

Our Customer's Safety

The Kenosha Water Utility works hard to establish a good rapport with our customers and is genuinely concerned about customer safety and security. During the past year, we have received reports of certain individuals working alone or in teams to impersonate Water Utility personnel in order to gain access to residences for the purpose of theft and robbery. We at the Kenosha Water Utility take this matter very seriously. Accordingly, we offer the following guidelines to help our customers protect themselves and their property.

As a matter of practice, the Kenosha Water Utility will attempt to make appointments with customers whenever a Utility worker needs to gain access to a residence or a business. There are rare occasions however when the Utility is unable to make an appointment in advance. When a Kenosha Water Utility employee knocks on your door to notify you of work needing to be done inside of your home or business, in the surrounding area, or asks permission to enter your home, you should be aware of the following things to verify the authenticity of the person:

- ◆ In all cases, a vehicle (van, pick-up truck, dump truck, or utility truck) should be present near the house. Most all Utility vehicles are clearly marked on the doors with a Utility insignia.



KWU Meter Division Van

- ◆ Ask the individual to produce a Kenosha Water Utility identification badge. All Utility employees possess an identification badge. This badge contains the employee's name and photograph. If you are still unsure, there is a telephone number (653-4300) on the badge that you can call to verify the individual's employment with the Utility.



KWU Insignia

- ◆ If you still question the validity of the worker, do not allow that individual entry into your home or business and call the police with your concerns.

- ◆ A Utility worker in your home will never ask for any type of payment on the spot, offer any type of discounts on work or parts, nor perform plumbing repairs other than to the water meter inside the home or business.

- ◆ Meter division workers typically work between the hours of 7 a.m. and 3:30 p.m.



Catch us on the web!
www.kenoshawater.org

Board of Water Commissioners

G. John Ruffolo, Chairman
Steve Bostrom
Patrick Juliana
Jan Michalski
Ray Misner
Anthony Nudo



Edward St. Peter
General Manager
4401 Green Bay Road
Kenosha, WI 53144
Phone (262) 653-4300
Fax (262) 653-4320

Kenosha Water Utility & Board of Water Commissioners

Present the 2010 Annual Drinking Water Quality Report

The Kenosha Water Utility's mission is

“Providing and Protecting Kenosha's Greatest Natural Resource -- Water”

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

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. The Board of Water Commissioners meets on the last Wednesday of each month in Room 202 of the Kenosha Municipal Building.

Surface water from Lake Michigan has been Kenosha's source of water since 1894. Lake Michigan water is valued for both its quality and quantity. The treated wastewater is discharged to Lake Michigan and the solids are hauled to a landfill.

Please note that the Water Utility provides 24-hour, 7-day-a-week emergency service, including Saturdays, Sundays and holidays.

Emergency Telephone Numbers

- ◆ All Emergency Service (8 a.m. to 4:30 p.m., Mon.—Fri.)
262-653-4300
- ◆ Emergency Water Service (after 4:30 p.m. & weekends)
262-653-4330
- ◆ Emergency Sewer Service (after 4:30 p.m. & weekends)
262-653-4335

Household Hazardous Waste Program Information

262-653-4300
Location: 4401 Green Bay Road
Hours: 8—11 a.m.
When: 1st Saturday of Each Month & 3rd Saturday May—November

O. Fred Nelson Water Production Plant
Results of Regulated and Unregulated Characteristics of Kenosha Water Quality
(The results meet or surpass all state and federal drinking water standards)

Additional information on water quality or unregulated contaminants may be obtained by contacting the Kenosha Water Utility at 262-653-4330

