UTILITY MESSENGER

City of Pewaukee Water & Sewer Utility | Spring 2020

IMPORTANT INFORMATION

CITY HALL DROP BOX

While working under Emergency Operations, the City Hall office is closed. Exact cash payments and checks are being accepted in the Drop Box located in the City Hall foyer. Make sure to include your utility bill payment stub with your payment.

Don't Flush Disposable Wipes

You may have heard it on the news recently or read on social media about the damaging effects of so-called "disposable" or "flushable" household products.

Although most of us would assume that wet wipes disintegrate once we flush it down the toilet, the reality is that it almost never does. Unlike toilet paper that usually breaks apart in about 24 hours or so, wet wipes will remain virtually imperishable even when flushed down the bowl. Many plumbing experts would attest to the fact that wet wipes have been found intact within drain pipes even after months of being flushed.

More importantly, because they do not break apart, they form a massive buildup that results in the clogging of drain lines and eventually backed up plumbing systems.

In one test, wet wipes were placed in a blender for 10 minutes. Would you believe that they remained almost intact even after being subjected to such a procedure? What is the best way to dispose of wet wipes? Throw them in the garbage.

And it's not just wipes—products like those listed below do NOT break down once they are flushed. The repair of an onsite sewer line can leave the homeowner or business owner with a very costly repair bill. On a larger scale, when these so-called flushable products make their way into the public sewer system, they collect together causing major obstructions and clogs in the main collector lines. They also get tangled in pump stations requiring expensive repairs or equipment replacement. All these costly repairs ultimately increase your utility bills.

IN THIS ISSUE

The following items should **NEVER** be flushed down the toilet:

- Disinfecting surface wipes
- Baby wipes
- Cosmetic or jewelry wipes
- First aid wipes or bandages
- Disposable diapers or liners
- Toilet cleaning pads
- Cigarette butts
- Coffee grounds
- Cat litter
- Mop or "Swiffer" type refills
- Paper towels or rags
- Cotton swabs
- Kleenex tissues
- Moist towelettes of any kind
- Feminine hygiene products
- Condoms and wrappers
- Fats, oils or grease
- Hair of any type

Backflow Prevention Program

City of Pewaukee

Protecting the safety of your home's drinking water

What is a Cross Connection?

Water can become contaminated if connections to your plumbing system are not properly protected. A cross connection is an actual or potential connection between the safe drinking water (potable) supply system and a source of contamination or pollution. The most common offender is the ordinary garden hose, as it can easily be connected to the potable water supply and used for a variety of potentially dangerous applications. An example is a garden hose attached to a service or laundry sink with the end of the hose submerged in a tub full of detergent.

What is Backflow?

The normal direction of water flow is from the utility water main in the street to the home. However, under certain conditions water can actually flow in the reverse direction. This is called **backflow**. Backflow occurs when the flow of water in any pipeline or plumbing system reverses and flows in the opposite direction than intended.

Types of Backflow

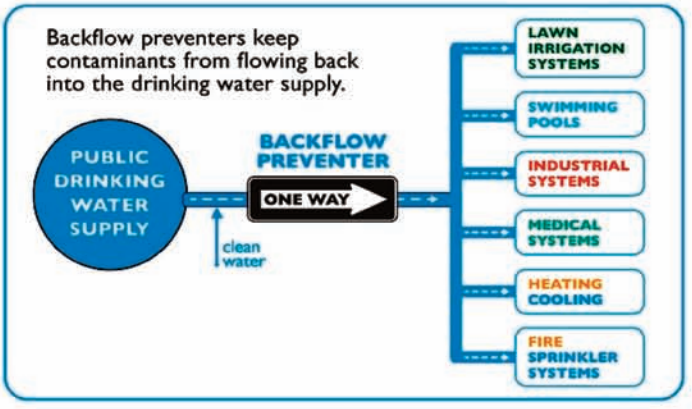
There are two situations that can cause backflow:

Backsiphonage creates a vacuum which may pull or siphon contaminants backwards into the drinking water supply. Back syphonage may occur due to a loss of pressure in the municipal water supply such as from a water main break, system repair, or during a fire fighting emergency.

