



Acct No.	Date Due	Balance Due
###-4567.#00	MM/DD/YYYY	\$304.14

STATEMENT OF ACCOUNT

Account Number ###-4567.#00
Customer Name OCCUPANT NAME
Service Address STREET ADDRESS
Property Class RES-MILWAUKEE
Billing Date MM/DD/YYYY

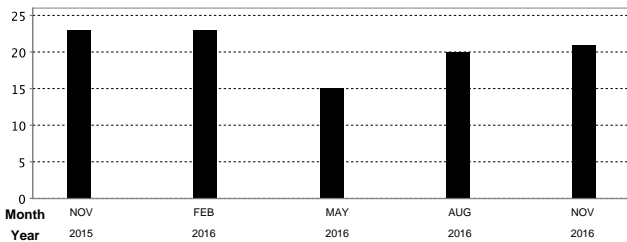
METER READINGS

Meter #	Date	Meter Reading	Ccf
123###78	07/DD/YY	2,011 A	-
12###678	10/DD/YY	2,032 A	21

USAGE COMPARISON

Billing Period	Number of Days	Total Usage		Daily Avg
		Ccf	Gallons	Gallons
Current	90	21	15,709	175
Previous	92	20	14,961	163
Last Year	86	23	17,205	200

YOUR WATER USAGE HISTORY IN CCF



ACCOUNT ACTIVITY

Previous Bill \$206.03
Payment MM/DD/YY (\$206.03)
Balance Forward \$0.00

NEW CHARGES

Water Charges

Water Service Charge \$25.93
 Water Usage Charge 21 Ccf \$41.58
Total Water Charges \$67.51

MMSD Sewer Treatment Charges

Sewer Treatment Service \$12.71
 Sewer Treatment Usage 21 Ccf \$34.02
Total Sewer Charges \$46.73

Municipal Charges

Local Sewerage Charge 21 Ccf \$28.98
 Storm Water Mgmt Charge 1 ERU \$19.22
 Solid Waste Charge 1 DU \$49.23
 Snow and Ice 101 Ft. \$92.47
Total Municipal Charges \$189.90

Total New Charges

\$304.14

Customer Service: (414) 286-2830
24-Hour Control Center: (414) 286-3710
milwaukee.gov/water

PLEASE NOTE

This bill reflects a 3% rate increase for water sold after 9/1/16, per PSC Docket No. 3720-WQ-105. Late fees assessed on past due bal.

PLEASE DETACH AND RETURN BOTTOM PORTION WITH YOUR PAYMENT: MAKE PAYABLE TO MILWAUKEE WATER WORKS

To ensure your account is properly credited, please return this stub with your payment and include your account number on your check or money order. Thank you.



STREET ADDRESS
MILWAUKEE, WI 532##

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AMOUNT ENCLOSED \$

OCCUPANT NAME
STREET ADDRESS
MILWAUKEE, WI 532##

City of Milwaukee
PO Box 3268
Milwaukee, WI 53201-3268

Information About the Milwaukee Municipal Services Bill for Customers Billed Quarterly

The Milwaukee Water Works manages billing for water charges, Milwaukee Metropolitan Sewerage District (MMSD) service, and City of Milwaukee municipal services.

WATER CHARGES

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 meters, billing and customer service.

Public Fire Protection Charge: This charge covers the cost of installing water mains to handle fire flow demands, as well as the maintenance expense of fire hydrants.

For a single family home or duplex or commercial property with a 5/8" or 3/4" meter, per quarter:

Milwaukee		Greenfield, Hales Corners and St. Francis		West Milwaukee	
Water Serv Chg	Public Fire Protection	Water Serv Chg	Public Fire Protection	Water Serv Chg	Public Fire Protection
\$17.46	\$8.98	\$21.83	\$11.23	\$21.83	\$8.67

Water Usage Charge: This charge is based on the amount of water used. It pays for operation and maintenance of water purification and pumping facilities.

Water Usage (Ccf)	Milwaukee		Greenfield, Hales Corners and St. Francis		West Milwaukee
	Resident	All Others	Resident	All Others	All Customers
First 100	\$2.02	\$2.05	\$2.52	\$2.56	\$1.16
Next 4,900	\$2.02	\$2.05	\$2.52	\$2.56	\$1.13
Next 15,000	\$2.02	\$1.32	\$2.52	\$1.65	\$1.02
Over 20,000	\$2.02	\$1.18	\$2.52	\$1.48	\$0.96

Water charges are authorized by the Public Service Commission of Wisconsin, Docket 3720-WQ-105, effective September 1, 2016.

