



# UTILITY MESSENGER

City of Pewaukee Water & Sewer Utility

February 2021

## NOTICE OF SEWER RATE INCREASE EFFECTIVE 1ST QUARTER 2021

On January 18, 2021, the City of Pewaukee Common Council approved a sanitary sewer rate increase of 28% (\$31.00 per quarter) beginning the first quarter of 2021. The Sewer Utility's last rate increase occurred the first quarter of 2012. This rate increase is intended to provide funding for the Sewer Utility's increased operations and maintenance costs, as well as funding for upcoming sewer infrastructure improvements.

### **SEWER SERVICE CHARGES:** (Effective 1st Quarter Billing—March 20, 2021)

Operating Charge Per Residential Unit	\$110.30
Administrative Charge Per Account	<u>\$ 30.70</u>
<b>Total Quarterly Charge</b>	<b>\$141.00</b>

If you have any questions regarding the rate increase, please contact our office at (262) 691-0804 or email [publicworks@pewaukee.wi.us](mailto:publicworks@pewaukee.wi.us).

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## REDUCE CHLORIDE DISCHARGES FROM YOUR HOME

The City of Brookfield and the City of Waukesha provide the regional treatment of the sanitary wastewater that is discharged from your home or business in the City of Pewaukee. Some pollutants such as chloride are not removed from the wastewater treatment process that passes through the plant, discharging into our rivers and streams. The Wisconsin DNR has enacted regulations requiring the reduction of chloride discharging to prevent the harmful effects of this pollutant on the environment.

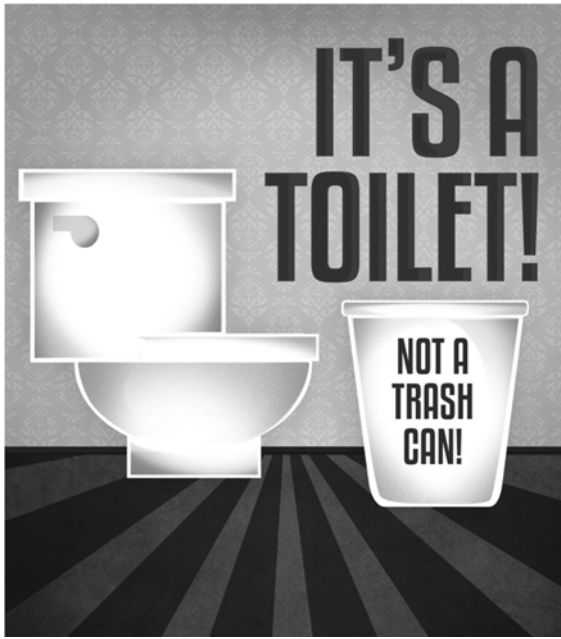


### **WHAT NEEDS TO BE DONE**

- ◆ One of the largest contributors of chlorides comes from the water softeners used in homes. Because most water consumed in Waukesha County contains high levels of hardness, many homes have water softeners. If you own or lease an older style water softener, consider updating it. More efficient "on-demand" water softeners have flow meters or hardness sensors that only regenerate after the proper amount of water flows through—versus a timed regeneration.
- ◆ In the City of Pewaukee, set your water softener to treat the average 21 grains of hardness in the water.
- ◆ Industries should review all of your operations. Upgrades can often be found for many of your processes to help reduce chlorine levels.
- ◆ Keep your ice salting to a minimum. Shovel or snow blow instead of throwing down salt.

### **ADDED BENEFITS FOR YOU**

- ◆ Saves money on water softener salt.
- ◆ Saves money on your sewer rates by reducing the need for costly treatment plant upgrades.
- ◆ Saves money on energy costs.
- ◆ Saves your back by not needing to carry all those heavy salt bags down to the basement.



## **STOP! Don't Flush That!**

We all use the toilet every day. And not just for human waste. In our experience, people often use the toilet as a trash can. You can't imagine the things cleared out of toilets — from cell phones and credit cards to children's toys and crumpled up paper, we've seen it all.

It is tempting to flush wipes and other items down the toilet. It's like a black hole—just dump, flush, and it's gone. To do this, however, is to risk clogging sewer pipes, city pumps, wastewater treatment centers, as well as potentially causing toxic environmental pollution. People don't think about this until one day they have a huge clog and need to spend lots of money to fix it.