Backpressure may force contaminant-laced water back into the building's piping system. Backpressure may occur when a source of pressure creates a pressure greater than the pressure supplied from the public water system. This may cause contaminated water to be pushed into your plumbing system through an unprotected cross connection. To avoid contamination, state plumbing codes require approved backflow prevention methods or devices to be installed wherever there is an actual or potential hazard for a cross connection.

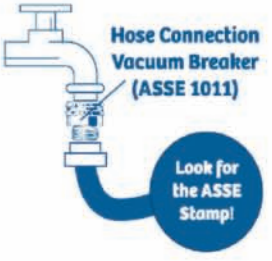
Types of Backflow Preventers

Backflow preventers are designed and installed to prevent the flow of water backwards through a pipe. The selection of a backflow preventer is based on several factors, including determining the type of cross connection and assessing the degree of hazard.

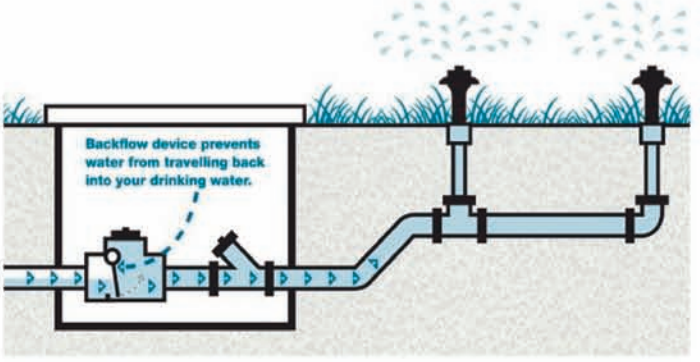


What Protection is Required for a Hose Faucet?

A hose bibb is the part of a faucet with screw threads on the exterior for attaching a hose.



A hose faucet vacuum breaker should be installed on every hose faucet to isolate garden hose applications, thus protecting the water supply from contamination.



Avoiding Backflow Throughout Your Home

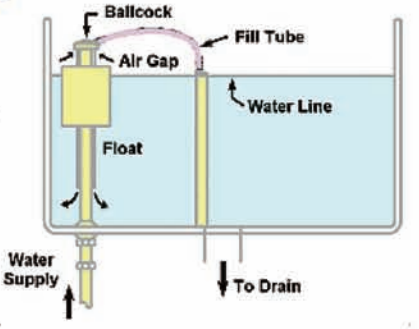
Common Household Hazards: The most common cross connection is a garden hose, which is easily connected to the public water supply system and can be used to apply a variety of potentially dangerous substances including chemicals and fertilizer. To ensure that no harmful materials are drawn back into a hose, a vacuum breaker should be installed on each hose connection. For extra protection, install a bibb vacuum breaker on your faucet to protect your water. All hoses connected to sinks, faucets, dishwashers, water softeners, etc. must have proper backflow prevention devices or methods. Below are some of the common types of backflow and ways to avoid them in your home.

BATHTUB & SHOWER

- There should be a minimum 1" air gap between the highest potential water level and any faucet or shower fixture.
- When the showerhead is hanging freely, the handheld fixture should be at least 1" above the top of the flood level rim of the bathtub.
- The fixture must comply with ASSE #1014.
- The fixture must have the ASME code A112.18.1 stamped on the handle.

TOILET TANK

The toilet can be a source for cross connection if the fill valve (ballcock) is submerged below the water overflow line, or if a non-approved fill valve was installed.



- Look for the ASSE #1002 standard symbol on the device and packaging.
- Replace any unapproved devices with an ASSE #1002 approved anti-siphon fill valve device.
- Verify overflow tube is 1" below critical level (CL) marking on the fill valve.

WATER SOFTENER

A common problem with water softener installations is that a cross-connection can easily be overlooked.

All residential water softeners must have an air gap of at least 1-½ inch.

If discharged to a vented floor drain, the air gap measurement should be made from the high point of the floor and not the strainer.