MMSD CHARGES

MMSD Sewer Treatment Service Charge: This is a fixed charge based on the size of the water meter. The charge for a residential and small commercial water meter sized 5/8" or 3/4" is \$12.71 per quarter.

MMSD Sewer Treatment Usage Charge: The charge is \$1.62 per Ccf of water used. The residential charge is based on water use in the first quarter of each year (winter usage). If water use is less than winter usage for the next three quarters, the lower of the actual water Ccf or 21 Ccf is used to calculate the charge. The non-residential charge is calculated using actual water use.

MILWAUKEE MUNICIPAL SERVICES CHARGES

These charges are billed to all properties including vacant, improved property, tax-exempt property, and undeveloped lots. 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 for maintaining city sewers is \$1.38 per Ccf of water used. The residential charge is based on the same method as MMSD Sewer Treatment Usage Charge. The commercial charge is based on actual water usage. 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, (414) 272-5100.

Storm Water Management Charge: This charge for storm sewer maintenance is based on the amount of hard surface area of a property. The charge per residential building with one to four units is \$19.22 per quarter. The charge for non-residential developed property and vacant, improved property (including buildings with more than four residential units) is \$19.22 per 1,610 sq. ft. of hard-surfaced area, or one Equivalent Residential Unit (ERU), per quarter.

Solid Waste Charge: This charge for garbage collection is \$49.23 per quarter per dwelling unit, including vacant units. As applicable to non-residential property, the charge is \$49.23 per cubic yard.

Waste Collection Charge applies to multi-unit dwellings with five or more units that receive city waste collection. Find charges for top- and rear-load containers at milwaukee.gov/water/customer.

Extra Garbage Cart Charge: Dwelling units with more than one garbage cart are charged \$15.00 per quarter per extra cart. To request removal of extra garbage carts, please call (414) 286-CITY (286-2489).

Snow and Ice Removal Charge: This charge of \$0.9155 per foot of street frontage for all property partially offsets the cost of plowing and salting streets. It appears only on the fourth quarter bill. For residential property with more than one frontage (corner lot), the shortest frontage is used. Non-residential property is charged based on total street frontage.

ACCOUNT AND PAYMENT INFORMATION

View bills, meter readings, billing and payment history, and water usage chart at milwaukee.gov/water, select Account Information.

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

Pay in Person: Municipal Building, 841 N. Broadway, Room 406; or City Treasurer, City Hall, 200 E. Wells St., Milwaukee. No credit cards accepted.

Pay by Phone: Call Customer Service, (414) 286-2830, to pay with eCheck (pay from checking or savings account) Discover Card, MasterCard, or Visa. The fee for eCheck is \$4.50. The fee for Discover Card, MasterCard, or Visa is 4.1% of the payment.

Pay Online: Use Discover Card, MasterCard, Visa, or eCheck to pay from checking or savings account at milwaukee.gov/water, select Account Information. Email address required to confirm payment. The fee for use of credit card is 2.5% of the payment. The fee for online eCheck is \$0.75 per transaction.

Automatic Pay Plan: Have payment of bills automatically deducted from your bank account. Partial payment is not available with this option. Register at directpaymentplan.com, or request a form by calling Customer Service, (414) 286-2830.

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. 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.

Change of Address: Request a mailing address change by calling Customer Service, (414) 286-2830, or at milwaukee.gov/water, select Account Information.

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 and 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 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. 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 Customer Service, (414) 286-2830 to discuss possible payment arrangements.

QUESTIONS? Contact Milwaukee Water Works Customer Service Monday-Friday, 7:30 a.m.-5:00 p.m.

Telephone: (414) 286-2830

TDD: (414) 286-8801

Email: watwebcs@milwaukee.gov

Find complete details about all charges at milwaukee.gov/water/customer

Para una explicación en español, por favor llame, (414) 286-2830.

For water emergencies, please call the Milwaukee Water Works 24-hour Control Center, (414) 286-3710.

For other City of Milwaukee inquiries, please call the Unified Call Center, (414) 286-CITY (286-2489).

We offer resources to help you find and fix leaks and save money and water. Visit milwaukee.gov/water or call us to learn more.

Key to Terms on Front of Bill:

A	Automatic Meter	V	Visual Read
C	Customer Read	DU	Dwelling Unit
D	Dial Card Read	ERU	Equivalent Residential Unit
E	Estimated Read	Ccf	100 cubic feet
F	Forced Read		One Ccf equals 748 gallons