

Sheboygan Water Utility's Consumer Confidence Report

Summer 2021



"Straight from the Tap"



I would like to commend the Water Utility staff for their high level of commitment and service to the community throughout the COVID pandemic.

As a public health entity providing drinking water, the Utility worked to ensure that all operations remained strong and viable. Other than the closure of an on-site pay window, customers saw no significant service reduction. That is a credit to the dedicated professionals at the Utility.

Over the past few years, customers might have noticed an improvement in the appearance of the Utility's elevated water towers, which have all been re-coated, both inside and outside. Though costly, this surface maintenance is necessary to ensure the integrity of these structures over decades.

Recently high lake water and wave action caused damage to the shoreline near the Water Treatment Plant. During 2020, the Utility's construction/maintenance team performed upgrades to the shoreline protection revetments. By doing this specialty work in-house, the Utility only had to purchase the appropriate anchor rocks.

One benefit of the pandemic was an increase in the use of portable technology. Utility service technicians are now able to receive work orders directly in the field, improving accuracy and reducing paperwork.

The pandemic resulted in a loss of water revenue during 2020 due to business and manufacturing slow-down. To offset this loss, the Utility hopes to receive federal COVID relief funds in 2021.

The Utility's lead service line replacement program continued to make progress. Forty-eight lead service lines were replaced in 2020 under a Utility program offering grants of up to \$2,500. With an anticipated WDNR grant of \$285,000 in 2021, the Utility hopes to grow this important program.

Meanwhile, work continued on the Raw Water Improvements (RWI) project, which includes the replacement of an 1887 shore well, a 1909 intake pipeline, and a 1929 low lift pump station. The current construction estimate for this large project is \$35M. Ongoing but moderate water rate increases will be needed to pay for the loan to fund the RWI project. The Utility continues to pursue grants to help offset the RWI cost.

In recent citizen surveys, the Water Utility has received high ratings, and we appreciate the confidence placed in us by the community.

Utility Superintendent
Joe Trueblood

Update On Lead Water Laterals

Old lead water laterals remain a concern. These are the private water pipes leading from the public water mains into homes. They were installed by plumbers prior to the 1950s. Starting in 1994, the Sheboygan Water Utility has used phosphate treatment to coat the interior of these lead pipes and keep the water from contacting the lead. Since 1994, the Utility's tests for lead have been below EPA action levels, indicating the effectiveness of the coating in reducing lead exposure.

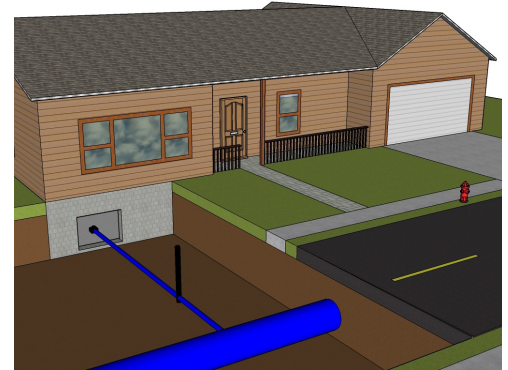
During 2016, the Sheboygan Water Utility was one of the first to qualify for \$335,000 in WDNR grant monies to replace lead water laterals. The Utility promptly implemented a lead water lateral replacement program that focused on any remaining lead laterals at daycares or schools.

The Utility directed the bulk of the funding on water main replacement projects where old laterals would be impacted. Construction can disrupt the phosphate coating and cause lead levels to increase for months thereafter.

Since then, the Utility has expanded its lead service line replacement program following approval by WI Public Service Commission. **To date, 280 lead laterals have been replaced.** Using a combination of grants and no-interest loans, the Utility is now able to offer funding in different circumstances, but the bulk of the replacement funding remains focused on water main projects.

Medical professionals understand the importance of minimizing exposure to lead. Many older homes still contain lead paint or coatings, and these can be released during home remodeling projects. Toys and other products are still discovered with high levels of lead in paint or coatings. Lead arsenate pesticides were also used in the past and can persist in soil for decades.

What about lead in your drinking water? First, contact the Utility to determine if you even have an old lead water lateral. If you do, consider replacing it. If you can't afford to replace it, then visit the Utility's information page for tips on minimizing the risks, including flushing your water in the morning or using an inexpensive home filtration device. See more information at sheboyganwater.org/lead.



Location of lateral (small blue piping) entering home from large blue water main located in the middle of the street.

Lead & Copper

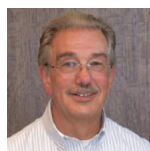
The Sheboygan Water Utility completed lead and copper monitoring/testing in 2020, and the results complied with EPA/WDNR safety requirements.

