

WATER/SEWER UTILITY BILLING INFORMATION

IMPORTANT Information about your Water/Wastewater Utilities

Water Rate Increase – Step Two:

The Village of Germantown has not seen a full water rate Increase since 2010. Periodic rate increases are necessary to ensure that the utility has enough funding to adequately maintain its infrastructure. The Village worked with the Wisconsin Public Service Commission (PSC) on a full rate case study, and the PSC approved a water rate increase. This rate change was designed as a two-step increase. Step One went into effect 1st Quarter 2022; **Step Two goes into effect 1st Quarter 2025**. The approved increases, as approved by the PSC, are detailed on the back of your utility invoice.

Wastewater Rate Increase

Wastewater services are considered vital for the health, quality of life, and safety of all residents and businesses. The Village of Germantown, Utility Advisory Committee, Public Works and Highway Committee, and Village Board, found it necessary to amend the Wastewater Utility rate schedule in order to adequately recover the costs associated with providing wastewater services, meet current and future regulatory and capital requirements, reduce future debt issuance, and ensure that costs are fairly distributed among customer classes.

The last wastewater/sewer rate increase went into effect 1st Quarter 2015. The approved **new rates will go into effect 1st Quarter 2025**. The approved increases are detailed on the back of your utility invoice.

How will these changes impact a typical residential utility invoice?

Based on usage of 10,000 gallons of water, the current quarterly utility invoice is: \$172.12. Effective 1st Quarter 2025, this same water usage will result in a quarterly invoice of \$183.08.

Utility Billing System (Tyler MUNIS)

Water and sewer utility invoices reflect separate line items for the quarterly water charge, water volume, public fire protection charge, quarterly sewer charge, and sewer volume. More information on quarterly charges/rates can be found on the back of your utility bill, or on the [Village's website](#).

Online Portal

The Village's **Citizen Self Service Portal** provides you with web-based access to utility services and information through a customized website accessed over a secure internet connection. This portal gives you the ability to pay utility bills online, update your 'bill to/mailling' address, or change your bill delivery preference (eBill or paper bill.) A link to the portal and sign-up instructions can be accessed from the Village's website (www.germantownwi.gov) under the 'Pay Online' icon at the bottom of the homepage.

- You will need both the instructions and your current utility bill to sign up. [Your Account # and Customer/CID # are located at the top of your current utility invoice.]

Utility Bill Payments:

- **If you are set up on AUTOPAY, no further action is required.** The 'Total Due' amount shown on your utility bill statement will be posted to your bank on the 'Due Date' listed.
 - To confirm if you are set up on autopay, look for the following AUTOPAY verbiage on the remittance portion of your utility bill: **ACCOUNT IS ON AUTOPAY! TOTAL DUE WILL BE DRAWN ON DUE DATE SHOWN.**
 - If you would like to sign up for AUTOPAY, access the Village's website under the 'How Do I...' tab at the top of the homepage, then click on Utility Billing.
 - AUTOPAY enrollment must be in place a minimum of two weeks prior to the due date; otherwise, your AUTOPAY will start on the next quarterly bill cycle.
- **Online payments can be made on the Citizen Self Service Portal.**
- **You can also pay your utility bill through your personal online banking.**
- **For other utility bill payment options,** please access the Village's website under the 'How Do I...' tab at the top of the homepage, then click on Utility Billing.

Have You Recently Purchased/Sold a Home/Condo in Germantown?

If you have recently closed on a property in Germantown, please contact the Utility Department at 262-250-4703, to update your utility billing information and, if applicable, cancel any future AUTOPAY instructions. This simple step will ensure utility invoicing is processed and sent to the correct property owner/tenant.

2024 PROPERTY TAXES

Notice of Past Due Amounts and Intent to Transfer to the Tax Roll

Avoid 2024 Property Tax Liens – Keep Your Utility Account Current and in Good Standing!

In accordance with Wis. Stat. § 66.0809(3), owners or occupants, to whom utility services have been furnished by the Village, who were in arrears with their utility bills as of November 15th, were subject to having past due amounts, plus a 10% penalty, levied as a tax against the parcel of real estate to which utility service was furnished, and for which payment was delinquent.

