

UTILITY MESSENGER

The Dangers of Flushing “Flushable” Wipes



Although many brands of disposable wipes are labeled "flushable", don't be fooled by the packaging claims—they are not! These products may make it down your toilet, but they cause a number of problems on their way to the wastewater treatment plant. They clog pipes causing backups in homes and neighborhoods. Wipes, and other alternatives, form giant clumps that tangle and damage the city's sewer pumps. The clogs and backups they cause often result in expensive plumbing bills for homes, and can increase wastewater fees. Only toilet paper is designed to break apart in pipes and sewers. Toilet paper goes through extensive testing to ensure that it disintegrates as it is flushed, while other products remain intact and obstruct pipes.

The US EPA encourages all Americans to only flush toilet paper; all other non-flushable items should be disposed of in the trash. Having fully operational wastewater services is critical to protecting people from public health risks. Please help us protect our city water and sewer systems and your health.

The following items should NEVER be flushed down the toilet:

- Disinfecting surface wipes
- Kleenex tissues
- Baby wipes
- First aid wipes or bandages
- Disposable diapers or liners
- Paper towels or rags
- Cigarette butts
- Coffee grounds
- Cat litter
- Mop or “Swiffer” type refills
- Toilet cleaning pads
- Cotton swabs
- Cosmetic/jewelry wipes
- Moist towelettes of any kind
- Feminine hygiene products
- Condoms and wrappers
- Fats, oils or grease
- Hair of any type

WATER & SEWER UTILITY

W240N3065 Pewaukee Road
 Pewaukee, WI 53072
 Office: (262) 691-0804
 Office Hours: Monday-Friday
 8:00am to 4:30pm
 Emergency Answering Service:
 (866) 248-7555
 Email: publicworks@pewaukee.wi.us
 24-Hr Drop Box Available in City Hall
 Main Foyer

Jane Mueller, Utility Manager
 Erik Hanson, Utility Superintendent

City of Pewaukee Watering Policy

The City of Pewaukee has permanent lawn watering restrictions in place between May 15 and September 15. Outdoor irrigation, including lawn and garden watering, is restricted to **every other day** during this time. Customers whose official address ends in an *even* number will be allowed to water only on *even* number calendar days, and those whose official address ends in an *odd* number will be allowed to water only on *odd* number calendar days. (Ord. Sec. 16.0202) For more information see the back side of your utility bill, or contact the Water Utility office at (262) 691-0804.

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What Can I Put In My Curbside Recycling Bin?



ACCEPTABLE ITEMS

<u>Paper:</u> Newspapers Magazine Catalogs Junk mail Office paper Construction paper Paperback/Telephone books	Toilet paper/paper towel tubes Tissue box <u>Glass:</u> Bottles and jars <u>Metal Cans:</u> Aluminum, steel and tin cans Clean foil and pans Empty aerosol cans (no paint/ pesticide)	Cups, lids (place back on container) <u>Cartons:</u> Remove caps and straws Juice boxes, soup cartons Milk and juice cartons
<u>Cardboard:</u> Flattened cardboard Food boxes (cereal, cake mix) Beverage carriers Paper egg cartons Brown grocery bags	<u>Plastic Containers:</u> Plastics #1, 2, 4, 5 Clean containers with caps on Bottles (water, soda, juice) Jugs (detergent, milk, cleaning) Tubs (margarine, yogurt) Deli, berry product containers	

UNACCEPTABLE ITEMS

Appliances Batteries Ceramics Car parts (brakes, rotors, etc.) Clothing Diapers Drinking glasses Electronics Foam (cups, containers, trays) Foam packaging	Food Furniture Hangers Hoses Invasive weeds Light bulbs Loose caps & lids Mirrors Motor oil bottles Paint Paper plates or cups	Pesticides Pipe or tubing Plastic bags or film Propane/Helium tanks Scrap metal Take-out packaging or utensils Trash Window glass Wires Yard waste or composte
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These are not all-inclusive lists. More information can be found on the City of Pewaukee website at www.cityofpewaukee.us.

Household Hazardous Waste Drop-Off Sites



Waukesha County operates 3 permanent household hazardous waste (HHW) drop-off sites for county residents, and 4 special one-day collections in spring and fall in Brookfield, Delafield, Mukwonago and Oconomowoc. All sites are free to Waukesha County Residents—proof of residency is required. For questions regarding the HHW program, please contact Waukesha County at (262) 896-8300, or visit online at waukeshacounty.gov/recycling.

