

Non-residential developed property, buildings with more than four residential units, and vacant, improved property. These are billed based on the amount of hard surface area 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. **Condominium associations** are charged based on the amount of hard surface area of the entire property. The charge is billed quarterly to the condominium association.

For commercial customers billed quarterly, the charge is \$14.94 per ERU per quarter. **For commercial customers billed monthly,** the charge is \$4.98 per ERU per month.

The Solid Waste Charge This is the charge for solid waste, or garbage, collection. The total costs are partially financed by the city property tax. The charge is \$42.88 per quarter or \$171.52 per year per residential unit for one-, two-, three-, and four-family dwelling units, including vacant units. For non-residential properties that are billed for solid waste collection, the charge is \$42.88 per cubic yard of solid waste per quarter.

The Snow and Ice Removal Charge This charge partially offsets the costs of plowing and salting streets. The charge is assessed only once per year on the fourth quarter bill. For commercial customers billed monthly, the charge appears on the October bill. The charge is \$0.8407 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, vacant and undeveloped property, the total street frontage is used to calculate the charge.

Extra Garbage Cart Charge There is a charge for more than one garbage cart per unit for one-, two-, three-, and four-family dwelling units. The charge is \$10.00 per quarter for each additional garbage cart. The charge for the first quarter of 2011 appeared on the second quarter bills with the second quarter charge. Waste less, recycle more: there is no charge for one or more recycling carts. To request removal of extra garbage carts or to request an additional recycling cart, please call (414) 286-CITY (2489).

ACCOUNT INFORMATION

- **Online access** At www.milwaukee.gov/water, select Account Information. You can see your bill, account balance, payment history, water consumption history, and meter readings for the past two years. You can also view a chart showing quarterly water use, compare your water use this year to last year, and change the bill-to address.
- **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.
- **Request a mailing address change 24 hours a day** At www.milwaukee.gov/water, select Account Information. Or, call the Milwaukee Water Works Customer Service Center (414) 286-2830. After business hours, please leave your information on the Interactive Voice Response recording.

Payment Options

- **Make a one-time payment online with MasterCard, Discover Card or eCheck (electronic check)** At www.milwaukee.gov/water, select Account Information. The credit card-only option accepts payments using only MasterCard or Discover Card. The eCheck option allows payment directly from a checking or savings account. An email address is required so we may acknowledge the payment.
The PSC requires the utility to pass the convenience fee for the online payment service provided by U.S. Bank to customers who use the service. The fee for use of MasterCard or Discover Card is computed at a rate of 2.35% of the payment. The fee for online eCheck service is a flat rate of \$0.50 per transaction. Generally, the City of Milwaukee does not issue refunds for these payments. If you have a question regarding your payment, please call the Milwaukee Water Works Customer Service Center (414) 286-2830 or email watwebcs@milwaukee.gov.

- **Mail your payment** 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** At the Milwaukee Water Works Customer Service Center, 841 N. Broadway, Room 406, Milwaukee, WI, Monday-Friday 7:30 a.m. to 5:00 p.m., or at the City Treasurer's Office, City Hall, 200 E. Wells St., Monday-Friday 8:00 a.m. to 4:45 p.m.
- **Pay by telephone** Call the Milwaukee Water Works Customer Service Center (414) 286-2830 and use the Interactive Voice Response system. Select language option English or Spanish. Select two to make a payment. Select one to make a credit card payment using MasterCard or Discover Card. Select two to make an eCheck payment. You will be connected to a payment center representative.

The PSC requires the utility to pass the convenience fee for the telephone payment service provided by U.S. Bank to customers who use the service. The fee for MasterCard or Discover Card is computed at a rate of 3.95% of the payment. The fee for eCheck telephone payment is a flat rate of \$4.50 per transaction. Generally, the City of Milwaukee does not issue refunds for these payments. If you have a question regarding your payment, please call the Milwaukee Water Works Customer Service Center (414) 286-2830 or email watwebcs@milwaukee.gov.

