



WAUSAU WATER WORKS

FOR YOU!

Volume 14, No. 1

Winter 2012

Upgrades at WWTP Progressing



Among the upgrades at the Wastewater Treatment Plant is the rehab of two of the three final clarifiers. Staab Construction, Marshfield, is the general contractor for the project. Other projects include the replacement of the aeration system including the installation of micro-turbines, a scrubbing system for the micro-turbines (pictured at right) and 3 new Siemens blowers. Ghidorzi Construction Company of Wausau is the general contractor. Grants were received from Focus on Energy for a portion of the aeration upgrade.



Wausau Feted With Fluoridation Award

The State of Wisconsin Department of Health Services recently awarded Wausau Water Works with the 2010 Water Fluoridation Quality Award.

In the letter that accompanied the award, it stated “Community water fluoridation has been recognized by the CDC as one of 10 great public health



achievements of the 20th Century. Water fluoridation has helped improve the quality of life in the United States through reduced pain and suffering related to tooth decay, reduced time lost from school and work, and less

money spent to restore, remove, or replace decayed teeth. Fluoridation is the single most effective public health measure to prevent tooth decay and improve oral health over a lifetime, for both children and adults. CDC recommends water fluoridation as a safe, effective, and inexpensive method of preventing decay. In fact, every \$1.00 invested in fluoridation saves at least \$38.00 in costs for dental treatment.”

Wausau Water Works, which has added fluoride to our water since 1962, was one of 1603 water systems in 29 states to receive the award, with 138 systems in Wisconsin receiving awards.

Reminder for Residents about Summer Sprinkling

Residents who do outside sprinkling of lawns or gardens during the summer months are reminded that they may want to install a water only meter to avoid sewer charges for water used outdoors.

Many communities around this country, and even here in Marathon County, struggle with providing adequate quantities of drinking water to their customers. Some of these communities even have sprinkling moratoriums in place. Here in Wausau, we have been fortunate to have adequate water supplies, sometimes to the point of where we take what we have for granted, and over the past few years, we have seen an increase in unrepaired leaks or broken pipes in neglected properties. That water goes into the sanitary sewers where it must be treated at the wastewater plant, however the cost of that treatment was not being recuperated.

Starting in 2012, all customers will be charged sewer based on the amount of water used unless they have a separate meter for outside sprinkling. A couple of exceptions may apply, such as for new lawn construction or discharge from swimming pools where the water does not go into the sanitary sewer. All requests for adjustments are to be made in writing and must meet the criteria of the Sewer Consumption Adjustment Policy. All requests are reviewed on a case by case basis.

No adjustments will be considered for the following:

- Any type of plumbing leak (e.g. toilet leaks, leaking faucets or broken pipes, irrigation systems,

etc.) or increase in sewage charges as a result of other surreptitious use of water.

- Any leaks resulting from vacant or neglected properties.
- **No adjustments will be offered on accounts that are not in “good standing”.**

It is the customer’s responsibility to provide the burden of proof that the water did not discharge into the sanitary sewer system. Under no circumstances will any credits be issued where plumbing issues have not been resolved.

Wausau Water Works reserves the right to inspect property to confirm that the discharge did not go into the sanitary sewer system and further reserves the right to back bill accounts where the meter has stopped or has malfunctioned. Back billing will be based upon rates in effect at the time of the original billing.

Forms are available at the Customer Service Department in City Hall or on the utility’s website at: www.ci.wausau.wi.us/Departments/WausauWaterWorks/Billing.aspx

Businesses Required to Undergo Cross Connection Inspection

The Wisconsin Department of Natural Resources has mandated that owners of commercial, industrial and publicly owned properties conduct a Cross Connection Survey every two years. Wausau Water Works sent letters to property owners advising of this requirement which indicated that inspections were to be completed by the end of 2011. Businesses who have not complied will receive letters of non-compliance early in 2012 to explain how to come into compliance, or face the potential for

disconnection of their water service.

A cross connection can occur when a drop in pressure in the water system causes a back siphoning into the water system (such as when a hydrant is opened, or a water main breaks). Making sure that no cross connections exist ensures a safe drinking water supply for all our customers.

Residential customers can do their part to make sure the water supply stays safe by installing hose bib vacuum breakers on outside faucets and removing any hoses that may be connected to laundry tubs or other sinks or tubs. Additional information will be provided to single family residential property owners during routine meter upgrades.



For more information on the cross connection policy or how to prevent cross connections, contact Wausau Water Works at 715-261-7265.

Lead in Our Water

In 2010, Wausau Water Works celebrated its’ 125th year of providing clean, safe water to its’ residents. Being around that long means that there are a number of homes that have lead service lines and any home built before 1984 will have lead in the solder used in the plumbing.

We do treat our water to minimize the exposure to lead and we test a random number of homes every 3 years to satisfy EPA requirements. Wausau Water Works and the WDNR would like to remind you to run your water 2 to 3 minutes before using it for drinking or cooking to remove stale water from your plumbing.

Happy Retirement!



Retirement wishes are sent to **Ryan Nesbitt** who retired on December 30 after 30 years as a Certified Water Treatment Plant Operator.



Retirement wishes are also being sent to **John Motl** who will be retiring as of January 18 after 32 years of service. John has served as Crew Chief on the Water Distribution crew for the last 10 years.

We wish both Ryan and John the best in their retirement and hope that they enjoy their days of leisure.

Congratulations!

Congratulations are extended to **Dave Erickson** who was recently promoted to the position of Wastewater Superintendent. We wish Dave the best in his new position!