ONGOING COLLECTION SITES

<u>Menomonee Falls</u> Veolia Environmental Services W124N9451 Boundary Rd Jan-Dec, Mon & Wed 11:00 a.m. to 6:00 p.m.	<u>Waukesha</u> City Incinerator Building 900 Sentry Dr Feb, Mar, Nov—2nd Saturday 8:00 a.m.—Noon Apr-Oct, 2nd & 4th Saturdays 8:00 a.m. to Noon	<u>Muskego</u> (New Location!) North of Emerald Park Landfill W124S10391 South 124th St Feb-Nov, 1st & 3rd Saturdays 8:00 a.m.—Noon
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2022 ONE-TIME COLLECTION EVENTS

<u>Mukwonago</u> Village Public Works Garage 630 Highway NN 3rd Saturday in May May 21 —8:00 a.m. to Noon	<u>Brookfield</u> City Public Woks Yard 19700 Riverview Dr 1st Saturday in June June 4 —8:00 a.m. to Noon	<u>Delafield</u> City Dept of Public Works 111 Main St 3rd Saturday in June June 18 —8:00 a.m. to Noon	<u>Oconomowoc</u> City Public Works Garage 630 S Worthington St 2nd Saturday in September Sept 10 —8:00 a.m. to Noon
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City of Pewaukee Reminds Consumers High-Quality Water is “There When You Need It”



The City of Pewaukee and partners throughout the world are reminding water consumers that high-quality, safe tap water is “There When You Need It.” Drinking Water Week was May 1-7 this year. An American Water Works Association (AWWA) survey conducted in June 2021 showed more than 7 in 10 Americans indicated they are satisfied with their tap water and nearly three-quarters of respondents said they felt their tap water is safe. Many communities are fortunate to have reliable access to safe water when they turn on the tap. In large part this is due to the regular testing water utilities are required to undertake to ensure regulatory standards for water quality are met. In fact, every water system must publish a **Consumer Confidence Report (CCR)** detailing its water quality (see pages 4-7 of this newsletter). “Safe and high-quality tap water is a critical piece to our everyday lives,” said AWWA CEO David LaFrance. “Whether it is used for health, hygiene or hydration, high-quality tap water plays an integral role. Water professionals work around the clock every single day to ensure their consumers safety.”

To commemorate Drinking Water Week, water utilities, water organizations, government entities, environmental advocates, schools and others throughout North America and beyond are encouraging consumers to learn more about the importance of water services and water infrastructure, especially in times of crisis. For several decades, AWWA and its members have celebrated Drinking Water Week, a unique opportunity for both water professionals and the communities they serve to join together in recognizing the vital role water plays in daily lives.

Crossword Puzzle

ACROSS

3. Process of gathering source water
6. Consuming liquids
7. Water treatment is the _____ of cleaning water
8. 7 days
9. Water from your faucet is called _____ water
10. Steps you take to maintain health and prevent spreading disease
11. Water service provider
12. The world's most precious natural resource
13. A place to lie down and clean your body
14. Where water flows from in your kitchen or bathroom
15. High-grade, excellence
16. Dependable, can be counted on

DOWN

1. Where water is cleaned
2. Where firefighters get their water along the street
3. Practice of using water responsibly
4. Consuming enough water leads to this
5. Feeling no illnesses or injuries
9. Process of making water drinkable by purifying, clarifying, softening or deodorizing
12. Collection of pipes, pumps, buildings and other materials to transport water
13. A place to clean your body while standing

ANSWERS:

ACROSS: 7) Process (8) Week (9) Tap (10) Hygiene (11) Hydrant (5) Health (9) Treatment (12) Infrastructure (13) Shower (14) Faucet (15) Quality (16) Reliable

DOWN: 1) Plant (2) Hydrant (3) Conservation (4) Thirsty (5) Bathing (6) Drinking (7) Collection (8) Drinking (9) Purification (10) Hygiene (11) Utility (12) Water (13) Bathing (14) Shower (15) Quality (16) Reliable



2021 CONSUMER CONFIDENCE REPORT DATA

PEWAUKEE CITY WATER AND SEWER UTILITY, PWS ID: 26802149

Water System Information

If you would like to know more about the information contained in this report, please contact Jane E. Mueller, Utility Manager at (262) 691-0804.

