



# WAUSAU WATERWORKS

FOR YOU!

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## Annual Hydrant Flushing To Begin on May 13

Water utility employees will begin flushing fire hydrants on Monday night, May 13, 2013, as part of our annual maintenance program.

Flushing accomplishes two tasks; first, it cleans the mains of mineral buildup, and secondly, it ensures that all hydrants are in good operating order.

The majority of the flushing is performed during the evening hours from 9:00 p.m. until about 4:00 a.m. during which time approximately 1600 hydrants will be flushed. This process takes three weeks to complete. **A complete schedule is printed on page 3 of this newsletter.** Flushing in the Riverview, Highway U, Industrial Park areas, and the high pressure zone around 28<sup>th</sup> Avenue reservoir will take place during the day, the week of May 27.

Residents are urged to avoid water use when the flushing occurs near their neighborhood, especially for laundry purposes, as it may stain clothing. Water softeners should also be bypassed during this time. Some homeowners may experience very low pressure during the flushing process. As flushing occurs in your neighborhood, businesses and homes may experience dirty water for a short period of time.

Residents are also cautioned about driving in the area where the flushing is occurring. Water from hydrants is under extreme pressure, with approximately 1,000 gallons per minute being discharged. Although our employees use caution, damage to your vehicle can result if you drive through an area where hydrants are being flushed and slippery roads may exist depending on nighttime temperatures.

## WWTP Improvements Prove Timely

Influent pump #4 was recently taken out of service at the Wastewater Treatment Plant (WWTP) for scheduled maintenance by Midwest Valve Services. During that time a 20 year old Variable Frequency Drive (VFD), which controlled the speed on influent pumps 1 and 2, burned out leaving only influent pump #3 fully functional. These pumps are essential pieces of equipment at the WWTP as they pump the wastewater from the sewer mains up to a point where it then flows by gravity through the wastewater plant. WWTP staff checked with area suppliers to find a new VFD with a timely delivery. A Vacon drive was purchased through Linder Electric, and installed by VanErt Electric on an expedited schedule to ensure there would be no further failures. Staff has been very pleased with the new units as the pump motors are running quieter, cooler and more efficiently. The staff at the WWTP plant appreciates the local vendors, Midwest Valve Services, Linder Electric and VanErt Electric for their help in getting these important pieces of equipment quickly up and running.



*Top Photo: Pat VanOuse, senior maintenance mechanic looks over the new Variable Frequency Drive which controls influent pumps at the Wastewater Treatment Plant. Bottom Photo: Roy Kressman, maintenance mechanic, poses next to influent pump #4, which pumps wastewater from the sewer mains into the treatment plant at a rate of up to 9500 gallons per minute.*



**Know what's below.  
Call before you dig.**

## Private Well Permits

It's that time of year when we all hope spring comes soon so we can get out and do some yard work and get our gardens ready. With that in mind, Wausau Water Works reminds property owners that the WNDR requires permits for any property in the City of Wausau that has a private well. The cost of the permit is \$15.00 for five years. In order to obtain a permit, the well must be inspected and pass a bacteriological test. Owners of any property with a well that does not have a current permit should make arrangements to have the well inspected and permitted as soon as possible by a licensed well driller or pump installer. Any well that fails the bacteriological test twice must be abandoned by a licensed well driller or pump installer.

For more information on either permitting or abandoning a private well, please contact Bob Thompson at 715-261-7262.

## Deferred Payment Agreements

Residents with past due or large water and sewer bills may request deferred payment agreements to help them pay off balances prior to bills being transferred to the property taxes. Inquiries regarding deferred payment agreements may be made by calling Wausau Water Works at 715-261-6530. Please ask for either Deb or Terry.

Please note that proof of income and monthly expenses may be required to help set up an equitable payment agreement.

## Welcome...

We would like to extend a big welcome to Nate Raduechel who recently joined Wausau Water Works as a Sewer Maintainer for the Wastewater Division.

Welcome aboard Nate!

## Spring Has Sprung

Yes, spring has sprung, and with it comes home improvement projects. Homeowners who plan to install new siding are asked to contact our office at 715-261-6530 prior to removing the radio box from the home. Radio boxes that are found to be missing/damaged from the home will be billed to the property owners. (These units provide water meter usage information.)

Construction projects such as installing decks, fences and tree planting are another sign of spring. Homeowners are reminded to contact Diggers Hotline before you dig by simply dialing 811 from any land line or cell phone. Or, you can place an online request at [www.diggershotline.com](http://www.diggershotline.com). Homeowners are also reminded that they must allow 3 business days (not including the day the request is called in) for all their utilities to be located before they dig, and should plan their projects accordingly. There is no cost to the homeowner to contact Diggers Hotline, who will then inform all utilities with buried facilities, such as water, sewer, gas and electric utilities, telephone and cable companies of your intentions to dig in a specific area.

## Becher Hoppe and City of Wausau Receive Engineering Excellence Award

Becher-Hoppe Associates, Inc. and the City of Wausau have been recognized by the American Council of Engineers Companies of Wisconsin (ACEC WI) with a State Finalist Engineering Award in the completion of the Wausau Wastewater Treatment Plant (WWTP) aeration system blowers and micro-turbines.

