



WAUSAU WATER WORKS

FOR YOU!

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Be WAUter Savvy this Fall!

It is Time to Winterize

OUTDOOR TIPS

- ✓ Drain excess water from sprinkler systems.
- ✓ Disconnect garden hoses from outside faucets allowing them to drain.
- ✓ Insulate outdoor faucets with foam covers.

INDOOR TIPS

- ✓ Make sure any pipes that are at risk of freezing are well insulated.
- ✓ Keep doors and windows in your basement closed.
- ✓ Basements should be heated to 50 degrees F
- ✓ Leave cabinet doors open under sinks that are located on exterior walls.
- ✓ Finished basements should allow for air flow around meter, especially if meters are encased behind a wall.
- ✓ Space heaters may keep living areas warm, but they prevent the furnace from running allowing basement temperatures to drop and cause water pipes to freeze.



IF PIPES DO FREEZE, MAKE SURE YOU NEVER THAW THEM WITH AN OPEN FLAME!

- ✓ Turn off your main water supply.
- ✓ Use a hair dryer or heat tape to thaw pipes.
- ✓ Turn on the main water supply and inspect for leaks.

**** IF CRACKS OR LEAKS ARE FOUND, TURN OFF MAIN WATER SUPPLY AND CONTACT A PLUMBER. ****

Wausau Water Works to Issue Delinquent Notices

Notices for delinquent water and sewer bills will be issued in early October to property owners and tenants. These bills are due by November 1, 2021 to avoid an additional 10% penalty. If not paid by November 15, the total owing, including the 10% penalty, will be added to the property taxes.

Recent changes in the law now states that these charges may also show up in the Circuit Court Access Program (CCAP) program under the tenant's name.

This could have a bearing for tenants who are looking at renting other properties and have delinquent water and sewer bills as potential landlords would be able to see that information. Should you have any questions regarding this new law or outstanding balances, please contact Wausau Water Works at 715-261-6530.



Schedule of Rates

EFFECTIVE JULY 1, 2021

WAUSAU WATER WORKS

407 Grant Street - City Hall

Wausau, WI 54403-4783

Phone: 715 261-6530 • Fax: 715 261-6535

E-mail: waterworks@ci.wausau.wi.us

Office Hours: Monday-Friday 8:00 am-4:30 pm

WATER RATES

EFFECTIVE JANUARY 1, 2021

Quarterly Service Charge (based on meter size)

5/8 Inch Meter	\$24.81
3/4 Inch Meter	24.81
1 Inch Meter	40.62
1-1/4 Inch Meter	55.47
1-1/2 Inch Meter	69.72
2 Inch Meter	106.83
3 Inch Meter	174.00
4 Inch Meter	264.00
6 Inch Meter	474.00
8 Inch Meter	720.00
10 Inch Meter	1,047.00
12 Inch Meter	1,371.00

Plus Volume Charge:

Residential Customers

All water used - \$2.91 per 100 cu. ft.

Non-Residential Customers

First 6,000 cu. ft. \$2.91 per 100 cu. ft.

Next 54,000 cu. ft. used - \$2.71 per 100 cu. ft.

Over 60,000 cu. ft. used - \$2.25 per 100 cu. ft.

Irrigation Class - All water used

\$4.35 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 JANUARY 1, 2021

Quarterly Service Charge (based on meter size)

5/8 Inch Meter	\$13.14
3/4 Inch Meter	13.14
1 Inch Meter	32.76
1-1/4 Inch Meter	48.45
1-1/2 Inch Meter	65.49
2 Inch Meter	104.79
3 Inch Meter	198.00
4 Inch Meter	327.00
6 Inch Meter	654.00
8 Inch Meter	1,047.00
10 Inch Meter	1,575.00
12 Inch Meter	2,100.00

SEWER RATES

EFFECTIVE JULY 1, 2021

Quarterly Service Charge (based on water meter size)

5/8 Inch Meter	\$29.06
3/4 Inch Meter	29.06
1 Inch Meter	39.23
1-1/4 Inch Meter	54.63
1-1/2 Inch Meter	63.35
2 Inch Meter	106.06
3 Inch Meter	191.49
4 Inch Meter	312.67
6 Inch Meter	617.20
8 Inch Meter	970.83

Plus Volume Charge

All volume, as recorded by the water meter each quarter shall be charged at the rate of \$4.73 per 100 cubic ft.

All customers are billed for sewer based on the amount of water used each quarter. Unmetered sewer rate is \$123.60 per quarter in the City and \$130.38 per quarter outside the City.

PRIVATE FIRE PROTECTION CHARGES EFFECTIVE JANUARY 1, 2021

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	\$18.00
3 Inch Connection	33.00
4 Inch Connection	54.00
6 Inch Connection	105.00
8 Inch Connection	168.00
10 Inch Connection	252.00
12 Inch Connection	336.00
14 Inch Connection	420.00
16 Inch Connection	504.00

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 & Materials
 1-1/2" or Larger Water Lateral Based on Time & Material

MISSED APPOINTMENT FEES

During Normal Business Hours . . .	\$60.00
After Hours	100.00

MISCELLANEOUS

Payments Not Honored by Financial Institution \$45.00



CONCERNED ABOUT LEAD IN YOUR DRINKING WATER?

Sources of LEAD in Drinking Water



Copper Pipe with Lead Solder: Solder made or installed before 1986 contained high lead levels.

Lead Service Line: The service line is the pipe that runs from the water main to the home's internal plumbing. Lead service lines can be a major source of lead contamination in water.

Faucets: Fixtures inside your home may contain lead.

Galvanized Pipe: Lead particles can attach to the surface of galvanized pipes. Over time, the particles can enter your drinking water, causing elevated lead levels.