Connect the small drain tubing to the water softener valve drain fitting. Then connect the overflow drain hose to the drain elbow on the salt tank.

OUTSIDE THE HOME

The purpose of a hose faucet is to allow easy attachment of a hose for outside watering purposes. However, garden hoses can be extremely hazardous when left submerged in swimming pools or laid in elevated locations when watering which may be contaminated with fertilizer and garden chemicals.

Verify all outside faucets are protected with the correct ASSE-certified type hose bibb vacuum breaker.

What Should I Do?

Check your home and reduce potential hazards with the proper backflow preventers. A licensed plumber is a good source of information and can provide recommendations for your home. If you have additional questions, please contact the City Water Utility at (262) 691-0804.

The City of Pewaukee Water Utility Cross Connection Program is designed to prevent backflow or backsiphonage of contaminated water into the public drinking water supply. The City routinely checks municipal water to ensure it is safe for potable use in accordance with the City's Cross Connection Control Program (Municipal Code Chapter 16.0208). This program is run in accordance with the Wisconsin Department of Natural Resources and Wisconsin Administrative Code NR 810.15. For additional information, please visit the DNR website at ***dnr.wi.gov.***

City of Pewaukee Water & Sewer Utility
W240N3065 Pewaukee Rd • Pewaukee, WI 53072 • (262) 691-0804 • cityofpewaukee.us

2019 CONSUMER CONFIDENCE REPORT

The City of Pewaukee ("City") Water & Sewer Utility ("Utility") is pleased to present the 2019 Consumer Confidence Report. This annual report is designed to inform you about the quality of the drinking water the City delivers to you every day. This report communicates to the public the source of the City's water, and also summarizes the detected compounds from the sampling results for the year ending 2019. Our goal is to provide you with safe and dependable drinking water.

Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. Environmental Protection Agency's Safe Drinking Water Hotline at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline at (800) 426-4791.

Source(s) of Water

Source ID	Source	Depth (in feet)	Status
1	Groundwater	1200	Active
2	Groundwater	1075	Active
3	Groundwater	340	Active
4	Groundwater	350	Active
5	Groundwater	1000	Active
6	Groundwater	1415	Temporarily Out of Service
7	Groundwater	1344	Temporarily Out of Service
8	Groundwater	180	Active
9	Groundwater	1400	Active
10	Groundwater	182	Active
11	Groundwater	1180	Active
12	Groundwater	154	Active

To obtain a summary of the source water assessment, please contact Jane Mueller at (262) 691-0804.

Educational Information

The sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring or can be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which shall provide the same protection for public health.

Definitions

Term	Definition
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Level 1 Assessment	A Level 1 Assessment is a study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.
Level 2 Assessment	A Level 2 Assessment is a very detailed study of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred or why total coliform bacteria have been found in our water system or both, on multiple occasions.
MCL	Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
MCLG	Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
MFL	million fibers per liter
MRDL	Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
MRDLG	Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
mrem/year	millirems per year (a measure of radiation absorbed by the body)
NTU	Nephelometric Turbidity Units
pCi/l	picocuries per liter (a measure of radioactivity)
ppm	parts per million, or milligrams per liter (mg/l)
ppb	parts per billion, or micrograms per liter (µg/l)
ppt	parts per trillion, or nanograms per liter (ng/l)
ppq	parts per quadrillion, or picograms per liter (pg/l)
TCR	Total Coliform Rule
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Detected Contaminants

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year. The following tables list only those contaminants which were detected in your water. If a contaminant was detected last year, it will appear in the following tables without a sample date. If the contaminant was not monitored last year, but was detected within the last five years, it will appear in the tables below along with the sample date.

