



UTILITY MESSENGER

City of Pewaukee Water & Sewer Utility

Summer 2025

City of Pewaukee Releases 2024 Annual Water Quality Report

The City of Pewaukee Water & Sewer Utility is pleased to announce the release of the 2024 Annual Water Quality Report, also known as the Consumer Confidence Report (CCR). This report is published each year in compliance with requirements from the U.S. Environmental Protection Agency (EPA) and the Wisconsin Department of Natural Resources (DNR) to help inform residents about the quality and safety of their drinking water.

The CCR is designed to provide residents with a clear and comprehensive overview of the water they use every day. The 2024 report includes detailed information on:

- Where Your Water Comes From – Learn about the sources of the City of Pewaukee’s drinking water, including the groundwater wells and aquifers that supply our system.
- How Your Water Is Treated – Understand the steps taken to treat and deliver clean, safe water to your home or business.
- What’s in Your Water – Review testing results for any regulated substances that may have been detected, including how those results compare to health-based standards.
- Regulatory Compliance – See how the City’s water system performed in meeting strict federal and state water quality standards throughout the year.
- Protecting Our Water Resources – Find tips on how you can help protect our shared water supply from contamination and overuse.

The report reflects the City’s continued commitment to transparency, public health, and responsible environmental stewardship. By reviewing the CCR, residents are empowered to make informed decisions about their health, household water use, and ways to support long-term water sustainability in the community.

PLEASE NOTE: The Utility Messenger newsletter will no longer contain the annual Water Quality Report (CCR). To view the 2024 Consumer Confidence Report, please visit the City’s website at: www.cityofpewaukee.us/2024ccr.

For residents without internet access, or for those who prefer a printed copy, the report can be requested by calling the Utility Office at (262) 691-0804. A downloadable and printable version is also available on the City’s website. We encourage all residents to review the report and stay informed about the quality of their drinking water. Thank you for your continued support in helping to keep the City of Pewaukee’s water safe, reliable, and sustainable.

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-Hour Drop Box in City Hall Foyer

Jane Mueller, Utility Manager
Robert Kincaid, Utility Asst. Manager

IN THIS ISSUE

- 2024 Annual Water Quality Report (Consumer Confidence Report)
- When NOT to use the Utility Emergency Answering Service
- City Watering Policy
- Keep Grass Off the Streets
- Do you Have a Water Leak?
- Paperless E-Billing & Auto Pay
- Moving In or Out of the City
- Utility Customer Bill of Rights
- No Flushing Wipes—Again?

When **NOT** to Use the Water & Sewer Emergency Answering Service

Recently, the Water & Sewer Utility has seen an increase in non-emergency calls to the Utility’s Emergency Answering Service. We understand it can be difficult to know what qualifies as a true utility emergency. However, when non-emergency calls come in after hours, our on-call Utility Operators are still required to respond. This can lead to unnecessary overtime costs and avoidable trips for issues that could be handled during regular business hours.

That being said, true emergencies—**such as water main breaks or major sewer problems**—do require immediate attention no matter the time of day. If you experience a serious issue like this outside of our regular business hours, please don’t hesitate to call our Emergency Answering Service at **(866) 248-7555**.

For all non-urgent matters, we kindly ask that you contact us during regular business hours. We’ll be happy to assist you then!





CITY ODD-EVEN SPRINKLER ORDINANCE

City of Pewaukee Watering Policy

To conserve water and maintain system efficiency, the City of Pewaukee has permanent lawn watering restrictions effective annually from **May 15 thru September 15**. During this period, outdoor irrigation—including lawn and garden watering—is permitted **only** every other day, based on your street address. (Ex: W987N654**3** waters on odd days)

- ⇒ **Odd**-numbered addresses may water on **odd**-numbered calendar days
- ⇒ **Even**-numbered addresses may water on **even**-numbered calendar days

These restrictions are in accordance with City Ordinance 16.0202. For more details, please refer to the City website. Exceptions for establishing new lawns may be granted with prior approval by contacting the Utility office at (262) 691-0804.

Caring for Your Sprinkler System and Tips for a Healthy Lawn

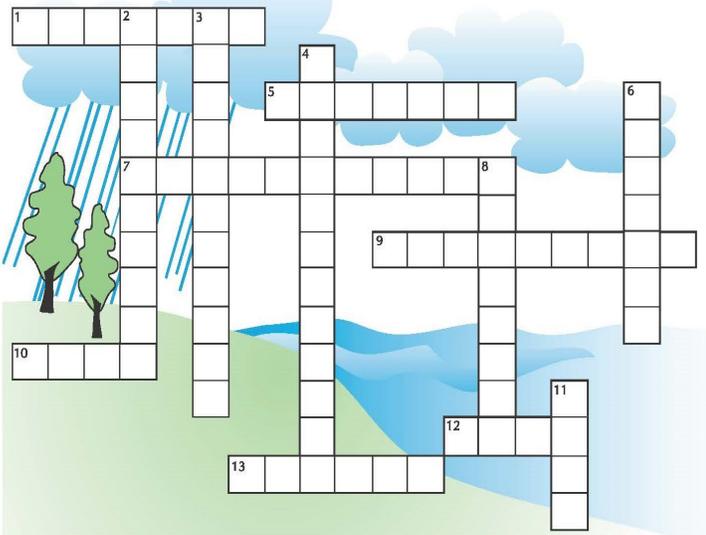
Before you ramp up your lawn and garden watering efforts, spruce up your irrigation system by performing these four simple steps:

