



WAUSAU WATERWORKS

FOR YOU!

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Wausau Water Works Initiates New Thawing Procedures

During the winters of 2014 and 2015, frost depths went quite deep causing issues with freezing service laterals. Wausau Water Works can thaw frozen service laterals, as long as the laterals are electrically conductible (not plastic). Our staff uses welders to do this thawing, so in order for us to safely perform this service for you there are a number of considerations that need to be addressed.

- Service requests for thawing should be called to Wausau Water Works at 715-261-7265. Business hours are 7 a.m. - 4:30 p.m. Requests for service after those hours should be directed to our answering service at 715-848-7549. Please note that after hours calls may be deferred until morning.
- When calling, please provide your name, property address, phone number (preferably cell phone) where you can be reached and advise whether the property is occupied or vacant. We will try to contact you prior to heading to your property.
- No time appointments will be scheduled for thawing procedures, they will be done on a first come, first served basis. Each property can vary in how long it takes to thaw, so it is impossible to know when we can get to the next property. Emergency situations such as main breaks are given priority.
- Water Works staff will not thaw vacant properties where no one is present, nor will they enter a home where only a minor is present.
- Our procedures require that we disconnect the water meter in the home prior to starting the electrical thawing. Since we need to bring long welder cables into the building, unrestricted access must be given to the water meter. That may require you to move

boxes, furniture, etc. out of the path between the access point to the basement and the water meter. Failure to provide unrestricted access may result in refusal to thaw your service.

- As we will be using electrical voltage to thaw the service line we also recommend that property owners disconnect all sensitive electronics and appliances such as TVs, DVRs, cable boxes, satellite receivers, computers, coffee makers, etc. We assume no liability for damage to equipment that was not disconnected.
- We will not thaw a property that is unheated.

Once a service line is thawed, you will be told to run the water to avoid further freeze ups. Although the first thawing process is done at no cost, there will be fees assessed if we are called back to the home for subsequent thawing requests. This water may be run at the expense of the property owner or at the expense of the utility, depending on where the service line froze. The water should remain running until you are advised by Wausau Water Works to discontinue. In the spring as it starts to warm up it is especially important to keep the water running until you're told to turn it off, as the frost typically pushes down before it goes completely away.

Not every winter is the same and not every neighborhood is the same. One winter may be severe the next one may be mild. On the same token, while one neighborhood may have problems, other may not. Our staff diligently watches water temperatures throughout the City, as well as frost depths, and will advise when the water may need to be run in various neighborhoods.

HydroCorp Hired to Facilitate 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.

In order to reduce overall costs for compliance with DNR Regulation NR810.15, Wausau Water Works has contracted 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.

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Letters Being Sent regarding Private Wells

Wausau Water Works has been sending letters to property owners in areas where private wells were once known to exist. If you receive a letter please take the time to determine if a private well might possibly exist. If you're not sure, contact our office at 715-261-7265 and we will be happy to schedule an appointment to see if there is a well on your property. We have also been contacting property owners where wells are known to exist to schedule appointments for inspections.

Why are we doing this? The Wisconsin Department of Natural Resources requires property owners to either have their well inspected and permitted or abandoned. Currently, the cost of the permit is \$15.00 for a five year permit, plus the cost of the water sample(s). That cost will increase on July 1, 2016, so property owners who do not have a current permit are encouraged to get their inspection scheduled soon.

What happens if private wells are not permitted or abandoned? As a private well can be a source of cross connection, properties with either known wells, or suspected wells are required under Wisconsin State Statutes and Wausau Municipal Code to be permitted or abandoned. Failure to do so may result in disconnection of the City's water service and/or fines.

Property owners who are interested in abandoning their well may be able to receive grant funds to cover up to 75% of the cost of abandonment from the Wisconsin Dept. of Natural Resources. More information is available on the DNR website at <http://dnr.wi.gov/aid/wellabandonment.html>. Wausau Water Works also has a deferment plan available to assist in the cost of the well abandonment. More information on that plan may be obtained by calling 715-261-7265.

