



Obtaining and Paying Utility Services from the City (Three Major Services)

WATER SERVICE: (Title 53)

New account application and required service deposit.

Have your lease agreement or purchase agreement with a picture/photo id. Agreements on the phone are acceptable. Although applying in person is preferred, we can work with you by email to get this information if you are unable to come into the office.

If water service must be turned on, please allow 24 hours (business day) from time of the application/deposit till connection of service. A scheduled appointment for a Public Works employee will be made and require someone to be present.

REMINDER!!! Your account must be finalized (form must be signed) with a disconnection date (3 days prior) to make sure to stop billing on the account.

SEWER SERVICE: (Title 52)

The account monthly rate for a year is based on a three-month winter water use average (November, December, and January) to determine the level. All new applicants without this history are started at the 4000 gallon average rate.

GARBAGE SERVICE: (Contracted Agreement to a Private Company) In city only

Choose the size of a Large Tote or Small Tote and the appropriate administrative fee will be charged accordingly. An additional tote may be requested through the City at a fee.



Billing:

Water is charged by Volumetric and gallons used (**Master Fee Schedule**)
Included monthly Service Charge by classification (**Resolution 20-07**)

Water Surcharges are charged by meter size (**Resolution 20-07**)

Sewer is charged by level on rate chart (**Master Fee Schedule**)
Mobile Home courts are charged by available lots within the court

Sewer Surcharges are charged by the corresponding level (**Master Fee Schedule**)

Garbage is charged by size of the tote with admin fee and additional totes added.
(**Master Fee Schedule**)

Pay your bill using the following options:

- a. In the office – cash, check, or money order (no fee charged)
- b. In the office - card form of payment (fee charged)
- c. Drop box – location – front of City Hall Building
- d. Mail to 420 Villa Drive, Box Elder, SD 57719
- e. Draft payment – bank account
- f. Online bill-pay – visit the **website** for information. (fee charged)
- g. Phone – 833-262-5534 (fee charged)

Using the website or phone payments, you must have your account number and the last payment made to the account. (do not include fee charged). This information should be on your current bill.

Payments received after 5:00 pm on the 15th are charged a late fee.

Account services become delinquent after 5:00 p.m. on the 27th of the second month and are subject to disconnection and \$100.00 administrative fee.