



# WAUSAU WATERWORKS

FOR YOU!

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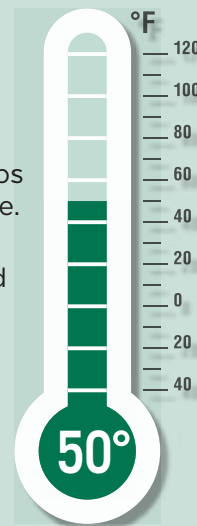
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## It's Time to Get Ready for Cold Weather

As you enjoy the cool fall days and start preparing for winter please keep you water system in mind. There are a number of tips to help avoid problems with frozen or broken pipes in your home.

- ✓ Check all basement doors and windows to make sure they are closed up tight and seal up any cracks that may let in cold drafts.
- ✓ Make sure the basement can be heated to a minimum of 50 degrees.
- ✓ Use of space heaters in the living spaces of homes may help keep you feeling more comfortable, but it may also limit the amount that your furnace runs, which could cause basement temperatures to drop and cause pipe or water meter freezing or breakage.
- ✓ Homeowners with finished basements are encouraged to allow air to circulate around the water meter; this is especially true if the meter is encased behind a wall.
- ✓ Leave cabinet doors open under sinks that are located on exterior walls.
- ✓ Vacant properties - make sure to have someone check the property on a regular basis to make sure the furnace doesn't go out. This is especially important as temps start to drop or during extended periods of cold weather. Better yet, contact Wausau Water Works to turn off the water service at the street and remove the water meter; the property can then be winterized. There is a fee to turn the service back on, but it is minimal compared to the damage one broken pipe can cause.
- ✓ Never thaw a frozen pipe with an open flame. Thawing should only be done using a hair dryer or heat tape. Before starting to thaw make sure you know where the main water shut off valve is located in your home and that it works. If you were to discover a crack in the pipe you will want to be able to immediately shut off the water supply.



## Water Rates Increases August 1, 2018

Water rates for City of Wausau residents increased as of August 1, 2018. For the average family of four, based on 2400 cu. ft., water rates will increase from \$67.92 to \$69.84 per quarter, or \$0.64 per month. A family of two that uses 1200 cu. ft. will likely see about a \$0.40 per month increase. Public Fire Protection fees also increased from \$9.87 to \$10.17 per quarter (based on the smallest residential meter size).

Although we understand that no one likes to see their water bills increase, we remind customers that the utility does not get any financing through the city tax rolls. Our operating revenues are solely obtained through our rates. A full schedule of rates is shown on page 2 of this newsletter.



## Schedule of Rates

### 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 AUGUST 1, 2018

##### Quarterly Service Charge (based on meter size)

5/8 Inch Meter . . . . .	\$16.56
3/4 Inch Meter . . . . .	16.56
1 Inch Meter . . . . .	27.06
1-1/4 Inch Meter . . . . .	39.45
1-1/2 Inch Meter . . . . .	47.73
2 Inch Meter . . . . .	70.02
3 Inch Meter . . . . .	125.73
4 Inch Meter . . . . .	181.41
6 Inch Meter . . . . .	337.38
8 Inch Meter . . . . .	515.61
10 Inch Meter . . . . .	754.29
12 Inch Meter . . . . .	993.00

##### Plus Volume Charge:

##### Residential Customers

All water used - \$2.22 per 100 cu. ft.

##### Non-Residential Customers

First 6,000 cu. ft. \$2.22 per 100 cu. ft.

Next 54,000 cu. ft. used - \$2.07 per 100 cu. ft.

Over 60,000 cu. ft. used - \$1.75 per 100 cu. ft.

##### Irrigation Class - All water used - \$3.18 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 AUGUST 1, 2018

##### Quarterly Service Charge (based on meter size)

5/8 Inch Meter . . . . .	\$10.17
3/4 Inch Meter . . . . .	10.17
1 Inch Meter . . . . .	25.41
1-1/4 Inch Meter . . . . .	37.56
1-1/2 Inch Meter . . . . .	50.79

2 Inch Meter . . . . .	81.30
3 Inch Meter . . . . .	152.76
4 Inch Meter . . . . .	254.61
6 Inch Meter . . . . .	509.22
8 Inch Meter . . . . .	811.59
10 Inch Meter . . . . .	1,218.96
12 Inch Meter . . . . .	1,626.36

### SEWER RATES

#### EFFECTIVE JANUARY 1, 2011

##### Quarterly Service Charge (based on water meter size)

5/8 Inch Meter . . . . .	\$17.00
3/4 Inch Meter . . . . .	17.00
1 Inch Meter . . . . .	23.00
1-1/4 Inch Meter . . . . .	32.00
1-1/2 Inch Meter . . . . .	37.00
2 Inch Meter . . . . .	62.00
3 Inch Meter . . . . .	112.00
4 Inch Meter . . . . .	183.00
6 Inch Meter . . . . .	361.00
8 Inch Meter . . . . .	568.00

##### Plus Volume Charge

All volume, as recorded by the water meter each quarter shall be charged at the rate of \$2.59 per 100 cubic ft.

