>	\$239.48

**Sewer Rates**

Both Residential and Commercial Sewer Rates are \$4.40 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. For questions concerning garbage collection, recycling, and yard waste visit the Solid Waste Division's web page 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	\$ .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 radio-signal electronic devices to ensure accurate readings. These devices eliminate human reading errors because they transmit the meter's reading electronically each month.

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

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

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.

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. Any account that has a payment received by the Finance Office after 5pm on the due date printed on the bill, will be assessed late fee as outlined in City Ordinance.

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 \$49.00 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 that could be assessed to your account:**

If we are unable to gain access to your property for a scheduled appointment, you may be assessed a \$34 no-show fee. There will be a \$98 service charge added for any service provided outside normal business hours.

**Paying 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 end of the building for after hours payments. Payments deposited after 7am 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 this web site and mail to:

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

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

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

Instructions for creating an online account and making payments are available at **<https://www.rcgov.org/departments/public-works/water-division.html>**

**Fire Hydrant Meter**

Contractors interested in opening an account for a fire hydrant meter should contact Utility Billing. Refer to City Ordinance 13.08.160 for more information.