

UTILITY MESSENGER

City of Pewaukee Water & Sewer Utility

Summer 2023

Optimizing Your Water Softener

Softened water is considered beneficial for your home and can protect your appliances and pipes. Softeners also reduce the impact of hard liquids in your tanks by removing minerals such as magnesium and calcium. As with any other machinery, maintenance and upkeep of the water softener is essential to ensure its durability.



A water softener can only provide a steady, sufficient flow of softened water if it has the proper settings. Softeners have four basic settings: (1) regeneration cycle frequency, (2) regeneration cycle time, (3) regeneration cycle length and (4) salt dose. Most of the settings revolve around the regeneration process, which is a critical stage in the water softening process. Once the resin beads exchange ions with hard water, they take on minerals. Before a new wave of hard water can enter the system, these beads must be "regenerated" — they must swap out calcium and magnesium

ions for sodium once again, so they can repeat the softening process with the next batch of water.

A second container called the brine tank is responsible for sending a wave of sodium-filled water over the resin beads. In the brine tank, water is mixed with high amounts of salt to create a brine solution. When exposed to the brine, the resin beads swap their mineral ions for sodium ions, making them ready to begin the softening process with a new flood of hard water.

The optimized frequency, timing and duration of the regeneration cycle varies based on every household's schedule and water hardness. Water softener efficiency affects how much salt a softener uses and how often it regenerates. It refers to how much hardness is removed per pound of salt. Higher salt efficiencies are achieved at lower salt dosages. In clean water applications, a backwash of 7 to 8 minutes is usually sufficient. Slow rinse cycles only need to be long enough to rinse the excess salt off the resin.

The average hardness for the City of Pewaukee is 361 PPM (21.2 grains)

CITY OF PEWAUKEE WATER & SEWER UTILITY

W240N3065 Pewaukee Road
Pewaukee, WI 53072

Office: (262) 691-0804

Office Hours: Monday-Friday
8:00am to 4:30pm

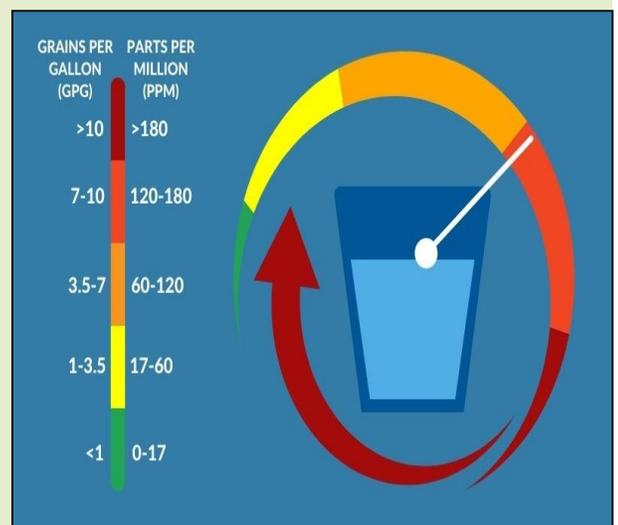
Emergency Answering Service:
(866) 248-7555

Email: publicworks@pewaukee.wi.us
24-Hr Drop Box Available in City Hall
Main Foyer

Jane Mueller, Utility Manager
Erik Hanson, Utility Superintendent

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Your Utility Statements Are Getting a New Look!

The City Water & Sewer Utility is in the final stages of changing its billing software. The new software package includes a redesign of the water/sewer utility statement with a new format that not only looks great, but also makes reading it simple and faster, and provides more information for you. The statement will provide convenient, easy to find contact information, notices and special alerts, and other important information. It also provides an easy to read summary of your account activity and history.

The new software offers the option of delivering your utility statement as an email or as a paper copy (via USPS) **but no longer offers both options**. So for those customers who currently receive both an email of their utility bill and a paper copy, you will continue to receive the email, but will no longer receive a paper copy in the mail. If you prefer to receive a paper copy instead of the email, please contact our office and we can make that change.

If you currently receive a paper copy only, you will continue to do so. If you would rather receive an email of your statement, please contact our office and we can make that change, which will take effect with your September statement.



In addition to the new bill design, our new software will require you to re-register for online bill pay. Please check our website frequently for additional information on when this will need to take place. The complete instructions will be available before the third quarter bill comes out in September.

We hope you like the new look of your utility bill. If you have any questions about your statement, please contact the Utility office at (262) 691-0804.

Do We Have Your Current Contact Information?

As a utility customer, there are occasions when we may need to contact you regarding your account - whether it's about a payment issue, meter reading, or if an emergency occurs. We are finding that our customer contact phone numbers and email addresses are outdated, making it difficult for us to contact you. We are in the process of updating email and phone information for all our customers. Please complete the information below and email it to publicworks@pewaukee.wi.us, or mail it to: City of Pewaukee Water & Sewer Utility, W240N3065 Pewaukee Road, Pewaukee, WI 53072. Thank you for your cooperation!