Disinfection Byproducts

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
HAA5 (ppb)	MDBP-2	60	60	2	2	8/9/2016	No	By-product of drinking water chlorination
TTHM (ppb)	MDBP-2	80	0	27.2	27.2	8/9/2016	No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
ANTIMONY TOTAL (ppb)	6	6	0.2	0.0-0.2	3/21/2017	No	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder
ARSENIC (ppb)	10	N/A	6	0-6	3/21/2017	No	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	0.180	0.018-0.180	3/21/2017	No	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
CADMIUM (ppb)	5	5	0.1	0.0-0.1	8/10/2017	No	Corrosion of galvanized pipes; erosion of natural deposits; discharge from metal refineries; runoff from waste batteries and paints
FLOURIDE (ppm)	4	4	0.5	0.4-0.5	3/21/2017	No	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
MERCURY (ppb)	2	2	0.3	0.0-0.3	8/10/2017	No	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills; runoff from cropland
NICKEL (ppb)	100		9.2000	0.6800-9.2000	3/21/2017	No	Nickel occurs naturally in soils, ground water and surface waters, and is often used in electroplating, stainless steel and alloy products
NITRATE (N03-N) (ppm)	10	10	0.16	0.00-0.16		No	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
SODIUM (ppm)	N/A	N/A	87.00	9.40-87.00	3/21/2017	No	N/A
THALLIUM TOTAL (ppb)	2	0.5	0.2	0.0-0.2	3/21/2017	No	Leaching from ore-processing sites; discharge from electronics, glass and drug factories

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL = 1.3	1.3	0.1800	0 of 20 results were above the action level	8/9/2017	No	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
LEAD (ppb)	AL = 15	0	4.00	2 of 20 results were above the action level	8/9/2017	No	Corrosion of household plumbing systems; erosion of natural deposits

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)	15	0	11.5	1.6-17.7		No	Erosion of natural deposits
RADIUM (226 + 228) (pCi/l)	5	0	5.2	0.0-6.4		Yes; ongoing	Erosion of natural deposits
GROSS ALPHA, INCL. R & U (N/A)	N/A	N/A	13.9	2.0-20.4		No	Erosion of natural deposits
COMBINED URANIUM (µg/L)	30	0	3.5	0.5.-4.3		No	Erosion of natural deposits

Synthetic Organic Contaminants Including Pesticides and Herbicides

Contaminant (units)	**MCL**	**MCLG**	**Level Found**	**Range**	**Sample Date** (if prior to 2019)	**Violation**	**Typical Source of Contaminant**
DI(2-ETHYLHEXYL) PHTHALATE (ppb)	6	0	0.6	0.6	3/21/2017	No	Discharge from rubber and chemical factories

Health Effects for Any Contaminants with MCL Violations/Action Level Exceedances

LEAD Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

RADIUM, (226 + 228) Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.

Additional Health Information

While your drinking water meets USEPA's standard for arsenic, it does contain low levels of arsenic. The USEPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. The USEPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. City of Pewaukee Water & Sewer Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791, or at www.epa.gov/safewater/lead.

Corrective Actions Taken

The City of Pewaukee Water & Sewer Utility submitted a preliminary treatment study to the DNR on February 17, 2020 to install an HMO water treatment system for Well #5. We await comments about the study from the DNR so our consultants can complete the final design. We will be working with our regulatory agencies (DNR and Public Service Commission) to obtain approvals for the installation of the treatment system at this facility. Our goal is to be under construction of the new treatment facility at the beginning of 2021.

Due to our previous experience with excess Gross Alpha, we have reduced the use of this well significantly since 2014. The well is maintained for emergency supply and during seasonal high demand periods.

Notice of Noncompliance—Public Notification Violation

On April 2, 2020 the Utility received notification that the Public Notice distributed to you in December 2019 contained errors. We mistakenly used October 2019 sample results in our calculation for the notice. The correct level of contamination should be calculated as 5.75 pCi/L instead of 5.39 pCi/L. (5 pCi/L is the maximum contaminant level). The corrections on the Public Notice is considered for the 3rd and 4th quarter 2019, as well as the 1st quarter 2020. Also in December 2019, the Utility failed to submit the certification of the delivery of the Public Notice to the DNR within the 10 days that is required. This is a violation of NR 809.80(5). Please see the following page for the corrected Public Notice.

