How do I start, transfer, or end utility services?

Contact City Hall at 605-340-1670. For starting or transferring services, you will need to fill out a new utility connection request form and provide a copy of your driver's license. If you wish to email the form and a copy of your driver's license, please email to utilitybilling@cityofdellrapids.com. If you are renting the property, a deposit of $225 is required to establish service. All utility charges will remain your responsibility until you contact City Hall and request to have service ended. Forms are available online under the home page – forms.

Why is a deposit required for renters and when is it returned?

The City of Dell Rapids requires a deposit to ensure that the customer's final bill will be paid. Deposits reduce the amount of bad debt expense, which in turn saves all customers money by helping keep water/sewer rates lower. A deposit must be paid prior to having water/sewer services established. The deposit will be applied to the customer's final bill. Any balance remaining on the deposit after the final bill has been paid will be refunded to the customer by check.

What appointment hours are available for a service call or having service turned on/off for inspection or repair?

Please stop by City Hall or call 605-340-1670 so we can coordinate with Public Works a service order to turn on or off your water. An adult must be home when turning water back on at a residence. Our hours are Monday- Thursday 7am - 5pm and Friday 8am -12pm.

Do you have to come into the house to turn my water service on?

No. However, we may have to enter your backyard so we would ask you to have all animals contained or in the house while we are there. We also request an adult to be home while turning the water on to prevent any liability for flooding or damage that could be caused by a faucet left on.

Water and Sewer Rates

Base water rate is $13.92. Per 1,000-gallon metered rate is $4.59. Water

purchased in bulk is $7.95 per 1,000-gallons.

Wastewater rate is $18.71. Per 1,000-gallon metered rate is $5.64.

Every customer also pays surcharges every month:
Water Surcharges:

$2.57 (15th Street project, implemented 2013- expires 2035)
$6.49 (SE Infrastructure Project, implemented 2019- expires 2051)
$2.05 (6th St, 5th St, Iowa Ave Project, implemented 2021 - expires 2053)
$4.32 (3rd St Project, implemented 2025)

Wastewater Surcharges:

$6.47 (Wastewater Treatment Facility, implemented 2016- expires 2048)
$6.85 (SE Infrastructure Project, implemented 2019-expires 2051)
$4.80 (6th St, 5th St, Iowa Ave Project, implemented 2021 - expires 2053)
$4.70 (3rd St Project, implemented 2025)

Monthly minimum charge for each customer including base rate and surcharges with no consumption is $70.88 starting April 2026.

How does Dell Rapids establish the utility rates?

Base and per-gallon water usage rates are determined by several factors. These include the cost of water purchased from MCWC, employee wages, repair and maintenance expenses, supplies, and outstanding water/sewer-related loans that are not recovered through surcharges.

Why does Dell Rapids Utilities use sewer usage to calculate my sewer bill?

Sewer volume charges are for the treatment of water that is discharged to the sanitary sewer system and for maintaining the system. Dell Rapids utilities recognizes that not all water used is discharged to the sanitary sewer system. The Dell Rapids Utilities bases the sewer volume charge on the actual water used during December 1st- May 1st_ During the summer and fall when water may be used outdoors for such activities as irrigation, washing cars, etc., the Dell Rapids Utilities calculates sewer volume based on a winter average.

What is sewer average and how is it calculated?

The sewer average is based on the average water usage billed during the months of December through May. If service is not received for all six months, the winter average is based on the months that service was received during this period.

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How are utilities billed?

Water and sewer are calculated on the same bill and are billed monthly. The automatic meter reading system reads your water meter each day and bills are calculated on the 20th of each month. Bills are sent out by email and mail by the 25th of the month.

Do you offer any special billing programs?

No, Dell Rapids Utilities does not offer any special billing programs such as budget billing or senior/low-income discounts.

Do I still pay a utility bill if I am gone for an extended period?

If the water remains on at the street, you will be billed for the minimum monthly charge of $70.88 starting April of 2026. To stop billing charges, you can come into City Hall to fill out a form to shut your service off at the street. There is no fee for this service but there is a $50 reconnect fee when you wish to reconnect.

Does Dell Rapids Utilities offer adjustments for leaks?

The utility customer is responsible for paying for all water measured by the water meter. If you would like to track your water usage and get alerts for leaks, sign up for Eye on Water for free!

eyeonwater.com create an account and manage your water usage

What if I can't pay my bill on time?

If you cannot pay your bill on time, or can only make a partial payment, contact City Hall at 605-340-1670 immediately. The Utility Billing staff will determine if you are eligible to set up payment arrangements. Eligibility to set up payment arrangements depends on payment history, status of account, and other relevant circumstances. The Utility Billing staff will make every effort to work with responsible customers to avoid having their water service disconnected.

What if I did not receive my bill in the mail or by email?

Failure to receive a utility bill does not relieve you of the responsibility of payment, assessment of late fees, or service disconnection. If you have not received your bill, contact City Hall at 605-340-1670 for a copy.

Payment Options

In Person

Customers may pay bills at City Hall, 317 E 4th Street, during regular business hours.

Monday-Thursday 7am - 5pm

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Friday 8am -12pm.

If using a credit card, there will be a 2.5% processing fee added to all cc payments.

There is a drop box outside the building for after business hours payments.

By Mail

Dell Rapids Utilities provides a bottom portion with our address to return with your payment. (Please do not mail cash).

Automated Bill Payment Plan (ACH)

Monthly payments can automatically be deducted from a checking or savings account on the 15th (or the next business day if the 15th falls on a weekend) of each month. Call or stop into City Hall to fill out an enrollment form, or download a form and return with a voided check to utilitybilling@cityofdellrapids.com

If ACH is returned for insufficient funds, a fee will be accessed on the account for $40 and the amount of the original ACH. The next month, the ACH will be run again for the amount of the full two months (unless the 1st bill has already been paid in a different way). If the ACH is returned again, customer will receive the $40 fee and amount of original ACH amount back on account. They will also be removed from ACH and will need to pay their bills in a different way.

Interactive Voice Response (IVR)

Call 1-877-386-6764 (24 hours a day/7 days a week) to pay using our automated phone system. We accept Visa, Mastercard, Discover, and American Express.

2.5% processing fee will be added to all credit card payments

Online

Visit www.cityofdellrapids.org and go to "make a payment". Customers can set up a one-time online payment or set up a monthly payment on the day you choose with a credit or debit card.

2.5% processing fee will be added to all credit card payments.

How to avoid service disconnection for non-pay.

If a past due stamp and/or balance appears on your monthly bill, pay it immediately. The due date on your bill is for current charges only; the past due balance is due immediately. If you have not paid your past due balance by the 20th of the month, you are subject to our water shut-off list. There is no additional notification if you have not paid your past due balance. **Any balance over 2 months old is subject to shut off. Shut off is the First Monday of Each Month.** It is the customer's responsibility to contact City Hall **immediately** with any billing or payment problems. The Utility Billing staff will make every effort to work with responsible customers to avoid having their service disconnected.

How to restore service if it has been disconnected for non-pay?

If your service has been disconnected for nonpayment, contact City Hall at 605-340-1670 to arrange to have your service restored. Your whole balance plus the reconnection charge of $50.00 will need to be paid at City Hall, by IVR, or Online before service can be restored. Payment must be made at least 15 minutes prior to the end of the business day to have service restored the same business day. For liability reasons, an adult must be present at the property for service to be restored.

****Disconnected services for non-payment are NOT considered an emergency and will not be reconnected outside of regular business hours**

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