

UTILITY MESSENGER

City of Pewaukee Water & Sewer Utility

CONSUMER CONFIDENCE REPORT

Summer 2024

Hydrant Flushing: What it is and Why we do it

What takes place during fire hydrant flushing?

During the flushing process, a Utility Operator opens each hydrant to its maximum flow. The flow scours any iron deposits and settlements from the water main and removes them from the system. The operator cleans and lubricates accessible operating parts, checks the operation of the hydrant and valve, and records any deficiencies for repair.



How often are hydrants flushed and long does flushing take?

The Water Utility flushes the entire system twice a year, generally in the beginning of April and again in early September. Flushing operations happen over a six-week period. A notice is placed in advance on the city website and on the city Facebook page.

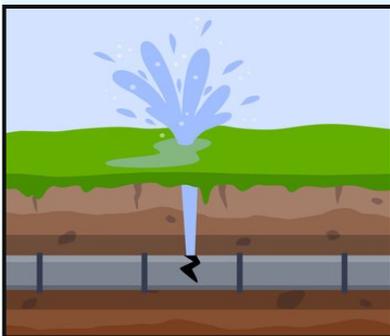
Does hydrant flushing affect your water?

During the flushing process you may experience some water discoloration, especially when work is being done in your neighborhood. Once the hydrant flushing is complete, the water quality will improve.

What precautions should you take?

Before doing laundry or other projects that may be affected by discolored water, first make sure the water runs clear. You can also contact the Water Utility office before doing laundry to check if hydrant flushing is happening in your area. If you develop a problem with rust on laundry items, please give our office a call.

It is a good idea to keep a pitcher or two of clean drinking water in the refrigerator while flushing takes place in your area.



Reporting a Water Main Break

A water main break is a serious problem and requires immediate attention by city Utility Operators. Main breaks happen for various reasons and are a normal part of operating a water utility. A change in temperature, or overly dry or wet weather can cause the ground to shift and result in a water main break. The age of the main or sudden fluctuations in pressure may also cause a break. If you notice water bubbling up through the ground, a wet area appearing during dry weather, or a loss of water pressure within a service area, please notify the Water Utility office at (262) 691-0804. To report a water main break after hours, please contact our Emergency Answering Service at (866) 248-7555.

CITY OF PEWAUKEE WATER & SEWER UTILITY

W240N3065 Pewaukee Road
Pewaukee, WI 53072

Office: (262) 691-0804

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

Email: publicworks@pewaukee.wi.us

Emergency Answering Service:
(866) 248-7555

24-Hr Drop Box Available in
City Hall Main Foyer

Jane Mueller, Utility Manager
Robert Kincaid, Asst. Utility Manager
Erik Hanson, Utility Superintendent

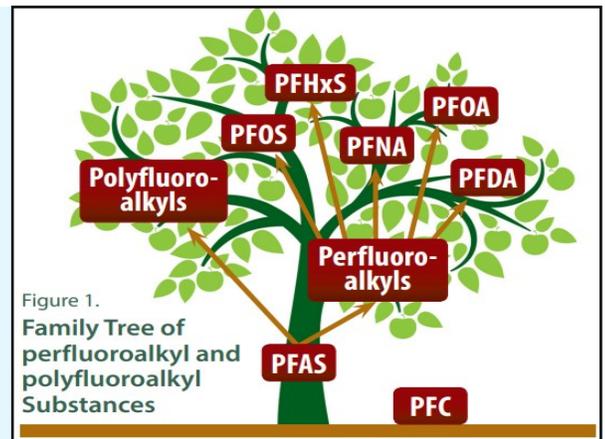
IN THIS ISSUE

- Hydrant Flushing & Main Breaks
- The Latest Information on PFAS
- Reducing PFAS with Home Filters
- Utility Customer Bill of Rights
- 2023 Consumer Confidence Report
- Are You Moving In or Out?
- Don't Flush Wipes and Other Items

The Latest Information on PFAS

The City of Pewaukee Water & Sewer Utility is committed to providing our customers with the most up-to-date information on PFAS. Updates can be found on the city website at www.cityofpewaukee.us.

On April 10, 2024, the U.S. Environmental Protection Agency (EPA) announced the first-ever national drinking water federal standards for several perfluoroalkyl and polyfluoroalkyl substances (PFAS) in drinking water. PFAS are a family of man-made chemicals that contain carbon, fluorine, and other elements. PFAS chemicals have been used in industry and consumer products since the 1950s. PFAS repel oil and water and resist heat, making them useful in a variety of products, including nonstick cookware, food packaging, water-proof clothing, stain-resistant furniture, and firefighting foam. People can be exposed to PFAS in many ways, including products used in your home, the environment, and contaminated drinking water supplies. Exposure to PFAS may lead to adverse health outcomes, so reducing your exposure may lower your risk. (Figure 1. does not include all PFAS subfamilies; visit EPA website at <https://www.epa.gov/pfas>.)



