

THE VILLAGE OF GREENDALE – WATER UTILITY

2013 Consumer Confidence Report



The Greendale Consumer Confidence Report is a service of the Greendale Water Utility, providing safe, high quality drinking water and monitoring water quality. In this report, you will find:

- Information about the source of your drinking water
- The treatment process that ensures the highest quality water
- Results of water quality testing and compliance with water quality laws
- Additional educational information

The U.S. Environmental Protection Agency (EPA) requires drinking water utilities to provide an annual Consumer Confidence Report to help consumers understand where their drinking water comes from so they can make informed decisions about their health and protection of the environment. Detailed water quality information is available at the Milwaukee Water Works website, www.milwaukee.gov/water

Important Information

This report contains important information about your drinking water. Translate it, or speak with someone who understands it.

Informacion Importante Para Nuestros Clientes que Hablan Espanol

Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo ó hable con alguien que lo entienda bien.

Lug tseem ceeb rua cov siv dlej kws has lug Moob

Ntawm nuav yog cov lug tseem ceeb qha txug kev haus dlej nyob nroog Milwaukee. Yog mej nyeem tsi tau cov lug nuav, thov lwm tug txhais rua mej.

Use Water Wisely – Control Water Costs

As your drinking water provider, we work to control costs by eliminating leaks in the treatment and distribution systems. Leaks inside homes and businesses are the responsibility of the property owner.

Leaks waste large amounts of water. A toilet that "keeps running" or a dripping faucet can waste hundreds of gallons and dollars in a short time. Sewer charges are based on the amount of water that passes through your water meter, whether you used the water or it leaked and was wasted. A leaky toilet can waste about 200 gallons a day down the sewer. At that rate, it would cost you \$83.17 each quarter (water charge \$44.10 + MMSD charge \$29.07 + Greendale sewer charge \$9.40 = \$82.57) or \$330.28 a year.

Check for leaks throughout your home at least once every season of the year and control your water costs by fixing leaks. Check your Utility Bill each quarter for water use and compare it to past bills. Large fluctuations in use can indicate leaks. Expect increased water use during warm weather months if you water your lawn and garden, fill a pool, or frequently wash your car. Water use is measured in gallons. The typical person in Greendale uses 7,480 gallons of water per quarter. Multiply the gallons by the number of people in your household to give you the number of gallons for water used in one quarter (for example, 4 people x 7,480 = 29,920 gallons). If you are using considerably much more than 7,480 gallons per person per quarter, you may have water leaks.

Most leaks are easy to repair with parts from a hardware store. Or, call a professional plumber for help.

2013 Finished Water Quality Contaminant Table

The table below shows the regulated contaminants detected Greendale's drinking water during 2013. All are below levels allowed by state and federal laws. The table contains the name of each substance, the highest level allowed by regulation (Maximum Contaminant Level, or MCL), the ideal goals for public health (Maximum Contaminant Level Goal, or MCLG), the amount detected, the usual sources of such contamination, and footnotes explaining the findings and units of measurement. The presence of a substance in drinking water does not necessarily indicate the water poses a health risk. Certain quantities of some substances are essential to good health, but excessive quantities can be hazardous. A list of the hundreds of other compounds tested for but not detected in the Greendale water quality monitoring program can be found at www.milwaukee.gov/water/about/WaterQuality.htm; scroll down to Resource Links, choose 2013 Undetected Chemical Contaminants.

