VILLAGE OF KRONENWETTER WATER UTILITY

ANNUAL CONSUMER CONFIDENCE REPORT

Produced by: Kimberly Coyle, Kronenwetter Water Utility Clerk

The Consumer Confidence Report (CCR) provides information on your local drinking water quality. Every community water supplier must provide an annual report by July 1 of each year to its customers. The CCR shows the findings of water testing from the previous calendar year. Your current CCR, for example, will display information about your drinking water from the previous year.

This report contains important information about your drinking water. Have someone translate it for you or talk to someone who understands it.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Dlaim ntawv tshaabzu nuav muaj lug tseemceeb heev nyob rua huv kws has txug cov dlej mej haus. Kuas ib tug paab txhais rua koj, los nrug ib tug kws paub lug thaam.

YOUR UTILITY BILL AND WATER RATES IN 2024

Your utility bill is sent out on a quarterly basis at the end of the billing cycle to the property owner or tenant for the service address, and will be due on the 20th of the following month. Please keep in mind when mailing checks, that *the day your payment reaches the Water Utility office* is the day that it is processed and not the date on the check or the postmark on the envelope. Mail is not delivered to the Municipal Center on Saturdays.

Delinquent water and sewer bills accrue interest (late charges) every month until paid in full (water and fire protection 1% and sewer 3%). Late charges are added on all amounts due on the first business day after the 20th of every month. Late charges may not be waived.

If you are unable to pay your quarterly water bill by the due date, please contact the Water Utility office to set up a deferred payment agreement (DPA). Customers may be able to avoid disconnection of service by entering into a DPA. Service will not be disconnected if the customer pays 25% of the outstanding bill and agrees to pay the remaining outstanding balance in installment amounts. Balance must be paid in full before next quarterly bill is due.

Your utility bill consists of 3 components: a base charge, a volume charge for water, and a volume charge for sewer. The base charge consists of 3 components as well: a water base charge, a sewer base charge, and a fire protection charge. See the table below for pricing. Most residential homes have a 5/8" meter installed.

BASE CHARGE:	WATER	SEWER	FIRE PROTECTION (Public)	TOTAL
5/8" meter	$16.20	$43.45	$13.20	$72.85
3/4" meter	$16.20	$43.45	$13.20	$72.85
1" meter	$30.00	$220.07	$33.00	$283.07
1 1/2" meter	$36.00	$467.81	$66.00	$569.81
2" meter	$51.00	$701.65	$105.00	$857.65
2" compound meter	$51.00	$1403.41	$105.00	$1559.41
3" compound meter	$75.00	$1403.41	$198.00	$1676.41

VOLUME CHARGE – WATER First 15,000 gallons - $3.59 per 1,000 gallons of metered water
Over 15,000 gallons - $3.43 per 1,000 gallons of metered water

VOLUME CHARGE – SEWER Each 1,000 gallons - $6.75 per 1,000 gallons of metered 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.

DETECTED CONTAMINANTS
DISINFECTION BYPRODUCTS

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
HAA5 (ppb)	DBP-1	60	60	16	16		No	By-product of drinking water chlorination
TTHM (ppb)	DBP-2	80	0	61.2	61.2		No	By-product of drinking water chlorination

INORGANIC CONTAMINANTS

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
ARSENIC (ppb)		10	n/a	1	1-1		No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)		2	2	0.036	0.029-0.036	06/12/2023	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
CHROMIUM (ppb)		100	100	1	0-1		No	Discharge from steel and pulp mills; Erosion of natural deposits
FLUORIDE (ppm)		4	4	0.1	0.1-0.1	06/12/2023	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NITRATE (N03-N) (ppm)		10	10	3.70	1.20-3.70		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)		n/a	n/a	14.00	10.00-14.00	06/12/2023	No	n/a

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.2900	0 of 20 results were above the action level.	08/22/2023	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	.76	1 of 20 results were above the action level.	08/22/2023	No	Corrosion of household plumbing systems; Erosion of natural deposits

RADIOACTIVE CONTAMINANTS

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)		15	0	0.4	0.4-0.4	09/01/2020	No	Erosion of natural deposits
COMBINED URANIUM (ug/l)		30	0	0.5	0.4-0.5	09/01/2020	No	Erosion of natural deposits

Contaminants with a Public Health Groundwater Standard, Health Advisory Level, or a Secondary Maximum Contaminant Level or a Secondary Maximum Contaminant Level

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

Contaminant (units)	Site	SMCL (ppm)	PHGS or HAL (ppm)	Level Found	Range	Sample Date (if prior to 2023)	Typical Source of Contaminant
IRON (ppm)		0.3		0.82	0.79-0.88		Runoff/leaching from natural deposits, indus-
MANGANESE (ppm)		0.05	0.3	0.27	0.26 - 0.29		Leaching from natural deposits

Health effects for any contaminants with MCL violations/Action Level

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.