Reducing PFAS in Your Drinking Water with a Home Filter

Types of Filters

A home filter could be an effective way to reduce PFAS levels and there are a variety of types of filters available at different price points. There are many water filters on the market, but not all filters address PFAS. If you choose to use a filter, be sure to get one that is certified to remove or reduce PFAS in drinking water. As of April 2024, filter certifications focus on removing the chemicals PFOA and PFOS (two specific types of PFAS). A filter can cost as little as \$20 or more than \$1,000 (not including maintenance costs), with difference in types, brands, and whether they are pitcher filters, installed on your faucet, or for your entire home.

Here are some of the types of filters that are currently available and can be effective at reducing PFAS:

- **Charcoal (Granular Activated Carbon or GAC):** These filters use carbon to trap chemicals as water passes through them.
- **Reverse Osmosis (RO) Systems:** Reverse osmosis is a process that forces water through an extremely thin barrier that separates chemicals from the water.
- **Ion Exchange Resins:** Resins are tiny beads that act like powerful magnets that attract and hold the contaminated materials from passing through the water system.

Check for Certification

Certification by an independent entity is an assurance that the filter works as the manufacturer says it does. To find a certified filter, look on the product packaging for a certification by an accredited body. Certified products are monitored and subject to follow-up testing by the certifying agency to ensure that the product the consumer purchases will perform the same as the product that was tested. There are currently five American National Standards Institute (ANSI)-accredited third-party certification bodies that evaluate drinking water filters for PFAS reduction capabilities. Each has a registered trademark that is used on certified products. To make sure the filter you select is certified:

- First, check the product packaging for certification to “NSF/ANSI 53” or NSF/ANSI 58” for PFAS reduction. **Note:** These numbers are different than what we published previously from the DNR.
- If in doubt, check the certification’s product directory website for testing information or to see if the product has been certified to treat PFAS (such as PFOA & PFOS) found in drinking water. The certification body’s mark will typically be on the packaging.
- If still in doubt, you can contact the certification body directly from their websites.

A filter may list claims for PFAS reduction on its outer packaging, in a performance data sheet within the package, or on the manufacturer’s website. It’s important to note that the current certification standards for PFAS filters (as of April 2024) do not yet indicate that a filter will remove PFAS down to the levels EPA has now set for a drinking water standard.

Maintenance is Critical

Filters are only effective if they are maintained according to the manufacturer’s instructions. Not replacing a filter by the manufacturer’s recommend schedule can increase your risk of exposure to PFAS. For more information on the science behind different types of PFAS filters, visit the EPA’s website at <https://www.epa.gov/pfas>.



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>



2023 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 2023)	Violation	Typical Source of Contaminant
HAA5 (ppb)	MDBP - 2	60	60	2	2		No	By-product of drinking water chlorination
TTHM (ppb)	MDBP - 2	80	0	20.9	20.9		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
ARSENIC (ppb)	10	n/a	7	0-7		No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	0.190	0.010-0.190		No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.4	0.3-0.4		No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)	100		5.9000	0.0000-5.9000		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	0.23	0.00 - 0.23		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	130.00	14.00-130.00		No	n/a

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.1500	0 of 20 results were above the action level		No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	2.60	1 of 20 results were above the action level		No	Corrosion of household plumbing systems; Erosion of natural deposits

PFAS Contaminants with a Recommended Health Advisory Level

Perfluoroalkyl and polyfluoroalkyl substances (PFAS) are a large group of human-made chemicals that have been used in industry and consumer products worldwide since the 1950s. The following table lists PFAS contaminants which were detected in your water and that have a Recommended Public Health Groundwater Standard (RPHGS) or Health Advisory Level (HAL). There are no violations for detections of contaminants that exceed the RPHGS or HAL. The RPHGS are levels at which concentrations of the contaminant present a health risk and are based on guidance provided by the Wisconsin Department of Health Services.