Parameter	Units	Highest Level Detected	Range/Comments	MCL or {MRDL}	MCLG or {MRDLG}	Possible Sources in Water
Microbiological Contaminants						
Total Coliform Bacteria	% positive samples	1	1	Presence of coliform bacteria in less than 5% of monthly samples	0	Naturally present in the environment; e.coli only come from human and animal fecal waste
Disinfection Byproducts						
Haloacetic acids	ppb	10 (avg)	7 to 12	60	60	By-product of disinfection process
Total Trihalomethanes	ppb	30.3 (avg)	23.8 to 37.9	80	0	By-product of disinfection process
Inorganic Contaminants						
Antimony *	ppb	0.2	0.2	6	6	Fire retardants, electronics
Arsenic *	ppb	1	1	10	n/a	Erosion of natural deposits
Barium *	ppm	0.017	0.017	2	2	Erosion of natural deposits
Cadmium *	ppb	0.1	0.1	5	5	Erosion of natural deposits
Chromium *	ppb	1	1	100	100	Erosion of natural deposits
Copper *	ppm	0.13 (AL)	0 of 31 sites > AL	1.3 (AL)	1.3	Corrosion of household plumbing materials
Fluoride *	ppm	1.1	1.1	4	4	Additive to reduce tooth decay
Lead *	ppb	8.40 (AL)	1 of 31 sites > AL	15 (AL)	0	Corrosion of household plumbing materials
Nickel *	ppb	0.98	0.98	100		Naturally present in the environment
Nitrate as N	ppm	0.39	0.39	10	10	Runoff from fertilizers
Sodium	ppm	10.00	10.00	n/a	n/a	
Radioactive Contaminants						
Radium (226+228) **	pCi/l	0.8	0.8	5	0	Erosion of natural deposits
Unregulated Contaminants						
Bromodichloromethane	ppb	9.75 (avg)	8.40 to 11.00	n/a	n/a	By-product of disinfection process
Bromoform	ppb	0.15 (avg)	ND to 0.60	n/a	n/a	By-product of disinfection process
Chloroform	ppb	15.50 (avg)	11.00 to 22.00	n/a	n/a	By-product of disinfection process
Dibromochloromethane	ppb	4.88 (avg)	4.40 to 5.60	n/a	n/a	By-product of disinfection process
Sulfate *	ppm	24.00	24.00	n/a	n/a	
Total Organic Carbon	mg/l	1.5 (avg)	0.94 to 2.1	TT		Naturally present in the environment
Total Chlorine	ppm	1.39	1.10 to 1.39	{4}	{4}	Water additive to control microbials
Total Hardness	ppm	142	130 to 142	500		
Turbidity	NTU	0.040	0.024 to 0.040	less than 0.30		Soil runoff
Alkalinity	ppm	114	101 to 114	Abbreviations/Notes:		
Conductivity	µS/cm	331	265 to 331	NTU - Nephelometric Turbidity Units		
Ortho-phosphate	ppm	0.24	0.11 to 0.24	pCi/l - picocuries per liter		
pH	pH units	7.74	7.30 to 7.74	ppb - parts per billion (µg/l)		
Temperature	Fahrenheit	70	36 to 70	ppm - parts per million (mg/l)		
Definitions:						
Treatment Technique - (TT)	A required process intended to reduce the level of a contaminant in drinking water.					
Action Level - (AL)	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 for homes at greatest risk.					
Maximum Contaminant Level - (MCL)	The highest level of a contaminant that is allowed in drinking water. MCL's are set as close to the MCLG's as feasible using the best available treatment technology.					
Maximum Contaminant Level Goal - (MCLG)	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLG's allow for a margin of safety.					
Maximum Residual Disinfectant Level - {MRDL}	The level of a disinfectant added for water treatment that may not be exceeded at the consumers tap.					
Maximum Residual Disinfectant Level Goal - {MRDLG}	The level of a disinfectant added for water treatment below which there is no known or expected risk to health. MRDLGs are set by the U.S. Environmental Protection Agency.					

Automatic Water Bill Payment Plan Enrollment Form

Customer Name _____ Daytime Phone _____

Mailing Address _____ City _____ State _____ Zip _____

Kenosha Water Utility Account # _____ (see upper right side of the water bill)

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 Road, Kenosha, WI 53144

Please include a voided check

“Method of Operation”

Kenosha’s raw water supply is obtained solely from Lake Michigan through two intakes: a 42” pipe and a 48” pipe extending 4,700 feet from the shoreline to a depth of 30 feet. The microfiltration facility is used to remove micro-organisms such as cryptosporidium. The 21.7 MGD membrane plant is integrated with the existing Sand Filter Plant to provide a total of 41.7 MGD capacity. After the filtration processes, the water flows to a 2.5 million gallon finished water reservoir and chlorine contact tank. A closely controlled residual of chlorine is maintained to insure continuous safe water in the distribution system. A small amount of fluoride is added to prevent dental caries, and a corrosion control inhibitor is used to keep distribution system mains clean.

“Exceptional Water Quality”

The finished water turbidity is consistently below the United States Environmental Protection Agency (EPA) standard that is set at 0.3 NTU. One hundred percent of the turbidity tests were below the limit. The Kenosha Water Utility’s state certified laboratory tests Kenosha’s water over 10,000 times per year. The drinking water quality information in the table covers the period of January 2010 to December 2010.

Source Water Assessment

The 1996 amendments to the Safe Drinking Water Act require that states complete source water assessments for all public drinking water systems. The source water assessment for the Kenosha Water Utility has been completed per these requirements. A hard copy of the detailed assessment is available at the Kenosha Public Library, southwest branch or online at www.dnr.state.wi.us/org/water/dwg/swap/surface/kenosha.pdf.

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 the optimum removal of these organisms.

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 system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice 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 Safe Drinking Water Hotline (1-800-426-4791).

What contaminants might be in water?

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 may 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, the 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.

Drinking water, including bottled water, may reasonably be expected to contain very small amounts of some contaminants. The presence of contaminants does not necessarily mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline (1-800-426-4791).

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 EPA’s Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.

“Water Conservation”

You can help by using water wisely. Visit our website at www.kenoshawater.org for tips on water conservation.