Additional Information on Service Line Materials

We are required to develop an initial inventory of service lines connected to our distribution system by October 16, 2024 and to make the inventory publicly accessible. You can access the service line inventory here/by: The lead service line inventory can be viewed at: Kronenwetter Municipal Center 1582 Kronenwetter Dr. Kronenwetter, WI 54455 715-693-4200 (phone) 715-693-4202 (fax)

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.
HA HAL	HA: Health Advisory. An estimate of acceptable drinking water levels for a chemical substance based on health & effects information. HAL: Health Advisory Level is a concentration of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice. Health Advisories are determined by US EPA.
HI	HI: Hazard Index: A Hazard Index is used to assess the potential health impacts associated with mixtures of contaminants. Hazard Index guidance for a class of contaminants or mixture of contaminants may be determined by the US EPA or Wisconsin Department of Health Services. If a Health Index is exceeded a system may be required 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. Tere 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)
Mrem/	Maximum residual disinfectant level goal: The level of a drinking water disinfectant below which there is not known or expected. risk to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.
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
PHGS	PHGS: Public Health Groundwater Standards are found in NR 140 Groundwater Quality. The concentration of a contaminate which, if exceeded, poses a health risk and may require a system to post a public notice.
RPHGS	RPHGS: Recommended Public Health Groundwater Standards: Groundwater standards proposed by the Wisconsin Department of Health Services. The concentration of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice.
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.

PFAS CONTAMINANTS WITHIN RECOMMENDED HEALTH ADVISORY LEVEL

Perfluoroalkyl and polyfluoroalkyl substances (PFAS) are a large group of human-made chemicals that have been used in industry and consumer products worldwide since the 1950. The following table list PFAS contaminants which were detected in your water and that have a Recommended Public Health Groundwater Standard (RPHGS) or Health Advisory Level (HAL). There are no violations for detections of contaminants that exceed the RPHGS or HAL. The RPHGS are levels at which concentrations of the contaminant present a health risk and are based on guidance provided by the Wisconsin Department of Health Services.

Note: The recommended health-based levels in the table below were in effect in 2024. These levels were revised by WDHS in 2025. They can be found here https://www.dhs.wisconsin.gov/water/gws.htm.

UNREGULATED CONTAMINANTS

Contaminant	Site	Recommended HAL (PPT)	Level Found	Range	Sample Date (if prior to 2023)	Typical Source of Contaminant
Perfluorooctanoic acid (PFOA)	Well 1 and Well 2	20 ppt	<.004	1.59-2.04	07/24/2024	Drinking water is one way that people can be exposed to PFAS. In Wisconsin, two-thirds of people use groundwater as their drinking water source. PFAS can get in groundwater from places that make or use PFAS and releases from certain types of waste in landfills.
Perfluorooctanesulfonic acid (PFOS)		20 ppt	<.004	0.82-1.10	07/24/2024	
Combined (PFOS, and PFOA)[1] Note: PFOSA, NEt-FOSE, NEt-FOSA, Net-FOSAA were not sampled as part of method used for sampling.		20 ppt	<.004	1.59-2.04	07/24/2024	
Hexafluoropropylene oxide dimer acid (HPFO-DA; GenX)		300 ppt	<.005	ND	07/24/2024	
Perfluorobutanesulfonic acid (PFBS)		450,000 ppt	<.003	0.85-0.90	07/24/2024	
Perfluorohexanesulfonic acid (PFHxS)		40 ppt	<.003	0.44-0.52	07/24/2024	
Perfluorodecanoic acid (PFDA)		300 ppt	<.003	ND	07/24/2024	
Perfluorododecanoic acid (PFDoA)		500 ppt	<.003	ND	07/24/2024	
Perfluorohexanoic acid (PFHxA)		150,000 ppt	<.003	ND	07/24/2024	
Perfluorononanoic acid (PFNA)		30 ppt	<.004	ND	07/24/2024	
Perfluorotetradecanoic acid (PFTeA)		10,000 ppt	ND	ND	03/15/2022	
Perfluoroundecanoic acid (PFUnA)		3,000 ppt	<.002	ND	07/24/2024	
DONA (4,8-Dioxa-3H-perfluorononanoic acid)		3,000 ppt	ND	ND	03/15/2022	
DHS Hazard Index		1.0 (no units)	0.12	0.09-0.12	03/15/2022	

