

**PUBLIC SERVICE COMMISSION OF WISCONSIN
REPORT ON WATER CONSERVATION PROGRAMS**

Utility Name: Waukesha Water Utility - 6240
 Report Date: 03/29/2024
 Report Period: 01/01/2023 – 12/31/2023
 Report Frequency: Annual
 Billing Frequency: Monthly
 Person Submitting Report: Cortney Nagel

Waukesha Water Utility is submitting this report to the Public Service Commission, as required by PSC 185.97. This report addresses each of the points requested by the Commission, including the following information.

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I. EXECUTIVE SUMMARY

Water conservation is important in the City of Waukesha. Since 2006, Waukesha Water Utility (WWU) has implemented a variety of conservation programs, and the City's conservation efforts became more focused with the passage of NR 852.



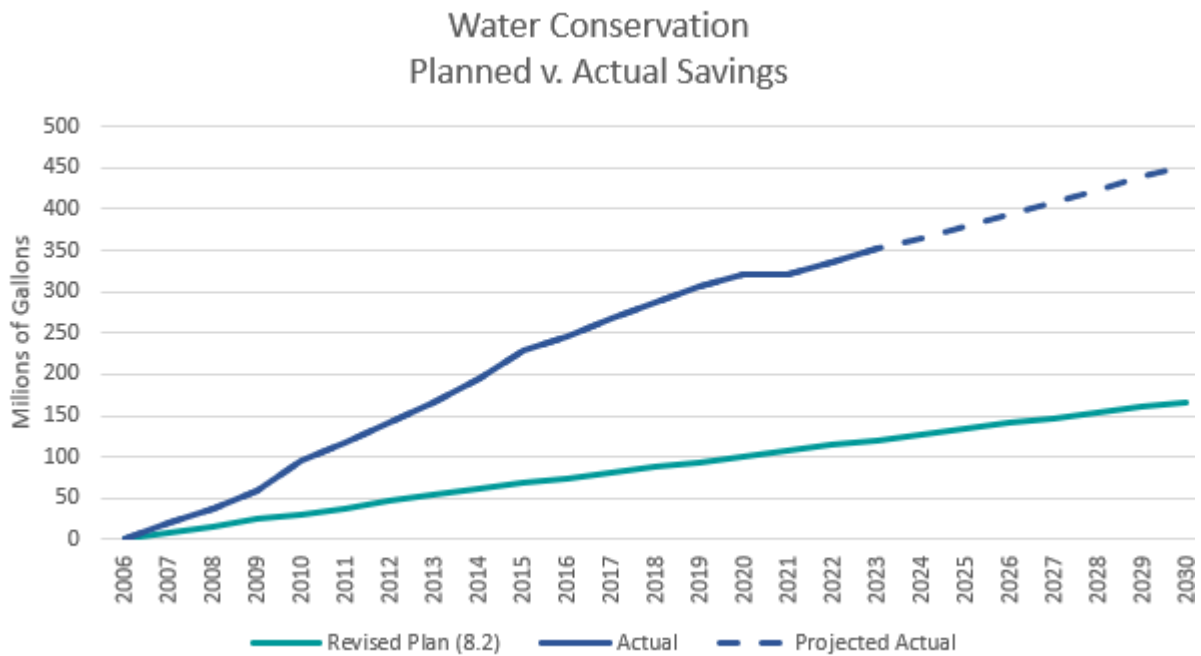
In 2023, Waukesha Water Utility transitioned from groundwater to surface water. It was a very busy year and because of the transition, WWU had the opportunity for extra water conservation education and outreach events. While providing updates to the public about the water transition, the Utility took the initiative to include messaging about water conservation, as well.

In addition to the extra education opportunities, WWU had the following conservation achievements as listed below:

- WWU reached out and began working with a large multi-family on a toilet change out project. However, the project was put on hold due to apartment manager staff changes. WWU will follow up with this multi-family in 2024.
- WWU worked with Carroll University, a commercial account, on a toilet change out project and issued a \$3,100 toilet rebate incentive.
- WWU processed 28 rain barrel rebates, the most rebates in one year since the rain barrel program started. This may be due to the extra WWU summer outreach events (i.e. Farmers Market and Waukesha's Tribute Tuesday summer concert events).
- WWU mailed out business incentive letters to the top 50 industrial and commercial water users. Two industrial companies responded back and participated in the Site-Specific Grant program. They both completed their water conservation projects at the end of 2023. Once the estimated water savings are confirmed in 2024, incentives will be provided.
- WWU worked with three restaurants to change out their pre-rinsed spray valves.

- WWU conducted 23 water audits and 119 data logs to help customers locate leaks.
- WWU mailed out twenty-one letters to residential customers about disconnecting their sewer credits.
- WWU issued five irrigation permits that mandate the use of a WaterSense controller.
- WWU updated its Conservation Plan in 2022 and in 2023 completed the amendments suggested by the Public Service Commission (PSC).

As mentioned in previous reports, and shown in the graph below, the Utility has exceeded its conservation goals; and because the Utility uses criterion recommended in the 2012, (cost effectiveness) to guide its efforts, the Utility achieves its goals by spending only a modest amount.



II. ANNUAL BUDGET AND EXPENDITURES

Per Docket 6240-WR-111 the PSC determined that a reasonable level of conservation costs recoverable in rates is \$62,271. This is consistent with several past rate cases.

The actual costs since 2019 are as follows:

	Actual				
	2023	2022	2021	2020	2019
<u>Revenue</u>					
Rates	\$ 62,271	\$ 62,271	\$ 62,271	\$ 62,271	\$ 62,271
Sewer Reimbursement	30,000	30,000	30,000	30,000	30,000
	92,271	92,271	92,271	92,271	92,271
<u>Expenses</u>					
Program Administration	9,919	9,714	11,144	8,829	8,630
Customer Outreach and Education	9,744	14,880	6,354	8,538	14,875
Other Program Costs	16,847	58,265	2,031	2,497	2,549
Leak Surveys		-	-	-	-
Toilet Rebates	7,800	18,897	28,995	34,550	46,382
Grants & Incentives	731	6,136	580	330	190
	45,042	107,892	49,104	54,744	72,626
Excess(Deficit)	\$ 47,229	\$ (15,621)	\$ 43,167	\$ 37,527	\$ 19,645

Program revenue remained consistent from 2022 to 2023. The current rate order (Docket #6240-WR-111) allows for \$62,271 in conservation costs to be recoverable by water rates, with \$30,000 of funding charged to the City's Sewer Department. The rate order includes a new requirement that the Utility must return \$121,296 in underspent conservation funds (from prior years) back to customers over the next three years.

In 2023, prior to the Utility transitioning to Great Lakes water, the Utility included messages about water conservation in with the newsletters, bill inserts, social media, and press releases for the water transition. In addition, information about Waukesha's water conservation program, the reduction in water softeners for most customers, and future rate increases was shared during radio and television interviews, open houses, a weekly staffed booth at Waukesha's Farmers Market, and at a monthly staffed booth at the City's summer Tribute Tuesday events.

The Waukesha School District continued its youth education program on a smaller scale when compared to pre-COVID times; and Waukesha County, who hosted the annual Boy Scouts Soil and Water Conservation Merit Badge program, has decided to offer the program every 3rd year (instead of every year) because they now have several badges that they offer and are rotating their programs.

Residents and property owners continue to replace water guzzling fixtures. The Utility had one customer who received an incentive for replacing 30 commercial toilets along with 1 of their residential toilets. In total, \$8,531 was spent on incentives that have a direct effect on water

conservation measurements, while \$20,893 was spent on program operating expenses in 2023; \$15,618 was also spent on completing the Conservation Plan Update. These program costs generated an excess of \$47,229 in 2023.

The most significant changes in expenses between 2023 and 2022 are the Conservation Plan Update and the decrease in toilet rebates (192 vs. 78). The Utility plans to continue its efforts of replacing inefficient toilets and promoting its business conservation incentive program in 2024.

III. INCENTIVE PROGRAMS

The Utility has four active incentive programs:

1. Toilet Rebate Program
2. Shower Head Rebate Program
3. Rain Barrel Rebate Program
4. Grants for Innovative Site-Specific Water Savings Measures

WaterSense®



1. Toilet Rebate Program

Waukesha Water Utility's High-Efficiency, 1.28 gpf (gallons per flush), WaterSense toilet rebate program has been in effect since October 2008. From October 2008 to July 2012, the program offered a \$25 rebate. In 2012, the Utility increased the rebate to \$100 depending on the cost of the toilet.

In 2023, the Utility was focused on transitioning to a new water source, so we did not spend as much time, as we did in previous years, on toilet rebates for large multi-families. However, the East Terrace Apartments, which is a large multi-family, applied for a multi-family toilet rebate. The Utility began pre-inspecting the toilets, but the manager who applied for the toilet rebate quit working at the apartment building. A second manager was hired and quit; and now a third manager has been hired. With this transition in management, the multi-family had put the toilet change out process on hold. The Utility will follow up with East Terrace Apartments in 2024.

In addition to the large multi-family applying for a toilet rebate, there was also a commercial account that applied for a toilet rebate. Carroll University changed out toilets throughout some of their older dorms.

By the end of 2023, the Utility processed a total of 78 toilet rebates. This included 43 residential toilets (which includes the single residential, duplexes and triplexes), 31 commercial toilets (30 from Carroll University and 1 from another commercial account), 0 industrial, and 4 toilets from large multi-family properties.



Carroll University changed 31 toilets dating back to 1962.



115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

December 29, 2023

Carroll University, Inc.
Waukesha, WI 53186

Re: Water Conservation Rebate

Dear Carroll University,

The Senior Project Manager with Siemens Energy Performance Services, applied for Waukesha Water Utility's water conservation toilet rebate program on behalf of Carroll University. The toilets that qualify for a rebate are toilets installed in 1993 or prior, are at least 3.5 gallons per flush (gpf), and are replaced with a 1.28 gpf WaterSense toilet.

According to Siemen's pre-inspection audit and their Project Tracking Report, the Utility determined that 31 toilets, from 9 buildings, qualify for the rebate. The 31 toilets are listed below.

Building	Location	Number of Toilets Replaced	Existing Toilet Gallons/Flush	New Installed Toilet Gallons/Flush
Van Male Natatorium – Visitor Area	Main Entry M/F	2	3.5 gpf	1.28 gpf
117 Wright Street – Staff	N/A	1	3.5 gpf	1.28 gpf
Ganfield Gymnasium – Visitor	Basement M/F/Unisex	3	3.5 gpf	1.28 gpf
Grounds Building – Staff	N/A	1	3.5 gpf	1.28 gpf
Human Resources – Staff	N/A	1	3.5 gpf	1.28 gpf
Humphrey Art Chapel – Visitor	1 st floor M/F/Unisex, 2 nd floor M/F/Unisex, Nursing Center Unisex	8	3.5 gpf	1.28 gpf
Otterson Theater – Visitor	Basement M/F, 1 st Floor M/F, Dressing Room M/F	6	3.5 gpf	1.28 gpf
Shattuck Music Center	Basement M/F	9	3.5 gpf	1.28 gpf
Total Toilets Replaced		31		

The Utility's incentive is available only for the cost of the toilets, not for labor or installation costs; and the maximum incentive a customer may receive is up to \$100 per toilet. Enclosed is a rebate check for \$3,100.

Waukesha Water Utility would like to thank Carroll University for replacing the water wasting toilets and your commitment to conserving water.

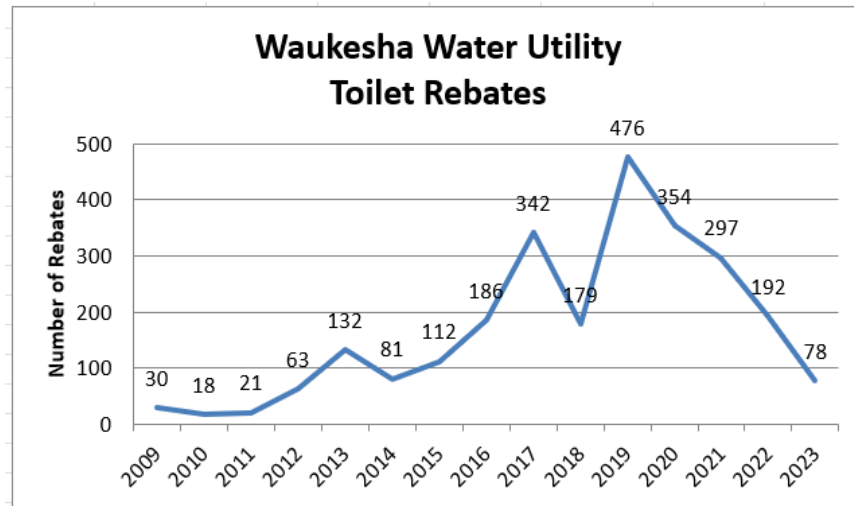
If you have any questions regarding this incentive, please call me at 262-409-4423.

Sincerely,

WAUKESHA WATER UTILITY
Customer Relations Coordinator

Enclosure: Rebate Check

Cover Letter for Carroll's Toilet Rebate



Historically, the following rebates have been awarded:

Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the program is demonstrated below. With the Version 4.2 AWE Tool, avoided costs are included in the unit and benefit cost calculations.

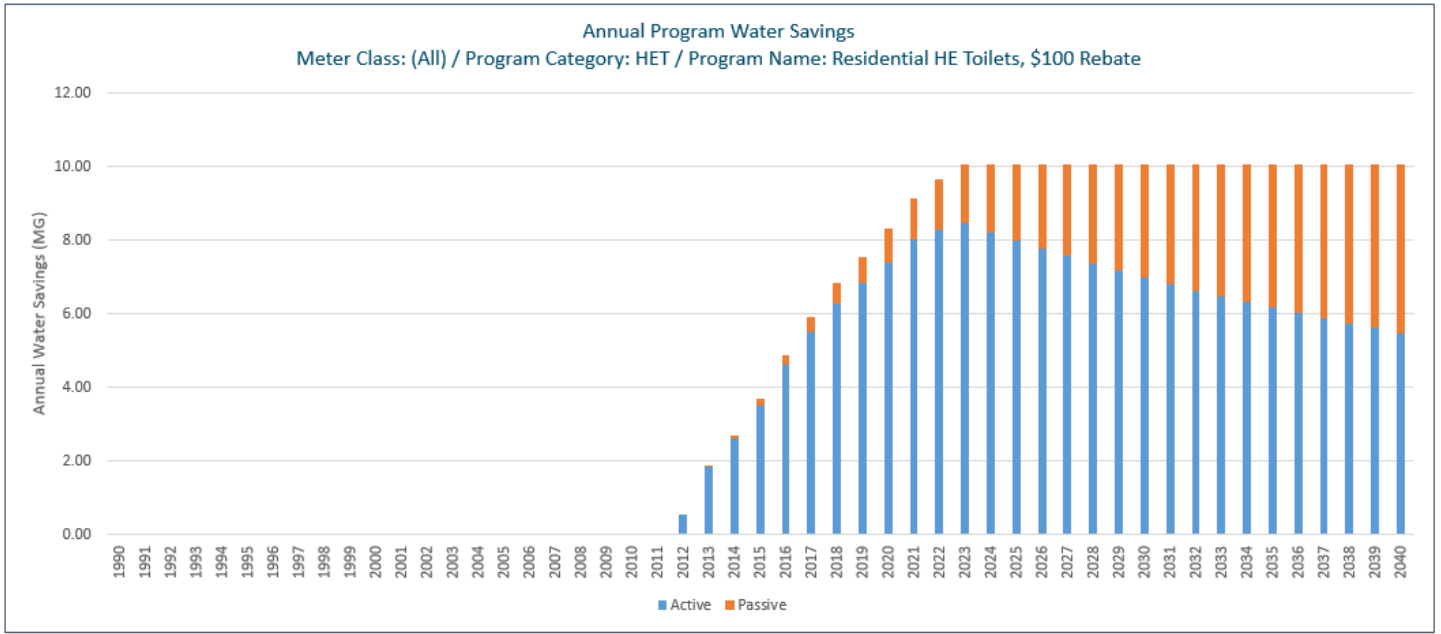
Class	Activity Name	Utility Unit Cost (\$/MG)	PV Cost	Utility Unit Benefit (\$/MG)	PV Benefit	B/C Ratio
Residential	Residential HE Toilets, \$25 Rebate	170	1,601.32	616	5,802.45	3.6
Industrial/Commercial	CII Tank-Type HE Toilet, \$50 Rebate (Industrial & Co	102	1,011.60	616	6,109.29	6.0
Residential	Residential HE Toilets, \$100 Rebate	340	52,197.63	616	94,569.82	1.8
Commercial	Commercial HE Toilet, Large MF \$100 Rebate	306	105,520.42	616	212,420.20	2.0

In 2023, \$100 toilet rebates for single-family residences and \$100 rebates for commercial/multi-family customers were issued. The projected water savings through 2040, for those rebates, are demonstrated by the graphs on the next two pages.

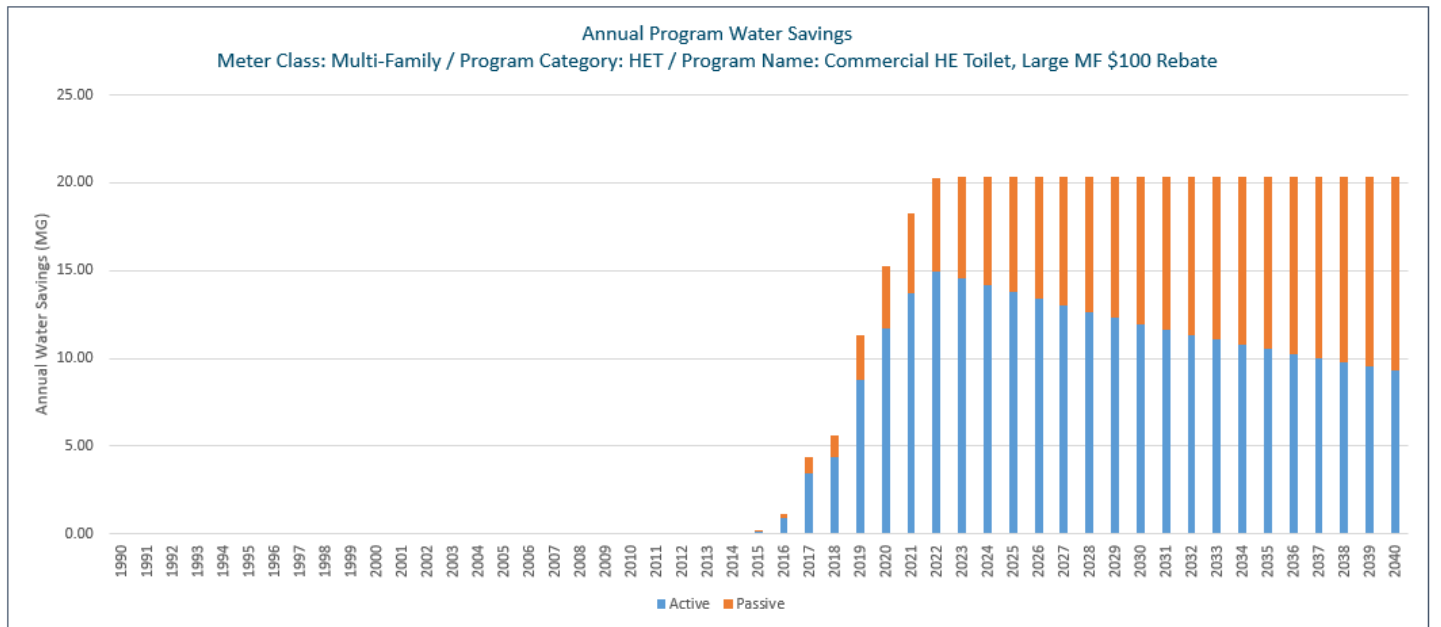
Projected water savings for past program incentives such as a \$25 residential toilet rebate or \$50 industrial toilet rebates can be found in past annual reports or provided upon request.

The following graphs, from the AWE Tracking Tool version 4.2, relate to water saved by the \$100 residential, multi-family, and commercial rebates.

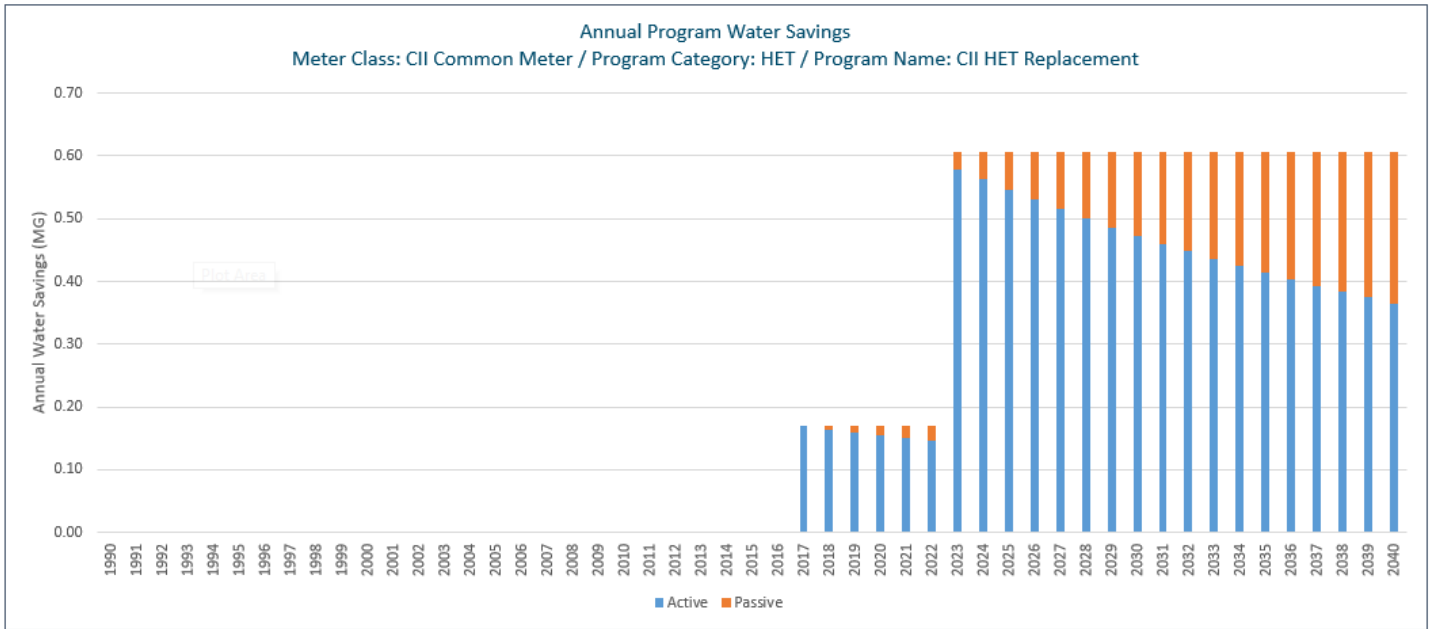
The first graph relates to water saved by the \$100 residential rebates.



The second graph relates to water saved by the \$100 large multi-family toilet rebates.



The third graph relates to water saved by the \$100 commercial toilet rebates.



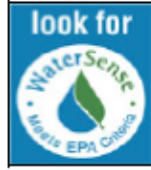
WaterSense®



2. Shower Head Rebate Program

In late 2016, the Utility implemented a shower head rebate program. Customers who replace their 1992 or older shower head with a high-efficiency WaterSense shower head would be eligible for a \$25 rebate. In 2023, there were 7 shower head rebates, 5 for residential accounts and 2 for multi-family accounts.

The residential toilet & showerhead rebate application, along with the large multi-family toilet rebate application, is shown on the following four pages. The advertisements for the rebate programs are shown in the public Education section.



Waukesha Water Utility
 P. O. Box 1648
 Waukesha, WI 53187-1648
www.waukesha-water.com
 Phone: 262-409-4423
 Fax: 262-521-5265

RESIDENTIAL – SINGLE FAMILY, DUPLEX, & TRI-PLEX HIGH-EFFICIENCY TOILET & SHOWER HEAD REBATES

<u>\$100 Toilet Rebate</u>	<p>Replace a 1993 or Older (3.5 gpf or more - gallon per flush) toilet with a WaterSense High-Efficiency 1.28 gpf toilet and receive up to a \$100 rebate.</p> <p>(Residential customers can save 9,000 – 11,000 gals. of water/year, depending on family size.)</p>
<u>\$25 Shower Head Rebate</u>	<p>Replace a 1992 or Older shower head with a WaterSense model shower head and receive up to a \$25 rebate.</p> <p>(Residential customers can save approximately 2,900 gals. of water/year, and approximately 300 kwh of electricity annually.)</p>

Customer Eligibility/Program Rules:

If replacing more than 5 toilets, please see Large Multi-Family/Commercial Rebate Application.

1. Rebates are available on first-come, first-served basis until funds are exhausted.
2. **Property where toilet/showerhead is installed is a customer of Waukesha Water Utility.**
3. **High efficiency toilets must replace toilets installed in 1993 or prior.**
4. Shower heads must replace shower heads installed in 1992 or prior.
5. New construction is not eligible.
6. **New toilet/showerhead must have the WaterSense logo (as shown on top of this page).**
7. Applicant must be the owner of the property listed on the rebate application.
8. **An original, unaltered, dated sales receipt listing the make and model numbers, MUST accompany the rebate application.**
9. **A picture showing the YEAR of the original toilet & a picture of the installed toilet is required and needs to be attached to the application in order to receive the rebate.**
10. Applicant agrees and understands that Waukesha Water Utility or its representatives reserve the right to inspect the installation before or after the rebate credit is mailed out.
11. The Utility will withhold the rebate until all conditions are met.
12. Rebates are not available for the costs of installation.
13. **Old toilets/showerheads cannot be reused.**
14. Submit the application materials to the Waukesha Water Utility (address listed above).

Updated Toilet & Shower Head Rebate Application Front Side



Waukesha Water Utility
 P.O. Box 1648
 Waukesha, WI 53187-1648
 Phone: (262) 409-4423 Fax: (262) 521-5265

TOILET & SHOWER HEAD REBATE FORM

Please Print & Read All Program Rules, on the Other Side of This Form, Prior to Submitting

NAME: _____ Owner <input type="checkbox"/> Occupant <input type="checkbox"/> Account #: _____	
SERVICE ADDRESS (Where toilet/showerhead installed): _____	
MAIL REBATE TO THIS ADDRESS: _____	
CITY: _____	STATE: _____ ZIP: _____
PHONE (Day): _____	PHONE (Evening): _____
EMAIL: _____	Preferred Method of Contact: <input type="checkbox"/> Email <input type="checkbox"/> Phone
How did you hear about this program? _____	

Number of Toilets at this Address:	Number of Toilets Currently Replaced for this Rebate Application:	Number of Showers at this Address:	Number of Showerheads Currently Replaced for this Rebate Application:	Number of persons in Household:

Old Toilet(s) Information: (this information may be found in the toilet tank or under the tank lid.)

Year of old toilet(s): _____ Size, Make, and Model: _____
(sizes) (makes) (model numbers)

Or

Measurement(s) of the height, depth, and width of the water level (when the tank(s) is full)

_____ (height) _____ (depth) _____ (width)

New Toilet/Shower Head Information:

Toilet: Date of purchase: _____ Store where purchased from: _____ Purchase Price: \$ _____

Manufacturer	Model Name	Model Number	Is this a 1.28 gal/flush Toilet? _____
			Is this a WaterSense Toilet? _____
Manufacturer	Model Name	Model Number	Is this a 1.28 gal/flush Toilet? _____
			Is this a WaterSense Toilet? _____

Date(s) installed: _____ Install Cost: \$ _____ Installed by: Do-it yourself Plumber

Shower Head: Date of purchase: _____ Store where purchased from: _____ Price: \$ _____

Manufacturer	Model Name	Model Number	Is this a WaterSense Fixture? _____
			How Many Installed? _____
Manufacturer	Model Name	Model Number	Is this a WaterSense Fixture? _____
			How Many Installed? _____

Date installed: _____ Install Cost: \$ _____ Installed by: Do-it yourself Plumber

I have read and understand the policy as stated in the program guidelines and I agree to a possible site visit by Waukesha Water Utility for installation verification. Reminder: Receipt & Installation Pictures Must Be Attached.

_____ Date

Property Owner Signature



SECTION 1: INCENTIVE INFORMATION

- Please note, you **MUST** receive pre-approval from Waukesha Water Utility prior to beginning any toilet change out project (including removing old toilets, ordering, purchasing, and installing new toilets).
- Large Multi-Family/Commercial Toilet Rebate Incentives will be determined on a case by case basis depending on available funds.
- Incentives are only available for the cost of toilets, not for labor or installation costs.
- The total maximum incentive a customer may receive is up to \$100 per toilet and no more than \$10,000.
- Approval of an incentive entitles the Utility to reference the project in documents that reference its conservation program. This may include an interview with the project staff and/or photos for submission to the Wis. Water Association newsletter, the Waukesha Freeman, the Utility's website, and the annual report to the Wisconsin Public Service Commission, etc.
- Incentives are available to help implement projects that otherwise would not be completed, or to complete projects sooner than scheduled.
- See Section 2 for customer eligibility.

SECTION 2: APPLICATION REQUIREMENTS

The purpose of this form is to assess pending projects to determine if the project is eligible for a toilet rebate incentive. Funding provided is contingent upon the following requirements and upon receiving all requested documents:

- Customers **MUST** work with the Utility to determine if their project would qualify and then obtain approval (in the form of a Utility-signed Incentive Agreement) prior to removing or purchasing any equipment.
- Property where toilets are installed is a customer of Waukesha Water Utility.
- All toilets need to be inspected **before and after** installation by the Utility to ensure eligibility.
- High Efficiency toilets must replace toilets installed in 1993 or prior and are at least a 3.5 gpf (gallon per flush) toilet.
- New toilets must be 1.28 gpf WaterSense certified (the WaterSense logo is shown at the top of this Application).
- All toilets need to be installed and inspected no later than November 1st (the same calendar year of the incentive approval).
- All paper work, including the purchase order and original paid receipt, dated on or after the incentive approval date, must be submitted to the Utility no later than November 1st so that the incentive check can be issued by the end of the year.

SECTION 3: CUSTOMER LEGAL INFORMATION

Company Legal Name:		Tax Identification Number (complete ONE only, must be 9 digits): FEIN: _____ OR SSN: _____			
Company Contact Name:		Business Classification of Customer (check ONE only. Required for all businesses, including non- <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> LLC <input type="checkbox"/> Other _____			
Street Address:		City:	State:	Zip Code:	
Owner Name (Corporations excluded):	Phone:	Fax:	Email:		

SECTION 4: PAYMENT INFORMATION (All information is required to receive payment)

Make Incentive Check Payable to (check ONE): Company Name Business Owner's Legal Name (Only if Sole Proprietor)

Make Check to the Attention of:

Alternate Mailing Address (if different from address above):	City:	State:	Zip Code:
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SECTION 5: JOB SITE INFORMATION (Where project will occur)			
Job Site Name:		Project Contact Name:	
Job Site Street Address (physical address):		City:	State: Zip Code:
Project Contact Phone:	Project Contact Fax :	Project Contact E-mail:	Preferred Means of communication: <input type="checkbox"/> Phone <input type="checkbox"/> Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail
Account #:		Customer #:	

SECTION 6: PROJECT PARAMETERS - project specific information will be held as confidential
Project Description (including costs):
For Multi-Family: How Many Apartment Units Will Have Toilets Changed Out: _____ Number of Toilets/Unit: _____
Address(es) of the Building(s) Where Change Out Will Occur: _____
_____ Year(s) Building(s) Built: _____
For Commercial: Choose Business Type <input type="checkbox"/> School <input type="checkbox"/> Food Processing <input type="checkbox"/> Food Service <input type="checkbox"/> Lodging <input type="checkbox"/> Other _____
<input type="checkbox"/> Healthcare <input type="checkbox"/> Manufacturing, type _____ Number of Toilets to be Changed Out _____
New Toilet Information:
Toilets to be Purchased From: _____ Price per Toilet: _____
Toilet Manufacturer(s): _____ Model Number(s): _____
Are These New Toilets At Least 1.28 gpf? _____ Are the New Toilets WaterSense Certified? _____

SECTION 7: BACKGROUND QUESTIONS
1. Check which best describes where you are right now with your project:
<input type="checkbox"/> Considering project
<input type="checkbox"/> Assessing feasibility
<input type="checkbox"/> Getting vendor bids and/or savings estimates
<input type="checkbox"/> Received management approval
<input type="checkbox"/> Started installation
2. Check your reasons for pursuing this project:
<input type="checkbox"/> Reduce maintenance costs
<input type="checkbox"/> Replace worn out equipment
<input type="checkbox"/> Reduce utility costs
<input type="checkbox"/> Comply with regulatory equipment
<input type="checkbox"/> Achieve company goal or mandate

APPLICANT:	WAUKESHA WATER UTILITY:
Name: _____	Name: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

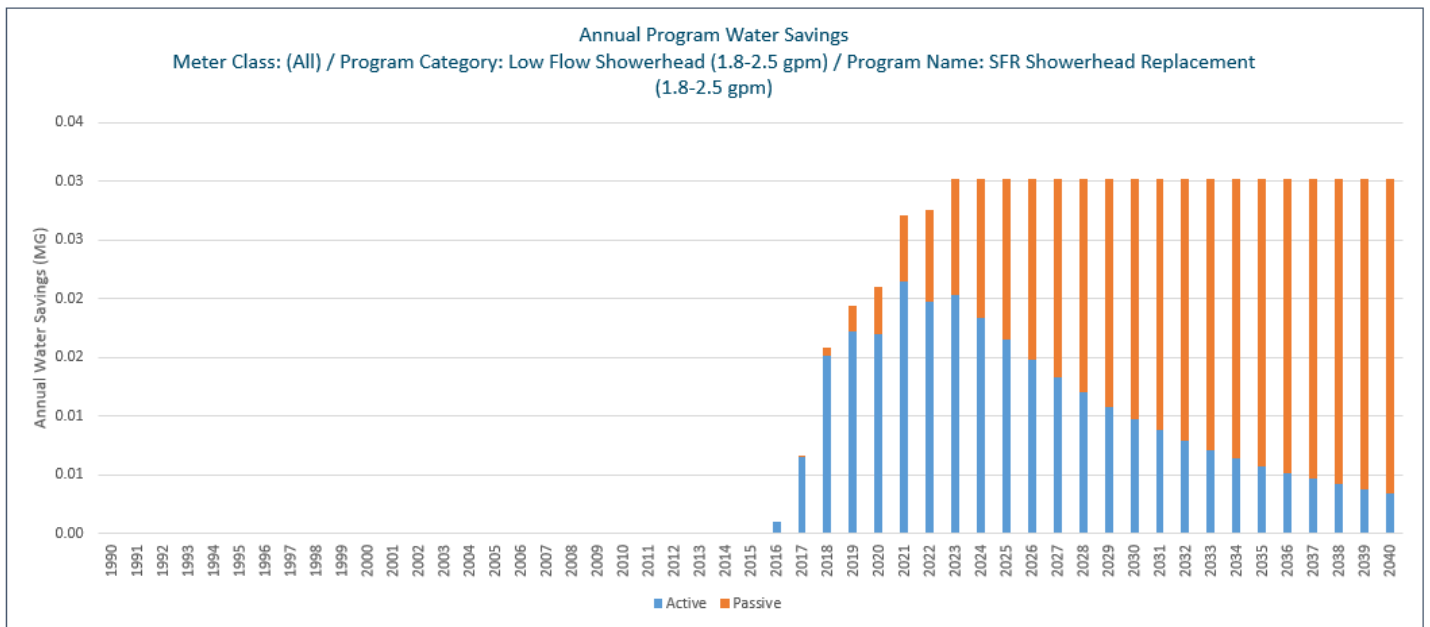
Return signed, completed form to:
Mail: Waukesha Water Utility – Incentive Dept. PO BOX 1648 Waukesha, WI 53187-1648
Fax: 262.521.5265 Questions: Call 262-409-4423

Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the showerhead program is demonstrated below. A B/C Ratio just under 1 indicates that the program currently costs more than the cost of the water saved.

