WAUSAU WATER WORKS
FOR YOU!

Volume 8, No. 1 Spring, 2005

Drinking Water Report

Hip-Hip-Hooray for Safe Drinking Water!!

As you will see from the tables on pages 4-5 of this report, Wausau Water Works supplied excellent drinking water throughout 2004.

Why do we prepare this report annually? We want our valued customers to be informed about their drinking water. The federal government also wants you to be informed about what substances are in your water, and thus requires all water utilities in the United States to provide this information to their customers on an annual basis. You should feel assured that the water you receive from your tap is safe for you and your family, because "Quality on Tap is our Commitment, Our Profession", and providing quality drinking water to you, our residents, is our **number one** priority!

Do you have Questions Regarding this Report?

If you have any questions regarding this report, or concerns about your water, please contact Joseph L. Gehin, Director of Administration - Public Works and Utilities, at 715-261-6530 or Dick Boers, Drinking Water Superintendent, at 715-261-7286.

If you would like to learn more, please attend any of our regularly scheduled commission meetings which are generally held the first Tuesday of each month, at 1:30 p.m., in City Hall. If you wish to have an item included on the agenda for Commission consideration, please contact Deb Geier at 715-261-6533 two weeks prior to the next scheduled meeting.

Jim Gaulke, Meter Reader for Wausau Water Works, takes a test reading of the new radio transmitters (white boxes installed on building) which will be used for reading meters.

Radio Reading Technology to be implemented in Wausau

Wausau Water Works Commission, at its May Commission meeting, approved to change the current meter reading system to radio reading technology. Beginning in May, homes and business on Wausau's east side will be retro-fitted with meter interface units (MIUs) that will allow these properties to be read using radio frequency technology, eventually eliminating the need for meter readers to walk up to the property.

The entire project is expected to take three to five years to complete. Once the City is completely switched over, it is anticipated that meters will be able to be read in three days, instead of the six plus weeks that it currently takes. This will allow for additional improvements to billing, such as monthly billing rather than quarterly.

We're excited about the change in reading technology, and the improved service we'll be able to provide to our customers in the future.

Professor Faucet's Tidbits

We often get calls questioning why late charges were added to an account. More often than not, it was because the payment was not received by the due date. Customers are reminded that payments are sent to an address in Milwaukee. This is done to help control collection costs by the City Finance Department. **We recommend that payments be mailed approximately 7-10 days prior to the due date** to avoid potential late charges.

Payment stubs are also important. Payments that are mailed without the stubs are rejected by the automated processing equipment, and then forwarded back to our office for manual processing. This can delay the processing of your payment by 1 to 3 days. If you are paying your bill close to the due date, we recommend paying either directly at City Hall, or using one of our drop boxes, which are located outside City Hall on Grant Street or on Forest Street, outside Yonkers.

Internet payments through banking institutions are also becoming popular, but since the payment stub is not included with this type of payment, it can cause a delay if sent to the Milwaukee address. These type of payments should be addressed to Wausau Water Works, 407 Grant Street, Wausau, WI 54403-4783. Again, allow ample time for the bank to cut the check and forward it to us.

Electronic payments are also popular. A form to sign up for this type of direct withdrawal from either a checking or savings account is located on page 7 of this newsletter. Payments are deducted the 10th of the month in which they are due.

Credit card payments are available by using an outside company called Official Payments. They accept payments for utility bills by charging them directly to your credit card. Official Payments charges you a fee, which is based on the amount of your bill. You can use their services by dialing 1-888-272-9829 or logging onto the Internet at *www.officialpayments.com.*

Late charges are applied after the 20th of each month to any outstanding balance. The Public Service Commission of Wisconsin, which regulates our utility, does not allow us to remove late payment charges. Therefore, payments received after the 20th of the month, regardless of when they were mailed, are subject to late payment charges in the amount of 1% of the outstanding bill.

Well Permits & Abandonment

State and Municipal codes require owners of properties in the City with a private well to obtain a permit through Wausau Water Works. Unused or non-complying wells must be properly abandoned.

Homeowners are cautioned to never fill an unused well without first researching approved methods. Removing unapproved materials can be very expensive. We recommend hiring a well driller or licensed plumber with experience in abandoning wells to do this work as they understand what needs to be done.

