Milwaukee Municipal Services Bill Charges

City charges effective Jan. 1, 2026; MMSD charges effective Feb. 1, 2026

The **Milwaukee Municipal Services Bill** includes ten charges covering services provided by the **City of Milwaukee** and the **Milwaukee Metropolitan Sewerage District (MMSD)**. While **Milwaukee Water Works** is the city's drinking water utility, it also manages billing for all Milwaukee and MMSD charges. Additionally, Milwaukee Water Works provides billing services for some other municipalities. Below outlines Milwaukee and MMSD charges, listed in the order they appear on a Milwaukee Municipal Services Bill.

Milwaukee Water Works Charges

The Public Service Commission of Wisconsin (PSC) sets the rates for all water charges. The current rates were effective August 1, 2025. Charges include Water Usage (variable by volume), a Service Charge (fixed), and a Fire Protection Fee (fixed).

Periodic rate increases set by the PSC allow Milwaukee Water Works to invest in the public's drinking water infrastructure - for example, replacing water mains and upgrading water purification plants - and maintaining operations. These investments ensure that all customers have access to clean, great-tasting water and quality service.

Milwaukee Water Works provides drinking water operations and billing services for Milwaukee, Greenfield, Hales Corners, St. Francis, and West Milwaukee. Water charges for these retail service communities are shown below.

Milwaukee Water Works also provides water at a wholesale rate to local utilities in Brown Deer, Butler, Greendale, Menomonee Falls, Mequon/ Thiensville, New Berlin, Shorewood, Wauwatosa, West Allis, and Waukesha. These municipalities are responsible for billing their residents.

Water Service Charge and Fire Protection Fee



These are fixed charges based on the size of the water meter. Meter size is typically indicated somewhere on the meter.

- The **Water Service Charge** pays for installation, repair, maintenance, and reading of water meters, as well as billing and customer service.
- The **Fire Protection Fee** pays for the maintenance of fire hydrants and installing water mains to handle the flow and pressure needs of the fire department.

Residential and some smaller commercial customers are billed quarterly. Residential meters are usually 5/8 of an inch or 3/4 of an inch. Continuous flow through a 5/8-inch meter will provide approximately 10 gallons per minute (GPM). A 3/4-inch meter will provide approximately 15 GPM.

Most commercial and industrial customers are billed monthly. Commercial/industrial meters range from 1 inch to 12 inches.

City of Milwaukee – Quarterly Billing / Residential

Size of Meter	Water Service Charge	Fire Protection	Combined Fixed Water Charges
5/8” or 3/4” (single family home or duplex)	$21.22	$9.00	$30.22
1”	$34.09	$22.52	$56.61
1-1/4”	$34.09	$22.52	$56.61
1-1/2”	$58.20	$45.03	$103.23
2”	$88.99	$72.05	$161.04
3”	$144.61	$135.08	$279.69
4”	$218.88	$225.14	$444.02
6”	$386.35	$450.27	$836.62
8”	$584.83	$720.44	$1,305.27
10”	$845.42	$1,080.67	$1,926.09
12”	$1,06.01	$1,440.89	$2,546.90

City of Milwaukee – Monthly Billing / Commercial

Size of Meter	Water Service Charge	Fire Protection	Combined Fixed Water Charges
5/8” or 3/4”	$7.07	$3.00	$10.07
1”	$11.36	$7.51	$18.87
1-1/4”	$11.36	$7.51	$18.87
1-1/2”	$19.40	$15.01	$34.41
2”	$29.66	$24.02	$53.68
3”	$48.20	$45.03	$93.23
4”	$72.96	$75.05	$148.01
6”	$128.78	$150.09	$278.87
8”	$194.94	$240.15	$435.09
10”	$281.81	$360.22	$642.03
12”	$368.67	$480.30	$848.97

Water Service Charge *(continued)*

Greenfield, Hales Corners, St. Francis – Quarterly/Residential

Size of Meter	Water Service Charge	Fire Protection	Combined Fixed Water Charges
5/8" or 3/4" (single family home or duplex)	$26.52	$11.26	$37.78
1"	$42.62	$28.15	$70.77
1-1/4"	$41.62	$28.15	$70.77
1-1/2"	$72.75	$56.29	$129.04
2"	$111.24	$90.06	$201.30
3"	$180.77	$168.86	$349.63
4"	$273.60	$281.43	$555.03
6"	$482.95	$562.84	$1,045.79
8"	$731.04	$900.56	$1,631.60
10"	$1,056.78	$1,350.83	$2,407.61
12"	$1,382.52	$1,801.11	$3,183.63

Greenfield, Hales Corners, St. Francis – Monthly/Commercial

Size of Meter	Water Service Charge	Fire Protection	Combined Fixed Water Charges
5/8" or 3/4"	$8.84	$3.75	$12.59
1"	$14.20	$9.38	$23.58
1-1/4"	$14.20	$9.38	$23.58
1-1/2"	$24.25	$18.76	$43.01
2"	$37.08	$30.02	$67.10
3"	$60.25	$56.29	$116.54
4"	$91.20	$93.81	$185.01
6"	$160.98	$187.61	$348.59
8"	$243.68	$300.19	$543.87
10"	$352.26	$450.28	$802.54
12"	$460.84	$600.37	$1,061.21

