

Setting Up My Utilities with The City of Pierre:

You Should Have:

- Contract with the City of Pierre (photo copy)
- Receipt for your deposit
- Copy of the City of Pierre Utility Rates

Questions?

Call us at:
773-7407

Contract with the City of Pierre:

- Your current apartment / home information.
- Your phone number(s) - in case we need to reach you with questions or in an emergency situation.
- Social Security Number – Because you'll pay your utility bill AFTER you've actually used the electricity, we're extending you credit until the bill is paid. Your Social Security information does not get shared with any outside entities.

Receipt for your Deposit:

- Your deposit transfers with you should you move from location to location within City limits.
- Should you choose to leave Pierre, your deposit will then be applied to your final billing. You will either receive either one final bill OR a refund check for the remaining balance after the bill has been paid.
- PLEASE remember to let us know if you are moving so that we can get a forwarding address to send your final bill or the refund check.

City of Pierre Utility Rates:

- The Rate Sheet has valuable information for you regarding our utility rates. Please check out this page if you have any questions.

Billing / Payment Information:

- Your bill will be mailed out on the **FIRST Friday** of the month.
- If it is not paid within the first 2 weeks after receiving it, a **5% late fee** will be added to the original amount due.
 - If it is not paid within the next 2 weeks, your account will go into "**Disconnect Status**".
 - At that point you will receive a **\$45 fee** – this fee is non-negotiable & is applied whether the electricity is turned off or not.
 - If your power does get shut off & needs to be turned on after our office's regular business hours (5:00 pm – 8:00 am), there will be an additional **\$35 fee**.
 - These fees alone total **\$80** - - on top of the normal billing amount that is past due!
 - This amount PLUS the past due has to be paid in full before the electricity will be turned back on!

Set Up Fee:

- You will see a one-time set up fee of **\$35** on your first bill. That fee is for the setup of your new account.

Helpful MAIL “Perks”:

- Selecting **BOTH** “Send my bill by mail” AND “Send via Email” will ensure that you will receive your bill one way or the other. If you select “Send via Email” please know that the email will come from “Brad Smith’s” computer so don’t be afraid of it being scam mail – it is, indeed, your bill. 😊
- If you forget to pay your bill and you go into disconnect status, you will receive both a phone call AND a text reminding you to make payment before disconnection - & all of the fees – happen! THIS is why it’s so important to keep your phone information current with us!

Payment Options:

- Payments can be dropped off at any time in our drop box that is located in the parking lot that is BEHIND our building. The drop box is emptied **EVERY** morning at 8:00 am.
- We accept:
 - Cash: Money Orders: Personal Checks: Credit/Debit Cards: Auto Withdrawal: Payment Online!
- To pay online go to www.cityofpierre.org (Shown Below) This is your best bet as to having your payment here on time! Once you push “SUBMIT”, we can see your payment immediately!

Frequently Requested Phone Numbers:

- Pierre Area Referral Services: **605-224-8731**
- Hughes County Assistance: **605-773-7477**
- LIEAP (Reconnect Program): **605-773-3668**
- Montana Dakota Utilities (for homes with natural gas): **1-800-638-3278**

Deposit Amounts:

- ALL customers requesting utility services from the City are required to make a **DEPOSIT** in the amount set forth below:
 - **RESIDENTIAL:** Customer living in a home or apartment: **\$125.00**
 - **COMMERCIAL:**
 - **Small** (Less than 1,500 kwh/mo) **\$250.00**
 - **Medium** (Greater than 1,500 but less than 10,000 kwh/mo) **\$500.00**
 - **Large** (10,000 kwh/mo & higher) **\$1,500.00**

Online Bill Pay Is Available

www.cityofpierre.org

← Pay your bill online
anytime at no charge!

All you need:

- **Account #** _____
- _____
- **Last Payment Amount** (Enter “Zero” if you’re just setting up Online Payments for the 1st time)
- _____
- **3 - Email address** _____