

Sheboygan Water Utility Annual Report

Summer 2015

“Straight from the Tap”



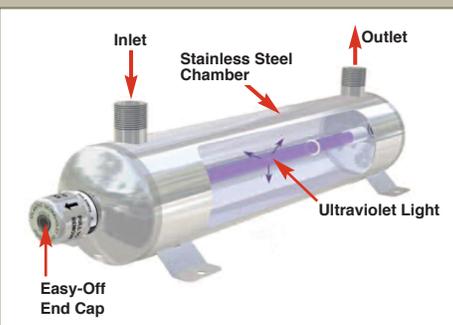
This year, the Water Utility will add an entirely new disinfection system to the water treatment plant. As a final process, a controlled dosage of ultraviolet (UV) light will pass through the water before it leaves the treatment plant. UV light has the ability to destroy various bacteria, viruses, and protozoan cysts such as crypto and giardia.

Over the years, the practice of drinking water treatment has progressed. Currently, the best practice is identified as having at least two disinfection barriers between the drinking water source and the consumer. The Water Utility will continue to use chlorine as its primary disinfectant, but UV light will now provide a second disinfection barrier. With only a primary disinfectant in place, a water treatment plant is more vulnerable to different possible failure modes.

UV light is not a chemical additive; it is simply a source of energy that can kill micro-organisms. UV light is produced by specialized bulbs that are immersed in the flow of water and thus render treatment. There will be no change in the taste or appearance of Sheboygan's water.

The Utility received a low interest (1.65%) state drinking water loan to construct the \$2.9M project, which also qualified for \$0.5M in principal forgiveness. Once completed, it will be the largest drinking water UV disinfection system in the state.

Utility Superintendent
Joe Trueblood



Basic UV disinfection layout

Sheboygan's Board of Water Commissioners



Gerald Van De Kreeke



Ray Haen



Mark Heinz

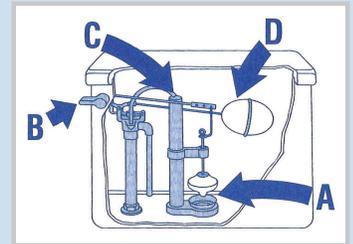
Elected by the Common Council, the Board of Water Commissioners meets on the third Monday of each month and is responsible for overseeing the operation and maintenance of the Sheboygan Water Utility. Members are (left to right): President Gerald Van De Kreeke, Secretary Ray Haen, and Member Mark Heinz.

Is Your Water Bill Too High? Get a Free Toilet Leak Detection Kit

You may think those little leaks in your bathroom don't amount to a drop-in-the-bucket. Not so. The sneakiest drip can be found in your bathroom toilet. Toilet tank leaks, almost undetectable to the naked eye, can add \$75.00 or more to your quarterly bill.

Take 15 minutes to perform this simple leak test on your toilet. Use the blue colored dye tablets, in the free Toilet Leak Detection Kit available from the Sheboygan Water Utility, or use food coloring dye. The 4-step test is easy to do: 1) Wait 5-10 minutes after the last flush cycle to perform the leak test. 2) Remove the cover. Gently drop one Leak Detective Tablet or food color dye into the tank. DO NOT FLUSH. 3) Wait 15-20 minutes. 4) If the dye color appears in the toilet bowl, you have a leak. (Don't worry, it won't stain the bowl).

The sources of the leak may be: 1) The flapper valve and valve seat (A) have deteriorated or corroded. 2) The flushing arm and lift chain (B) are not working properly. 3) The water level in the tank is too high and spills into the overflow tube (C). 4) The float rod, ball cock and/or float ball (D) are corroded. Replacement parts are available at hardware and plumbing supply stores or consult your local plumbing professional. Perform the dye test twice a year.



Changing the Way We Read Your Water Meter

To ensure the highest level of accuracy and abide by the rules set forth by the Public Service Commission of Wisconsin (PSC 185.76), the meter in your home must be tested and changed every 15 years. Along with changing and testing your meter, we will install a new remote radio reading system at no charge. This new system allows for more efficient and accurate meter readings. By adding this new technology, customers no longer need a register mounted on the outside of their home. The register and wire shown here is removed and your meter is read remotely by a Service Technician with a handheld reading device.

