City of Appleton
Finance Department
PO Box 1217
Appleton, WI 54912-1217
www.appletonwi.gov

Office Hours: Monday – Friday
8:00am – 4:30pm
City Hall – 100 N Appleton Street – 1st Floor
After hour night depository near Appleton Street entrance of City Hall.

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 – LRS Recycles	920-759-0501
After Hour Utility Emergencies – AnSer	920-730-3004
Burnt out streetlights – WE Energies	800-662-4797

Important Information

Direct Payment Option: Please see City's website payment option for form and additional information on how to set-up direct ACH payments of your City Service Invoice from your bank account. You can also call the Finance Department at 920 832-6442 to request a form to be mailed to you.

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 City provides a free service, Aquahawk, for our customers to help monitor water usage after the meter.

Please see the City's website for more information and to register for this service. If you have questions, please call 920 832-5580.

Property owners will be notified of all delinquent accounts.

LATE PAYMENT CHARGES OF 1% per month will be charged on all outstanding balances. Late payment charge is applicable to all customers. All returned checks will be subject to a fee and turn-off of water services. Payments must be in our office by the due date to avoid this penalty.

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 (PFP)	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 ¼"	45.90	54.00	49.50
1 ½"	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	---
12"	1,299.00	2,334.00	---

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

Other Water Service Charges

	Normal Business Hours	After Business Hours
Reinstallation of meter and turned on at curb stop	$40	$60
Valve turned on at curb stop	$30	$45

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 service man must be called after business hours, charges will be billed at actual rates.

Annual Private Hydrant Testing	
1st Hydrant at property	$67
Additional Hydrants at same location	$20

Residential Refuse - Weekly Charges

Refuse rates effective 1/1/2025

	1st Cart	Each Additional Cart
30-gallon cart	$ .60	N/A
60-gallon cart	$1.30	$4.00
90-gallon cart	$1.95	$6.00

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. /2,368 (minimum .4 ERU)
All other property types	= Roof + Other Impervious areas Sq. Ft./2,368 (minimum .4 ERU)
Annual Charge per ERU	$175.00

Reasonable accommodations for persons with disabilities will be made upon request and if feasible.