Welcome Aboard!

Wausau Water Works would like to recognize two recent hires. Ray Younger was hired as a Water Distribution Maintainer Operator and Ryan Dwelly was hired as a Sewer Collection Maintainer. Welcome aboard guys!

HydroCorp Hired *Continued*

What Is a Cross Connection?

A cross connection is a direct or potential connection between any part of the public water supply system and a source of contamination or pollution. The most common form of 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. Other common cross connections include dishwashers, toilets, pressure washers, boilers, pools, and lawn sprinkler systems.

How Does Contamination Occur?

Water normally flows in one direction, from the public water system through the customer's cold or hot water plumbing system to a faucet or other plumbing fixture. Under certain conditions, water can flow in the reverse direction. This is known as **backflow**, and it occurs when backsiphonage or backpressure is created in a waterline.

Backsiphonage may occur when there is a drop in the supply pressure of the water distribution system. This can be caused by a water line break, water main repair, or during a rapid withdrawal of water from a fire hydrant. This creates a vacuum, which may pull or siphon contaminants or pollutants into the drinking water supply.

Backpressure may be created when a source of pressure, such as a pump, boiler, or other building creates a pressure greater than that supplied from the water distribution system; this may force water to reverse direction.

What is a Cross Connection Survey?

The cross connection survey is the first step in our program. Wisconsin Department of Natural Resources Regulations (NR 810.15) recommends that all industrial, commercial, and institutional facilities be surveyed for cross connections regularly (every two to six years depending on the degree of hazard within the facility). 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. The first round of inspections will include municipal-owned buildings, public school facilities, hospitals/medical facilities, car washes, industrial/manufacturing facilities. 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.

Questions?

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

More information is available at the following websites:

www.epa.gov/dwreginfo or www.dnr.wi.gov/topic/drinkingwater

Congratulations!

Congratulations are extended to the following employees who have recently received certifications or finished certificate programs. Chad Marten received his WDNR Water Operator Certifications for Groundwater and Distribution, and Brandon Ball received his Groundwater Certification this past fall. Scott Boers recently completed his Certificate in Supervision course offered by the Cities and Villages Mutual Insurance Company and Deb Geier completed her Certificate in Risk Management/Safety which was also offered by Cities and Villages Mutual Insurance Company. 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.

Happy Retirement!

Tom Stieber retired on October 2, 2015 after 31 years with the City of Wausau and Wausau Water Works. Tom transferred to the utility in 1997 and served in the position of Water Meter Technician and Meter Reader. In the photo at the right Tom accepts a plaque recognizing his years of service. We wish Tom the very best in his retirement!



Baby, It's Cold Outside!

The past two winters have been quite challenging due to cold temperatures and deep frost levels. So far, the winter of 2015-16 has been pretty pleasant, but we all know that in Wisconsin, that can change quickly. 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.

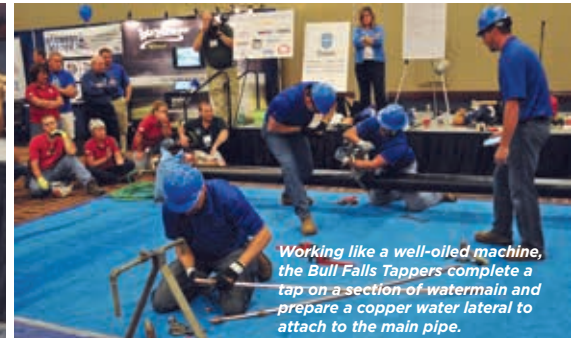
Water Utility Purchases Correlator

Water Distribution employees recently received training on a new piece of equipment, an Ecologics Correlator, to assist in pin-pointing breaks in watermains and services. With the recent extreme winters, the water utility saw an increase in watermain breaks, and often found that the water surfaced at the point of least resistance, which may not be where the actual break was found. One of the first breaks where the new equipment was used, the water was actually surfacing approximately 20 feet from where the correlator kept pointing to being the actual location of the leak. When crews

opened the road, they found that they were spot on to where the correlator stated the leak was located. This equipment has already proven to help save money relating to labor, excavation and road restoration costs.



