

VILLAGE OF KRONENWETTER WATER UTILITY

ANNUAL CONSUMER CONFIDENCE REPORT

YOUR UTILITY BILL AND WATER RATES FOR 2017

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 until paid in full (water and fire protection 1% and sewer 3%). 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 Water Utility office to set up a deferred payment agreement (DPA). Customers may be able to avoid disconnection of service by entering into a DPA. Service will not be disconnected if the customer pays 25% of the outstanding bill and agrees to pay the remaining outstanding balance in monthly payments.

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

BASE CHARGE + WATER + FIRE PROTECTION + SEWER = TOTAL

5/8" meter	16.20	13.20	21.85	\$51.25
3/4" meter	16.20	13.20	21.85	\$51.25
1" meter	30.00	33.00	109.25	\$172.25
1 1/2" meter	36.00	66.00	218.50	\$320.50
2" meter	51.00	105.00	327.75	\$483.75
2" compound	51.00	105.00	655.50	\$811.50

meter

VOLUME CHARGE – WATER First 15,000 gallons \$3.59 per 1,000 of metered water

Over 15,000 gallons \$3.43 per 1,000 gallons of metered water

VOLUME CHARGE – SEWER \$3.39 per 1,000 gallons of gallons of metered water

Important Phone Numbers

Water Utility Office (Daytime) 715-693-5732

Emergency (After Hours) 715-571-2697

Business Hours: Mon-Fri 8:00 a.m. to 4:30 p.m.

Mr. Mark Thompson presents his reports on your water system operations on the 1st Tuesday of the month at 5:30 p.m. at the Properties and Infrastructure Committee meeting at the Village of Kronenwetter Municipal Center . If you would like to know more information contained in this report, please contact Chris Johnson, Public Works Director at 715-693-5732 or Mark Thompson at 715-843-7292.



FAST AND EASY WAY TO MAKE PAYMENTS

4 EASY WAYS TO PAY YOUR WATER UTILTIY BILL

1) Drop Box: We have a locked drop box located outside our building for after-hours payments. Just place payment (check/money order and stub) in an envelope and deposit in the locked drop box and we will get it the following business day.

2) Automatic: We offer automatic bill payments from your checking or savings account. ACH forms can be found on our website at <http://www.kronenwetter.org/departments/water-sewer/> or call 715-693-5732 to have one mailed to you.

3) Electronic: To make a payment visit www.GovPayNow.com or stop by the Municipal Center. A payment on this website or swipe at the Municipal Center is the fastest way to make a payment. The payments are received in “real time”. Please be aware that Gov.Pay.Net does charge a service fee.

4) Mail: Mail payments to Kronenwetter Water Utility (KWU), 1582 Kronenwetter Drive, Kronenwetter, WI 54455. Please note 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 post mark on the envelope.



WATER METER REPLACEMENTS

During the year of 2018, Kronenwetter Water Utility will be changing out 300 old water meters and putting new low lead flow tube water meters in customer’s homes. The new meters have no moving parts, therefore, they are quieter with no clicking noise. The new meters can also be read from the road or your driveway so we no longer need to walk up to the property. We will also be replacing your old radio read box with a new one. The new radio read box will be placed over your black touchpad.

We will be working on the meter replacements by areas. You will be contacted by mail to schedule an appointment to have your meter changed out. Thank you in advance for your cooperation.

WHERE DOES YOUR WATER COME FROM?

Your drinking water is produced from two gravel packed wells. Well #1 is 90-feet deep and has a pumping capacity of 650 gallons per minute. Well #2 is 80-feet deep and has a pumping capacity of 650 gallons per minute. The 300,000 gallon water tank in the Village maintains the water pressure at approximately 55 to 60 pounds of pressure. To obtain a summary of the source water assessment or would like to know more about the information contained in this report, please contact the Village of Kronenwetter Water Utility Office at 715-693-5732.

EMPLOYEE IDENTIFICATION

The employees and authorized representatives of the Kronenwetter Water Utility (including Marathon Technical Services) have Village of Kronenwetter ID cards with their photograph on it. Do not let anyone enter your home, claiming to be there to work on the water or sewer unless a photo ID is shown to you. All activities the Utility needs to do inside your home are done on a previously made appointment basis except in an emergency that you have likely called in. In most cases, the work is initiated by the homeowner so you should be expecting someone from the Water Utility.