CITY OF PEWAUKEE UTILITY CUSTOMER CONTACT INFORMATION

Please Print

Account Number: _____ Date: _____

Bill Delivery Preference (*choose one*): Mailed Paper Copy of Bill Email Only Bill

Service Address: _____

Customer Name: _____

Mailing Address (if different from Service Address): _____

Phone Number: (____) _____

Alt. Phone Number: (____) _____

Email Address (preferred): _____

Alt. Email Address (optional): _____

**PLEASE RETURN THIS FORM TO: CITY OF PEWAUKEE WATER & SEWER UTILITY,
W240N3065 PEWAUKEE ROAD, PEWAUKEE, WI 53072 OR EMAIL TO: publicworks@pewaukee.wi.us**

Are You Moving In or Out of the City?

If you're moving, **we need to know!** Title companies and realtors are not responsible to notify the Utility office when a property changes ownership. It is your responsibility to get us the information when changes need to be made to your account. A Move-In/Move-Out Form is available on the City of Pewaukee website, or you can simply complete the form below and mail it to our office at Pewaukee City Hall, W240N3065 Pewaukee Road, Pewaukee, WI 53072, or email it to: publicworks@pewaukee.wi.us.

CHANGE OF OWNERSHIP OR INFORMATION (RESIDENTIAL)

SERVICE ADDRESS: _____
Address Apt City State Zip

EFFECTIVE DATE: The date this form is received at City Hall **OR** The future date of ____/____/____

CHANGE OF OWNERSHIP:

On the **EFFECTIVE DATE**, I will: **MOVE IN** **OR** **MOVE OUT** of the property listed above.

Name of New Owner (PRINT): _____
Phone Number: (_____) _____ Alternate: (_____) _____
Mailing Address (if different): _____
City: _____ State: _____ Zip: _____
Email address: _____

Have you been a previous customer of the City of Pewaukee Water & Sewer Utility? Yes No
If Yes, list previous address: _____ Previous Acct #: _____

Name of Previous Owner (PRINT): _____
Forwarding Address: _____
City: _____ State: _____ Zip: _____ Phone #: (_____) _____

The City of Pewaukee does not perform final readings for utility bills for property sales; utility charges are prorated as part of the closing process. If you are currently on Automatic Payment, please go to your online account and cancel your recurring payments. The City's billing program does not allow for retroactive changes. Requested change(s) will not take effect until this form is received at Pewaukee City Hall. **Your signature is required below.**

CHANGE OF NAME/ADDRESS INFORMATION: (For current account)

New Name (PRINT): _____ Acct #: _____
Previous Name (PRINT): _____
New Phone No: (_____) _____ New Alt No.: (_____) _____
New Email address: _____
Mailing Address: (if different from Service Address) _____
City: _____ State: _____ Zip: _____

Secondary Account Holder: Add Remove

(Secondary Account Holders are authorized to access and make changes to account information.)

Name of Secondary: _____
Address: (if different from Service Address) _____
City: _____ State: _____ Zip: _____
Phone No: (_____) _____ Alternate No.: (_____) _____

The City of Pewaukee Water & Sewer Utility requires a signed application for utility services. Customers will be subject to current rates, rules and regulations as approved by the Wisconsin Public Service Commission. All information provided will be kept confidential. Providing false information can be cause for disconnection per PSC Service Rule 113.0301. Residential service may be disconnected or refused for failure of an applicant to provide adequate verification of identity and residency. **IT IS THE RESPONSIBILITY OF THE APPLICANT TO NOTIFY THE UTILITY WHEN VACATING THE SERVICE ADDRESS LISTED ABOVE.** If you have questions regarding this form, please contact the City of Pewaukee Department of Public Works at (262) 691-0804.

SIGNATURE: _____ **DATE:** _____



2022 CONSUMER CONFIDENCE REPORT DATA

PEWAUKEE CITY WATER AND SEWER UTILITY, PWS ID: 26802149

Water System Information

If you would like to know more about the information contained in this report, please contact Jane E. Mueller, Utility Manager at (262) 691-0804.

Opportunity for Input on Decisions Affecting Your Water Quality

The City of Pewaukee Common Council meets the first and third Monday of the month at 6:30 p.m. at Pewaukee City Hall, Common Council Chambers, W240N3065 Pewaukee Road, Pewaukee, WI 53072, unless otherwise stated.

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 Environmental Protection Agency's (EPA) 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 systems 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 by calling 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	Active