Cranker Floyd Smith, Jr., gives it his all to tap the watermain with the assistance of Star Man Ryan Fischer at the Wisconsin Water Association Tapping Contest.



Working like a well-oiled machine, the Bull Falls Tappers complete a tap on a section of watermain and prepare a copper water lateral to attach to the main pipe.

Bull Falls Tappers Take 2nd Place at State Competition

Wausau's Bull Falls Tappers finished the tapping competition at the Wisconsin Water Association Annual Conference in 2nd place behind reigning champions Madison's Mad City Tappers.

Each team completes two taps in an exciting contest which pits skills and muscles against the clock. The object of the competition is to tap a section of pressurized watermain, attach a copper water service line and then turn on the service see if there are any leaks. Judges critique the work, penalizing for any infractions. After round one, Wausau was only 4 seconds behind the power house team from Madison. However, the Mad City Tappers finished round two holding the first place spot while Wausau's team held onto a respectable second place finish. Winners of the competition go on to compete internationally at the American Water Works Association Annual Conference in June.

The competition helps the teams hone their tapping skills, while also providing networking opportunities with peers from around the State.

Members of the 2015 team included Captain Brandon Ball, Copper Man Rick Dorn, Cranker Floyd Smith Jr. and Star Man Ryan Fischer.



Wausau Water Works' Bull Falls Tappers took a 2nd place finish at the annual Wisconsin Water Association Tapping Competition. L-R: Captain Brandon Ball, Copper Man Rick Dorn, Cranker Floyd Smith, Star Man Ryan Fischer.

How to Read a Water Bill

There's a lot of information that utilities are required to put on our bills, which can sometimes be confusing to the average person. So let's try to clear up some of that gray area and make it a little easier to understand. If you look at your bill, on the upper right hand corner you will see the date that the bill was mailed, your account number, the date the bill is due, the service address that the bill is for, and the reading dates since the last reading and the current one.

The middle section of the bill addresses the types of services you are being billed for which are typically water, sewer and public fire protection. Only the water meter is read, but that reading is the determination for the sewer charges as well. The previous reading and current reading is also shown. On a residential property you should be able to subtract the two reads and get the amount of water usage. That figure is also shown under the "Usage" column. Wausau bills usage in units of 100 cubic feet. For instance if your last reading was 1050 and your current reading was 1060, then you would have used 10 units of 100 cubic feet. If you'd like to know how many gallons that equals, you would take the number of units x 748 gallons (748 gallons = 100 cu. ft.) to get a total of 7480 gallons.

Residential customers may calculate their bill by using the rate tables below and following these steps:

- **Water charges** - take the usage amount on your bill, we'll use 10 units per our example above, and multiply that number by the residential customer water rates listed on page 4 in the rate schedule to get the volume charge. 10 units x \$2.10/100 cu. ft. = \$21.10. There is also a quarterly service charge that gets added onto that amount which is based on the size of water meter in your home. Most residential properties have a 5/8 inch meter. Referring to the rate table, the quarterly service charge for water is \$15.60, add that amount to the volume charge calculated earlier (\$15.60 + \$21.10 = \$36.70).
- **Sewer charges** - sewer use is charged based on the reading from the water meter. So to calculate your sewer charge you would take those same 10 units times the sewer volume charge of \$2.59/100 cu. ft. (10 x \$2.59 = \$25.90). Again there is a quarterly service charge based on the meter size which for the smallest residential meter would be \$17.00. Add the volume charge and the quarterly base charge together to get the sewer charge. (\$25.90 + 17.00 = \$42.90).
- **Public Fire Protection** - every property in the City of Wausau (including non-profits) pays a public fire protection fee based on the size of water meter servicing

the property. For the typical residential property that amount would be \$9.57 per quarter.