Opportunity for Input on Decisions Affecting Your Water Quality

City of Pewaukee Common Council meets the first and third Monday of the month at 6:30 p.m. at Pewaukee City Hall, Common Council Chambers, W240N3065 Pewaukee Road, Pewaukee, WI 53072, unless otherwise stated.

Health Information

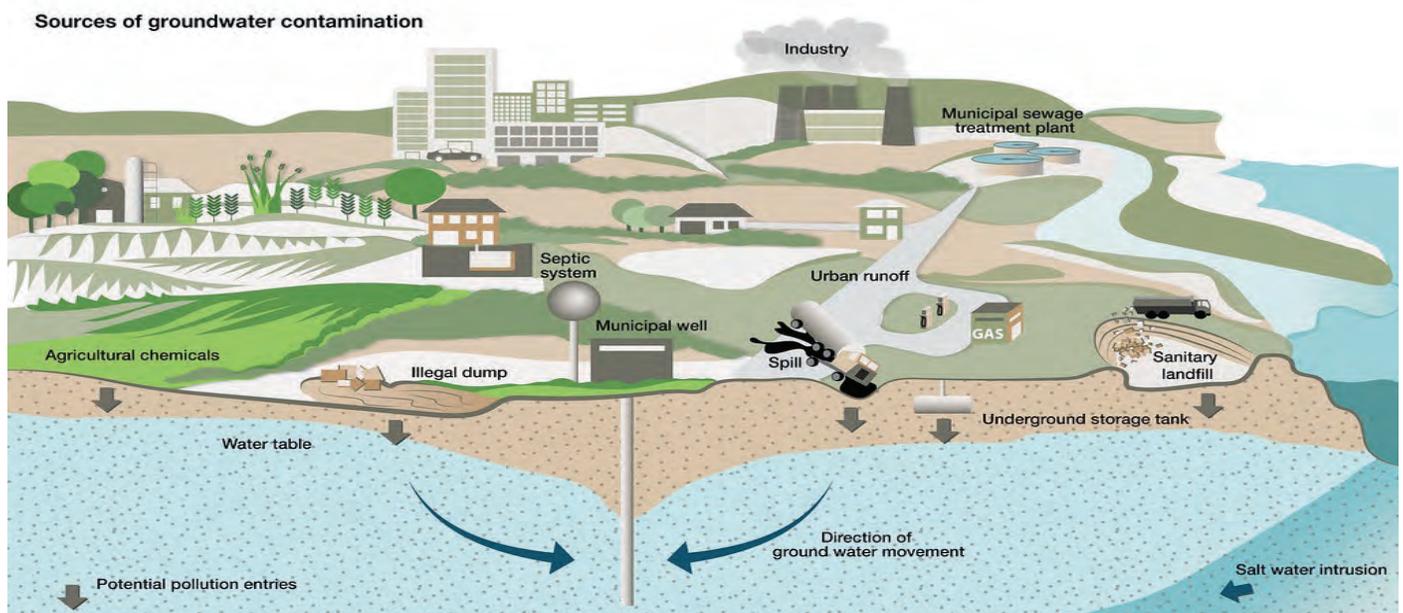
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's (EPA) Safe Drinking Water Hotline at (800) 426-4791.

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 systems disorders, some elderly, and infants can be particularly at risk from 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 microbial contaminants are available by calling the EPA's Safe Drinking Water Hotline.

Source(s) of Water

Source ID	Source	Depth (in feet)	Status
1	Groundwater	1200	Active
2	Groundwater	1075	Active
3	Groundwater	340	Active
4	Groundwater	350	Active
5	Groundwater	1000	Active
6	Groundwater	1415	Active

Source ID	Source	Depth (in feet)	Status
7	Groundwater	1344	Active
8	Groundwater	180	Active
9	Groundwater	1400	Active
10	Groundwater	182	Active
11	Groundwater	1180	Active
12	Groundwater	154	Active



To obtain a summary of the source water assessment, please contact Jane Mueller at (262) 691-0804.

Educational Information

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 from 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 stormwater 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 stormwater runoff and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater 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, the EPA provides regulations that limits 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.

