



WAUSAU WATERWORKS

FOR YOU!

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Deferment Plans Available

Wausau Water Works knows that sometimes it can be difficult to come up with the money to make repairs to leaking service lines, replace old lead service lines or abandon old wells. To assist homeowners, we have developed a deferment plan to assist with these types of expenses. The homeowner will need to sign an agreement with Wausau Water Works then the utility will pay the plumber (that the homeowner has hired) for the work that has been performed and defer the cost of repairs to be applied to the property taxes as a special assessment. More information on this deferment program may be obtained by calling 715-261-6530.



Water Meter Exchanges

The Public Service Commission of Wisconsin, which regulates all Wisconsin water utilities, requires that all water meters be tested periodically. Residential and small commercial meters are to be exchanged and tested once every ten (10) years. This testing ensures that your water usage is correct and represents a fair billing.

You will receive a post card in the mail from Wausau Water Works when it is time to change your water meter with instructions on how to schedule an appointment.

Generally, the meter exchange can be completed within a half hour. Please note that our meter technicians will need to turn off your water to exchange the meter, so it is important that everyone in your family is aware of this temporary outage.

Water meters are generally located in the basement of your home or business. Please keep the area around your meter clear for easy access.

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.

Water lines are marked in the street and up to the curb stop (shut off valve) which is typically located in the boulevard area. Water pipes beyond that point and into the house were installed privately and the utility does not have any record of where they are located.



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

Private Wells

Private water wells in the City of Wausau are required to be inspected, pass a bacteriological water test (to ensure that there is no coliform or e-coli bacteria present), and be permitted. Permits are good for a period of five years. Wells that are not operable or not up to code will be required to be repaired or abandoned. As a private well is a source of cross contamination of our public water system, failure to obtain a permit or to abandon a faulty well could result in disconnection of your water service and/or fines.

The Wisconsin DNR offers income dependent grants which could help cover the cost of abandonment. Wausau Water Works also offers a deferment plan to assist in the cost of well abandonment. If you have a private well or would like more information on well abandonment or the grant or deferment programs please contact our office at 715-261-7265. Home owners are responsible for the inspection and sampling costs. Current cost for a 5 year well permit is \$100.00.

To make the permitting process more efficient, all new permits will have an issue date of January 1 and expiration date of December 31st. Once you have completed the renewal paperwork and submitted it to Wausau Water Works you will receive your new permit in the mail.

IMPORTANT NOTICE Wipes & Personal Hygiene Products Clog Sewer Lines!

Many household products are labeled and marketed as **DISPOSABLE** and/or **FLUSHABLE**; many baby and adult personal hygiene products, along with household wipes and cleaning towellettes are labeled both disposable and flushable. While these products may be marketed as a convenience item in this way, the truth is that these types of items have the ability to clog and stop up not only the sewer line on your property, but also can cause blockage and service problems in the public sewer system and pump stations.

Unlike toilet paper, these products **DO NOT** break down once they are flushed. They can cause blockages in your on-site sewer, **especially older pipelines that may have greases, roots, or other obstructions already existing**. A repair of the on-site sewer line can leave the home owner or business owner with a **very costly sewer repair**.

On a larger scale, when these products make their way into the public sewer system they collect together, causing very large obstructions and clogs in the main collector lines and get tangled in pump stations requiring repair or replacement of equipment.

What We All Can Do To Help...

The following items should **NEVER** be flushed into the sewer system:



Disinfecting/surface wipes	Mop or "Swiffer" type refills
Baby wipes	Paper towels
Jewelry wipes	Pet care wipes
Cosmetic wipes	First Aid wipes
Disposable diapers or diaper liners	Bio-pads (nursing home, home health care, etc.)
Cotton swabs	Feminine hygiene products
Toilet cleaning pads	ANY Moist type towelettes

👉 ANY CONSUMER ITEM THAT IS NOT TOILET PAPER!

Every home and business has a sewer connection to the public sewer system. This connection runs from the home or business to the sewer main where it is connected to the public sewer system. This on-site sewer line is the responsibility of the home or business owner to keep clear so there are no back-ups of wastewater into the home or business. Save yourself and your Sewer Utility from costly repairs and/or replacement bills. **Do not flush the listed items; place them in the trash, not the toilet.**

Spring Hydrant Flushing Begins May 11th

Avoid water use during the scheduled flush, especially for laundry purposes. It is particularly important to **NOT** 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.

Wausau Water Works anticipates the flushing to last about two weeks depending on emergencies or weather related delays. The progress may lead to flushing more than one zone per day. To work more efficiently the Wausau Water Works Department will completely flush the West Side before moving to the East side. **Please note some zone numbers have changed.**

