

April 2015



## Annual Consumer Confidence Report

### Introduction

We're pleased to provide you this year's Annual Consumer Confidence Report (a.k.a. Quality Drinking Water Report) for the calendar year 2014. It is of the utmost importance to us that you stay informed about the water and services we have delivered to you over the past year. **Once again, your drinking water meets or exceeds all Federal and State requirements.**

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### Where Does Your Water Come From?

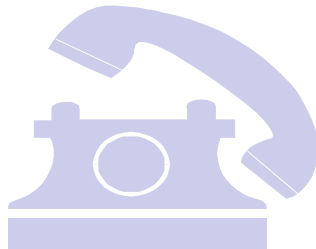
Your drinking water is produced from two gravel pack wells. Well #1 is 90-feet deep and has a pumping capacity of 650 gallons per minute and Well #2 is 80-feet deep and has a pumping capacity of 450 gallons per minute. The wells pumped approximately 350,063 gallons per day last year. The 300,000 gallon elevated water tank (pictured to the right) maintains the water pressure at approximately 55 to 60 pounds of pressure. To obtain a summary of the source water assessment, please contact Mark Thompson at 715-571-2697.



#### Do you want to save some water?

- **Toilets are the biggest water culprits, check for leaks regularly and install low flow toilets**
- **Switch to water saving shower heads**
- **Water lawns between 4:00 a.m. and 9:30 a.m.**
- **Do not run water while brushing teeth**

If you would like to know more about the information contained in this report, please contact Mark Thompson at 715-571-2698.



#### Important Phone Numbers

Water Utility Office (Daytime) **715-693-5732**  
Emergency (After Hours) **715-571-2697**  
Business hours:  
Mon – Fri, 8:00 a.m. – 4:30 p.m.

# ACH Automatic Debit Payments

The Kronenwetter Water Utility offers automatic debit payments for your quarterly water bills. You can print off a form from our website at [www.kronenwetter.org](http://www.kronenwetter.org) under the Water Utility tab or contact our office at 715-693-5732 to request that a form be mailed to you. Credit card payments are still accepted through [officialpayments.com](http://officialpayments.com). Be sure to enter jurisdiction code 6715 when making payments online. For more information on payment options, contact our office.

## Your Utility Bill and Water Rates

Your utility bill is sent out on a quarterly basis at the end of the billing cycle to the property owner or tenant for the service address, and will be due approximately 20 days after the bill is sent. Please keep in mind when mailing checks, that the day your payment reaches the Water Utility office is the day that it is processed and not the date on the check or the postmark on the envelope. Mail is not delivered to the Municipal Center on Saturdays.

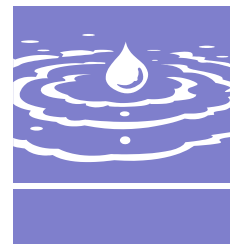
Delinquent water and sewer bills accrue interest (late charges) every month (water and fire protection 1%, sewer 3%) until paid in full. Penalties are added on all amounts due on the first business day after the 20th of every month. Delinquent water and sewer penalties may not be waived.

If you are unable to pay your quarterly water bill by the due date please contact the Utility office to set up a deferred payment agreement. Customers may be able to avoid disconnection of service by entering into a deferred payment plan. Service will not be disconnected if the customer pays 20% of the outstanding bill and agrees to pay the remaining outstanding balance in payments.

For your convenience, the Water Utility has a locked collection box by the front door of the Municipal Center (the entrance is located on the west side of the building facing the road) for before and after hours payments.

Your utility bill consists of three components; a base charge, a water volume charge and a sewer volume charge. See the table below for pricing. Most residential homes have a 5/8" meter installed.

<b>BASE CHARGE</b>	<b>- WATER</b>	<b>+ FIRE PROTECTION</b>	<b>+ SEWER</b>	<b>= TOTAL</b>
5/8" meter	16.20	13.20	21.85	<b>\$51.25</b>
3/4" meter	16.20	13.20	21.85	<b>\$51.25</b>
1" meter	30.00	33.00	109.25	<b>\$172.25</b>
1 1/2" meter	36.00	66.00	218.50	<b>\$320.50</b>
2" meter	51.00	105.00	327.75	<b>\$483.75</b>
2" compound meter	51.00	105.00	655.50	<b>\$811.50</b>



**VOLUME CHARGE – WATER**

First 15,000 gallons \$3.59 per 1,000 gallons  
 Over 15,000 gallons \$3.43 per 1,000 gallons

**VOLUME CHARGE – SEWER**

\$3.39 per 1,000 gallons of metered water

# Water Quality Test Results

The Kronenwetter Water Utility routinely monitors for substances in your drinking water according to Federal and State laws. This table shows the results of our monitoring for the period of January 1st to December 31st, 2014. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some substances. It's important to remember that the presence of these substances does not necessarily pose a health risk.

In the Fall of 2013 the Village undertook a groundwater analysis at Well No. 2, to evaluate the source of the colored water issues, typically associated with the natural minerals of iron and manganese. Water sampling and testing during a continuous 48 hour pumping test indicated the elevated mineral content is a result of the baseline groundwater quality.