The City is experiencing an increase in wastewater pump station malfunctions. Crews are regularly unclogging mounds of rags and wipes from pumps, at considerable expense, and the potential for environmental consequences could be raw sewage backing up into you or your neighbor's basement. To help you save thousands of dollars in expensive repairs and avoid polluting the environment, here is a list of common offenders that should *never* be flushed down the toilet:

**Disinfecting Wipes/Baby Wipes/Wet Wipes/Cleaning Pads:** These so-called "disposable" wipes may be labeled flushable, but they can clog the sewer system, contributing to costly clean ups, and result in basement back ups.

**Cooking Grease/Oils/Fats:** Grease should never be poured down any drain, period. It may look like a liquid that can easily be dumped down a drain, but when it cools it will congeal and clog up your pipes. Instead, collect your grease in a glass jar and throw it in the trash, or save the grease and reuse it, especially bacon grease...mmm.

**Paper Towels/Tissues:** If you really want to save money, a better choice is to use washable cloths and rags. If you choose to use paper towels, always throw them in the trash, not the toilet. Tissues and paper towels are not made to dissolve like toilet paper.

**Feminine and Other Personal Products:** Tampons, sanitary napkins, condoms and their wrappers should never be flushed down the toilet. Cotton balls, make up pads, and other cosmetic items can also cause clogs in the pipes.

**Dental Floss:** Floss is not biodegradable and can tangle and cause serious clogs and environmental damage.

**Medicaton:** You may think it is a good idea to dump pills out of harm's way, but you are doing more harm than good by flushing them. Pills have toxic effects on groundwater supplies and wildlife. The City of Pewaukee has a convenient drop box located in the lower level of City Hall where you can place unused or old medications.

These are just a few of the many items that should never be flushed down the toilet. More information can be found online at <https://www.epa.gov/newsreleases/epa-encourages-americans-only-flush-toilet-paper>.

*Only human waste and toilet paper should be flushed down the toilet!*

Please complete and return the form below if you are moving in or moving out of the City of Pewaukee. Name, address, or other changes to your utility account must be received in writing or emailed to [publicworks@pewaukee.wi.us](mailto:publicworks@pewaukee.wi.us)



**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](mailto:publicworks@pewaukee.wi.us)

## CHANGE OF NAME AND/OR ADDRESS FORM

To request a name and/or address change on your City of Pewaukee utility bill, please complete this form and return to City Hall at the address listed above, or email to [publicworks@pewaukee.wi.us](mailto:publicworks@pewaukee.wi.us).

**PLEASE PRINT:**

Account #: \_\_\_\_\_

Service Address: \_\_\_\_\_

Person Requesting Change: \_\_\_\_\_

**Name of New Owner/Buyer:** \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ Alternate: (\_\_\_\_) \_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email address: \_\_\_\_\_

**Name of Previous Owner/Seller:** \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ Alternate: (\_\_\_\_) \_\_\_\_\_

Forwarding Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email address: \_\_\_\_\_

*Please be advised that the City's billing program does not allow for retroactive changes, therefore, any requested change will not take effect until this form is received at City Hall.*

**EFFECTIVE DATE (Check one):**

The date this form is received at City Hall.

The future date of \_\_\_\_/\_\_\_\_/\_\_\_\_.

Signature of Requestor: \_\_\_\_\_ Date: \_\_\_\_\_  
*(Required)*

**COMMENTS:** \_\_\_\_\_

**OFFICE USE ONLY:**

Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date Processed: \_\_\_\_/\_\_\_\_/\_\_\_\_ Initials: \_\_\_\_\_



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## SHOVELING OUT YOUR FIRE HYDRANT CAN SAVE LIVES!

We would like to remind everybody that a clearly visible, accessible fire hydrant could save your home-or even your life. If a fire hydrant is buried in snow, firefighters can lose valuable time trying to locate it when they first arrive at a fire. You can perform a valuable public service and protect yourself, your family and your neighbors by taking the responsibility for shoveling out and clearing fire hydrants near your home during and after a snowstorm. With more snow sure to be on the way, we'd like to offer these suggestions:

- ⇒ Know the location of the nearest fire hydrants.
- ⇒ Make sure they are shoveled after each snowfall.
- ⇒ Clear the snow 3 feet around the hydrant so firefighters have enough room to use the hydrant.



Please take time now to save precious minutes in case of a fire. A few scoops of snow today could make all the difference later.