Mail Bills Timely

With changes in the U.S. Postal Service, delivery of mail could be slowed slightly. To avoid potential late charges, we recommend mailing bills 7-10 days prior to the due dates. Electronic payment options are also available.

This Winter Keep The Cold Outside

As we all know, winters in Wisconsin can get quite cold, which can have an effect on water meters and water pipes inside the home. Homeowners should make sure basement doors and windows are closed tightly and that heat is allowed to flow freely around water meters. Heat should be kept at around 50 degrees in basements or wherever pipes and water meters reside.

Thawing frozen pipes can be a little tricky, and should only be done with a hair dryer or heat tape. **NEVER** use an open flame. Before starting to thaw, it is important to know where your shutoff valve is located, (typically on either side of the water meter) and to make sure it operates as expected. When thawing, if you were to discover that the pipe has a crack, you should immediately shut off the water supply. Wausau Water Works can also turn off your water service out by the street, however there is a fee to turn the service back on.

Vacant properties need more attention during winter months. Again it is important to keep heat in the property, including the basement. (Setting thermostats at 50 degrees is recommended.) Leave doors open under sinks or other closed areas to help circulate the warm air, and have a trusted friend or relative check the property regularly if you're unable to check it yourself. If you flush the toilet, make sure it stops completely before leaving the property. We often see properties that are vacant during winter months have high water usage when a toilet is flushed but doesn't turn off as expected. It can then run until the next time it is flushed resetting the stopper. This can cause large water usages and large bills.

Properties that are expected to be

vacant for a longer period of time or are in foreclosure should have the water service turned off at the street, the meter removed and fixtures winterized. Although there is a fee to turn the service back on, it is significantly less than the cost of water used or property damage if a pipe were to burst.



Make Sewer Back Up Insurance a New Year's Resolution

With the start of a new year, we all like to come up with resolutions to make our lives better. One that shouldn't be broken is to purchase sewer backup insurance.

Sewer backup insurance can be added to most homeowner's policies, and typically at a minimal expense, especially when you consider what it costs to replace goods and clean up the mess. This is especially important for homeowners who have improved basements.

Backups are typically the result of a blockage in either the homeowner's sewer lateral or the City's sewer main in the street. It should be noted that damages from blockages in the City's mains are not automatically reimbursed by the utility. We follow the Wisconsin State Statutes as it pertains to negligence, and as long as we have maintained the main within the last 3-5 years, there may not be coverage. That is why it is important to carry sewer backup insurance. Another thing to consider is the amount of coverage to carry, especially if you have an improved basement.

Having your sewer lateral cleaned on a regular basis is another good thing to do to help with backup concerns.

Water Works Rate Schedule

Water Rates: Effective 7/1/10

Quarterly Service Charge

(based on size of water meter)

5/8 inch meter.....	\$ 15.45
3/4 inch meter.....	15.45
1 inch meter.....	24.72
1-1/4 inch meter.....	37.08
1-1/2 inch meter.....	43.26
2 inch meter.....	64.89
3 inch meter.....	117.42
4 inch meter.....	166.86
6 inch meter.....	315.18
8 inch meter.....	482.04
10 inch meter.....	707.61
12 inch meter.....	933.18

Plus Volume Charge below:

First 6,000 cubic feet used each quarter - \$1.69 per 100 cubic feet.
 Next 54,000 cubic feet used each quarter - \$1.53 per 100 cubic feet.
 Over 60,000 cubic feet used each quarter - \$1.16 per 100 cubic feet.

Wholesale Service (Brokaw)

Quarterly Charge \$167.00
 Volume Charge: \$1.46 per 100 cu. ft.

Sewer Rates: Effective 1/1/11

Quarterly Service Charge

(based on size of water meter)

5/8 inch meter.....	\$ 17.00
3/4 inch meter.....	17.00
1 inch meter.....	23.00
1-1/4 inch meter.....	32.00
1-1/2 inch meter.....	37.00
2 inch meter.....	62.00
3 inch meter.....	112.00
4 inch meter.....	183.00
6 inch meter.....	361.00
8 inch meter.....	568.00

Plus Volume Charge below:

All volume, as recorded by the water meter each quarter, shall be charged at the rate of \$2.59 per 100 cubic feet. Unmetered sewer rate is \$85.85 per quarter outside the City of Wausau.

Private Fire Protection: Eff. 3/1/06

(based on size of connection)

2 inch connection.....	\$ 12.00
3 inch connection.....	22.00
4 inch connection.....	37.00
6 inch connection.....	74.00
8 inch connection.....	117.00
10 inch connection.....	176.00
12 inch connection.....	256.00

Public Fire Protection: Eff. 7/1/10

(based on size of water meter)

5/8 inch meter.....	\$ 8.96
3/4 inch meter.....	8.96
1 inch meter.....	22.25
1-1/4 inch meter.....	32.75
1-1/2 inch meter.....	44.19
2 inch meter.....	71.07
3 inch meter.....	132.87
4 inch meter.....	222.48
6 inch meter.....	444.96
8 inch meter.....	704.52
10 inch meter.....	1056.78

Wholesale Public Fire Protection

(Brokaw) Quarterly Charge: \$2431.00

Payments must be received in the City of Wausau Customer Service Department, City Hall, by the 20th of each month. Payments received after the 20th of the month are subject to late payment charges in the amount of 1% of the outstanding balance.

Payments made at grocery stores, electronically, or through the mail, via the Milwaukee lockbox address should be made at least seven (7) days prior to the due date to ensure timely receipt.

