



# 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 2009. It is of 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.



### 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

The Water Utility would like to convey a **"Thank You"** to the property owners who maintained fire hydrants this winter by keeping them accessible and clear of snow!

### Important Phone Numbers

Water Utility Office (Daytime) **693-5732**

Emergency (After Hours) **571-2697**

Business hours:

Mon – Fri, 8:00 a.m. – 4:00 p.m.



## Credit Card Payments

The Kronenwetter Water Utility now accepts credit card payments through Official Payments Corporation. You may call 1-800-272-9829 or pay online through [www.officialpayments.com](http://www.officialpayments.com). Please be sure to use Jurisdiction Code [6715](#). Official Payments Corporation charges a 3% fee for this service.



## 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 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.

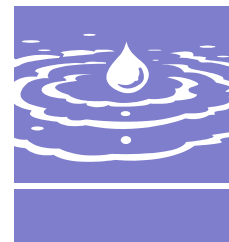
Delinquent water and sewer bills accrue interest (late charges) every month (water and fire protection 1%, sewer 3%) until paid in full. Penalties are added on all amounts due on the first business day after the 20th of every month. Delinquent water and sewer penalties may not be waived.

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 a reasonable amount 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 new entrance is located on the west side of the building facing the road) for before and after hours payments. You may also drop payments off at the Cedar Creek Pick & Save . Again, please allow ample time for your payment to reach the Water Utility office.

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 - WATER + FIRE PROTECTION + SEWER = TOTAL</b>				
5/8" meter	16.20	13.20	19.00	<b>\$48.40</b>
3/4" meter	16.20	13.20	19.00	<b>\$48.40</b>
1" meter	30.00	33.00	95.00	<b>\$158.00</b>
1 1/2" meter	36.00	66.00	190.00	<b>\$292.00</b>
2" meter	51.00	105.00	285.00	<b>\$441.00</b>
2" compound meter	51.00	105.00	570.00	<b>\$726.00</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

\$2.80 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, 2009. 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 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:

**Parts per million (ppm) or Milligrams per liter (mg/l)** - one part per million corresponds to one minute in two years or a single penny in \$10,000.

**Parts per billion (ppb) or Micrograms per liter** - one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

**Parts per trillion (ppt) or Nanograms per liter (picograms/l)** - one part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.

**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

**mrem/year** - millirems per year (a measure of radiation absorbed by the body)

**TT** - Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

**TCR** - Total Coliform Rule

**NTU** - Nephelometric Turbidity Unit

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

### VOLATILE ORGANIC CONTAMINANTS

CONTAMINANT (units)	MCL	MCLG	LEVEL FOUND	RANGE	VIOLATION YES / NO	LIKELY SOURCE OF CONTAMINANT
TTHM (ppb)	80	0	32.3	30.7-32.3	NO	Byproduct of drinking water chlorination

### DISINFECTION BYPRODUCTS

CONTAMINANT	MCL	MCLG	LEVEL	RANGE	VIOLATION	LIKELY SOURCE OF CONTAMINANT
HAA5 (ppb)	60	60	9	2-9	NO	

## INORGANIC CONTAMINANTS

CONTAMINANT (units)	MCL	MCLG	LEVEL FOUND	RANGE	VIOLATION YES / NO	TYPICAL SOURCE OF CONTAMINANT
ARSENIC (ppb)	10	n/a	<b>1</b>	1	<b>NO</b>	Erosion on natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	<b>.019</b>	.016 – .019	<b>NO</b>	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
BERYLLIUM TOTAL (ppb)	4	4	<b>.15</b>	.15	<b>NO</b>	Discharge from metal refineries and coal burning factories; Discharge from electrical, aerospace, and defense industries
COPPER (ppm)	AL = 1.3	1.3	<b>.3270</b>	0 of 20 results were above action level	<b>NO</b>	Corrosion of household plumbing systems; Erosion of natural deposits;
FLUORIDE (ppm)	4	4	<b>.2</b>	.2	<b>NO</b>	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
LEAD (ppb)	AL = 15	0	<b>.75</b>	0 of 20 results were above action level	<b>*</b>	Corrosion of household plumbing systems; Erosion of natural deposits
NITRATE (NO <sub>3</sub> -N) (ppm)	10	10	<b>1.9</b>	1.06-2.31	<b>NO</b>	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	<b>7.78</b>	5.15-7.78	<b>NO</b>	n/a

\*Systems exceeding a lead and/or copper action level must take actions to reduce lead and/or copper in the drinking water. The lead and copper values represent the 90th percentile of all compliance samples collected. If you want information on the number of sites or the actions taken to reduce these levels, please contact our office.