All customers are billed for sewer based on the amount of water used each quarter. Unmetered sewer rate is \$68.80 per quarter in the City and \$85.85 per quarter outside the City.

### PRIVATE FIRE PROTECTION CHARGES

#### EFFECTIVE APRIL 1, 2015

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 . . . . .	\$ 12.00
3 Inch Connection . . . . .	22.50
4 Inch Connection . . . . .	37.50
6 Inch Connection . . . . .	75.00
8 Inch Connection . . . . .	120.00
10 Inch Connection . . . . .	180.00
12 Inch Connection . . . . .	240.00

### 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

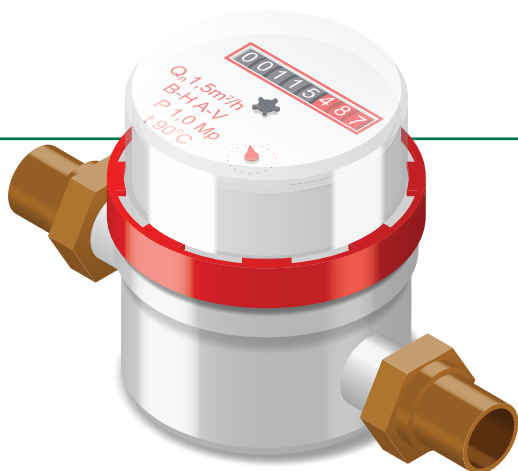
1" Water Lateral Connection . . . Based on Time & Materials  
1-1/2" or Larger Water Lateral . . . Based on Time & Materials

### MISSED APPOINTMENT FEES

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

### MISCELLANEOUS

Payments Not Honored by Financial Institution . . . \$40.00



## Water Meter Change Outs

The Public Service Commission requires us to test/change out a certain percentage of our meters each year. You will receive a post card of notification if your meter is due for a replacement, which will request that you call (715)-261-6530 or go on line and set up an appointment for the meter replacement.

**We greatly appreciate your prompt response when you receive the letter so that we can keep this program moving as efficiently as possible and don't have to waste time tagging doors or turning off water.**

- ✓ It is a good idea to know where your meter and inside shut off valve are in case of an emergency.
- ✓ Exercising the valve occasionally will help to prevent the valve from leaking when a meter change-out is required and will ensure that it is working should you need to use it in the case of an emergency. Wausau Water Works is not responsible for a valve that leaks after it has been used to complete the meter change out.

**Please do not obstruct the water meter in any way,** water department personnel need to be able to easily access the water meters. The water department is not responsible for any damage to your property if the meter is obstructed. If you build around the meter, please be sure to allow an adequate access to the water meter of at least 1 ½ to 2 feet on each side of, including above and below the meter.

## Unidirectional Flushing Continues

In 2016 Wausau Water Works implemented an unidirectional flushing program 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.

Notification to customers is done in several ways. Post cards are mailed to each customer with a water service that will be affected by each flush. The use of the City of Wausau Public Works and Utilities Facebook page also helps spread information to customers. 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.

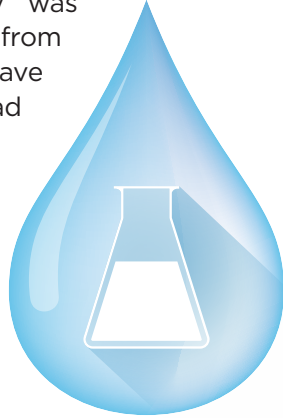


## Welcome Aboard

Wausau Water Works would like to recognize our newest distribution maintainer. Kevin Hertel has moved from the wastewater department to the water department.

## Good News on Lead Testing

The Wausau Water Works Drinking Water Division has passed their lead and copper testing for 2018. The utility was required to collect 30 samples from homes around the city that have either lead service lines or lead solder. The reporting value for this year was 7.2 parts per billion, well below the MCL (max contaminate level) for lead of 15 parts per billion. All of the samples collected were under the 15 ppb. Wausau Water Works appreciates the cooperation of homeowners who participated in this important testing. If you are looking for more information on lead exposure please visit the U.S. EPA website at [www.epa.gov/lead](http://www.epa.gov/lead), or contact your healthcare provider.



## 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, 2018 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.

**Social Media helps with Communication**

Wausau Water Works has a new tool to help notify customers. The use of the face book page, **City of Wausau Public Works and Utilities**, helps our crews notify the public of outages and road closures as well as updates on the progress of work.