



## Utility Payment Process Change FAQs

### Why did the Racine Water and Wastewater front office move?

The relocation is part of the 2026 Adopted Operating Plan and Capital Budget, which consolidates water and wastewater billing, payments, and customer service into the Department of Customer Service to deliver a single, consistent one-stop experience across in-person, phone, and online channels.

### When will the office relocation take effect?

The relocation will take effect on Monday, February 2, 2026.

### Where is the new location for in-person payments?

In-person payments can be made at City Hall, 630 Washington Avenue, during regular business hours (Monday through Friday, 8:00 a.m. to 4:30 p.m.)

### Can I still visit the old office at City Hall Annex?

No, the customer service counter at 800 Center Street, Room 227, will be closed, and payments will not be accepted there. There is no longer a drop box at this location.

### Can I pay my bill at other locations?

In-person payments can be made at City Hall or at Tri City Bank at 2704 Lathrop Avenue. You can also use the 24-hour drop box at City Hall, pay online via the available options, or mail your payment to the address on your utility bill.

### Is there a new mailing address for my utility bills?

No, there is no change to the mailing address.

### Where should I mail my payments?

Mailed payments should be sent to Racine Water & Wastewater, PO Box 14247, West Allis, WI 53214.

### Will I have a new account number?

No, your account number will remain the same.

### Will I get a new utility bill?

After the Utility accounting and support staff move to City Hall, you will be billed on the same cycle and bill dates that you are currently scheduled. The bill will look the same, with some adjustments for the new address and payment information.

### Are there any changes to the water rates or billing cycle?

No, the office relocation did not affect the water rates or billing cycle.

### Is there a drop box for payments?

Yes, payments can be left in the red 24-hour drop box located at City Hall on the west side of the building. The Utility's drop box will be removed.

### Where should I mail my payments?

Mailed payments should be sent to Racine Water & Wastewater, PO Box 14247, West Allis, WI 53214.

### Can I still pay my bill online?

Yes, online payments can still be made through one of our third-party payment processors, Payment Service Network or ACI Payments. Automatic Withdrawals from your Checking or Savings account are also available through the Automated Clearing House (ACH).

### Do I need to make any changes if I already use Bill Pay through my financial institution?

No, there are no changes at this time.

### Do I need to take any action if I already use automatic withdrawal (ACH) payments or the Payment Service Network?

No action is required if you currently use automatic withdrawal (ACH) payments or our third-party payment processor, Payment Service Network.

### Are there any changes to how I make out my checks?

Yes, checks should be made payable to the City of Racine.

### How can I contact the Racine Water and Wastewater Utilities?

The Utility's contact information remains the same. You can reach us at (262) 636-9171 or visit our website at [www.cityofracinewi.gov](http://www.cityofracinewi.gov).

### Where can I find more information?

For more information, visit our website at [www.cityofracinewi.gov](http://www.cityofracinewi.gov).