



WAUSAU WATERWORKS

FOR YOU!

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Annual Hydrant Flushing to Begin on May 12

Water utility employees will begin flushing fire hydrants on Monday night, May 12, 2014, 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 28th Avenue reservoir will take place during the day, starting on Tuesday, 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.



Winter of 2013-14 Proved to be Challenging

Extreme and continued low temperatures starting in December caused frost levels to creep down to approximately 8 feet, surrounding water mains and service laterals in frost. Starting in late January, water crews thawed approximately 400 homes and businesses that had frozen service laterals, and had water running at approximately 400 more properties to help prevent mains from freezing.

With approximately 4% of our customers running water, water treated and pumped increased to approximately 7.5 million gallons per day, which is similar to what we typically pump during mid-summer months. Of course treating and pumping of that much water does not come without a cost. Electric costs increased by \$10,000 for the month of February, as well as an increase in treatment chemicals, and manpower to thaw the frozen services and keep the equipment running.

Property owners who were advised by Wausau Water Works to run their water will be notified when they should stop. We need to make sure that the ground has thawed sufficiently to keep mains and laterals from refreezing.

The last time we had a winter this bad was back in 1994. We all hope it takes at least another 20 years before we have a winter like this one. **Think Spring!!!**

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 Deb Geier 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 Terry.

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

Call Diggers Hotline Before You Dig

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. 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.



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

Get the Lead Out

The City of Wausau has many older homes that were constructed when lead plumbing materials were commonly used. Lead pipes are sometimes found internally in homes built before about 1930, homes built before 1965 had lead service lines between the house and the water main, and lead solder was used with copper pipe up to 1984.

Lead is not found in our groundwater or water in the City's distribution mains but is absorbed from lead service lines and lead plumbing materials. We recommend that residents with homes built before 1984 flush their water line before using water for cooking or drinking. It takes time for the water to absorb lead so the idea is to use water that has not been in contact with lead plumbing materials for more than a few hours.

Adequately flushing the water line can require running 1 to 2 gallons of water to draw fresh water from the water main. It would not be necessary to run as much water if the home does not have a lead service line or if water was recently used elsewhere in the house such as to flush a toilet or wash clothes for example.

Wausau Water Works continues to monitor the corrosion potential of our drinking water to minimize the amount of lead absorbed from household plumbing.

If you have any questions regarding lead in drinking water, lead plumbing, or flushing requirements, please contact Wausau Water Works at 715-261-6530



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 that 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 12 - West Wausau Avenue north to City limits

Tuesday, Night, May 13 - Wausau Avenue south to Bridge Street and Pinecrest area to Stettin Drive, west to 48th Avenue and north to Hilltop Avenue.

Wednesday Night, May 14 - Oak Street south to Sherman Street

Thursday, Night, May 15 - Rosecrans Street south to City limits

East Side

Monday Night, May 19 - Steuben Street north to Sylvan Street; 6th Street to City limits (Evergreen Road), Riverview Court and Riverview Drive

Tuesday Night, May 20 - Hamilton Street south to Forest Street

Wednesday Night, May 21 - Kickbusch Street south to Town Line Road and Northwestern Avenue