[1] DHS recommends a combined enforcement standard of 20 ng/L for PFOSA, NEt-FOSE, NEt-FOSA, NetFOSAA, PFOS, and PFOA. The recommended limit is 20 ppt for any *one* of these 6 compounds or the *combined total* of all 6. EPA Method 537.1 was used for Kronenwetter sampling and did not include results for PFOSA, NEt-FOSE, NEt-FOSA, NetFOSAA.

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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's safe drinking water hotline (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 from the Environmental Protection Agency's safe drinking water hotline (800-426-4791).

WATER SYSTEM OPERATIONS

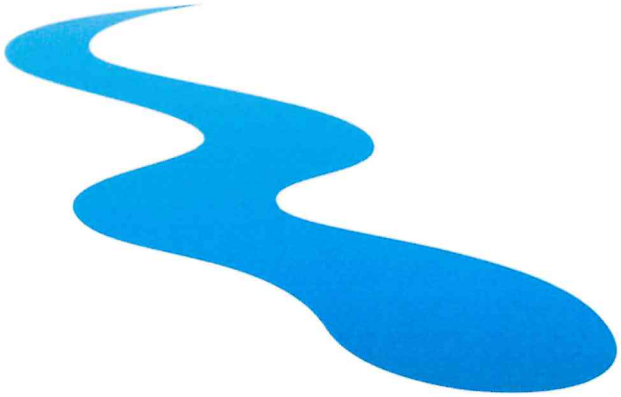
Reports on water system operations are included in the Utility Committee meeting packets every month. The meeting is generally held the 1st Tuesday of the month at 5:45 pm at the Village of Kronenwetter Municipal Center. Meeting packets are posted on the Village's website at http://www.kronenwetter.org/meeting_repository/utility_committee.php#. If you would like more information, please contact the Village at 715-693-4200.

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 by-products 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, EPA prescribes regulations that limit 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.

Additional Health Information

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Kronenwetter Water & Sewer Utility is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures.

Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

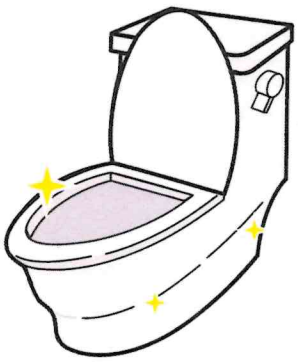
If you are concerned about lead in your water and wish to have your water tested, contact Kronenwetter Water & Sewer Utility at 715-693-5732. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at https://www.epa.gov/safewater/lead.

HOW TO REMOVE BLACK STAINS IN PORCELAIN TOILETS

The black stains in your toilet bowl are from manganese in the water. Manganese is a metal that is often in small doses in your water supply. When mixed with minerals, such as iron and calcium, a brown or black discoloration occurs. Manganese can leave black stains in your toilets. Removing these stains requires minimal effort and leaves your toilets looking clean once again!

Things You Will Need

- Cream of tartar
- 3% hydrogen peroxide
- Toilet or scrub brush



Instructions

1. Shut the water off to your toilet.
2. Flush the toilet several times to get rid of the water.
3. Mix cream of tartar and 3% hydrogen peroxide into a thick paste.
4. Apply the paste to the stain, making sure it is completely covered.
5. Allow the paste to sit on the stain for at least 15 minutes.
6. Rinse the area with clean water to remove the paste.
7. Scrub the area with a toilet brush to remove any residual stain and repeat the process if necessary.

SOURCE(S) OF WATER

To obtain a summary of the source water assessment please contact, Greg Ullman at 715-693-4200.

Source ID	Source	Depth (in feet)	Status
1	Groundwater	90	Active
2	Groundwater	80	Active

HYDRANT FLUSHING

The Village water supply quality meets safe drinking water standards set by the EPA and the Wisconsin Department of Natural Resources. However, one well produces water with iron and manganese concentrations that are above secondary standards, which create aesthetic issues. These are common minerals found in central Wisconsin groundwater. The Village treats the well water with a sequestering agent to suspend the minerals in the water, so they are less visible. However, with time and oxidation from the disinfection process, some of the minerals drop out of suspension and coat the interior the water mains.