In 2010, the WWTP focused on sustainability and followed a holistic approach to wastewater treatment, which resulted in two major modifications at the plant. The first one focused on energy efficiency, including new technology blowers for aeration in the activated sludge process along with new flexible membrane diffusers and dissolved oxygen monitoring and control. The second modification involved the renewable component and featured the installation of two 65 kilowatt micro-turbines, biogas conditioning equipment and interconnections to allow the generated power to be used by the newly installed blowers. The micro-turbines are fueled by methane generated in the anaerobic digestion process. Electric energy savings of 900,000 kilowatt hours per year and 70,000 therms of natural gas per year are projected.

Becher-Hoppe worked closely with Brad Marquardt, Director of Public Works and Utilities, and their staff to finalize project plans, construction and operation of the new equipment. "Using the methane gas that is produced at the plant to run the micro-turbines makes a lot of sense" said Marquardt. "We are extremely delighted with the reduction in energy use we have noticed over the first year". Mayor Jim Tipple added, "incorporating the new blowers with the new membrane diffusers has helped the wastewater plant operate more efficiently".

The award presentation was held on March 22<sup>nd</sup> during the ACEC WI conference in Kohler.



## Spring Watermain Flushing Schedule

Utility crews will flush watermains through the operation of hydrants from 9 p.m. until about 4 a.m. (except as noted below). You may want to draw a supply of water prior to your area being flushed. Please be aware adjacent neighborhoods to the area being flushed may experience dirty water for short periods of time.

Avoid water use during the scheduled flush, for laundry purposes especially. It is particularly important not to use bleach in your laundry as it may stain your clothing. It is also suggested that you bypass water softeners during this time. Please also be aware that some homeowners may experience very low pressure during the flushing process.

### Flushing Schedule

#### West Side

**Monday Night, May 13** - West Wausau Avenue north to City limits.

**Tuesday Night, May 14** - Wausau Avenue south to Bridge Street and Pinecrest area to Stettin Drive, west to 48th Avenue and north to Hilltop Avenue.

**Wednesday Night, May 15** - Oak Street south to Sherman Street.

**Thursday Night, May 16** - Rosecrans Street south to City limits.

#### East Side

**Monday Night, May 20** - Steuben Street north to Sylvan Street; 6th Street to City Limits (Evergreen Road), Riverview Court and Riverview Drive

