

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, 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