Definitions

Term	Definition
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
HAL	Health Advisory Level: The concentration of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice.
Level 1 Assessment	A Level 1 assessment is a study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.
Level 2 Assessment	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred or why total coliform bacteria have been found in our water system, or both, on multiple occasions.
MCL	Maximum Contaminant Level: 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 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.
MFL	million fibers per liter
MRDL	Maximum residual disinfectant level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
MRDLG	Maximum residual disinfectant level goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
mrem/year	millirems per year (a measure of radiation absorbed by the body)
NTU	Nephelometric Turbidity Units
pCi/l	picocuries per liter (a measure of radioactivity)
ppm	parts per million, or milligrams per liter (mg/l)
ppb	parts per billion, or micrograms per liter (ug/l)
ppt	parts per trillion, or nanograms per liter
ppq	parts per quadrillion, or picograms per liter
SMCL	Secondary drinking water standards or Secondary Maximum Contaminant Levels for contaminants that affect taste, odor, or appearance of the drinking water. The SMCLs do not represent health standards.
TCR	Total Coliform Rule
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Detected Contaminants

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year. The following tables list only those contaminants which were detected in your water. If a contaminant was detected last year, it will appear in the following tables without a sample date. If the contaminant was not monitored last year, but was detected within the last 5 years, it will appear in the tables below along with the sample date.

Disinfection Byproducts

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
HAA5 (ppb)	MDBP - 2	60	60	4	4		No	By-product of drinking water chlorination
THM (ppb)	MDBP - 2	80	0	11.5	11.5		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
BARIUM (ppm)	2	2	0.060	0.060		No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.4	0.4		No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)	100		1.0000	1.000		No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
NITRATE (NO3-N) (ppm)	10	10	0.22	0.00 - 0.22		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	37.00	37.00		No	n/a

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.1400	0 of 20 results were above the action level.	9/15/2020	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	3.30	0 of 20 results were above the action level.	9/15/2020	No	Corrosion of household plumbing systems; Erosion of natural deposits

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2021)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)	15	0	7.2	-0.4 – 8.2		No	Erosion of natural deposits
RADIUM (226 + 228) (pCi/l)	5	0	4.2	0.0 – 4.2		Yes, Ongoing	Erosion of natural deposits
GROSS ALPHA, INCL. R & U (n/a)	n/a	n/a	7.5	0.0 - 8.4		No	Erosion of natural deposits
COMBINED URANIUM (ug/l)	30	0	0.6	0.3 - 0.7		No	Erosion of natural deposits

Contaminants with a Health Advisory Level or Secondary Maximum Contaminant Level

The following tables list contaminants which were detected in your water and that have either a Health Advisory Level (HAL) or a Secondary Maximum Contaminant Level (SMCL), or both. There are no violations for detections of contaminants that exceed HALs, Groundwater Standards or SMCLs. SMCLs are levels that do not present health concerns but may pose aesthetic problems such as objectionable taste, odor, or color. HALs are levels at which concentrations of the contaminant present a health risk.

Contaminant (units)	SMCL (ppm)	HAL (ppm)	Level Found	Range	Sample Date (if prior to 2021)	Typical Source of Contaminant
ALUMINUM (ppm)	0.05	0.2	0.03	0.00-0.03	8/10/2017	Runoff/leaching from natural deposits
CHLORIDE (ppm)	250		200.00	0.00-200.00	3/21/2017	Runoff/leaching from natural deposits, road salt, water softeners
IRON (ppm)	0.3		0.40	0.05-0.40	3/21/2017	Runoff/leaching from natural deposits, industrial wastes
MANGANESE (ppm)	0.05	0.3	0.06	0.01-0.06	3/21/2017	Leaching from natural deposits
ZINC (ppm)	5		0.06	0.00-0.06	3/21/2017	Runoff/leaching from natural deposits, industrial wastes

Health Effects for Any Contaminants with MCL Violations/Action Level Exceedances/SMCL Exceedances/HAL Exceedances

Contaminant	Health Effects
IRON	Waters containing iron in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor, or color.
MANGANESE	Waters containing manganese in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor or color.
RADIUM (226 + 228)	Some people who drink water containing radium 226 or 228 in excess of the MCL over many years may have an increased risk of getting cancer.

Additional Health Information

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The City of Pewaukee Water & Sewer Utility is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available by calling the Safe Drinking Water Hotline at (800) 426-4791 or at www.epa.gov/safewater/lead.