The Utility undertook this program because it was part of the 2012 Conservation Plan. It was also included in the 2022 Conservation Plan Update. While it is not the most effective conservation measure, water is being conserved and that is the ultimate goal of the program.

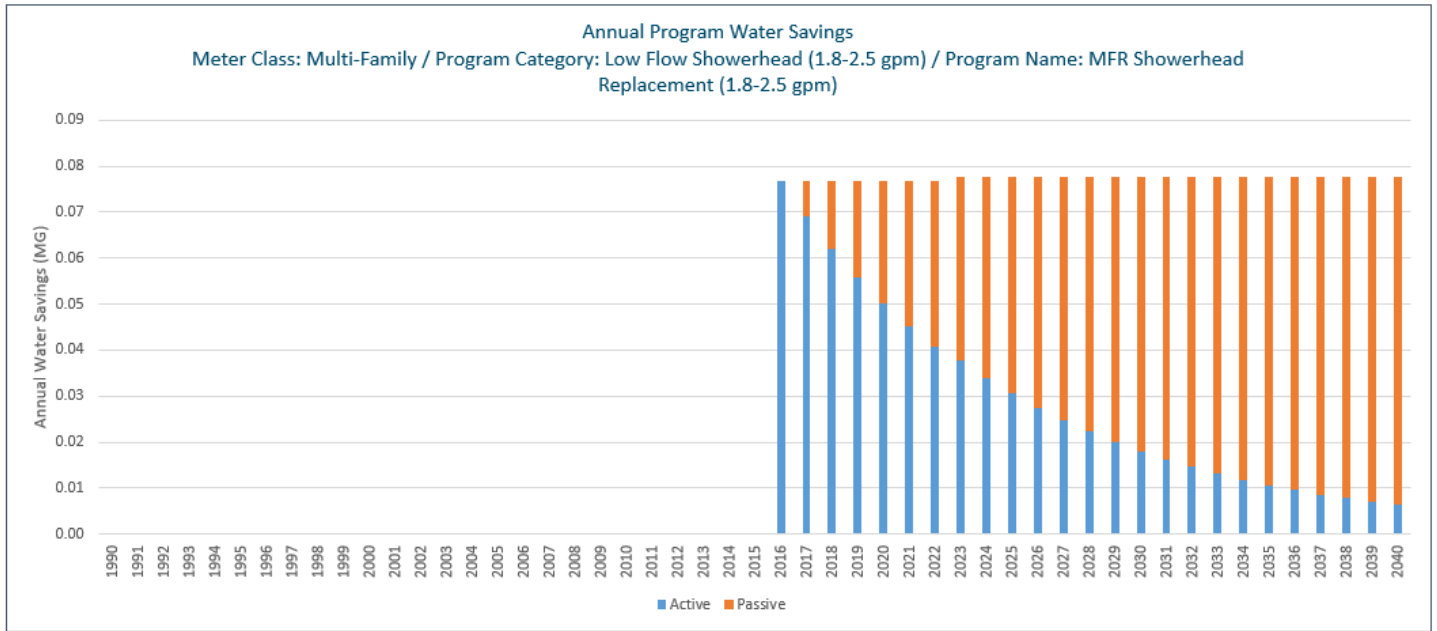
Class	Activity Name	Utility Unit Cost (\$/MG)	PV Cost	Utility Unit Benefit (\$/MG)	PV Benefit	B/C Ratio
Residential	SFR Showerhead Replacement (1.8-2.5 gpm)	4,892	830.19	616	104.54	0.1

The projected water savings through 2040 for single families is demonstrated below.



Class	Activity Name	Utility Unit Cost (\$/MG)	PV Cost	Utility Unit Benefit (\$/MG)	PV Benefit	B/C Ratio
Multi-Family	MFR Showerhead Replacement (1.8-2.5 gpm)	3,716	855.53	616	141.82	0.2

The projected water savings through 2040 for large multi-families is demonstrated below.

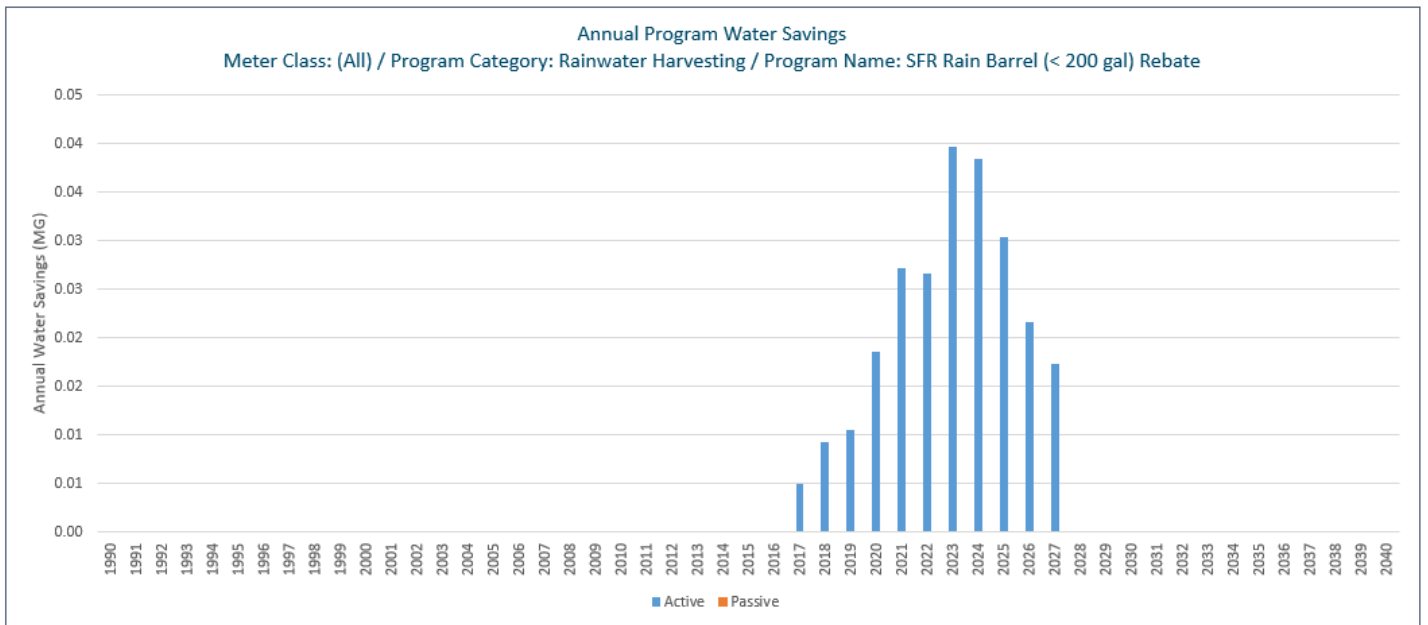




3. Rain Barrel Rebate Program

In May 2017, the Utility implemented a rain barrel rebate program. Customers who purchase and install a qualifying rain barrel, and submit their application with their original receipt and post-installation picture, are eligible for a \$20 rebate. In 2023, there were 28 rain barrel rebates.

The projected water savings is demonstrated by the graph below:



The rain barrel rebate application is shown below. The press release and website information is shown in the Education section.



Waukesha Water Utility
 P.O. Box 1648
 Waukesha, WI 53187-1648
 Phone: (262) 409-4423
 Fax: (262) 521-5265

RAIN BARREL \$20 REBATE



- ◆ Saves most homeowners about 1,300 gallons of water during the summer.
- ◆ Naturally soft, chlorine-free water is great for watering plants and washing windows or cars.

TO QUALIFY

- Rain barrels must be installed in the Waukesha Water Utility's service area.
- Renters may be eligible to participate with the written consent of the property owner.
- Qualifying barrels must be newly purchased, a minimum size of 50 gallons, and designed for the intended purpose of rain capture.
- Homemade rain barrels do not qualify for the rebate.
- Rain barrels must have a secure lid for child safety; and rust-proof screening or sealed designs over the top and on the overflow spigot for mosquito, rodent, and debris control.
- Rain barrels must not be connected to the (potable water) irrigation system.
- The **original** purchase receipt, that includes the purchase amount and barrel size, must be submitted within 90 days of purchase.
- Post-installation pictures must be included with the application.
- Maximum of 2 rain barrels allowed per address.
- Rebates are available on a first-come, first-served basis and are subject to the availability of funds.

TIPS FOR INSTALLATION & USE

- ◆ **Raise the barrel up on cinder blocks to increase pressure.** (But make sure the barrel is on a level, firm surface to prevent the barrel from falling over – a full 55 gal. barrel weighs over 400 lbs.)
- ◆ **Make sure the overflow from the barrel is directed away from your house.**
- ◆ **Disconnect the barrel in the winter and turn it upside down or take it inside.** If your downspout has been cut off for the rain barrel, be sure to add an extension hose for the winter.
- ◆ **Enclose the top of the barrel, where the water enters the barrel, with a tight-fitting, fine-mesh screen to prevent a nesting site for mosquitoes.**
- ◆ **Do not drink the water from your rain barrel.** Water from your roof is not safe to drink, but is fine to water your yard. It is **not** recommended to water vegetable gardens with your rain barrel.
- ◆ **Do not connect the rain barrel to your sprinkler systems or put the hose, which is connected to your house, into the rain barrel, as unintended suction can contaminate the water in your home.** (The best way to prevent this is to only hook a garden hose, or isolated drip irrigation system, to the outlet of your barrel and water your landscape directly.)



WAUKESHA WATER UTILITY
\$20 RAIN BARREL REBATE APPLICATION

Name: _____ Owner Occupant Account Number: _____

Service Address (Where rain barrel is installed ~ must be installed in the Waukesha Water Utility service area): _____

Mail Rebate to this Address: _____

Phone (Day): _____ Phone (Evening): _____ Email Address: _____

How Did You Hear About the Rain Barrel Rebate Program?: _____

Number of Rain Barrels at this Address: _____ Number of Rain Barrels for this Rebate Application: _____

Date of Purchase: _____ Store/Place Where Purchased From: _____ Purchased Price: _____

Type of Barrel: _____ Capacity (Gallons): _____ Date Installed: _____
(Brand/Make) (Model Number)

If you are the renter, is the required written consent of the property owner attached: Yes No Or, not required, I am the Property Owner:

Is the required photo attached showing the installed Rain Barrel (on a level, firm surface, under the downspout, with a secure lid): Yes No

Is the required original purchase receipt attached: Yes No

I have read the rain barrel rebate program qualifications, along with the tips for installing and using the rain barrel (on the back of this brochure).
I have all the necessary paperwork and photos attached, and agree to a possible site visit by the Waukesha Water Utility for installation verification.

Signature _____ Date _____



5. Grants for Innovative Site Specific Water Saving Measures

In 2014, Waukesha Water Utility began to support innovative, site specific, water saving measures for non-residential accounts. In 2015, the Utility added more structure to the program which consists of the following:

- The program focuses on the replacement of capital assets – incenting organizations to replace equipment with new technology that will save water.
- In order to receive an incentive, an Incentive Application must be completed and the company must receive approval prior to the new technology being ordered.
- The Utility ranks the Applications with respect to pay back periods and cost benefit ratios; and incentives are granted in rank order until the annual funds are exhausted.

Letters with the Incentive Application are mailed out annually to the top 50 water users in the commercial, public and industrial sectors.

In 2023, there were 2 industrial accounts, Life Way and Prolec-GE, who participated in the Site-Specific Grant program and completed their water conservation projects. However, no incentives were given out in 2023 as we are waiting to verify the water savings. Once the water savings has been confirmed, the Utility will process the incentives in 2024.

The Utility will continue to promote the business incentive in 2024, as these incentives tend to have the greatest water conservation impact.



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

May 2023

Re: Water Conservation Incentive Program

To: Whom It May Concern:

Waukesha Water Utility is sending you a reminder about our Conservation Incentive program for non-residential customers. The purpose of the program is to incent organizations to replace equipment with new technology that will conserve water. Incentives are available to help implement those projects.

In order to be eligible for an incentive, the organization must complete a Water Conservation Incentive Application; and receive approval for the project before the new technology is ordered. Waukesha will assess pending projects to determine if the project is eligible for an incentive.

For more information about the program, please refer to the enclosed Incentive Application or visit Waukesha Water Utility's website at www.waukesha-water.com.

For questions, please call Waukesha Water Utility at (262) 409-4423.

Sincerely,

WAUKESHA WATER UTILITY
Customer Service

Enclosure: Water Conservation Incentive Application

Copy of the Business Incentive Cover Letter Mailed to the Top 50 Industrial, Commercial, and Public Water Users

SECTION 1: INCENTIVE INFORMATION

Incentives are calculated on a case-by-case basis depending on the application and the size of the facility. See Section 2 for customer eligibility information. Customers must work with the Utility to determine if their project would qualify and then obtain approval (in the form of an Incentive Agreement) prior to purchasing the equipment. Incentives are available to help implement projects that otherwise would not be completed, or to complete projects sooner than scheduled.

SECTION 2: APPLICATION REQUIREMENTS

The purpose of this form is to assess pending projects to determine if the project is eligible for a custom incentive. Funding provided through custom incentives is contingent upon the following requirements and upon receiving all requested documents:

- **You MUST receive pre-approval from Waukesha Water Utility prior to beginning any custom projects, including ordering equipment.**
- Custom incentives will not be provided for projects falling under a 1.5 year payback.
- Based on project type, technology and situation, projects may be limited to a maximum simple payback of four to ten years.
- Custom incentives cannot be more than 50 percent of the project cost. Custom incentives that are less than 10% of the project cost may be considered.
- The total maximum incentive a customer may receive for custom projects combined is \$20,000 per calendar year, per EIN.

SECTION 3: CUSTOMER LEGAL INFORMATION

Company Legal Name:		Tax Identification Number (complete ONE only, must be 9 digits): FEIN: _____ OR SSN: _____			
Company Contact Name:		Business Classification of Customer (Check ONE only. Required for all businesses, including non-profits): <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> LLC <input type="checkbox"/> Other			
Street Address:		City:		State:	Zip Code:
Owner Name (Corporations excluded):		Phone:	Fax:	Email:	

SECTION 4: PAYMENT INFORMATION (All information is required to receive payment)

Make Incentive Check Payable to (check ONE): Company Name Business Owner's Legal Name (Only if Sole Proprietor)

Make Check to the Attention of:

Alternate Mailing Address (if different from address above):	City:	State:	Zip Code:
--	-------	--------	-----------

SECTION 5: JOB SITE INFORMATION (Where project will occur)

Job Site Name:		Project Contact Name:			
Job Site Street Address (physical address):		City:	State:	Zip Code:	
Project Contact Phone	Project Contact Fax :	Project Contact E-mail:	Preferred Means of communication: <input type="checkbox"/> Phone <input type="checkbox"/> Fax <input type="checkbox"/> Mail <input type="checkbox"/> E-mail		
Account #:		Customer #:			

Business Type (Check ONE):

- School Food Processing Food Service Lodging Other _____
- Healthcare Manufacturing, type _____

SECTION 6: PROJECT PARAMETERS - project specific information will be held as confidential

Project Description (including costs):

Projected Annual Gallons Saved	3 yr. Average Annual Consumption:	Project Start Date:	Project Completion Date:			
Hours of Operation (i.e. 8 a.m. - 9 p.m.)						
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
_____ to _____	_____ to _____	_____ to _____	_____ to _____	_____ to _____	_____ to _____	_____ to _____

Information on existing equipment, system operation and building operation attached (If available).

Specification sheets and/or project proposals attached (If available).

SECTION 7: BACKGROUND QUESTIONS

1. Check which best describes where you are right now with your project:

- Considering project
- Assessing feasibility
- Getting vendor bids and/or savings estimates
- Received management approval
- Started installation

2. Check your reasons for pursuing this project:

- Reduce maintenance costs
- Replace worn out equipment
- Reduce energy costs
- Comply with regulatory equipment
- Achieve company goal or mandate

APPLICANT:

Name: _____

Signature: _____

Date: _____

WAUKESHA WATER UTILITY:

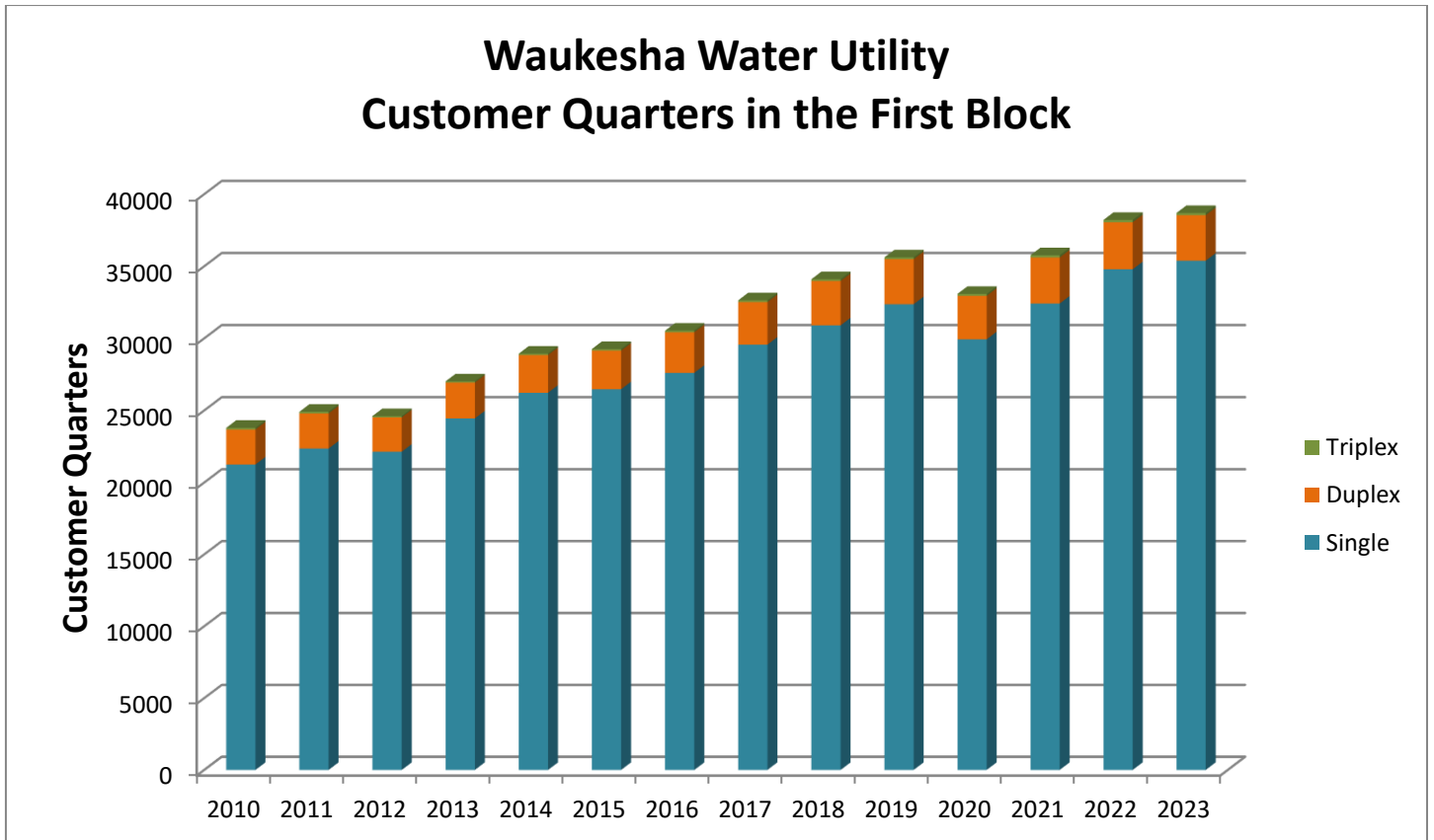
Name: _____

Signature: _____

Date: _____

IV. EFFECTS OF WATER RATES STRUCTURE

While the Utility implemented an inclining rate block structure in 2007, it wasn't until 2010 that it had data separated into single, duplex and triplex customers. From 2010 to 2023, with the exception of 2020, the number of customers within the first block has increased. It is assumed that the combination of the rate structure and other conservation measures, such as the installation of high-efficient appliances and equipment, are the reason for this trend.



The detailed data, on the next three pages, supplements the consumption history supplied in previous years reports. To provide a more accurate picture of “# of customers,” volumes associated with final reads have been excluded.

Single Family Consumption				
Interval	2023			
	# of Customers	%	Consumption	%
January				
0-3,333	7,734	46.6%	16,435,800	25.5%
3,334-6,667	7,170	43.2%	33,282,600	51.7%
>6,667	1,693	10.2%	14,678,500	22.8%
January Total	16,597	100.0%	64,396,900	100.0%
February				
0-3,333	9,339	56.5%	19,286,300	34.5%
3,334-6,667	6,223	37.7%	28,247,100	50.6%
>6,667	960	5.8%	8,324,900	14.9%
February Total	16,522	100.0%	55,858,300	100.0%
March				
0-3,333	10,243	62.1%	20,816,200	39.9%
3,334-6,667	5,520	33.4%	24,830,800	47.7%
>6,667	742	4.5%	6,459,900	12.4%
March Total	16,505	100.0%	52,106,900	100.0%
April				
0-3,333	8,370	50.6%	17,690,100	29.1%
3,334-6,667	6,854	41.4%	31,516,400	51.8%
>6,667	1,330	8.0%	11,617,100	19.1%
April Total	16,554	100.0%	60,823,600	100.0%
May				
0-3,333	10,199	61.4%	20,885,100	39.3%
3,334-6,667	5,637	33.9%	25,352,900	47.7%
>6,667	773	4.7%	6,860,900	12.9%
May Total	16,609	100.0%	53,098,900	100.0%
June				
0-3,333	7,829	46.9%	16,455,800	23.8%
3,334-6,667	6,691	40.1%	31,368,600	45.4%
>6,667	2,163	13.0%	21,239,600	30.8%
June Total	16,683	100.0%	69,064,000	100.0%

Interval	July			
	# of Customers	%	Consumption	%
0-3,333	6,593	39.5%	13,948,900	17.6%
3,334-6,667	6,996	41.9%	33,144,300	41.8%
>6,667	3,114	18.6%	32,244,500	40.6%
July Total	16,703	100.0%	79,337,700	100.0%
August				
0-3,333	8,177	48.9%	17,158,500	25.3%
3,334-6,667	6,526	39.0%	30,319,400	44.6%
>6,667	2,021	12.1%	20,433,700	30.1%
August Total	16,724	100.0%	67,911,600	100.0%
September				
0-3,333	7,222	43.2%	15,305,400	21.3%
3,334-6,667	7,083	42.4%	33,161,000	46.1%
>6,667	2,410	14.4%	23,541,000	32.7%
September Total	16,715	100.0%	72,007,400	100.0%
October				
0-3,333	10,280	61.5%	20,953,600	38.7%
3,334-6,667	5,509	33.0%	24,802,400	45.8%
>6,667	919	5.5%	8,422,000	15.5%
October Total	16,708	100.0%	54,178,000	100.0%
November				
0-3,333	10,055	60.2%	20,759,900	37.7%
3,334-6,667	5,730	34.3%	25,926,300	47.0%
>6,667	921	5.5%	8,451,400	15.3%
November Total	16,706	100.0%	55,137,600	100.0%
December				
0-3,333	10,123	60.6%	20,877,200	38.6%
3,334-6,667	5,725	34.3%	25,795,300	47.7%
>6,667	849	5.1%	7,399,200	13.7%
December Total	16,697	100.0%	54,071,700	100.0%
Annual				
0-3,333	8,847	53.2%	220,572,800	29.9%
3,334-6,667	6,305	37.9%	347,747,100	47.1%
>6,667	1,491	9.0%	169,672,700	23.0%
Annual Total	16,644	100.0%	737,992,600	100.0%

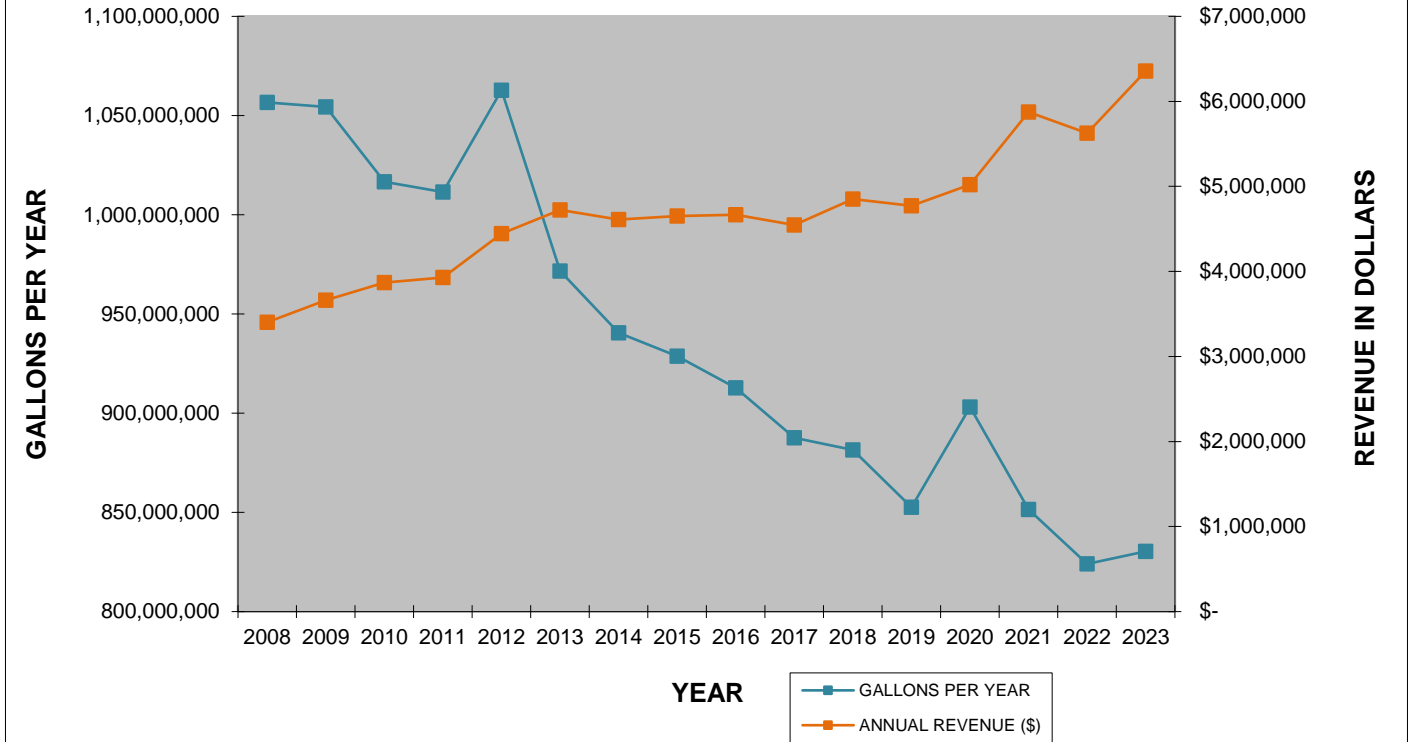
Two Family Consumption				
Interval	2023			
	# of Customers	%	Consumption	%
January				
0-6,667	724	58.2%	2,961,400	36.0%
6,668-11,667	418	33.6%	3,583,900	43.6%
>11,667	103	8.3%	1,677,300	20.4%
January Total	1,245	100.0%	8,222,600	100.0%
February				
0-6,667	820	66.2%	3,300,700	44.6%
6,668-11,667	356	28.8%	3,045,000	41.2%
>11,667	62	5.0%	1,052,400	14.2%
February Total	1,238	100.0%	7,398,100	100.0%
March				
0-6,667	882	71.5%	3,476,000	50.3%
6,668-11,667	295	23.9%	2,510,400	36.3%
>11,667	57	4.6%	922,000	13.3%
March Total	1,234	100.0%	6,908,400	100.0%
April				
0-6,667	751	60.7%	3,101,300	38.9%
6,668-11,667	390	31.5%	3,351,400	42.1%
>11,667	97	7.8%	1,513,100	19.0%
April Total	1,238	100.0%	7,965,800	100.0%
May				
0-6,667	884	71.3%	3,484,700	51.0%
6,668-11,667	308	24.8%	2,613,900	38.2%
>11,667	48	3.9%	739,800	10.8%
>6,667	1,240	100.0%	6,838,400	100.0%
May Total				
June				
0-6,667	760	61.4%	3,046,200	39.2%
6,668-11,667	391	31.6%	3,354,500	43.1%
>11,667	86	7.0%	1,378,700	17.7%
June Total	1,237	100.0%	7,779,400	100.0%

Interval	July			
	# of Customers	%	Consumption	%
0-6,667	661	53.3%	2,732,300	30.8%
6,668-11,667	433	34.9%	3,727,200	42.1%
>11,667	145	11.7%	2,400,100	27.1%
July Total	1,239	100.0%	8,859,600	100.0%
August				
0-6,667	759	61.3%	3,029,200	38.2%
6,668-11,667	374	30.2%	3,203,100	40.4%
>11,667	106	8.6%	1,692,300	21.4%
August Total	1,239	100.0%	7,924,600	100.0%
September				
0-6,667	697	56.3%	2,868,500	33.2%
6,668-11,667	402	32.5%	3,481,400	40.3%
>11,667	139	11.2%	2,278,300	26.4%
September Total	1,238	100.0%	8,628,200	100.0%
October				
0-6,667	870	70.1%	3,388,500	48.5%
6,668-11,667	312	25.1%	2,651,900	37.9%
>11,667	59	4.8%	948,900	13.6%
October Total	1,241	100.0%	6,989,300	100.0%
November				
0-6,667	813	65.7%	3,232,000	43.3%
6,668-11,667	343	27.7%	2,927,300	39.3%
>11,667	82	6.6%	1,296,300	17.4%
November Total	1,238	100.0%	7,455,600	100.0%
December				
0-6,667	839	67.9%	3,335,900	45.5%
6,668-11,667	314	25.4%	2,636,400	35.9%
>11,667	83	6.7%	1,365,200	18.6%
December Total	1,236	100.0%	7,337,500	100.0%
Annual				
0-6,667	788	63.6%	37,956,700	41.1%
6,668-11,667	361	29.2%	37,086,400	40.2%
>11,667	89	7.2%	17,264,400	18.7%
Annual Total	1,239	100.0%	92,307,500	100.0%

Three Family Consumption				
Interval	2023			
	# of Customers	%	Consumption	%
January				
0-6,667	36	48.0%	143,600	25.3%
6,667-20,000	37	49.3%	380,400	67.1%
>20,000	2	2.7%	43,200	7.6%
January Total	75	100.0%	567,200	100.0%
February				
0-6,667	43	57.3%	177,700	34.8%
6,667-20,000	30	40.0%	290,200	56.8%
>20,000	2	2.7%	43,100	8.4%
February Total	75	100.0%	511,000	100.0%
March				
0-6,667	45	60.8%	183,700	39.0%
6,667-20,000	28	37.8%	266,600	56.6%
>20,000	1	1.4%	20,700	4.4%
March Total	74	100.0%	471,000	100.0%
April				
0-6,667	38	50.7%	167,400	30.8%
6,667-20,000	37	49.3%	375,800	69.2%
>20,000	-	0.0%	-	0.0%
April Total	75	100.0%	543,200	100.0%
May				
0-6,667	43	58.1%	170,800	36.7%
6,667-20,000	31	41.9%	294,600	63.3%
>20,000	-	0.0%	-	0.0%
May Total	74	100.0%	465,400	100.0%
June				
0-6,667	41	55.4%	173,100	33.7%
6,667-20,000	32	43.2%	317,000	61.7%
>20,000	1	1.4%	23,500	4.6%
June Total	74	100.0%	513,600	100.0%

July				
0-6,667	34	45.9%	141,500	24.6%
6,667-20,000	38	51.4%	382,400	66.6%
>20,000	2	2.7%	50,600	8.8%
July Total	74	100.0%	574,500	100.0%
August				
0-6,667	36	48.6%	149,700	25.7%
6,667-20,000	35	47.3%	330,500	56.7%
>20,000	3	4.1%	102,700	17.6%
August Total	74	100.0%	582,900	100.0%
September				
0-6,667	31	41.3%	130,300	19.6%
6,667-20,000	40	53.3%	400,700	60.4%
>20,000	4	5.3%	132,500	20.0%
September Total	75	100.0%	663,500	100.0%
October				
0-6,667	38	51.4%	163,900	31.3%
6,667-20,000	35	47.3%	330,300	63.2%
>20,000	1	1.4%	28,800	5.5%
October Total	74	100.0%	523,000	100.0%
November				
0-6,667	34	45.3%	137,800	23.1%
6,667-20,000	36	48.0%	328,800	55.1%
>20,000	5	6.7%	129,600	21.7%
November Total	75	100.0%	596,200	100.0%
December				
0-6,667	43	57.3%	178,800	34.0%
6,667-20,000	30	40.0%	292,200	55.6%
>20,000	2	2.7%	54,200	10.3%
December Total	75	100.0%	525,200	100.0%
Annual				
0-6,667	39	51.7%	1,918,300	29.3%
6,667-20,000	34	45.7%	3,989,500	61.0%
>20,000	2	2.6%	628,900	9.6%
Annual Total	75	100.0%	6,536,700	100.0%

RESIDENTIAL WATER USE AND REVENUE 2008-2023



A review of residential revenue and gallons billed indicates that, in general, the Utility has done a good job of using the rate making process to offset the decrease in revenue that would come from fewer gallons consumed.

V. CONSERVATION EFFICIENCY MEASURES – NON-RESIDENTIAL CUSTOMERS

Commercial, Industrial and Public rates were set in 2012 with declining blocks.

In October 2023, the Utility had a rate increase approved by the PSC. Below are the updated rates.

Rates per 1,000 Gallons October 1, 2023	
Gallons	Commercial, Industrial, Public
0 - 25,000	\$8.35
25,001 - 500,000	\$7.56
Over 500,000	\$6.74

As seen below, there appears to be enough variation in consumption within the classes to question whether the structure is affecting utilization. Anecdotally, consumption seems to move with the economy and the weather.