Department of Public Works
Water & Sewer Utility
W240N3065 Pewaukee Road
Pewaukee, WI 53072
Phone: (262) 691-0804 • Fax: (262) 691-5729
Email: publicworks@pewaukee.wi.us

Important Information About Your City of Pewaukee Drinking Water

Corrected 3rd Quarter 2019 Public Notice
Corrected 4th Quarter 2019 Public Notice
Corrected 1st Quarter 2020 Public Notice

Levels of the Combined Radium (226 & 228) in Well #5 Exceeds the Standard

Well #5 entry point samples indicate the presence of **Combined Radium (226 & 228)**. The running average is in excess of the 5 pico Curies per liter (pCi/L) Maximum Contaminant Level (MCL.) The average results from samples collected **12/5/18, 1/22/19, 4/22/19, and 7/16/19** was **5.75 pCi/L**. This is a violation of State and Federal Safe Drinking Water Regulations as specified in Ch. NR 809 Wisconsin Administrative Code at the time the sample was taken. (For reference, one pCi/L is one trillionth of a Curie per liter of water – so these are extremely small values.)

What does this mean?
There is no immediate health risk. If there had been, you would have been notified immediately. Certain minerals are naturally radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing the combined radium (226 & 228) in excess of the MCL over many years may have an increased risk of cancer.

What precautions should be taken at this time?
You do not need to use an alternative water supply (e.g., bottled water). However, if you have specific health concerns, please consult your doctor.

What is being done to correct the problem?
The City of Pewaukee Water & Sewer Utility is currently working with our consultants to design an HMO water treatment system for Well #5. We will be working with our regulatory agencies, (DNR and Public Service Commission) to obtain approvals for the installation of the treatment system at this facility. Our goal is to be under construction of the new treatment facility by the end the year 2020.

Due to our previous experience with excess Gross Alpha, we have reduced the use of this well significantly since 2014. The well is maintained for emergency supply and during seasonal high demand periods.

The Wisconsin Department of Natural Resources requires that we notify our customers about the radium level violation until the average of samples taken over four consecutive quarters is below the MCL, which could be up to one year after any new water treatment system is in operation.

If you have questions regarding the safety of our drinking water, please contact Jane Mueller, Utility Manager, at (262) 691-0804, or visit our website at www.cityofpewaukee.us.

Utility Customer Bill of Rights – Your Rights as a Residential Electric, Gas or Water Utility Customer

Disconnections

A utility can disconnect your service for:

- Nonpayment
- Default on a deferred payment agreement
- Nonpayment of a deposit
- "Name switching" on an account where a customer did not pay their bill and continues to reside at that address
- Tampering with utility equipment
- Safety hazards or other emergencies
- Failure to provide access to a meter or utility-owned equipment

A utility must:

- Send you notice before disconnection (except where there is a safety hazard or self-reconnection)
- Include the reason(s) for disconnection, ways to contact the utility, and the dispute procedure on the notice

Winter Disconnection Rules

If a utility service provides the primary heat source to your home or impacts the primary heat source to your home (for example, water or steam radiators), a utility cannot disconnect that service from November 1st through April 15th. Before winter, the utility must attempt to contact customers whose service was disconnected for nonpayment. Utilities are also required to check the customer's well-being, attempt to negotiate payment plans, and inform the customer about any special assistance available to avoid disconnection.

Medical or Protective Services Emergencies

If a disconnection will aggravate a medical or protective services emergency, the utility may delay service shut-off for up to 21 days. The utility may require documentation from a professional involved with the medical emergency or crisis. Contact your utility about any such special circumstances.

Deposits

Utility companies may require a deposit for service to ensure payment. A standard deposit cannot exceed the sum of the two largest consecutive bills during the last twelve months. A deposit requested due to nonpayment during the winter months cannot exceed the four highest consecutive bills during the last twelve months. The following rules apply to payment and refund of deposits:

• Existing Residential Customer
Deposits can be requested if your service was disconnected during the last 12 months for nonpayment of an account or your initial application was falsified or incomplete.

• Winter Moratorium
Deposits can be requested if you had debt incurred during the winter (November 1st through April 15th)that was 80 days or more past due and you had the ability to pay.