West Milwaukee – Quarterly Billing / Residential

Size of Meter	Water Service Charge	Fire Protection	Combined Fixed Water Charges
5/8" or 3/4" single family home or duplex	$26.62	$9.24	$35.76
1"	$42.62	$23.09	$65.71
1-1/4"	$42.62	$23.09	$65.71
1-1/2"	$72.75	$46.20	$118.95
2"	$111.24	$73.90	$185.14
3"	$180.77	$138.58	$319.35
4"	$273.60	$230.96	$504.56
6"	$482.95	$461.91	$944.86
8"	$731.04	$739.06	$1,470.10
10"	$1,056.78	$1,108.58	$2,165.36
12"	1,382.52	$1,478.11	$2,860.63

West Milwaukee – Monthly Billing / Commericial

Size of Meter	Water Service Charge	Fire Protection	Combined Fixed Water Charges
5/8" or 3/4"	$8.84	$3.08	$11.92
1"	$14.20	$7.70	$21.90
1-1/4"	$14.20	$7.70	$21.90
1-1/2"	$24.25	$15.40	$39.65
2"	$37.08	$24.63	$61.71
3"	$60.25	$46.19	$106.44
4"	$91.20	$76.99	$168.19
6"	$160.98	$153.97	$314.95
8"	$243.68	$246.35	$490.03
10"	$352.26	$369.53	$721.79
12"	$460.84	$492.70	$953.54

Water Usage Charge



This charge is based on the amount of water used by volume. Revenue from water usage pays for operation and improvement of water purification and pumping facilities. Our meters measure the volume used in units called centum cubic feet (Ccf). One centum cubic foot means one hundred feet squared. One Ccf equals 748 gallons.

Residential Rates*: For Milwaukee the residential rate is $2.53 per Ccf. This is about $.0034 per gallon. (About 1/3 of one cent.) For Greenfield, Hales Corners, and St. Francis, the residential rate is $3.17 per Ccf. If your household usage per person is higher than the average of 5 Ccf per quarter, you may have a leak! A leaky toilet can cost you $200 per year.

Commercial Rates*: Milwaukee Water Works offers a declining block rate to commercial customers. Charges decrease as volume increases.

*West Milwaukee charges all customers (residential and commercial) based on a declining block rate.

City of Milwaukee Residential Quarterly Billing

Water Usage in Ccf	Milwaukee Residential
Total usage, per Ccf	$2.53

City of Milwaukee Non-residential Quarterly Billing

Water Usage in Ccf	Milwaukee Non-residential
First 100	$2.90
Next 4,900	$2.90
Next 15,000	$1.87
Over 20,000	$1.69

City of Milwaukee Non-resdential Monthly Billing

Water Usage in Ccf	Milwaukee Non-residential
First 34	$2.90
Next 1,633	$2.90
Next 5,000	$1.87
Over 6,667	$1.69

Water Usage Charge *(continued)*

Greenfield, Hales Corners, St. Francis – Quarterly Billing

Water Usage in Ccf	Residential
Total usage, per Ccf	$3.17

Water Usage in Ccf	Non-residential
First 100	$3.64
Next 4,900	$3.64
Next 15,000	$2.35
Over 20,000	$2.11

Greenfield, Hales Corners, St. Francis *Non-residential* – Monthly Billing

Water Usage in Ccf	Non-residential
First 34	$3.64
Next 1,633	$3.64
Next 5,000	$2.35
Over 6,667	$2.11

West Milwaukee – Quarterly Billing

Water Usage in Ccf	All Customers
First 100	$1.76
Next 4,900	$1.43
Next 15,000	$1.39
Over 20,000	$1.36

West Milwaukee – Monthly Billing

Water Usage in Ccf	All Customers
First 34	$1.76
Next 1,633	$1.43
Next 5,000	$1.39
Over 6,667	$1.36

Milwaukee Metropolitan Sewerage District (MMSD) Charges

MMSD established these charges, effective Feb. 1, 2026.

Sewer Treatment Service Charge (fixed)

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

Residential water meter 5/8" or ¾"	$24.48 per quarter

Commercial and Industrial Meter Size	Service Charge Per Quarter	Service Charge Per Month
5/8" and 3/4"	$33.78	$11.26
1" to 1-1/4"	$41.63	$13.88
1-1/2"	$53.40	$17.80
2"	$66.48	$22.16
3"	$107.68	$35.89
4"	$189.43	$63.14
6"	$312.38	$104.13
8"	$464.77	$154.92
10"	$681.24	$227.08
12"	$1,009.55	$336.52

Sewer Treatment Usage Charge (by volume)



This charge is **$2.34 per Ccf of water used**.

The residential charge is based on the volume of water used by a property during the first quarter of the calendar year. This is called "winter usage." If, in any of the three quarters remaining in the year, a property's water use is less than the winter usage amount, Milwaukee Water Works will calculate the charge for that quarter based on the actual water usage, or 21 Ccf.

