

## Account Number

**Customer Service Center (414) 286- 2830** [watwebcs@milwaukee.gov](mailto:watwebcs@milwaukee.gov)

The Milwaukee Water Works provides billing for nine charges that pay for services provided by the City of Milwaukee and the Milwaukee Metropolitan Sewerage District (MMSD).

**You need the account number to access your Municipal Services Bill Account. Account information by property address is no longer available.**

**If you have your account number, you can access your [account information here](#).**

Effective July 16, 2013, per *2013 Wisconsin Act 25*, municipal utility customer information may not be released except to the customer or their authorized representative. The account number is required to access information or to make a payment. The information cannot be released in response to an Open Records Request.

You can find your account number at the top of your Milwaukee Municipal Services Bill.

If you do not know your account number, contact us, and we will ask you to verify that you are the customer for the property in question.

If you are not the customer, you must obtain written consent from the customer by completing a Utility Customer Information Consent Form and returning it to us.

You may also use this form:

- to designate an authorized representative to access the account information.
- if you are a new buyer of property. As the new buyer, use this form to change the address to where the bill is sent.

Here is the [Utility Customer Information Consent Form](#). Copies of the form also are available at our Customer Service Center, 841 N. Broadway, Room 409. If you are unable to download the form, ask for one by emailing [watwebcs@milwaukee.gov](mailto:watwebcs@milwaukee.gov) or call (414) 286-2830.

Please complete the form, sign it, and return it by email to [watwebcs@milwaukee.gov](mailto:watwebcs@milwaukee.gov), fax to (414) 286-5452, or deliver in person or in the mail to the Milwaukee Water Works Customer Service Center, 841 N. Broadway, Milwaukee, WI 53202.

Questions? Email Customer Service at [watwebcs@milwaukee.gov](mailto:watwebcs@milwaukee.gov) or call (414) 286-2830, Monday-Friday, 7:30 a.m. – 5:00 p.m.