**Tuesday Night, May 21** - Hamilton Street south to Forest Street

**Wednesday Night, May 22** - Kickbusch Street south to Town Line Road and Northwestern Avenue

**Thursday Night, May 23** - Town Line Road south to City limits.

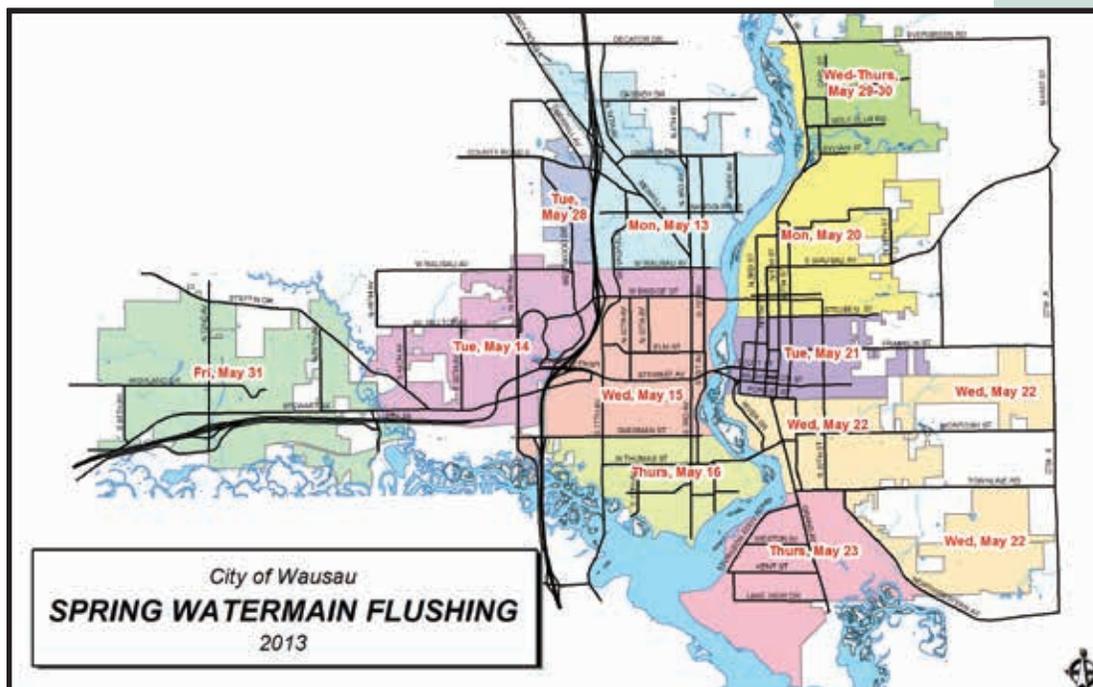
#### Other Areas

**(Flushing performed during the day from 8 a.m. to 3 p.m.)**

**Tuesday, May 28** - High Pressure Zone by 28th Avenue Reservoir, Highway U.

**Wednesday and Thursday, May 29-30** - Riverview Area

**Friday, May 31** - 56th Avenue west to City limits



## Online Appointment Scheduling Available

In an effort to continually provide better services for our customers, you can now use our website to perform a variety of online appointment requests. Log onto our website at: [www.ci.wausau.wi.us/Departments/WausauWaterWorks.aspx](http://www.ci.wausau.wi.us/Departments/WausauWaterWorks.aspx) to schedule final reading requests or appointments for meter exchanges. You'll find a link under Service Scheduling to perform these functions. We will confirm all service requests during our normal business hours.

You can also contact us through our email address of [waterworks@ci.wausau.wi.us](mailto:waterworks@ci.wausau.wi.us) if you have questions about your account, water quality, etc.

Water and sewer bills can also be paid with a credit or debit card through the link that takes you to Official Payments (please note that a convenience fee is charged by Official Payments for this service). Also on our website you can view our newsletters or minutes and agendas for the Wausau Water Works Commission, or find other information relating to the City of Wausau. So, log on today!

## Celebrate National Drinking Water Week

May 5-11 is National Drinking Water Week, a time to recognize our most valuable natural resource. Our tap water delivers public health protection, fire protection, and supports our economy and the quality of life we enjoy. As a measure of a successful society – low mortality rates, economic growth and diversity, productivity, and public safety – these are all in some way related to access to safe water. We are all stewards of the water infrastructure upon which past, present and future generations have and will depend, and each citizen of our city is called upon to help protect our source waters from pollution, and to practice water conservation.

During National Drinking Water Week, take the time to thank your local water utility professionals who are there to ensure that you have the highest quality drinking water 24/7, 365 days a year!

## Amazing, Awesome Water Facts

- On a normal day, Wausau Water Works pumps approximately 5,000,000 gallons of water. During the summer months, that amount typically goes up to 7,000,000 or more.
- An average family of four uses about 24,000 gallons of water per quarter or almost 100,000 gallons annually.
- The average faucet flows at a rate of 2 gallons per minute. You can save up to four gallons of water every morning by turning off the faucet while you brush your teeth.
- A running toilet can waste up to 200 gallons of water per day.
- Taking a bath requires up to 70 gallons of water. A five-minute shower uses only 10 to 25 gallons.
- It takes seven and a half years for the average American residence to use the same amount of water that flows over Niagara Falls in one second (750,000 gallons).
- The City of Wausau has approximately 250 miles of water mains. In the United States and Canada there are approximately one million miles of water pipeline and aqueducts, enough to circle earth 40 times.
- If you drink your daily recommended 8 glasses of water per day from the tap, it will cost you about 50 cents per year. If you choose to drink it from bottled water, it can cost you up to \$1,400 dollars.
- More than 25% of bottled water comes from a municipal water supply, the same place that tap water comes from.
- Water can dissolve more substances than any other liquid including sulfuric acid.

Source: Wausau Water Works and [water.epa.gov/learn/kids/drinkgwater/water\\_trivia\\_facts.cfm](http://water.epa.gov/learn/kids/drinkgwater/water_trivia_facts.cfm)

## Wausau Water Works Accepts Electronic Payments

Are you tired of writing out checks each quarter for your water and sewer bill? If so, Wausau Water Works has just the answer. You can pay your Wausau Water Works bill via electronic payments. To sign up for this service complete the shaded portion of the form below and return to Wausau Water Works, 407 Grant Street, Wausau, WI 54403-4783 along with a VOIDED CHECK. Payments are deducted on the 20th of the month that the bill is due. You will still receive a copy of your quarterly bill showing the usage and billing amount. If you have any questions, please call our office at 715-261-6530.

AUTHORIZATION AGREEMENT FOR AUTOMATIC WITHDRAWAL	
COMPANY NAME <b>WAUSAU WATER WORKS</b>	COMPANY ID NUMBER
I (we) hereby authorize <b>WAUSAU WATER WORKS</b> hereinafter called COMPANY, to initiate entries and to initiate, if necessary, entries and adjustments for any entries in error to my/our account indicated below and the depository name below, hereinafter called DEPOSITORY, to credit and/or debit the same to such account.	
DEPOSITORY NAME	BRANCH
TRANSIT/ABA NUMBER	
CITY, STATE, ZIP	
ACCOUNT NUMBER	
TYPE OF ENTRY (select only one) <input type="checkbox"/> CREDIT <input checked="" type="checkbox"/> DEBIT	TYPE OF ACCOUNT (select only one) <input type="checkbox"/> CHECKING <input type="checkbox"/> SAVINGS
This authority is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.	
NAME (please print)	
SIGNATURE	DATE
NAME (please print)	
SIGNATURE	DATE