The Municipal Services Bill

Revised Water Charges effective Sept. 1, 2016

The Milwaukee Municipal Services Bill includes nine charges for City of Milwaukee services and Milwaukee Metropolitan Sewerage District (MMSD) services. The city's drinking water utility billing system manages the billing and forwards the collected charges to the City Treasurer for distribution to other city departments and the MMSD. The charges are outlined here in the order in which they appear on the Municipal Services Bill. Residential and smaller commercial customers are billed quarterly; larger commercial accounts are billed monthly.

Milwaukee Water Works -- Water Charges

Rates were determined by the Public Service Commission of Wisconsin (PSC), Docket 3720-WQ-105, effective Sept. 1, 2016 and are intended to ensure the financial stability of the utility and fair value for customers. A 3% rate increase was effective September 1, 2016 and will be phased in during the fall billing quarters. The full rate will be effective for all customers beginning with January billing.

The Milwaukee Water Works provides drinking water service and billing for Milwaukee, Greenfield, Hales Corners, St. Francis, and West Milwaukee. Water charges for these "retail service" communities are shown below. We sell water service at a "wholesale" rate to utilities in Brown Deer, Butler, Greendale, Menomonee Falls, Mequon, New Berlin, Shorewood, Thiensville, Wauwatosa, West Allis, and the Milwaukee County Grounds. These communities operate their own water utilities and bill their customers. Please contact municipal offices in these communities for water charges.

Water Service Charge This is a fixed charge based on the size of the meter. The charge pays for installation, repair, maintenance, and reading of water meters; billing and customer service. The Public Fire Protection Charge covers the maintenance of hydrants and installing water mains to handle fire flow demands. Residential and some smaller commercial customers are billed quarterly. Meters in the size range of 1" to 12" are typically used in commercial and industrial applications.

City of Milwaukee Customers -- Quarterly Billing

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	$17.46	$8.98	$26.44
1"	$28.72	$22.44	$51.16
1-1/4"	$28.72	$22.44	$51.16
1-1/2"	$49.41	$44.89	$94.30
2"	$75.79	$71.82	$147.61
3"	$124.49	$134.67	$259.16
4"	$189.93	$224.45	$414.38
6"	$339.09	$448.89	$787.98
8"	$516.14	$718.24	$1,234.38
10"	$749.02	$1,077.35	$1,826.37
12"	$981.89	$1,436.47	$2,418.36

City of Milwaukee Customers -- Monthly Billing

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4"	5.82	$2.99	$8.81
1"	$9.57	$7.48	$17.05
1-1/4"	$9.57	$7.48	$17.05
1-1/2"	$16.47	$14.96	$31.43
2"	$25.26	$23.94	$49.20
3"	$41.50	$44.89	$86.39
4"	$63.31	$74.82	$138.13
6"	$113.03	$149.63	$262.66
8"	$172.05	$239.41	$411.46
10"	$249.67	$359.12	$608.79
12"	$327.30	$478.82	$806.12

Greenfield, Hales Corners and St. Francis Customers – Quarterly Billing

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4"single family home or duplex	$21.83	$11.23	$33.06
1"	$35.90	$28.06	$63.96
1-1/4"	$35.90	$28.06	$63.96
1-1/2"	$61.76	$56.11	$117.87
2"	$94.74	$89.77	$184.51
3"	$155.61	$168.34	$323.95
4"	$237.42	$280.56	$517.98
6"	$423.86	$561.12	$984.98
8"	$645.18	$897.80	$1,542.98
10"	$936.27	$1,346.68	$2,282.95
12"	$1,227.36	$1,795.59	$3,022.95

Greenfield, Hales Corners and St. Francis Customers – Monthly Billing

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4"	$7.28	$3.74	$11.02
1"	$11.96	$9.35	$21.31
1-1/4"	$11.96	$9.35	$21.31
1-1/2"	$20.59	$18.70	$39.29
2"	$31.58	$29.92	$61.50
3"	$51.88	$56.11	$107.99
4"	$79.14	$93.52	$172.66
6"	$141.29	$187.04	$328.33
8"	$215.06	$299.27	$514.33
10"	$312.09	$448.89	$760.98
12"	$409.13	$598.53	$1,007.66

