

# KENOSHA WATER UTILITY



## 2012 ANNUAL REPORT • DRINKING WATER QUALITY

Results from January 1 to December 31, 2012

THE KENOSHA WATER UTILITY DRINKING WATER MEETS OR SURPASSES  
ALL FEDERAL AND STATE WATER QUALITY STANDARDS

The Environmental Protection Agency's (EPA) Safe Drinking Water Act requires water utilities throughout the nation to provide an annual Drinking Water Quality Report, also called a Consumer Confidence Report (CCR). **This is our opportunity to inform you about the high quality of your drinking water and other important information regarding your water utility. We believe informed customers are our best allies in our efforts to protect Kenosha's greatest natural resource, Lake Michigan.**



Surface water from Lake Michigan has been Kenosha's source for drinking water since 1894. The O. Fred Nelson Water Production Plant can treat and deliver over 35 million gallons of drinking water per day. The water production facility has two separate processes to provide your drinking water: a Rapid Sand Filtration Plant and a Continuous Membrane Filtration Plant. Following filtration, chlorine is added as a disinfectant, fluoride is added to help prevent tooth decay, an ortho-phosphate is added for lead and copper corrosion control and occasionally potassium permanganate is added to help reduce taste and odor issues.

Water leaving the plant is pumped into the distribution system to your water service pipe and into your home. When you use water, it leaves your house through your sanitary service lateral to the street or easement, where it enters the sanitary sewers. Sanitary sewers transport the wastewater to the Wastewater Treatment Plant, where it undergoes several treatment processes and disinfection before being discharged back into Lake Michigan.

The Kenosha Water Utility (KWU) provides water and wastewater service to more than 100,000 people in the Kenosha area, including the City of Kenosha, Villages of Bristol and Pleasant Prairie and the Town of Somers. The Kenosha Water Utility also provides a monthly Household Hazardous Waste Collection Service for City of Kenosha residential customers.

The Kenosha Water Utility is a municipally-owned, fiscally independent public utility organized under authority of Section 66.0805 of the Wisconsin State Statutes and Chapter XXXII of the City of Kenosha Code of General Ordinances. It is solely financed by water and sewer service charges.

The management and operation of the Water Utility is under the direction of the General Manager, Edward St. Peter, who is appointed by a Board of Water Commissioners. The Board is composed of six aldermen appointed under authority of Section 1.06H of the City of Kenosha Code of General Ordinances. The powers and duties of the Board of Water Commissioners include: establishing policy, adopting rules and regulations, adopting an annual budget, establishing water and sewer rates and fees and approving contracts and agreements.



### FOR YOUR SAFETY

In the past, there have been reports of individuals or teams of people impersonating utility personnel in order to gain access to homes or businesses. KWU will attempt to make appointments with customers whenever a utility worker needs to gain access to your property. However, there are rare occasions when we are unable to make an appointment in advance. When a KWU employee knocks on your door to notify you of work needing to be done inside your property, in the surrounding area, or asks permission to enter your property, please use the following as a method of verifying the authenticity of the person:

- **Ask the individual to produce a KWU identification badge.** All utility employees possess an identification badge. This badge contains the employee's name and photo. If you are still unsure, please call (262)653-4300 to verify this person's employment with the utility. If this person cannot produce an ID, do not allow them to enter your property and immediately call the police.
- **KWU personnel will never ask for any type of payment in the field or over the phone.** They will never offer any type of discounts on work or parts and they will never perform plumbing repairs other than to the water meter. Payments are only accepted at the Customer Service Counter, pay stations, drop boxes, online or by mail. Please see the back of your water utility bill for more details.

[www.kenoshawater.org](http://www.kenoshawater.org)

## O. FRED NELSON WATER PRODUCTION PLANT

The EPA and Wisconsin Department of Natural Resources establish the safe drinking water regulations that limit the amount of contaminants allowed in drinking water. This table shows the concentrations of detected substances in comparison to the regulatory limits. Additional information on the quality of your water may be obtained by contacting the Kenosha Water Utility at (262)653-4330.

