

ATTENTION!

What's happening?

A new billing and payment online portal is coming for Sioux Falls Utilities. This site has a new look and several enhancements compared to our current site.

Why is this happening?

The current portal has served us well, but it's time to upgrade similar to other utilities in the industry.

When will this take place?

We are anticipating early February of 2022. We will transition at the beginning of the month to ease transition as we begin to bill. Please watch for an email (current e-bill customers only) or a bill insert for those receiving a paper statement from us. We will also place announcements on the old website, social media, and siouxfalls.org.

What do I need to do?

If you don't have an account for the current website, this will not affect you. If you do have an account on the current website, you will need to register on the new site after launch.

If you currently receive monthly statements via email, we will continue to send those. To ensure a seamless transition, please register on the new site once it is live in February, and select "paperless" for bill delivery.

What about auto pay?

If you currently use auto-pay, no changes are required. If you do not use auto-pay currently, you may enroll once the new portal goes live.

