

VILLAGE OF KRONENWETTER WATER UTILITY

ANNUAL CONSUMER CONFIDENCE REPORT

Produced by: Sheila Hallas, Kronenwetter Water Utility Clerk



The Consumer Confidence Report (CCR) provides information on your local drinking water quality. Every community water supplier must provide an annual report by July 1 of each year to its customers. The CCR shows the findings of water testing from the previous calendar year. Your current CCR, for example, will display information about your drinking water from the previous year.

This report contains important information about your drinking water. Have someone translate it for you or talk to someone who understands it.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Dlaim ntawv tshaabzu nuav muaj lug tseemceeb heev nyob rua huv kws has txug cov dlej mej haus. Kuas ib tug paab txhais rua koj, los nrug ib tug kws paub lug thaam.

YOUR UTILITY BILL AND WATER RATES IN 2021

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 on the 20th of the following month. 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%). Late charges are added on all amounts due on the first business day after the 20th of every month. Late charges 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 installment amounts. Balance must be paid in full before next quarterly bill is due.

Your utility bill consists of 3 components: a base charge, a volume charge for water, and a volume charge for sewer. The base charge consists of 3 components as well: a water base charge, a sewer base charge, and a fire protection charge. See the table below for pricing. Most residential homes have a 5/8" meter installed.

BASE CHARGE:	WATER	SEWER	FIRE PROTECTION (Public)	TOTAL
5/8" meter	\$16.20	\$21.85	\$13.20	\$51.25
3/4" meter	\$16.20	\$21.85	\$13.20	\$51.25
1" meter	\$30.00	\$109.25	\$33.00	\$172.25
1 1/2" meter	\$36.00	\$218.50	\$66.00	\$320.50
2" meter	\$51.00	\$327.75	\$105.00	\$483.75
2" compound meter	\$51.00	\$655.50	\$105.00	\$811.50
3" compound meter	\$75.00	\$655.50	\$198.00	\$928.50

VOLUME CHARGE – WATER First 15,000 gallons - \$3.59 per 1,000 gallons of metered water
Over 15,000 gallons - \$3.43 per 1,000 gallons of metered water

VOLUME CHARGE – SEWER Each 1,000 gallons - \$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. 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. The following tables show the results of our monitoring for the period of January 1-December 31, 2021.

Terms and definitions can be found on page 4.

DETECTED CONTAMINANTS DISINFECTION BYPRODUCTS

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
HAA5 (ppb)	DBP-1	60	60	13	13		No	By-product of drinking water chlorination
TTHM (ppb)	DBP-2	80	0	29.2	29.2		No	By-product of drinking water chlorination

INORGANIC CONTAMINANTS

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
ARSENIC (ppb)		10	n/a	1	1-1	9/1/2020	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)		2	2	0.038	0.029-0.038	9/1/2020	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
CHROMIUM (ppb)		100	100	1	0-1	9/1/2020	No	Discharge from steel and pulp mills; Erosion of natural deposits
FLUORIDE (ppm)		4	4	0.9	0.8-0.9	9/1/2020	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NITRATE (N03-N) (ppm)		10	10	3.00	1.50-3.00		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)		n/a	n/a	15.00	13.00-15.00	9/1/2020	No	n/a

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.2800	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	2.70	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 2021)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)		15	0	0.4	0.4-0.4	9/1/2020	No	Erosion of natural deposits
COMBINED URANIUM (ug/l)		30	0	0.5	0.4-0.5	9/1/2020	No	Erosion of natural deposits

CONTAMINANTS WITH A HEALTH ADVISORY LEVEL OR A SECONDARY MAXIMUM CONTAMINANT LEVEL

The following tables list contaminants which were detected in your water and that have either a Health Advisory level (HAL) or a Secondary Maximum Contaminant Level (SMCL), or both. There are no violations for detections of contaminants that exceed Health Advisory Levels, Groundwater Standards or Secondary maximum Contaminant Levels. Secondary Maximum Contaminant Levels are levels that do not present health concerns but may pose aesthetic problems such as objectionable taste, odor, or color. Health Advisory Levels are levels at which concentrations of the contaminant present a health risk.