In this table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we've provided the following definitions:

**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

**Ppg**-Parts per quadrillion, or pictograms per liter

**AL** – Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**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 Unit

**pCi/l**—picocuries per liter (a measure of radioactivity)

**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 2014)	VIOLATION YES / NO	LIKELY SOURCE OF CONTAMINANT
TTHM (ppb)	B-2	80	0	23.4	23.4		No	By-product of drinking water chlorination

**INORGANIC CONTAMINANTS**

CONTAMINANT (units)	MCL	MCLG	LEVEL FOUND	RANGE	Sample Date (if prior to 2014)	VIOLATION YES / NO	TYPICAL SOURCE OF CONTAMINANT
ARSENIC (ppb)	10	n/a	1	1-1		NO	Erosion on natural deposits; Run-off from orchards; Runoff from glass and electronics production
BARIUM (ppm)	2	2	.027	.024-.027		NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	1.1	0.9-1.1		NO	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from
NITRATE (NO <sub>3</sub> -N) (ppm)	10	10	2.40	0.91-2.40		NO	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	9.10	8.30-9.10		NO	n/a
NICKEL (ppb)	100		0.8400	.7300-0.8400		NO	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products

CONTAMINANT (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2014)	Violation Yes / No	Typical Source of Contaminant
Copper (ppm)	AL=1.3	1.3	0.2600	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	1.10	0 of 20 results were above the action level		No	Corrosion of household plumbing systems; Erosion of natural deposits

**RADIOACTIVE CONTAMINANTS**

CONTAMINANT (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2014)	Violation Yes / No	Typical Source of Contaminant
Radium (226 + 228) (pCi/l)		5	0	1.4	1.3—1.4		No	Erosion of natural deposits

## 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. Kronenwetter Water and 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 or at [WWW.epa.gov/safewater/lead](http://WWW.epa.gov/safewater/lead).

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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's safe drinking water hotline 800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised 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 from the Environmental Protection Agency's safe drinking water hotline (800-426-4791)

Our water system did not monitor our water for cryptosporidium or radon during 2014. We are not required by State or Federal drinking water regulations to do so.

## EDUCATIONAL INFORMATION

**Mr. Mark Thompson presents his reports on your water system operations on the 1st Tuesday of the month at 5:15 p.m. at the Properties and Infrastructure Committee meeting at the Village of Kronenwetter Municipal Center.**

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 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 by-products 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, 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.

# UNI-DIRECTIONAL FLUSHING PROGRAM

In May of 2015, the Village of Kronenwetter will be completing a hydrant flushing program called uni-directional flushing. This type of flushing is anticipated to be done every year. The flushing in 2015 will take place from May 4<sup>th</sup> through May 29<sup>th</sup>, Monday through Friday from 8:00 a.m. to 3:30 p.m. During the flushing, the WHOLE water utilities area may experience an issue with colored water or sediment in the water. The following questions may help to answer a few of your questions. If you have any further questions, please call Joanne in the Water Utility Department at 715-693-5732.

## UNI-DIRECTIONAL FLUSHING PROGRAM

**What is it?** Uni-directional flushing is a routine process of cleaning the piping of the water distribution system. Most water providers conduct a systematic and controlled flushing program to remove sediments and stale water and to help maintain chlorine residuals throughout the system. Flushing improves the overall quality of the water in the distribution system and assists in the overall system maintenance.

**Why is the Village doing it? Aren't the water pipes clean?** The water mains are designed to handle fire flow, which may be several times larger than domestic or commercial water flow. The velocity of flow (or rate that water flows through pipes) in most mains is normally fairly low. Due to this, mineral solids may settle on the bottom of the pipes. The problem may be more significant where there are dead-end pipes or areas of low water use. Over time, these deposits reduce the "carrying capacity" of the pipe. They can also be a source of color, odor and taste problems in the water if the deposits are stirred up by increases in the flow. Flushing the pipes at high velocities will normally remove most of the settled substances and discolored water.

**Doesn't this flushing program waste water?** While it may appear to be wasteful, flushing is the most effective way to keep our drinking water safe, clean and pleasant tasting. Crews conducting the flushing keep careful records of the amount of water that is flushed through the lines. Therefore, this water is accounted for and tracked along with other uses of water. This is a preventative maintenance program, so a little planned flushing now can save a lot of unplanned flushing later.

**How exactly is the process carried out?** Crews will arrive on the scene and locate the specific hydrant, making sure that appropriate valves are either open or closed according to the need. They will also attach a diffuser to the outlet of the hydrant. The diffuser will spread the water over a larger area, so that sidewalks, roads and unpaved surfaces are not damaged. Crews will then fully open the hydrant and keep the water flowing at this high velocity until the water is clear.

**Why can't you tell me exactly what days my streets will be flushed?** Yes, but knowing that information will not guarantee that you will not have brown water at your home. Remember the water system is a looped system and there is a possibility of any home getting brown water while the flushing is occurring. Additionally, while the Village tries to maintain a schedule of flushing, there could be changes in the schedule due to emergencies or inoperable valves, which would make the schedule list obsolete.