Corrective Actions Taken

The City of Pewaukee is under a DNR Consent Order to comply with the radium standard at Well #5. Initial studies recommended the installation of a Hydrous Manganese Oxide (HMO) treatment system to remove/reduce the radium to acceptable levels. In Spring 2021, the Utility discovered that the well bore hole had failed, making this site unreliable for long-term use. Consultants investigated several alternatives for the loss of the use of Well #5. In December 2021, the Common Council chose to install a water main extension that will provide redundancy in water supply and fire protection for the customers in the Well #5 service area. The Utility is currently seeking project approvals from the Wisconsin Public Service Commission and the Department of Natural Resources. We anticipate an early fall bidding of the project to allow for winter construction for the water main crossing of the Fox River.

Well #5 is currently operating on a very limited basis. The well will be pumped periodically and will be available for use should an emergency arise, or if the water demand increases during the summer peak water demand season.

If you have questions about this report, please contact Jane Mueller, Utility Manager at (262) 691-0804.

City of Pewaukee • Water & Sewer Utility • W240N3065 Pewaukee Road, Pewaukee WI 53072 • (262) 691-0804



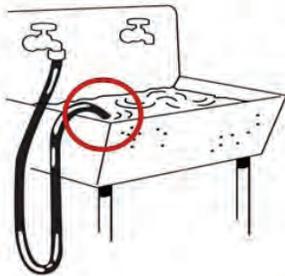
Backflow Prevention Program

City of Pewaukee

Protecting the safety of your home's drinking water

What is a Cross Connection?

Water can become contaminated if connections to your plumbing system are not properly protected. A cross connection is an actual or potential connection between the safe drinking water (potable) supply system and a source of contamination or pollution. The most common offender is the ordinary garden hose, as it can easily be connected to the potable water supply and used for a variety of potentially dangerous applications. An example is a



garden hose attached to a service or laundry sink with the end of the hose submerged in a tub full of detergent.

What is Backflow?

The normal direction of water flow is from the utility water main in the street to the home. However, under certain conditions water can actually flow in the reverse direction. This is called **backflow**. Backflow occurs when the flow of water in any pipeline or plumbing system reverses and flows in the opposite direction than intended.

Types of Backflow

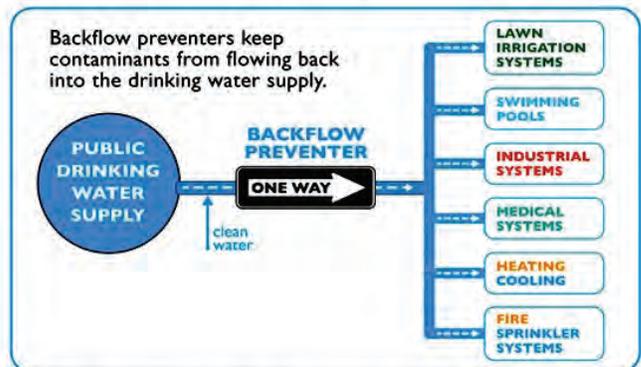
There are two situations that can cause backflow:

Backsiphonage creates a vacuum which may pull or siphon contaminants backwards into the drinking water supply. Back siphonage may occur due to a loss of pressure in the municipal water supply such as from a water main break, system repair, or during a fire fighting emergency.

Backpressure may force contaminant-laced water back into the building's piping system. Backpressure may occur when a source of pressure creates a pressure greater than the pressure supplied from the public water system. This may cause contaminated water to be pushed into your plumbing system through an unprotected cross connection. To avoid contamination, state plumbing codes require approved backflow prevention methods or devices to be installed wherever there is an actual or potential hazard for a cross connection.

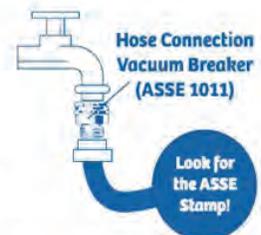
Types of Backflow Preventers

Backflow preventers are designed and installed to prevent the flow of water backwards through a pipe. The selection of a backflow preventer is based on several factors, including determining the type of cross connection and assessing the degree of hazard.