Contaminant (units)	Site	SMCL (ppm)	HAL (ppm)	Level Found	Range	Sample Date (if prior to 2021)	Typical Source of Contaminant
CHLORIDE (ppm)		250		22.00	18.00-22.00	8/14/2017	Runoff/leaching from natural deposits, road salt, water softeners
IRON (ppm)		0.3		0.68	0.64-0.75		Runoff/leaching from natural deposits, industrial wastes
MANGANESE (ppm)		0.05	0.3	0.24	0.24-0.25		Leaching from natural deposits
ZINC (ppm)		5		0.01	0.01-0.01	8/14/2017	Runoff/leaching from natural deposits, industrial wastes

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

Contaminant	Health Effects
IRON	Waters containing iron in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor, or color.
MANGANESE	Waters containing manganese in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor, or color.

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.

OTHER COMPLIANCE

Noncompliance with Recordkeeping and Compliance Data

Resolved noncompliance from 2020 with additional lead & copper testing completed in 2021.

TERMS AND DEFINITIONS

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

HAL = Health Advisory Level: The concentration of a contaminant which, if exceeded, poses a health risk and may require a system 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.

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

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.

PFAS CONTAMINANTS WITHIN 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 Health Advisory Level (HAL). There are no violations for detections of contaminants that exceed recommended Health Advisory Levels. The Recommended Health Advisory Levels 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. ***The Village of Kronenwetter voluntarily took samples of these compounds and values were below all recommended levels.***

UNREGULATED CONTAMINANTS

Contaminant	Site	Recommended HAL (PPT)	Level Found	Range	Sample Date (if prior to 2020)	Typical Source of Contaminant
Perfluorooctanoic acid (PFOA)	Well 1 and Well 2	20 ppt	1.22	1.07-1.22	03/15/2022	Drinking water is one way that people can be exposed to PFAS. In Wisconsin, two-thirds of people use groundwater as their drinking water source. PFAS can get in groundwater from places that make or use PFAS and releases from certain types of waste in landfills.
Perfluorooctanesulfonic acid (PFOS)		20 ppt	1.12	0.86-1.12	03/15/2022	
Combined (PFOS, and PFOA) ⁽¹⁾ Note: PFOSA, NET-FOSE, NET-FOSA, Net-FOSAA were not sampled as part of method used for sampling.		20 ppt	2.34	1.93-2.34	03/15/2022	
Hexafluoropropylene oxide dimer acid (HPFO-DA; GenX)		300 ppt	ND	ND	03/15/2022	
Perfluorobutanesulfonic acid (PFBS)		450,000 ppt	0.57	0.55-0.57	03/15/2022	
Perfluorohexanesulfonic acid (PFHxS)		40 ppt	ND	ND	03/15/2022	
Perfluorodecanoic acid (PFDA)		300 ppt	ND	ND	03/15/2022	
Perfluorododecanoic acid (PFDoA)		500 ppt	ND	ND	03/15/2022	
Perfluorohexanoic acid (PFHxA)		150,000 ppt	ND	ND	03/15/2022	
Perfluorononanoic acid (PFNA)		30 ppt	ND	ND	03/15/2022	
Perfluorotetradecanoic acid (PFTeA)		10,000 ppt	ND	ND	03/15/2022	
Perfluoroundecanoic acid (PFUnA)		3,000 ppt	ND	ND	03/15/2022	
DONA (4,8-Dioxa-3H-perfluorononanoic acid)		3,000 ppt	ND	ND	03/15/2022	
DHS Hazard Index		1.0 (no units)	0.12	0.09-0.12	03/15/2022	

⁽¹⁾ DHS recommends a combined enforcement standard of 20 ng/L for PFOSA, NET-FOSE, NET-FOSA, NetFOSAA, PFOS, and PFOA. The recommended limit is 20 ppt for any *one* of these 6 compounds or the *combined total* of all 6. EPA Method 537.1 was used for Kronenwetter sampling and did not include results for PFOSA, NET-FOSE, NET-FOSA, NetFOSAA.