Metered Usage for Non-Residential							
Billing Class	2017 (Gallons)	2018 (Gallons)	2019 (Gallons)	2020 (Gallons)	2021 (Gallons)	2022 (Gallons)	2023 (Gallons)
Commercial	729,873,000	707,267,000	696,184,000	663,605,300	706,398,800	658,694,660	672,678,700
Industrial	232,668,900	230,557,100	220,675,300	161,293,500	137,807,900	132,963,100	149,727,100
Public	72,384,600	67,338,800	65,913,900	47,756,950	62,240,450	54,600,900	58,452,000
Irrigation	n/a	4,447,476	2,879,000	6,206,500	11,538,200	6,485,400	9,218,900

Therefore, the Utility uses efforts, other than the rate structure, to incent conservation.

To bolster the rate increase, the Utility has additional conservation programs that affect Non-Residential customers and all customer classes. The additional programs include the following:

1. Monthly Billing (for all customer classes)
2. Irrigation Rates (for all customer classes)
3. Sprinkling Ordinance (for all customer classes)
4. Irrigation Ordinance (for all customer classes)
5. Sewer Ordinance Change (for all customer classes)
6. Yard Sign Campaign (for all customer classes)
7. Waukesha Rain Barrel Promotion Program (for all customer classes)
8. Outdoor Conservation Tips (for all customer classes)
9. Pre-rinsed Spray Valves (for non-residential classes)
10. Why it's Important to Conserve & What You Can Do (for all customer classes)
11. How Much Water Do You Use? & Things to do to Lower Your Bill (all customer classes)
12. Program on Finding & Fixing Leaks (for all customers)
13. Web Based Consumption History and Comparisons Available (for all customers)
14. Audit Program (for residential & non-residential customers)

1. Monthly Billing

In the spring of 2021, the Utility switched to monthly billing for all customers classes. Previously, large industrial customers were billed monthly, while all other customers were billed quarterly. Most ratepayers prefer monthly billing because it's easier to budget with other monthly expenses. In addition, monthly billing helps users conserve water because monthly bills give customers more timely information about their water usage, alerting them to overuse due to watering or leaks. A copy of the Press Release is shown below.



For Immediate Release
February 12, 2021

For more information, please contact:
Dan Duchniak, General Manager
Waukesha Water Utility
(262) 521-5272
dduchniak@waukesha-water.com

Waukesha water bills will switch to monthly this spring

Change aligns with typical household budgets

Waukesha will switch from quarterly to monthly water bills this spring for residential customers of the water and wastewater utilities.

"Most ratepayers prefer monthly bills because they align with household budgets for other expenses," according to Dan Duchniak, general manager of the Waukesha Water Utility. "It also will help users conserve water. Monthly bills will give customers more timely information about their water use, alerting them to overuse due to watering or leaks."

The utility is mailing postcards to residential customers to explain the timing of the change. "Each month, we currently send three-month bills to a third of our customers," Duchniak said. "Depending on which of the three groups you are in, the dates for the transition will be different. The postcard will tell you the dates for your address."

Duchniak said it is important to note that the first monthly bill will be for more than 30 days, however. "Because of the differences in the time between your last quarterly bill and your first monthly bill, that first bill will cover between 50 and 80 days of usage, depending on your group" he said. "After that, the bills will cover just a one-month period."

Customers who use the automatic payment option will have payments withdrawn on the 15th of each month.

Waukesha has begun construction on its Great Water Alliance project, which will switch the city to a Lake Michigan water supply in 2023. Its current groundwater supply is severely depleted and contaminated with radium.

"Every city needs a safe and reliable water supply. The Lake Michigan project will meet that critical infrastructure need in Waukesha. Rate increases will be needed, but we are committed to keeping the costs as affordable as possible," Duchniak said. Average residential bills for water supply, wastewater and return flow charges are expected to be about \$90 per month by the end of 2021.

Additional information on rate increases, construction routes and more can be found at www.greatwateralliance.com/in-your-area.

Utility Switching to Monthly Billing
Press Release

2. Irrigation Rates

Effective December 1, 2017, the Wisconsin Public Service Commission (PSC) approved our application to offer Irrigation Rates to our customers.

The irrigation rates were designed with two goals in mind. First, to bill for water used outside that is not collected into the sewer system. Second, to encourage conservation of a limited resource.

In 2023, the volumetric rate was increased to \$11.88 per thousand gallons; and the Utility received 5 applications for irrigation meters.

A copy of the Irrigation Application, which shows the monthly service charges and the combined water and return flow volumetric charges, is shown on the following pages.

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Re: Irrigation Meter

Dear Customer:

This letter is regarding your inquiry into an irrigation meter for your property. If you are interested in the installation of an irrigation meter, please review the instructions, complete the enclosed application, and return it to the Waukesha Water Utility with a check for \$135.00 for each irrigation meter you would like to install. Please note that in order to complete the application, you will need to obtain a plumbing permit. The permit can be obtained at City Hall.

Also, when considering an irrigation meter, please remember that the city of Waukesha has a Sprinkling Ordinance. Every year, beginning May 1st – October 1st, addresses ending in an Odd number, may only water on Tuesdays & Saturdays (before 9 a.m. or after 5 p.m.); addresses ending in an Even number, may only water on Thursdays & Sundays (before 9 a.m. or after 5 p.m.). If you have an automatic sprinkling system, please be sure to schedule the sprinkling times appropriately.

The billing rates for an irrigation meter, effective on October 1, 2023 are as follows:

	Monthly Service Charge		Monthly Service Charge
Meter Size	\$	Meter Size	\$
5/8"	16.00	3"	115.00
¾"	16.00	4"	156.00
1"	26.00	6"	252.00
1 ¼"	39.00	8"	382.00
1 ½"	44.00	10"	553.00
2"	68.00	12"	676.00
Volumetric Charge			\$16.17 per 1,000 gallons

If you have any further questions, please call us at 262-521-5272 between 8:00 a.m. and 4:00 p.m.

Sincerely,

Waukesha Water Utility



Waukesha Water Utility

IRRIGATION METER

In order to install an irrigation meter and radio, please do the following:

1. **Obtain a plumbing permit from City Hall**
Plumbing permits are issued by the Building Inspector. They may be obtained in room 200 in the City Hall at 201 Delafield St. The office is open from 8:00 to 4:30. The telephone is (262) 524-3750.
2. **Complete the attached application**
You may need to work with a plumber or our customer service staff to complete the application. Please be aware that you will receive a separate bill for this meter.
3. **Pay the application fee (\$135)**
The fee is paid at the Water Utility. It covers the time our engineering staff spends to ensure that the meter will be the appropriate size to meet your needs from information supplied by you or your plumber. It also covers the administrative time spent processing the application. Finally, it covers the time our field crew will spend installing the meter and radio at the premises.
4. **Install the fixtures for the irrigation meter and radio**
Whether you intend to do-it-yourself or hire a plumber, the pipes, meter valve, and the copperhorn for the meter must installed according to the attached specifications. The materials must also be in compliance with Wisconsin Administrative Code. Because you pay for all of these materials and work, you will own all of this plumbing.
5. **Set an appointment with the Water Utility to install the meter and radio**
To have the meter installed, please call Customer Service at (262) 521-5272. You will want to make this appointment at least a week in advance, especially if you want to coordinate the work so that it gets done on the same day that a plumber is present. The Water Utility owns, operates and maintains only the meter and the radio. If your installation of the meter and radio requires additional hardware, you will be invoiced for that additional hardware.
6. **Schedule your sprinkling times according to Waukesha's Sprinkling Ordinance**
Every year, beginning May 1st – October 1st, Waukesha has the following Sprinkling Ordinance: addresses ending in an Odd number, may only water on Tuesdays & Saturdays (before 9 a.m. or after 5 p.m.); addresses ending in an Even number, may only water on Thursdays & Sundays (before 9 a.m. or after 5 p.m.). If you have an automatic sprinkling system, please be sure to schedule the sprinkling times appropriately.

115 Delafield Street
P.O. Box 1648
Waukesha, WI 53187-1648

Questions regarding the application process: (262) 521-5272

Fax Number: (262) 521-5265

Instruction Sheet for Irrigation Meters



Waukesha Water Utility

APPLICATION FOR IRRIGATION METER

1. Property Address _____
 2. Building Type Single Family Duplex Triplex Apartment (> 4 units) Condo
 3. Owner's Name _____ Phone _____
 4. Owner's Address _____
 5. Plumber's Name _____ Phone _____
 6. Plumber's Address _____
 7. Please list the number of water using devices that will be measured by this meter
 ¾" Garden Hose ½" Garden Hose Underground Sprinkler
 8. Gallons per minute needed _____
 9. City Plumbing Permit # _____
 10. Who is responsible for payment? Owner Plumber
 11. Are you aware of Waukesha's Sprinkling Ordinance (as explained in the cover letter)? Yes No
- Signature _____ Date _____

Irrigation Meter Application Form



IRRIGATION METER SPECIFICATIONS



Installation of a 5/8 inch irrigation meter

NOTE 1: Copperhorns shall comply with ANSI/AWWA C-800, have a lead free brass body with copper arms and swivel connections manufactured by Ford in the following sizes.

Meter Size	Copperhorn
5/8"	No. 1 provided with union nuts
3/4"	No. 3 provided with union nuts
1 "	No. 4 provided with union nuts

NOTE 2: The Utility will install the meter valve and the copperhorn upon the request of the applicant. The cost will be billed to the applicant as outlined in the current Waukesha Water Utility Fee Schedule.

NOTE 3: The Utility Rules and Regulations Manual requires a four foot clearance around the meter.

NOTE 4: All brass must be lead free.

NOTE 5: The Utility will replace (at the cost of the applicant) any copperhorn or valve that does not comply with the specifications, above.

NOTE 6: Certified vacuum breakers shall be installed at each hose bib.

NOTE 7: Fixtures serving, and served by, the irrigation should be separately labeled.

In addition to the Irrigation Rates, the Utility also uses the next seven programs to encourage conservation during the summer months.

There is a discussion of each of these tools below; followed by data that demonstrates the efficacy of the Utility's approach.

3. Sprinkling Ordinance

City Ordinance 13.11 was enacted in 2006 and applies to all customers in Waukesha. The ordinance is in effect from May 1 to Oct 1 each year. This ordinance bans all sprinkling during the daytime hours of 9 AM to 5 PM during the stated time period. Customers are allowed to irrigate two days a week according to their address.

A **brochure** that explains the ordinance is placed at several public locations.



Brochure Outside



Brochure Inside

In addition to the Sprinkling Ordinance brochure, a Bill Message is placed on a monthly bill and Bill Inserts are sent to all customers each year to remind customers of the Ordinance.



**City of Waukesha's
Annual Sprinkling Ordinance
May 1st - October 1st**

Addresses Ending With An	May Water On The Following Days	During These Hours
Odd Number	Tuesdays & Saturdays	Before 9 am or After 5 pm
Even Number	Thursdays & Sundays	Before 9 am or After 5 pm

Hand watering may be done any day at any time.

Enforcement: Warnings will be given for the first watering violation. Subsequent offenses will result in fines as per Ordinance. Violations may be reported anonymously at (262) 521-5272.

Save Money & Mow Less: Join "My Brown Lawn is GREEN" campaign. Since established lawns go dormant in the summer and turn green again with the autumn rain, watering the grass is unnecessary.

Front Side

Did you know...

- 💧 You can get the following rebates from the Utility:

 - \$100 for WaterSense toilets
 - \$25 for WaterSense showerheads
 - \$20 for rain barrels

For details visit: <https://waukesha-water.com/wtc.html>.
- 💧 Toilets leaks tend to be invisible and can waste hundreds of gallons of water per day. To identify silent toilet leaks, put 8-10 drops of food coloring into the water in the tank and wait 20 minutes. If color appears in the bowl before flushing, your toilet has a leak.
- 💧 It is not necessary to water the lawn. It is natural for lawns to turn brown in the hottest months. The lawn doesn't die, it just goes dormant. The green lawn will return with the autumn rain; and when you don't water, you don't have to mow as often.
- 💧 Dripping faucets are usually easily and inexpensively repaired by replacing the washer inside the handle. Check both internal and external faucets for leaks. See our website for videos on how to fix leaks.

For more information, please visit our website at www.waukesha-water.com

Back Side

Street signs, alerting the public to the Ordinance, have been placed on every major street and reminders are placed in **local papers** (as seen on the next page).



Fines are approved and in place for violations to this Ordinance, as follows:

1 st Citation	\$172
2 nd Citation	\$298
3 rd Citation	\$424
4 th Citation	\$676

Before citations are issued, **Notices are sent to violators** to encourage them to comply. In 2023, we had zero reported violators.



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Press Release

City of Waukesha's Annual Sprinkling Ordinance

May 2023 - Waukesha Water Utility would like to remind city residents of the annual Sprinkling Ordinance in effect from May 1st – October 1st.

Odd-numbered street addresses may water on Tuesdays and Saturdays prior to 9 a.m. or after 5 p.m.

Even-numbered street addresses may water on Thursdays and Sundays prior to 9 a.m. or after 5 p.m.

A hand-held watering can, container, or hose may be used at any time to water gardens, trees, or shrubs, but only if the water device is utilized manually and not left unattended.

The City developed the sprinkling ordinance as part of an ongoing water conservation program. Additional water conservation is needed to protect local water resources and reduce demand during peak hours. The City is requiring customers to refrain from watering during daytime hours, when up to 40% of the water applied by a sprinkler can be lost to evaporation.

To help with the sprinkling, a \$20 rebate for rain barrels is available for Waukesha Water Utility customers; along with a yard sign, that can be picked up at 115 Delafield Street, that reads "My Brown Lawn is Green" to show your dedication to conservation.

For additional information on the sprinkling ordinance and rebates, please visit the Water Utility's website at www.waukesha-water.com/conservation.html or phone the Utility at (262) 521-5272.



Waukesha Water Utility

SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Re: Sprinkling Violation at

Dear Water Utility Customer:

It has been observed that you have been sprinkling at your property during unauthorized periods, specifically on

Conservation Ordinance #20-06, Chapter 13.11 of the City Municipal Code was passed by the Waukesha Common Council in April 2006 which restricts the days and times for outdoor water sprinkling. These restrictions are in effect Annually from May 1st through October 1st, and are as follows:

Addresses ending with an Odd Number may water on Tuesdays and Saturdays, before 9:00 a.m. or after 5:00 p.m.

Addresses ending with an Even Number may water on Thursdays and Sundays, before 9:00 a.m. or after 5:00 p.m.

Please adjust your sprinkling times to coordinate with the days and times that are applicable to your address; and please adjust your sprinklers so that they are not watering the sidewalks or driveway.

Enclosed is a brochure to help answer any questions you may have. If you would like additional information, please contact the Waukesha Water Utility at 262-521-5272.

We appreciate your prompt response and your assistance in helping protect and maintain our water supplies for the future.

Sincerely,

WAUKESHA WATER UTILITY
Customer Service

Violation Letter



Department Home

Customer Service

New Water Supply Program

Utility and Commission

Conservation

Sprinkling Ordinance

[City Ordinance 13.11](#) applies to all customers in Waukesha and is in effect from May 1 to October 1 each year.

Addresses Ending With An	May Water On The Following Days	During These Hours
Odd Number	Tuesdays & Saturdays	Before 9 am or After 5 pm
Even Number	Thursdays & Sundays	Before 9 am or After 5 pm

Hand watering may be done any day at any time.

Enforcement: Warnings will be given for the first watering violation. Subsequent offenses will result in fines as per Ordinance. Violations may be reported anonymously at (262) 521-5272.

Save Money & More: Less join "My Brown Lawn is GREEN" campaign. Since established lawns go dormant in the summer and turn green again with the autumn rain, watering the grass is unnecessary.

Sprinkling Tips

- Established lawns need only one inch of water per week.
- Place a tuna can or small container outside to measure this amount.
- Set a timer as a reminder to move sprinklers.
- Water before 8:00 a.m. - this will limit the amount of water lost to evaporation.
- Avoid watering at night - this will reduce the chance of lawn diseases.
- Raise your lawn mower blade to at least three inches, or to its highest level - this will provide protection to the roots and allow moisture to remain in the soil.
- Avoid over fertilizing - fertilizers increase the need for water.
- Purchase a slow release, water-insoluble form of nitrogen for your fertilizing needs.
- Do not water on windy days.
- Position sprinklers to avoid watering the roof, driveway, sidewalk, or street.
- Use sprinklers that have larger holes - water evaporates faster with sprinklers that spray a fine mist.
- Use drip irrigation systems for plants, trees, shrubs, and vegetable gardens. Or use soaker hoses but turn them upside down (so that holes are on the bottom). This will also help prevent evaporation.



Sprinkling Ordinance & Tips Posted on the Website

WaterSense®



4. Landscape Irrigation System Ordinance

In May of 2015, the Utility adopted an Ordinance to ensure that all Landscape Irrigation Systems in the City of Waukesha are designed, installed, maintained, altered, and operated in a manner that prevents the waste of water, promotes the most efficient usage of water, controls erosion, and applies the minimum amount of water required to maintain healthy individual plants. The ordinance can be found at:

http://waukesha-water.com/downloads/PressReleases/Irrigation_Ordinance_Final_10_15_15.pdf

In addition to conservation minded landscape design, the Ordinance mandates the use of a WaterSense labeled controller, which can save a home between 30-50% on its summer water bills, and reduces landscape run off by as much as 71%.

The City's Inspector's office performs the plan review, issues the permit, and retains the records surrounding the installation of the systems. The Utility educates the public about the Ordinance and provides the Inspector's office with the permitting forms.

In 2023, there were 5 permits issued.

Copies of the application, instructions and contractor certificate can be found on the next pages.



CITY OF WAUKESHA
DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION
201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

PERMIT NO: _____

APPLICATION FOR IRRIGATION SYSTEM PERMIT

Owner _____ Phone _____

Address _____

Job Address (if different) _____

Contractor _____ License (if applicable) _____

Address _____ Phone _____

SYSTEM DESCRIPTION

Single Family 2 Family 3 Family Multi Family Commercial Industrial Public

Fixtures	Type	Quantity
Backflow Preventer	Annual Inspection Required Y N	
Irrigation Controller	WaterSense Labeled Y N Provide Cut Sheet	

Estimated System Cost _____

Signature of Applicant _____ Date _____

The nonrefundable permit fee of \$50.00 and the applicable plan review fee per approved fee schedule was collected, and the permit is hereby approved.

Signature _____ Title _____ Date _____

White Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

This form is also available online at <http://www.ci.waukesha.wi.us/dept/building/FORMS.htm>

P:\Conservation\2015\Irrigation Plumbing Ordinance\Permit 10 15 15.docx8/12/15

Application for Irrigation System Permit

INSTRUCTIONS FOR IRRIGATION SYSTEM PERMIT

City of Waukesha Ordinance 19.175 requires that a permit be issued before an irrigation system may be installed, materially altered, or completely replaced. The purpose of this ordinance is to require all irrigation systems to be installed, materially altered, or completely replaced in a manner that is consistent with the City's water conservation goals. Systems shall prevent the waste of water, control erosion, promote the most efficient use of water, and apply the least amount of water that is required to maintain healthy individual plant material.

The Ordinance, available at <http://www.ci.waukesha.wi.us/web/quest/chapter19>, outlines the features required of irrigation systems, and the procedures required when the system is turned over to the owner.

A permit must be issued before the work commences.

The contractor shall prepare an irrigation plan to scale for each site where a new irrigation system will be installed or altered. Plans shall:

1. Be drawn to scale and indicate the scale used.
2. Include the name and dated signature of the designer.
2. Designate the location of the parcel.
3. Depict both areas to be and not to be irrigated within the parcel.
4. Reveal the major physical features and boundaries of the areas to be watered.
5. Indicate the location and type of each:
 - water source, backflow prevention device, controller, sensor, and electrical splice.
 - water emission device, including, but not limited to, spray heads, rotary sprinklers, quick couplers, bubblers, drip, or micro sprays.
 - valve, including but not limited to, zone valves, station solenoid valves, automatic master valve, and isolation valve.

Back flow preventers are required to be installed by licensed plumbers.

All systems subject to the ordinance must include a WaterSense labeled Irrigation Controller. A list of controllers is available at http://www.epa.gov/watersense/product_search.html?Category=5. A cut sheet of the controller must be submitted with the application.

The permit fee is due at the time of application and is nonrefundable.

The application must be submitted to Building Inspection. The review may take as many as 10 business days before a permit can be issued.

Upon completion of the system, the Contractor must review the Contractor Certificate specified in the ordinance and secure the owner's signature. A copy of the signed Contractor Certificate shall be sent to the Department.

Failure to follow these instructions subjects the violator to the fines specified in the ordinance.

This form is also available online at <http://www.ci.waukesha.wi.us/deot/building/FORMS.htm>

P:\Conservation\2015\Irrigation Plumbing Ordinance\Permit 10 15 15.docx8/12/15

PERMIT NO: _____

IRRIGATION SYSTEM CONTRACTOR CERTIFICATE

Within 30 days of completion of the installation of the System, the Contractor shall:

- complete and deliver this signed and dated Certificate to the Owner
- deliver a fully signed copy to the Department

I, _____, installed an Irrigation System installed at
Name of Contractor

_____, and certify that I have:
Installation Address

(Check those that apply)

- Installed the System in accordance with all applicable ordinances, statutes, codes, rules and regulations; confirmed the correct operation of the entire System; and confirmed that the System has been installed substantially according to the Irrigation Plan and all terms and conditions of the permit.
- Provided the Owner with a copy of the Irrigation Plan indicating the System, as built.
- Performed a final walk-through with the Owner to explain the operation of the System.
- Supplied the Owner with the manufacturers' manuals for the controller and other components of the System.
- Supplied the Owner with a list of System components that require maintenance, and the recommended frequency for maintenance.
- Informed the Owner of their responsibility to drain the System before November 1st of each year.

Contractor's Signature Date

Owner's Signature Date

White Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

This form is also available online at <http://www.ci.waukesha.wi.us/dept/building/FORMS.htm>

P:\Conservation\2015Irrigation Plumbing Ordinance\Permit 10 15 15.docx8/12/15

Irrigation System Contractor Certificate



5. Sewer Ordinance Change (Sprinkling Credit Meters)

In 2016, Waukesha's Sewer Credit Meter Ordinance was revised to better support Waukesha's water conservation efforts. Prior to the Ordinance change, customers who had a sewer credit meter could have their wastewater charges reduced by the amount of water used outdoors.

However, to eliminate water use activities that are considered non-essential, such as outdoor water use, the Utility decided to phase out sewer credit meters. Sewer credit meters installed prior to December 31, 2016, will expire seven years from the date they were installed, and they will no longer receive a credit.

In 2023, the Utility mailed letters to 21 customers who reached their 7-year phase out period. These letters informed customers that their sewer credit will be discontinued. There are 25 residential sewer credit accounts remaining.

A copy of the letter is shown on the following page.



Waukesha Water Utility

P O Box 1648

Waukesha, WI 53187-1648

SERVING WAUKESHA SINCE 1886

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Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: [contactus@waukesha-water.com](mailto:contactus@waukesha-water.com)

March 02, 2023

Customer Address

RE: **Sewer Credit Ordinance Change**

Customer Address, Account #

Dear Customer Name:

The [City](#) updated its Sewer Credit Ordinance to sunset the use of sewer credit meters. The ordinance was changed to ultimately support the Water Utility’s water conservation efforts, but also, to allow customers to recover the cost of buying and installing a sewer credit meter. On average, a homeowner [is able to](#) recover these costs in seven years.

You are being contacted as the related meter on your property has been in use for seven years.

You have until **March 20, 2023**, to provide a final reading from your sewer credit meter. That reading will be used to calculate the last sewer credit that you are entitled to. You may send in a meter card or phone in a reading.

The sewer credit meter is customer owned but does not need to be removed. The Water Utility will “disconnect” the meter in our records. As a result, your bill will no longer be reduced by the value of the water that passes through your sewer credit meter.

Please keep in mind that Waukesha’s water conservation program is an important factor leading to its ability to secure water from Lake Michigan. This change is aimed at reducing water use for activities that are considered non-essential.

We understand how these changes affect you. Please consider changing how you use the water that was passing through your sewer credit meter.

If you have any questions about the sewer credit meters or would like information about our conservation rebates or Irrigation Only rates, please contact the Utility at (262) 521-5272.

Thank you,

Waukesha Water Utility

Copy of the Letter Sent to Customers  
Who Are No Longer Going to Receive a Sewer Credit



## 6. My Brown Lawn is Green Yard Sign Campaign

Furthermore, the Utility continues to encourage customers to let their lawns go dormant. Large colorful lawn signs, designed by a local artist, are available free of charge to customers who wish to demonstrate their commitment to water conservation. The signs serve to acknowledge those who are conserving and to encourage their neighbors to do the same. A sample of the lawn sign is below.




## 7. Rain Barrel Promotion Program

Waukesha Water Utility used to promote the Waukesha School District's and Waukesha County's rain barrel sales program. However, since rain barrels have gained popularity and can be purchased at local hardware stores etc., the School District and the County have decided to stop making rain barrels.

The Utility will continue to promote the use of rain barrels with bill messages, in the City's Activity Guide (as shown in the education section), at outreach events, and any time a customer calls and requests information.

Waukesha County Water  
Conservation Coalition

Rain Barrel Project



- 💧 Store rainwater for later use
- 💧 Reduces runoff to help our rivers and streams
- 💧 Reduces pumping of groundwater for watering plants
- 💧 Saves you money by saving water
- 💧 Naturally soft water is great for watering plants and washing windows or cars
- 💧 Many local sources of barrels

Clean Water—One Barrel at a Time

## 8. Outdoor Conservation Tips

Waukesha Water Utility has outdoor conservation tips on its website. As seen below, the topics covered are the following: Rain Harvesting, Garden Hose, Plants/Trees/Shrubs/Vegetable Gardens, Pools/Spas, and Rain Gardens.

**Waukesha Water Utility**  
Serving Waukesha Since 1886

Department Home Customer Service New Water Supply Program Utility and Commission Conservation

### Outdoor Conservation Tips

**Rain Harvesting**  
Use a bucket or a rain barrel to catch and store fresh rainwater from your rooftop. Then use this water for washing your car or for watering your lawn, garden, trees, and plants. Rainwater is better for your plants because it is not chlorinated. If you put a screen over your bucket, this will keep the insects out and keep mosquitoes from laying their eggs in the rainwater.

**Garden Hose**  
Use a spray nozzle on your hose. If this is an adjustable type, the water can be turned down to a fine spray. When finished using the hose, turn the water off at the faucet instead of the nozzle - this will help control leaks. Sweep off your driveway and sidewalk with a broom or use a blower - do NOT use the hose.

**Plants, Trees, Shrubs, Vegetable Gardens**  
Water plants only when needed. Soaker hoses use less water than overhead sprinklers. Turn the soaker hose upside down (so that the holes are facing down). This will help to avoid evaporation. Remove weeds - they steal water from other plants. Use organic mulches (such as woodchips, shredded bark, grass clippings, straw, hay, leaves, or compost) - to retain moisture.

**Pools/Spas**  
Cover the pool or spa to prevent evaporation and to keep the water cleaner. To avoid water going over the sides, do not over fill. Install a water-saving pool filter - traditional filters use 180-250 gallons of water. Do not drain pools/spas unless repair work is needed.

**Rain Gardens**  
Rain gardens are a more natural landscape that uses wildflowers and other native plants. The native plants are low maintenance, use a lot less water, and do not require fertilizers. Due to their deep root system, native plants help the environment by increasing the soil's ability to store water, reducing runoff (flooding), and providing a habitat for birds and butterflies. The DNR provides a lot of information about [Rain Gardens](#).

Outdoor Conservation Tips on Website

## These 8 Tools Are Working

The information below indicates that Waukesha uses, on average, much less water in the summer now than it did before these eight tools, previously mentioned, were put into place. We have effectively reduced our peak demands, even during the extreme drought conditions of 2012.

| Summer Volumes as a Percent of Total Gallons Pumped |                  |                |                        |                    |                |                        |                    |                |                        |                  |                |                        |
|-----------------------------------------------------|------------------|----------------|------------------------|--------------------|----------------|------------------------|--------------------|----------------|------------------------|------------------|----------------|------------------------|
| Year                                                | Waukesha Pumpage |                |                        | Brookfield Pumpage |                |                        | Oconomowoc Pumpage |                |                        | Pewaukee Pumpage |                |                        |
|                                                     | Annual (000's)   | Summer (000's) | Summer as a % of Total | Annual (000's)     | Summer (000's) | Summer as a % of Total | Annual (000's)     | Summer (000's) | Summer as a % of Total | Annual (000's)   | Summer (000's) | Summer as a % of Total |
| 2006                                                | 2,623,418        | 1,175,795      | 44.8%                  | 1,465,878          | 738,889        | 50.4%                  | 673,143            | 337,035        | 50.1%                  | 479,448          | 262,317        | 54.7%                  |
| 2007                                                | 2,618,461        | 1,183,827      | 45.2%                  | 1,368,726          | 669,849        | 48.9%                  | 686,683            | 355,702        | 51.8%                  | 445,630          | 232,840        | 52.2%                  |
| 2008                                                | 2,531,108        | 1,128,313      | 44.6%                  | 1,446,256          | 638,479        | 44.1%                  | 677,227            | 337,653        | 49.9%                  | 473,648          | 245,615        | 51.9%                  |
| 2009                                                | 2,479,905        | 1,109,337      | 44.7%                  | 1,295,283          | 653,848        | 50.5%                  | 676,528            | 344,909        | 51.0%                  | 442,530          | 247,172        | 55.9%                  |
| 2010                                                | 2,441,221        | 1,074,691      | 44.0%                  | 1,272,681          | 607,443        | 47.7%                  | 719,994            | 342,468        | 47.6%                  | 441,760          | 219,440        | 49.7%                  |
| 2011                                                | 2,545,103        | 1,129,986      | 44.4%                  | 1,436,548          | 683,145        | 47.6%                  | 689,523            | 329,580        | 47.8%                  | 480,001          | 250,294        | 52.1%                  |
| 2012                                                | 2,527,370        | 1,187,305      | 47.0%                  | 1,365,823          | 714,678        | 52.3%                  | 751,326            | 404,770        | 53.9%                  | 515,842          | 297,556        | 57.7%                  |
| 2013                                                | 2,348,655        | 1,048,020      | 44.6%                  | 1,376,089          | 661,420        | 48.1%                  | 693,971            | 336,449        | 48.5%                  | 454,881          | 237,323        | 52.2%                  |
| 2014                                                | 2,413,582        | 1,015,137      | 42.1%                  | 1,687,514          | 813,598        | 48.2%                  | 696,960            | 337,605        | 48.4%                  | 435,998          | 220,317        | 50.5%                  |
| 2015                                                | 2,213,900        | 970,596        | 43.8%                  | 1,373,750          | 729,687        | 53.1%                  | 630,635            | 307,853        | 48.8%                  | 477,185          | 248,273        | 52.0%                  |
| 2016                                                | 2,166,893        | 962,749        | 44.4%                  | 1,247,811          | 624,014        | 50.0%                  | 589,534            | 291,165        | 49.4%                  | 464,850          | 248,778        | 53.5%                  |
| 2017                                                | 2,128,111        | 933,128        | 43.8%                  | 1,254,510          | 606,530        | 48.3%                  | 564,324            | 270,424        | 47.9%                  | 464,290          | 237,116        | 51.1%                  |
| 2018                                                | 2,068,522        | 914,652        | 44.2%                  | 1,252,833          | 603,142        | 48.1%                  | 553,523            | 271,499        | 49.0%                  | 465,553          | 236,112        | 50.7%                  |
| 2019                                                | 2,039,436        | 902,288        | 44.2%                  | 1,264,021          | 597,749        | 47.3%                  | 549,955            | 263,935        | 48.0%                  | 448,268          | 218,328        | 48.7%                  |
| 2020                                                | 1,933,288        | 883,493        | 45.7%                  | 1,353,088          | 659,505        | 48.7%                  | 638,805            | 322,421        | 50.5%                  | 495,632          | 259,293        | 52.3%                  |
| 2021                                                | 1,923,146        | 873,172        | 45.4%                  | 1,380,064          | 692,322        | 50.2%                  | 709,503            | 364,389        | 51.4%                  | 474,758          | 256,450        | 54.0%                  |
| 2022                                                | 1,881,926        | 836,791        | 44.5%                  | 1,355,610          | 659,350        | 48.6%                  | 624,695            | 320,709        | 51.3%                  | 461,504          | 241,754        | 52.4%                  |
| 2023                                                | 1,925,251        | 870,631        | 45.2%                  | 1,410,371          | 731,433        | 51.9%                  | 429,041            | 221,809        | 51.7%                  | 512,334          | 283,860        | 55.4%                  |
| <b>Average</b>                                      |                  |                | <b>44.6%</b>           |                    |                | <b>49.1%</b>           |                    |                | <b>49.8%</b>           |                  |                | <b>52.6%</b>           |

Further support for the efficacy of the Utility's program can be found by comparing its summer water use with its neighbors (who are affected by similar weather conditions). Waukesha uses a lower proportion of water in the summer than does its neighbors.

In addition to the Outdoor programs, the Utility has other conservation programs (for non-residential customers as well as for all customer classes).

## WaterSense®



### 9. Pre-Rinsed Spray Valves

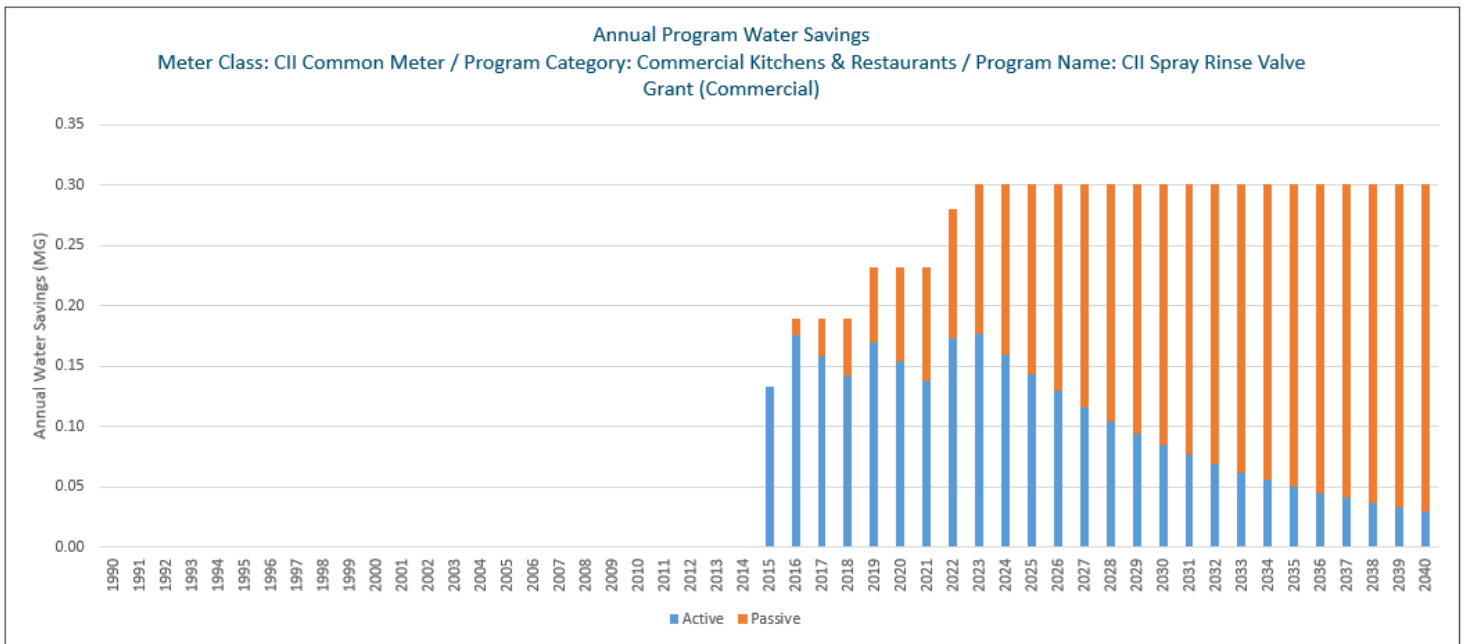
In November 2015, the Utility implemented a conservation initiative for water efficient pre-rinsed spray valves. Pre-rinsed spray valves were offered to large water using customers for free. The spray valves are valued at approximately \$150 and maintain good pressure while using 60% less water. The spray valves are endorsed by The Green Restaurant Association, Alliance for Water Efficiency, The Green Building Council, and EPA WaterSense.