Source ID	Source	Depth (in feet)	Status
7	Groundwater	1344	Active
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 stormwater 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 stormwater runoff and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring or 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.
HA and HAL	HA: Health Advisory. An estimate of acceptable drinking water levels for a chemical substance based on health effects information. HAL: Health Advisory Level is a concentration of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice. Health Advisories are determined by the US EPA.
HI	HI: Hazard Index is used to assess the potential health impacts associated with mixtures of contaminants. Hazard Index guidance for a class of contaminants or mixture of contaminants may be determined by the US EPA or Wisconsin Department of Health Services (WDHS). If a Health Index is exceeded, a system may be required to post a public notice.
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 (ug/l)
ppt	parts per trillion, or nanograms per liter
ppq	parts per quadrillion, or picograms per liter
PHGS	Public Health Groundwater Standards are found in NR 140 Groundwater Quality. The concentration of a contaminant, which if exceeded, poses a health risk and may require a system to post a public notice.
RPHGS	Recommended Public Health Groundwater Standards. Groundwater standards proposed by the WDHS. The concentration of a contaminant which, if exceeded, poses a health risk, and may require a system to post a public notice.
SMCL	Secondary drinking water standards or Secondary Maximum Contaminant Levels for contaminants that affect taste, odor, or appearance of the drinking water. The SMCLs do not represent health standards.
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 5 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 2022)	Violation	Typical Source of Contaminant
HAA5 (ppb)	MDBP - 2	60	60	1	1		No	By-product of drinking water chlorination
THM (ppb)	MDBP - 2	80	0	11.0	11.0		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2022)	Violation	Typical Source of Contaminant
BARIUM (ppm)	2	2	0.060	0.060	5/25/2021	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.4	0.4	5/25/2021	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)	100		1.0000	1.0000	5/25/2021	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
NITRATE (NO3-N) (ppm)	10	10	0.21	0.00 - 0.21		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	37.00	37.00	5/25/2021	No	n/a

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2022)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.1400	0 of 20 results were above the action level.	9/15/2020	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	3.30	0 of 20 results were above the action level.	9/15/2020	No	Corrosion of household plumbing systems; Erosion of natural deposits

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2022)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)	15	0	10.3	2.3-13.3		No	Erosion of natural deposits
RADIUM (226 + 228) (pCi/l)	5	0	4.0	0.0 – 4.7		Yes, Ongoing	Erosion of natural deposits
GROSS ALPHA, INCL. R & U (n/a)	n/a	n/a	12.6	2.7-15.4		No	Erosion of natural deposits
COMBINED URANIUM (ug/l)	30	0	03.4	0.3 -4.0		No	Erosion of natural deposits

Health Effects for Any Contaminants with MCL Violations/Action Level Exceedances/SMCL Exceedances/PHGS or HAL Exceedances

Contaminant	Health Effects
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

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. The 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 by calling the Safe Drinking Water Hotline at (800) 426-4791 or at www.epa.gov/safewater/lead.

Corrective Actions Taken

The City of Pewaukee minimizes the use of Well #5 to approximately two days per month operation. We maintain this well in an effort to maintain emergency service in the event of other equipment failure or water main break, as this serves an isolated area of the City. The Utility is planning to install a water main loop that provides supply redundancy and additional fire protection to this area.

If you have questions about this report, please contact Jane Mueller, Utility Manager at (262) 691-0804.

Utility Customer Bill of Rights



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

If you have a dispute regarding electric, gas, or water service, the PSC can help. You and the utility must first make reasonable attempts to resolve a dispute.

Did you contact your utility to resolve the dispute?

- **No:** Contact the utility using its contact information included with the bill or notice.
- **Yes:** You may contact PSC Consumer Affairs to try to resolve the issue.

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 your notice before disconnection (except where there is a safety hazard or self-reconnection)
- Include the reason(s) for disconnection, ways to contact the utility to establish a payment plan or report a medical or protective services emergency, and the dispute procedure on the notice (including contacting the Public Service Commission if the dispute remains after working with the utility)

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.

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.

Budget Billing & Deferred Payment Agreements (DPAs)

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.

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 Customers

A deposit can be requested if your service was disconnected during the last 12 months for nonpayment of an undisputed account or your initial application was falsified or incomplete.

Winter Moratorium

A deposit 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

A deposit 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 visit the Assistance Program page on the PSC website for additional information on low income resources.

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

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 PSC 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.

Conservation and 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° Fahrenheit.

For more information on conservation, visit the Focus On Energy website or call 1-800-762-7077.

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 a tenant's personal assets.

Contact Consumer Affairs

You can reach a Consumer Specialist between 7:45 a.m. and 4:30 p.m., Monday through Friday. Call (608) 266-2001 or Toll-Free (800) 225-7729; Or you can log a complaint online:

<https://psc.wi.gov/Pages/ForConsumers/LogAComplaint.aspx>



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

There is No Such Thing as a Flushable Wipe!

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

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

SAVE THE PIPES!
DON'T FLUSH WIPES
 (OR ANYTHING OTHER THAN TOILET PAPER)

SEWER BACKUPS ARE:

- Gross
- Unhealthy
- Costly
- Harmful to our rivers and lakes

DID YOU KNOW?

- Most sewer spills are preventable and are the result of misuse of the sewer system
- Flushed baby wipes and other items cause tens of thousands of dollars in damage each year
- Flushing anything other than human waste and toilet paper down the toilet can damage household plumbing, the environment, and the wastewater system

OK TO FLUSH:

- Human Waste
- Toilet Paper

NOT OK TO FLUSH:

- Baby Wipes, including "flushable" wipes
- Paper Towels
- Cotton Swabs
- Tampon/Pads
- Condoms
- Tissue/Kleenex
- Dental Floss
- Diapers
- Cleaning Pads/Wipes

"FLUSHABLE" WIPES AREN'T FLUSHABLE!
 Test after test proves that "flushable" wipes don't break down in the sewer.