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 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. 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 (800-426-4791).

WATER SYSTEM OPERATIONS

Reports on water system operations are included in the Utility Committee meeting packets every month. The meeting is generally held the 1st Tuesday of the month at 5:45 pm at the Village of Kronenwetter Municipal Center. Meeting packets are posted on the Village's website at http://www.kronenwetter.org/meeting_repository/utility_committee.php#. If you would like more information, please contact Richard Downey, Village Administrator at 715-693-4200.

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, 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.

WATER METER REPLACEMENTS

During 2022, Kronenwetter Water Utility will be changing out 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 are equipped with a radio read device that can be read from the road or your driveway, so in most cases we no longer need to walk up to your dwelling.

Also, most customers have a black oval touch pad located on the outside of the dwelling. We will attaching the radio read device over the touch pad. If you currently have a radio read device, it will be replaced with an updated version.

We will be working on certain areas in the Village. If your property is in one of the areas we are exchanging this year, you will be contacted by mail to schedule an appointment to have your meter changed out. Meter exchanges are done at no cost to the customer.

Please be aware that the Village does retain the right to disconnect water if the utility is refused access to the meter or if there is a failure to permit authorized utility personnel access to the base meter (WI PSC §185.37 (2) (f)).

HOW TO REMOVE BLACK STAINS IN PORCELAIN TOILETS

The black stains in your toilet bowl are from manganese in the water. Manganese is a metal that is often in small doses in your water supply. When mixed with minerals, such as iron and calcium, a brown or black discoloration occurs. Manganese can leave black stains in your toilets. Removing these stains requires minimal effort and leaves your toilets looking clean once again!

Things You Will Need

- Cream of tartar
- 3% hydrogen peroxide
- Toilet or scrub brush

Instructions

1. Shut the water off to your toilet.
2. Flush the toilet several times to get rid of the water.
3. Mix cream of tartar and 3% hydrogen peroxide into a thick paste.
4. Apply the paste to the stain, making sure it is completely covered.
5. Allow the paste to sit on the stain for at least 15 minutes.
6. Rinse the area with clean water to remove the paste.
7. Scrub the area with a toilet brush to remove any residual stain and repeat the process if necessary.



SOURCE(S) OF WATER

To obtain a summary of the source water assessment, please contact Mark Mackey at 715-574-3868.

Source ID	Source	Depth (in feet)	Status
1	Groundwater	90	Active
2	Groundwater	80	Active



HYDRANT FLUSHING

The Village water supply quality meets safe drinking water standards set by the EPA and the Wisconsin Department of Natural Resources. 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 the water mains.

The Village bi-annually flushes the water mains for a number 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 “discolored” 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 bathtub or toilet bowl). Most often, the tinted water clears in a short time period. However, some areas have experience 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 also conducts eight (8) bac-t tests monthly throughout the distribution system.



During the actual flushing process, customers may experience some disturbance in the water service such as a short-term decrease in water pressure or the appearance of “brown or discolored water”. The water is safe to drink, although it is best to avoid drinking the water until it runs clear from the tap. If discolored water should occur, please allow the water to settle down for a few hours and try again later. Those with sensitive water needs should draw water before the hours of flushing. If possible, wash clothes on the weekends to avoid the possibility of getting stained clothes. Using a product such as Iron Out may reduce the risk of staining.

The Village continues to evaluate the water supply quality; a phased approach has recently been adopted to address these issues. In the past, the Village has adjusted the sequestering agents feed rate and additional flushing activities have been implemented. While some of these items may reduce the tinted/colored water events, they will never be completely eliminated. While the water may periodically be tinted a darker color, it remains safe to use.

HIGH WATER USAGE? CHECK FOR LEAKS

Toilets are the biggest water culprits when it comes to a possible leak at 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 see no movement, then when you go to bed, add a couple



drops of red food coloring in the tank (not the bowl) of the toilet. Wait overnight. When you wake up, check the toilet to see if there is any coloring in the bowl. If there is any coloring in the bowl, you have a leaking toilet.