Customers in West Milwaukee – Quarterly Billing

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	$21.83	$8.67	$30.50
1"	$35.90	$21.67	$57.57
1-1/4"	$35.90	$21.67	$57.57
1-1/2"	$61.76	$43.34	$105.10
2"	$94.74	$69.35	$164.09
3"	$155.61	$130.04	$285.65
4"	$237.42	$216.73	$454.15
6"	$423.86	$433.47	$857.33
8"	$645.18	$693.54	$1,338.72
10"	$936.27	$1,040.31	$1,976.58
12"	$1,227.36	$1,387.09	$2,614.45

Customers in West Milwaukee – Monthly Billing

Size of Meter in inches	Water Service Charge	Public Fire Protection	Total Water Service Charge
5/8" or 3/4" single family home or duplex	$7.28	$2.89	$10.17
1"	$11.96	$7.22	$19.18
1-1/4"	$11.96	$7.22	$19.18
1-1/2"	$20.59	$14.45	$35.04
2"	$31.58	$23.12	$54.70
3"	$51.88	$43.35	$95.23
4"	$79.14	$72.24	$151.38
6"	$141.29	$144.49	$285.78
8"	$215.06	$231.18	$446.24
10"	$312.09	$346.77	$658.86
12"	$409.13	$462.36	$871.49

Water Usage Charge This charge is based on the amount (volume) of water used. It pays for operation and improvement of water purification and pumping facilities.

Our meters measure in units called Ccf, 100 cubic feet. One Ccf equals 748 gallons. In Milwaukee, the average, per-person water use is 5 Ccf per quarter. Check to see if your water use is high. Multiply 5 times the number of people in your household. This is the Milwaukee average water use for one quarter. If the number of Ccf on your bill is much higher, you may have water leaks.

We offer large commercial customers a declining block rate in which the charge per volume of water decreases as water use increases. This is appropriate where there is ample water supply and treatment capacity. Water taken and used from Lake Michigan is returned to the lake.

City of Milwaukee Customers -- Quarterly Billing

Water Usage in Ccf	Milwaukee residential
All Water Used	$2.02

City of Milwaukee Customers -- Quarterly Billing

Water Usage in Ccf	Milwaukee non-residential
First 100	$2.05
Next 4,900	$2.05
Next 15,000	$1.32
Over 20,000	$1.18

City of Milwaukee Customers -- Monthly Billing (Commercial Customers)

Water Usage in Ccf	Milwaukee Non-residential
First 34	$2.05
Next 1,633	$2.05
Next 5,000	$1.32
Over 6,667	$1.18

Greenfield, Hales Corners and St. Francis Customers – Quarterly Billing

Water Usage in Ccf	Residential
All Water Used	$2.52

Water Usage in Ccf	Non-residential
First 100	$2.56
Next 4,900	$2.56
Next 15,000	$1.65
Over 20,000	$1.48

Greenfield, Hales Corners and St. Francis Customers – Monthly Billing (Commercial Customers)

Water Usage in Ccf	Non-residential
First 34	$2.56
Next 1,633	$2.56
Next 5,000	$1.65
Over 6,667	$1.48

West Milwaukee Customers -- Quarterly Billing

Water Usage in Ccf	All Customers
First 100	$1.16
Next 4,900	$1.13
Next 15,000	$1.02
Over 20,000	$0.96

West Milwaukee Customers -- Monthly Billing

Water Usage in Ccf	Non-residential
First 34	$1.16
Next 1,633	$1.13
Next 5,000	$1.02
Over 6,667	$0.96

Milwaukee Metropolitan Sewerage District (MMSD) Charges

Charges authorized by MMSD, effective Feb. 1, 2016; Milwaukee Water Works provides billing.