Substance (Units)	Year Tested	Highest Level Detected	Range/ Comments	MCL or {MRDL}	MCLG or {MRDLG}	Possible Sources in Water
<b>MICROBIOLOGICAL RESULTS</b>						
Total Coliform Bacteria (% positive)	2012	0.98	0 - 0.98	<5% of monthly samples	0	Naturally present in the environment; E.coli is present in human and animal waste
<b>DISINFECTION RESULTS</b>						
Total Chlorine (ppm)	2012	1.4	1.00 - 1.40	{ 4 }	{ 4 }	Additive to control microbials
Haloacetic Acids (ppb)	2012	10.6 (avg)	7.3 - 14.0	60	N/A	By-product of disinfection process
Total Trihalomethanes (ppb)	2012	30.2 (avg)	15.0 - 41.0	80	0	By-product of disinfection process
Bromodichloromethane (ppb)	2012	8.36 (avg)	5.6 - 13.0	80	N/A	By-product of disinfection process
Bromoform (ppb)	2012	0.54	ND - 0.54	80	N/A	By-product of disinfection process
Chloroform (ppb)	2012	10.98 (avg)	4.7 - 22.0	80	N/A	By-product of disinfection process
Dibromochloromethane (ppb)	2012	4.54 (avg)	3.8 - 6.3	80	N/A	By-product of disinfection process
<b>REGULATED INORGANIC RESULTS</b>						
Antimony (ppb)	2011	0.18	0.18	6	6	Fire retardants, electronics
Arsenic (ppb)	2011	ND	ND	10	N/A	Erosion of natural deposits
Barium (ppm)	2011	0.021	0.021	2	2	Erosion of natural deposits
Cadmium (ppb)	2011	ND	ND	5	5	Erosion of natural deposits
Chromium (ppb)	2011	ND	ND	100	100	Erosion of natural deposits
Copper (ppm)	2011	0.13 (AL*)	0 of 31 sites > AL	1.3 (AL)	1.3	Corrosion of household plumbing materials
Fluoride (ppm)	2012	1.43	0.17 - 1.43	4	4	Additive to reduce tooth decay
Lead (ppb)	2011	6.3 (AL*)	1 of 31 sites > AL	15 (AL)	0	Corrosion of household plumbing materials
Nickel (ppb)	2011	0.98	0.98	100	N/A	Naturally present in the environment
Nitrate as N (ppm)	2012	0.53	0.53	10	10	Runoff from fertilizers
Sodium (ppm)	2012	9.6	9.6	N/A	N/A	Naturally present in the environment
<b>RADIOACTIVE RESULT</b>						
Radium (pCi/L) (226+228)	2009	0.8	0.8	5	0	Erosion of natural deposits
<b>OTHER MONITORED PARAMETERS</b>						
Sulfate (ppm)	2011	27	27	N/A	N/A	Naturally present in the environment
Ortho-phosphate (ppm)	2012	0.24	0.11 - 0.24			Additive to reduce corrosion of plumbing
Total Organic Carbon (ppm)	2012	1.3 (avg)	0.8 - 1.5	TT	N/A	Naturally present in the environment
Turbidity (NTU)	2012	0.044	0.025 - 0.044	<0.30		Soil runoff
Alkalinity (ppm)	2012	112	98 - 112	<b>Abbreviations/Notes:</b> avg - average N/A - Not Applicable ND - Not Detected NTU - Nephelometric Turbidity Units		
Conductivity (µS/cm)	2012	460	273 - 460			
Total Hardness (ppm)	2012	150	132-150			
pH (pH Units)	2012	7.82	7.31 - 7.82			
Temperature (Fahrenheit)	2012	76	33 - 76			
				ppb - parts per billion (µg/L)		
				ppm - parts per million (mg/L)		
				pCi/L - picocuries per liter		
				µS/cm - microsiemens/centimeter		

## DEFINITIONS

**(AL) Action Level:** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow. \*Action levels are reported at the 90th percentile from homes at greatest risk.

**(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.

**{MRDL} Maximum Residual Disinfectant Level:** The highest level of a disinfectant allowed in drinking water. There 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 contamination.

**(TT) Treatment Technique:** A required process intended to reduce the level of a contaminant in drinking water.

# PROVIDING & PROTECTING KENOSHA'S GREATEST NATURAL RESOURCE

## POTENTIAL CONTAMINANTS IN DRINKING WATER

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 at (800) 426-4791 or at [www.epa.gov/safewater](http://www.epa.gov/safewater).

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.