If you know that you are not using any water in the house and no water is running outside, locate the water meter in your house (most likely in your basement). See if the digital display on your water meter is moving. If you are aware of no water being used, and the digital display is moving, then the leak is somewhere on the property. Check garden hoses, taps, and drip irrigation systems outside.

WATER QUALITY UPDATE

The Village of Kronenwetter in November 2020 received a letter from the DNR requesting that the Village submit a plan to the DNR detailing how the Village will address water quality concerns raised from “an appreciable number of persons,” who are customers of the utility. In January and February 2021, the Village Board consulted with a water quality consultant. The consultant put a plan of action together that the Village Board approved. The consultant submitted the program to the DNR, and the DNR accepted the plan. The highlights of the program are below:

The **first phase** involved the adjustment of our current wells. The Village worked with the DNR on blending water from Well #1 and Well #2 while also slowly reducing the amount of water used from Well #2. The production from Well #2 was reduced by 30% from 700 GPM to 500 GPM.

We are currently on the **second phase** of the response, which is purchasing treated water from the Village of Rothschild. In September 2021, the Village of Kronenwetter and Rothschild entered into an Intergovernmental Whole Water Agreement. This will allow the Village of Kronenwetter to purchase water from the Rothschild Water Utility. This was done as a two-part plan to improve water quality and quantity. Purchasing water from Rothschild has proceeded and the design for a new filtration system has started.

The Village of Kronenwetter purchased land just west of the intersection of County Road XX and Terrebonne Drive for a new metering station to transfer water from Rothschild to Kronenwetter. On December 9, 2021, the Village awarded contract to SD Ellenbecker Inc. of Athens, Wisconsin to construct the new metering station subject to Public Service Commission (PSC) approval of the project. On February 21, 2022, the PSC approved the metering station project and on the same date the Village gave notice to proceed with the construction of the metering station. It is anticipated that the Village will be able to purchase water from Rothschild mid-July 2022.

The water filtration treatment plant design has been awarded to Becher Hopper Associates Inc. and construction began in February 2022. It is anticipated bidding for this project would occur in November 2022. With contract award in January 2023 and startup of a filtration system in 2024, all depending on funding.

The **third phase** of the project would include a third Kronenwetter well, likely requiring treatment and a second water storage facility. Kronenwetter’s growth will drive the timeline for these events and other circumstances or events that would require this construction.

To follow updates, please visit the Village website’s **Water Quality Efforts** page at https://www.kronenwetter.org/departments/water_quality_efforts.php.

SECURITY OF THE UTILITY FACILITIES

The water utility field operators are on-call 24 hours a day. The operators also visit most facilities daily to make sure the equipment is operating efficiently. If you see suspicious activity, please report it to the Kronenwetter Police Department immediately. The non-emergency number is 715-693-2315. There is a reward for prosecution of violators.

Thank you for your help in protecting our valuable resources.



4 EASY WAYS TO PAY YOUR WATER UTILITY BILL

Drop Box: We have a locked drop box located outside our building for after-hours payments. Place payment (check/money order and stub) in an envelope and deposit in the locked drop box.

Automatic: We offer automatic bill payments from your checking or savings account. A **Direct Payment Authorization Form** can be found in our website's Forms Center at http://www.kronenwetter.org/document_center/index.php# or call 715-693-5732 to have one mailed or emailed to you.

Electronic: To make a credit or debit card payment, visit www.allpaid.com (use Pay Location Code a000qz) 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, which is received in "real time". *Please be aware that AllPaid charges a service fee.*



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 postmark on the envelope.*

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.

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:

1. 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.
2. 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 bib 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.

UTILITY CUSTOMER BILL OF RIGHTS

What if you have a complaint?

If you have a dispute regarding water service, the Public Service Commission of Wisconsin (PSCW) can help:



Did you contact your utility to resolve the dispute?

- Both you and the utility must make reasonable attempts to resolve a dispute

No?

- Contact the utility using its contact information included with the bill or notice

Yes?