In 2023, the Utility changed out pre-rinsed spray valves at 3 restaurants.

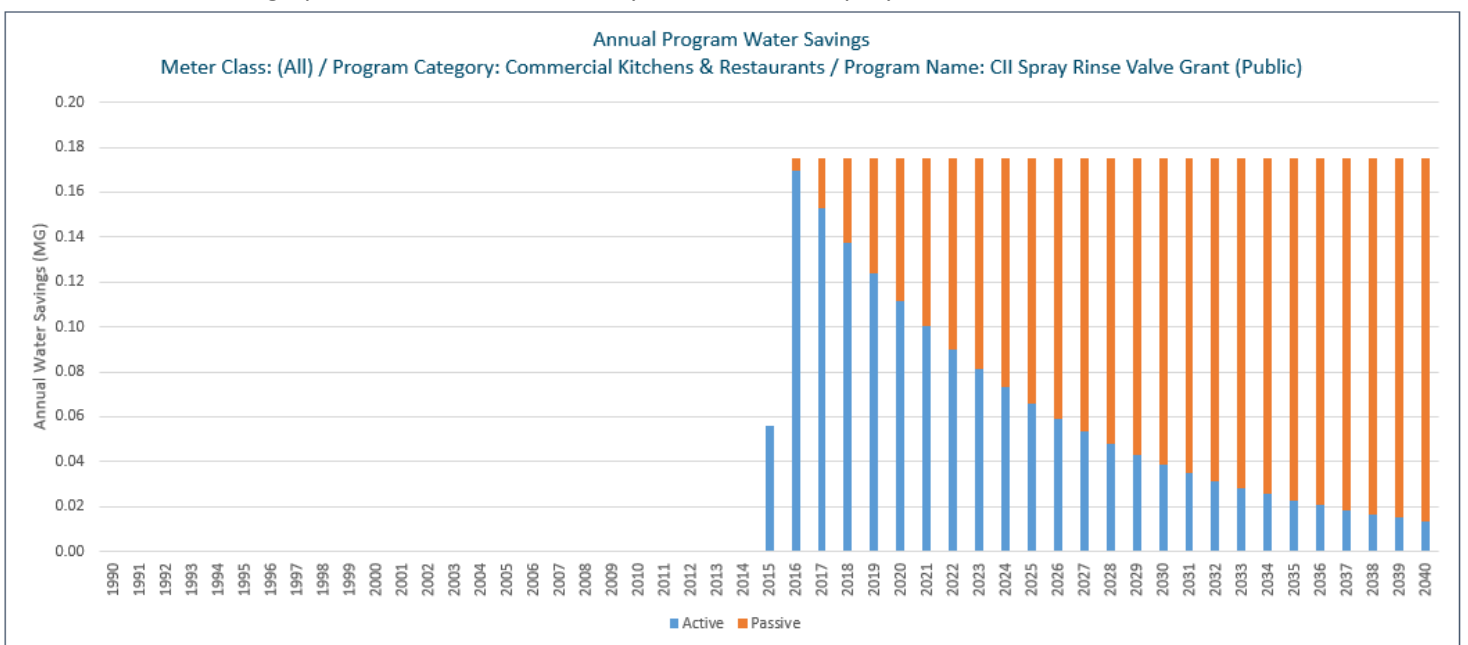
The following page shows the annual cost effectiveness of the program for past activity, along with the projected water savings through 2040, for both commercial and public accounts.

| Class      | Activity Name                                   | Utility Unit Cost (\$/MG) | PV Cost  | Utility Unit Benefit (\$/MG) | PV Benefit | B/C Ratio |
|------------|-------------------------------------------------|---------------------------|----------|------------------------------|------------|-----------|
| Commercial | CII Spray Rinse Valve Installation (Commercial) | 988                       | 1,230.05 | 616                          | 766.91     | 0.6       |
| Public     | CII Spray Rinse Valve Installation (Public)     | 988                       | 447.00   | 616                          | 278.69     | 0.6       |

The first graph relates to water saved by the Pre-Rinsed Spray Valves for Commercial Customer Accounts

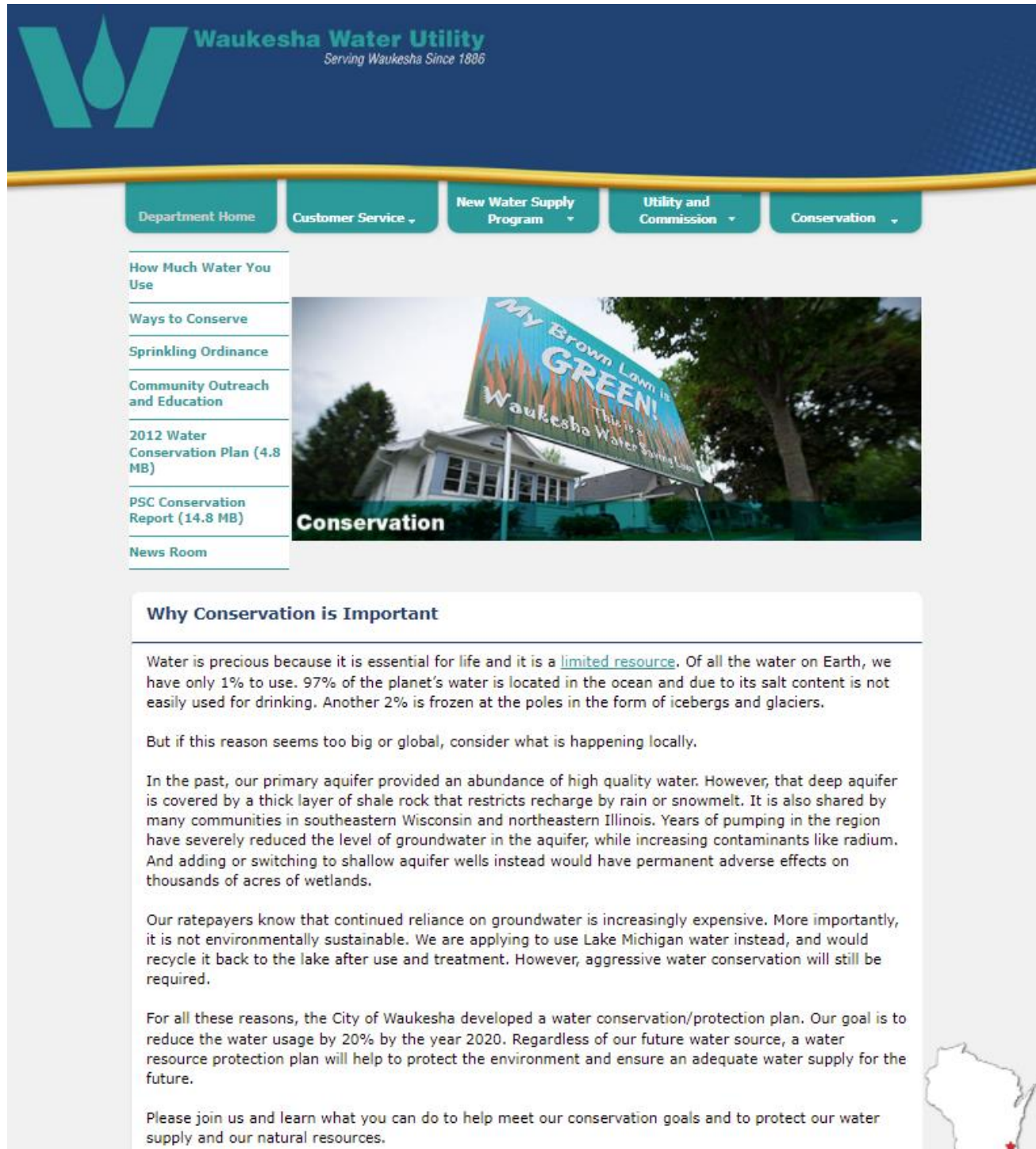


The second graph relates to water saved by the Pre-Rinsed Spray Valves for Public Customer Accounts



## 10. Why It's Important to Conserve & Ways to Conserve

There is information on our website, for all customer classes, on “Why It's Important to Conserve” & “Ways to Conserve”.



**Waukesha Water Utility**  
Serving Waukesha Since 1886

Department Home | Customer Service | New Water Supply Program | Utility and Commission | Conservation

How Much Water You Use  
Ways to Conserve  
Sprinkling Ordinance  
Community Outreach and Education  
2012 Water Conservation Plan (4.8 MB)  
PSC Conservation Report (14.8 MB)  
News Room

**Conservation**

### Why Conservation is Important

Water is precious because it is essential for life and it is a limited resource. Of all the water on Earth, we have only 1% to use. 97% of the planet's water is located in the ocean and due to its salt content is not easily used for drinking. Another 2% is frozen at the poles in the form of icebergs and glaciers.


But if this reason seems too big or global, consider what is happening locally.

In the past, our primary aquifer provided an abundance of high quality water. However, that deep aquifer is covered by a thick layer of shale rock that restricts recharge by rain or snowmelt. It is also shared by many communities in southeastern Wisconsin and northeastern Illinois. Years of pumping in the region have severely reduced the level of groundwater in the aquifer, while increasing contaminants like radium. And adding or switching to shallow aquifer wells instead would have permanent adverse effects on thousands of acres of wetlands.

Our ratepayers know that continued reliance on groundwater is increasingly expensive. More importantly, it is not environmentally sustainable. We are applying to use Lake Michigan water instead, and would recycle it back to the lake after use and treatment. However, aggressive water conservation will still be required.

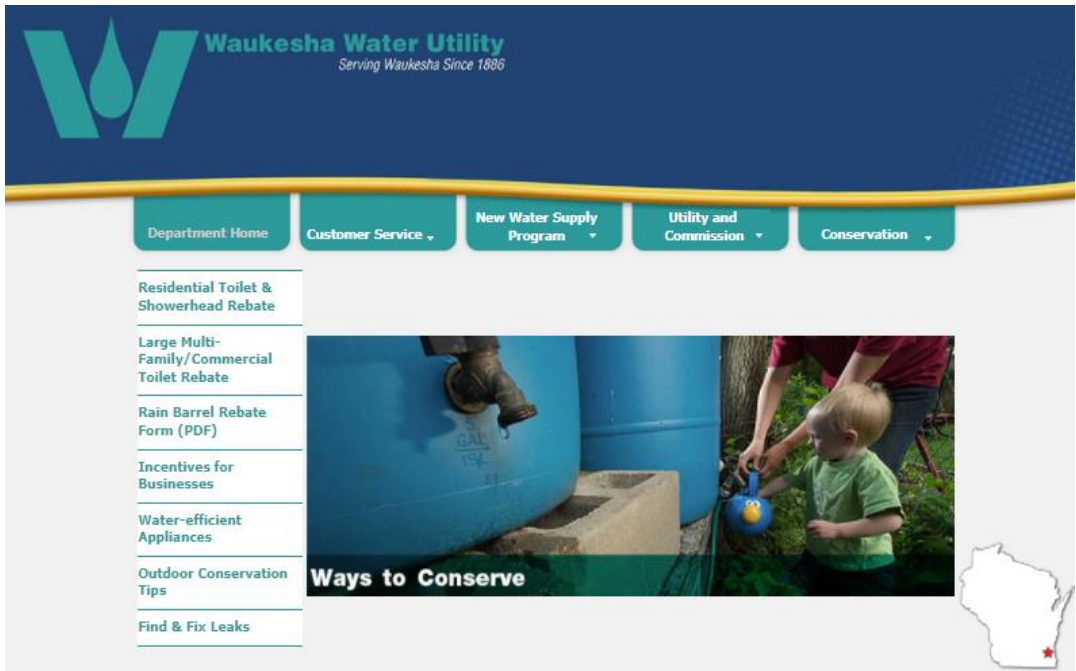
For all these reasons, the City of Waukesha developed a water conservation/protection plan. Our goal is to reduce the water usage by 20% by the year 2020. Regardless of our future water source, a water resource protection plan will help to protect the environment and ensure an adequate water supply for the future.

Please join us and learn what you can do to help meet our conservation goals and to protect our water supply and our natural resources.

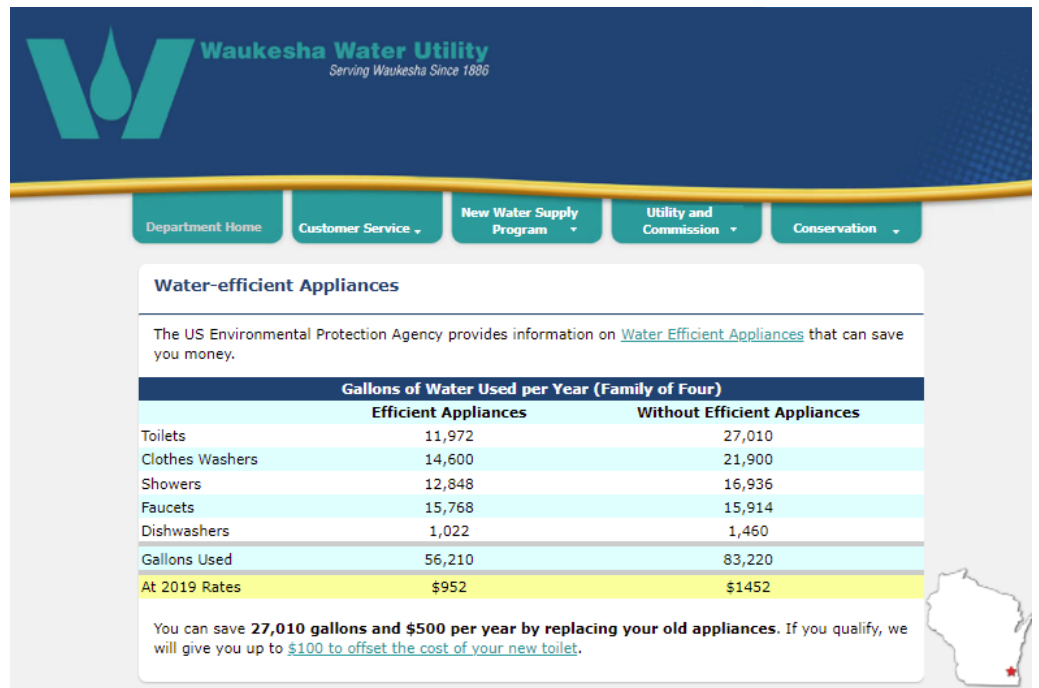


Why It's Important to Conserve on the Webpage

Under “Ways to Conserve” there is information about the toilet rebate, the incentive for businesses, the sprinkling ordinance, and outdoor conservation tips. All of these topics have been previously addressed. In addition, we have added information on Water-Efficient Appliances, as shown below.



Ways to Conserve on Webpage



Water Efficient Appliances Webpage

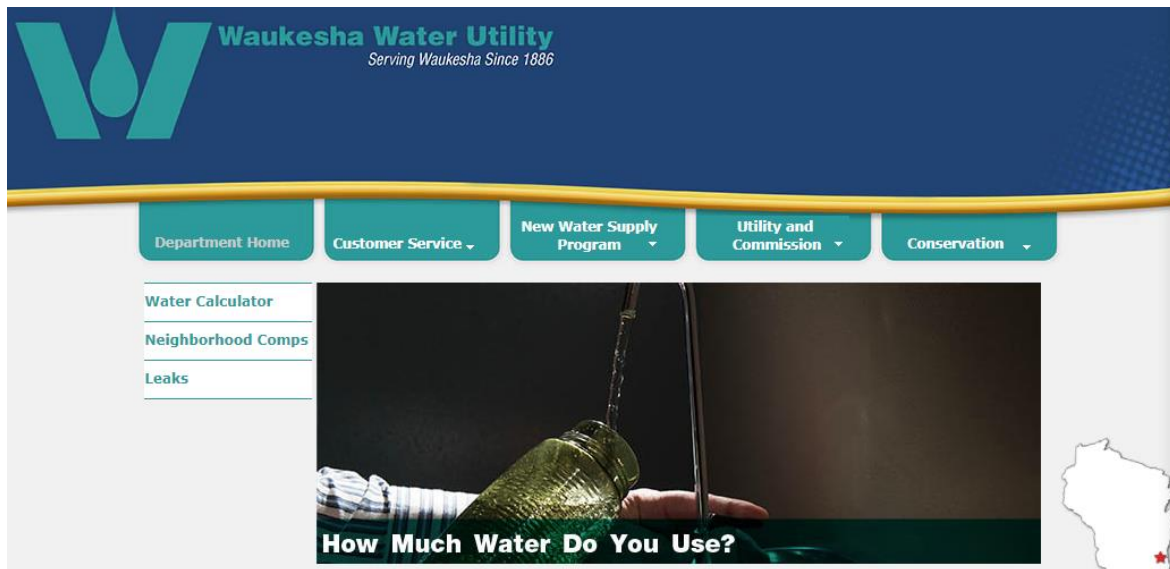


## 11. How Much Water Do You Use & Things To Do To Lower Your Bill

Other information on our website includes “How Much Water Do You Use?” and “Things to do to Lower Your Bill”.

The selections under the “How Much Water Do You Use” webpage include the following:

- Water Calculator (as shown on the next page)
- Leaks (please refer to item #12)
- How Your Water Consumption Compares to your Neighbors (please refer to #13)



Information Regarding 'How Much Water Do You Use' on Webpage

The water calculator links to [H<sub>2</sub>OUSE Water Saver Water Use Calculator](#).

This tool calculates how much water is being used vs. how much water would be saved if fixtures, appliances, and landscaping were efficient. The link also compares the actual water bill to what a person could be saving with conservation.

The image shows a screenshot of the H<sub>2</sub>OUSE Water Saver Water Use Calculator website. The page has a dark blue sidebar on the left with the H<sub>2</sub>OUSE logo and the text "WATER SAVER HOME". The main content area is light blue and features a "Return to H<sub>2</sub>Ouse Home" link at the top. The title "Water Use Calculator" is prominently displayed in orange and yellow. Below the title is an introductory paragraph explaining the tool's purpose. The form is divided into four main sections, each with a blue header bar: "Site Information", "Home/Interior Water Consumption Estimate", "Landscape Water Consumption Estimate", and "Actual Water Usage". Each section contains various input fields and radio buttons for user data entry.

Return to H<sub>2</sub>Ouse Home

## Water Use Calculator

How much water are you using at your home? Follow the easy steps below and fill in the information boxes on our **Water Use Calculator** to learn. Our Calculator will give you a water budget for the inside and outside of your home. A water budget tells you the right amount of water you should be using. Compare the water budget to your actual water bill and see how much water you could be saving. Then try the **Water Use Calculator** again with more water efficient landscaping added and see the difference in savings \$\$ this can make.

### Site Information

Name:

Site Name:  (e.g., My House)

Zip:

### Home/Interior Water Consumption Estimate

Number of Residents:

|                        |                               |                                    |
|------------------------|-------------------------------|------------------------------------|
|                        | Number installed before 1994: | Number installed in 1994 or after: |
| Number of Showerheads: | <input type="text"/>          | <input type="text"/>               |
| Number of Toilets:     | <input type="text"/>          | <input type="text"/>               |
| Number of Faucets:     | <input type="text"/>          | <input type="text"/>               |

Do you have a clothes washer?  Yes  No

*If yes, please answer below.*

Energy Star?  Yes  No

### Landscape Water Consumption Estimate

Grass/lawn Area:  sq.ft.

Shrubs/Ground Cover Area:  sq.ft.

Water-Conserving Plants Area:  sq.ft.

*Or if you don't know any of the above, enter the Total Landscape Area:*  sq.ft.

### Actual Water Usage

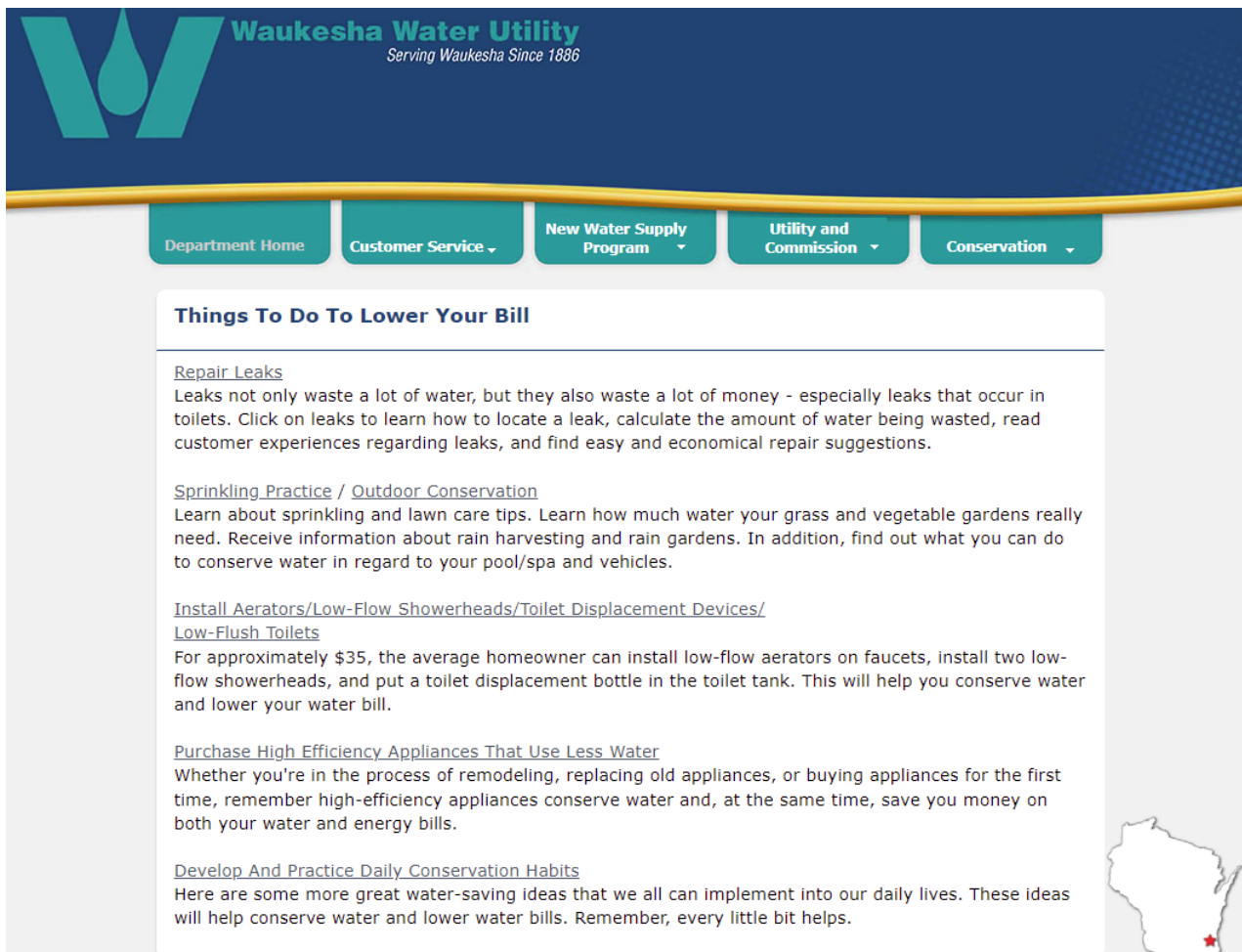
Select water measure for values you enter below.  CCFs or HCFs  Thousand Gallons (KGals)

What rate do you pay? \$  per CCF/HCF/KGal

Enter actual water usage (from your water bill) for each month below.

The selections under “Things to do to Lower Your Bill” webpage include the following:

- Repair Leaks (please refer to #12)
- Sprinkling Practice/Outdoor Conservation (which links to the Ordinance & Outdoor Tips – as mentioned previously)
- Install Aerators/Low-Flow Showerheads/Toilet Displacement Devices/Low-Flush Toilets (as shown on the next page)
- Purchase High Efficiency Appliances That Use Less Water (as mentioned previously)
- Develop and Practice Daily Conservation Habits (as shown on two pages from this page)



Information on Things to do to Lower Your Bill on Webpage

Department Home

Customer Service ▾

New Water Supply  
Program ▾

Utility and  
Commission ▾

Conservation ▾

### Install Water Saving Devices

Conserving water in your home could save you over \$115 annually in water charges and help protect your water resources.

#### **Faucet Aerator**

Household Sinks should be equipped with faucet aerators. Although it may not seem like much, a bathroom faucet can easily draw more than 2,500 gallons of water per year! Aerators conserve water by mixing air and water as the water leaves the spout. Aerators will not reduce the amount of water needed to fill a sink or pitcher, but will reduce the amount of water needed for rinsing. Aerators are easy to install and cost approximately \$2 each.

#### **Water Efficient Showerhead**

Install water saving showerheads. An average 5-minute shower with a typical non-conserving showerhead sends approximately 40 gallons of fresh water down the drain and into the sewer. Water efficient shower heads provide a water savings of at least 44% compared to non-conserving shower heads. Water efficient showerheads cost approximately \$12 and up.

#### **Low Flow Toilet**

Toilet flushing uses more water than any other household use! A typical non-conserving 5.5 gallon flush toilet (many of which are still in use) contaminates 13,000 gallons of fresh water per year to remove 165 gallons of body waste! An efficient low-flow toilet costs approximately \$100. It will save you 41.2 gallons of water per day. If you don't have a Water efficient toilet, displace water in the tank with two half-gallon plastic jugs filled with pebbles.

Source: Northwestern Indiana Regional Planning Commission and the Lake Michigan Federation (now the Alliance for the Great Lakes).

Information on Aerators, High-Efficiency Shower Heads and Toilets on Webpage

### Daily Conservation Tips

#### Kitchen Conservation Tips

- Install a low-flow aerator on your kitchen faucet.
- Place a pitcher of water in the fridge, or warm the water in the microwave or on the stove instead of running the water from the tap and waiting for the temperature to change. Otherwise, while waiting, capture the running water for watering the plants.
- Thaw frozen foods by putting them in the refrigerator overnight or use the microwave to defrost instead of using water to thaw them.
- Use only a little water in the bottom of the pan for cooking purposes. This is what most foods require and, at the same time, the foods will be more nutritious since the vitamins will stay more in the food instead of the water.
- Only run the dishwasher when you have a full load; and, if available, select the "light wash" option in order to use less water.
- Scrape dirty dishes instead of rinsing them off with water. Most dishwashers clean dishes very well and do not need to be rinsed.
- When washing dishes by hand, place the stoppers in the sinks or use two containers, one with soapy water and one with rinsing water, instead of turning the faucet on each time a rinse is needed.
- Begin a compost pile rather than running the water for a garbage disposal.
- Use a pan of water to clean vegetables instead of running the water from the faucet. Then, reuse this water for watering plants.

#### Laundry Conservation Tips

- Use the wash machine only when there is a full load. Adjust the water level based on the size of the load.
- When purchasing a new wash machine, buy a high-efficiency appliance. This will not only conserve water, but will also save money on water and energy bills.

#### Bathroom Conservation Tips

- Install a low-flow faucet aerator on your bathroom sink.
- Turn the water off while brushing your teeth, washing, or shaving.
- Install a low-flow showerhead.
- Take a shower instead of a bath. A fast shower, especially one with a low-flow showerhead, will use less water.
- Place a bucket in the shower to catch excess water for watering plants.
- While in the shower, turn the water on to get wet, turn it off while soaping up, and turn it back on to rinse off. Do the same when washing your hair.
- Only flush the toilet when necessary. Use the trash for tissues, insects, and waste instead of flushing them down the toilet.
- Check for toilet leaks twice a year. (See [Leaks](#) for more information.)
- If the handle of the toilet often stays in the flush position, after flushing, and allows the water to run, get it fixed.
- Put a plastic gallon jug filled with rocks, into the toilet tank. This will raise the water level in the tank so that less water will be used. Otherwise, you can purchase a toilet displacement device from a hardware store to do the same thing.
- When remodeling or purchasing a new home, install a low-flow flushing toilet that uses only 1.6 gallons of water per flush.

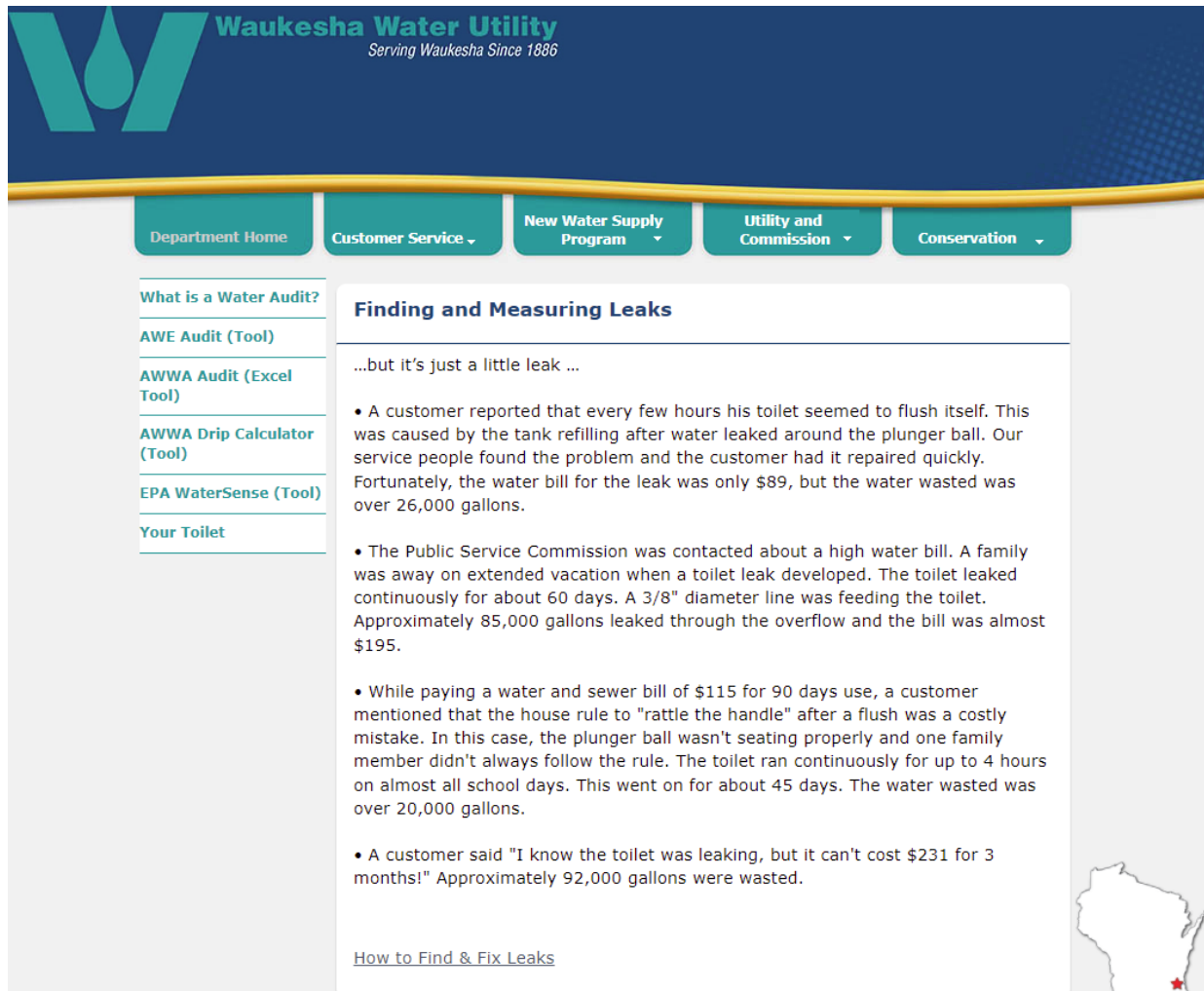
#### General Conservation Tips

- Do not pour water down the drain when it could be reused for watering plants, gardens, etc.
- Check your water meter to verify that your house is leak free.
- Repair toilet leaks or dripping faucets right away. These waste a lot of water and can significantly increase.

Information on Conservation Habits & Tips for Inside the Home on Webpage

## 12. Program on Finding & Fixing Leaks

The Utility has information on its website to help customers understand the importance of finding and fixing leaks quickly. The information below informs customers on how much water and money can be wasted when it comes to leaks.



The screenshot shows the Waukesha Water Utility website. The header features the utility's logo and name, "Waukesha Water Utility", with the tagline "Serving Waukesha Since 1886". Below the header is a navigation bar with five menu items: "Department Home", "Customer Service", "New Water Supply Program", "Utility and Commission", and "Conservation". The main content area is titled "Finding and Measuring Leaks" and includes a sidebar with links to "What is a Water Audit?", "AWE Audit (Tool)", "AWWA Audit (Excel Tool)", "AWWA Drip Calculator (Tool)", "EPA WaterSense (Tool)", and "Your Toilet". The main text area contains a sub-header "...but it's just a little leak ..." followed by three bullet points describing customer experiences with leaks. A link for "How to Find & Fix Leaks" is provided at the bottom of the main text area. A small map of Wisconsin with a red star is visible in the bottom right corner of the screenshot.

**Waukesha Water Utility**  
Serving Waukesha Since 1886

Department Home Customer Service New Water Supply Program Utility and Commission Conservation

**Finding and Measuring Leaks**

...but it's just a little leak ...

- A customer reported that every few hours his toilet seemed to flush itself. This was caused by the tank refilling after water leaked around the plunger ball. Our service people found the problem and the customer had it repaired quickly. Fortunately, the water bill for the leak was only \$89, but the water wasted was over 26,000 gallons.
- The Public Service Commission was contacted about a high water bill. A family was away on extended vacation when a toilet leak developed. The toilet leaked continuously for about 60 days. A 3/8" diameter line was feeding the toilet. Approximately 85,000 gallons leaked through the overflow and the bill was almost \$195.
- While paying a water and sewer bill of \$115 for 90 days use, a customer mentioned that the house rule to "rattle the handle" after a flush was a costly mistake. In this case, the plunger ball wasn't seating properly and one family member didn't always follow the rule. The toilet ran continuously for up to 4 hours on almost all school days. This went on for about 45 days. The water wasted was over 20,000 gallons.
- A customer said "I know the toilet was leaking, but it can't cost \$231 for 3 months!" Approximately 92,000 gallons were wasted.