Substance	Ideal Goals (MCLG)	Highest Level Allowed (MCL)	Median Value	Highest Level Detected	Source(s) of Contaminant
Aluminum	0.2 mg/L	NR	0.041 mg/L	0.121 mg/L	Water treatment additive; natural deposits
Barium	2 mg/L	2 mg/L	0.02 mg/L	0.02 mg/L	natural deposits
Bromate	10 µg/L	10 µg/L (RAA)	<5 µg/L (RAA)	7.3 µg/L	Byproduct of drinking water disinfection
Chlorine, total	4 mg/L	4 mg/L	1.19 mg/L	2.01 mg/L	Residual of drinking water disinfection
Chromium, hexavalent	NR	NR	.20 µg/L	0.25 µg/L	natural deposits
Copper (2011)	1.3 mg/L	1300 µg/L (AL)	20.4 µg/L (AL)	NR	Corrosion of household plumbing systems
Fluoride	4 mg/L	4 mg/L	0.58 mg/L	0.68 mg/L	Water treatment additive; natural deposits
Gross Alpha particles	Zero	15 pCi/L	2.7 pCi/L	2.8 pCi/L	Natural deposits
Gross Beta particles	Zero	50 pCi/L	5.3 pCi/L	6.0 pCi/L	Natural deposits
Haloacetic Acid, total	NA	60 µg/L	3.0 µg/L	9.3 µg/L	Byproduct of drinking water disinfection
Iron	0.30 mg/L	NR	0.80 mg/L	0.020 mg/L	Natural deposits
Lead *	Zero	15 µg/L (AL)	6 µg/L (AL)	NR	Corrosion of household plumbing systems
Manganese	50 µg/L	NR	<0.5 µg/L	0.7 µg/L	Natural deposits
Molybdenum	NA	NR	1 µg/L	1.1 µg/L	Natural deposits
Nitrate	10.0 mg/L	10.0 mg/L	0.25 mg/L	0.3 mg/L	Natural deposits, farm runoff
Radium 226+228 combined*	Zero	5 pCi/L	1.98 pCi/L	1.99 pCi/L	Natural deposits
Strontium	NA	NR	120 µg/L	120 µg/L	Natural deposits
Sulfate	500 mg/L	NR	26 mg/L	27 mg/L	Natural deposits
Trihalomethanes, total	NA	80 µg/L	11.2 µg/L	20.9 µg/L	Byproduct of drinking water disinfection total
Total Dissolved Solids	500 mg/L	NR	179 mg/L	187 mg/L	Natural deposits
Turbidity	NA	<0.3 NTU 95% of the time	0.04 NTU 95% of the time	0.22 NTU 1-day max	Natural deposits
Uranium, total*	Zero	30 pCi/L	0.23 pCi/L	0.25 pCi/L	Natural deposits
Uranium, total (2011)	Zero	30 pCi/L	0.23 pCi/L	0.25 pCi/L	Natural deposits
Vanadium	NA	NR	0.3 µg/L	0.3 µg/L	Natural deposits

Definitions

- < "less than" or not detected
- AL Action Level; the concentration of a contaminant that when exceeded, triggers treatment or other requirement that a water system must follow. Action Levels are reported at the 90th percentile for homes at greatest risk.
- Haloacetic Acids** Mono-, di-, and tri-chloroacetic acid; mono- and di-bromoacetic acid; and bromochloroacetic acid
- Median** The middle value of the entire data set for the parameter (range from high to low)
- µg/L** microgram per liter or parts per billion
- MCL** Maximum Contaminant Level; the highest level allowed by regulation
- MCLG** Maximum Contaminant Level Goal; the ideal goal for public health
- mg/L** milligram per liter or parts per million
- NA** Not applicable
- NR** Not regulated
- NTU** Nephelometric Turbidity Unit - unit to measure turbidity
- pCi/L** Picocuries per liter, a measure of radioactivity. A picocurie is 10⁻¹² curies.
- RAA** Running Annual Average - The average of four (4) quarterly samples collected in one year

Cryptosporidium

Cryptosporidium is a microscopic protozoan that when ingested, can result in diarrhea, fever, and other gastrointestinal symptoms. The Milwaukee Water Works and the Milwaukee Health Department consider *Cryptosporidium* detection a priority, and since 1993, have continued to test the untreated and treated water for *Cryptosporidium*. The organism is found in many surface water sources (lakes, rivers, streams) and comes from human and animal wastes in the watershed. The risk of *Cryptosporidium* from drinking water in Milwaukee has been reduced to extremely low levels by an effective treatment combination including ozone disinfection, coagulation, sedimentation, biologically active filtration, and chloramines disinfection.

The City of Milwaukee Health Department and the Milwaukee Water Works have prepared a pamphlet based on EPA and CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium*. Copies of this pamphlet are available from the Milwaukee Water Works Customer Service Center, (414) 286-2830. Or, view a copy in English or Spanish at www.milwaukee.gov/water/about/WaterQuality.htm; scroll down to Resource Links, choose Information for Persons with High Risk Immune Systems.

Source of Greendale's Drinking Water

The source of Greendale's drinking water is Lake Michigan, a surface water source. As water flows through rivers and lakes and over land surfaces, naturally occurring substances may be dissolved in the water. The substances are called contaminants. Surface water sources may be highly susceptible to contaminants. Surface water is also affected by animal and human activities. A DNR Source Water Assessment for Milwaukee is available at www.milwaukee.gov/water/about/WaterQuality.htm; scroll down to Resource Links, choose DNR Source Water Assessment.

