

PAYMENT OPTIONS

In the office – cash, check or money order (no fee charged)

In the office - credit/debit card (\$2.50 processing fee charged) We accept VISA, MASTERCARD, DISCOVER AND AMERICAN EXPRESS.

Drop box - located in front of the City Hall Building

Mail - 420 Villa Drive, Box Elder, SD 57719

Automatic Draft payment – checking account

Online bill-pay – visit the website for information. (\$2.50 processing fee charged)

Payment by Phone – 833-262-5534 (\$2.50 processing fee charged)

CODE RED

CODE RED is an emergency notification service that allows emergency officials to notify residents and businesses by telephone, cell phone, text message, email and social media regarding time-sensitive general and emergency notifications happening in our area. Please visit www.boxelder.us click the SIGN-UP link for CODE RED, add your information to subscribe and receive emergency alerts.

GARBAGE COLLECTION ORDINANCE (Title 51)

The City of Box Elder has contracted a single service Solid Waste provider for residential garbage collection. Billing for this service will be included on your City Utility Bill. This bill or ordinance is applicable only to residences within the corporate limits of the City of Box Elder and does not include mobile home parks, commercial businesses or apartment complexes that require commercial collection service(s).

\$17.00 per month for 95-gallon tote (standard size)

\$15.50 per month for 60-gallon tote

\$10.00 per month for additional totes

*I understand that Solid Waste Collection within the corporate limits of the City of Box Elder is required by the Residential Refuse collection service provided by the authorized City of Box Elder Contractor (Title 51.21.002). If I am responsible for a Commercial Establishment, Institutional Establishment, and/or an Industrial Establishment, I am responsible for establishing private Solid Waste Collection arrangements (Title 51.21.004)

SEWER SERVICE: (Title 52)

Sewer rates begin with the City set minimum bill and will be set annually beginning with the March bill (due April 1) based on the average of your consumptions for the prior months of November, December, and January (Title 52.13 Sec. D). The sewer rate is set for the whole year.

WATER (Title 53)

THE FOLLOWING ARE STATEMENTS COPIED FROM YOUR APPLICATION FORM FOR YOUR RECORDS:

I understand that I must pay a deposit for service on each address. This deposit is not waived for anyone and must be paid in full at the time of application.

I understand that a \$1.00 per month administrative fee will be assessed to my account if I choose the paper billing.

I understand that my bill is due on the 1st of each month for usage from the previous month. A \$10.00 late charge will be assessed at 5:00 pm on the 15th of each month and my account will be deemed delinquent.

I understand that if the past due amount and two late fees are not paid by 5:00pm on the 27th of the second month, the account will be assessed a \$100.00 administrative fee and is subject to water turn off. The account balance due shall include: the amount(s) due for water service, twenty dollars (\$20) in late fees, and the one-hundred dollar (\$100) administrative fee prior to services being restored. I also understand that it is my responsibility to contact Box Elder City Hall if I make my payment online or by phone and need to have my water restored.

I understand failure to receive bills or notices shall not prevent such bills from becoming delinquent nor will it relieve me from responsibility for payment. (Title 53.20.12).).

I understand if I have a payment returned on my account that a Non-Sufficient Funds (NSF) Fee of \$35.00 will be assessed to my account. I am responsible to pay the NSF fee plus the returned payment amount or my services may be subject to disconnection.

I understand disconnection of service (Title 53.35.01) requires not less than three (3) business days prior notice. I am responsible for all water consumed until I complete a Final Account Form by which a final meter reading will be obtained. If a new occupant opens an account at my property address, my utility account will be finalized.

I understand that I am responsible to guarantee proper protection of the City's property placed on the property owner's premises and shall always permit access to such property by employees of the Public Works Department I may also be assessed the cost of replacement and/or labor as determined by the Public Works Director if I do not take the necessary steps to prevent the water meter from freezing, such as heat tape and proper insulation. If I am renting, it is my responsibility to notify the landlord of any problems (Title 53.30.07).

I understand that water restrictions are in effect from April 1st to October 31st. Outdoor use is allowed between the hours of 6:00am to 9:00am and 7:00pm to 10:00pm on odd or even days according to the last number of my property's assigned 9-1-1 address (Title 53.36.01).

I have received the City of Box Elder's welcome brochure. Information and ordinances are available to view at the City of Box Elder's website, www.boxelder.us. If you have any questions, please contact the city staff at (605) 923-1404.