MMSD Sewer Treatment Service Charge This charge is a fixed charge based on the size of the water meter.

Residential water meter 5/8" or ¾"	$12.71 per quarter

Commercial and Industrial Meter Size	Service Charge Per Quarter	Service Charge Per Month
5/8 and ¾ inch	$15.43	$5.14
1 inch to 1-¼ inch	$21.68	$7.23
1-½ inch	$31.06	$10.35
2-inch	$41.48	$13.83
3-inch	$74.30	$24.77
4-inch	$139.43	$46.48
6-inch	$237.38	$79.13
8-inch	$358.77	$119.59
10-inch	$531.22	$177.07
12-inch	$792.76	$264.25

MMSD Sewer Treatment Usage (Volumetric) Charge This charge is **$1.62 per Ccf of water used.**

The residential charge is based on the water used during the first quarter of the year. This is called "winter usage." If, in any of the three quarters remaining in the year, your water use is less than "winter usage," we will calculate that quarterly charge based on the lower actual water usage or 21 Ccf.

The commercial charge is based on water use. Customers who use a large quantity of water but do not discharge all of it to the sewerage system may be certified by MMSD for a discounted charge. Call MMSD at (414) 272-5100.

City of Milwaukee Municipal Service Charges

Charges for Storm Water, Solid Waste, and Snow and Ice Removal continue to be billed to a property even after water service is turned off at the curb. Depending on when the water was turned off, water and sewer charges may appear on the first bill after the turn-off.

Local Sewerage Charge This charge is based on the amount of water used at $1.38 per Ccf. The charge pays for maintaining city sanitary sewers that carry waste to the MMSD.

The ***residential charge*** is calculated like the MMSD Sewer Treatment Usage Charge, based on the winter quarter water use.
The ***commercial charge*** is based on the water usage each billing period. Commercial customers who use a large quantity of water but do not discharge all of it to the sewerage system may be certified by MMSD for a discounted charge. Call MMSD at (414) 272-5100.

Note for West Milwaukee Customers: The Village of West Milwaukee Board determines the sewer charge. For information, please call the West Milwaukee Department of Public Works, (414) 645-6238.

Storm Water Management Charge This charge for maintenance of storm sewers is based on the amount of hard surface area of a property. A typical residential property has an average hard surface area of 1,610 square feet. This amount is called an Equivalent Residential Unit (ERU). One ERU=1,610 sq. ft.

- A residential property is charged one ERU
- Non-residential property is charged based on the square footage of hard surface of the property. Calculate the number of ERUs for a property by dividing the square footage of hard surface of the property by 1,610.

The charge applies to vacant property with sewer and water service and street access, with or without a building on it, and with any hard surface such as a driveway, sidewalk, or concrete slab. A lot that has no impervious surface (no building, no driveway) will not be charged.

Residential property **(one to four dwelling units in a house, apartment, or condominium) is charged $19.22 per quarter.**

Storm Water Management Charge
Non-residential property
For commercial customers *billed quarterly*, the charge is **$19.22 per ERU per quarter.**
For commercial customers *billed monthly*, the charge is **$6.40 per ERU per month.**
Condominium associations are charged based on the amount of hard surface area of the entire property, and the charge is billed quarterly to the condominium association.

Solid Waste Charge Collection costs are funded by this charge and the city property tax. The charge is **$49.23 per quarter** per residential unit for one-, two-, three- and four-family dwelling units, including vacant units. As applicable to non-residential property, the charge is $49.23 per cubic yard.

Solid Waste Collection Charge This charge is billed to multi-unit dwellings of five or more units which receive solid waste collection services from the City of Milwaukee.