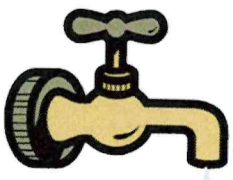
The Village bi-annually flushes the water mains for a number reasons. One of which is to flush the accumulated minerals out of the mains. In the past several years, a few months before the scheduled annual flushing, there were increasing numbers of random "discolored" water concerns. A flow disturbance within the water system stirred up the minerals and produced a black (manganese) or reddish (iron) tinted water. If a customer draws water as this cloud of tinted water passes their service, it can be noticeable (generally in a large volume such as a bathtub or toilet bowl). Most often, the tinted water clears in a short time period. However, some areas have experience tinted water for several days before it clears. The Village has conducted follow-up bacteriological testing after a number of the events, all with safe samples. The Village also conducts eight (8) bac-t tests monthly throughout the distribution system.

During the actual flushing process, customers may experience some disturbance in the water service such as a short-term decrease in water pressure or the appearance of "brown or discolored water". The water is safe to drink, although it is best to avoid drinking the water until it runs clear from the tap. If discolored water should occur, please allow the water to settle down for a few hours and try again later. Those with sensitive water needs should draw water before the hours of flushing. If possible, wash clothes on the weekends to avoid the possibility of getting stained clothes. Using a product such as Iron Out may reduce the risk of staining.

The Village continues to evaluate the water supply quality; a phased approach has recently been adopted to address these issues. In the past, the Village has adjusted the sequestering agents feed rate and additional flushing activities have been implemented. While some of these items may reduce the tinted/colored water events, they will never be completed eliminated. While the water may periodically be tinted a darker color, it remains safe to use.

HIGH WATER USAGE? CHECK FOR LEAKS . . . .

Toilets are the biggest water culprits when it comes to a possible leak at your house. Check the toilet for leaks by removing the top off the tank and look very closely. If you see any water movement at all, try to locate where it is coming from. If you see no movement, then when you go to bed, add a couple drops of red food coloring in the tank (not the bowl) of the toilet. Wait overnight. When you wake up, check the toilet to see if there is any coloring in the bowl. If there is any coloring in the bowl, you have a leaking toilet.



If you know that you are not using any water in the house and no water is running outside, locate the water meter in your house (most likely in your basement). See if the digital display on your water meter is moving. If you are aware of no water being used, and the digital display is moving, then the leak is somewhere on the property. Check garden hoses, taps, and drip irrigation systems outside.

WATER QUALITY UPDATE

The Village of Kronenwetter in November 2020 received a letter from the DNR requesting that the Village submit a plan to the DNR detailing how the Village will address water quality concerns raised from "an appreciable number of persons," who are customers of the utility. In January and February 2021, the Village Board consulted with a water quality consultant. The consultant put a plan of action together that the Village Board approved. The consultant submitted the program to the DNR, and the DNR accepted the plan. The highlights of the program are below:

The first phase involved the adjustment of our current wells. The Village worked with the DNR on blending water from Well #1 and Well #2 while also slowly reducing the amount of water used from Well #2. The production from Well #2 was reduced by 30% from 700 GPM to 500 GPM.

Currently the second phase of the response, which is purchasing treated water from the Village of Rothschild, is on hold. In early 2022 PFAS were detected in some of the Rothschild wells. The levels of PFAS in the Rothschild water were at levels that were below or just above the Wisconsin Department of Health Services recommended ground water standards. With the metering station complete the plan is to purchase water from Rothschild once the PFAS levels have been reduced from the Rothschild wells.

The water filtration treatment plant design was awarded to Becher Hopper Associates Inc. and construction began June 2023 with final completion was January 2025

The third phase has begun, with the site for a third well chosen west of the Water Tower. A site plan has been submitted to the DNR for review. Kronenwetter's continued growth will drive the timeline for future events such as second storage facility.

To follow updates, please visit the Village website's **Water Quality Efforts** page at https://www.kronenwetter.org/department/water_quality_efforts.php.

SECURITY OF THE UTILITY FACILITIES

The water utility field operators are on-call 24 hours a day. The operators also visit most facilities daily to make sure the equipment is operating efficiently. If you see suspicious activity, please report it to the Kronenwetter Police Department immediately. The non-emergency number is 715-693-4215. There is a reward for prosecution of violators.