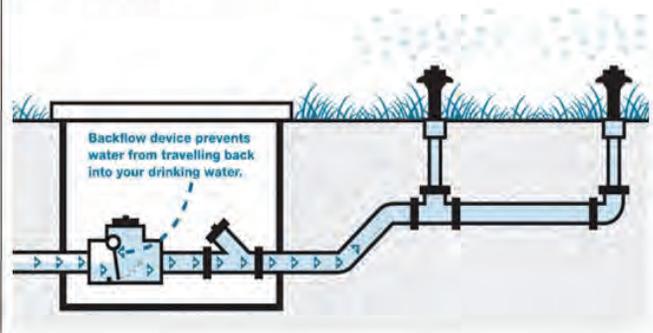


What Protection is Required for a Hose Faucet?

A hose bibb is the part of a faucet with screw threads on the exterior for attaching a hose.



A hose faucet vacuum breaker should be installed on every hose faucet to isolate garden hose applications, thus protecting the water supply from contamination.



Avoiding Backflow Throughout Your Home

Common Household Hazards: The most common cross connection is a garden hose, which is easily connected to the public water supply system and can be used to apply a variety of potentially dangerous substances including chemicals and fertilizer. To ensure that no harmful materials are drawn back into a hose, a vacuum breaker should be installed on each hose connection. For extra protection, install a bibb vacuum breaker on your faucet to protect your water. All hoses connected to sinks, faucets, dishwashers, water softeners, etc. must have proper backflow prevention devices or methods. Below are some of the common types of backflow and ways to avoid them in your home.

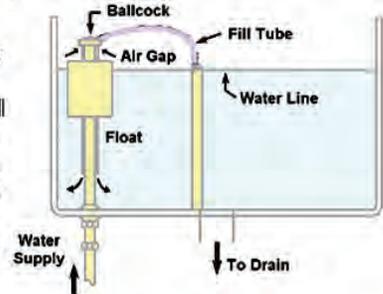
BATHTUB & SHOWER



- There should be a minimum 1" air gap between the highest potential water level and any faucet or shower fixture.
- When the showerhead is hanging freely, the handheld fixture should be at least 1" above the top of the flood level rim of the bathtub.
- The fixture must comply with ASSE #1014.
- The fixture must have the ASME code A112.18.1 stamped on the handle.

TOILET TANK

The toilet can be a source for cross connection if the fill valve (ballcock) is submerged below the water overflow line, or if a non-approved fill valve was installed.



- 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.
- Verify overflow tube is 1" below critical level (CL) marking on the fill valve.

WATER SOFTENER

A common problem with water softener installations is that a cross-connection can easily be overlooked.

All residential water softeners must have an air gap of at least 1-½ inch.

If discharged to a vented floor drain, the air gap measurement should be made from the high point of the floor and not the strainer.



Connect the small drain tubing to the water softener valve drain fitting. Then connect the overflow drain hose to the drain elbow on the salt tank.

OUTSIDE THE HOME

The purpose of a hose faucet is to allow easy attachment of a hose for outside watering purposes. However, garden hoses can be extremely hazardous when left submerged in swimming pools or laid in elevated locations when watering which may be contaminated with fertilizer and garden chemicals.

Verify all outside faucets are protected with the correct ASSE-certified type hose bibb vacuum breaker.



What Should I Do?

Check your home and reduce potential hazards with the proper backflow preventers. A licensed plumber is a good source of information and can provide recommendations for your home. If you have additional questions, please contact the City Water Utility at (262) 691-0804.

The City of Pewaukee Water Utility Cross Connection Program is designed to prevent backflow or backsiphonage of contaminated water into the public drinking water supply. The City routinely checks municipal water to ensure it is safe for potable use in accordance with the City's Cross Connection Control Program (Municipal Code Chapter 16.0208). This program is run in accordance with the Wisconsin Department of Natural Resources and Wisconsin Administrative Code NR 810.15. For additional information, please visit the DNR website at dnr.wi.gov.