- **Automatic Pay Plan** Make payments using automatic withdrawal from your bank account. Partial payment of a bill is not available with this option. Register at www.directpaymentplan.com or request a form from the Milwaukee Water Works Customer Service Center (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 Milwaukee Municipal Services Bill. Please allow six to eight weeks for the service to take effect. When it does, you will be notified on your bill. All future bills will be paid automatically, not through the website. To change your banking information or cancel the authorization, call the Milwaukee Water Works Customer Service Center (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 charges If payment is not received by the due date, late payment charges of 5% per quarter for unpaid water charges and 3% per quarter for all other unpaid charges will be added to the bill. If necessary to transfer unpaid balances to the property tax 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.

Returned item charge \$35.00 Financial institution charges and/or administrative costs are incurred for the processing and collecting of payments not honored by the financial institution. This charge applies to the customer's account whenever a payment rendered for utility service is returned for any reason.

Interim meter readings taken by utility staff \$25.00 per reading In situations where such readings (taken between regular quarterly readings) are required for real estate closings, change in tenancy, etc., Milwaukee Water Works accepts the customer's reading. This charge applies whenever the customer asks the utility to make the reading.

Status of account charge \$10.00 per reading For requests for customer account balances after a billing; the charge applies whenever a title company makes a request. This should not be used to replace a final bill.

Final bill charge \$20.00 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.



The Milwaukee Municipal Services Bill

Effective February 1, 2012

The Milwaukee Municipal Services Bill includes charges for Milwaukee city services and Milwaukee Metropolitan Sewerage District (MMSD) services. The Milwaukee Water Works 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 small business customers are billed quarterly; larger commercial accounts are billed monthly.

Use Water Wisely - Control Water Costs Milwaukee has low-cost drinking water. But even small leaks add up to cost a lot of money. Both city and MMSD sewer charges are based on the amount of water that passes through your water meter, whether you consumed the water or the water dripped, leaked and was wasted down the drain. If you have a leak, you are paying for lost water and sewer charges. Find more information about fixing leaks, Using Water Wisely and controlling water costs at www.milwaukee.gov/water.

MILWAUKEE WATER WORKS WATER CHARGES

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. The Milwaukee Water Works sells drinking water at a wholesale rate to Brown Deer, Butler, Greendale, Menomonee Falls, Mequon, New Berlin, Shorewood, Wauwatosa, and West Allis. These communities operate their own water utilities and bill their customers. Contact municipal offices in these communities for information about water charges.

Water rates were authorized by the Public Service Commission of Wisconsin (PSC), Docket 3720-WR-107, effective Feb. 8, 2011.

The Water Service Charge This is a fixed charge based on the size of the water meter. The charge pays for installation, repair, maintenance, and reading of water meters; billing, and customer service.

For a single family home or duplex with a 5/8" or 3/4" meter:			
	Water Service Charge*	Public Fire Protection*	Total Service Charges*
Milwaukee	\$14.70	\$5.58	\$20.28
Greenfield	\$18.38	\$6.98	\$25.36
Hales Corners	\$18.38	\$6.98	\$25.36
St. Francis	\$18.38	\$6.98	\$25.36
West Milwaukee	\$18.38	\$5.93	\$24.31

* Charges are per quarter.

Water Service Charges for water meters in the size range of 1" to 12" typically used in commercial and industrial applications are available at www.milwaukee.gov/water > Customer Service > Water Rates or call Milwaukee Water Works Customer Service (414) 286-2830.

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
 Non-emergency email: watwebcs@milwaukee.gov
 Milwaukee Water Works 24-Hour Control Center (414) 286-3710
 Para una explicación en español, por favor llame al (414) 286-2830.

The Water Usage Charge This charge is based on the volume of water used in the billing period. The charge pays for operation and maintenance of drinking water treatment and distribution facilities.

The Milwaukee Water Works uses a declining block rate structure in which the charge per quantity of water decreases as water usage increases. This rate structure is appropriate for a service area such as Milwaukee in which there is an ample supply of water, treatment capacity, and distribution capacity; all water is returned to the source, and construction of additional facilities to meet demand is not necessary. Water rates determined by the Public Service Commission of Wisconsin (PSC) are intended to ensure the financial stability of the utility and fair value for customers.

Water meters measure usage in units called Ccf, which stands for 100 cubic feet. One Ccf of water equals 748 gallons of water. To calculate water usage in gallons, multiply the number of Ccf by 748.