- **Inspect Sprinkler Heads**—Just one broken sprinkler head can waste 25,000 gallons of water in six months.
- **Connect Hoses and Pipes**—A leak as small as the tip of a pen can waste 6,300 gallons of water per month. Make sure your backflow preventer is installed properly.
- **Direct Spray**—Make sure you are spraying landscape and not sidewalks or driveways.
- **Select a System**—one that has an irrigation controller; they have intuitive programming controls to schedule irrigation based on the days of the week your home is allowed to water.

Lawns typically need about one inch of water per week to stay healthy. Since it takes roughly 30 minutes to apply a half inch of water, watering once or twice a week for 25–30 minutes each time—depending on rainfall—is ideal.

Avoid frequent, shallow watering—it wastes water and doesn't promote strong root growth. Keep your sprinkler system in good working order, and it'll be easy to maintain a consistent watering routine that leads to a lush, green lawn.

Water Cycle Crossword



Across

1. Layers of soil, sand, and rocks that store groundwater.
5. To contaminate, to become unclean.
7. Water that is found underground in the cracks and spaces in the soil, sand, and rocks.
9. Groundwater leaves the ground and enters a lake or stream in a _____ area.
10. An example of precipitation.
12. A pipe in the ground that is used to remove water from an aquifer.
13. Water on the earth's surface which moves into a lake or stream without absorbing into the soil.

Answers on back page.

Down

2. The largest use for groundwater is _____.
3. The stage of the water cycle when water changes from a liquid to a vapor.
4. Clouds are an example of this.
6. A long period of dry weather could cause a _____.
8. In the water cycle, when water soaks into the soil.
11. The movement of water underground is called groundwater _____.

KEEP GRASS OFF THE STREETS

The familiar sound of a lawn mower on a hot summer day may seem harmless—but grass clippings left in the street can be dangerous for motorcycles, bicycles and even cars. Grass is about 85% water, whether the clippings are wet or dry, they can make the road surfaces slippery and hazardous for anyone traveling on them. That's why it's important to blow the grass clippings back into your yard.

Clippings also cause problems beyond safety. They can clog storm drains and harm our local waterways by adding excess nutrients, which leads to poor water quality and excess nutrients. So, what can you do instead? Leave clippings on your lawn as natural fertilizer, compost them, use them as mulch, or drop them off at the DPW Recycling Center (use paper yard waste bags—no plastic).

Need curbside pickup? Stop by City Hall to purchase yard waste stickers (\$1.25 each), place them on your bags, and then call Johns Disposal at (262) 473-4700 to schedule your pickup.

Blowing grass clippings in the street isn't just dangerous—it's illegal in the City of Pewaukee. Let's all do our part to keep our city safe!

Do You Have a Water Leak?

Was your utility bill higher than normal? It could be that you have a water leak. An average household water leak can account for nearly 10,000 gallons of water wasted every year — and 10% of homes have leaks that can waste 90 gallons or more of water PER DAY!

The most common type of leaks found are worn toilet flappers, dripping faucets, and leaking valves. These types of leaks are often easy to fix, requiring only a few tools and hardware and can quickly pay for themselves in water savings. Fixing easily corrected household water leaks can save homeowners approximately 10% of their quarterly water bills. Here are some tips for finding leaks:

- Check Your Water Meter before and after a two-hour period when no water is being used. If the meter changes, you may have a leak.
- Identify toilet leaks by placing a few drops of food coloring in the toilet tank overnight and do not flush. In the morning, if any color shows up in the bowl you have a leak. Be sure to flush after the experiment to avoid staining the tank.
- Examine faucet gaskets and pipe fitting for any water on the outside of the pipe to check for surface leaks.
- Check your yard for wet areas or places where the grass may be growing longer and greener, especially during the summer months.

There is no small leak! 15 drips per minute = 3 gallons per day = 65 gallons per month = 788 gallons per year!