City of Pewaukee Water & Sewer Utility

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Utility Customer Bill of Rights – Your Rights as a Residential Electric, Gas or Water Utility Customer



Disconnections

A utility can disconnect your service for:

- Nonpayment
- Default on a deferred payment agreement
- Nonpayment of a deposit
- "Name switching" on an account where a customer did not pay their bill and continues to reside at that address
- Tampering with utility equipment
- Safety hazards or other emergencies
- Failure to provide access to a meter or utility-owned equipment

A utility must:

- Send you notice before disconnection (except where there is a safety hazard or self-reconnection)
- Include the reason(s) for disconnection, ways to contact the utility, and the dispute procedure on the notice

Winter Disconnection Rules

If a utility service provides the primary heat source to your home or impacts the primary heat source to your home (for example, water or steam radiators), a utility cannot disconnect that service from November 1st through April 15th. Before winter, the utility must attempt to contact customers whose service was disconnected for nonpayment. Utilities are also required to check the customer's well-being, attempt to negotiate payment plans, and inform the customer about any special assistance available to avoid disconnection.

Medical or Protective Services Emergencies

If a disconnection will aggravate a medical or protective services emergency, the utility may delay service shut-off for up to 21 days. The utility may require documentation from a professional involved with the medical emergency or crisis. Contact your utility about any such special circumstances.

Deposits

Utility companies may require a deposit for service to ensure payment. A standard deposit cannot exceed the sum of the two largest consecutive bills during the last twelve months. A deposit requested due to nonpayment during the winter months cannot exceed the four highest consecutive bills during the last twelve months. The following rules apply to payment and refund of deposits:

• Existing Residential Customer

Deposits can be requested if your service was disconnected during the last 12 months for nonpayment of an account or your initial application was falsified or incomplete.

• Winter Moratorium

Deposits can be requested if you had debt incurred during the winter (November 1st through April 15th) that was 80 days or more past due and you had the ability to pay.

• New Residential Customer

Deposits can be requested if you have an unpaid bill for utility service anywhere in Wisconsin during the last six years which remains outstanding.

• Low Income Customer

You do not have to post a deposit if you can document that your income is at or below 200 percent of the federal poverty guidelines. Please contact your utility, Energy Assistance, or the PSCW for additional information on low income resources.

For residential service, the deposit will be refunded, with interest, after 12 consecutive months of prompt payment.

Budget Billing & Deferred Payment Agreements

To manage high winter gas bills or high summer electric bills, ask your utility about budget payment plans. This allows you to average estimated annual use into even monthly payments. Every six months, your payment amount is readjusted to reflect your actual use. At the end of a budget year, your bill is adjusted to correct over-billing or under-billing.

You may also request a deferred payment agreement (DPA) to pay a current or past due balance. A DPA consists of a down payment on the balance and installment payments toward the remaining balance negotiated between you and your utility depending on your situation. If the installment payments are not paid, the utility may disconnect your service. Municipal utilities may not be required to offer a DPA to some customers.

Delinquent Bills Levied as a Tax or Lien

Under state law, some delinquent municipal utility bills may be transferred as a tax to the property tax bill of the property owner or as a lien on tenant's personal assets.

Meter Readings

Generally, meter readings are based on actual meter readings by the utility or the customer. If a utility cannot read your meter, a customer does not provide a reading, or there is an emergency, you may receive an estimated bill. The PSCW requires electric and gas utilities to read your meter at least once every six months and when there is a change of customer. You must allow utilities to perform meter readings or your service can be disconnected.

What if you have a complaint?

If you have a dispute regarding electric, gas or water service, the PSCW can help:

- *Did you contact your utility to resolve the dispute?*
Both you and the utility must make reasonable attempts to resolve a dispute.
↓
- *No?* Contact the utility using its contact information included with the billing notice.
↓
- *Yes?* You may contact PSCW Consumer Affairs to try to resolve the issue.

Conservation & Moving

If you would like information on conservation or are expecting to move to another location, contact your utility. The utility can provide estimated energy costs at the new location, in the form of average energy used or the largest and smallest bills in the last twelve months. As another note on conservation, it is recommended that water heater thermostats be set no higher than 125°F. *For more information on conservation, go to FOCUSONENERGY.COM or call: 1-800-762-7077.*

Contact the Public Service Commission of Wisconsin

Phone: (Local/Toll Free) General: 608-266-5481 / 888-816-3831 Consumer Affairs: 608-266-2001 / 800-225-7729; Web: <http://psc.wi.gov>; Log a Complaint Online at: <http://apps.psc.wi.gov/pages/complaint.htm>

The PSCW is an independent regulatory agency dedicated to serving the interest. The agency is responsible for regulation of Wisconsin public electric, gas and water utilities, including those that are municipally-owned, since 1907. The PSCW works to ensure that, in the absence of competition, adequate and reasonably priced service is provided to utility customers. Updated (01/2018) PUBLIC SERVICE COMMISSION OF WISCONSIN P.O. BOX 7854 MADISON, WI 53707-7854

Making a Change?

