

City of Appleton
 Finance Department
 PO Box 1217
 Appleton, WI 54912-1217
www.appleton.org

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
Commercial Recycling Pickup	920-832-5580
Stormwater Classifications, ERU calculations	920-832-6474
Residential Recycling Curbside Pickup – Inland Services	920-759-0501
After Hour Utility Emergencies – Mactel	920-730-3004
Burnt out street lights – WE Energies	800-662-4797

Important Information

*****Billing Change***** As of January 1, 2018 the volumetric billing for water and sewer use will be based on gallons. The Water Utility completed a multi-year project early in 2018 that replaced all meters, with meters that read in gallons. If you still had a meter at the end of 2017 that read in cubic feet, your usage will be converted to gallons and billed with the new rates until your meter is changed.

Commercial Recycling Charges: As of November 6th Commercial Recycling charges for service after November 1st will appear on the City Service Invoice and will be billed on a quarterly basis. If you have Commercial Recycling service with the City you will no longer receive a separate billing for these services.

Credit Card Payments: Please see the City's website www.appleton.org/online-services/online-payment-services for the availability to pay City Service Invoices by credit card. Please allow 2 business days for your credit card payment to post to your account. A convenience fee will be applied.

****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 7/1/2011

Meter Size	Water Base Charge	Public Fire Protection (PFP)	Sewer Base Charge
5/8"	\$21.90	\$14.58	\$13.60
3/4"	21.90	14.58	13.60
1"	32.70	36.45	25.00
1 1/4"	45.90	54.00	34.00
1 1/2"	59.10	72.90	44.00
2"	91.80	116.70	68.00
3"	147.30	218.70	121.00
4"	231.00	364.50	199.00
6"	426.00	729.00	391.00
8"	666.00	1,167.00	622.00
10"	981.00	1,752.00	---
12"	1,299.00	2,334.00	---

Quarterly Water & Sewer Volume Charges

Effective 1/1/2018 billing rates in 1000's gallons, was in 100's cubic feet.

	Water	Sewer
First 375,000 gallons used	\$6.08	\$2.73
Next 3,365,000 gallons used	5.49	2.73
Over 3,740,000 gallons used	4.68	2.73

Volume Charge per thousand gallons

1 cubic foot = 7.48 gallons -- Consumption x .748 = number of 1000 gallons used
 1 gallon = .1337 cubic foot -- Consumption x 1.337 = number of 100 cu. ft. used

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	
1 st Hydrant at property	\$67
Additional Hydrants at same location	\$20

Residential Refuse

Refuse rates effective 1/1/2011

35-gallon Refuse container	No Charge
60-gallon Refuse container	\$.50 – per week
90-gallon Refuse container	\$1.30 – per week

Stormwater Utility Billing Classification & Rate

Rates effective 7/1/2013

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	\$155.00