Contaminants that may be present in source water include microbial contaminants, such as viruses, protozoa and bacteria; inorganic contaminants such as salts and metals; pesticides and herbicides; organic chemical contaminants; and radioactive contaminants. 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.

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. Learn more about contaminants and potential health effects by calling the EPA Safe Drinking Water Hotline, 1-800-426-4791.

Information for Persons with Compromised Immune Systems

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 about drinking water 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 EPA Safe Drinking Water Hotline, 1-800-426-4791, and the Centers for Disease Control (CDC) www.cdc.gov/parasites/crypto



Lead and Copper

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 Milwaukee Water Works 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 two 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 Safe Drinking Water Hotline, 1-800-426-4791 or at www.epa.gov/safewater/lead



This report meets the EPA National Primary Drinking Water Regulation for Consumer Confidence Reports

GREENDALE WATER, SANITARY SEWER & STORM SEWER UTILITY RATES

The Greendale Water, Sanitary Sewer & Storm Sewer Utilities publish their rates annually. Water Utility rates change effective June 1, 2013. If you are interested in learning more about the Greendale Water & Sewer Utilities please call the customer service line at (414)423-2100, Press Option 3.

<u>WATER</u>		<u>SANITARY SEWER</u>	
<u>QUARTERLY CONNECTION CHARGE</u>		<u>LOCAL QUARTERLY CONNECTION CHARGE</u>	
5/8-Inch Meter	19.50	5/8-Inch Meter	10.60
3/4-Inch Meter	19.50	3/4-Inch Meter	10.60
1-Inch Meter	42.00	1-Inch Meter	17.10
1 1/2 Inch Meter	87.00	1 1/2 Inch Meter	28.10
2-Inch Meter	129.00	2-Inch Meter	40.40
3-Inch Meter	222.00	3-Inch Meter	70.90
4-Inch Meter	366.00	4-Inch Meter	112.50
6-Inch Meter	726.00	6-Inch Meter	220.20
<u>USAGE</u>		<u>MMSD QUARTERLY CONNECTION CHARGE</u>	
(Per 1,000 gallons of usage)		M SWR CON	7.46
1st 30,000 Gallons Per Quarter	2.450	M SWR CON 2	3.73
Next 270,000 Gallons Per Quarter	2.350	M SWR CON 3	2.49
Over 300,000 Gallons Per Quarter	2.100	M SWR CON TW	14.92
		M SWR CON TR	22.38
<u>QUARTERLY PRIVATE FIRE PROTECTION</u>		M SWR CON F	29.84
1-1/2 Inch Lateral	9.00		
2-Inch Lateral	15.00	<u>LOCAL USAGE</u>	
3-Inch Lateral	27.00	(Per 1,000 gallons of usage)	
4-Inch Lateral	45.00	L SEWER USE	0.522
6-Inch Lateral	90.00		
8-Inch Lateral	144.00	<u>MMSD USAGE</u>	
10-Inch Lateral	216.00	(Per 1,000 gallons of usage)	
		M SWR USE	1.61478
Bills for water and sewer service are rendered quarterly and become due and payable upon issuance following the period for which service was rendered. A late payment charge of 3% will be added to bills not paid within 20 days of issuance. The late payment charge is applicable to all customers. The customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next eight days, service may be disconnected pursuant to Chapter PSC 185, Wis. Adm. Code.		All residential sewer customers receive a Summer sewer usage credit. The second and third quarter water volume charges (for sewer purposes) are compared to the first quarter volume billed and on the lowest volume used for these billings.	
<u>RECYCLING</u>		<u>STORM SEWER</u>	
<u>QUARTLY USAGE CHARGE</u>		<u>QUARTLY USAGE CHARGE</u>	
RECYCLING	7.77	EACH EQUIVALENT RUNOFF UNIT	19.50
RECYCLING 2	15.54	A Storm Water Management Utility fee of \$78.00 per year for each equivalent runoff unit became effective January 1, 2009. The average single family residential parcel in the Village has 3,941 sq. ft. of impervious surface. This average was established as the "Equivalent Runoff Unit" or ERU. Non-residential parcels are charged proportionately on the amount of impervious surface they have compared to a single family residential parcel or ERU (3,941 sq. ft.).	