Thank you for your help in protecting our valuable resources.

5 EASY WAYS TO PAY YOUR WATER UTILITY BILL

Drop Box: We have a locked drop box located outside our building for after-hours payments. Place payment (check/money order and stub) in an envelope and deposit in the locked drop box.

Community Portal: https://kronenwetterwi.ourcommunityconnect.com/login

Automatic: We offer automatic bill payments from your checking or savings account. A **Direct Payment Authorization Form** can be found in our website's Forms Center at http://www.kronenwetter.org/document_center/index.php# or call 715-693-5732 to have one mailed or emailed to you.

Electronic: To make a credit or debit card payment, visit www.allpaid.com (use Pay Location Code a000qz) or stop by the Municipal Center. A payment on this website or swipe at the Municipal Center is the fastest way to make a payment, which is received in "real time". *Please be aware that AllPaid charges a service fee.*

Mail: Mail payments to Kronenwetter Water Utility (KWU), 1582 Kronenwetter Drive, Kronenwetter, WI 54455. *Please note that the day your payment reaches the Water Utility office is the day that it is processed and not the date on the check or the postmark on the envelope.*

SEWER MAINTENANCE

The Village is facing ever increasing costs with regard to lift station maintenance. Products marketed as "flushable", to avoid filling up landfills, are actually just products taking a more time consuming and costly path to landfills. These "flushable" products are causing a significant rise in maintenance costs across the country and Kronenwetter is no exception. As maintenance costs rise so do utility bills.

All of the Kronenwetter Water Utility's wastewater is pumped to the Rib Mountain Metro Sewerage District (RMMSD) wastewater treatment plant. We must not only abide by the Water Utility's sewer ordinances, but also the RMMSD sewer ordinances. Dumping of automobile oil, gasoline, or other contaminants into the sanitary sewer system is prohibited.

The municipal sewer system is equipped to handle normal sanitary waste. Sewer backups occasionally occur on a sudden and random basis. Cooking oil and grease should not be dumped down the drain as it can solidify in the cooler, deep sewers. Please do not use your toilet as an ashtray, wastebasket, or garbage disposal. **PLEASE DO NOT FLUSH ITEMS SUCH AS CLOTH RAGS, DISPOSABLE WIPES AND CLEANING CLOTHS (TO INCLUDE THE SWIFFER TYPE DISPOSABLE CLOTHS), PLASTIC/ LATEX PRODUCTS (INCLUDING PLASTIC TAMPON APPLICATORS AND CONDOMS) DOWN THE TOILET.** These things should go into the wastebasket. These items can clog pumps and valves in the lift stations creating backups and flooding into your basement.

The Water Utility will not provide any compensation to property owners or renters for damage done by sudden and accidental sewer backups. We recommend that you add to your homeowner's insurance policy coverage for this hazard. Some companies offer coverage without additional cost, while others charge a modest fee. We also urge you to install a check valve in your basement floor drain. While this check valve requires periodic cleaning to insure proper working conditions, it can reduce the devastating effects of a sewer backup.

CROSS CONNECTION HAZARDS

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 supply and a source of contamination or pollution.

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 backwards:

1. Back siphonage may occur due to a loss of pressure in the municipal water system during a fire fighting emergency, a water main break, or a 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.
2. 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.

To avoid contamination, backflow preventers are required by state plumbing codes wherever there is an actual or potential hazard for a cross connection.

Outside

Hoses, Pools, Buckets, Ponds

Keep the ends of hoses clear of all possible contaminants, and never submerge hoses which are connected to a faucet in buckets, pools, tubs, sinks, or ponds. For extra protection, install a bib vacuum breaker on your faucet.

In the Kitchen

Sinks, Faucets, Dishwashers

All hoses connected to sinks/faucets, dishwashers, and water treatment devices must have proper backflow prevention devices or methods. Dishwashers should be installed with a proper "air gap" device.

Water softeners and faucets should have the proper "air gap" which is a minimum of 1 inch above any drain or fixture outlet.

In the Bathroom

Toilets and Showerheads

While most toilets come from the manufacturer with the proper ballcock assembly, some do not. Make sure your toilet tanks have the approved ASSE 1002 Anti-Siphon Ballcock Assembly backflow preventer installed. If they don't, you can purchase the assembly at most local home improvement stores for under $25. Make sure you look for the approved ASSE 1002 Assembly, as unapproved products which do not meet the state requirements may also be sold at retailers.

