

**EFFECTIVE MARCH 23, 2020, ACCESS TO CITY HALL WILL BE RESTRICTED:
FOR UTILITY ASSISTANCE CALL THE NUMBER LISTED BELOW**

With the growing concerns about Coronavirus (COVID-19) in our community, and for the health and safety of our customers and employees, the City Finance Office is making temporary adjustments to business practices until further notice. In addition to the two drop box locations, payments can be made in the following ways:

CASH PAYMENTS

- Place cash in an envelope. Include utility stub OR write the **Utility Address, Name on the Account, or Account Number** on the front of the envelope.
- Deposit envelope in one of the deposit drop box locations.
- Please consider allowing any change to be applied as a credit towards the next month's bill.

CHECK PAYMENTS:

- Attach your stub to your check and place it in the drop box.
- If no stub, ensure the **Utility Service Address** or **Name on the Utility Account** is on the check.

CREDIT CARD PAYMENTS:

- Payment Service Network (PSN): 1-877-885-7968
- [PAY ONLINE](#) (You will need your utility account number.)
 - There is a \$1 convenience fee to pay online by checking and savings payments.
 - There is a 2.75% convenience fee to use a credit card. An additional fee of \$.50 will be charged if a payment is less than \$100.
- Call the number listed below to make credit card payments by phone.

RECEIPTS:

- Depending upon your preference, Staff can mail or email a receipt to you.
 - If you require a receipt, write your request on the envelope.
 - Indicate how you would like the receipt sent. Include the email/address information.

NEW OR CHANGING UTILITY SERVICES:

- Complete a Utility Service/New Account Application, and call the number listed below for assistance.
 - [APPLICATION AND AGREEMENT FOR RESIDENTIAL/COMMERCIAL UTILITY SERVICE](#)

ESTABLISHING A PAYMENT AGREEMENT:

- Call the number listed below.
- Existing Payment Agreement payments can be placed in a drop box.

AUTOMATIC PAYMENT:

- Sign up using Automatic Payment to have your utility payment automatically deducted from a checking or savings account via ACH on the **10th of every month**. There is no fee for this program. Please include voided check to start services.
 - [AUTHORIZATION FOR AUTOMATIC PAYMENT](#)

DEPOSIT DROP BOX LOCATIONS:

- The City has 2 [Drop Box Locations](#).
 - City Hall – Located in the Entryway on the south wall below the glass case bulletin board
 - Elm Street Drive-Thru – Located on Elm Street behind City Hall

CITY OF VERMILLION FINANCE OFFICE

PHONE: 605-677-7056 EMAIL: FINANCE@CITYOFVERMILLION.COM MAIL: 25 CENTER STREET – VERMILLION, SD 57069