Top Load Containers		
Size	**Monthly**	**Quarterly**
2-yard	$89.00	$267.00
3-yard	$96.00	$288.00
4-yard	$102.33	$307.00
6-yard	$116.67	$350.00
8-yard	$131.00	$393.00

Rear Load Containers		
Size	**Monthly**	**Quarterly**
2-yard	$145.67	$437.00
Garbage cart	$22.00	$66.00

Extra Garbage Cart Charge This charge applies to each garbage cart you use beyond one cart. This applies to more than one garbage cart per unit for one-, two-, three-, and four-family dwelling units. The charge is **$15.00 per quarter per cart.** There is no charge for extra recycling carts. Request removal of extra garbage carts and request additional recycling carts by calling (414) 286-CITY (286-2489).

Snow and Ice Removal Charge This charge partially offsets the costs of plowing and salting streets. Customers billed quarterly see the charge on the fourth quarter bill; customers billed monthly see the charge on the October bill. The charge is **$0.9155 per foot of street frontage of the property. For residential property with multiple street frontages** such as a corner lot, the shortest frontage is used to calculate the charge. **For non-residential property,** including tax-exempt property, the total street frontage is used to calculate the charge.

Find Account Information

Online Access Your account number is required to view bills, meter readings, billing and payment history, and water usage at www.milwaukee.gov/water; at the top, select Account Information.

By telephone Call the Milwaukee Water Works Customer Service Center, (414) 286-2830, to speak with a representative, or use the Interactive Voice Response System.

Key to Terms on the front of the Municipal Services Bill

A	Automatic Meter Read	DU	Dwelling Unit
E	Estimated Meter Read	ERU	Equivalent Residential Unit
F	Final Meter Read	Ccf	100 cubic feet
V	Actual Read	One Ccf equals 748 gallons	

Make a Payment

Mail payments Make check or money order payable to **Milwaukee Water Works** and mail it to P.O. Box 3268, Milwaukee, WI 53201-3268.

Pay in person Municipal Building, 841 N. Broadway, Room 406, Monday – Friday, 7:30 a.m. – 5:00 p.m. or City Treasurer's Office, City Hall, 200 E. Wells St., Monday-Friday 8:15 a.m. to 4:30 p.m. We do not accept credit card payments at the Milwaukee Water Works and the City Treasurer's Office.

The Public Service Commission of Wisconsin requires a convenience charge must apply for payments by phone and online using credit cards and eCheck (electronic check). The eCheck option allows payment directly from a checking or savings account.

Pay by Phone Call Customer Service at (414) 286-2830 to make your payment with Discover Card, MasterCard, VISA and eCheck. **The convenience fee for eCheck service provided by U.S. Bank is $4.50. The fee for use of Discover Card, MasterCard or VISA is 4.1% of the payment.**

Online Payment Make a one-time payment online with Discover Card, MasterCard, VISA, or eCheck. The eCheck option allows payment directly from a checking or savings account, and an email address is required so we may acknowledge the payment. At www.milwaukee.gov/water/Account Information, enter your account number. **The convenience fee for service provided by U.S. Bank for use of a credit card for online payment is 2.5% of the payment. The fee for online eCheck service is $0.75 per transaction.** Generally, the City of Milwaukee does not issue refunds for these payments.

Automatic pay plan Have payment of bills automatically withdrawn from your bank account. Partial payment of a bill is not available with this option. Register at **www.directpaymentplan.com** or request a form to mail from Customer Service, (414) 286-2830. The Milwaukee Water Works will automatically withdraw the amount due each billing from your account; you will not have to write a check. You will continue to receive a paper copy of your bill. Please allow six to eight weeks for the service to take effect. When it does, you will be notified on your bill. To change your banking information or cancel the authorization, call Customer Service, (414) 286-2830.

Application of partial payments Partial payments are applied in the following order, from oldest outstanding amounts due to current bills:

1. Water charges
2. MMSD sewer treatment charges
3. City sewer charges
4. Solid waste charges
5. Snow and Ice charges

If the account is paid in full but there is a further payment to apply, the credit will be applied to the water portion of the account.