ANIMAL LICENSE: (Title 90)

Pets require an animal license (FOUR pet limit per household). License is obtained at the Police Department. Please make sure to bring a copy of your pet's Rabies Vaccination Record and your Driver's License.

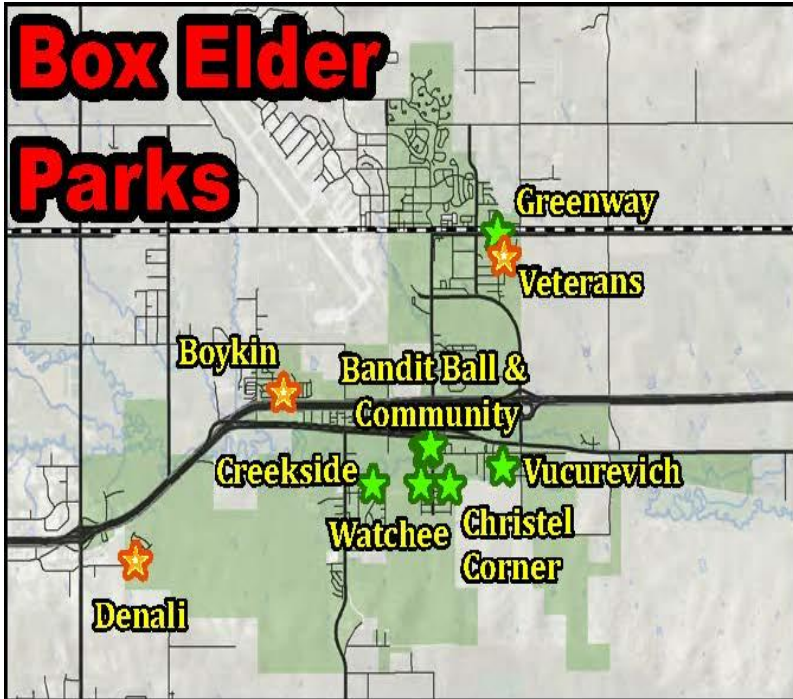
\$5 per pet if neutered (max 2 pets then \$10 per pet)

\$10 per pet if not neutered (max 2 pets then \$20 per pet)

HELPFUL INFORMATION

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|----------------------------------|--------------------------|
| EMERGENCY PLEASE CALL | 9-1-1 |
| POLICE DEPARTMENT: | (605) 923-1401 |
| | MON-FRI 8:00am to 5:00pm |
| NON-EMERGENCY PD/24HR | (605) 394-2151 |
| DISPATCH / ANIMAL CONTROL | |
| PUBLIC WORKS | (605) 923-1408 |
| | MON-FRI 8:00am to 5:00pm |
| CITY HALL | (605) 923-1404 |
| CHAMBER OF COMMERCE | (605) 431-9777 |
| VOLUNTEER FIRE DEPT | (605) 923-1224 |
| U.S. POST OFFICE | (605) 923-2484 |
| WINDY FLATTS RUBBLE SITE | (605) 791-0821 |
| RAPID CITY LANDFILL | (605) 394-4147 |
| OTHER UTILITIES | |
| NATURAL GAS | |
| MONTANA DAKOTA UTILITIES | (800) 638-3278 |
| ELECTRIC | |
| BLACK HILLS POWER & LIGHT | (605) 721-2660 |
| WEST RIVER ELECTRIC | (605) 393-1500 |
| CABLE TELEVISION | |
| MIDCO | (800) 888-1300 |
| VAST | (888) 745-2888 |
| GARBAGE | |
| SANDER SANITATION | (605) 673-3174 |
| UTILITY LOCATE | 811 |
| ROAD CONDITIONS | 511 |
| HELP LINE | 211 |

**** PUBLIC ASSISTANCE PACKETS ARE AVAILABLE IN THE CITY HALL ****



420 VILLA DR, BOX ELDER SD 57719-2000
 Phone: (605) 923-1404 Fax: (605) 923-4264
 Website: www.boxelder.us
 Office Hours: Monday – Friday 8:00am to 5:00pm
 The City of Box Elder is an Equal Opportunity Employer

The City of Box Elder is located in Pennington and Meade counties in the State of South Dakota. It is home to Ellsworth Air Force Base which lies on the northeast side of the city. Box Elder was named after the nearby Box Elder Creek in 1964. We are pleased that you have chosen to make the City of Box Elder your new home. We have included information and gathered our most frequently asked questions and contact information to help make your transition as smooth as possible.

Please feel free to contact the City Hall at (605) 923-1404 with any other questions.