• New Residential Customer
Deposits can be requested if you have an unpaid bill for utility service anywhere in Wisconsin during the last six years which remains outstanding.

• Low Income Customer
You do not have to post a deposit if you can document that your income is at or below 200 percent of the federal poverty guidelines. Please contact your utility, Energy Assistance, or the PSCW for additional information on low income resources.

For residential service, the deposit will be refunded, with interest, after 12 consecutive months of prompt payment.

Budget Billing & Deferred Payment Agreements

To manage high winter gas bills or high summer electric bills, ask your utility about budget payment plans. This allows you to average estimated annual use into even monthly payments. Every six months, your payment amount is readjusted to reflect your actual use. At the end of a budget year, your bill is adjusted to correct over-billing or under-billing.

You may also request a deferred payment agreement (DPA) to pay a current or past due balance. A DPA consists of a down payment on the balance and installment payments toward the remaining balance negotiated between you and your utility depending on your situation. If the installment payments are not paid, the utility may disconnect your service. Municipal utilities may not be required to offer a DPA to some customers.

Delinquent Bills Levied as a Tax or Lien

Under state law, some delinquent municipal utility bills may be transferred as a tax to the property tax bill of the property owner or as a lien on tenant's personal assets.

Meter Readings

Generally, meter readings are based on actual meter readings by the utility or the customer. If a utility cannot read your meter, a customer does not provide a reading, or there is an emergency, you may receive an estimated bill. The PSCW requires electric and gas utilities to read your meter at least once every six months and when there is a change of customer. You must allow utilities to perform meter readings or your service can be disconnected.

What if you have a complaint?

If you have a dispute regarding electric, gas or water service, the PSCW can help:

- *Did you contact your utility to resolve the dispute?* Both you and the utility must make reasonable attempts to resolve a dispute.
  ↓
- *No*? Contact the utility using its contact information included with the billing notice.
  ↓
- *Yes*? You may contact PSCW Consumer Affairs to try to resolve the issue.

Conservation & Moving

If you would like information on conservation or are expecting to move to another location, contact your utility. The utility can provide estimated energy costs at the new location, in the form of average energy used or the largest and smallest bills in the last twelve months. As another note on conservation, it is recommended that water heater thermostats be set no higher than 125°F. *For more information on conservation, go to FOCUSONENERGY.COM or call: 1-800-762-7077.*

Contact the Public Service Commission of Wisconsin

Phone: (Local/Toll Free) General: 608-266-5481 / 888-816-3831 Consumer Affairs: 608-266-2001 / 800-225-7729; Web: http://psc.wi.gov; Log a Complaint Online at: http://apps.psc.wi.gov/ pages/complaint.htm

The PSCW is an independent regulatory agency dedicated to serving the interest. The agency is responsible for regulation of Wisconsin public electric, gas and water utilities, including those that are municipally-owned, since 1907. The PSCW works to ensure that, in the absence of competition, adequate and reasonably priced service is provided to utility customers.

Updated (01/2018) PUBLIC SERVICE COMMISSION OF WISCONSIN P.O. BOX 7854 MADISON, WI 53707-7854

Water Conservation in Your Own Backyard

Proper lawn maintenance does not only beautify the home, it also helps the environment by saving water.

Most established lawns do not need to be watered every day or even every other day. Overwatering your lawn wastes water and discourages the grass from developing the deep root system it needs to take in the water available deeper in the soil.

Overwatering can also create the perfect conditions for certain types of weeds to grow, such as crabgrass and nutsedge.

Signs of Overwatering:
- Blades wilt and feel limp
- Increased mowing due to thick thatch growth
- Lawn remains soggy for longer periods

Signs of Underwatering:
- Blades wilt and feel crisp
- Soil is dry
- Grass does not quickly spring back when stepped on
- Slower blade growth

The ideal time to water your lawn is between 3:00- 6:00 a.m. Just make sure to complete your watering prior to sunrise to allow the water to infiltrate the soil as much as possible with the least amount of evaporation.