Contaminant (units)	RPHGS or HAL (ppt)	Level Found	Range	Sample Date (if prior to 2023)
PFBS (ppt)	450000	23.00	0.00-24.00	
PFHXS (ppt)	40	50.67	0.00-53.00	
PFHXA (ppt)	150000	30.00	0.00-33.00	
PFOS (ppt)	20	5.27	0.00-6.40	
PFOA (ppt)	20	6.27	0.00-6.80	
PFOA and PFOS Total	20	11.53	0.00-12.50	

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)	15	0	17.4	2.8-20.2		Yes, Ongoing	Erosion of natural deposits
RADIUM (226 + 228) (pCi/l)	5	0	5.5	-0.1-5.5		Yes, Ongoing	Erosion of natural deposits
GROSS ALPHA, INCL. R & U (n/a)	n/a	n/a	19.5	3.2-22.2		No	Erosion of natural deposits
COMBINED URANIUM (ug/l)	30	0	3.1	0.2 -3.3		No	Erosion of natural deposits

Unregulated Contaminants

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. The EPA required us to participate in this monitoring.

Contaminant (units)	Level Found	Range	Sample Date (if prior to 2023)
ISOPROPYLBENZENE (ppb)	0.25	0.25	

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

Contaminant	Health Effects
GROSS ALPHA, EXCL. R&U	Certain minerals are radioactive and may emit a form of radiation known as alpha radiation. Some people who drink water containing alpha emitters in excess of the MCL over many years may have an increased risk of getting cancer.
PFHXS	Scientists are still learning about the health effects that various PFAS can have on the body. To date, studies among people have shown that high levels of certain PFAS can increase cholesterol levels, decrease antibody levels in response to vaccines, and decrease fertility in women. People can reduce their risk of health effects by reducing their exposure to PFAS.
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. USEPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. 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. 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.

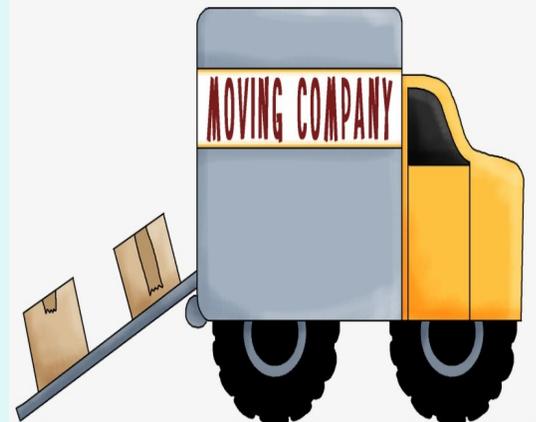
Corrective Actions Taken

The City of Pewaukee is reviewing the options available to allow the well with the radium violation to be abandoned. We are waiting on a DNR review of the purchase of an alternative well, or the construction of a \$6 million water main loop.

Please contact Jane Mueller, Utility Manager, at (262) 691-0804 with questions related to this report.

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. Just simply complete and submit the form online, or print it and mail it to our office at Pewaukee City Hall, W240N3065 Pewaukee Road, Pewaukee, WI 53072, or email completed form to: publicworks@pewaukee.wi.us.



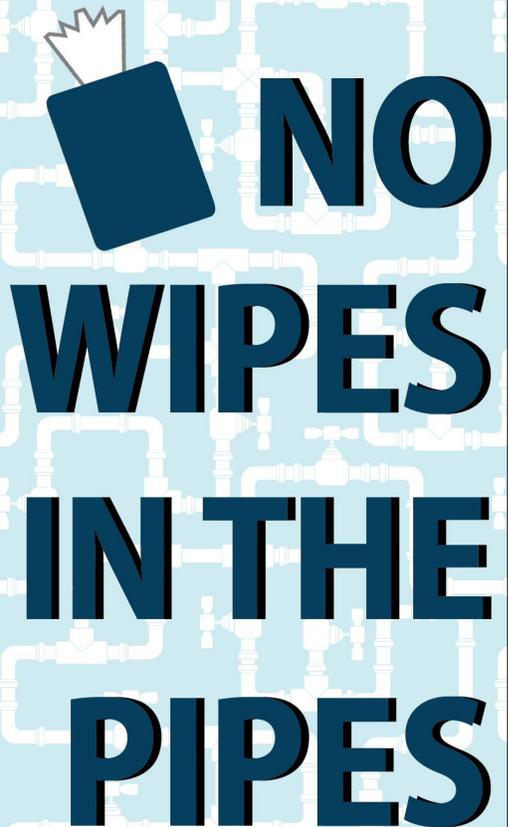
**Please put these items in the trash,
*NOT the toilet!***

- Disinfecting surface wipes
- Kleenex tissues
- Baby wipes
- First aid wipes or bandages
- Disposable diapers or liners
- Fats, oil, or grease
- 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
- Hair of any kind

This is your sanitary sewer pump:



This is your sanitary sewer pump on “flushable” wipes:

**NO
WIPES
IN THE
PIPES**