

The Customer Service Center is a single-stop, multipurpose facility. The Center is designed to provide a variety of services to our citizens. Located on the first floor of City Hall, 405 6th Street, the Center allows for easily accessible, comfortable seating or walk-in service. The Center provides you with information and referrals and is a centralized point for licensing and bill paying.

Services provided by the Customer Service Center Include:

- General information about City of Sioux City Government
- [Start new Utility Service](#) (Water, Sewer, Solid Waste and Storm Sewer)
- Pay Your Utility Bill
- ☐ Pay Your Utility Bill online ([click here to pay Utility Bills online](#))
- Purchase Yard Waste Stickers for \$1.00
- Apply for Occupational Licenses and Permits ([click here to go to applications](#))

- Obtain a State of Iowa permit to sell cigarettes
- Purchase Pet Licenses
- Apply for an Excess Animal Permit
- Pay Parking Tickets
- ☐ Pay Parking Tickets Online ([click here to pay Parking Tickets online](#))
- ☐ Pay Parking Tickets - Use a Yellow Courtesy Drop Box

Parking Ticket Courtesy Drop Box Locations: 300 Block of Jones, 6th and 7th Streets;
400 Block of Nebraska Street;
500 Block of Jackson and
Pierce Streets;

1000 Block of 4th Street and
Police Headquarters Lobby.

The Customer Service Center is open 8:00 a.m. to 5:00 p.m. Monday through Friday excluding holidays. During our hours of operation you may reach a Customer Service Specialist at 712-279-6132, Option 1.

Joe Uran
Customer Service Supervisor
712-279-6852
juran@sioux-city.org

Lisa McCardle
Customer Service Division Manager/City Clerk
712-279-6310
lmccardle@sioux-city.org

City Hall is closed on the following holidays: New Years Day, Martin Luther King Day, Presidents' Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the Friday after Thanksgiving and Christmas Day.

**Payment by Check Information
Check Conversion**

When you make a check payment to the City of Sioux City, you authorize us to use information from your check to make a one-time electronic fund transfer from your account.

When we use information from your check to make an electronic funds transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution.