

Important Information

New Billing System: The City recently implemented a new billing system. As part of the implementation your previous utility invoice had a shorter billing period for stormwater and refuse services. This invoice returns to a quarterly billing period with the same billing period for water, wastewater, stormwater and refuse services. Some customers may also notice new account and/or customer numbers as part of the implementation. Please update any on-line banking or Aquahawk accounts with the new numbers.

Online Account Access: Utility billing account access is now available. See the City's website at AppletonWI.gov/pay to register for access.

High Water Use: It is the sole responsibility of each customer to monitor their water use and prevent leakage in all piping and fixtures on their premises. The provides a free service, Aquahawk, for our customers to help monitor water usage after the meter. Please visit AppletonWI.gov/aquahawk for more information and to register.

Automatic EFT/ACH Payment Service: Visit AppletonWI.gov/pay for more information to register for this free service to automatically pay utility services on billing due date.

Past Due Accounts: Property owners will be notified of all delinquent accounts. Late payment charges (1% per month) are applicable to all customers. Returned checks are subject to a fee and water service disconnection. Payments must be received by the due date to avoid this penalty.

Stormwater Utility Billing Classification & Rate Rates effective 1/1/2019 (ERU = Equivalent Runoff Unit)

Single Family	1.0 ERU
Duplex	0.5 ERU/unit on Public Road
Duplex	1.0 ERU/unit on Private Road
Mobile Home	0.5 ERU/unit on Public Road
Mobile Home	1.0 ERU/unit on Private Road
Multi-Family	Roof + Other impervious areas Sq. Ft. /2368 (minimum .4 ERU)
All other property types	Roof + Other impervious areas Sq. Ft. /2368 (minimum .4 ERU)
Annual Charge per ERU	\$175.00

Residential Refuse - Quarterly Charges Refuse rates effective 1/1/2025

35-Gallon Cart	\$8.45
60-Gallon Cart	\$16.90
90-Gallon Cart	\$25.35

A quarterly service fee of \$17.55 per each additional 30-gallons is charged when more than one refuse container is used per service.

CITY OF APPLETON FINANCE DEPARTMENT

AppletonWI.gov/pay



PO BOX 1217
Appleton, WI 54912-1217



100 N Appleton Street
First Floor

utilitybilling@appletonwi.gov

Office Hours
Monday - Friday

8:00 AM - 4:30 PM

Quarterly Water & Sewer Base Charges Water Rates effective 12/31/2010 Wastewater Sewer Rates effective 1/1/2025

Meter Size	Water Base Charge	Public Fire Protection	Sewer Base Charge
5/8"	\$21.90	\$14.58	\$20.00
3/4"	\$21.90	\$14.58	\$20.00
1"	\$32.70	\$36.45	\$36.00
1 1/4"	\$45.90	\$54.00	\$49.50
1 1/2"	\$59.10	\$72.90	\$63.50
2"	\$91.80	\$116.70	\$97.50
3"	\$147.30	\$218.70	\$169.50
4"	\$231.00	\$364.50	\$269.50
6"	\$426.00	\$729.00	\$510.50
8"	\$666.00	\$1,167.00	\$807.50
10"	\$981.00	\$1,752.00	N/A
12"	\$1,299.00	\$2,334.00	N/A

Other Water Service Charges

	Normal Business Hours	After Business Hours
Reinstallation of meter and turned on at curb stop	\$40.00	\$60.00
Valve turned on at curb stop	\$30.00	\$45.00
No charge for disconnection. There is no charge to turn the water on or off for repairs during normal business hours. If work is extended, or if the service technician must be called after business hours, charges will be billed at actual rates.		
First Hydrant at Property	\$67.00	
Additional Hydrants at same location	\$20.00	

Quarterly Water & Sewer Volume Charges Billing rates in 1000's gallons

	Water	Sewer
First 375,000 gallons used	\$6.08	\$4.67
Next 3,365,000 gallons used	\$5.49	\$4.67
Over 3,740,000 gallons used	\$4.68	\$4.67

Volume charge per thousand gallons

Inquiry & Questions

Utility account status, move in/out, billing questions	920-832-6442
Water temporary turn-offs, new services, main breaks, meter test/repairs	920-832-5580
Sewer backups, flooded basements	920-832-5580
Refuse & recycling containers, overflow bags, yard waste	920-832-5580
Stormwater classifications, ERU calculations	920-832-6474
Residential recycling curbside pickup—GFL	920-687-2631
After hour utility emergencies—AnSer	920-730-3004
Burnt out streetlights—WE Energies	920-662-4797