The commercial charge is based on total water consumption by volume. 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

These charges took effect Jan. 1, 2025. Charges for Snow and Ice Removal, Solid Waste, Storm Water and Street Lighting 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.

Street Lighting Charge



This charge pays for street light repair, maintenance and customer service. **All properties with street lighting are billed $1.12 per foot of street frontage annually.** All bills include a portion of the full year's charge. The shortest frontage is used for residential properties with more than one frontage (corner lot). Non-residential properties are billed based on total street frontage

Solid Waste Charge



Revenue from this charge pays only a portion of garbage collection costs. The city property tax pays the remaining portion. The charge is **$67.95 per billing quarter** per residential unit for one-, two-, three- and four- family dwelling units, including vacant units. For non-residential property, the charge is calculated at $62.81 per cubic yard.

Local Sewerage Charge

This charge is **$1.85 per Ccf and** is based on the amount of water used by volume. Revenue from this charge pays for maintaining municipal sanitary sewers that carry waste to the MMSD.

- **The residential charge** is calculated just like the MMSD Sewer Treatment Usage Charge: It is based on the winter quarter water use. (See above for explanation of "winter quarter.")
- **The commercial charge** is based on the water usage for 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 and storm water charges. For information, please call the West Milwaukee Department of Public Works, (414) 645-6238.

Snow and Ice Removal Charge



This charge is billed **once per year** and 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 **$1.19 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.

Extra Garbage Cart Charge

The charge is **$20.31 per quarter per cart**. This charge applies to each garbage cart you use in excess of one. This applies to all one-, two-, three-, and four-family dwelling units.

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).

Storm Water Management Charge



Revenue from this charge helps maintain storm sewers and is based on the amount of hard surface area within a property boundary. 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 properties with sewer and water service and street access, with or without a building/structure on it, and with any hard surface such as a driveway, sidewalk, or concrete slab. A lot that has no impervious surface will not be charged.

Residential property

The charge per residential building with one to four units is $26.89 per ERU per quarter.

Non-residential property

For commercial customers *billed quarterly*, the charge is $26.89 per ERU per quarter. For commercial customers *billed monthly*, the charge is $8.62 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.

Find Account Information

Online Access

Your account number is required to view bills, meter readings, billing and payment history, and water usage at 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. **Monday-Friday, 7:30 a.m. - 4:45 p.m.**

Key Terms on the Front of the Municipal Services Bill

A Automatic Meter Read
E Estimated Meter Read
F Final Meter Read
V Actual Read

DU Dwelling Unit
ERU Equivalent Residential Unit
Ccf Centum cubic feet
(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.

Payment Drop Boxes

Zeidler Municipal Building, 841 N. Broadway or Market Street entrance, or City Hall, 200 E. Wells St. No cash, please.

Pay in Person

Customer Service Center, Zeidler Municipal Building, 841 N. Broadway, Room 406, Monday – Friday, 7:30 a.m. – 5:00 p.m. and City Treasurer's Office, City Hall, 200 E. Wells Street, Monday – Friday, 8:15 a.m. – 4:30 p.m. Credit cards are not accepted for in-person payments.

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

Pay by Phone



Call Customer Service, (414) 286-2830. Pay with eCheck (from checking or savings account) American Express, Discover Card, MasterCard or VISA. eCheck fee is $3.00 per transaction. Credit card fee is 3.75% of the payment.

Pay Online

Make a one-time payment online with American Express, Discover Card, MasterCard, VISA, or eCheck from checking or savings account at Milwaukee.gov/water; select Account Information. Email address is required to confirm payment. eCheck fee is $0.40 per transaction. Credit card fee is 1.95% of the payment. The City of Milwaukee does not issue refunds for these payments.

Automatic Payments. Avoid fees and debt!

Have payment of bills automatically withdrawn from your bank account. Partial payment of a bill is not available with this option. Register at DirectPaymentPlan.com or request a form to mail from Customer Service, (414) 286-2830. Your billing balance must be $0.00 to start auto-pay. 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 Street Lighting, 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.

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, 800-225-7729.

Payment Plans

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

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 $35.00 per reading

In situations where such readings (taken between regular readings) are required for real estate closings, changes 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 mailto: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 $40.00 per reading

This charge applies whenever a customer makes a request for a final bill for an account. A meter read is required.

Investigation charges $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 $65.00

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 $65.00 charge.

Meter reset charge $40.00

$40 for 5/8", 3/4", and 1" meters. Resets for larger meters are more than $40. For appointments Monday – Friday between 8:00 a.m. – 4:30 p.m. There are no appointments on Saturdays or Sundays.

Water turn on request $60.00

For appointments at any time Monday – Friday and **$85.00** for appointments at any time on Saturday and Sunday.

Let us help you find and fix leaks to save money and water.
Visit milwaukee.gov/UseWaterWisely **or call us at (414) 286-2830 to learn more.**

City of Milwaukee | 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.

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

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

Visit milwaukee.gov/water