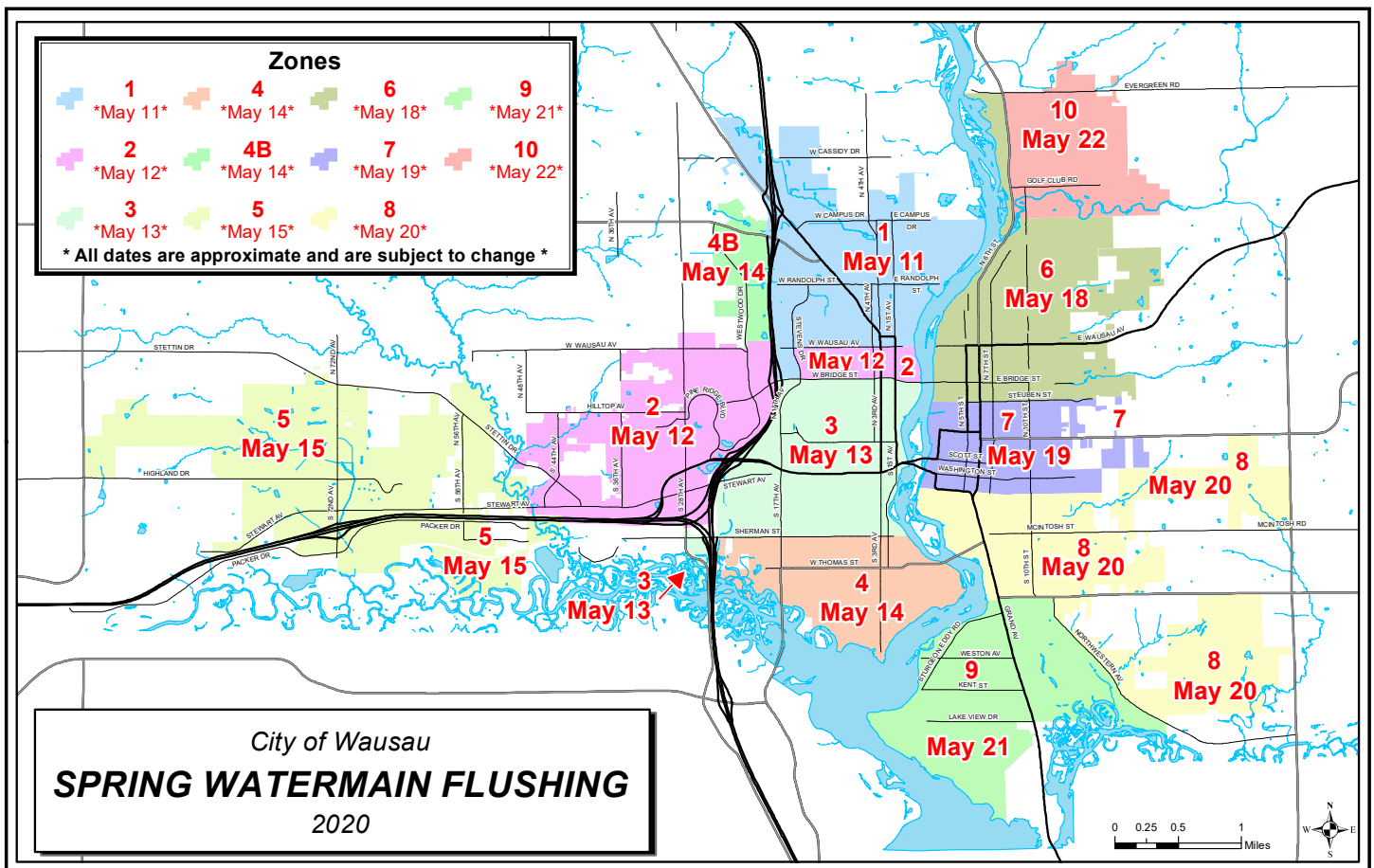
FLUSHING SCHEDULE

West Side

- Zone 1** - West Wausau Avenue north to City limits.
- Zone 2** - Wausau Avenue south to Bridge Street and Pinecrest area to Stettin Drive, west to 48th Avenue and north to Hilltop Avenue.
- Zone 3** - Bridge Street south to Sherman Street.
- Zone 4** - Rosecrans Street south to City limits.
- Zone 4B** - high pressure zone by 28th Avenue Reservoir, Highway U.
- Zone 5** - 56th Avenue west to City limits.

East Side

- Zone 6** - Steuben Street north to Sylvan Street; 6th Street to City limits (Evergreen Road), Riverview Court and Riverview Drive.
- Zone 7** - Hamilton Street south to Forest Street.
- Zone 8** - Kickbusch Street south to Town Line Road and Northwestern Avenue.
- Zone 9** - Town Line Road south to City limits.
- Zone 10** - Riverview area.



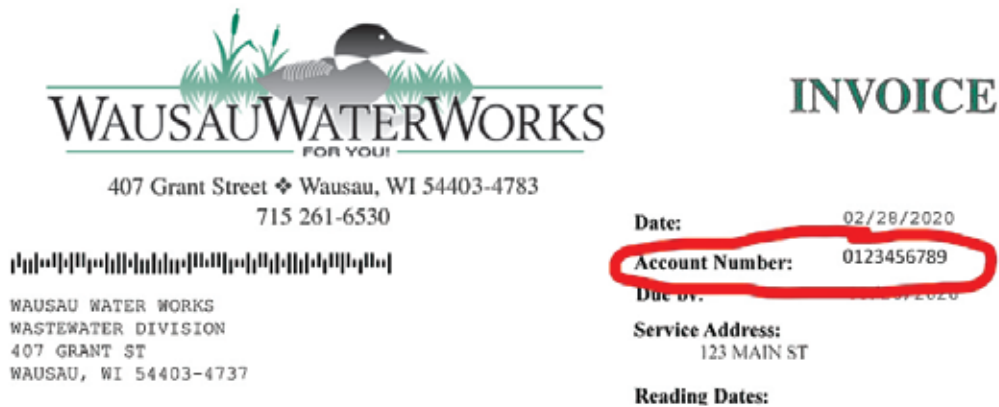
New Customer Web Portal

Wausau Water Works has been working hard behind the scenes to upgrade to a brand new billing system. We are dedicated to seeking ways to improve your experience as a customer. Please register for our new customer portal to take advantage of the new features we have to offer.

The customer portal will let you view your current bill, make a payment online, see your payment and usage history, set up auto pay and many other things. To navigate to the portal, follow the customer portal link from the Wausau Water Works home page.



To create a user name and password you will need the account number, which can be found in the upper right hand of your utility bill.



If you have multiple accounts you can link them to your username for quick access. At this time the email option for electronic notifications is not available but will be coming in the future.

Please call us with any questions at 715-261-6530.