Thursday Night, May 22 - Town Line Road south to City limits

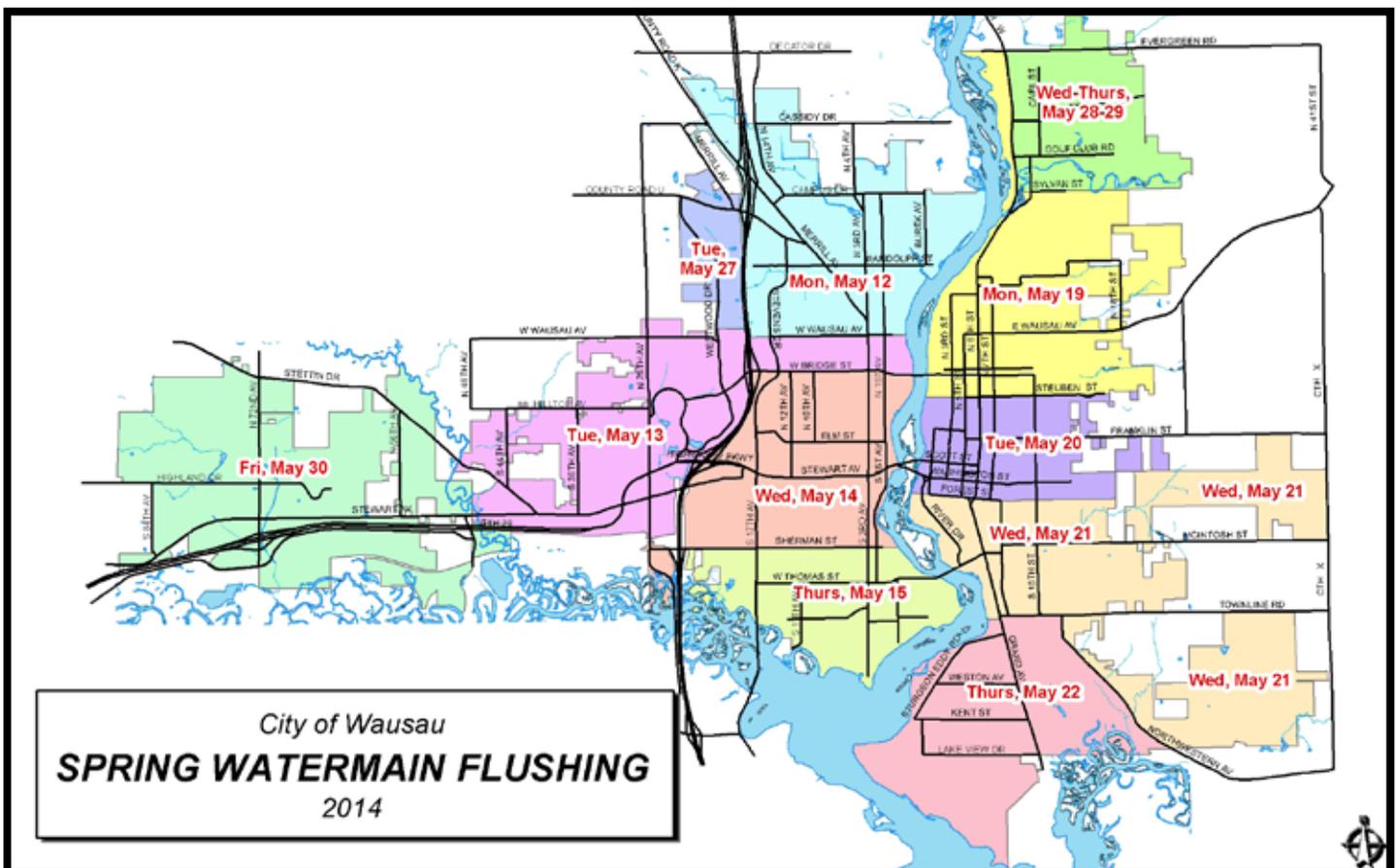
Other Areas

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

Tuesday, May 27 - high pressure zone by 28th Avenue Reservoir, Highway U

Wednesday and Thursday, May 28-29 - Riverview area

Friday, May 30 - 56th Avenue west to City limits



Happy Retirement!

Bob Thompson, Assistant Water Superintendent, retired on January 22, 2014 after 35 years with Wausau Water Works and the City of Wausau. We thank Bob for his many years of service and wish him the happiest of retirements.

Bob's retirement opened up promotion opportunities for Deb Geier who was promoted to Utility Resources Manager and Scott Boers who took on additional responsibilities as Senior Distribution Maintainer.

Cross Connection Inspections

Businesses are reminded that cross connection inspections are required every two years per Wisconsin State Statute 810.15. Businesses that are out of compliance will be sent letters advising to submit the required documentation to bring them into compliance with State Statutes.

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 WAUSAU WATER WORKS	COMPANY ID NUMBER
I (we) hereby authorize WAUSAU WATER WORKS 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