The Utility sends requests for meter changes and upgrades by letter through the mail. If you have any questions about the process, please don't hesitate to contact the Utility directly.



The old meter reading register on the outside of your home will be removed (left). New water meters being installed generate a radio signal that allows the Service Technician to read your meter remotely, with a handheld device (below).

Currently, there are 7,000 electronic meter reading devices already in place in Sheboygan. With 12,000 meters left in the city, upgrading all the reading devices will take some time. To accomplish the meter upgrade in your home, we will need to:

- Have a responsible party over the age of 18 present.
- Obtain access to the water meter located inside your home.
- Shut the water off at the meter valve during the procedure. (Homeowners are responsible for having a functioning shut-off valve.)



Contact Information - Sheboygan Water Utility
Address: 72 Park Avenue, Sheboygan, WI 53081
Email: customerservice@sheboyganwater.org

Customer Service and Billing:
Phone: (920) 459-3800 Fax: (920) 459-4325
After Hour Emergencies: (920) 459-3811

Thirsty for more information about your water? Visit us at:
www.sheboyganwater.org, on Twitter, Facebook, and Nextdoor



The Test Results - Sheboygan's 2014 Tap Water Quality Analysis

For Your Information — By law, the Utility must test for **76** substances and report on any detected quantities. We regularly check for substances in the following categories: Microbiological, Radioactive, Inorganic, and Volatile Organic Contaminants as well as Synthetic Organic Contaminants including Pesticides, Herbicides, and Pharmaceuticals. On occasion, USEPA requires testing for unregulated contaminants to acquire data.

Contaminant (and the likely source of contamination)	Violation	Level	Unit	MCLG	MCL
	Y/N	Detected			
Aluminum – Water treatment additive, natural deposits	N	0.074	ppm	0.2	NR
Barium – Natural deposits	N	0.018	ppm	2	2
Bromodichloromethane – By-product of drinking water disinfection	N	6.3	ppb	NR	NR
Chlorate – By-product of drinking water disinfection	N	46.0	ppb	NR	NR
Chlorine, total – Residual of drinking water disinfection	N	0.910	ppm	4	4
Chloride – Natural deposits, road salt	N	11.0	ppm	250	NR
Chloroform – By-product of drinking water disinfection	N	6.5	ppb	NR	NR
Chromium, Hexavalent – Natural deposits, manufacturing	N	0.2	ppb	NR	NR
Cotinine – Metabolite of nicotine	N	0.002	ppb	NR	NR
Dibromochloromethane – By-product of drinking water disinfection	N	3.1	ppb	NR	NR
Fluoride – Water treatment additive, natural deposits	N	0.65	ppm	4	4
Gross Alpha particles – Natural deposits	N	0.18	pCi/l	0	15
Gross Beta particles – Natural deposits	N	1.2	pCi/l	0	50
Haloacetic Acids, total – By-product of drinking water disinfection	N	9.71	ppb	0	60
Manganese – Natural deposits	N	0.6	ppb	50	NR
Molybdenum – Natural deposits	N	1.0	ppb	NR	NR
Nitrate – Natural deposits, farm runoff	N	0.50	ppm	10	10
Radium 226 + 228 Combined – Natural deposits	N	0.76	pCi/l	0	5 pCi/l
Strontium – Natural deposits	N	125.0	ppb	NR	NR
Sulfate – Natural deposits	N	31.0	ppm	500	NR
Trihalomethanes, total – By-product of drinking water disinfection	N	18.4	ppb	0	80
Total Dissolved Solids – Natural deposits	N	180.0	ppm	500	NR
Turbidity – Natural deposits	N	0.029	NTU	n/a	<0.3 NTU
Uranium, total – Natural deposits	N	0.12	pCi/l	0	30 pCi/l
Vanadium – Natural deposits	N	0.3	ppb	NR	NR

Explanation of Terms Used in Test Results

Maximum Contaminant Level (MCL): The maximum allowable amount for any substance set by the Environmental Protection Agency (EPA).