90th Percentile Level: Overall public water system compliance is based on statistical analysis of all samples. Under the testing protocol, some individual locations may exceed the health standard, but at least 90% of all sample locations comply with EPA/WDNR standards.

- **Lead 90th Percentile: 4.0 ppb (15.0 ppb standard)**
- **Copper 90th Percentile: 27 ppb (1300 ppb standard)**

If present, elevated levels of lead and copper can cause serious health problems, especially for pregnant women and young children. Lead and copper in drinking water are primarily from materials and components associated with private service lines and home plumbing. The Sheboygan Water Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When water has been sitting unused for several hours, you can minimize the potential for lead and copper exposure by running the tap water for 30 seconds to two minutes before using for drinking or cooking. If you are concerned about lead and copper in your water, you may wish to have your water tested. Information on lead and copper in drinking water, testing methods, and steps you can take to minimize exposure are available from the EPA safe drinking water hotline at 1-800-426-4791 or epa.gov/safewater/lead or our website SheboyganWater.org/lead.

Sheboygan's Board of Water Commissioners



Gerald Van De Kreeke



Mark Smith



Thomas Howe

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 Mark Smith, and Member Thomas Howe.

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

Thirsty for more information about your water?
Visit us at: sheboyganwater.org, on [Twitter](#), [Facebook](#), and [Nextdoor](#)

Customer Service and Billing Information:
Phone: (920) 459-3800 Option 2; **Fax:** (920) 459-4325
After Hours Emergencies: (920) 459-3811



Sheboygan's 2020 Tap Water Quality Analysis

For Your Information—The Utility is required to test for a large number of regulated and unregulated (NR) contaminants in drinking water. The table shows contaminants that were detected. **All contaminant levels are within applicable state and federal law.** Tests include contaminants in the following categories: microbiological, radioactive, inorganic, volatile organic, and synthetic organic, including pesticides, herbicides, and pharmaceuticals. Testing for unregulated contaminants allows USEPA to gather baseline data. Not all contaminants are tested annually. *Sampled every three years as required; results shown are the 90th highest percentile of 30 samples taken throughout the City.

