

# Water/Sewer Utility Information

## Utility Billing Information

The City of Port Washington issues water/sewer bills every other month. Typically, bills are issued the first week of the month following the end of the billing period. The billing periods are listed below:

- January/February
- March/April
- May/June
- July/August
- September/October
- November/December

## Utility Billing Questions

Email [ubinquiry@portwashingtonwi.gov](mailto:ubinquiry@portwashingtonwi.gov), or call 262-284-5585 ext. 1004, for questions related to the following::

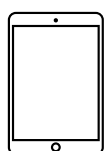
- Amount of Utility Bill
- Service-related question
- Note - The phone line is monitored Tuesday & Thursday, voicemail messages are answered in the order they are received

## Utility Bill Payment Methods



### Online:

- Click the link below or copy/type the URL into your web browser  
<https://www.paymentservicenetwork.com/Login.aspx?acc=RT20432>
- First-time user - need to register & create payer profile
- Registered users - complete payments in 3 easy steps



### Smartphone or Tablet:

- Download “PSN” Payment App from App Store or Google Play
- First-time user-need to register & create payer profile



### Phone:

- Call Payment Service Network (PSN) - 877-885-7968
- Have customer account number available (see Utility Bill for account number.)



### Mail :

- Checks only accepted
- Mail to this address:  
Port Washington Utility  
PO Box 307  
Port Washington, WI 53074



### In-Person:

- Port Washington City Hall at 100 W. Grand Ave
- Hours: 8:00am-4:00pm Monday-Friday
- “After-Hours” Drop Box - located at rear entrance to City Hall

## Paperless Utility Bills Viewing & Paying Online Utility Bills



### Opt-Out of Paper Billing & Choose Online Bill Payment

- Save money & resources by selecting paperless billing
- Payments can be scheduled, made immediately, or establish an Auto-Pay
- Savings/Checking Account Payments - No additional fee
- Credit/Debit Card Payments - 2.75% transaction fee (Bill amount <\$100=\$0.50 fee)
- Immediate access to receipts, view previous payments & payment status, Auto-Pay termination control
- Create an Online Account:
  - Click the link below or copy/type the URL into your web browser  
<https://www.paymentservicenetwork.com/Login.aspx?acc=RT20432>
  - First-time users - register & create payer profile

## Moving In or Out?



Visit the City of Port Washington [website](#) to make this change:

- Utilize the [Utility Move-in/Move-out Notification](#) on the website
- Resource for Homeowners, Tenants and Landlords

# City News & Information

## City Information & News

↓ **STAY INFORMED** ↓



**City of Port Washington website** - <https://www.portwashingtonwi.gov/>

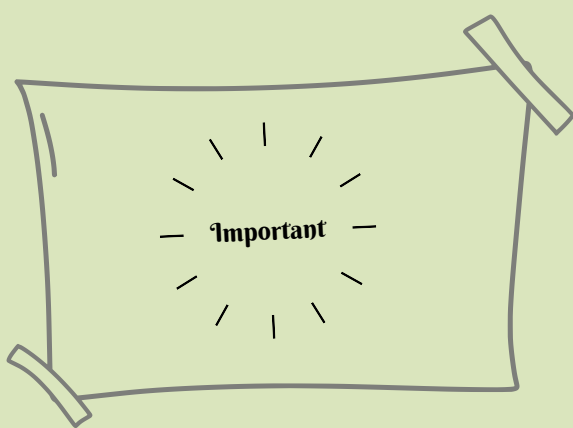


### Monthly Newsletter

- Subscribe to Monthly **e-Newsletter** via this [link](#)
- **Paper** copies available at **City Hall, W.J. Niederkorn Library, Senior Center**



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2024

# Key Dates

# MARK YOUR CALENDARS!

DPW Information: 262-284-2600

### Street Yard



Season Open/Close: Tuesday, April 2, 2024 through Saturday, December 7, 2024

### Curbside Brush Collection



**Bi-Weekly:** April 22-May 20, 2024  
**Weekly:** June 3-August 19, 2024  
**Bi-Weekly:** September 3-September 30, 2024  
**Note:** During Curbside Collection-NO Brush Accepted @ Street Yard

### Fall Leaf Collection



October 1 - November 24, 2024

### Holiday Tree Collection



January 2024

### Winter Parking



December 1 through April 1 (inclusive) -  
**"No parking on any street within city limits between the hours of 2:00am and 6:00am"**. This includes the evenings of November 30 and April 1st." (City Code - [Ch. 400-13](#)).