- Outstanding utility account balances as of September 29, 2024, were to be paid in full by November 15, 2024.
 - If unpaid, the delinquent amount due, plus a 10% penalty, was levied as a tax against the property and placed on the 2024 property tax bill. The delinquent amounts will appear under the NET PROPERTY TAX section of your Property Tax Bill.
- Utility payments received after November 15th cannot be accepted toward the tax levied amount; but will be applied toward any remaining/future utility invoice balances.

If you are a landlord and you do not wish to have delinquent utility services placed on your property tax bill, it is your responsibility to make sure the delinquent amounts are paid on time.

2024 Property Tax Bills

Property tax bills were mailed in mid-December, following the annual budget process. Please contact the County directly if you have questions regarding your tax bill or need to update your mailing address.

Real Estate Tax Information can be accessed on-line at the Washington County Website: <https://www.washcowisco.gov/home>

- You can access Washington County's Ascent Land Records Suite to get copies of your tax bill, pay your taxes online, check payment status, or download payment information and receipts.

TO PAY BY MAIL: **THROUGH January 31st Only**

Use the envelope enclosed with your tax bill. [This is a lockbox which delivers directly to US Bank.]

Or you can mail your payment in a separate envelope to:

Germantown Property Tax Payment
c/o US Bank PO Box 78322
Milwaukee WI 53278-8322

Checks should be made payable to **Village of Germantown**. [Remember to properly endorse any escrow check(s).]

The lock box will be closed February 5th. Payments received after this date will be forwarded to Washington County.

Please be aware that the bank lock box does not save envelopes, as such, postmarks cannot be verified.

End-of-Year Payments (credited as a December 31, 2024, payment): Lockbox payments dated December 2024, and received via mail by January 5th, will count as an end-of-year payment, and will be credited for December 31st.

TO PAY BY MAIL: **AFTER January 31st**

Mailed payments after January 31st, must be made payable to **Washington County Treasurer**; and must be mailed to: Washington County Treasurer, PO Box 1986, West Bend, WI 53095-7986. **[The Village of Germantown will not accept any property tax payments after January 31st.]**

TO PAY AT US BANK: **THROUGH January 31st Only**

The **US Bank** branch office, located at **N96 W18480 County Line Rd**, will accept payments during regular business hours **THROUGH January 31st only**. This is a payment location only. Questions regarding your bill should be directed to Washington County.

TO PAY IN PERSON: **THROUGH January 31st only**

Germantown Village Hall, located at **N112 W17001 Mequon Road**, will accept payments during regular business hours of 8:00 AM to 4:30 PM, Monday through Friday, **THROUGH January 31st only**.

Please Note: Village Hall will be CLOSED - December 24th, 25th, 31st, and January 1st.

Forms of Payment accepted at Village Hall include: properly-endorsed escrow checks, personal checks, money orders, and EXACT change cash payments only. Credit/debit card transactions will not be accepted at Village Hall.

DROP BOX: **THROUGH January 31st only**

Germantown Village Hall, located at **N112 W17001 Mequon Road**, **THROUGH January 31st only**.

The secure drop box is located to the right of the front door of Village Hall, under the Clock Tower.

TO PAY ONLINE: **Skip the Line – Pay Online!**

All property tax **ONLINE PAYMENTS** should be made directly through the Washington County Website at:

<https://www.washcowisco.gov/home>

2024 Property Assessed Value/Market Update Revaluation

New property assessment notices were mailed on September 3, 2024. Refer to the 'Important Information About Your Enclosed Notice of Assessment' for additional information.

The Village of Germantown's assessor is **Associated Appraisal Consultants**.

For questions regarding the assessed value of your property, please contact the Village Assessor:

W6237 Neubert Road, Appleton, WI 54913
Phone: (920) 749-1995; Fax: (920) 731-4158
Email: info@apraz.com

For more information, refer to the Assessor's Office page on the Village website: www.germantownwi.gov/411/Assessors-Office