

# VILLAGE OF KRONENWETTER WATER UTILITY

## ANNUAL CONSUMER CONFIDENCE REPORT

### 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.**



### Your Utility Bill and Water Rates for 2015

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 post mark 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.

For your convenience, the Water Utility has a locked collection box by the front door of the Municipal Center 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.

#### **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 meter	51.00	105.00	655.50	\$811.50

#### **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**

\$3.39 per 1,000 gallons of metered water

### **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.

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# 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, 2015.

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

**Ppq**-Parts per quadrillion, or picograms 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 Units

**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 2015)	VIOLATION YES/NO	TYPICAL SOURCE OF CONTAMINANT
HAA5 (ppb)	B-1	60	60	1	1		NO	By-product of drinking water chlorination
TTHM (ppb)	B-2	80	0	40.1	40.1		NO	By-product of drinking water chlorination

## INORGANIC CONTAMINANTS

CONTAMINANT (units)	Site	MCL	MCLG	LEVEL FOUND	RANGE	Sample Date (if prior to 2015)	VIOLATION YES/NO	TYPICAL SOURCE OF CONTAMINATION
ARSENIC (ppb)		10	n/a	1	1-1	9/8/2014	NO	Erosion on natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
BARIUM (ppm)		2	2	0.027	0.024-0.027	9/8/2014	NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)		4	4	1.1	0.9-1.1	9/8/2014	NO	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NITRATE (NO <sub>3</sub> -N) (ppm)		10	10	2.30	1.40-2.30		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	9/8/2014	NO	n/a
NICKEL (ppb)		100		0.8400	.7300-0.8400	9/8/2014	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 2015)	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	8/26/2014	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	8/26/2014	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 2015)	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

## **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](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 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 system 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.

Our water system did not monitor our water for cryptosporidium or radon during 2015. 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 Monday 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 Mark Thompson at 715-843-7292.

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.

## **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 450 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, please contact Mark Thompson at 715-843-7292.

## **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 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 issue quarterly fines, 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 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 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.

## **WATER METER REPLACEMENTS**

During the year of 2016, 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.

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.

## **WATER QUALITY STANDARDS**

The Village water supply quality meets drinking water standards. However, one well produces water with iron and manganese concentrations that are above levels 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 mineral debris out of the mains. Over the past several years, a few months before the scheduled 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. Some areas have experienced tinted water for several days before it clears.

Last year, for the spring 2015 flushing program, the village implemented a more intense flushing process. However, early in 2016 the colored water concerns increased before the 2016 spring flushing. Some of the events were related to construction activities, but many were random events. The village has conducted follow up testing. Bacteriological testing after a number of the events resulted in all safe samples. (The Village regularly conducts seven (7) bac-t tests monthly and all have been safe over the past 20 years).

The Village is currently evaluating alternate sequestering agents, additional flushing activities and searching for an alternate well site that may produce a better water quality. While some of these items may reduce the tinted/colored water events, the likelihood is that they never will be eliminated. While the water maybe tinted a darker color it remains safe to use.

## **WATER CURB STOP BOX**

The four-inch meter 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.

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 715-693-5732 to advise us of any adjustment that needs to be made. There is no cost for this service.

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.

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.

## **PSC CONSUMER COMPLAINT LINE**

The Wisconsin Public Service Commission (PCS) 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.

## 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.

## 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 you have a shut-off valve on the house side of the water meter, shut it off temporarily and check the meter by watching the electronic display on top of the meter. When the shut-off valve before the meter is closed, the electronic display should not be moving. If it is moving, then the leak is somewhere in the house.

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



# Village of Kronenwetter Water Utility

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

PRSRT STD  
U.S. POSTAGE  
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UMS

**WE'RE ON THE WEB!**  
[www.kronenwetter.org](http://www.kronenwetter.org)

Current Resident Or

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 home-owner so you should be expecting someone from the Water Utility.

## EMPLOYEE IDENTIFICATION