- You may contact PSCW 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 (such as required meter exchanges)

A utility must:

- Send you notice before disconnection (except where there is a safety hazard or self-reconnection)
- Include the reason(s) for disconnection, ways to contact the utility, and the dispute procedure on the notice

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 tenant's personal assets.

Deferred Payment Agreements (DPAs)

You may request a deferred payment agreement (DPA) to pay a current or past due balance. A DPA consists of a 25% down payment on the balance of your utility bill. Installment payments toward the remaining balance are negotiated between you and your utility. The outstanding must be paid in full before the next quarterly bill is due. If the agreed installment plans are not paid, the utility may disconnect your service and add late fees. Municipal utilities may not be required to offer a DPA to some customers.

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. You must allow utilities to perform meter readings or your service can be disconnected.

Medical/Protective Service 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.

Contact Us

Phone (Local/Toll Free)

General: 608-266-5481 / 888-816-3831

Consumer Affairs: 608-266-2001 / 800-225-7729

Web

<http://psc.wi.gov>

You can also Log a Complaint Online at:

<http://apps.psc.wi.gov/pages/complaint.htm>

PRIVATE WELL REGULATIONS

All dwellings within the Kronenwetter Water Utility boundaries that have a private well must have a private well operating permit issued by the Village of Kronenwetter (Sec. 508-64). All unused, unsafe and/or noncompliant wells must be abandoned.

The Kronenwetter Water Utility may disconnect water services if a permit is not obtained or renewed. State and municipal codes require that wells be abandoned if they do not have a valid permit, meet code requirements, or are not in use. All well abandonments must be done by a certified well driller or pump installer. If you abandon your well, please forward a copy of the abandonment form to the Water Utility office as we keep this form on file.

The Village permit is a five-year permit. In five years you will receive a notice from the Water Utility with instructions on renewing your well permit.

Driven Point (Sand-Point) Well

To install a point well (sometimes called a sand-point well), call the Madison DNR office directly at 608-266-1054 to request a *Driven Point Well Packet*.

Obtain a DNR Notification number (before construction) by visiting any of over [1000 Licensing Sales Locations](#) where you can purchase a DNR hunting or fishing license OR by making an online purchase using the Quick Sales Catalog or your account on [GoWild](#). This number is required for your Well Construction Report Form.

More information can be found at <https://dnr.wi.gov/topic/Wells/constructionnotification.html#WNN>.

Drilled Well

To install a drilled well, contact a licensed well driller. The driller will design the well project and submit the required reports.

After a Driven Point or Drilled Well is Constructed

After your well is constructed and the Well Construction Report is completed, you will need to contact a licensed well driller or pump installer have a compliance inspection, cross-connection inspection, and water test for your Private Well Operating Permit completed. The permit will be issued after the DNR has approved your Well Construction Report and you have provided a safe water sample and certification for compliance.

The well must produce one SAFE test result. If the first test should fail, you will need to do additional testing at your own time and expense. You will have 90 days from the time of inspection to complete the permit process. After such time penalties shall be issued in accordance with Village Ordinance. Wells that do not meet compliance regulations will have to be abandoned. All abandonments must be completed by a licensed well driller or pump installer.

For additional information on private wells, 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 <https://dnr.wi.gov/topic/Wells/homeowners.html>.



Kronenwetter Water Utility
1582 Kronenwetter Drive
Kronenwetter WI 54455
Phone 715-693-5732
Fax 715-693-4202

PRSRT STD
U.S. POSTAGE
PAID
PERMIT NO. 6235
WAUSAU, WI
UMS

Current Resident Or

GO PAPERLESS!

Get your water utility bill emailed to you.

Go to http://www.kronenwetter.org/departments/receiving_emailled_water_bill.php
to obtain an **Emailing Water Bills Authorization Form** or contact
Sheila Hallas, Water Utility Clerk, at 715-693-5732.

Water Utility Office (Daytime) 715-693-5732
Emergency (After Hours) 715-571-2697
Business Hours: 8:00 am-4:30 pm, Monday-Friday