To maintain a well for watering or other outdoor uses, the well must be tested to ensure that it is bacterio-logically safe, and a permit obtained. Permits cost $60.00 for a five year period and can be assessed on the quarterly water bill at $3.00 per quarter.

For more information on obtaining a permit or information on proper well abandonment, please contact Dave Erickson at 715-261-6536.

Brown St. Tower Gets a Facelift

The Brown Street water tower was emptied and taken out of service in May for painting. Aero Painting of Elkhart Lake, WI received the contract to sandblast and paint both the interior and exterior of the water tower.

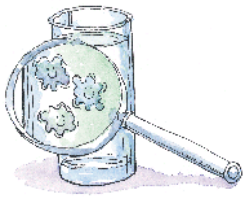
Residents on the east side of Wausau may have noticed some inconsistencies in their water pressure as a result of the tower being out of service. Booster pumps have ran continuously to regulate the water pressure. When too much pressure builds up, it is relieved through hydrants, to eliminate concerns to homeowners and businesses who normally receive their water supply from the Brown Street tower.

Weather conditions have delayed the project, however, it is anticipated to be completed by the end of June.

Routine Water Quality Testing....

The Water Quality Test Results shown on pages 4-5 only list substances which are required to be tested and detected. **We run numerous tests for substances which are not detected.** We also run routine tests to help us evaluate water characteristics such as pH, alkalinity, hardness, etc. A summary of those results is shown below.

pH - Typical result: 8.5. Ideal range: 7 to 8.5. Measure of acidity - low values may indicate corrosive water.



Alkalinity - Typical result: 70 to 80 mg/l. Measure of water's ability to neutralize acids - is related to pH and hardness.

Hardness - Typical result: 80 to 100 mg/l or 4-1/2 to 6 grains/gallon. Wausau's water is moderately soft. Hard water is beneficial to health, but high levels can decrease soap's cleaning ability and cause scaling inside of pipes.

Iron - Typical result: less than 0.05 mg/l. Natural levels in our well water can be high, but it is removed by our treatment plant - not a health concern, but it can cause taste and odor problems and staining of laundry when bleach is used.

Manganese - Typical result: less than 0.04 mg/l. Like iron, a naturally occurring mineral that is removed at the treatment plant.

What these tests indicate is that we have high quality, good tasting water available right at our taps!

Did You Know?

All drinking water, including bottled drinking water, may be reasonably expected to contain naturally dissolved elements/minerals. It's important to remember that the presence of these constituents does not necessarily pose a health risk, and generally are required for a balanced diet. All sources of drinking water are subject to potential contamination by constituents that are naturally occurring, or are manmade. Those constituents can be microbes, organic or inorganic chemicals, or radioactive materials. All 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 the 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**.

Watch Your Bill...

Does your water bill have a message stating that it is time to upgrade your water meter? To ensure accuracy, we are required to exchange and test water meters every ten years. If your bill has this message, please contact our customer service staff at 715-261-6530 to schedule an appointment. There is no charge for this service, and appointments generally take less than one hour. Service technicians occasionally knock on doors or leave tags on doors requesting this service.

WRWA Names WWW Newsletter Best in State

Wausau Water Works was recognized as having the best newsletter in the large utility category by the Wisconsin Rural Water Association (WRWA) at their annual conference which was held March 29-April 1 in Green Bay. This very prestigious award has been won by Wausau twice since its inception. We thank WRWA for recognizing our newsletter for this award.

Water and Sewer Rates to Increase

Wausau Water Works, like other businesses, has experienced increases in expenses for items such as insurance, heating fuel and gasoline, as well as many other expenses. In order to maintain a sufficient cash flow and to ensure we are serving our customers in the best manner possible, it will be necessary to increase rates for both the water and wastewater utilities. Virchow Krause has been retained to analyze the current rates and operating costs for the wastewater division, which has not seen a rate increase in 16 years. It is expected that this rate increase will be seen on bills later this year.

The Public Service Commission of Wisconsin will also review revenues and expenses later this summer for an increase in water rates. Extensive infrastructure replacements on the water side, as well as upcoming utility changes for the Hwy 51/29 bypass have strained the cash flow. This increase is expected to go into effect either late 2005 or early 2006.