**What else do Village water customers need to know to prepare for the flushing process?** During the actual flushing process, water customers may experience some disturbance in their usual water service such as a short-term decrease in water pressure or the appearance of "brown water". Although the water should not pose a health risk, it is best to avoid drinking the water until it runs clear from the tap.

Avoid washing clothes during the flushing times. Plan ahead and do your laundry over the weekend to avoid the possibility of having stained clothes. If you inadvertently have washed your clothes in "brown or discolored water", **DO NOT USE BLEACH**. The Water Department recommends using "Iron Out" laundry detergent.

Do not prepare baby food or formula if the water is discolored. Use bottled water or pre-prepare food and formula. You can also boil the water for 5 minutes to ensure safety.

It is okay to use the water for showering, bathing and toilet flushing.

It's often a good idea to use water stored in the refrigerator to drink, even when the flushing program is over. This is a good habit to get into to save water running from the tap until it gets cold.

## Private Well Regulations

Property owners within the Water Utility service area with a private well (it does not matter if it is a point or drilled well) are **required** to obtain a private well operating permit from the Kronenwetter Water Utility.

If you wish to install a point or drilled well you will need to:

1. Contact **Sandy Herschberger** at the Madison DNR office and request a **Well Construction Report Form**. Her phone number is (608)267-7605.
2. A DNR Notification Number is also required prior to construction. You may obtain a DNR Notification Number online at: [dnr.wi.gov](http://dnr.wi.gov). Under "Online Services" click on Well Construction Notification and answer the questions. (Be sure to print a copy for your records) or a second option is that you may also visit one of the 1500 locations throughout Wisconsin where hunting & fishing licenses are sold. You will receive a receipt for your records which displays a DNR Notification Number.
3. After the well is constructed you need to contact a **licensed** well driller or pump installer to complete a well pressure system inspection.
4. After the construction/inspection you need to contact the Utility office to set up a water test and cross connection inspection to receive your **Private Well Operating Permit**.

State and municipal codes **require** that wells be abandoned if they do not have 1) a valid permit, 2) meet code requirements, or 3) are not in use.

The Kronenwetter Water Utility **will issue fines**, quarterly, if a permit is not obtained or renewed. The fines will appear on the quarterly water bill.

All well abandonments must be done by a licensed pump installer or well driller. If you abandon your well, please forward a copy of the abandonment form to the Water Utility office as we need to have this form on file.

For additional well code information you may contact Drinking Water and Groundwater staff at the DNR Regional Offices throughout the State or your local licensed well driller or pump installer or visit <http://dnr.wi.gov/org/water/dwg/pubs/DrivenPointWells.pdf>

## Security of the Water Utility Facilities

The Water Utility is on call 24 hours a day, and the operators visit most facilities daily to make sure the equipment is operating efficiently. If you see any suspicious activity, please report it to the Kronenwetter Police Department immediately. The non-emergency number is 715-693-4215. There is a reward for prosecution of violators. Thank you for your help in protecting our valuable resources.

## PSC Consumer Complaint Line

The Wisconsin Public Service Commission (PSC) operates a consumer complaint line for gas, electric, telephone and water utilities. If you have a billing complaint that you are unable to resolve with any utility, you may contact the PSC at 1-800-225-7729.

# Village of Kronenwetter Water Utility

PRSRT STD  
U.S. POSTAGE  
**PAID**  
UMS

*Kronenwetter Water Utility  
1582 Kronenwetter Drive  
Kronenwetter, WI 54455*

*Phone: 715-693-5732  
Fax: 715-693-4202*

CURRENT RESIDENT OR

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WE'RE ON THE WEB!

[www.kronenwetter.org](http://www.kronenwetter.org)

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All of the Kronenwetter Water Utility's wastewater is pumped to the Rib Mountain Metro Sewerage District (RMMSD) wastewater treatment plant. We must not only abide by the Water Utility's sewer ordinances, but also the RMMSD sewer ordinances. Dumping of automobile oil, gasoline, or other contaminants into the sanitary sewer system, is prohibited.

The municipal sewer system is equipped to handle normal sanitary waste. Sewer backups occasionally occur on a sudden and random basis. Cooking oil and grease should not be dumped down the drain as it can solidify in the cooler, deep sewers. Please do not use your toilet as an ashtray, wastebasket, or garbage disposal. **Please do not flush items such as cloth rags, disposable wipes and cleaning cloths (to include the Swiffer type disposable cloths), plastic/latex products (including plastic tampon applicators and condoms) down the toilet.** These things should go into the wastebasket.

These items can clog pumps and valves in the lift stations creating backups and flooding into your basement. The Water Utility will not provide any compensation to property owners or renters for damage done by sudden and accidental sewer backups. We recommend that you add to your homeowner's insurance policy coverage for this hazard. Some companies offer coverage without additional cost, while others charge a modest fee. We also urge you to install a check valve in your basement floor drain. While this check valve requires periodic cleaning to insure proper working conditions, it can reduce the devastating effects of a sewer backup.

**Sewer Maintenance**