Maximum Contaminant Level Goal (MCLG): The maximum allowable amount for any substance set by the EPA at which no known or anticipated adverse health effects would occur.

Nephelometric Turbidity Unit (NTU): The amount of suspended material in water.

Not Regulated (NR)

Picocuries per liter (pCi/l): A unit of measure of radioactivity.

Parts per million (ppm): A unit of measure equivalent to one gallon in one million gallons.

Parts per billion (ppb): A unit of measure equivalent to one gallon in one billion gallons.

For Spanish & Hmong Readers

El Agua Sheboygan Utilidad informe anual está disponible en español visitando www.sheboyganwater.org.

Daim Ntawv Qhia Txog Sheboygan Water Utility Rau Txhua Xyoo muab sau rau lus Hmoob teev rau hauv internet yog mus saib rau ntawm <http://www.sheboyganwater.org>.

Lead Monitoring in Older Homes

Although it is seldom the sole cause of lead poisoning, lead in drinking water can increase a person's exposure to lead. Potential sources of lead in the home should be identified, removed, replaced, or reduced. The Utility, which has lead monitors at 30 locations throughout the city, makes sure that water leaving its plant contains no detectable lead and is treated with a compound designed to reduce the leaching of lead into private water services. Homes built before 1940 usually have lead water pipes running from the municipal water main to the residence. If water remains stagnant in such lines, some lead will eventually be dissolved.

Homes constructed before 1984 may have lead that was used in plumbing solder. Stagnant water can also dissolve lead from these old services 95% of the time, raising concerns about the health of persons living in older dwellings, especially children and nursing mothers. If your plumbing is old, you may want to have your water tested for lead. The Environmental Protection Agency recommends that homes with lead service lines be tested. You may also decide to flush your tap for between 30 seconds and two minutes, especially first thing in the morning, before using tap water. Homeowners may buy home water filters or replace older water lines. For more information, phone the Safe Drinking Water Hotline at 1-800-426-4791.

Sheboygan's Current City Water, Sewer & Garbage Rates

Effective 3/1/2014

The Size of Meter	Fixed Quarterly Charge	Quarterly Public Fire Protection
5/8"	\$11.70	\$7.92
3/4"	\$11.70	\$7.92
1"	\$21.00	\$19.80
1 1/4"	\$30.00	\$29.40
1 1/2"	\$39.00	\$39.60
2"	\$60.00	\$63.60
3"	\$102.00	\$118.80
4"	\$162.00	\$198.00
6"	\$306.00	\$396.00
8"	\$477.00	\$633.30
10"	\$705.00	\$950.10
12"	\$933.00	\$1,266.60

Quarterly Volume Charge

First 150/100 C.F.	\$1.38
Next 4,850/100 C.F.	\$1.10
Over 5,000/100 C.F.	\$1.00

City Sewer & Garbage Rates Effective 1/1/15

Fixed Quarterly Sewer Charge	\$25.64
Volume Charge	\$1.69/100 C.F.
Garbage Fee Per Residential Unit, Quarterly Rate	\$15.00

Sheboygan's Low Water Rates

Sheboygan's water rates are very low compared to other cities in the state. To see how we compare go to: <http://sheboyganwater.org/assets/Customer-Service/Compare.pdf>

Leaks Cost Money

Small household leaks can add up to gallons of water lost every day. According to the Environmental Protection Agency (EPA), the average U.S. family wastes over 10,000 gallons of water per year. Older toilets can use 75 to 80% more water per flush than new high-efficiency models. Leaky faucets can waste more than 2,700 gallons of water per year. There are simple things you can do at home to ensure our water supply remains for generations to come. For this reason, the Sheboygan Water Utility has partnered with the EPA's WaterSense program to offer water-saving tips you can really use. These tips can add up to dollars saved on your water bill. Visit www.epa.gov/watersense, follow SheboyganWater on Twitter, and "like" Sheboygan Water Utility on Facebook for more water-saving tips.



Thirsty for more information about your water?

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