Contaminant Violation Level (and the likely source of contamination)	Violation Y/N	Level Detected	Unit	MCLG	MCL
Acesulfame-k – Artificial sweetener	N	0.16	ppb	NR	NR
Alkalinity, total CaCO3 – Natural deposits	N	avg 100.0	ppm	NR	NR
Aluminum – Water treatment additive, natural deposits	N	0.074	ppm	NS	.05-.2 ppm
Antimony – Natural deposits, manufacturing	N	0.18	ppb	6 ppb	6 ppb
Atrazine – Natural deposits, farm runoff	N	0.04	ppb	3 ppb	3 ppb
Barium – Natural deposits	N	0.019	ppm	2 ppm	2 ppm
Bromodichloromethane – By-product of drinking water disinfection	N	9.45	ppb	0	NR
Bromoform – By-product of drinking water disinfection	N	<500.00	ppt	NR	NR
Bromide – By-product of drinking water disinfection	N	35.70	ppb	NR	NR
Calcium – Natural deposits	N	34.0	ppm	NS	NS
Chlorate – By-product of drinking water disinfection	N	46.0	ppb	NR	NR
Chloride – Natural deposits, road salt	N	11.0	ppm	250 ppm	NR
Chlorine, free – Residual of drinking water disinfection	N	0.820	ppm	4 ppm	4 ppm
Chloroform – By-product of drinking water disinfection	N	15.64	ppb	0	NR
Chromium – Erosion of natural deposits	N	0.57	ppb	100 ppb	100 ppb
Chromium, Hexavalent – Natural deposits, manufacturing	N	0.21	ppb	NR	NR
*Copper – Residual of copper laterals/plumbing	N	0.027	ppm	1.3 ppm	1.3 ppm
Cotinine – Metabolite of nicotine	N	0.002	ppb	NR	NR
Dalapon – Natural deposits, farm runoff	N	0.37	ppb	200 ppb	200 ppb
DEET – Insect repellent	N	0.008	ppb	NR	NR
Dibromochloromethane – By-product of drinking water disinfection	N	3.86	ppb	NR	NR
Dichloroacetic Acid (HAA) – By-product of drinking water disinfection	N	4.43	ppb	NR	60 ppb
Fluoride – Water treatment additive, natural deposits	N	0.69	ppm	4 ppm	4 ppm
Gross Alpha particles – Natural deposits	N	0.18	pCi/l	0	15 pCi/l
Gross Beta particles – Natural deposits	N	1.2	pCi/l	0	50 pCi/l
Haloacetic Acids, HAA5 – By-product of drinking water disinfection	N	21.155	ppb	0	60 ppb
Haloacetic Acids, HAA6Br – By-product of drinking water disinfection	N	9.041	ppb	0	60 ppb
Haloacetic Acids, HAA9 – By-product of drinking water disinfection	N	29.561	ppb	0	60 ppb
Hardness, Total as CaCO3 – Natural deposits	N	155.00	ppm	NR	NR
Hexachlorocyclopentadiene – Natural deposits, manufacturing	N	0.02	ppb	50 ppb	50 ppb
*Lead – Corrosion of household plumbing materials	N	4.0	ppb	0	15 ppb
Magnesium – Natural deposits	N	11.0	ppm	NR	NR
Manganese – Natural deposits	N	0.695	ppb	NR	50 ppb
Molybdenum – Natural deposits	N	1.0	ppb	NR	NR
Nickel – Natural deposits, manufacturing	N	0.5	ppb	NR	100 ppb
Nitrate – Natural deposits, farm runoff	N	0.530	ppm	10	10
Nitrogen – Natural deposits, farm runoff	N	260.0	ppb	10,000 ppb	10,000 ppb
Orthophosphate – Corrosion control inhibitor	N	0.88	ppm	NR	NR
Radium 226 + 228 Combined – Natural deposits	N	0.76	pCi/l	0	20 pCi/l
Selenium – Natural deposits	N	2.00	ppb	50 ppb	50 ppb
Sodium – Erosion of natural deposits	N	11.0	ppm	NR	500 ppm
Strontium – Natural deposits	N	125.0	ppb	NR	NR
Sucralose – Artificial sweetener	N	0.038	ppb	NR	NR
Sulfate – Natural deposits	N	38.0	ppm	NR	250 ppm
Trichloroacetic Acid (HAA) – By-product of drinking water disinfection	N	6.46	ppb	NR	60 ppm
Trihalomethanes, total – By-product of drinking water disinfection	N	29.08	ppb	0	80 ppb
Tris(chloroethyl)phosphate – Flame retardant	N	0.01	ppb	NR	NR
Total Dissolved Solids – Natural deposits	N	180.0	ppm	500	NR
Total Organic Compounds – Natural deposits	N	1.8	mg/L	NR	NR
Turbidity – Natural deposits	N	0.03	NTU	NR	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

Cryptosporidium Monitoring—Cryptosporidium is a microbial parasite naturally found in surface water throughout the world. If ingested, it can cause intense gastrointestinal distress in otherwise healthy people. The Sheboygan Water Utility utilizes UV Disinfection to effectively inactivate the protozoan cryptosporidium.

In compliance with the Long Term 2 Enhanced Surface Water Treatment Rule, the Sheboygan Water Utility has conducted source water monitoring for cryptosporidium. In 2016, cryptosporidium was detected 1 time(s) in the untreated source waters of Lake Michigan.

Turbidity Monitoring—In accordance with s. NR 810.29, Wisconsin Administrative Code, the treated surface water is monitored for turbidity to confirm that the filtered water is less than 0.3NTU. Turbidity is a measure of the cloudiness of water. We monitor for it because it is a good indicator of the effectiveness of the filtration system. During the year, the highest single entry point turbidity measurement was 0.05 NTU. The lowest monthly percentage of samples meeting the turbidity limits was 100 percent.

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: sheboyganwater.org/compare.

Sheboygan's Current Water Rates Effective 10/1/2020

Meter Size	Fixed Quarterly Charge	Quarterly Public Fire Protection
¾"	\$15.00	\$8.55
¾"	\$15.00	\$8.55
1"	\$24.00	\$21.00
1½"	\$42.00	\$42.00
2"	\$63.00	\$67.50
3"	\$105.00	\$129.00
4"	\$168.00	\$213.00
6"	\$321.00	\$423.00

Quarterly Volume Charge

First 150/100 C.F.	\$1.56
Next 4,850/100 C.F.	\$1.49
Over 5,000/100 C.F.	\$1.23

Municipal Charges as of 01/01/21

Fixed Quarterly Sewer Charge	\$49.00
Sewer Volume Charge	\$1.95/100 C.F.
Quarterly Garbage Fee per Residential Living Unit:	\$15.00
Quarterly Recycling Fee per Residential Living Unit:	\$12.00

Explanation of Terms Used

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

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

For Spanish & Hmong Readers

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