Hand-held shower heads which comply with state regulations from cross connection will have the same code ASME 112.18.1 stamped on the handle. In addition, make sure your hand-held shower head is at least 1 inch above the top of the flood level rim of the tub when it's hanging freely.

UTILITY CUSTOMER BILL OF RIGHTS

What if you have a complaint?

If you have a dispute regarding water service, the Public Service Commission of Wisconsin (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 bill or notice

Yes?

- You may contact PSCW Consumer Affairs to try to resolve the issue

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 (such as required meter exchanges)

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

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.

Deferred Payment Agreements (DPAs)

You may request a deferred payment agreement (DPA) to pay a current or past due balance. A DPA consists of a 25% down payment on the balance of your utility bill. Installment payments toward the remaining balance are negotiated between you and your utility. The outstanding must be paid in full before the next quarterly bill is due. If the agreed installment plans are not paid, the utility may disconnect your service and add late fees. Municipal utilities may not be required to offer a DPA to some customers.

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. You must allow utilities to perform meter readings or your service can be disconnected.

Medical/Protective Service 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.

Contact Us

Phone (Local/Toll Free)
General: 608-266-5481 / 888-816-3831
Consumer Affairs: 608-266-2001 / 800-225-7729

Web
http://psc.wi.gov
You can also Log a Complaint Online at:
http://apps.psc.wi.gov/pages/complaint.htm

PRIVATE WELL REGULATIONS

All dwellings within the Kronenwetter Water Utility boundaries that have a private well must have a private well operating permit issued by the Village of Kronenwetter (Sec. 508-64). All unused, unsafe and/or noncompliant wells must be abandoned.

The Kronenwetter Water Utility may disconnect water services if a permit is not obtained or renewed. State and municipal codes require that wells be abandoned if they do not have a valid permit, meet code requirements, or are not in use. All well abandonments must be done by a certified well driller or pump installer. If you abandon your well, please forward a copy of the abandonment form to the Water Utility office as we keep this form on file.

The Village permit is a five-year permit. In five years you will receive a notice from the Water Utility with instructions on renewing your well permit.

Driven Point (Sand-Point) Well

To install a point well (sometimes called a sand-point well), call the Madison DNR office directly at 608-266-1054 to request a *Driven Point Well Packet*.

Obtain a DNR Notification number (before construction) by visiting any of over 1000 Licensing Sales Locations where you can purchase a DNR hunting or fishing license OR by making an online purchase using the Quick Sales Catalog or your account on GoWild. This number is required for your Well Construction Report Form.

More information can be found at https://dnr.wi.gov/topic/Wells/constructionnotification.html#WNN.

Drilled Well

To install a drilled well, contact a licensed well driller. The driller will design the well project and submit the required reports.

After a Driven Point or Drilled Well is Constructed

After your well is constructed and the Well Construction Report is completed, you will need to contact a licensed well driller or pump installer have a compliance inspection, cross-connection inspection, and water test for your Private Well Operating Permit completed. The permit will be issued after the DNR has approved your Well Construction Report and you have provided a safe water sample and certification for compliance.

The well must produce one SAFE test result. If the first test should fail, you will need to do additional testing at your own time and expense. You will have 90 days from the time of inspection to complete the permit process. After such time penalties shall be issued in accordance with Village Ordinance. Wells that do not meet compliance regulations will have to be abandoned. All abandonments must be completed by a licensed well driller or pump installer.

For additional information on private wells, you may contact Drinking Water and Groundwater staff at the DNR Regional Offices throughout the State or your local licensed well driller or pump installer or visit https://dnr.wi.gov/topic/Wells/homeowners.html.

village of Kronenwetter
Kronenwetter Water Utility
1582 Kronenwetter Drive
Kronenwetter WI 54455
Phone 715-693-5732
Fax 715-693-4202

Current Resident Or

GO PAPERLESS!

Get your water utility bill emailed to you.

Go to http://www.kronenwetter.org/department/receiving_emailed_water_bill.php to obtain an **Emailing Water Bills Authorization Form** or contact Kimberly Coyle, Water Utility Clerk, at 715-693-5732. You are now able to view and pay your bill online at https://kronenwetterwi.ourcommunityconnect.com

Water Utility Office (Daytime) 715-693-5732
Emergency (After Hours) 715-571-2697
Business Hours: 8:00 am-4:30 pm, Monday-Friday