The Benefits of an Irrigation System

The most efficient way to ensure your yard gets the hydration it needs without over-watering it is to install an irrigation system.

A well designed, efficient irrigation system will conserve water and help save money on your water bill.

Installing an irrigation system may seem like a costly endeavor, but these sprinkler or drip configurations have several advantages. They:

- Conserve water and time
- Prevent disease and weeds
- Preserve soil structure and nutrients
- Provide gardening flexibility

Install "Smart Irrigation" technology to your irrigation system. These soil moisture sensors measure soil at the root zone, and will bypass the scheduled watering cycle if the soil moisture is above a defined set point. Smart irrigation, along with the City's watering schedule, may result in considerable water savings.

The City of Pewaukee has a **permanent** lawn water restriction ordinance in place. Please see below for more information, or contact the Utility office at (262) 691-0804.

Reminder: City of Pewaukee Watering Restrictions

The City of Pewaukee has permanent lawn watering restrictions in place between May 15 and September 15. Outdoor irrigation, including lawn and garden watering, is restricted to ***every other day*** during this time. Customers whose official address ends in an *even* number will be allowed to water only on *even* number calendar days, and those whose official address ends in an *odd* number will be allowed to water only on *odd* number calendar days. (Ord. Sec. 16.0202) For more information see the back side of your utility bill, or contact the Water Utility office at (262) 691-0804.

Recycling Drop-off Site

Location: Pewaukee City Hall - Lower Level
W240 N3065 Pewaukee Road, Pewaukee

Hours: Saturdays, 9am - 3pm
Wednesdays, 1pm - 6pm (1st week in April through November only)

ITEMS ACCEPTED

Metal Cans:
Aluminum cans, tin & steel cans, empty aerosol cans (not paint or pesticide cans)

NO Scrap metal in recycling dumpster – use specified scrap metal bin

Plastic Containers:
Bottles, jugs, tubs, buckets and cups
Empty with caps on
With a number 1, 2, 4, or 5 ONLY

NO foam, utensils or hangers

Paper & Cardboard (not bundled):
Newspapers, office paper, junk mail, brown paper bags, magazines, flattened cardboard, paper egg cartons

NO food or grease stained paper or cardboard

Glass Bottles & Jars:
Empty with caps and lids removed

NO broken glass, window glass or mirrors

Cartons:
Juice boxes, soup cartons, milk & juice cartons
Remove caps & straws

Batteries:
Car & boat batteries, small lead batteries, cell phone batteries

Engine Oil/Motor Oil:
Including Oil filters and antifreeze

Scrap Metal:
Use specified scrap metal bin

NO electronics or appliances

Yard Waste/Brush:

- **Leaves & Grass Clippings**
  Recyclable PAPER BAGS that are sold in the local hardware stores are allowed in the composting. If bagged in plastic, they must be dumped out of the plastic bag.
  NO plastic bags filled with leaves or grass clippings in the composting piles. A barrel is available for disposal of the used plastic bags. In the past, our loads of yard waste have been rejected at the Composting Facility because they contained plastic bags. NO invasive weeds.
- **Brush & Small Trees**
  Wood waste should be no more than 6 inches in diameter and no longer than 6 foot sections
- **Garden Debris**
  Debris only. NO sod.

Invasive Weeds:

- DO NOT put in yard waste pile. Must be in a separate plastic bag, completely sealed. Please see attendant for disposal location.

Garlic Mustard Weed

Canadian Thistle

- ✓ A "CITY TAG" must be DISPLAYED on the resident's vehicle, in plain sight, for the attendant to view and to be admitted. For City of Pewaukee residents only. (Tags are obtained at City Hall during regular office hours with a valid Driver's License and vehicle license plate numbers.)
- ✓ NO ADMITTANCE during unscheduled hours or days.
- ✓ NO SCAVENGING on site.
- ✓ There is an INCREASED MONITORING on the site to prevent contamination.

Materials must be placed in the correct locations at the Recycling Site.
Please see attendant for proper placement or questions.
The City has retained attendants with full authority to turn away persons and unauthorized materials.