[How to Find & Fix Leaks](#)

Information on website for Finding and Fixing Leaks

Also, the Utility has a link on its website to the Environmental Protection Agency's (EPA) WaterSense site for detailed information on Finding & Fixing Leaks.



## Leaks Can Run, but They Can't Hide

Are you ready to chase down leaks? Household leaks can waste nearly 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week. Mark your

[Link to Water Sense Finding and Fixing Leaks](#)

In addition, the Utility's website has information pertaining specifically to toilet leaks (as to how much water is wasted & information on the toilet rebate).

**Waukesha Water Utility**  
*Serving Waukesha Since 1886*

Department Home | Customer Service | New Water Supply Program | Utility and Commission | Conservation

### Toilet Leaks

Toilet leaks are one of the most common and costly leaks. Hundreds of gallons a day can be wasted on toilet leaks. Although they tend to be invisible, you can often hear the sound of water running.

It's best to check for leaks twice each year. Check your toilet for parts which are out of adjustment or worn out. Leaks usually occur in the overflow pipe or the plunger ball.

After you have fixed the leak, use the leak indicator on your water meter to verify successful repair.

| How Much Water is Wasted?   |                                 |
|-----------------------------|---------------------------------|
| A leak of _____ per minute, | wastes _____ gallons per month. |
| 1 pint                      | 5,475                           |
| 1 quart                     | 10,950                          |
| ½ gallon                    | 21,900                          |
| 1 gallon                    | 43,800                          |
| 3 gallons                   | 131,400                         |

**High Efficiency Toilet Rebate Program**  
 If you have an old toilet, it's probably best to replace it.

**Replace a Water Guzzling Toilet, Receive \$100!**  
[Rebate Qualifications and Application.](#)

Information on website regarding Toilet Leaks



A link is available to the American Water Works Association's (AWWA) drip calculator to calculate how much water is wasted on dripping and running faucets.

**American Water Works Association**  
Dedicated to the World's Most Important Resource™

MEMBERSHIP | CONFERENCES & EDUCATION | RESOURCES & TOOLS | PUBLICATIONS | LEGISLATION & REGULATION | Search aww

Water Knowledge | Public Affairs | Career Center | Water and Wastewater Utility Management | Resource Dev

Home > Resources & Tools > Public Affairs > Public Information > DripCalculator

**PUBLIC INFORMATION**  
DripCalculator

**PRESS ROOM**


**COMMUNICATIONS TOOLS**

**PUBLIC AFFAIRS EVENTS**

### Drip Calculator

Use AWWA's online tool to estimate water waste and learn how much water you could be saving.

#### DRIPPING FAUCETS


 For smaller/slower leaks - count the number of drips in one minute from the leaky fixture. Note: 5 drips per second amounts to a steady stream.

Drips Per Minute:

Unit of Measurement:

**Calculate Waste**

#### FAST RUNNING FAUCETS

 For larger/more rapid leaks - hold an 8 ounce cup under the dripping fixture and time, in seconds, how long it takes to fill the cup.

Time in seconds:

Unit of Measurement:

**Calculate Waste**

[Link to AWWA's Drip Calculator](#)

### 13. Web Based Consumption History and Comparisons (for all customers)

In 2014, the Utility installed Link, a system available to customers to pay their bills online. Integral to Link is the customer's ability to search transaction and consumption history. Now, a customer can compare their consumption across seasons.

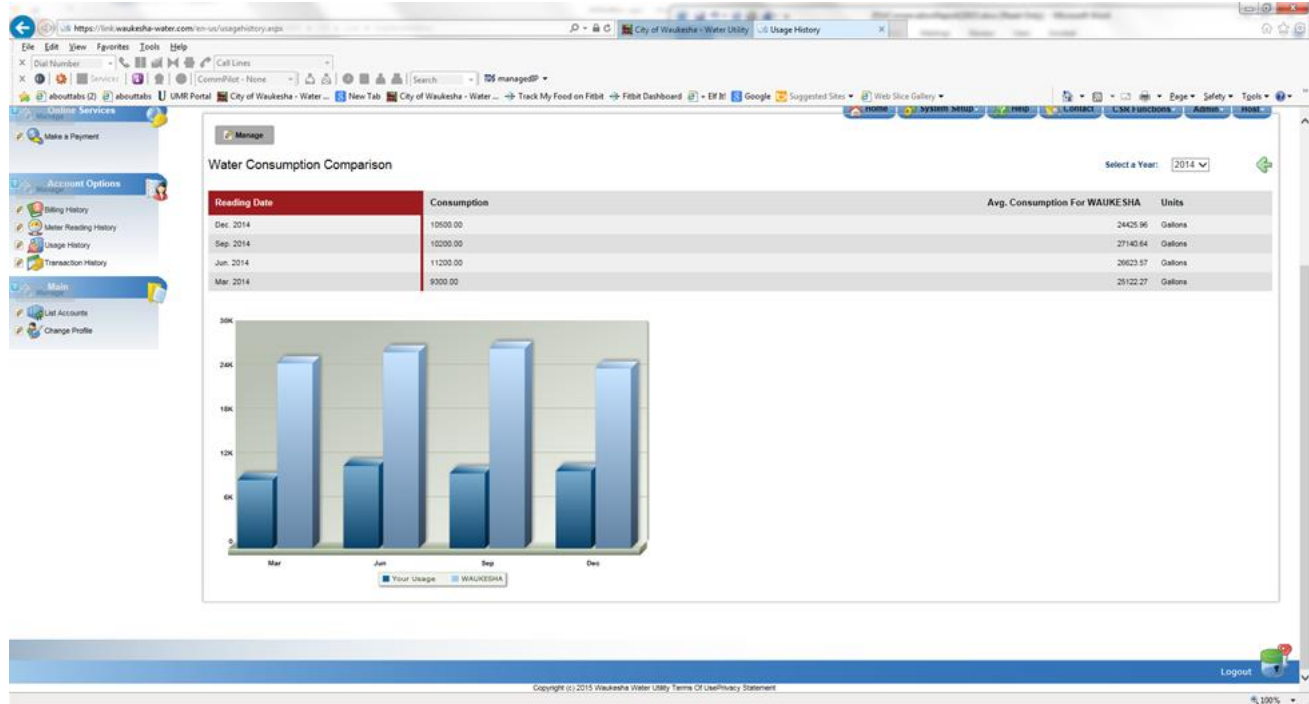
The screenshot shows a web browser window displaying the 'City of Waukesha - Water Utility' website. The page title is 'Usage History'. The main content area is titled 'Water Consumption History for your account' and includes a 'Select a Year: 2014' dropdown menu. Below this is a table with the following data:

| Reading Date | Consumption | Units   |
|--------------|-------------|---------|
| Dec 19, 2014 | 10000.00    | Gallons |
| Sep 19, 2014 | 10200.00    | Gallons |
| Jun 20, 2014 | 11200.00    | Gallons |
| Mar 20, 2014 | 8300.00     | Gallons |

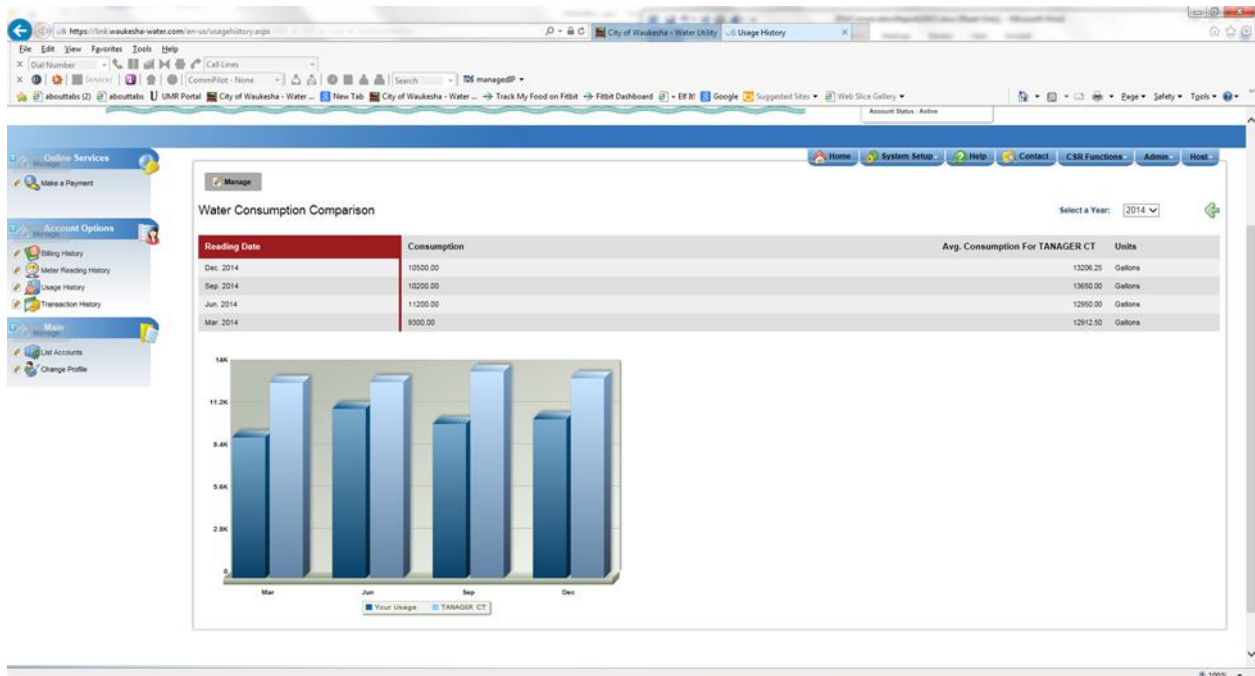
Below the table is a line graph titled 'Consumption History'. The Y-axis represents consumption in gallons, ranging from 0 to 12,000. The X-axis represents the reading date, with labels for Mar 20, 2014, Jun 20, 2014, Sep 19, 2014, and Dec 19, 2014. The graph shows a peak in consumption during the summer months (Jun 20, 2014) and a low during the winter months (Mar 20, 2014).

The footer of the page contains the text: 'Copyright (c) 2015 Waukesha Water Utility Terms Of Use/Privacy Statement' and a 'Logout' button.

They can also compare themselves to the City as a whole,



as well as to the neighbors on their street.

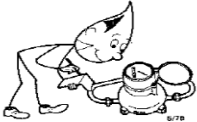


The Utility hopes that if a customer sees they are consuming more than their neighbors, they will begin to ask why. While there may be legitimate reasons for higher consumption, for example family size, the consumer may also touch on other habits, and with change, could lead to conservation.

## 14. Leak Detection & Water Audit Program

Waukesha Water Utility has a leak detection program where our Billing Department runs a Pre-Exception Report. This Pre-Exception report shows the low and high consumptions for possible stopped meters and leaks. For stop meters, our Meter Technicians go to property to check and replace the meter, if needed. For high consumptions, the Utility sends a Courtesy Postcard to notify the customer that they might have a leak; and advises them to check the leak indicator on their meter. A copy of the Courtesy Postcard is shown below.

### COURTESY CARD

|                                                                                       |                                                                                                                                      |
|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Service Address                                                                       |                                                                                                                                      |
| Account Number                                                                        | Reading Date                                                                                                                         |
| <b>It appears you are using more water</b>                                            |                                                                                                                                      |
| Water used this quarter                                                               | _____                                                                                                                                |
| Water used during the same quarter last year                                          | _____                                                                                                                                |
|      | The increase could be due to lawn sprinkling, additional residents, guests, new tenants, etc.<br>or<br><b>you might have a leak.</b> |
| As always, if you have any questions, please contact us at 262 521 5272<br>Thank you, | Please locate your water meter and check for movement of the diamond shaped leak indicator.                                          |
| <b>WAUKESHA WATER UTILITY</b>                                                         |                                                                                                                                      |

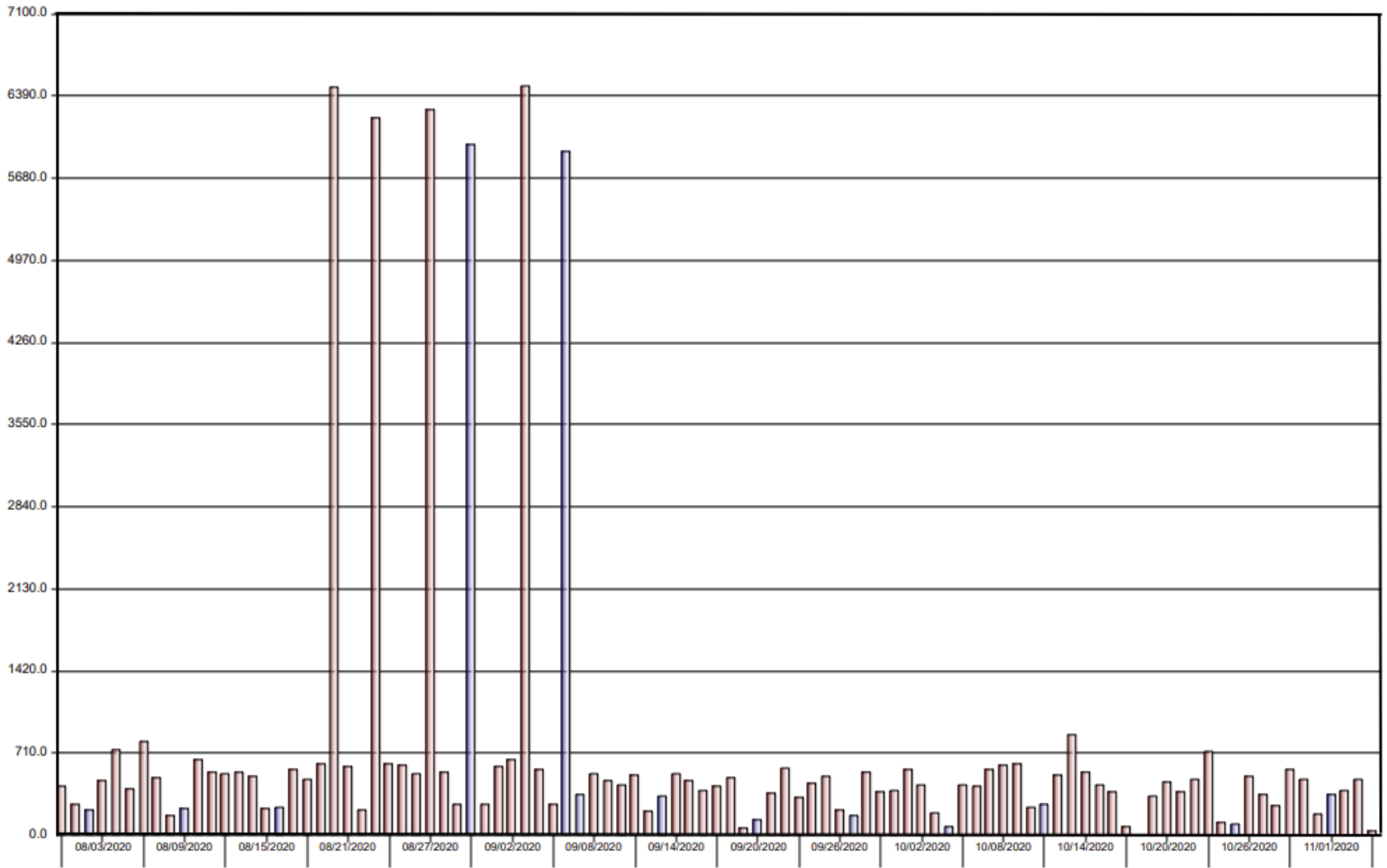
Courtesy Card Notify Customers of a Possible Leak

The Utility normally receives calls from customers after they receive the postcard. When customers call, we explain how to check their meter and toilets, etc. for leaks. Sometimes, customers will request additional help from the Utility to help find the problem.

The Utility will help customers find leaks by either conducting water audits or by running data logging reports. Water audits are conducted for single family homes, duplexes, and triplexes. Data logging reports, that show daily consumptions, are done for large multi-family properties, commercial, public, and industrial accounts.

In 2023, the Utility conducted 23 residential water audits and 119 data logging reports (77 for residential accounts, 12 for multi-family accounts, 5 for public accounts, 18 for a commercial account, and 7 for industrial accounts).

A copy of a data logging report is shown on the following page.



Data Logging Report for a Commercial Customer Account

In addition to the Courtesy Card, Audits, and Data Logging Reports, the Utility has an informational program on its website for customers to conduct their own water audits for residential and non-residential customers; along with links to AWE's Water Audit Process Introduction, and AWWA's Free Water Audit Reporting Tool Kit. (A copy of the information on our website is shown below.)

Finally, any time a customer calls the Utility asking for information or has high consumption, Waukesha Water Utility is always willing to function as a resource to help its customers.

### What is a Water Audit?

#### Businesses

##### Saving Water: It's just good business

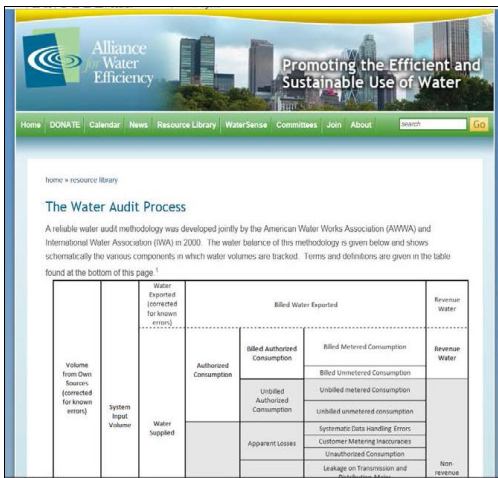
Using water efficiently is not just good for Waukesha and the environment; it's a smart business strategy. Reducing your water use can save you money on your water, wastewater and energy bills and cut on-site treatment costs. Every business is a little different, but a water audit is an easy way to start.

Water audits provide a way to inventory all water uses in your facility and identify ways to increase water use efficiency. The results can help you prioritize steps to implement cost-effective water-saving measures.

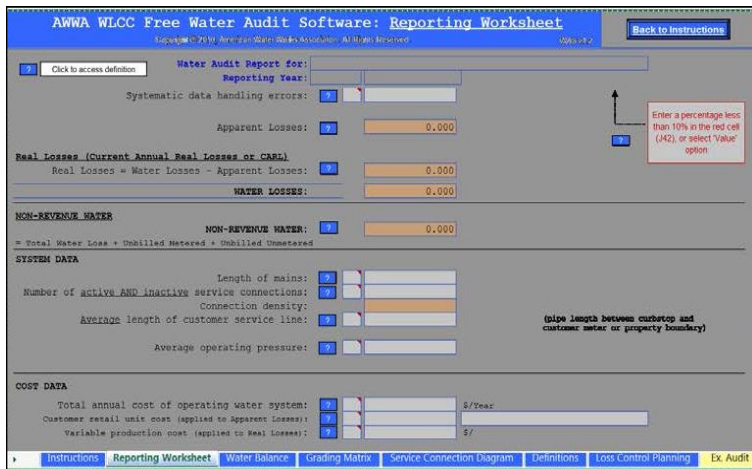
- Step One – Gather data such as maps showing locations and equipment where water is used, water bills and consumption data, equipment manuals and so on
- Step Two – Walk through your facility and verify water uses, estimate hours and rate of use, look for leaks and ways to reduce water use
- Step Three – Compare estimated water use with consumption data from water bills
- Step Four – Estimate costs of fixture change-outs, new equipment or new processes and compare with estimated savings for water, wastewater and energy to calculate potential payback period
- Step Five – Prepare a summary of recommended actions and implementation schedule for those actions that make economic sense

More information, see the tools on our website or call the Waukesha Water Utility at (262) 521-5272.

### Information on the Utility's Website



A Link to AWE's Water Audit Process



A Link to AWWA's Water Audit Reporting Toolkit

## VI. EDUCATION PROGRAMS, OUTREACH EVENTS, YOUTH GROUPS & PARTNERSHIPS

Waukesha Water Utility follows NR 852 Requirements. As a result, several educational programs have been adopted. Section A will highlight how we advertise our current water conservation programs; Section B will focus on community presentations and outreach events; and Section C will concentrate on youth education.



### Tools:

The Education Programs use the following communication tools.

- [ X ] Website
- [ X ] GWA's Website Evolution uploaded in 2019 (greatwateralliance.com – an information hub for the Utility's future water supply project that includes information on water conservation)
- [ X ] Bill Inserts
- [ X ] Local Newspaper
- [ X ] Public Outreach & Community Meetings
- [ X ] School Programs
- [ X ] Other: Street Signs
- [ X ] Other: Yard Signs - Brown Lawn Campaign

- [ X ] Other: Social Media (Twitter & Facebook)
- [ X ] Other: Public Giveaways: Toilet Leak Detection Tablets & Rain Gauges
- [ X ] Other: Brochures
- [ X ] Other: Bill Messages
- [ X ] Other: Non-Residential Giveaways: Pre-rinsed Spray Valves
- [ X ] Other: Customer Service – in person and over the phone
- [ X ] Other: Neptune 12900 V4 radio/data logger
- [ X ] Other: City’s Park and Rec Activity Guide
- [ X ] Other: City Interdepartmental Meetings
- [ X ] Other: Public Service Announcement (TV 25)
- [ X ] Other: Great Water Alliance’s Newsletter
- [ X ] Other: City of Waukesha’s Electronic Newsletter
- [ X ] Other: City of Waukesha’s Department of Public Works Newsletter Insert
- [ X ] Other: Great Water Alliance Informational Video Series

**A. Education Programs**

In 2023, the Utility also utilized the following education platforms and topics for water conservation announcements.

1. Great Water Alliance Website
2. Great Water Alliance Social Media
3. City of Waukesha’s *What’s Up in Waukesha* Weekly Electronic Newsletter
4. City of Waukesha’s Social Media
5. City of Waukesha’s *Clear as Water* Information Videos
6. City of Waukesha’s *The News Splash* Newsletter
7. City of Waukesha’s Department of Public Works *The WORKS Space* Newsletter
8. Advertisement for the Toilet & Shower Head Rebate Program
9. Irrigation Ordinance Bill Insert
10. EPA WaterSense’s National Fix a Leak Week
11. National Drinking Water Week
12. Tips on How to Prevent Frozen Pipes





## 1. Great Water Alliance Website





In 2018, the Great Water Alliance created a website for the purpose of updating communication efforts for the Great Lakes Water Supply program. In 2019, the GWA added water conservation information to its site. The conservation topics include the following:

- You Can Save Water and Money by Replacing Your Old Appliances
- Waukesha's Sprinkling Ordinance
- Finding & Measuring Leaks
- Outdoor Water Conservation Tips

The following pages will show the conservation information that was added to GWA's website.

WATER CONSERVATION  **YOU CAN SAVE**  
**27,010 gallons AND \$500**  
PER YEAR BY **replacing** YOUR OLD APPLIANCES



|                                                                                            |                                                                                               |
|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| TOILET    | WASHER      |
| SHOWER    | DISHWASHER  |
| FAUCET  | TOTAL     |

**MORE ABOUT conservation**

Head to the WWU page for more information on Waukesha's conservation efforts, including rebates and our daytime sprinkling ban.

[WAUKESHA WATER UTILITY >>](#)

Water Conservation Information on GWA's Website  
Gallons You Can Save By Replacing Old Appliances

When you click on the appliance icon, it provides information on how much water an old appliance uses versus a high-efficiency appliance.

# MORE ABOUT **conservation**

Water is precious because it is essential for life and is a limited resource. Waukesha Water Utility (WWU) has established a Sprinkling Ordinance to aid in the efforts of water conservation.



## City of Waukesha's Sprinkling Ordinance

May 1st -  
October 1st

| ADDRESSES<br>ENDING<br>WITH AN | MAY WATER ON<br>FOLLOWING DAYS | DURING THESE<br>HOURS        |
|--------------------------------|--------------------------------|------------------------------|
| Odd Number                     | Tuesdays & Saturdays           | Before 9 am or<br>After 5 pm |
| Even Number                    | Thursdays & Sundays            | Before 9 am or<br>After 5 pm |

Hand watering may be done at any day, any time. Save Money & Mow Less: Join "my Brown Lawn is GREEN" campaign. Since established lawns go dormant in the summer and turn green again with the autumn rain, watering the grass is unnecessary.

Head to the WWU webpage for more information on Waukesha's conservation efforts, including rebates and more about the sprinkling ordinance.

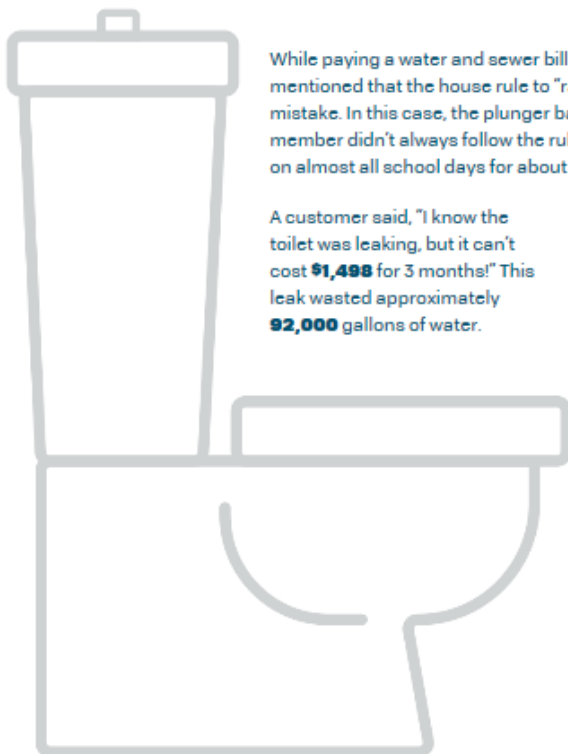
[WAUKESHA WATER UTILITY >>](#)



Waukesha's Sprinkling Ordinance Information on GWA's Website

# FINDING & MEASURING **leaks**

When it comes to leaks, we often hear the words “but it’s just a little leak.” Unfortunately, those little leaks can become very expensive. Please read the stories below. (The bill amounts have been updated using **2019** rates and assumes the average residential consumption is **12,000** gallons per quarter.)



While paying a water and sewer bill of **\$475** for **90** days use, a customer mentioned that the house rule to “rattle the handle” after a flush was a costly mistake. In this case, the plunger ball wasn’t aligned properly and one family member didn’t always follow the rule. The toilet ran continuously for up to 4 hours on almost all school days for about 45 days. This wasted **20,000** gallons of water.

A customer said, “I know the toilet was leaking, but it can’t cost **\$1,498** for 3 months!” This leak wasted approximately **92,000** gallons of water.

The Public Service Commission was contacted about a high water bill. A family was away on extended vacation when a toilet leak developed. The toilet leaked continuously for about **60** days. A 3/8” diameter line was feeding the toilet. Approximately **85,000** gallons of water leaked through the overflow and the bill was **\$1,398**.

A customer reported that every few hours his toilet seemed to flush itself. This was caused by the tank refilling after the water leaked around the plunger ball. Our service people found the problem and the customer had it repaired quickly. The amount of water wasted was **26,000** gallons and the water and sewer bill was **\$561**.

[HOW TO FIND & FIX LEAKS >>](#)

Conservation Information on GWA's website – Finding & Measuring Leaks

## OUTDOOR conservation tips



Use a spray nozzle on your hose. If this is an adjustable type, the water can be turned down to a fine spray. When finished using the hose, turn the water off at the faucet instead of the nozzle — this will help control leaks. Sweep off your driveway and sidewalk with a broom or use a blower — do NOT use the hose.



Water plants only when needed. Soaker hoses use less water than overhead sprinklers. Turn the soaker hose upside down (so that the holes are facing down). This will help to avoid evaporation. Remove weeds — they steal water from other plants. Use organic mulches (such as woodchips, shredded bark, grass clippings, straw, hay, leaves, or compost) — to retain moisture.



Cover the pool or spa to prevent evaporation and to keep the water cleaner. To avoid water going over the sides, do not overfill. Install a water-saving pool filter — traditional filters use 180-250 gallons of water. Do not drain pools/spas unless repair work is needed.



Rain gardens are a more natural landscape that uses wildflowers and other native plants. The native plants are low maintenance, use a lot less water, and do not require fertilizers. Due to their deep root system, native plants help the environment by increasing the soil's ability to store water, reducing runoff (flooding), and providing a habitat for birds and butterflies. The DNR provides a lot of information about [Rain Gardens](#).



Use a bucket or a rain barrel to catch and store fresh rainwater from your rooftop. Then use this water for washing your car or for watering your lawn, garden, trees, and plants. Rainwater is better for your plants because it is not chlorinated. If you put a screen over your bucket, this will keep the insects out and keep mosquitoes from laying their eggs in the rainwater.

Learn more about rain barrels and the Waukesha Water Utility rain barrel rebate program [here](#).

Conservation Information on GWA's website – Outdoor Conservation Tips



## 2. Great Water Alliance Social Media

In addition to the conservation information posted on the GWA's website, conservation messages were also posted on GWA's Facebook and Twitter social media accounts. In 2023, GWA posted the following:

- Start 2023 with a Resolution to Conserve Water
- One of the Best Ways to Build a Sustainable Future is by Teaching the Next Generation About Water Conservation – Our Teacher's Kit Can Help
- Fix a Leak Week – Save Money and Conserve Water by Finding & Fixing Leaks
- Take Advantage of those Spring Showers by Installing a Rain Barrel
- Waukesha's Sprinkling Ordinance is Now in Effect – Make Sure You're Conserving Water and Protecting Your Lawn by Following These Sprinkling Tips
- Installing a Rain Barrel Can Save Homeowners About 1,300 Gallons of Water a year. Learn More About Rain Barrels and the Rain Barrel Rebate Program.
- Join Us at Waukesha's Farmer's Market – Get Answers to Your Questions About the Water Transition, Conservation Rebates, and More.
- Bypass Your Water Softener for Two Months After the Transition (And what to do with the softener after the transition – do you still need it in the future?)

A copy of the messages posted on Facebook and Twitter are shown on the following pages.



Great Water Alliance

January 5, 2023 · 🌐



Start 2023 with a resolution to conserve water. Make sure your faucets, toilets, and showerheads are all working properly. Even little leaks can waste thousands of gallons of water.  
<https://bit.ly/3wtKJfs>



New Year's Conservation Resolutions  
Social Media Post

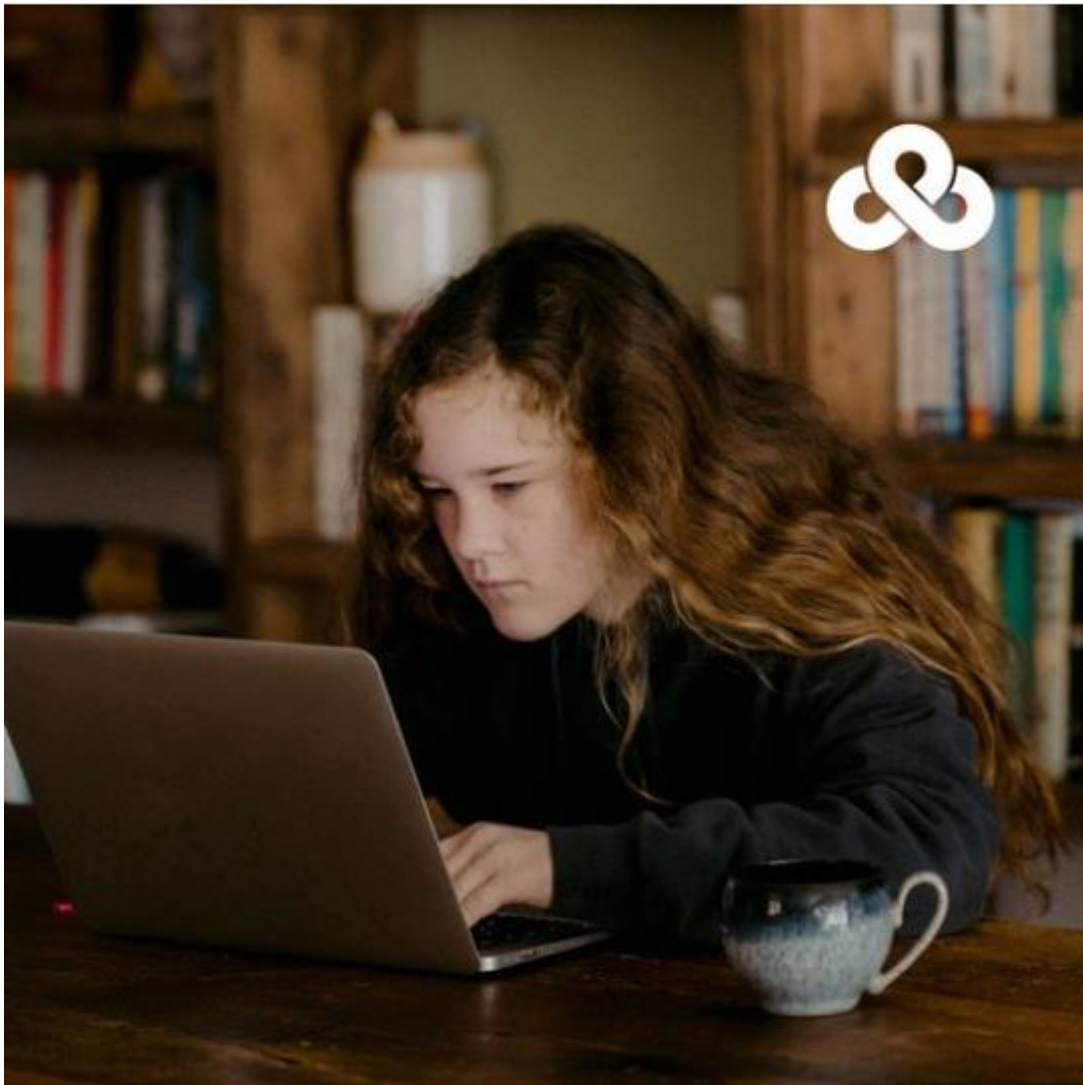


Great Water Alliance

February 3, 2023 · 🌐



One of the best ways to help build a sustainable future is by teaching the next generation about conservation. Our Teacher's Kit can help. Find free educational materials on our website.  
<https://bit.ly/3WQbkz0>



Teach Our Next Generation About Water Conservation  
Our Teacher's Kit Can Help  
Social Media Post





Great Water Alliance

March 20, 2023 · 🌐



Household leaks can waste nearly 1 trillion gallons of water annually nationwide, so each year we hunt down the drips during Fix a Leak Week, March 20 to 26, 2023. Learn more about how you can save money and conserve water by finding and fixing leaks. <https://bit.ly/3wtKJfs>



Fix a Leak Week  
Social Media Post



Great Water Alliance

April 4, 2023 · 🌐



Take advantage of those spring showers by installing a rain barrel. Mother nature will thank you.  
<https://bit.ly/3wtKJfs>



Rain Barrel  
Social Media Post April 2023

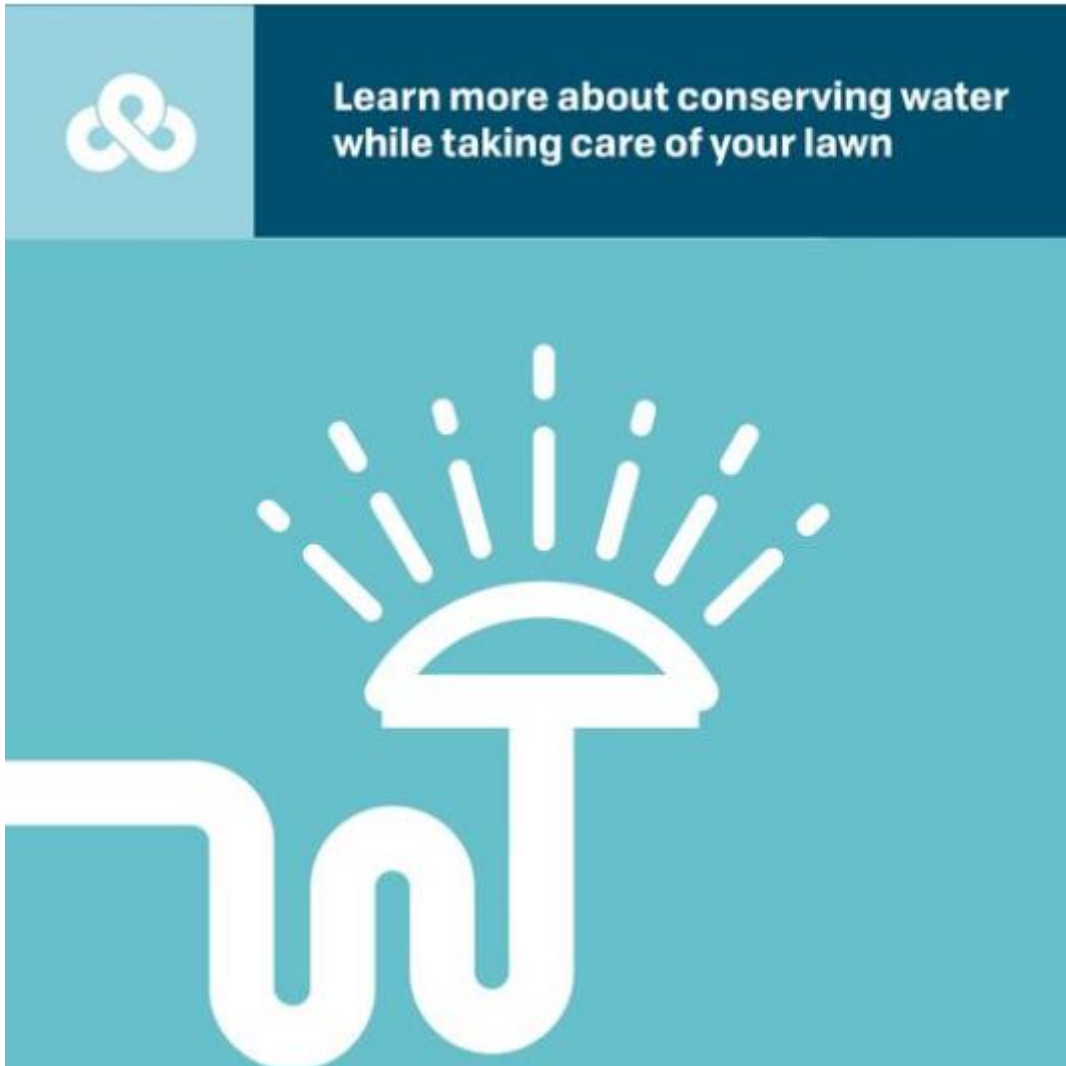


Great Water Alliance

May 17, 2023 · 🌐



The Waukesha Sprinkling Ordinance is now in effect. Make sure you're conserving water and protecting your lawn by following these sprinkling tips from the Waukesha Water Utility. <https://bit.ly/42ptYkY>



Sprinkling Ordinance  
Social Media Post



Great Water Alliance

June 2, 2023 · 🌐



Installing a rain barrel can save homeowners about 1,300 gallons of water a year. This naturally soft, chlorine-free water is great for watering plants and washing windows or cars. Learn more about rain barrels and the rain barrel rebate program on our website. <https://bit.ly/3ajEKTA>



Rain Barrel  
Social Media Post June 2023



Great Water Alliance

June 8, 2023 · 🌐



Join us on June 10th at the Waukesha farmer's market at St. Paul and Madison Ave. Program experts will be there to answer your questions about water transition, conservation rebates, and more. Can't make it? Find your answers on our website. <https://bit.ly/3Tingty>



Join Us at the Farmers Market  
For Water Transition & Water Conservation Information  
Social Media Post June 2023

Great Water Alliance  
August 18, 2023 · 🌐



The City of Waukesha  
August 18, 2023 · 🌐

Waukesha Water Utility staff will be at the Farmers Market on Saturday, August 19 to answer your questions about what you need to do to prepare for Waukesha's transition from its current groundwater source to 100% Lake Michigan water.