THE FACTS ON LEAKS

10
percent of homes have leaks that waste 90 gallons or more per day

3,000 gallons
per year
A leaky faucet dripping at the rate of one drip per second can waste more than

Did you know?
Minor water leaks account for nearly

1
trillion gallons
of wasted water each year and is equal to annual household water use in nearly

11
million homes

Repair
leaks by checking faucet washers and gaskets for wear and replacing them if necessary

Replace old toilets with WaterSense models & save

Homeowners can save

13,000
gallons of water savings for the average family

10 percent on their water bills

Look for
WaterSense
Meets EPA Criteria

EPA epa.gov/watersense

**GO
PAPERLESS**
ON YOUR WATER
&
SEWER BILL

Sign Up for E-Billing: Convenient, Paperless Utility Statements

The City of Pewaukee offers the option to receive your quarterly Water & Sewer Utility statements by email through our **E-billing** program. Going paperless is a simple way to reduce clutter, help the environment, and ensure timely delivery of your bill.

By signing up for E-billing, you'll receive your statement electronically instead of through the mail. Utility bills are issued quarterly. Once processed, your utility bills will be sent directly to your email each quarter.

To Enroll: Complete the **Request for Electronic Billing** form, available on the City's website under the "**How Do I?**" section and return it by email to publicworks@pewaukee.wi.us, or drop it off at Pewaukee City Hall, W240N3065 Pewaukee Road, Pewaukee, WI 53072.

For questions or help with the form, please contact the Utility Office at **(262) 691-0804**.

Save Time with ACH Billing – Sign Up for Easy Auto-Pay!

Want an easier way to pay your utility bill? With ACH (Automated Clearing House) billing your payment is taken automatically from your bank account on the due date. It's a secure, worry-free way to make sure your bill is paid on time—even when you're on vacation. No more crossing your fingers and hoping the mail gets it there in time. No checks, no stamps, no late fees!

Why Choose ACH? It's Convenient: Payments are made automatically—no action required; **It's Reliable:** Avoid missed or late payments; **And It's FREE!** There is no cost to enroll and no service fees.

The ACH Form is available on the City website under the "**How Do I?**" section. You can also contact the Utility office at (262) 691-0804, or email: publicworks@pewaukee.wi.us, and request a form. It's that easy!

Moving In or Out of the City? Let Us Know!

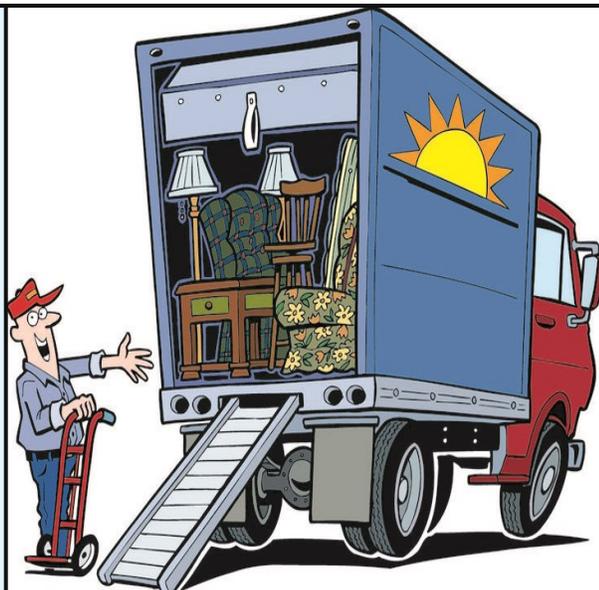
If you're buying or selling a home in the City of Pewaukee, please remember: it is your responsibility—not that of the title company or realtor—to notify the Utility Office of any changes to your utility account.

To make this step quick and simple, the City offers a convenient Move-In/Move-Out Form available on our website under the "How Do I..." section.

You can submit the form in any of the following ways:

- Complete and submit it online
- Print and mail the form below to: *City of Pewaukee Utility Billing, W240N3065 Pewaukee Road, Pewaukee, WI 53072*
- Email the completed form to: publicworks@pewaukee.wi.us

Keeping your utility information current ensures accurate billing and a smooth transition of service. Thank you for helping us serve you better!



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/Buyer (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/Seller (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:** _____

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

City of Pewaukee Water & Sewer • Office: (262) 691-0804 • Fax: (262) 691-5729 • email: publicworks@pewaukee.wi.us

Are We Talking About Flushing Wipes Again???

Yes, again! And for good reason.

Despite repeated reminders, flushing baby wipes or personal hygiene products—even those labeled “flushable”—continues to pose major problems for the Utility. The term “flushable” only means the item can pass through your toilet; it does not mean it will break down in the sewer or septic system.

Imagine tossing a baby wipe into a garbage disposal—it would become a tangled, stringy mess. That is exactly what happens in our sanitary sewer system. These clogs can damage equipment, cause back-ups, and lead to expensive repairs for both you and the Utility.

The solution is simple—toss wipes of any kind in the trash, not the toilet. Please help us keep things flowing smoothly!



- 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

Answers to Water Cycle Crossword Puzzle Across: 1. Aquifer, 5. Pollute, 7. Groundwater, 9. Discharge, 10. Rain, 12. Well, 13. Runoff Down: 2. Irrigation, 3. Evaporation, 4. Condensation, 6. Drought, 8. Recharge, 11. Flow