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, 2017.

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:

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

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

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 along with the sample date.

Our water system did not monitor our water for cryptosporidium or radon during 2017. We are not required by State or Federal drinking water regulations to do so.

DISINFECTION BYPRODUCTS

CONTAMINANT (units)	SITE	MCL	MCLG	LEVEL FOUND	RANGE	SAMPLE DATE (if Prior to 2017)	VIOLATION YES/NO	TYPICAL SOURCE OF CONTAMINANT
HAA5 (ppb)	B-1	60	60	5	5		NO	By-product of drinking water chlorination
TTHM (ppb)	B-2	80	0	39.5	39.5		NO	By-product of drinking water chlorination

INORGANIC CONTAMINANTS

CONTAMINANT (units)	Site	MCL	MCLG	LEVEL FOUND	RANGE	Sample Date (if prior to 2017)	VIOLATION YES/NO	TYPICAL SOURCE OF CONTAMINANT
ARSENIC (ppb)		10	n/a	1	1-1		NO	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
BARIUM (ppm)		2	2	0.029	0.027-0.029		NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
CHROMIUM (ppb)		100	100	0	0-0		NO	Discharge from steel and pulp mills; Erosion of natural deposits
FLUORIDE (ppm)		4	4	1.2	1.1-1.2		NO	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)		100		1.6000	0.0000-1.6000		NO	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
NITRATE (NO ₃ -N) (ppm)		10	10	2.50	1.10-2.50		NO	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)		n/a	n/a	11.00	11.00		NO	n/a

INORGANIC CONTAMINANTS-CONTINUED

CONTAMINANT (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2017)	Violation Yes/No	Typical Source of Contaminant
Copper (ppm)	AL= 1.3	1.3	0.4000	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

RADIOACTIVE CONTAMINANTS

CONTAMINANT (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2017)	Violation Yes/No	Typical Source of Contaminant
Radium, (226 +228) (pCi/l)		5	0	1.4	1.3-1.4	9/8/2014	NO	Erosion of natural deposits

HEALTH EFFECTS FOR ANY CONTAMINANTS WITH MCL VIOLATIONS/ACTION LEVEL EXCEEDANCES

CONTAMINANT HEALTH EFFECTS OF LEAD:

Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

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 & 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.

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 at 1-800-426-4791.

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 from the Environmental Protection Agency’s safe drinking water hotline 1-800-426-4791.

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 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, EAP 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.

HOW TO FIND A WATER LEAK IN YOUR HOUSE

Check the toilet for leaks by removing the top off the tank and look very closely. If you see any water movement at all, try to locate where it is coming from. If you locate the area where the leak is coming from, assess it and determine if you can fix it. If you can't, then call a plumber.

If nothing is noticeable, add red food coloring by putting a couple of drops in the tank (not the bowl).

Wait overnight and if you have coloring in the bowl, you have a leak in the flapper at the bottom of the tank that is allowing water to seep through. At this point you can assess if you want to do the repair yourself, or call a plumber. If you have more toilets, go ahead and repeat the process with each toilet to make sure you don't have more than one problem.

If you know that you are not using any water in the house and no water is running outside, go and see if the digital display on your water meter is moving. If it is moving, then the leak is somewhere in the house.

Check the garden hoses, taps, and drip irrigation systems outside. Finally check the shower head for leaks. It should be a fairly straightforward home repair if this is a source of leaking water.



YOUR RIGHTS AS A RESIDENTIAL WATER CUSTOMER

Know your payment and disconnection rights

How can the PSC help?

Prior to contacting the PSC, contact your utility company to try to resolve the problem. If you cannot resolve the problem with your utility company, you may contact the PSC Consumer Affairs Division at 608-266-2001, 1-800-225-7729, or on the web at:

<http://psc.wi.gov/consumerInfo/complaints/index-complaints.htm>. A staff member will obtain information from you and the utility company, and try to resolve the issue.

