



WAUSAU WATERWORKS

FOR YOU!

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Keep the Cold Outside

Winters can be challenging due to cold temperatures and deep frost levels. There are a number of tips to help avoid problems with frozen or broken pipes in your home.

- Keep all doors and windows to your basement closed and keep the basement heated to a minimum of 50 degrees.
- Homeowners with finished basements are encouraged to allow air to circulate around the water meter; this is especially true if the meter is encased behind a wall.
- Leave cabinet doors open under sinks that are located on exterior walls.
- Vacant properties – make sure to have someone check the property on a regular basis to make sure the furnace doesn't go out. This is especially important as temps start to drop or during extended periods of cold weather. Better yet, contact Wausau Water Works to turn off the water service at the street and remove the water meter; the property can then be winterized. There is a fee to turn the service back on, but it is minimal compared to the damage one broken pipe can cause.
- Never thaw a frozen pipe with an open flame. Thawing should only be done using a hair dryer or heat tape. Before starting to thaw make sure you know where the main water shut off valve is located in your home and that it works. If you were to discover a crack in the pipe you will want to be able to immediately shut off the water supply.
- Use of space heaters in the living spaces of homes may help keep you feeling more comfortable, but it may also limit the amount that your furnace runs, which could cause basement temperatures to drop and cause pipe or water meter freezing or breakage.



Welcome Aboard

Wausau Water Works would like to recognize our recent hire. Darren Jensen was hired as a Water Treatment Plant Operator. Welcome aboard Darren!

It Is That Time of

Cold winter temperatures bring w
water any time of day, please call
helps us keep repair costs down a

Residential Cross Connection Survey

As part of a continued effort to provide safe water, Wausau Water Works will be performing Cross Connection Surveys at each residence within the city. These inspections not only protect against hazardous connections to the water supply but are required by the EPA and DNR. The cross-connection survey will be done during the same appointment as the meter replacement.

These residential surveys will consist of an inspection of the basement plumbing, as well as any plumbing located outside the home. Some of the things we will be looking at are the drains on water softeners, hose bibs, laundry tubs, boilers, toilets and other connection points including irrigation systems. This assures compliance with state cross connection plumbing code.

The most common residential non-complying plumbing fixtures are hose bibs not having back flow prevention. A simple installation of a hose bib vacuum breaker can often fix this issue.

Property owners will be responsible for any repairs or alterations to their plumbing that will be necessary to meet code compliance. If violations are found during the inspection repairs will need to be made within 30 days and a follow-up re-inspection scheduled with the utility.

The cross connection control program was set up to protect the public water supply system from potential backflow hazards which could allow “dirty” or unsafe water to get into the public water supply. Wausau Water Works would like to thank you for your participation in this program, helping us to provide safe water and meet federal and state requirements.

What is a Cross-Conn

A cross-connection is a source of contamination installed at every point o eliminated.

How does contaminat

When you turn on yo certain hydraulic conditio contaminate your own drink

Water normally flows this is known as Backflow backpressure.

Backsiphonage

May occur due to a los break or system repair. Th and back into your water o

Backpressure

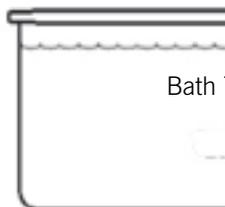
May be created when from the public water syst an unprotected cross-conn

In the Bathroom - Han

The hand held shower f compliant if:

- When shower head is freely, it is at least 1" ab of the flood level rim receptor (tub)
- Complies with **ASSE#**
- Has the **ASME code 1** stamped on the handle

1" Minimum AIR GAP Tub From Fixture Ou



Year Again

water main breaks! We are asking for your help in spotting water main breaks. If you see any running Wausau WaterWorks, at 715-621-6530 to let us know. Reporting main breaks when you see them and limit property damage.

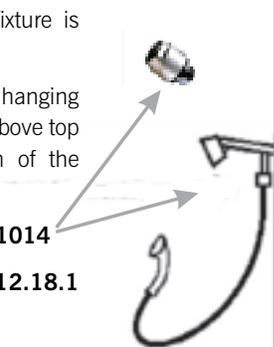
Connection?
 an actual or potential connection between the safe drinking water (potable) supply and a source of pollution. State plumbing codes require approved backflow prevention methods to be used at any point of potable water connection and use. Cross-Connections must be properly protected or eliminated.

When can a backflow occur?
 When you turn on your faucet, you expect the water to be as safe as when it left the treatment plant. However, if your plumbing system is left unprotected within your plumbing system may allow hazardous substances to enter your drinking water or even the public water supply. Backflow can occur in one direction. However, under certain conditions, water can actually flow backwards; this is called backflow. There are two situations that can cause water to flow backward: back siphonage and backpressure.

Back siphonage: A loss of pressure in the municipal water system during a fire fighting emergency, a water main break, or a pipe leak creates a siphon in your plumbing system which can draw water out of a sink or bucket and into the public water system.

