



DEPARTMENT OF PUBLIC WORKS UTILITY BILLING MANAGER

CITY OF MIDDLETON
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Welcome to Middleton!

Congratulations on your move and welcome to the City of Middleton.

Please complete the New Owner Information form and return it to our office to activate your utility account.

About our water utility:

- Utility account numbers follow property and meter – not homeowner. If you are moving within the municipality, please update your bill pay information to reflect the new account number using the *entire* account number (e.g., 123456.00).
- The City of Middleton reads meters and sends bills quarterly. Utility bills arrive in the first weeks of April, July, October, and January. Utility bills may also be viewed through Xpress Bill Pay.
- Paperless billing is available through Xpress Bill Pay – please see <https://cityofmiddleton.us/194/Pay-a-Bill> for more information.
- Auto Payment is available, also through Xpress Bill Pay, and may be set up using your preferred checking, savings, or credit card account*.
 - Credit Card transactions carry an additional 3.50% fee per transaction.
 - No computer? Contact the office about ACH (Automatic Check Handling).
- The City of Middleton provides alerts for any important utility work that may affect your service, such as main flushing, through their News Flash. Sign up for alerts through the city's website at: <https://www.cityofmiddleton.us/civicalerts.aspx>

Once again, welcome!

Sarah Wilde
Utility Billing Manager