WAUSAU WATER WORKS FOR YOU!

WATER QUALITY TEST RESULTS

Substance	Unit Measurement	MCLG	MCL	Level Detected	Violation Y/N	Likely Source of Substance
Disinfection Byproducts						
HAA5	ppb	60	60.	5 average Range 3-12	**NO** ☺	Disinfection By-product
Inorganic Contaminants						
Barium (Last sample date 9/04/2002)	ppm	2	2	.012 Range .004-.012	**NO** ☺	Erosion of natural deposits.
Copper (Last sample date 5/24/2002)	ppm	1.3	AL=1.3	0.0920 Range .0000-.1250	**NO** ☺	Corrosion of household plumbing system.
Fluoride	ppm	4	4	1.2 average Range 1.2-1.3	**NO** ☺	Erosion of natural deposits; water additive which promotes strong teeth.
Lead (Last sample date 6/19/2002)	ppb	0	AL=15	13.3 Range .00-71.1	**NO** ☺	Corrosion of household plumbing systems.
Nickel (Last sample date 9/04/2002)	ppb	100		5 average Range .00-5.0000	**NO** ☺	Nickel occurs naturally in soils, ground water and is often used in electroplating, stainless steel and alloy products.
Nitrate (N03-N)	ppm	10	10	.54 average Range .28-.79	**NO** ☺	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Nitrite (N02-N) (Last sample date 9/04/2002)	ppm	1	1	.100 Range .00-.100	**NO** ☺	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits.
Sodium (Last sample date 9/04/2002)	ppm	N/A	N/A	11.20 average Range 5.87-11.20	**NO** ☺	Naturally occurring, contained in corrosion control additive

The tables on these two pages display the number of contaminants that were required to be tested in the last five years. The Drinking Water Report may contain up to five years worth of water quality results. If a water system tests annually, or more frequently, the results from the most recent year are shown on the Drinking Water Report. If testing is done less frequently, the results shown on the Drinking Water Report are from the past five years.

Substance	Unit Measurement	MCLG	MCL	Level Detected	Violation Y/N	Likely Source of Substance
Unregulated Contaminants						
Chloroform	ppb	N/A	N/A	1.18 average Range ND-2.41	**NO** ☺	By-product of drinking water chlorination.
Dibromochloro-methane	ppb	N/A	N/A	.15 average Range ND-1.35	**NO** ☺	By-product of drinking water chlorination.
Sulfate (Last sample date 9/04/2002)	ppm	N/A	N/A	10.80 Range 6.95-10.80	**NO** ☺	Naturally occurring
Volatile Organic Contaminants						
TTHM (Total Trihalo-methane)	ppb	0	80	2.0 average Range .9-2.4	**NO** ☺	By-product of drinking water chlorination.
Radioactive Contaminants						
Gross Alpha (Excl. R&U) (Last sample date 3/07/2002)	pCi/l	0	15	3.2 Range .0-3.2	**NO** ☺	Erosion of natural deposits.

Definition of Terms: The information provided in the tables on pages 4 and 5 contain many terms and abbreviations that may be unfamiliar. To help you better understand, we've provided the following definitions.

AL **Action Level -** the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

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

PPB **Parts Per Billion** or Micrograms per liter - one part per billion corresponds to one minute in 2,000 years, or a single penny in $10,000,000.

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

MCL **Maximum Contaminant Level** - the "Maximum Allowed" (MCL) is 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 "Goal" (MCLG) is 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.

TCR **Total Coliform Rule.**

ND **None detected.**

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Data presented in these tables represent the most current test results. Some tests are performed on a 3 year cycle.

Important Info

Infants and young children are typically more vulnerable to lead in drinking water than the general population. As a result of materials used in your home's plumbing, it is possible that lead levels at your home may be higher than at other homes in the community. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested, or you can flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the **Safe Drinking Water Hotline (1-800-426-4791).**

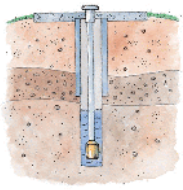
Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced or reduced.

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 of 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 microbiological contaminants are available from the **Safe Drinking Water Hotline (800-426-4791).**

You may also contact our office at 715-261-6530 if you have questions regarding your water quality, or to obtain information on lead testing in your home. Our office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday.