The transition is scheduled for mid-September 2023.

<https://greatwateralliance.com/transition/>

#WaukeshaWater #WaukeshaWaterProject Great Water Alliance

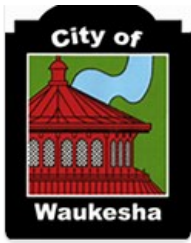
Waukesha Water Utility at the Farmers Market  
Transition & Conservation Information  
Social Media Post August 2023



Bypassing your water softener will not only help extend its life but will allow you to see if you're satisfied with the softer, Lake Michigan water. Remember to bypass your softener before the transition begins and leave it bypassed for two months after the transition. <https://bit.ly/3EMlxG8>



What to do with the Water Softener After the Transition and in the Future Social Media Post  
Milwaukee Water is 60% Softer – Softeners Are Not Needed  
If You Decide to Keep Your Softener – It Needs to be Optimized



### 3. City of Waukesha's *What's Up in Waukesha* Electronic Newsletter

The City's *What's Up in Waukesha* E-Newsletter goes out every week to 6,723 newsletter subscribers. In 2023, due to Waukesha transitioning to the Great Lakes water, the Utility had additional opportunities to advertise and talk about water conservation. The 2023 E-Newsletters are shown below and on the following pages.

**City of Waukesha**

# What's up in Waukesha

Weekly Newsletter from the City of Waukesha

## Toilets are a Common Source of Leaks

Nearly 30% of an average home's indoor water consumption

| STEP 1               | STEP 2                                                                               | STEP 3                        | STEP 4                                                                                  |
|----------------------|--------------------------------------------------------------------------------------|-------------------------------|-----------------------------------------------------------------------------------------|
| Remove the tank lid. | Place 10 drops food coloring* inside tank.<br><small>*Red or green work best</small> | Replace lid and do not flush. | Check in 20 minutes. If the food coloring shows up in the toilet bowl, you have a leak. |

### Fix a Leak Week

The Water Utility reminds you that this week is fix a leak week. Did you know? Toilet leaks tend to be invisible and are one of the most common leaks. When toilets leak, hundreds of gallons of water a day can be wasted without your knowledge. To identify silent toilet leaks, the Utility recommends doing a dye test - put 8-10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak.

If you need to replace your toilet or shower head, you could qualify for a \$100 toilet rebate or \$25 shower head rebate.

[Rebate Information](#)

Fix a Leak Week advertised in the City's Electronic Newsletter





## Water Transition Open House

Come learn more about what to expect with the upcoming switch to Lake Michigan water and ask questions.

- Thursday, May 4 from 5:30pm - 7:30 pm

OR

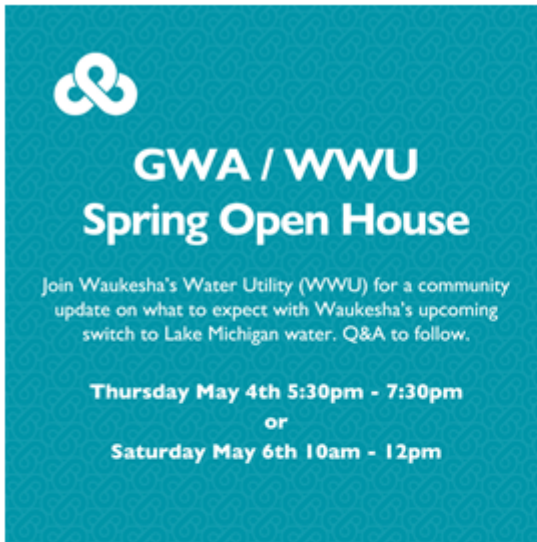
- Saturday, May 6 from 10am - 12pm

The open house will be held at Waukesha City Hall Council Chambers, 201 Delafield St. The Thursday, May 4th presentation will also be streamed [live on the website](#).

You can also get many of your questions answered on the [water transition webpage](#).

**Water Transition Information**

Water Transition Open House advertised in the City's E-Newsletter (Where water conservation was talked about during the presentation and also had a person working at the conservation information table.)



## Water Transition Open House

Come learn more about what to expect with the upcoming switch to Lake Michigan water and ask questions.

- Thursday, May 4 from 5:30pm - 7:30 pm

OR

- Saturday, May 6 from 10am - 12pm

The open house will be held at Waukesha City Hall Council Chambers, 201 Delafield St. The Thursday, May 4 presentation will also be streamed [live on the website](#).

You can also get many of your questions answered on the [water transition webpage](#).

[Water Transition Information](#)

Water Transition Open House advertised a second time in the City's E-Newsletter (Where water conservation was talked about during the presentation and also had a person working at the conservation information table.)



## Will I need my water softener?

In late summer 2023 (currently estimated September), Waukesha will transition from its current water source to Lake Michigan water.

Lake Michigan water is 60% softer than our current water supply. It is recommended that you bypass your water softener just before the transition and try the unsoftened water for a month or two once the transition is complete to determine your satisfaction with unsoftened water. Most Lake Michigan water users don't use water softeners. If you decide you would like to continue to use your softener, then you must have your water softener optimized for the new, softer water supply. This means having an approved optimizer adjust the settings for hardness, salt dosage and reserve capacity. For more information on water softeners or softener optimization, visit [www.waukesha-wi.gov/watersoftener](http://www.waukesha-wi.gov/watersoftener) or call the Clean Water Plant at (262) 524-3628.

Once the transition is complete, Waukesha's water source will be 100% Lake Michigan water. There will be no blending of Waukesha's current groundwater supply with the Lake Michigan supply.

Water Transition  
Information

What to do with the Water Softener After the Transition E-Newsletter Post  
(Milwaukee Water is 60% Softer – Optimizing water softeners or getting rid of a water softener will conserve water.)



## Water Transition Info

Waukesha's water transition is coming in mid-September. Please read the important transition bill insert, which is included in this month's water bill or is available online:

- [Transition Details in English](#)
- [Transition Details in Spanish](#)

This information will let you know what you need to do before the transition takes place and will provide you with information on what you might experience during the transition.

Businesses and landlords, please share this important information with your personnel and tenants.

**Water Transition  
Information**

Water Transition Bill Insert E-Newsletter Post  
(The bill inserts include water conservation information.)



## Water Utility at Farmer's Market

Waukesha Water Utility staff will be at the Farmers Market on Saturday, August 19 to answer your questions about what you need to do to prepare for Waukesha's transition from its current groundwater source to 100% Lake Michigan water.

The transition is scheduled for mid-September 2023.

[Water Transition Information](#)

Utility at Farmers Market E-Newsletter Post  
(There was a lot of information about water conservation at the Farmers Market booth.)



## Steps to take BEFORE the transition

We recommend that you do following now, prior to the start of the water transition:

**Contact your Medical Provider if you are a Kidney Dialysis Patient-** In-home kidney dialysis patients should contact their medical provider for guidance on any needed modifications to dialysis machines and procedures.

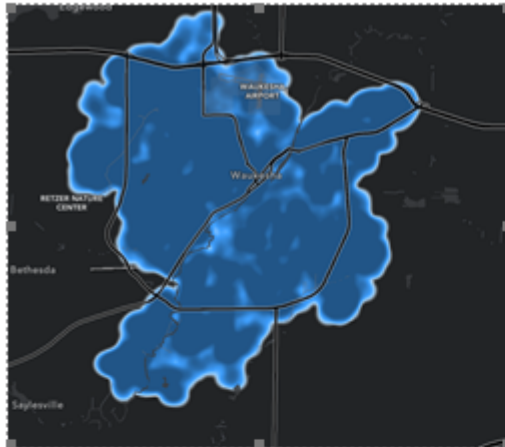
**Consult a Local Pet Store if you own Aquatic Life-** Owners of fish, reptiles, and amphibians should consult local pet stores about required changes in the water treatment since Waukesha's water disinfectant will be changing from chlorine to chloramines.

**Remove or bypass in-home water filtration systems.** Remove or bypass in-home water filtration systems – like the ones used with some refrigeration water dispensers or attached to kitchen faucets – before the start of the transition. Customers should also bypass any reverse osmosis (RO) system if they have one. Customers can resume using filters again in a normal manner after the transition, or after they've flushed their system (if they have discolored water) and the water runs clear.

**Bypass your water softener.** Lake Michigan water is 60% softer than our current water supply. You may choose to try the unsoftened water for a month or two by placing your softener in the bypass mode (refer to the product manual online for your brand of softener). Simply unplugging your softener will not bypass it. Most Lake Michigan water users don't use water softeners.

Once the transition is complete, Waukesha's water source will be 100% Lake Michigan water.

Water Transition Information



## 100% Lake Michigan Water

Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water!

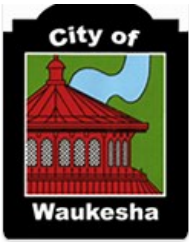
The transition was completed two weeks earlier than anticipated. The Utility spent several years preparing for the transition to minimize the impacts. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water.

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be [found on our website](#).

Waukesha Water Utility would like to thank the City of Waukesha's residents and businesses, those in the surrounding communities, the contractors, and the employees for their support to make this achievement possible.

Waukesha Water Utility



#### 4. City of Waukesha's Social Media

In 2023, the following information was posted on the City's social media.



Waukesha Water Utility will be at the Farmers Market City's Social Media Post (Information for the Upcoming Water Transition & Waukesha's Water Conservation Program)





The City of Waukesha

September 21, 2023

The Waukesha Water Utility will begin the transition to Lake Michigan water on Monday, October 9. The entire transition could take as long as one month, as Lake Michigan water enters the supply system. However, impacts at individual locations will likely be experienced for no more than a few days.

During the transition it is recommended that you do the following:

- Remove certain water filters. This includes removing filters in refrigerators, on kitchen sinks, in reverse osmosis systems, etc. and keep them removed during the transition.
- Bypass your water softener. We recommend keeping it bypassed for a month or two to determine your satisfaction with unsoftened water. Lake Michigan water is 60% softer than our current water supply. Most Lake Michigan water users don't use water softeners. If you decide you would like to continue to use your softener, then you must have your water softener optimized for the new, softer water supply.

More details on the transition: <https://greatwateralliance.com/transition/>

#Waukesha #WaukeshaWaterProject #WaukeshaWater



City's Social Media Post Included Information About Water Softeners



The City of Waukesha

October 5, 2023



The Waukesha Water Utility will start the transition to Lake Michigan water on Monday, October 9.

Here are some steps to take before the transition:

- Remove or bypass in-home water filtration systems – like the ones used with some refrigeration water dispensers or attached to kitchen faucets – before the start of the transition. Customers should also bypass any reverse osmosis (RO) system if they have one. Customers can resume using filters again in a normal manner after t... See more



City's 2<sup>nd</sup> Social Media Post Regarding Information About Water Softeners



The City of Waukesha

October 24, 2023



Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water!

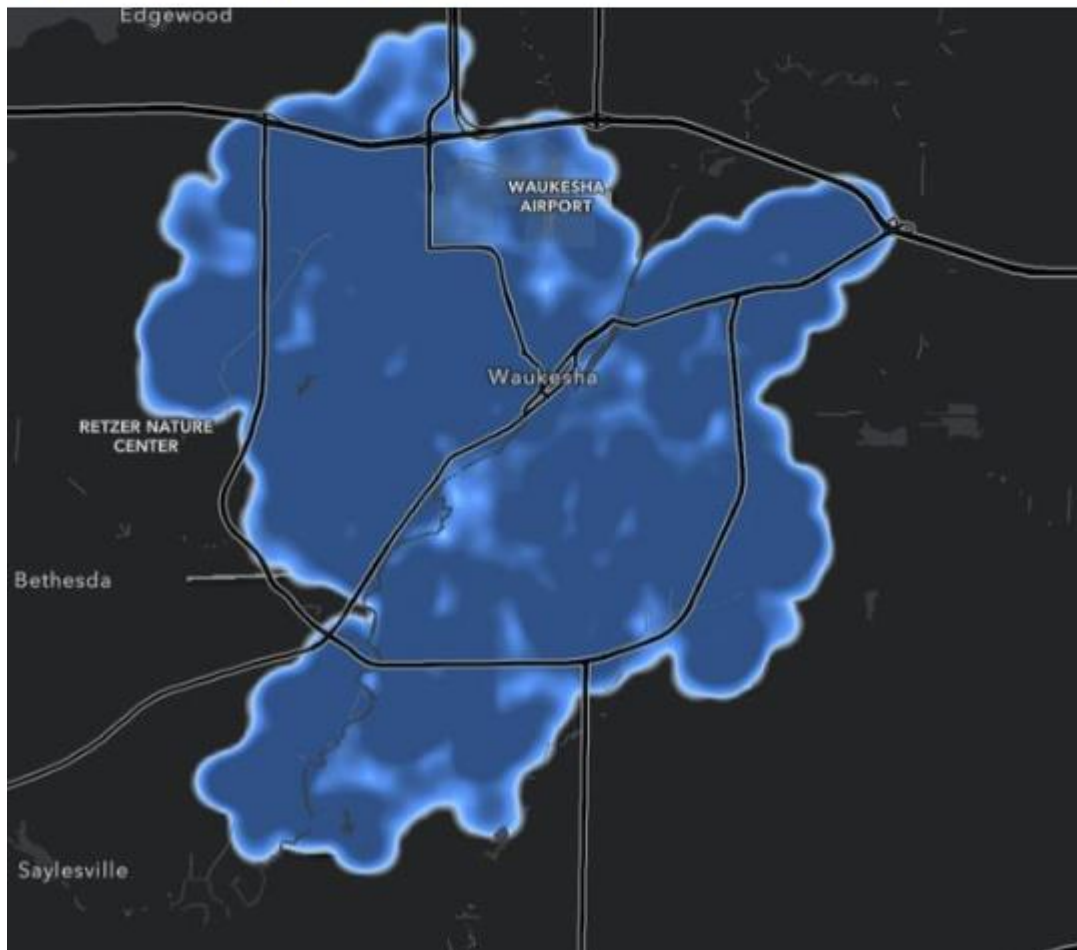
The transition was completed two weeks earlier than anticipated. The Utility spent several years preparing for the transition to minimize the impacts. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water.

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be found here: <https://www.waukesha-wi.gov/.../softener-salt-program.php>

Waukesha Water Utility would like to thank the City of Waukesha's residents and businesses, those in the surrounding communities, the contractors, and the employees for their support to make this achievement possible.

#Waukesha #WaukeshaWaterProject #WaukeshaWater



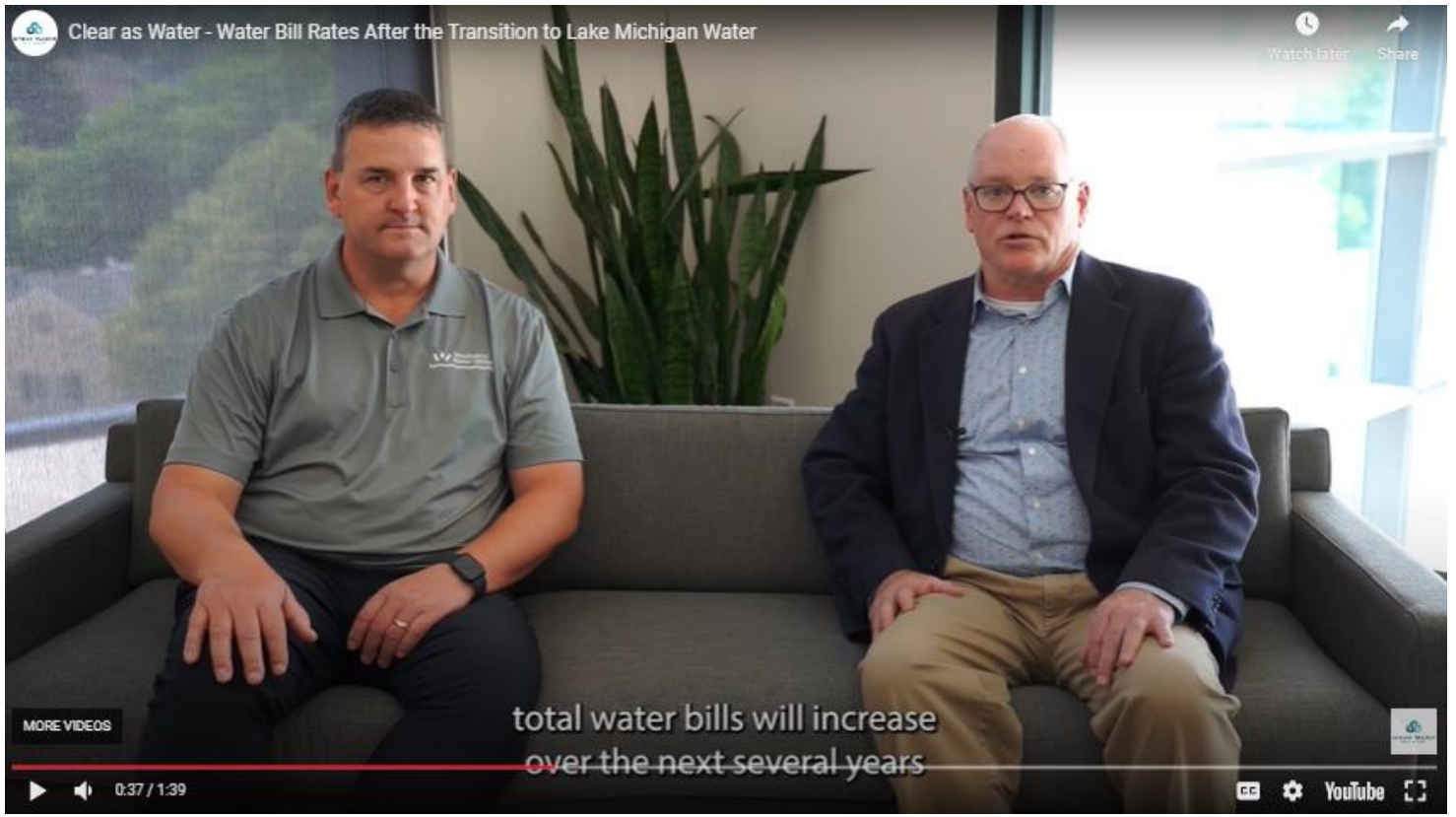
City's 3rd Social Media Post Regarding Information About Water Softeners  
(Milwaukee Water is 60% Softer – optimizing water softeners or getting rid of a water softener will conserve water.)

## 5. City of Waukesha's Clear as Water Information Videos

In 2023, the Utility partnered with the City of Waukesha's Clean Water Plant and the Mayor's office to produce *Clear as Water* information videos. These videos were designed to answer questions regarding Waukesha's transition to Great Lakes water. Two of these videos also provided a conservation benefit as explained below and on the next page. These videos were posted on the City's YouTube channel and on the Utility's and GWA's websites.



The first video was with the Clean Water Plant answering the question if water softeners are needed after the switch to Lake Michigan. As mentioned previously, if people get rid of, or reduce the hardness setting on their water softeners, this will reduce the softener regeneration cycles and conserve water.



The second informational video had to do with rates – due to the transition, total water bills will increase over the next several years which will most likely reduce water waste.

## 6. City of Waukesha's *The News Splash* Newsletter/Water Bill Inserts



City of Waukesha Monthly Newsletter

JUNE 2023

# Water Transition Coming Soon



After two decades of effort, the City of Waukesha will soon have a new, safe and reliable water supply. The Waukesha Water Utility will switch from its current groundwater supply to Lake Michigan water in late summer 2023.

The project is known as the Great Water Alliance and is a historic example of regional cooperation for the development of our pipeline route. The Milwaukee Water Works – which supplies water to more than 860,000 people in 16 area communities – will be our supplier. The project is currently on time and on budget.

### Why New Water

The City's primary source of drinking water, the deep aquifer, has become depleted, resulting in elevated levels of naturally occurring radium and other contaminants. As a result, the City of Waukesha put a plan in place to secure a long-term, sustainable alternative to its existing water supply.

On June 21, 2016, the Great Lakes governors unanimously approved the City of Waukesha's request to source water from Lake Michigan, finding that we have no reasonable alternative for our water supply. In 2017, an agreement was reached for Milwaukee Water Works to provide Lake Michigan water to Waukesha Water Utility, saving Waukesha businesses and families \$4 million per year in water rates compared to the cost of other potential suppliers.

For more information about the switch to Great Lakes water, please visit [waukesha-water.com](http://waukesha-water.com). Here you can watch our video on What Customers Need to Know Regarding the Transition to Lake Michigan Water, as well as find answers to your questions.

### WWU Conservation

Water and sewer bills are based on volume of water used. Conservation will save you money. Please find information on Waukesha's annual sprinkling ordinance and rebate programs for water-saving toilets, efficient showerheads, rain barrels and business incentives at [waukesha-water.com](http://waukesha-water.com)

Follow Us On Social Media @CityOfWaukesha



City of Waukesha's News Splash Newsletter/Water Bill Insert  
Included information about the Transition & Water Conservation



## Water Transition Information

### Will I Still Need My Water Softener After the Transition?

With the upcoming transition to the new Lake Michigan water supply, Waukesha residents will now have water that is at least 60% softer. In fact, most Lake Michigan water customers don't use water softeners. When Waukesha transitions to Lake Michigan water in late summer 2023, you may want to try the unsoftened water for a month or two to determine your satisfaction with the reduced water hardness. If you then decide you would like to continue to use your softener, you must have it optimized. This means having an approved optimizer adjust the settings for hardness, salt dosage, and reserve capacity. For more information on optimizing your softener, please visit [waukesha-wi.gov/watersoftener](http://waukesha-wi.gov/watersoftener) or call the Clean Water Plant at 262-524-3628.

### Do I Need to Worry About Cryptosporidium in My Water?

No. Milwaukee's water treatment facilities are among the most advanced in the country. The Water Works has technology and redundancies to ensure that Waukesha will have a constant flow of reliable, high-quality water for decades to come.

### Will Sewer Overflows in Milwaukee Contaminate Waukesha's New Drinking Water Supply?

No. Sewer overflows have been significantly reduced in Milwaukee, but those that do occur are not a threat to drinking water from the Milwaukee Water Works. Milwaukee's water intake pipe is far from shore and deep in Lake Michigan. In addition, Milwaukee Water Works treats the water with ozone disinfection, biologically active filtration, and chloramine disinfection. MWW is also nationally recognized as a leader for its comprehensive water quality monitoring program.

Visit [greatwateralliance.com/transition](http://greatwateralliance.com/transition) for a video and more FAQs regarding the upcoming transition to Lake Michigan water.

### Remember to Conserve Water

The Utility has rebates for new water saving toilets, showerheads, and rain barrels. For details visit: [waukesha-water.com/wtc.html](http://waukesha-water.com/wtc.html)

Follow Us On Social Media @CityOfWaukesha



City of Waukesha's News Splash Newsletter/Water Bill Insert  
Included information about the Transition & Water Conservation



## Water Transition Coming Soon

### *Important Information to Help Residents and Businesses Prepare*

In late summer 2023 (currently estimated early September), Waukesha will transition from its current water source to Lake Michigan water. As we get closer to the transition date, we would like to make sure residents, businesses and other Waukesha Water Utility customers know what you need to do *before* the transition takes place, while also providing you with information on what you might experience *during* the transition. **(Businesses and landlords – please share this important information with your personnel and tenants.)**

#### **Things You May Need to Do *BEFORE* the Transition**

When Waukesha transitions from its current groundwater supply to 100% Lake Michigan water from Milwaukee, there will be differences in the water characteristics and in the treatment methods. **(If you have a business that treats water for processes or products, now is the time to consult with your water treatment professionals to plan for any needed adjustments.)**

One permanent difference is a change in the disinfection process from chlorine (currently used by Waukesha) to **chloramines** (used by Milwaukee and the 860,000 people it serves). Both are commonly used to ensure public health protection and the change should be unnoticeable. However, the switch to chloramine may affect some health treatments, such as kidney dialysis. Also, chloramines, like chlorine, can be harmful to fish, reptiles and amphibians, if you are not prepared, and may require different treatment. Below is information on how customers with dialysis and pet aquariums need to prepare.

- Kidney Dialysis  
**Kidney dialysis patients should contact their physician or local kidney dialysis center, *before* the water transition begins,** for guidance on modifications to dialysis machines and procedures. Let your medical provider know that Waukesha will be getting a new water supply and modifications may be needed.
- Fish, Reptiles, & Amphibians  
**Owners of fish, reptiles, and amphibians should consult local pet stores, *before* the transition begins,** about required changes in water treatment. Area pet stores should be familiar with precautions (inexpensive water treatment or specified carbon filters) to remove chloramines in the new water supply. Let your pet store know that your new water supply will be from Milwaukee, which currently supplies many area communities, and that you will need treatment to remove the chloramines.

#### **What You May Experience *DURING* the Transition**

The entire transition could take as long as one month, as Lake Michigan water enters the supply system. However, impacts at individual locations will likely be noticeable for no more than a few days, if they are noticeable at all. Information on how to stay up to date on timing and other details of the transition are included below.



During the transition, most differences will be unnoticeable, but utility customers could experience **temporary** changes such as having a **chlorine-like smell or taste**. This will be due to increased chlorine levels during the transition to ensure a safe drinking water supply. Once the transition is complete, those disinfectant levels will be similar to the level of the current water supply. **The water will be safe to drink during and after the transition.**

**Water discoloration** could also occur for a short period of time due to the normal buildup of sediment in the pipes, similar to what happens during our annual pipe flushing. Discolored water is aesthetically unappealing but does not pose a human health issue. However, you should **remove certain water filters** (like filters in refrigerators, on kitchen sinks, in reverse osmosis systems, etc.) during the transition. Also, **avoid activities like laundering or making ice** until the water is clear. (**Laundromats, hospitals, nursing homes, hotels, restaurants, and landlords**, etc. may want to notify their staff members and tenants to avoid laundering and making ice, and to remove filters, during the transition.)

If you end up with color in your clothes, **do not put them in the dryer** because that can set the stain. To remove the color, you can use products like Red-B-Gone or Iron Out, from local hardware stores or online. The utility will have limited supplies of this product too. **Flushing your system's water pipes with cold water is typically the best way to resolve any problems with discolored water** and will help the water run clear again. Any discoloration will be temporary, and the water will continue to meet water quality regulations.

**Other permanent changes in water characteristics may include pH, mineral content, alkalinity and hardness.** Some people will also notice a slight change in the taste, due to differences in mineral content in the Milwaukee water, which is currently used by over 860,000 people in 16 other nearby communities.

**Lake Michigan water is 60% softer** than our current water supply, which will be another permanent benefit. We recommend that you **bypass your water softener for a month or two once the transition is complete** to determine your satisfaction with unsoftened water. Most Lake Michigan water users don't use water softeners. If you decide you would like to continue to use your softener, then you must have your water softener optimized for the new, softer water supply. This means having an approved optimizer adjust the settings for hardness, salt dosage and reserve capacity. For more information on water softeners or softener optimization, visit [www.waukesha-wi.gov/watersoftener](http://www.waukesha-wi.gov/watersoftener) or call the Clean Water Plant at (262) 524-3628.

Once the transition is complete, Waukesha's water source will be 100% Lake Michigan water. There will be no blending of Waukesha's current groundwater supply with the Lake Michigan supply. However, we will maintain some groundwater wells to be used only in an emergency situation.

### **Stay Up to Date**

Delivery of high-quality, reliable water to customers is and will continue to be the Waukesha Water Utility's top priority. The utility has undertaken extensive analysis to ensure that the introduction of this new supply will be as simple as possible for customers. The switch to Lake Michigan water benefits all businesses and residents by ensuring a safe and reliable water supply for the long term. However, we understand there may be temporary inconveniences and we appreciate your patience and understanding.

If you have any questions, please visit [www.waukesha-water.com](http://www.waukesha-water.com) for a link to extensive information about the switch, including a video regarding the transition, Frequently Asked Questions, and updates on timing of the transition. Or contact the utility at (262) 521-5272.



## Water Transition Coming in Mid-September

*Stay Tuned to the City's Social Media and to The Waukesha Freeman for Updates*

Waukesha will switch from its current groundwater source to Lake Michigan water in mid-September. As with any major construction project, there are many specific components that must be completed and tested, so the transition date has not yet been determined.

You can keep up to date on timing and other information about the transition at Waukesha Water Utility's website at [www.waukesha-water.com](http://www.waukesha-water.com). Updates will also be in or through *The Waukesha Freeman*. But for the easiest notifications, simply sign up for the City's weekly electronic newsletter (see the Connect link at [www.waukesha-wi.gov](http://www.waukesha-wi.gov)) or follow the City of Waukesha Facebook postings.

The list below is a friendly reminder of things you should do **before** the transition occurs:

- If you have a business that treats water for processes or products, please consult with your water treatment professionals for any needed adjustments.
- Kidney dialysis patients should contact their physician or local kidney dialysis center for guidance on any needed modifications to dialysis machines and procedures.
- Owners of fish, reptiles and amphibians should consult local pet stores about required changes in the water treatment.
- If you have a water filter for your refrigerator, faucet, or reverse osmosis system, remove or bypass the water filter before the transition starts and until the transition is complete, so that it doesn't get clogged.
- Turn the valve to bypass your water softener before the transition and leave it bypassed for about two months to determine your satisfaction with unsoftened water. Most Lake Michigan water users don't use water softeners. If you decide you want to continue to use your softener, then you must have your softener optimized. For more information on water softeners, visit [www.waukesha-wi.gov/watersoftener](http://www.waukesha-wi.gov/watersoftener) or call the Clean Water Plant at (262) 524-3628.

For more information what you may experience *during* the transition and about the transition, visit [www.waukesha-water.com](http://www.waukesha-water.com) or call the Utility at (262) 521-5272.

Follow Us On Social Media @CityOfWaukesha



City of Waukesha's News Splash Newsletter/Water Bill Insert  
Included information about the Transition & Water Softeners



## **Water Transition to Begin October 9, 2023**

### *What You May Experience During the Transition & How to Prepare*

Waukesha will begin the switch from groundwater to Lake Michigan water on October 9.

The transition was originally planned to begin between September 14 and 18, but a specific date was not set. By pushing the transition back to October 9, it will allow customers and businesses more time to prepare for the transition and will ensure the best product from the start.

### **What You May Experience *DURING* the Transition**

The transition to Lake Michigan water will move approximately 50 million gallons of water through more than 300 miles of water mains over the course of several weeks, starting on the east side of the city. For about 90% of our customers, the transition will start and end within the first five days. But for customers on the edges of our service area or at dead ends and cul-de-sacs, it may take as long as three to four weeks for the new water supply to reach them.