The typical person in Milwaukee uses 10 Ccf of water per quarter. Multiply 10 by the number of people in your household to give you the number of Ccf of water used in one quarter (for example, 4 people x 10 = 40 Ccf). If you are using much more than 10 Ccf per person per quarter, you may have water leaks.

The water usage charge for customers in Milwaukee:

First 100 Ccf	\$1.680 per Ccf
Next 4,900 Ccf	\$1.580 per Ccf
Next 15,000 Ccf	\$1.050 per Ccf
Over 20,000 Ccf	\$0.940 per Ccf

The water usage charge for Greenfield, Hales Corners, and St. Francis:

First 100 Ccf	\$2.100 per Ccf
Next 4,900 Ccf	\$1.975 per Ccf
Next 15,000 Ccf	\$1.313 per Ccf
Over 20,000 Ccf	\$1.175 per Ccf

The water usage charge for West Milwaukee is discounted because West Milwaukee owns and maintains its own distribution system:

First 100 Ccf	\$1.093 per Ccf
Next 4,900 Ccf	\$1.063 per Ccf
Next 15,000 Ccf	\$0.958 per Ccf
Over 20,000 Ccf	\$0.895 per Ccf

MMSD SEWER TREATMENT CHARGES

These charges are billed on behalf of the Milwaukee Metropolitan Sewerage District for treating wastewater, effective Feb. 1, 2012.

MMSD Sewer Treatment Service Charge

This is a fixed charge based on the size of the water meter.

The residential service charge for a water meter sized 5/8" or 3/4" is \$15.43 per quarter or \$61.72 per year.

The commercial service charge is based on the size of the water meter:

Meter Size	Service charge per quarter
¾ inch or smaller	\$19.76
1-inch to 1-¼ inch	\$25.99
1-½ inch	\$35.33
2-inch	\$45.71
3-inch	\$78.41
4-inch	\$143.28
6-inch	\$240.85
8-inch	\$361.78
10-inch	\$533.57
12-inch	\$794.11

MMSD Sewer Treatment Usage Charge

All accounts are charged \$1.46 per Ccf of water used per quarter.

The residential charge is based on the water used during the first quarter of each year (referred to as winter usage). If water use is less than winter usage for the next three quarters, then the lower of the actual water Ccf or 21 Ccf is used to calculate the charge. The winter quarter is the three-month period ending in February, March, or April, depending on the billing cycle for the account.

The commercial charge is calculated using actual water use each billing period. Business customers who use a large quantity of water but do not return all of the water to the sewer system may be certified by the MMSD for a discounted charge. For more information, please call the MMSD (414) 272-5100.

MILWAUKEE MUNICIPAL SERVICE CHARGES

Two City Sewerage Charges

- Local Sewerage Charge
- Storm Water Management Charge

Snow and Ice Removal Charge

Solid Waste Charge

Extra Garbage Cart Charge

The charges are billed to all developed property including tax-exempt property, occupied and vacant property, and undeveloped lots. Charges for Storm Water Management, 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 service was turned off, water and sewer charges may appear on the first bill after the turn-off occurred.

Local Sewerage Charge The charge for maintaining city sanitary sewers is based on the amount of water used at \$1.23 per Ccf per quarter.

The residential charge is calculated like the MMSD Sewer Treatment Usage Charge, based on the winter quarter water usage.

The commercial charge is based on 100% of the water used each billing period. Business customers who use a large quantity of water but do not return all of the water to the sewer system may be certified by the MMSD for a discounted charge. For more information, please call the MMSD (414) 272-5100.

Storm Water Management Charge The charge for maintaining storm sewers applies to all developed property and all vacant, improved property, including tax-exempt property. The charge is based on the amount of hard surface area of each property. A typical residential property has an average hard surface area of 1,610 square feet. This measurement is called an Equivalent Residential Unit (ERU). One ERU=1,610 sq. ft. The ERU is used to calculate the charge for non-residential property.

Residential buildings (one to four units in a house, apartment, or condominium) are considered to have one ERU and are billed \$14.94 per quarter or \$59.76 per year.