Late payment charge If payment is not received by the due date, a late payment charge of 5% for water charges and 3% for other charges will be added to the bill. If it is necessary to transfer unpaid balances to the property tax bill for collection, a fee of 10% will be added to the amount transferred. **For accounts billed monthly**, the late payment charge is 1.67% for unpaid water charges and 1% for all other unpaid charges.

Change of Address Call Customer Service, (414) 286-2830.

Appeals Process Report disputes about your bill by calling Customer Service, (414) 286-2830.

If you are unable to resolve your dispute about Water or MMSD Charges, call the Public Service Commission of Wisconsin (PSC), 800-225-7729.

If you are unable to resolve your dispute about charges for Snow & Ice, Extra Garbage Cart, or Solid Waste, pay the charge when it comes due, noting it is paid "under protest" and within 20 days of payment, file a complaint with the City of Milwaukee Commissioner of Public Works. If you disagree with the determination of the Commissioner, you may file an appeal within 30 days of the determination with the Administrative Review Appeals Board. Call (414) 286-2231 or find the appeals form at Milwaukee.gov/CityClerk. There is a $25.00 filing fee. Any refund is limited to the billing period under appeal. *(continued next page)*

If you are unable to resolve your dispute about charges for Local Sewerage or Storm Water Management, pay the charge when it comes due, noting it is paid "under protest" and within 20 days of payment, file a complaint with the Commissioner or call the PSC.

Payment arrangements: When circumstances prevent you from paying your bill in full, please call us at (414) 286-2830 to discuss the possibility of payment arrangements.

We offer resources to help you find and fix leaks and save money and water. Visit our website milwwaukee.gov/water/Use Water Wisely or call us to learn more.

Miscellaneous Charges

Returned item charge $35.00 Applied to the account whenever a payment is returned by a bank for any reason.

Interim meter readings taken by utility staff $30.00 per reading In situations where such readings (taken between regular readings) are required for real estate closings, change in tenancy, etc., we accept a reading made by the customer. This charge applies whenever the customer asks the utility to make the reading.

Copies of bills For bills older than two years from the request date, you must make an Open Records request by email to watwebcs@milwaukee.gov. We will send you an invoice that must be paid before you receive the items. The charge is $3.00 per bill.

Final bill charge $35.00 per reading This charge applies whenever a customer makes a request for a final bill for an account. A meter read is required.

Investigation charge $40.00 per investigation following the first free investigation Investigations have been performed by the utility as a courtesy, generally to identify leaks. The investigations are scheduled in advance and the customer is advised to be present to provide access to the building. At times, the customer fails to be present or is unable to provide full access. If an additional investigation is requested within a short period of time under circumstances that do not warrant the additional effort, the account will be charged. The charge would also be made for a second or subsequent investigation scheduled within a three-month period.

Missed Appointment $60.00 For the first missed appointment for a Meter Read or Distribution service during normal business hours, there is no charge. For all additional missed appointments, there is a $60.00 charge.

Meter Reset Charge $50.00 for appointments Monday-Saturday between 8:00 a.m.-4:30 p.m. and **$75.00** for appointments Monday-Saturday after 4:30 p.m. There are no appointments on Sunday.

Water Turn on Request $50.00 for appointments at any time Monday-Friday and **$75.00** for appointments at any time on Saturday and Sunday.

Milwaukee Water Works Customer Service Center

Zeidler Municipal Building 841 N. Broadway, Fourth Floor Milwaukee, WI 53202 **Monday – Friday, 7:30 a.m. – 5:00 p.m.**
Telephone (414) 286-2830 Fax (414) 286-5452 TDD (414) 286-8801
Para una explicación en español, por favor llame al (414) 286-2830.
Non-emergency email: watwebcs@milwaukee.gov www.milwaukee.gov/water
For other City of Milwaukee inquiries, please call the Unified Call Center at (414) 286-CITY, (414) 286-2489.
For water emergencies, please call the Milwaukee Water Works 24-hour Control Center, (414) 286-3710.

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