UNREGULATED CONTAMINANTS

CONTAMINANT (units)	MCL	MCLG	LEVEL FOUND	RANGE	VIOLATION YES / NO	LIKELY SOURCE OF CON- TAMINANT
BROMODICHLOROMETHANE (ppb)	n/a	n/a	<b>5.78</b>	4.62- 5.78	<b>NO</b>	n/a
CHLOROFORM (ppb)	n/a	n/a	<b>25.70</b>	25.60- 25.70	<b>NO</b>	n/a
DIBROMOCHLOROMETHANE (ppb)	n/a	n/a	<b>0.85</b>	.48-.85	<b>NO</b>	n/a

We are proud that your drinking water meets or exceeds all Federal and State requirements. All sources of drinking water are subject to small amounts of some substances that are naturally occurring or are man made. Those substances can be microbes, organic or inorganic chemicals, or radioactive materials. The presence of substances does not necessarily indicate that the water poses a health risk. More information about substances and potential health effects can be obtained by calling the Environmental Protection Agency’s Safe Drinking Water Hotline at **1-800-426-4791**.

Thank you for allowing us to continue providing your family with clean, quality water this year. Please call the Water Utility, 693-5732, if you have any questions regarding this report. The Village of Kronenwetter Water Utility works around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children’s future.



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 from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- \*Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.

- \*Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.

- \*Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.

- \*Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.

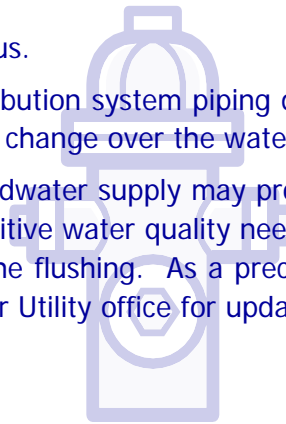
- \*Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

## *Hydrant Flushing*

Every year each fire hydrant in the water distribution system is flushed. The flushing accomplishes several tasks:

- 1) Each fire hydrant is exercised to check its operational status.
- 2) The pumped water does not flow equally around the distribution system piping due to the piping size and customer demands. The high volume fire hydrant flush helps change over the water.

An increase in the mineral content (manganese) in our groundwater supply may produce an issue with color, sediment or odor during the flushing period. Those with sensitive water quality needs (such as medical treatment equipment) should call the office as to the impact of the flushing. As a precaution, avoid doing white laundry the day of flushing in your area. Please call the Water Utility office for updates or questions.



## *Employee Identification*

The employees and authorized representative of the Kronenwetter Water Utility (including Marathon Technical Services) have Village of Kronenwetter ID tags 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 a call for an appointment.

## *Sewer Maintenance*

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 new 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.

## *Private Well Regulations*

Property owners within the Water Utility boundaries with a private well (it does not matter what type of well) are **required** to obtain a private well operating permit from the Kronenwetter Water Utility.

If you wish to install a point well you will need to contact **Sandy Herschberger** at the Madison DNR office and request a **Well Construction Report Form**. Her phone number is (608)267-7605. 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. 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.

After the well is constructed and approved by the DNR, you need to contact the Utility office to set up an inspection and water test to receive your **Private Well Operating Permit**.

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.

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 certified plumber 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 see the website below.

<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 693-4215. There is a reward for prosecution of violators. Thank you for your help in protecting our valuable resources.

If you hear that your neighbor within the Kronenwetter Water Utility area has not received a copy of this newsletter, please have your neighbor call us at the office (693-5732) to receive one.

## *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,



### **SOME MORE WAYS TO SAVE WATER!!**

**Fix dripping faucets** – Most houses have a dozen or more faucets, turnoff valves and toilets that need periodic maintenance or they will leak. If you're dripping 60 drops per minute, that's 192 gallons of water lost per month.

\* **Wind up timers on lawn sprinklers** – Most hardware stores sell wind-up timers for water sprinklers. This may help prevent the accidental overnight lawn watering.

# Village of Kronenwetter Water Utility

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

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

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WE'RE ON THE WEB!

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

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CURRENT RESIDENT OR

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Most meters have a water meter valve just before water enters the water meter. Some of these valves have a bar lever and some have a circular operating handle. It is very important to know where your water shut-off is. It is recommended that you use this valve to shut your water off before leaving your house for an extended period of time such as a vacation.

*While the curb stop is not used regularly, it is the only place to shut off the water to your building outside of the home (located between the street side water meter valve and the water main in the road right-of-way). If the top is buried, the extra time required to locate and open the box could cause unnecessary water damage in your building. The Village of Kronenwetter shall not be liable for failure to locate the curb stop box and shut off the water in case of a leak on the owner's premises.*

If the top circle is not flush with the ground following the restoration of your lawn, we will come and raise or lower it. Please call 693-5732 to advise us of any adjustment needs. There is no cost for this service.

The four-inch metal circle, on top of a pipe, on your front property line is called the curb stop box. At the bottom of the pipe is the curb stop valve. This valve controls the water flow into your home or business.

*Water Curb Stop Box*