- Take all those calculations and add together to get the total amount of your bill. (\$36.70 water + \$42.90 sewer + \$9.57 public fire protection = \$89.17)

The section of the bill below the calculations portion shows any previous balance may have had owing, payments received, late charges added, current charges and the total amount due on your account.

The quarterly service charge help cover the cost of meter reading, billing, leak detection, repairs of mains, services and hydrants, sewer main cleaning and televising along with other services that the utility provides. Bills are read quarterly, however we bill 1/3rd of the City each month. All bills are read early in the month, and issued the last Friday of the month, due the 20th of the following month. All bills not paid by the 20th of the month are subject to late fees of 1% on the outstanding balance. When making payments, please be sure to include your stub to ensure that the payment gets applied correctly. Electronic payments should include the account number shown on the bill.

If you have any questions regarding how to calculate your bill or the amount owing, please contact our customer service department at 715-261-6530.

Water Works Rate Schedule

Water Rates: Effective 4/1/15

Quarterly Service Charge

(based on meter size)

5/8 Inch Meter	\$ 15.60
3/4 Inch Meter	15.60
1 Inch Meter	25.50
1-1/4 Inch Meter	37.20
1-1/2 Inch Meter	45.00
2 Inch Meter	66.00
3 Inch Meter	118.50
4 Inch Meter	171.00
6 Inch Meter	318.00
8 Inch Meter	486.00
10 Inch Meter	711.00
12 Inch Meter	936.00

Plus Volume Charge:

Residential Customers

All water used - \$2.10 per 100 cu. ft.

Non-Residential Customers

First 6,000 cu. ft. \$2.10 per 100 cu. ft.

Next 54,000 cu. ft. used - \$1.95 per 100 cu. ft.

Over 60,000 cu. ft. used - \$1.65 per 100 cu. ft.

Irrigation Class

All water used - \$3.00 per 100 cu. ft.

Bills for water and sewer service are issued quarterly and due the 20th of the month. A 1% late payment charge is added to the outstanding balance after the 20th of each month and is applicable to all customers. To avoid late payment charges, all bills must be received in the office of the City Treasurer by the due date printed on the front of the bill. Customers who pay at remote collection sites (grocery stores) are recommended to make payments prior to due dates to ensure timely receipt by the City Treasurer.

Public Fire Protection Fees:

Effective 4/1/15

Quarterly Service Charge

(based on meter size)

5/8 Inch Meter	\$ 9.57
3/4 Inch Meter	9.57
1 Inch Meter	23.94
1-1/4 Inch Meter	35.43
1-1/2 Inch Meter	47.88
2 Inch Meter	76.62
3 Inch Meter	144.00
4 Inch Meter	240.00
6 Inch Meter	480.00
8 Inch Meter	765.00
10 Inch Meter	1,149.00
12 Inch Meter	1,533.00

Sewer Rates: Effective 1/1/11

Quarterly Service Charge

(based on water meter size)

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:

All volume, as recorded by the water meter each quarter shall be charged at the rate of \$2.59 per 100 cubic ft.

All customers are billed for sewer based on the amount of water used each quarter. Unmetered sewer rate is \$68.80 per quarter

in the City and \$85.85 per quarter outside the City.

Private Fire Protection Charges:

Effective 4/1/15

This service is for unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes, (where same are connected permanently or continuously to the mains) and private hydrants.

2 Inch or Smaller Connection	\$ 12.00
3 Inch Connection	22.50
4 Inch Connection	37.50
6 Inch Connection	75.00
8 Inch Connection	120.00
10 Inch Connection	180.00
12 Inch Connection	240.00

Charges For Turning On Service

Turn on valve at curb

(includes meter installation if needed)

During Normal Business Hours	\$ 60.00
After Hours	100.00

Lateral Connections

1" Water Lateral Connection ... Based on Time and Materials

1-1/2" or Larger Water Lateral ... Based on Time and Materials

Missed Appointment Fees

During Normal Business Hours	\$ 60.00
After Hours	100.00

Miscellaneous

Payments Not Honored by

Financial Institution	\$ 40.00
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