Backpressure: A source of pressure (such as a boiler) creates a pressure greater than the pressure supplied by the water main. This may cause contaminated water to be pushed into your plumbing system through a cross-connection.

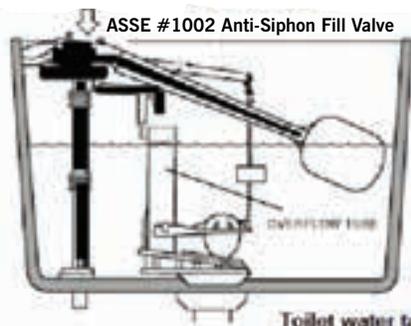
Backflow from a Held Shower Fixture



In the Bathroom - Toilet Tanks

There are many unapproved toilet tank fill valve products sold at common retailers which do not meet the state plumbing code requirements for backflow prevention.

- Look for the **ASSE #1002** Standard symbol on the device and packaging.
- Replace any unapproved devices with an **ASSE #1002** approved anti-siphon fill valve device. Average cost is typically \$12 to \$22 at home improvement stores.
- Verify overflow tube is one inch below critical level (CL) marking on the device.



Insights to protect your drinking water

Do...

- Keep the ends of hoses clear of all possible contaminants.
- Make sure dishwashers are installed with a proper "air gap" device.
- Verify and install a simple hose bibb vacuum breaker on all threaded faucets around your home.
- Make sure water treatment devices such as water softeners have the proper "air gap", which is a minimum of one inch above any drain.

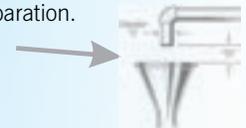
Hose bibb Vacuum Breaker



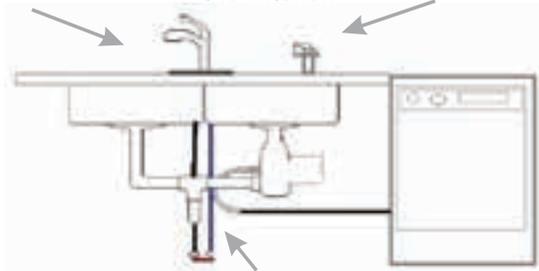
Don't...

- Submerge hoses in buckets, pools, tubs, sinks or ponds.
- Use spray attachments without a backflow prevention device.
- Connect waste pipes from water softeners or other treatment systems directly to the sewer or submerged drain pipe. Always be sure there is a one inch "air gap" separation.

Air Gap



In the Kitchen



Hoses and water treatment devices may create a potential backflow hazard if not properly isolated with backflow prevention methods.

Cross Connection Inspections

The goal of Wausau Water is to deliver safe, high-quality drinking water every day. To continue to protect the public health and keep the water system safe from contaminants and pollutants we are required by the Wisconsin Department of Natural Resources, Wisconsin Department of Safety & Professional Services, and the Wausau Municipal Code to maintain a cross connection control program. Wausau Water Works has renewed its contract with HydroCorp of New Berlin, Wisconsin to assist in managing our program.

HydroCorp is a consulting firm that specializes in backflow prevention education and cross connection control programs and inspections. HydroCorp does not sell plumbing devices, installations or perform backflow preventer testing. Each HydroCorp Inspector carries an easy to see Photo Identification Tag Issued by Wisconsin Rural Water Association. All employees undergo a third party background check.

HydroCorp will perform the surveys of commercial and Industrial buildings throughout the community to detect actual & potential cross connections and make recommendations for the installation of backflow prevention devices or assemblies where necessary. This will help ensure that contaminated or polluted water cannot backflow into clean drinking water. A survey is a walk-through of the water system piping in a building or property, starting at the water meter and ending at the last free-flowing tap. At the end of the survey HydroCorp will produce a report describing any violations or discrepancies found, as well as a time frame for compliance. Inspection notices will be mailed to water customers approximately two weeks before the scheduled inspection date. A representative should be available during the inspection to answer questions and provide access. Cross connection control program questions can be directed to Wausau Water Works at 715-261-7265 or water customers may call HydroCorp directly at 800-315-4305.

Congratulations!

Congratulations are extended to the following employees who have recently received certifications or finished certificate programs. Kevin Behnke received his WDNR certificate in Lime Softening, and Floyd Smith received his WDNR Water Operator Certifications for VOC removal, Iron removal, zeolite softening and Lime softening.

Cheryl Sell recently completed her Certificate in Supervision course offered by the Cities and Villages Mutual Insurance Company. Great job everyone!!

Wausau Water Works encourages professional development for its' employees to ensure that we have well trained and educated employees working for our organization which in turn helps us provide the best service to our customers.



Adopt a Hydrant

As winter comes and drops that snowy blanket on everything, it's important to remember your neighborhood fire hydrant as you're shoveling or snow blowing. Remember, keeping hydrants free of snow and accessible to fire fighters could mean saving your property or your neighbors and could mean the difference between life and death.

