

IMPORTANT

*PLEASE
READ*

Sioux Falls Utilities Change in Past Due Accounts Collection Policy

Sioux Falls Utility employees will no longer accept payments in the field after 5 p.m. to restore service that has been disconnected for nonpayment. This change protects the safety of our employees, reduces bill collection expenses, and tightens our financial controls. This new policy is also consistent with the utility industry best practices.

If you are having difficulty paying your bill, the Utility Billing Office is willing to work with you to establish reasonable payment arrangements. **You must contact the Utility Billing Office at 605-367-8131 prior to having your service disconnected for nonpay.**

Restoring Service After Disconnect

If your service is disconnected for nonpay, you will be required to pay the past due balance and a disconnection charge thru the Utility Billing Office before service will be restored. **Payment must be made through the Utility Billing Office prior to 5 p.m. to have service restored the same day.**

Payment Options

Sioux Falls Utilities offers all customers a number of ways to pay your bill.

- Mail.
- In person at the Utility Billing Office, 1201 North Western Avenue.
- Autopay—automatic payment from your checking or savings account (enrollment forms are available at the Utility Billing Office or download a form from our website at www.siouxfalls.org under City Departments—Utility Billing).
- Online with a debit or credit card (<https://utilities.siouxfalls.org>).
- Automated phone system at 605-978-6936.

Both the online and automated phone system accept debit/credit card payments from Visa, Mastercard, or Discover. There is no fee to use either service; both are available 24 hours a day, 7 days a week.