During the transition, some customers may notice a **chlorine-like smell or taste**. This is because the disinfectant level will be temporarily increased to ensure a safe drinking water supply. Once the transition is complete, the disinfectant levels will return to normal. The water will be safe to drink during and after the transition. Customers may also notice a subtle permanent change in the taste of water because the new supply has fewer naturally occurring minerals than the current groundwater supply.

Some customers may also experience **discolored water** during the initial transition due to the large volume of water (50 million gallons) moving through the water pipes. The discolored water, if a customer has it at all, may last a couple of days, or less, at individual locations. This will be similar to what occurs during the annual flushing of our water mains, as the normal build up of sediment in pipes is stirred up by water movement.

Reddish water is aesthetically unappealing but does not pose an immediate human health risk. If you have discolored water, avoid doing laundry, making ice, and using the water until the water runs clear. If you accidentally stain your laundry, avoid drying it as this can set the stain. To remove the color, use Red-B-Gone, Iron Out, or other rust removers from local hardware stores or online. The utility will have limited supplies of this product too.

Flushing your system's water pipes with **cold water only** is typically the best way to resolve any problems with discolored water. Remove the screens or aerators from the ends of the indoor faucets to prevent clogging. Then run all **cold-water** faucets, including the bathtub, wide open and simultaneously for three to five minutes. During that time, also flush each toilet two or three times. When the water clears, turn off the water and reinstall the aerators. Flushing the large flow of water through your pipes will generally dislodge any buildup of organic material that is causing discoloration or other issues. For a typical house, the cost of the water used to flush your service should be less than a dollar.

## What Should You Do *BEFORE* for the Transition?

One permanent difference with the transition is a change in the disinfection process from chlorine, that Waukesha has used, to chloramines, that is used by Milwaukee. Both disinfectants are commonly used by water utilities to ensure public health protection and the change should be generally unnoticeable. However, **kidney dialysis patients** should contact their dialysis center for guidance on any needed modifications to in-home dialysis procedures. Also, **owners of fish, reptiles, and amphibians** should consult local pet stores about required changes in water treatment.

The Utility also recommends **removing or bypassing in-home water filtration systems** – like the ones used with some refrigerator water dispensers or attached to kitchen faucets – before the start of the transition. Customer should also **bypass any reverse osmosis (RO) system**, if they have one. Customers can resume using filters after the first five days, when the majority of the water has been transitioned to Lake Michigan water. However, you may still experience a little discolored water while hydrants are flushed on dead end streets and cul-de-sacs.

Users should also **bypass water softeners** during the transition. Customers should check their user manual or look online for instructions for their softener model. Simply unplugging the softener will not bypass it.

Most people who use lake water do not use softeners. Lake water is 60% softer than our current supply. We recommend that you continue to bypass your softeners for a month or two to see if you are satisfied with the new water without a softener.

(The November bill insert will have more information on what to do with the water softener after the transition has been completed.)

## Water Conservation

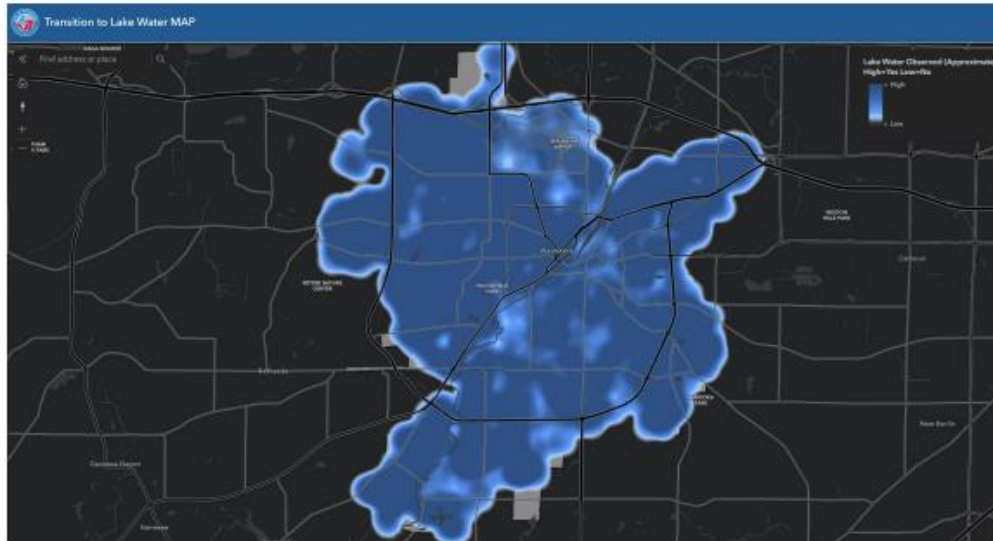
As part of the new water supply program, the Great Lakes Compact approval required a set of water conservation goals to be completed by 2050. The City of Waukesha has already met those goals, but our dedication to water conservation doesn't end here.

As a leader in conservation efforts, Waukesha continues to offer rebate programs for water-saving toilets, showerheads, rain barrels, and business incentives. The city will also provide educational information about conserving water. Learn more about Waukesha's water conservation programs at <https://waukesha-water.com/wtc.html> or call 262-521-5272.

## Stay Up to Date

The switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. Milwaukee Water Works (MWW) is recognized as a national leader for providing safe, high-quality drinking water. We appreciate your patience, understanding, and cooperation during the temporary inconveniences and thank everyone for their continued support in making this achievement possible.

Stay tuned to Waukesha Water Utility's website for updates on the water transition and for answers to frequently asked questions at [www.waukesha-water.com](http://www.waukesha-water.com) or call us at 262-521-5272.



## Welcome to Lake Michigan Water

*Waukesha's Interactive Map Shows the Transition is Complete*

### The Transition Was a Success

Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water. The Utility spent several years preparing for the transition to minimize the impacts. With a large volume of water (50 million gallons) going through the 300 miles of pipes, the Utility wanted customers to be prepared for the possibility of discolored water. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water, due to the aggressive flushing program completed beforehand.

### Attention Owners of Fish, Reptiles & Amphibians

If you own fish, reptiles, or amphibians, and haven't already done so, we recommend that you consult your local pet store about the required changes in water treatment. Let your pet store know that your new water supply now comes from Lake Michigan and that you will need new treatment to remove the chloramines.

### Aerators, Water Filters & Water Softeners

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be found at [www.waukesha-wi.gov/watersoftener](http://www.waukesha-wi.gov/watersoftener).

### Reliable Water Supply for Generations


The successful switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. We thank you for your patience and thank everyone for their continued support in making this achievement possible.

Follow Us On Social Media @CityOfWaukesha






City of Waukesha's News Splash Newsletter/Water Bill Insert  
Included information about the Transition & Water Softeners

## 7. City of Waukesha's Department of Public Works (DPW) *The WORKS* Space Newsletter/Inserts




### Stay informed about Waukesha's New Water Supply Project

VISIT OUR WEBSITE  
[greatwateralliance.com](http://greatwateralliance.com)

FOLLOW US  
 @GWSocial
 @GWA\_Social
 Great Water Alliance

CALL OUR HOTLINE  
262.409.4444


SIGN UP FOR CONSTRUCTION UPDATES  
[greatwateralliance.com/in-your-area/construction-updates](http://greatwateralliance.com/in-your-area/construction-updates)



### Booster Pumping Station Progress

Construction progress continues on the Booster Pumping Station. Overall, the project is about 75% finished. Our latest milestone was raising the one-million-gallon Elevated Storage Tank into place on March 14th. The steel bowl weighs nearly 300,000 pounds, and it took over four hours to lift to a height of 120 feet. Now that the tank has been raised, construction teams will enclose the bowl around the concrete column and complete piping and connections to the booster pumping station. Additional painting will also be completed, including the addition of the city's new fox logo.

Water Transition Open House Details Inside



DPW's Spring 2023 Newsletter Insert – Outside Cover

### WHY NEW WATER?

The City of Waukesha needs a long-term, sustainable alternative to its existing water supply. The City's primary source of drinking water, a deep aquifer, has become depleted, resulting in elevated levels of naturally occurring radium and other contaminants.

On June 21, 2016, the Great Lakes governors unanimously approved the City of Waukesha's request to source water from Lake Michigan, finding that we have no reasonable alternative for our water supply. And, at the end of 2017, an agreement was reached for Milwaukee Water Works to provide Lake Michigan water supply to the Waukesha Water Utility. The cost of water from Milwaukee – which supplies water to more than 860,000 people in 16 area communities – will be substantially lower than it would be from other potential suppliers.

Now, after years of scientific analysis, regional cooperation and community input, the Great Water Alliance program has entered its final year, on time and on budget. We are about to enter the Transition Phase, which will include testing to ensure all pipelines and pumping stations are working properly before Waukesha switches from groundwater to its new water supply in late summer.

To learn more about what you should expect at your home or business during the water transition to Lake Michigan water, visit [greatwateralliance.com](http://greatwateralliance.com) or join us for our spring open houses.

| Dates:                                                                                       | Location:                                                                              |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Thursday, May 4th from 5:30 PM - 7:30 PM<br>or<br>Saturday, May 6th from 10:00 AM - 12:00 PM | Council Chambers at Waukesha City Hall<br>or<br>201 Delafield St<br>Waukesha, WI 53188 |

### Water Conservation Program

As part of the new water supply program, the Great Lakes Compact approval required a set of water conservation goals to be completed by 2050. The City of Waukesha has already met those goals, but our dedication to water conservation doesn't end here.

As a leader in conservation efforts, Waukesha continues to offer rebate programs for water-saving toilets, showerheads, rain barrels and business incentives. The city also will continue to enforce sprinkling mandates and provide educational information about conserving water.

And with water and sewer rates based on the volume of water used, conservation will save **you** money.

Learn more about Waukesha water conservation programs at <https://waukesha-water.com/wtc.html> or call (262) 521-5272.

### WATER TRANSITION FAQs

#### Q: What will the water transition involve?

**A:** For many years, water in Waukesha has been supplied through groundwater wells located throughout the city. After the transition in late summer 2023, treated Lake Michigan water will be supplied by the City of Milwaukee to Waukesha's water distribution system. Pump stations, storage reservoirs and other facilities will help deliver Lake Michigan water (currently about 6 million gallons a day, on average) to the Waukesha Water Utility (WWU) distribution system, achieving Waukesha's long-term vision of ensuring a reliable supply for generations to come.

#### Q: What is Waukesha doing to ensure high-quality water during and following the water transition?

**A:** Waukesha has undertaken extensive studies to minimize temporary discolored water or other water quality issues during the transition to a new water supply. This includes testing samples of Waukesha water pipes with Milwaukee water to check for any reaction to the different water chemistry. The studies were carefully coordinated with state and federal regulators as well as other water quality experts and found no long-term adverse impacts of the water transition.

More than a dozen area communities have successfully switched from groundwater to Milwaukee water without water quality problems. As part of Waukesha's ongoing commitment to ensuring safe, reliable water, Waukesha Water Utility will also continue to monitor the water quality at the Booster Pumping Station and within the distribution system to address any issues that may arise during or after the transition.

#### Q: Will I notice any differences in the water at my home during the transition?

**A:** As our experts work to introduce a new and reliable water supply to over 300 miles of water pipelines in Waukesha, you may notice temporary changes, including a rusty color, or changes in the taste or smell. These changes will be temporary, if you experience them at all. The water meets all water quality regulations. Running water through your water pipes will help clear up these aesthetic issues.

Once the transition has been completed, customers in the areas south and southeast of the Fox River will enjoy slightly higher water pressures due to the addition of the new water tower. In other areas, there should be no impacts on pressure for normal usage after the transition. Lake Michigan water is also at least 60% softer than groundwater, which will be a permanent benefit of the new water supply.

One difference with the new water supply is a change in the disinfection process from chlorine (used by Waukesha) to chloramines (used by Milwaukee). Both are commonly used to ensure public health protection, and the change should be unnoticeable. However, the switch to chloramine may affect some health treatments, like dialysis, so you may wish to consult your health care provider. Owners of aquariums or fishponds should also consult local pet stores about changes in water treatment that will be required.

For answers to other Frequently Asked Questions, please go to [greatwateralliance.com](http://greatwateralliance.com).

You can also sign up online to receive updates about the upcoming transition through our newsletter.

DPW's Spring 2023 Newsletter Insert – Inside  
Water Transition & Water Conservation Information

## Lake Michigan Water Transition and Your Softener

As part of the city's discharge permit from the Wisconsin Department of Natural Resources (DNR), the Clean Water Plant must reduce chloride discharge. Chloride can be toxic to aquatic life.

Chloride removal at the plant is not feasible. The City of Madison estimated its cost to be nearly \$2 billion to install chloride removal treatment.



The largest chloride loading comes from water softener salt. With the upcoming switch to Lake Michigan water, our water will be 60% softer. Most existing Lake Michigan water customers do not have softeners.

The city is trying to preserve the option for residents to have softeners, but they must have their softener optimized by an approved optimizer company to minimize salt use. Optimization includes checking or adjusting the settings for hardness, salt dosage and reserve capacity, and may involve changing some internal softener parts.

### Commonly Asked Questions:

#### **I received a high water user letter. What if I can't get an optimization appointment in time?**

If you plan to keep using your softener after the water switch, keep trying to contact your optimizer until their schedule opens up. Regardless of water usage, for continued use all softeners must be optimized by 1/1/2025.

#### **My softener brand is not on the optimizer list. What do I do?**

Call 262-524-3628 and we will assist you.

#### **I'm considering buying a new softener. What should I do?**

Consider trying Lake Michigan water first without a softener. It may be satisfactory to you without softening.

#### **I was told my time clock softener can't be optimized. Do I need to buy a new one?**

They can be optimized in most cases, depending on your water usage. If you want to keep using a softener with Lake Michigan water, we encourage you to replace your time clock unit with a demand-based softener. All new softeners must be optimized at the time of installation.

**For more information, visit:**


[www.waukesha-wi.gov/government/departments/softener-salt-program.php](http://www.waukesha-wi.gov/government/departments/softener-salt-program.php)

## Remember to Conserve Water

Water and sewer bills are based on the volume of water used. Conservation will save you money.

Find information on Waukesha's annual sprinkling ordinance and rebate programs for water-saving toilets, efficient showerheads, rain barrels and business incentives at [waukesha-water.com/wtc.html](http://waukesha-water.com/wtc.html).





**Stay informed about  
Waukesha's Water  
Transition**

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waukesha-water.com

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 @GWSocial @GWA\_Social  
 Great Water Alliance

CALL US  
(262) 521-5272



## Welcome to Lake Michigan Water

On June 21, 2016, the eight Great Lakes governors unanimously approved the City of Waukesha's request to source water from Lake Michigan. And now, after years of planning, design, permitting and construction, we are excited to transition to a safe, sustainable water supply for the people of Waukesha.

The switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. We appreciate your patience, understanding and cooperation, and thank everyone for their continued support in making this achievement possible.



### DPW's Fall 2023 Newsletter Insert – Outside Cover

#### TIMING

The transition to Lake Michigan water is scheduled to begin **October 9, 2023**. Approximately 50 million gallons of water will flow through more than 300 miles of water mains over the course of several weeks, starting on the east side of the city. For about 90% of our customers, the transition will start and end within the first five days. But for customers on the edges of our service area or at dead ends and cul-de-sacs, it may take as long as three to four weeks after the starting date for the new water supply to reach them.

#### WATER FILTRATION AND REVERSE OSMOSIS SYSTEMS

To avoid filters getting clogged, the Waukesha Water Utility (WWU) recommends removing or bypassing in-home water filtration systems (like the ones used for some refrigerator water dispensers or kitchen faucet attachments), as well as bypassing reverse osmosis (RO) systems if customers have one **before the start of the transition**. Customers can resume using filters again after the first five days, when the majority of the water has been transitioned to Lake Michigan water. However, you may still experience some discolored water while hydrants are being flushed on dead-end streets and cul-de-sacs.

#### WATER TASTE

During the transition, some customers might notice a chlorine-like smell or taste. This is only temporary, due to a short-term increase in disinfectant levels to ensure a safe drinking water supply. The water has been and will continue to be safe to drink. Customers may also notice a subtle, permanent change in the taste of water because the new supply has fewer naturally occurring minerals than the previous groundwater supply.

#### WATER DISCOLORATION

Some customers may also experience discolored water during the initial transition due to the large volume of water (50 million gallons) moving through the water pipes. The discolored water, if a customer has it at all, may last a couple of days, or less, at individual locations. This will be similar to what occurs during the annual flushing of our water mains, as the normal buildup of sediment in pipes is stirred up by water movement.

Reddish water is aesthetically unappealing but does not pose an immediate risk to human health. If you have discolored water, avoid doing laundry, making ice and using the water until it runs clear. If you accidentally stain your laundry,

avoid drying it as this can set the stain. To remove the color, use Red-B-Gone, Iron Out or other rust removers from local hardware stores or online. The WWU will have limited supplies of this product too.

Flushing your system's water pipes with **cold water only** is typically the best way to resolve any problems with discolored water. Remove the screens or aerators from the ends of the indoor faucets to prevent clogging. Then run all **cold-water** faucets, including the bathtub, wide open and simultaneously for three to five minutes. During that time, also flush each toilet two or three times. When the water clears, turn off the water and reinstall the aerators. Flushing a large flow of water through your pipes will generally dislodge any buildup of organic material that is causing discoloration or other issues. For a typical house, the cost of the water used to flush your service should be less than a dollar.

If you are dealing with discolored water for more than a couple of days, please call the WWU at **262-521-5272**. Find more information on how to solve discolored water issues in the frequently asked questions section at [www.greatwateralliance.com/transition](http://www.greatwateralliance.com/transition).

#### WATER SOFTENERS

While the city is trying to preserve your option to use a softener, the only sustainable solution to meet our chloride limits is for softener owners to either have them professionally optimized by **January 1, 2025** or to bypass them. An optimized softener adjusted to Lake Michigan's water hardness will use on average 80% less salt than an unoptimized softener set for groundwater hardness. Most Lake Michigan water users do not soften their water. You may choose to try the unsoftened water yourself for a month by placing your softener in bypass mode (refer to the product manual online for your brand of softener). Do not simply unplug your softener as this does not bypass it. If you have questions about your water softener or the optimization program, visit [www.waukesha-wi.gov/watersoftener](http://www.waukesha-wi.gov/watersoftener) or call the Clean Water Plant staff at **262-524-3628**.

#### TRANSITION UPDATES

Stay tuned to the WWU's website for updates on the water transition and for answers to frequently asked questions visit [www.waukesha-water.com](http://www.waukesha-water.com) or call us at **262-521-5272**.

### DPW's Fall 2023 Newsletter Insert – Inside Water Transition & Water Softener Information



## Water Softener Optimization Update

The Clean Water Plant is required by the State of Wisconsin to reduce chlorides, which can be harmful to fish and other aquatic life in the Fox River and other bodies of water.

The largest source of chloride loadings (greater than 50%) is salt used in the regeneration of water softeners. In an effort to meet permit limits, the city has an ongoing softener optimization program that prioritizes high salt users (i.e., high water users with softeners).

A letter will soon be sent to all high water users letting them know that their softeners must be optimized before September 1, 2023. After that date, non-optimized softeners for high water users will be prohibited from use.



What is optimization? It's the adjustment of several key softener parameters by an approved optimization company to meet the requirements of this program. Reducing salt use benefits your facility or home by reducing salt costs and handling, while helping the city reduce chloride discharged to the Fox River and Root River. The city is supporting this program by contributing \$30 toward the service call cost directly to the optimization company.



What if you're not a high water user? We encourage you to bypass or disconnect your softener after the switch to Lake Michigan water in late 2023. Lake water has only 1/3 of the hardness of our current water supply, and most Milwaukee water customers do not use softeners. All non-optimized softeners in Waukesha will be prohibited starting January 1, 2025.

Optimizing water softeners helps preserve our water resources.

For more information, call 262-524-3628 or visit:

[www.waukesha-wi.gov/government/departments/softener-salt-program.php](http://www.waukesha-wi.gov/government/departments/softener-salt-program.php)

DPW's Winter 2023 Newsletter  
Water Softener Information

## 8. Advertisement of the Toilet & Shower Head Rebate Program

The Utility has publicized the toilet & shower head rebate program in the following ways: messages on bills, bill inserts, ads placed in the City Park & Recreation's Activity Guide, rebate applications on display at Home Depot, and information is given to local plumbers. Information is also posted on the Utility's website, mentioned on the Utility's social media accounts, in press releases (as shown in the Fix a Leak Week & National Drinking Water Week sections), in newsletters, and at public outreach/educational events.

### a. Messages on water bills for all customer classes


**IMPORTANT INFORMATION:**

"\$100 rebates are available for 1.28 gpf toilets and \$25 rebates are available for shower heads. For detailed information, please visit [www.waukesha-water.com](http://www.waukesha-water.com)"

### b. Bill Insert:


Bill inserts are sent out annually to all customer classes informing them of the 1.28 gpf toilet rebate. In addition, the bill inserts also inform customers where they can purchase rain barrels, that it is not necessary to water the lawn, toilets should be checked twice a year for leaks, and dripping faucets can usually be easily and inexpensively repaired.


## Did you know...


 You can get the following rebates from the Utility:

- \$100 for WaterSense toilets
- \$25 for WaterSense showerheads
- \$20 for rain barrels

For details visit: <https://waukesha-water.com/wtc.html>.

 Toilets leaks tend to be invisible and can waste hundreds of gallons of water per day. To identify silent toilet leaks, put 8-10 drops of food coloring into the water in the tank and wait 20 minutes. If color appears in the bowl before flushing, your toilet has a leak.


 It is not necessary to water the lawn. It is natural for lawns to turn brown in the hottest months. The lawn doesn't die, it just goes dormant. The green lawn will return with the autumn rain; and when you don't water, you don't have to mow as often.

 Dripping faucets are usually easily and inexpensively repaired by replacing the washer inside the handle. Check both internal and external faucets for leaks. See our website for videos on how to fix leaks.

For more information, please visit our website at [www.waukesha-water.com](http://www.waukesha-water.com)

c. City's Park & Recreation Activity Guide:

The toilet and shower head rebate program was advertised in the City's Activity Guide. This Guide is on the City's website and is mailed out to approximately 30,000 homes three times a year.



The advertisement features the Waukesha Water Utility logo at the top, which consists of a stylized green 'W' with a water drop. Below the logo, the text reads 'Waukesha Water Utility Water Conservation Programs'. Three illustrations are shown: a toilet with money falling into it, a cartoon character being sprayed by a showerhead, and a rain barrel being filled by a hose. The program details are listed in three bullet points, each with a monetary benefit. The first bullet point is 'Replace a Water Guzzling Toilet Receive \$100'. The second is 'Replace a Water Wasting Showerhead Receive \$25'. The third is 'Install a Rain Barrel Receive \$20'. Below these, there is a section for 'Annual Sprinkling Ordinance' with specific timing rules for odd and even numbered addresses. At the bottom, it says 'See Details: www.waukesha-water.com'.

**Waukesha Water Utility**  
**Water Conservation Programs**

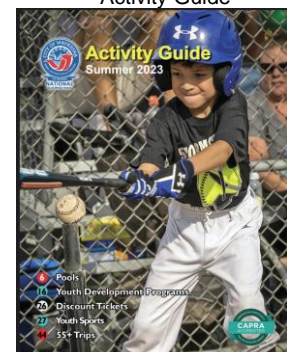
- Replace a Water Guzzling Toilet  
*Receive \$100*
- Replace a Water Wasting Showerhead  
*Receive \$25*
- Install a Rain Barrel  
*Receive \$20*

• Annual Sprinkling Ordinance  
(Before 9 am or After 5 pm)  
Odd Numbered Addresses – Tuesdays & Saturdays  
Even Numbered Addresses – Thursdays & Sundays

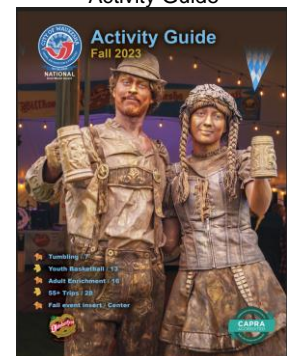
See Details: [www.waukesha-water.com](http://www.waukesha-water.com)



2023 Winter/Spring Activity Guide



2023 Summer Activity Guide



2023 Fall Activity Guide



Toilet, Showerhead, & Rain Barrel Rebate Ad in the City's Activity Guide

## 6. Irrigation System Ordinance Bill Insert

Bill inserts (as shown below) are sent out on an annual basis to all customer classes informing them of the Irrigation System Ordinance.

The first sentence of the postcard has the message that established lawns do not need to be watered. The Utility knows that some customers have sprinkler systems and are going to water their lawns; therefore, the Utility's Irrigation System Ordinance requires a WaterSense irrigation controller to help customers conserve water.

In addition to the bill insert, information regarding the Ordinance is also posted on the Utility's website.



**City of Waukesha's  
Irrigation System Ordinance**

Established lawns do not need to be watered. However, we understand that some customers have sprinkling systems and will water their lawns.

By following the Ordinance and installing a WaterSense irrigation controller, homeowners and businesses can save between 30-50% on their summer water bills.

For more detailed information, please visit our website at:  
[www.waukesha-water.com/ord\\_codes.html](http://www.waukesha-water.com/ord_codes.html).

Irrigation System Ordinance Postcard

# WaterSense®



## 7. EPA's WaterSense National Fix a Leak Week

Waukesha Water Utility promoted Environmental Protection Agency (EPA) WaterSense's annual Fix a Leak Week with the following activities:

- The following message was added to the bills.

### Fix a Leak Week

Check your winter water bill. If you use 12,000 gallons or more per month, you may have a serious leak! Learn how to fix leaks at [www.waukesha-water/wtc.html](http://www.waukesha-water/wtc.html)."

- A press release
- Information on the home page of the Utility's website
- Classroom Materials on our website that teach students to check for toilet leaks.

The items, mentioned above, are shown on the following pages.



For Immediate Release

### **Toilet Leaks Tend to be Invisible and Can Cost a lot of Money**

When toilets leak, hundreds of gallons of water a day can be wasted without the homeowner's knowledge. For this reason, Waukesha Water Utility encourages customers to check their toilets for leaks during this year's national Fix a Leak Week.

To identify silent toilet leaks, the Utility recommends doing a dye test – put 8-10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak. Below is a diagram on how to do the dye test.



You may also want to check the age of your toilet, while you're testing your toilet for leaks. Replacing water-wasting toilets installed 1993 or earlier, with a WaterSense-labeled toilet can save homeowners approximately 13,000 gallons of water per year and \$300 on water and wastewater bills. If you live in the city of Waukesha, you may also qualify for a \$100 toilet rebate and a \$25 shower head rebate.

In addition to testing the toilet for leaks, check for dripping faucets, showerheads, irrigation systems, spigots, and other fixtures. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.

For more information about the toilet rebate, or finding and fixing leaks, visit the Utility's conservation page at [www.waukesha-water.com](http://www.waukesha-water.com).

Press Release for National Fix a Leak Week



Department Home

Customer Service ▾

New Water Supply Program ▾

Utility and Commission ▾

Conservation ▾



### **The great news about Great Lakes water.**

In June of 2016, the Great Lakes Compact unanimously approved Waukesha's application to borrow water through a pipeline from Lake Michigan, and then treat it and return it all to the lake via the Root River.

We pledge to keep everyone who may be affected fully informed, every step of the way. To that end, we developed [greatwateralliance.com](http://greatwateralliance.com), a website that will be the information hub for all things related to the project.

### **NEWS ROOM**

[National Fix a Leak Week](#)

**Pay Bill Online**

[Click Here](#)

Fix a Leak Week Information on the Utility's Website



## Fix a Leak Week: Student Worksheet

Name: \_\_\_\_\_

### Save Water & Money

According to the Environmental Protection Agency (EPA) WaterSense partnership program, "an American home can waste on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, and other household leaks." That can cost your family a lot of money. That is why Waukesha Water Utility encourages you to use water wisely and check your home for leaks, during this year's national Fix a Leak Week. Try the activities and math problems on both sides of this sheet to see how fast water waste adds up.

### Little Leaks Waste Big Amounts of Water

| SIZE OF LEAK<br>(Diameter) | WATER WASTED<br>EACH QUARTER<br>(Assuming 60 lbs of pressure) |
|----------------------------|---------------------------------------------------------------|
| • 1/32" drip               | 18,500 gallons                                                |
| • 1/16" trickle            | 74,000 gallons                                                |
| ● 1/8" stream              | 296,000 gallons                                               |
| ● 1/4" stream              | 1,181,500 gallons                                             |

#### **Toilet Leaks:**

Toilet leaks are one of the most common leaks. Toilet leaks tend to be invisible. Hundreds of gallons of water a day can be wasted on toilet leaks. The sound of water running in a toilet tank signals costly leakage. For this reason, it is recommended that toilets be checked for leaks at least twice each year.

#### **Activity #1: Test All Your Toilets for Leaks, with the help of your parent.**

Checking a toilet for leaks is easy!

Take lid off the back of the toilet tank.

Put ONE of the attached leak detection tablets into the tank of the toilet.

Do NOT flush the toilet.

Wait for 20 minutes.

If you have another toilet, test that toilet for leaks too by repeating the directions above.

If colored water from the dye tab appears in the bowl within 20 minutes, you have a leak.

Make sure to flush the colored water as soon as the 20 minutes is up, otherwise the coloring may stain.

(Please continue on to page 2 →)



**Activity #2: Record your Data & Calculate How Many Gallons of Water Your Toilet Uses**

- How many toilets do you have? \_\_\_\_\_ Did you test all your toilets for leaks? \_\_\_\_\_
- Does your toilet leak? (Did the dye color appear in the bowl?)  

|  |           |           |
|--|-----------|-----------|
|  | _____     | _____     |
|  | Toilet #1 | Toilet #2 |
- How old is your toilet? (The year of the toilet can be found on the underside of the tank lid. The date of the manufacture is often stamped into the porcelain.)  

|  |       |       |
|--|-------|-------|
|  | _____ | _____ |
|  | Year  | Year  |
- What is the size, make, and model of the toilet? (this information may be found in the toilet tank or under the tank lid.)

Toilet #1 \_\_\_\_\_  

|      |      |       |
|------|------|-------|
| Size | Make | Model |
|------|------|-------|

Toilet #2 \_\_\_\_\_  

|      |      |       |
|------|------|-------|
| Size | Make | Model |
|------|------|-------|

- Using a ruler on the outside of the toilet tank, measure the water level (Be sure to measure in feet – answers maybe recorded with decimals or fractions.)

Toilet #1 \_\_\_\_\_  

|             |            |                  |
|-------------|------------|------------------|
| Tank Length | Tank Width | Side Water Depth |
|-------------|------------|------------------|

Toilet #2 \_\_\_\_\_  

|             |            |                  |
|-------------|------------|------------------|
| Tank Length | Tank Width | Side Water Depth |
|-------------|------------|------------------|

- Calculate how many cubic feet of water is in the tank. (Multiply Length x Width x Depth)  

|  |               |               |
|--|---------------|---------------|
|  | _____ cu. ft. | _____ cu. ft. |
|  | Toilet #1     | Toilet #2     |
- Calculate how many gallons of water your toilet uses for every flush. (Multiply the cubic feet x 7.47 = Gallons per Flush)  

|  |             |             |
|--|-------------|-------------|
|  | _____ gals. | _____ gals. |
|  | Toilet #1   | Toilet #2   |



**\$100 Toilet Rebate**



- Is your toilet a pre-1994 toilet? (Look at your answer in #3)  

|  |           |           |
|--|-----------|-----------|
|  | _____     | _____     |
|  | Toilet #1 | Toilet #2 |
- Does your toilet use 3.5 gallons/flush or more? (Look at your answer in #7)  

|  |           |           |
|--|-----------|-----------|
|  | _____     | _____     |
|  | Toilet #1 | Toilet #2 |
- Does your family get a water bill from Waukesha Water Utility? \_\_\_\_\_  
 (Ask your parents)
- If you answered yes to #8, #9, and #10, your family could be eligible to get up to \$100 per toilet for replacing their old water guzzling toilet. Is your family eligible?  

|  |           |           |
|--|-----------|-----------|
|  | _____     | _____     |
|  | Toilet #1 | Toilet #2 |
- Have you told your parents about this \$100 toilet rebate? \_\_\_\_\_

If your family is eligible, the old toilet needs to be replaced with a WaterSense 1.28 gpf toilet. Your parents can call the Waukesha Water Utility at (262) 521-5272 or visit our website for more information at [www.ci.waukesha.wi.us/waterhome](http://www.ci.waukesha.wi.us/waterhome).

\_\_\_\_\_  
 Parent Signature

\_\_\_\_\_  
 Date

## **8. National Drinking Water Week**

May 7<sup>th</sup>-13<sup>th</sup>, 2023, was National Drinking Water Week. In honor of this week, the Utility had a press release that talked about the importance of protecting/conserving water.

The press release mentioned the Mayoral Proclamation for National Drinking Water Week and reminded customers about the water conservation programs and incentives that are available through the Utility. The press release was in the Waukesha Freeman and posted on the Utility's website.

The Mayoral Proclamation was read at the Common Council meeting and included on the City's social media and on the City's electronic newsletter.

Copies of these items are shown on the following pages.



**Waukesha Water Utility**  
Serving Waukesha Since 1886

- Department Home
- Customer Service ▾
- New Water Supply Program ▾
- Utility and Commission ▾
- Conservation ▾



### The great news about Great Lakes water.

In June of 2016, the Great Lakes Compact unanimously approved Waukesha's application to borrow water through a pipeline from Lake Michigan, and then treat it and return it all to the lake via the Root River.

We pledge to keep everyone who may be affected fully informed, every step of the way. To that end, we developed [greatwateralliance.com](http://greatwateralliance.com), a website that will be the information hub for all things related to the project.

### Utility Offices Closed to Public; Payment and Customer Service Options are Available

[Learn more.](#)

### NEWS ROOM

- 5/4/23 [National Drinking Water Week 2023](#)
- 5/4/23 [WWU to host open house 5/4 and 5/6](#)

### Pay Bill Online

[Click Here](#)

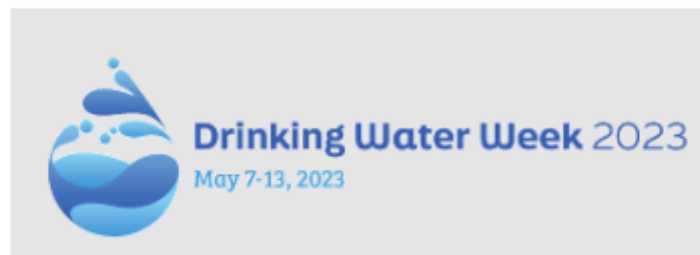
### Sign Up For Auto Pay

[Click Here](#)



Waukesha Transition

Waukesha's transition to Lake Michigan water is



### **Water Conservation Rebates, Incentive Program, & National Drinking Water Week**

**Waukesha, WI** – As Mayor Shawn Reilly commemorates National Drinking Water Week with a Mayoral Proclamation, Waukesha Water reminds customers about the residential water conservation rebates and the incentive program for businesses.