Service Disconnection or Refusal

Utility services can be disconnected if you:

- Fail to pay your bills
- Fail to comply with a deferred payment agreement
- Tamper with your meter
- Have a safety hazard
- Live at an address where a prior customer failed to pay their bills and continues to reside at that address.
- Fail to provide utility access to your meter

A utility must send you a notice before your service is disconnected unless the disconnection is due to a safety hazard or self-reconnection. The disconnection notice must clearly state the reasons for the disconnection, when the disconnection can happen, and how to contact your utility to try to resolve the issue. The dispute procedures must be printed on the disconnection notice. Both you and the utility company must make reasonable attempts to work together to resolve the problem.

Installment Plans and Medical Emergencies

You may use installment plans to pay what you owe your utility. They can be used for both current bills and overdue bills. A down payment and installment payments will be negotiated between you and your utility depending on your situation. If the agreed installment plans are not paid, the utility may disconnect your service.

If there is a medical emergency or other crisis that prohibits you from making your payment, the utility may delay service disconnection for up to 21 days. The utility may require documentation from a professional involved with the medical emergency or crisis.

Delinquent Bills Levied as a Tax

Delinquent municipal utility bills may be levied as a tax to the property owner.

Meter Readings

If the utility cannot read your meter, you will get an estimated bill. The PSC requires utilities to make a reasonable effort to read your meter every four months if you are billed monthly or bimonthly, or every nine months if you are billed quarterly or less frequently, and when there is a change of customer. You must allow these readings or your service can be disconnected.

The Public Service Commission of Wisconsin is an independent state agency that oversees more than 1,300 Wisconsin Public utilities that provide natural gas, electricity, heat, steam, water and telecommunications services.



CROSS CONNECTION HAZARDS

What is a cross connection?

Water can become contaminated if connections to your plumbing system are not properly protected. A cross connection is an actual or potential connection between the safe drinking water supply and a source of contamination or pollution.

Water normally flows in one direction, however, under certain conditions, water can actually flow backwards. This is known as backflow. There are two situations that can cause water to flow backwards:

Backsiphonage may occur due to a loss of pressure in the municipal water system during a fire fighting emergency, a water main break, or a system repair. This creates a siphon in your plumbing system which can draw water out of a sink or bucket and back into your water or the public water system.

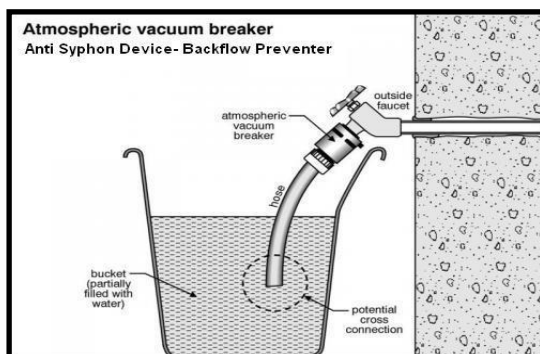
Backpressure may be created when a source of pressure (such as a boiler) creates a pressure greater than the pressure supplied from the public water system. This may cause contaminated water to be pushed into your plumbing system through an unprotected cross connection.

To avoid contamination, backflow preventers are required by state plumbing codes wherever there is an actual or potential hazard for a cross connection.

Outside

Hoses, Pools, Buckets, Ponds

Keep the ends of hoses clear of all possible contaminants, and never submerge hoses which are connected to a faucet in buckets, pools, tubs, sinks, or ponds. For extra protection, install a bibb vacuum breaker on your faucet.



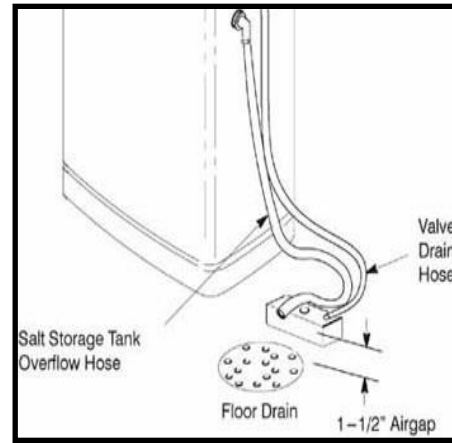
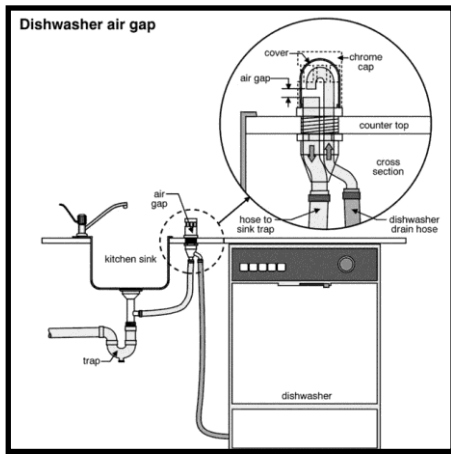
In the Kitchen

Sinks, Faucets, Dishwashers

All hoses connected to sinks/faucets, dishwashers, and water treatment devices must have proper backflow prevention devices or methods.