Where Does Our Water Come From?

Wausau's drinking water comes from six municipal wells, all of which are located near the Wisconsin River. These wells range in depth from 95 feet to 160 feet, and pump anywhere from 900 to 3000 gallons per minute.



From the wells, the water travels to our Water Treatment Plant where it undergoes treatment to remove iron and manganese prior to distribution to your home or business.

Over 200 miles of water mains deliver the water from the Treatment Plant to almost 15,000 homes and business served by Wausau Water Works.

Thousands of Water Quality Tests Conducted

The substances shown on the tables on pages 4 and 5 indicate the contaminants that are detected in our drinking water. Other items that are tested, but are indicated as non-detects (meaning their amounts are so low, if at all present, that they are not detected during testing) include: Antimony, Arsenic, Beryllium, Cadmium, Chromium, Mercury, Selenium, Thallium, Aldicarb, Atrazine, Pentachlorophenol, Toxaphine, Benzene, Styrene, Vinyl Chloride, Xylene, just to name a few.

Thousands of water quality tests are performed annually to ensure that you are receiving the best possible quality of drinking water. Additional tests including inorganic substances, disinfection byproducts, radioactive substances, unregulated contaminants, microbiological, volatile organic and synthetic organic substances, which include pesticides and herbicides, are conducted on a three to five year cycle.

Northwoods Mist - A Unique Gift

Are you planning a family reunion or wedding this summer? Looking for something unique to give to your friends or family? ***Northwoods Mist***, Wausau's very own bottled water, is cool and refreshing, and a perfect gift to include in welcome packages, or just for people on the go.

Northwoods Mist is available at Central Beer Distributors, 300 Creske Avenue in Kronenwetter (Behind Cedar Creek Mall), or at Wausau Water Works' office in City Hall.

Did You Know??

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 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 storm water 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 storm water runoff and residential user.
- 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 storm water 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.

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 the answer. You can now 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 10th of the month that the bill is due. You will still receive a bill showing your usage and billing amount, and you will also receive a notification prior to the first withdrawal. 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 named 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) ☐ CREDIT ☒ DEBIT	TYPE OF ACCOUNT (Select only one) ☐ CHECKING ☐ 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 as 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

Area Utilities Participate in Lawn & Garden Show

Professor Faucet (Tom Wohlfahrt) discusses a question used to play Professor Faucet's Quiz-O-Rama with Cindy Falkowski, Kronenwetter Water Utility, and Pat VanOuse, Wausau Water Works, at the Cedar Creek Lawn and Garden Show which was held the first weekend in April. The Wausau Area Water Utilities jointly sponsored a booth at the show.

How much water is used, on average, to run an automatic dishwasher?

If you know the answer to that question, you might have been a winner in Professor Faucet's Quiz-O-Rama. Wausau Water Works, along with water utilities from Kronenwetter, Mosinee, Rib Mountain, Rothschild, Schofield, Weston and the Marathon County Landfill sponsored a booth at the annual Cedar Creek Lawn and Garden Show which was held April 1-3, 2005 at the Cedar Creek Mall. The highlight of the area utilities booth was the trivia game, Professor Faucet's Quiz-O-Rama, where contestants were asked questions relating to water conservation, local history, wastewater, composting, and the landfill. Contestants answering the questions correctly (sometimes with a little encouragement by booth staffers) were awarded prizes which included water bottles, pocket sewing kits, rain gauges, flyers and seeds.

Wausau Water Works employees who participated in the booth included: Tom Blaschka, Dick Boers, Dave Erickson, Deb Geier, Skip Hoenisch, Lonnie Lewis, John Motl, Mark Sowinski and Pat VanOuse.

Oh, and the answer to the trivia question..... 9-12 gallons. Did you know that hand washing can use up to 20 gallons?

Important Water Quality Information Enclosed

Cov ntawv tshaabxu txug tej dlej haus nuav muaj ntau yaam txheejxwm tseemceeb txug dlej haus nyob rau hnv. Wausau Water Works (Qhov Chaw Saibxyuas Tej Dlej Hau Hnv Nroog Wausau) kuj muaj sau ua lug

WAUSAU WATER WORKS FOR YOU!
407 Grant Street ❖ Wausau, WI 54403-4783