A Wisconsin Department of Natural Resources, *Source Water Assessment* for Kenosha is available at the Kenosha Public Library, Southwest Branch or online:

<http://dnr.wi.gov/org/water/dwg/swap/surface/kenosha.pdf>

## CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

**Microbial Contaminants** such as viruses and bacteria, which may come from wildlife or septic systems.

**Inorganic Contaminants** such as salts and metals, which can occur naturally or result from urban stormwater runoff, industrial or domestic wastewater discharge or farming.

**Pesticides and Herbicides** which may come from a variety of sources such as farming, urban stormwater runoff and home or business use.

**Organic Chemical Contaminants** including synthetic and volatile organic chemicals, which are byproducts of industrial processes and may also come from gas stations, urban stormwater runoff or septic systems.

**Radioactive Contaminants** which can occur naturally or be the result of oil and gas production or mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

## DO I NEED TO TAKE SPECIAL PRECAUTIONS?

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system 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. Environmental Protection Agency (EPA) and Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or at [www.epa.gov/safewater](http://www.epa.gov/safewater).

**MICROBIAL TESTING:** *Giardia* and *Cryptosporidium* are two types of microscopic protozoa that can cause illness in humans. There may be various areas of contact with these parasites such as contaminated food, swimming pools, recreational waters, contaminated soil or a contaminated water supply. The Kenosha Water Utility has taken steps to ensure these organisms do not pose a problem in the drinking water. The treatment plant has multiple barriers of protection such as enhanced chemical coagulation, filtration, disinfection, microfiltration and careful monitoring of turbidity to ensure optimum removal of these organisms.

**LEAD:** If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Kenosha Water Utility is responsible for providing high quality drinking water but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## CROSS CONNECTION CONTROL & SUMP PUMP INSPECTIONS

The Kenosha Water Utility has combined two of our inspection programs to efficiently assess the water service at your property.

**What is the purpose of this program?** The purpose of the Sump Pump Inspection Program is to help reduce sewer backups by ensuring that clear water is not being discharged into the sanitary sewer. The Cross Connection Control Survey is to protect the public drinking water from contamination.

**Am I required to participate in this program?** Yes. Chapter XXXII of the Kenosha Code of General Ordinances, Rule 08-02 (02), states that sump pumps and downspouts are prohibited from being connected or discharged to the wastewater collection facilities (sanitary sewers). To ensure compliance, the Kenosha Water Utility will need to inspect your sump pump and downspouts.

The Wisconsin Department of Natural Resources (WNDR) mandates local implementation of a Cross Connection Control Program, by Wisconsin State Statute NR 810.15. The City of Kenosha established ordinance Chapter XXXII, Rule 06-31 as a result. The Kenosha Water Utility has been assigned implementation of the programs.

**Why is the Kenosha Water Utility concerned with how my sump pump is being discharged?**

The Sump Pump Inspection program helps reduce basement flooding and surcharging of the sanitary sewer system. A main contributor to sewer surcharging is improper sump pump connections. Non-compliant connections are those that connect to a sanitary sewer line, either directly or through a drain. When sump pumps discharge to the sanitary sewer during major rain events, they can contribute significantly to the factors that cause flooded basements. KWU strives to keep costs low and the cost of treating the additional clear water from sump pump discharge is considerable.

**Why is the Kenosha Water Utility concerned with cross connections?** The quality of Kenosha's drinking water supply could be compromised if backflow from a non-potable supply (water or other substances not safe for human consumption) containing hazardous substances occurs. There have been many reported cases of illness and even death throughout the country due to unprotected cross connections. Unprotected cross connections could potentially contaminate water in your home as well as the city's drinking water. A Cross Connection Control Survey is an inventory of every point of water use throughout your property, i.e. faucets, toilets, hose bibs, irrigation systems, boilers, etc. It is the purpose of this program to verify that every point of water use is properly protected from backflow by means of prevention devices, assemblies or methods.

**How much will this cost and how long will the survey take?**

**There is no cost for the inspection of your property.** Most inspections will take no longer than 20-30 minutes. If vacuum breakers are required for hose bibs or threaded faucets, up to three (3) will be provided free of charge for each residential property.

**How do I schedule my appointment?**

Please call our Customer Service Department to schedule your appointment at (262) 653-4300; Monday through Friday between 8:00 am and 4:30 pm.