Dishwashers should be installed with a proper "air gap" device.

Water softeners and faucets should have the proper "air gap" which is a minimum of 1 inch above any drain or fixture outlet.



In the Bathroom

Toilets and Showerheads

While most toilets come from the manufacturer with the proper ballcock assembly, some do not. Make sure your toilet tanks have the approved ASSE 1002 Anti-Siphon Ballcock Assembly backflow preventer installed. If they don't, you can purchase the assembly at most local home improvement stores for under \$25. Make sure you look for the approved ASSE 1002 Assembly, as unapproved products which do not meet the state requirements may also be sold at retailers.

Hand-held shower heads which comply with state regulations from cross connection will have the same code ASME 112.18.1 stamped on the handle. In addition, make sure your hand-held shower head is at least 1 inch above the top of the flood level rim of the tub when it's hanging freely.



SECURITY OF THE WATER UTILITY FACILITIES

The field operators are on a 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.

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 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 1,500 locations throughout Wisconsin where hunting and 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 certified well driller or pump installer to complete a well pressure system inspection. If you have a certified pump installer or well driller install your well, this step is not necessary.
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 disconnect water services, if a permit is not obtained or renewed.

All well abandonments must be done by a certified 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>

WATER QUALITY STANDARDS

The Village water supply quality meets safe drinking water standards. However, one well produces water with iron and manganese concentrations that are above secondary standards which create aesthetic issues. These are common minerals found in central Wisconsin groundwater. The Village treats the well water with a sequestering agent to suspend the minerals in the water, so they are less visible. However, with time and oxidation from the disinfection process, some of the minerals drop out of suspension and coat the interior of the water mains.

The Village annually flushes the water mains, for a number of reasons, one of which is to flush the accumulated minerals out of the mains. In the past several years, a few months before the scheduled annual flushing, there were increasing numbers of random "colored" water concerns. A flow disturbance within the water system stirred up the minerals and produced a black (manganese) or reddish (iron) tinted water. If a customer draws water as this cloud of tinted water passes their service it can be noticeable, (generally in a large volume such as a bath tub or toilet bowl.) Most often the tinted water clears in a short time period. However, some areas have experienced tinted water for several days before it clears.

The Village has conducted follow up bacteriological testing after a number of the events, all with safe samples. (The Village regularly conducts seven (7) bac-t-tests monthly.)

A number of years ago the Village implemented a more intense flushing process. In the Spring, water main sections are isolated and flushed individually in a process known as “uni-directional flushing” (UDF). In the Fall, each hydrant is flushed. Usually two hydrants are open at the same time as the open hydrants are “leap frogged” down the street.

The Village continues to evaluate the water supply quality. The Village has adjusted the sequestering agents feed rate, additional flushing activities have been implemented and a search for a better water quality is underway. While some of these items may reduce the tinted/colored water events, the likelihood is that they never will be eliminated. While the water may periodically be tinted a darker color, it remains safe to use.

SEWER MAINTENANCE

The Village is facing ever increasing costs with regard to lift station maintenance. Products marketed as “flushable”, to avoid filling up landfills, are actually just products taking a more time consuming and costly path to landfills. These “flushable” products are causing a significant rise in maintenance costs across the country and Kronenwetter is no exception. As maintenance costs rise so do utility bills.

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.



Village of Kronenwetter Water Utility

Kronenwetter Water Utility
1582 Kronenwetter Drive
Kronenwetter WI 54455
Phone 715-693-5732

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www.kronenwetter.org

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We can now email your water utility bills to you.
Please see our website at <http://www.kronenwetter.org/departments/water-sewer/>
to obtain a form or contact the Kronenwetter Water
Utility office at 715-693-5732.
Save paper, go paperless!