Lead Goose Necks: Goose necks and pigtails are shorter pipes that connect the lead service line to the main.

Reduce Your Exposure To Lead




Use only cold water for drinking, cooking and making baby formula. *Boiling water does not remove lead from water.*



Regularly clean your faucet's screen (also known as an aerator).



Consider using a water filter certified to remove lead and know when it's time to replace the filter.



Before drinking, flush your pipes by running your tap, taking a shower, doing laundry or a load of dishes.

To find out for certain if you have lead in drinking water, **have your water tested.**

Replace Your Lead Service Line



Water systems are required to replace lead service lines if a water system cannot meet EPA's Lead Action Level through optimized corrosion control treatment.

Replacement of the lead service line is often the responsibility of both the utility and homeowner.

Homeowners can contact their water system to learn about how to remove the lead service line.

Identify Other Lead Sources In Your Home

Lead in homes can also come from sources other than water. If you live in a home built before 1978, you may want to have your paint tested for lead. **Consider contacting your doctor to have your children tested if you are concerned about lead exposure.**



For more information, visit: epa.gov/safewater

Residential Cross Connection Survey

As part of a continued effort to provide safe water, Wausau Water Works performs a Cross Connection Survey at each residence within the city. These are completed during the same appointment as a water meter replacement. These inspections not only protect against hazardous connections to the water supply but are required by the EPA and DNR.

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-Connection?

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

How does contamination occur?

When you turn on your faucet, you expect the water to be as safe as when it left the treatment plant. However, certain hydraulic conditions left unprotected within your plumbing system may allow hazardous substances to contaminate your own drinking water or even the public water supply.

Water normally flows in one direction. However, under certain conditions, water can actually flow backwards; this is known as Backflow. There are two situations that can cause water to flow backward: back siphonage and backpressure.

Backsiphonage

May occur due to a loss of pressure in the municipal water system during a fire fighting emergency, a water main break or system repair. This creates a siphon in your plumbing system which can draw water out of a sink or bucket and back into your water or the public water system.

Backpressure

May be created when a source of pressure (such as a boiler) 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.

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.

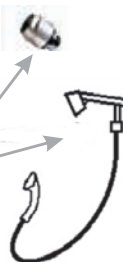
Air Gap



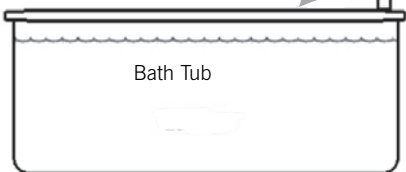
In the Bathroom - Hand Held Shower Fixture

The hand held shower fixture is compliant if:

- When shower head is hanging freely, it is at least 1” above top of the flood level rim of the receptor (tub)
- Complies with **ASSE#1014**
- Has the **ASME code 112.18.1** stamped on the handle



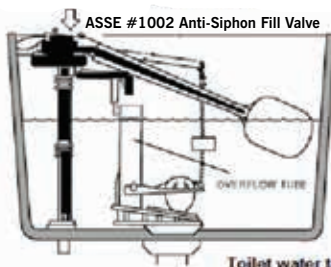
1” Minimum AIR GAP Above Tub From Fixture Outlet



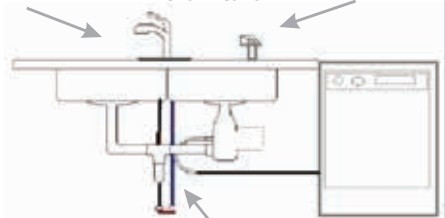
In the Bathroom - Toilet Tanks

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.



In the Kitchen



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

Unidirectional Flushing



In the upcoming month, Wausau Water Works will begin unidirectional flushing to help us continue to provide high-quality water to our customers. This is a high volume flushing where staff will open and close pre-determined valves to isolate specific sections of water main. Fire hydrants are then flushed to pull the water from one direction (hence the term “unidirectional”), the speed and volume of water create a scouring action to remove the built up of sediment from the water mains.

Post cards will be mailed to each customer with a water service that will be affected by each flush. As crews make progress they place signage ahead of them to help notify customers that we will soon be in that area. Please understand there is no way we can determine an exact time /date that we will be in a location, or the time it will take to flush out the accumulated sediment.

During the flushing process customers in the vicinity will notice some discoloration in the water and temporary drop in water pressure. Your water may be discolored for a short period of time and could stain laundry. If possible, do not use you water while flushing is occurring. To correct any discoloration, run your cold water for a few minutes to remove the discoloration from the internal plumbing.

If this does occur please understand crews are working to minimize any inconvenience to our customers. If you have any questions please contact Wausau Water Works at 715-261-7265.

\$WAUter Savvy

SAVE WATER. SAVE MONEY.

<https://www.ci.wausau.wi.us/wautersavvy>

Be WAUter Savvy this Fall!

We hope you took advantage of tips on how to save water around your yard and garden this past summer, and maybe even acquired a rain barrel through our new rain barrel program.

Now, here are some suggestions for saving water inside your home this fall and winter:

- Turn off the faucet while brushing your teeth. Leaving the water running simply wastes it down the drain.
- Don't shave in the shower. While that may be appealing, it adds appreciably to the amount of water you use in shower every day.
- Taking a shower usually uses less water than filling the tub.
- Run your washing machine only when it's full.
- Run your dishwasher only when it's full. And use your appliance. It's more water-saving than washing dishes in the sink.
- Fix leaks. You can spot a leaky toilet by dropping a bit of food coloring in the tank. Wait a few minutes and if the coloring is in the bowl, the toilet is leaking.
- Watch your water bill and keep track of the amount of water you use each billing cycle. If it spikes, you probably have a leak somewhere.