## AVOID SEWER BACKUPS

Cooking grease poured down the drains will harden and clog pipes that may cause sewer backups in your home. Never flush non-biodegradable items such as cotton balls, Q-tips, diapers, disposable wipes, feminine products, condoms, rags, etc. The Wastewater Treatment Plant is designed to only handle human waste and toilet tissue.

**Automatic Water Bill Payment Plan Enrollment Form**  
**Signature & Voided check required** (Please use blue or black ink only on checks and form)

Customer Name \_\_\_\_\_ Phone # \_\_\_\_\_ Email \_\_\_\_\_

Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Kenosha Water Utility Account # \_\_\_\_\_

I authorize the Kenosha Water Utility to instruct my financial institution to deduct my payments for the account listed above. If at any time I decide to discontinue this payment service, I will notify the Kenosha Water Utility.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Mail to: Kenosha Water Utility, 4401 Green Bay Rd, Kenosha WI 53144

*Save time, postage and simplify your life ... AUTOMATICALLY PAY YOUR WATER BILL ... It's easy, convenient, never late, and a free service!*

**I am already enrolled in the program. Do I need to sign up again?** No, your enrollment continues until you cancel it.

**How do I enroll?** It's Easy! Just complete the enrollment form above, be sure to sign it and enclose a voided check. Then mail the completed form and the voided check to the Kenosha Water Utility at the address above.

**When will it take effect?** Normally within 4-6 weeks. Look for notification on your next water bill. It will say "Direct Debit—Do Not Pay"

**Is this just for one time?** No, this is ongoing for your bills every billing cycle. On the due date shown on your bill, your amount due will automatically be deducted from your checking or savings account.



**KENOSHA  
WATER  
UTILITY**

4401 GREEN BAY ROAD  
KENOSHA, WI 53144  
www.kenoshawater.org

**INFORMATION  
ABOUT YOUR  
DRINKING  
WATER**

PRSR STD  
U.S. POSTAGE  
**PAID**  
Kenosha, WI  
Permit No. 5010

## KENOSHA WATER UTILITY

4401 GREEN BAY RD, KENOSHA WI 53144      PHONE: 262.653.4300      ONLINE AT:  
 OFFICE HOURS: MONDAY - FRIDAY 8:00 AM - 4:30 PM      FAX: 262.653.4320      [www.kenoshawater.org](http://www.kenoshawater.org)

**GENERAL MANAGER**  
Edward St. Peter

**BOARD OF WATER COMMISSIONERS**  
Jan Michalski, Chairman  
Eric J. Haugaard, Vice Chairman  
Steve Bostrom  
Scott N. Gordon  
Patrick Juliana  
G. John Ruffolo

**WATER UTILITY BOARD MEETINGS**  
Meetings are held on the third Monday of each month  
*Meeting dates and times are subject to change.*  
Please Call KWU to confirm.

**FUTURE ELECTRONIC DELIVERY OF YOUR CCR**  
The EPA requires water utilities to mail a paper copy of their CCR to all customers. In the near future, this practice will no longer be required. In it's place, we will provide only an electronic copy unless you request a paper copy.  
Look for more information on future water utility bills.

KWU PHONE NUMBERS:	
Emergency During Business Hours	262.653.4300
Water Emergency After Hours	262.653.4330
Sewer Emergency After Hours	262.653.4335
Customer Service	262.653.4300
Engineering Services	262.653.4315

**HELP PROTECT OUR DRINKING WATER!**  
Never dispose of Household Hazardous Waste or medications down the drain, on the ground, into storm sewers or in garbage cans. This can harm others, our wildlife and pollute our source of drinking water, Lake Michigan! City of Kenosha Residents may utilize the HHW Disposal; all Kenosha County Residents may use the Medication Drop Boxes.

**HOUSEHOLD HAZARDOUS WASTE DISPOSAL**  
Location: KWU Office 4401 Green Bay Rd, Kenosha  
Hours: 8:00 a.m. to 11:00 a.m.  
When: 1st Saturday of each month from December to April  
1st & 3rd Saturday of each month from May to November  
262.653.4300      www.kenoshawater.org

**MEDICATION DROP BOX - KENOSHA LOCATION**  
Location: Kenosha County Safety Building  
1000 55th Street, Kenosha  
Hours: Monday - Friday 8:00 am - 5:30 pm  
**For more locations and information:**  
262.605.6700      www.co.kenosha.wi.us