Are you moving in or out of the city? Has your name, mailing address or other information changed recently? Title companies and realtors are not responsible to notify the Utility office of a change in ownership. It is your responsibility to notify the Utility office if you need to make any changes to your account. A Move-In/Move-Out Form is available on the City of Pewaukee website at www.cityofpewaukee.us, or you can simply complete the form below and send it to our office at Pewaukee City Hall, W240N3065 Pewaukee Road, Pewaukee, WI 53072 or email to: publicworks@pewaukee.wi.us.

CHANGE OF OWNERSHIP OR INFORMATION (RESIDENTIAL)

SERVICE ADDRESS: _____
Address Apt City State Zip

EFFECTIVE DATE: The date this form is received at City Hall OR The future date of ____/____/____

CHANGE OF OWNERSHIP:

On the **EFFECTIVE DATE**, I will: MOVE IN OR MOVE OUT of the property listed above.

Name of New Owner (PRINT): _____

Phone Number: (____) _____ Alternate: (____) _____

Mailing Address (if different): _____

City: _____ State: _____ Zip: _____

Email address: _____

Have you been a previous customer of the City of Pewaukee Water & Sewer Utility? Yes No

If Yes, list previous address: _____ Previous Acct #: _____

Name of Previous Owner (PRINT): _____

Forwarding Address: _____

City: _____ State: _____ Zip: _____ Phone #: (____) _____

The City of Pewaukee does not perform final readings for utility bills for property sales; utility charges are prorated as part of the closing process. If you are currently on Automatic Payment, please go to your online account and cancel your recurring payments. The City's billing program does not allow for retroactive changes. Requested change(s) will not take effect until this form is received at Pewaukee City Hall. **Your signature is required below.**

CHANGE OF NAME/ADDRESS INFORMATION: (For current account)

New Name (PRINT): _____ Acct #: _____

Previous Name (PRINT): _____

New Phone No: (____) _____ New Alt No.: (____) _____

New Email address: _____

Mailing Address: (if different from Service Address) _____

City: _____ State: _____ Zip: _____

Secondary Account Holder: Add Remove

(Secondary Account Holders are authorized to access and make changes to account information.)

Name of Secondary: _____

Address: (if different from Service Address) _____

City: _____ State: _____ Zip: _____

Phone No: (____) _____ Alternate No.: (____) _____

The City of Pewaukee Water & Sewer Utility requires a signed application for utility services. Customers will be subject to current rates, rules and regulations as approved by the Wisconsin Public Service Commission. All information provided will be kept confidential. Providing false information can be cause for disconnection per PSC Service Rule 113.0301. Residential service may be disconnected or refused for failure of an applicant to provide adequate verification of identity and residency. **IT IS THE RESPONSIBILITY OF THE APPLICANT TO NOTIFY THE UTILITY WHEN VACATING THE SERVICE ADDRESS LISTED ABOVE.** If you have questions regarding this form, please contact the City of Pewaukee Department of Public Works at (262) 691-0804.

SIGNATURE: _____ **DATE:** _____



Department of Public Works
Water & Sewer Utility
W240N3065 Pewaukee Road
Pewaukee, WI 53072

PRSR STD
U.S. POSTAGE
PAID
PEWAUKEE, WI
PERMIT NO. 72145

Phone: (262) 691-0804 • Fax: (262) 691-5729 • email: publicworks@pewaukee.wi.us

Opportunity for Public Input on Decisions Affecting Your Community

City of Pewaukee Common Council Meetings are held at 6:30 p.m. on the 1st and 3rd Monday of every month.

Public Works Committee Meetings are held at 4:00 p.m. on the 4th Thursday of every month.

Meetings are located in the Council Chambers at City Hall, W240N3065 Pewaukee Road, Pewaukee, WI, unless indicated otherwise. There is opportunity for public comments at the start and end of each meeting.



Questions on the 2021 Consumer Confidence Report?

If you would like to know more about the information contained in the 2021 Consumer Confidence Report, please contact Jane Mueller, Utility Manager, at (262) 691-0804, or email publicworks@pewaukee.wi.us.