Waukesha Water Utility encourages water conservation with \$100 WaterSense toilet rebates and \$25 WaterSense showerhead rebates. Residents who replace their 1993 or older toilet with a 1.28 gpf (gallon per flush) WaterSense toilet, can save approximately 9,000-11,000 gallons of water per year. Replacing a 1992 or older showerhead can save approximately 2,900 gallons of water per year, and approximately 300 kwh of electricity annually.

The Utility also has \$20 rebates for rain barrels. Harvesting rainwater is easy and a great way to conserve water. A 50-60 gallon rain barrel, which connects to a downspout to capture rain water, can collect a surprising amount of water: 1/10<sup>th</sup> of an inch of rain falling on a 1,000 square foot rooftop can fill a 50-gallon barrel. That's 50 free gallons of naturally soft, chlorine-free water, which is great for watering your flowers and plants, washing off your boots, washing the car or bike, or any other outdoor activities.

In addition to the residential rebates, the Utility has an incentive program for businesses to replace equipment with new technology to save water. For organizations to be eligible for an incentive, a *Water Conservation Incentive Application* must be submitted to the Utility; and businesses must receive approval for the project before new technology is ordered. Waukesha Water will assess the projects to determine if the project is eligible for an incentive.

Drinking Water Week is the perfect time to remind customers about the rebates and incentive program, a time when we celebrate water and remind everyone of the importance of protecting and conserving this valuable resource. To read the Mayoral Proclamation, or for more information about the rebates and the incentive program, visit the Utility's website at [www.waukesha-water.com](http://www.waukesha-water.com) or call (262) 521-5272.



Office of the Mayor  
201 Delafield Street  
Waukesha, Wisconsin 53188-3646

Shawn N. Reilly  
[sreilly@waukesha-wi.gov](mailto:sreilly@waukesha-wi.gov)  
1-262-524-3700

### National Drinking Water Week PROCLAMATION

WHEREAS, water is one of our most important natural resources; and

WHEREAS, each citizen and business in our City has a responsibility to protect and conserve water; and

WHEREAS, the Waukesha Water Utility has encouraged and will continue to encourage businesses to conserve water; and

WHEREAS, the Waukesha Water Utility offers grant money to businesses that replace equipment with new technology that saves water; and

WHEREAS, the Waukesha Water Utility encourages and provides \$100 rebates to residents to replace all pre-1994 toilets with 1.28 gpf WaterSense toilets, as well as, \$25 WaterSense showerhead rebates, and \$20 rain barrel rebates; and

WHEREAS, all citizens and businesses are urged to comply with all sprinkling and irrigation system ordinances; and

WHEREAS, we are all stewards of our water resources and infrastructure so that future generations will also have clean sustainable water; and

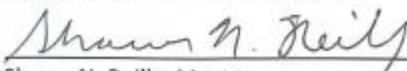
WHEREAS, Waukesha will finish construction of the historic Great Water Alliance project for Lake Michigan water, ensuring that our drinking water supply will be sustainable and reliable for generations to come;

NOW THEREFORE, I, Shawn Reilly, Mayor of the City of Waukesha, proclaim April 30<sup>th</sup> to May 6<sup>th</sup>, 2023 as

#### NATIONAL DRINKING WATER WEEK

And ask that we recognize the essential role that drinking water plays in our daily lives.

Signed this 2<sup>nd</sup> day of May, 2023

  
Shawn N. Reilly, Mayor  
City of Waukesha

---

City of Waukesha  
201 Delafield Street, Waukesha, WI 53188  
[WAUKESHA-WI.GOV](http://WAUKESHA-WI.GOV)

Mayoral Proclamation for National Drinking Water Week

## 9. Tips on How to Prevent Water Pipes from Freezing & Breaking

Broken water pipes waste a lot of water. To prevent pipes from freezing and breaking, the Utility puts the annual press release in the Waukesha Freeman and on the Utility's website. Due to the timing of the cold weather, there was no press release in 2023. Instead, the Utility published the press release in December 2022 and January 2024. Since there was no press release submitted in 2023, the 2022 press release is shown below.

### For Immediate Release

### Waukesha Water Utility

# Press Release

Contact:  
115 Delafield Street  
Waukesha, WI 53188  
Phone 262-409-4423  
Fax 262-521-5265

### Prevent Freezing Pipes

Waukesha, WI, - December 22, 2022 Cold weather and wind chills means we can expect frozen water pipes and water damage if exposed areas aren't properly insulated or we aren't careful about winter heating. Here are some problem areas, warning signals and tips to minimize the chance of freezing water pipes.

#### **PROBLEM AREAS**

- Pipes near broken or open basement windows
- Unheated crawl spaces and equipment rooms
- Pipes near the foundation or cracks in the basement wall
- Pipes near exterior wall in unheated room
- Inadequate heating in un-insulated or uncovered outside pit
- Pipes under kitchen sinks or cupboards

#### **WARNING SIGNS OF FREEZE**

- Unusually cold water temperature (less than 35° F) at any fixture
- Unusually low water flow at a fixture
- Discolored water at a fixture
- Low water pressure at a fixture
- Extremely cold piping at a fixture
- Sputtering sound when opening a fixture

#### **THAWING FROZEN PIPES**

- It's safest to use hot air from a hair dryer or exhaust from a vacuum cleaner
- Use heat tape, but with caution, and unplug when finished

#### **PREVENTION**

- Check water temperature and run a little water if unusually cold
- Shut off and drain outside water faucets before freezing occurs
- Run small amounts of water from highest faucet until full flow returns
- Insulate walls near exposed piping
- Repair cold air leaks to reduce drafts on piping and meter

#### **CAUTION**

- To prevent fires, never thaw with an open flame or torch
- Be careful if pipe is cracked, it will spray water into electrical appliances when thawed
- Check and clear drains to prevent basement flooding in case of pipe burst
- Know where the main shut-off valve is located so you can turn it off quickly in case a pipe bursts

If you need additional information, please contact the Customer Service Department of the Waukesha Water Utility at (262) 521-5272.



## **B. Community Presentations & Public Outreach Events**

In 2023, the following community presentations and public outreach events took place:

1. Milwaukee School of Engineering (MSOE) Presentation
2. Waukesha Kiwanis Club Presentation
3. New Perspectives Senior Living Center Presentation
4. Wisconsin Wastewater Operators' Association Presentation
5. Waukesha City Hall Open House Presentations and Information Tables
6. Downtown Waukesha Business Association Presentation
7. City of Waukesha Common Council Presentation
8. Wisconsin Government Leaders Round Table Discussion
9. Great Lakes – St. Lawrence River Compact Council Presentation
10. City of Waukesha Groovin' with Gina Presentation
11. Rosewood Condo Association Presentation
12. AWWA Management Seminar Presentation
13. Waukesha County Museum Senior Group History Talk

14. WAUK Radio *All Things Waukesha* Interview with Don Browne
15. AWWA Tri-County Water Association Presentation
16. Orientation Meeting with Alderman Mike Anderson
17. Orientation Meeting with Alderman Paul Wuteska
18. National Extension Tourism Conference
19. Waukesha County's Master Naturalists
20. Waukesha's Tribute Tuesdays
21. Waukesha's Farmer's Market

The detailed information pertaining to this year's presentations and outreach events follows.





## 1. Milwaukee School of Engineering (MSOE)

In January of 2023, Dan Duchniak gave a presentation to the Milwaukee School of Engineering graduate students.

Dan talked about how Waukesha is transitioning from its current groundwater source to Lake Michigan water. He talked about the construction process and costs/issues affecting the cost. He also talked about rate projections, Waukesha's water conservation program, and the elimination and optimization of water softeners.



# Kiwaniis<sup>®</sup>

## CLUB OF WAUKESHA

### 2. Waukesha's Kiwanis Club

In February 2023, Dan Duchniak gave a presentation to Waukesha's Kiwanis Club.

He provided a Great Water Alliance update. He talked about how Waukesha is transitioning to Great Lakes water. He talked about the Compact and how the Utility is required to return the water to the Great Lakes basin. He gave a project overview and talked about costs, rates, Waukesha's water conservation program and the elimination and optimization of water softeners.



### **3. New Perspectives Senior Living Center**

In February 2023, Dan Duchniak gave a presentation to the residents at New Perspectives Living center.

Dan provided an update on the transition project. He talked about the construction process, the cost projections, future rates, Waukesha's water conservation program, and the elimination and optimization of water softeners.



#### 4. Wisconsin Wastewater Operators Association

In March 2023, Dan Duchniak gave a presentation to the Wisconsin Wastewater Operators Association group.

During this presentation, Dan talked about the reason Waukesha needs a new water supply. He talked about our sustainability and radium issues. He also talked about Waukesha's new water supply and provided an update on the transition project. Dan talked about the return flow and discharge process, issues affecting project costs, future rates, and the elimination and optimization of water softeners.





## Waukesha Downtown Business Association

### 6. Waukesha's Downtown Business Association

In May 2023, Dan Duchniak gave a presentation to Waukesha's Downtown Business Association.

Dan informed the businesses that Waukesha will be transitioning to a new water source and explained what they might experience so they could prepare. Once again, Dan also talked about rates, water conservation, and that water softeners are no longer needed since Lake Michigan water is 60% softer than our groundwater source.

In addition to Dan's presentation, the Utility had a water conservation information table that included information about Waukesha's sprinkling ordinance, toilet/showerhead and rain barrel rebates, business incentives, pre-rinsed spray valves, how to find and fix leaks, and *My Brown Lawn is Green* yard signs.





## **7. City of Waukesha's Common Council**

In May 2023, Dan gave a presentation to Waukesha's Common Council.

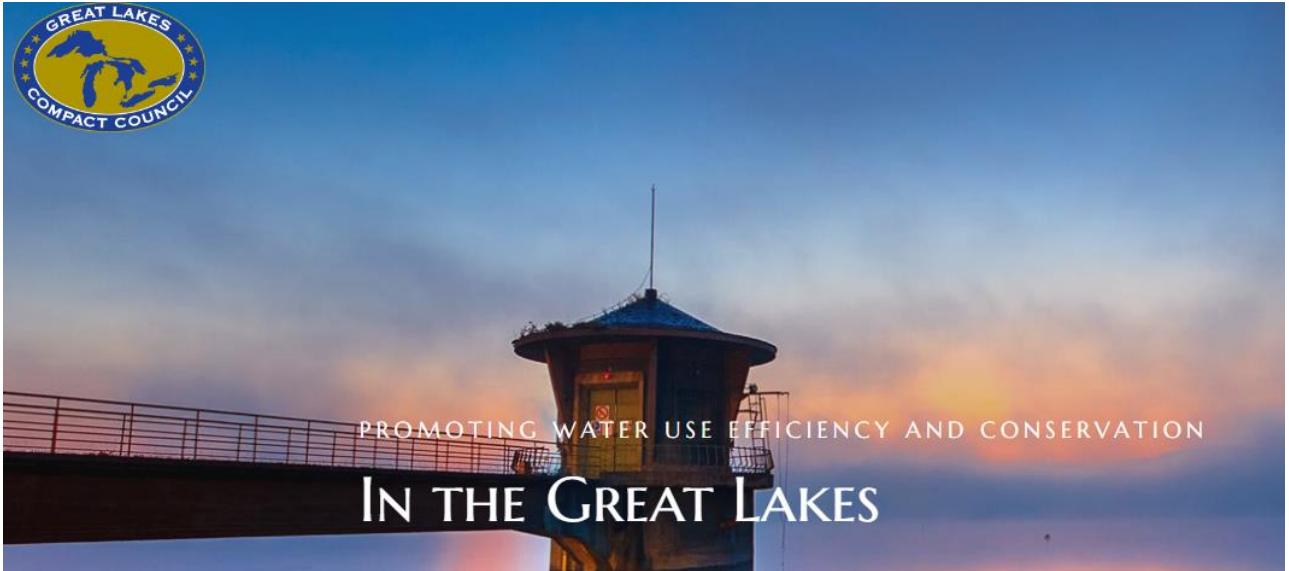
Dan talked about Waukesha continuing to provide high quality drinking water as Waukesha transitions from groundwater to treated Lake Michigan water from Milwaukee. He talked about the transition process, what customers can expect with the new water supply, and that Waukesha residents/businesses no longer need water softeners (or can optimize their softeners) because Milwaukee's water is 60 percent softer.



#### **8. Wisconsin Government Leaders Round Table in Lake Geneva**

In 2023, Dan participated in the Wisconsin Government Leaders round table discussion that was held in Lake Geneva. Dan talked about Waukesha's need for a new water source. He talked about how Waukesha studied potential water supply alternatives for years. He explained how one of the alternatives included water conservation. He also talked about the Application for Great Lakes water and the approval process.





## 9. **Great Lakes Compact Council**

In June 2023, Dan gave a presentation to the Great Lakes Compact Council. The presentation was about the Great Water Alliance water project.

During the presentation, Dan talked about Waukesha's water issues, the implementation of Conditions of the Council Approval – which includes NR852's water conservation requirements (Waukesha's water conservation program), pharmaceutical and personal products reduction program (which includes the chloride reduction program), the elimination/optimization of water softeners, and a project/construction overview.



#### 10. City of Waukesha Groovin' With Gina

The City of Waukesha has a monthly employee training series with the City's Administrator. Dan Duchniak was asked by the interim city administrator to give a presentation about Waukesha's Great Lakes project.

Dan's introduction included background information as to why Waukesha needs a new water source. He also talked about the years of studies for potential water supply alternatives (which included water conservation). He talked about the application, approval, and permitting process and gave an overview of the construction project. He also talked about what people can expect during the transition, that Milwaukee water is 60% softer so water softeners can be eliminated or optimized, and provided information on costs/rates, and Waukesha's water conservation program.



## **11. Rosewood Condo Association**

Dan Duchniak was asked by the Rosewood Condo Association to give a presentation on Waukesha's Great Lakes project.

Dan explained the reasons Waukesha needs a new water source. He provided a project overview, talked about what residents can expect during the transition, and talked about rates. During the presentation, Dan also talked about Waukesha's conservation program (rebates, sprinkling ordinance, etc.) and talked about how customers can eliminate their water softeners because Milwaukee water is 60% softer.



**American Water Works  
Association**

*Dedicated to the World's Most Vital Resource*

# UTILITY MANAGEMENT

## **12. American Water Works Association – Utility Management Seminar**

In 2023, Dan Duchniak gave a presentation at AWWA's Utility Management seminar where he talked about Waukesha's need to reduce its chloride levels. He talked about how Waukesha transitioned to Great Lakes water and how Lake Michigan water is 60% softer. Therefore, residents can eliminate their water softeners or have them optimized. This will help reduce the chloride levels, conserve water, and save customers money on their water bills.



## THE WAUKESHA COUNTY HISTORICAL SOCIETY & MUSEUM

### 13. Waukesha County Historical Society & Museum

Dan was asked to give a presentation to the Waukesha County Historical Society Senior History Group.

Dan talked about the history of Waukesha's water. He talked about how in the late 1800's Waukesha was famous for its spring water – the water used to flow abundantly out of the springs and Waukesha was known nationally known as the Spring City. He also talked about Waukesha's groundwater source and how over time, the water tables declined and were contaminated with radium. Then Dan talked about Waukesha's new water supply, about the application, approval, and permitting process. He provided an overview of the construction project and talked about what people can expect during the transition. He also explained why customers no longer need water softeners – because Milwaukee water is 60% softer and, by eliminating water softeners, this would conserve water and save customers money. Dan also talked about rates and about Waukesha's water conservation program (including rebates, sprinkling ordinance, etc.)



**14. 540 AM Wauk Radio – All Things Waukesha with Don Browne**

Dan Duchniak was contacted by Don Browne from *All Things Waukesha* to do an interview to talk about the Waukesha's water transition.

Dan explained why Waukesha needs a new water source. He talked about when the transition would take place, what customers could expect, and how they should prepare. Dan talked about rates, how water softeners can be eliminated/optimized - which would help conserve water, reduce chloride levels, and save customers money.



#### **15. Tri-County Waterworks Association**

In October 2023, Dan Duchniak gave a presentation to the Tri-County Waterworks Association about the Great Water Alliance project.

During the presentation, Dan provided background information regarding the program – he talked about how Waukesha’s groundwater is severely depleted and contaminated with naturally occurring radium. He talked about Waukesha’s application and approval process and gave an overview of the construction project. Dan talked about water quality, costs, rates, the elimination/optimization of water softeners, and Waukesha’s water conservation program (including Waukesha’s sprinkling ordinance, rebates, etc.)



## **16. Orientation Meeting with Waukesha’s 2 New Aldermen**

In 2023, Dan Duchniak met with Waukesha’s 2 new aldermen – Alderman Mike Anderson and Alderman Paul Wuteska.

He gave them an overview of Waukesha Water Utility – including the history of Waukesha’s water and why we need a new water source. He talked about Waukesha’s service area, provided background information, and gave an overview about the Great Water Alliance project. He talked about cost projections, water quality, rates, Waukesha’s water conservation program and explained why customers can eliminate/optimize their water softeners.





**17. National Extension Tourism Network**

The mission of the National Extension Tourism Network (NET) is to “integrate research, education, and outreach...and to support sustainable tourism”. The National Extension Tourism network reached out to the Utility and requested a tour of Waukesha’s new booster pumping station and a discussion about Waukesha’s water diversion.

Kelly Zystra and Jeff Champion met this group at the booster station and gave an overview about the Great Water Alliance project. They also talked about Waukesha’ water conservation program and how successful it has been. They talked about rain barrels, toilet and showerhead rebates; and how the Utility has worked with large multi-families and industrial companies to help them find ways to conserve water. In addition, they talked about how Lake Michigan water is 60% softer and that most people would be getting rid of their water softeners - this would also help conserve water.





## 18. Wisconsin Master Naturalist

Waukesha County Parks and Land Use hosted a Wisconsin Master Naturalist training program. The theme for the day was Human Impacts.

Waukesha County reached out to the Clean Water Plant and the Water Utility to ask if we would team up and give a group of about 25 people a tour of the Clean Water Plant and a Waukesha Water Utility presentation.

The Utility gave a presentation talking about the history of Waukesha's water - about Waukesha being nationally known for its Spring water; talking about its groundwater source and how it has declined and has become contaminated with naturally occurring radium, and about transitioning to Great Lakes water.

The Utility talked about how the human impacts have affected Waukesha's water and stressed the importance of water conservation. We also talked about the transition process, talked about Lake Michigan water being 60% softer so water softeners are no longer needed, and talked about rates. Eliminating or optimizing water softeners, changing out our water wasting fixtures with high-efficient fixtures, and changing our habits, would help to conserve water and residents would save money.





## 19. Tribute Tuesdays

In 2023, the City of Waukesha hosted a monthly Tribute Tuesday concert series during the summer months and Waukesha Water Utility had a staffed, monthly information table at each concert.

The table included information about the water transition (what customers needed to know before the transition, what they can expect, and how they should prepare) along with information on water conservation (Waukesha's sprinkling ordinance, toilet/shower head and rain barrel rebates, business incentives, how to find and fix leaks, *Ways to Conserve* booklets, and water conservation activity and coloring books for children.





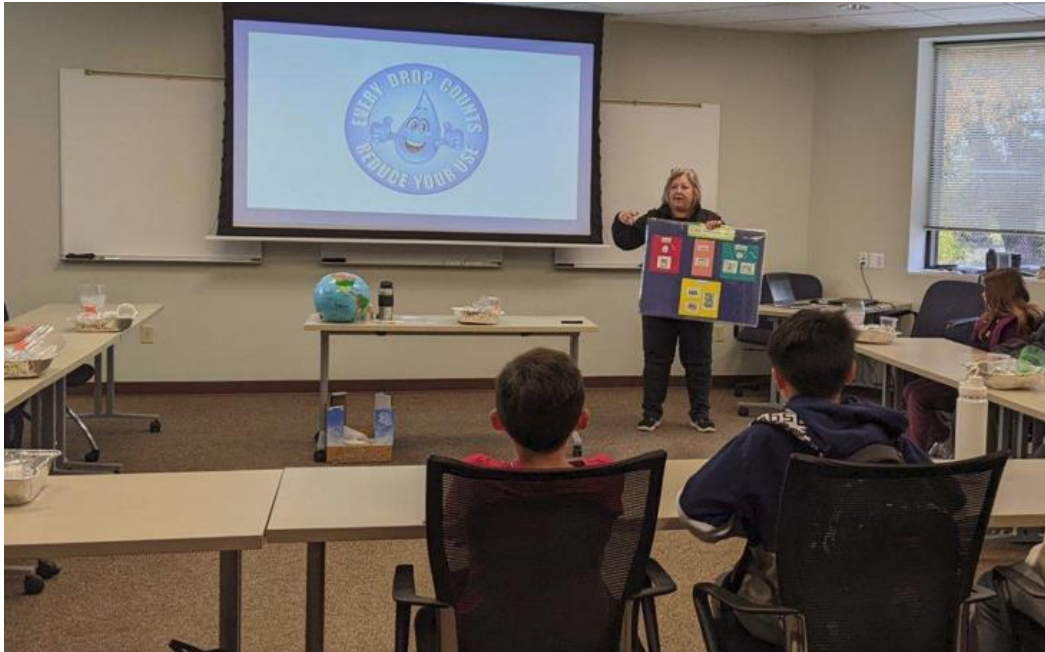
## 20. Waukesha's Farmer's Market

Waukesha Water Utility had a monthly utility employee staffed table at Waukesha's Farmer's Market.

The table included information about the water transition along with information on water conservation (Waukesha's sprinkling ordinance, toilet/shower head and rain barrel rebates, business incentives, how to find and fix leaks, *Ways to Conserve* booklets, and water conservation activity and coloring books for children).

## **C. Water Education with the Youth – Tomorrow’s Future**

Waukesha Water Utility plans for the future by educating our youth.



### **1. Waukesha School District’s 5<sup>th</sup> Graders**

For 32 years, Waukesha Water Utility has partnered with the Waukesha School District to provide water education to all 5<sup>th</sup> graders. In 2022, the Clean Water Plant (CWP), formerly known as Waukesha Waste Water Treatment Plant, joined this partnership.

As part of their Environmental & Science Curriculum, the students study the natural cycles of water and the human impact on our water resources. Students get a tour of the treatment plant, they participate in a hands-on water filtering activity, and receive a presentation on the following topics:

- the water cycle
- where their water comes from
- how their water is treated and distributed
- the quality and quantity of the water, a limited resource
- conservation methods that use water resources in a sustainable manner
- the costs of municipal water, and its value compared to bottled water
- where the water goes after its used
- how the water gets cleaned/treated at the CWP
- how the water is returned to its natural source

The students also explore the natural cycles of water by spending a day in the Fox River Sanctuary investigating the chemical and biological components of the river and marsh.

## D. Partnerships

Waukesha Water Utility has many partnerships. Below are some of the partnerships that, in some way, have already been referenced throughout the report.



**WATER LOSSES AND ACCOUNTED FOR WATER**

Per NR 852.04 and PSC 185 the Utility performs and documents water use audits on a monthly basis. A summary of 2023 is as follows. Data is entered into the format below.

| <b>Data Input</b>                |  |                      |
|----------------------------------|--|----------------------|
|                                  |  | 2023 Total           |
| Sales - Metered                  |  | 1,726,513,000        |
| Sales - Est. Consumption         |  | 0                    |
| Plant                            |  | 172,700              |
| Water Analyzer Water Flow (9)    |  | 1,480,240            |
| Filter Back wash                 |  |                      |
| # 3                              |  | 2,370,000            |
| # 8                              |  | 3,248,000            |
| # 10                             |  | 3,533,000            |
| Flushing                         |  |                      |
| Mains                            |  | 4,337,480            |
| Services                         |  | 0                    |
| Main Breaks                      |  | 10,058,511           |
| Morgan Ave                       |  | 0                    |
| Service Breaks                   |  | 375,326              |
| Filling Mains / New Construction |  | 344,800              |
| Fire (524-3647)                  |  | 541,150              |
| Fill Horeb Pool                  |  |                      |
| Misc: Specify                    |  |                      |
| Cleaned Saylesville Reserv       |  | 0                    |
| Well #10 Filter Rehab            |  | 0                    |
| Elminate 16" valve on North St   |  | 0                    |
| Hydrant Repairs                  |  | 89,500               |
| Hydrant Replacement              |  | 63,000               |
| Hydrant Surveys                  |  | 129,100              |
| Valve replacements (2)           |  | 172,000              |
| Fire Flow Test                   |  | 29,165               |
| Leakage & Overflows at Towers    |  | 0                    |
| <b>Total Pumped</b>              |  | <b>1,923,645,100</b> |

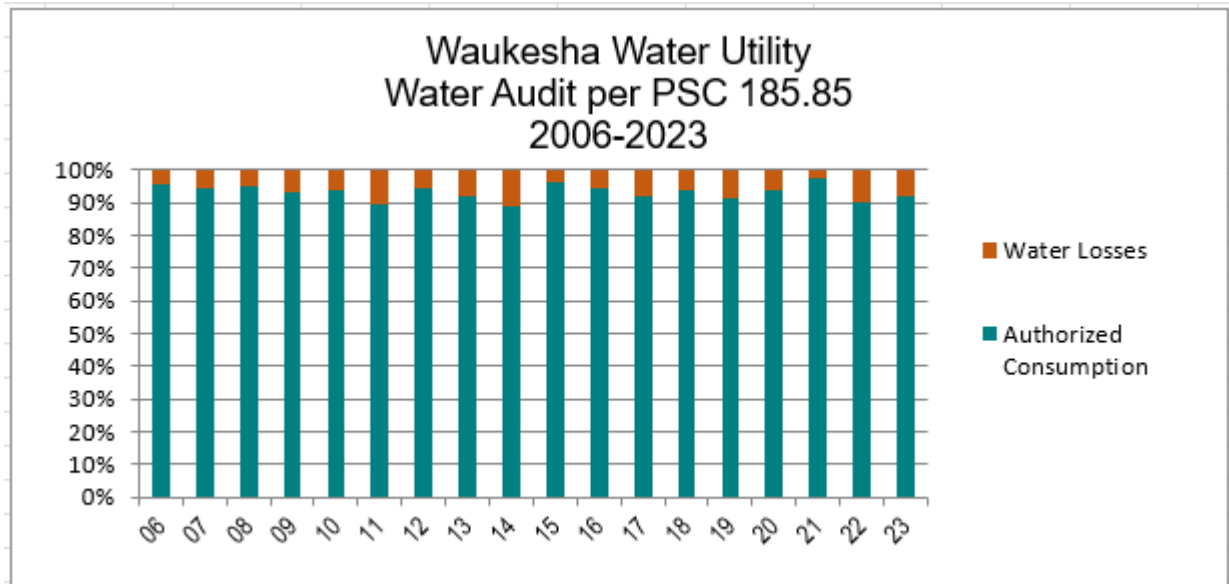
Then the raw data is converted into the Water Balance categories specified in PSC 185.

| <b>Water Balance</b>     |                               | 2023 Total    |
|--------------------------|-------------------------------|---------------|
| System Input Volume =    |                               | 1,923,645,100 |
| Authorized Consumption = |                               | 1,767,847,739 |
| Water Losses =           |                               | 155,797,361   |
|                          |                               | 1,923,645,100 |
| Authorized - Billed =    |                               | 1,726,513,000 |
| Authorized - UnBilled =  |                               | 41,334,739    |
| Losses - Apparent =      |                               | 145,363,524   |
| Losses - Real =          |                               | 10,433,837    |
|                          |                               | 1,923,645,100 |
| Authorized Consumption   | Billed & Metered              | 1,726,513,000 |
|                          | Billed & UnMetered            | 0             |
|                          | UnBilled & Metered            | 27,061,020    |
|                          | UnBilled & UnMetered          | 14,273,719    |
| Water Losses             | Unauthorized Consumption      | 145,363,524   |
|                          | Meter Inaccuracies            |               |
|                          | Data Handling Errors          |               |
|                          | Main Breaks                   | 10,058,511    |
|                          | Leakage & Overflows at Towers | 0             |
|                          | Service Breaks                | 375,326       |
|                          |                               | 1,923,645,100 |
| Revenue Water =          |                               | 1,726,513,000 |
| Non Revenue Water =      |                               | 197,132,100   |
|                          |                               | 1,923,645,100 |

The summary, above, indicates that in 2023, 8.1% of the Utility's water was lost. This loss is less than the 15% that has historically triggered a comprehensive survey and corrective action plan.



The stability of the statistics over the last sixteen years and the data itself is indicative of a diligently maintained distribution system. (The Utility reformatted its data from 2006 forward so that its display is consistent with the 2012 requirements.) Accounted for Water ranges between 88.8% and 97.6%.



The results are achieved because the Utility routinely repairs and replaces water services, hydrants and valves. In 2015, the Utility initiated Hydrant Leak Surveys as part of its semi-annual flushing program.

In 2023, the Utility staff surveyed 1,664 hydrants. Any hydrants that were found to be leaking were repaired immediately.

In addition, the Utility replaced 12,509 feet of water main in 2023 compared to 9,953 feet in 2022. AWWA's 1% replacement goal represents roughly 17,600 feet.

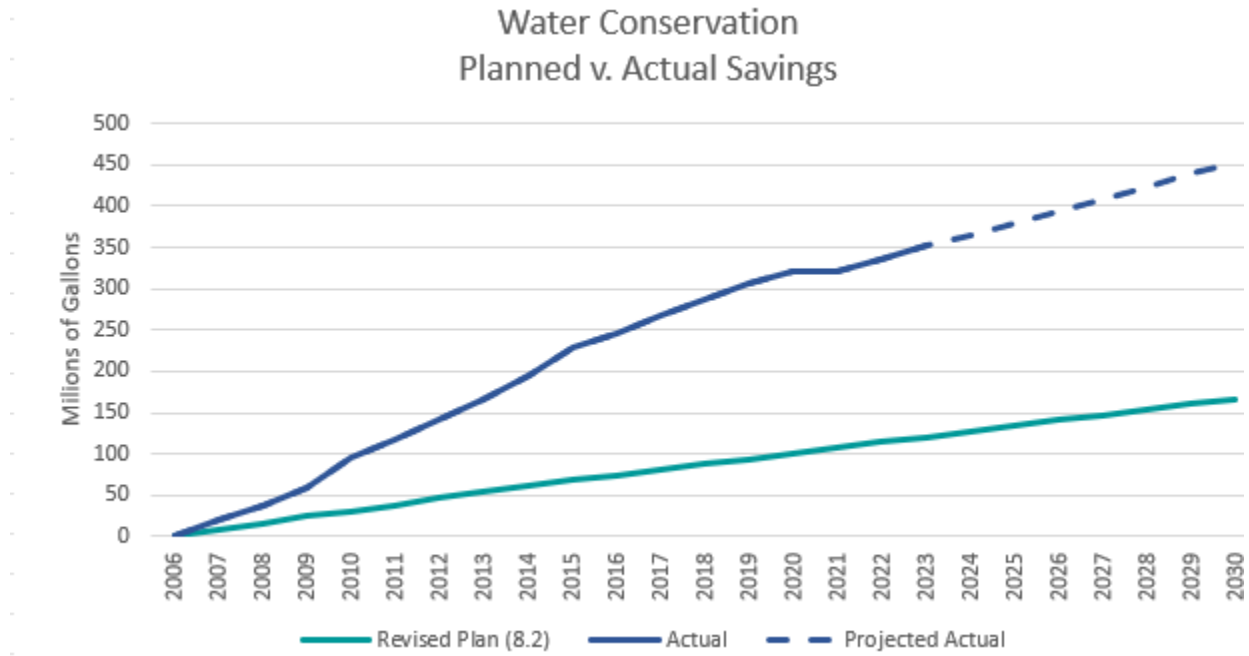
## VIII. CONCLUSION

| MILLIONS OF GALLONS |                |                 |                |            |            |             |              |              |              |      |      |          |       |                                                                 |
|---------------------|----------------|-----------------|----------------|------------|------------|-------------|--------------|--------------|--------------|------|------|----------|-------|-----------------------------------------------------------------|
| Year                | Annual Pumpage | Avg Day Pumpage | Number of Days |            |            |             |              |              |              |      |      | Peak Day | Notes |                                                                 |
|                     |                |                 | < 7.8          | 7.8 to 8.8 | 8.8 to 9.0 | 9.0 to 10.0 | 10.0 to 11.0 | 11.0 to 12.0 | 12.0 to 13.0 | >7.8 | >8.8 |          |       |                                                                 |
| 2023                | 1,925,251      | 5,275           | 364            | 1          | -          | -           | -            | -            | -            | -    | 1    | -        | 8.68  | Max Day relates to flushing for Transition to Great Lakes Water |
| 2022                | 1,881,926      | 5,156           | 364            | 1          | -          | -           | -            | -            | -            | -    | 1    | -        | 7.91  |                                                                 |
| 2021                | 1,923,146      | 5,269           | 362            | 3          | -          | -           | -            | -            | -            | -    | 3    | -        | 8.35  |                                                                 |
| 2020                | 1,933,288      | 5,282           | 365            | 1          | -          | -           | -            | -            | -            | -    | 1    | -        | 8.14  |                                                                 |
| 2019                | 2,039,436      | 5,587           | 365            | -          | -          | -           | -            | -            | -            | -    | -    | -        | 7.72  |                                                                 |
| 2018                | 2,068,522      | 5,667           | 362            | 3          | -          | -           | -            | -            | -            | -    | 3    | -        | 8.50  |                                                                 |
| 2017                | 2,128,111      | 5,830           | 365            | -          | -          | -           | -            | -            | -            | -    | -    | -        | 7.55  |                                                                 |
| 2016                | 2,172,548      | 5,952           | 362            | 3          | -          | -           | -            | -            | -            | -    | 3    | -        | 8.17  |                                                                 |
| 2015                | 2,218,214      | 6,077           | 358            | 7          | -          | -           | -            | -            | -            | -    | 7    | -        | 8.72  | Mild summer temperatures                                        |
| 2014                | 2,314,582      | 6,341           | 340            | 21         | 2          | 1           | 1            | -            | -            | -    | 25   | 4        | 10.14 | Feb 6th Water Runs                                              |
| 2013                | 2,348,955      | 6,435           | 346            | 15         | 2          | 2           | -            | -            | -            | -    | 19   | 4        | 9.06  |                                                                 |
| 2012                | 2,536,368      | 6,930           | 297            | 38         | 3          | 22          | 6            | -            | -            | -    | 69   | 31       | 10.77 | Drought Year                                                    |
| 2011                | 2,545,099      | 6,973           | 318            | 44         | 1          | 2           | -            | -            | -            | -    | 47   | 3        | 9.22  |                                                                 |
| 2010                | 2,441,221      | 6,688           | 342            | 23         | -          | -           | -            | -            | -            | -    | 23   | -        | 8.65  | Fairly Rainy Summer                                             |
| 2009                | 2,479,905      | 6,794           | 330            | 32         | 2          | 1           | -            | -            | -            | -    | 35   | 3        | 9.35  | 2nd set inclining rates blocks - June                           |
| 2008                | 2,528,933      | 6,910           | 328            | 30         | 6          | 2           | -            | -            | -            | -    | 38   | 8        | 9.93  | Spring Flooding                                                 |
| 2007                | 2,618,641      | 7,174           | 292            | 51         | 8          | 14          | -            | -            | -            | -    | 73   | 22       | 9.79  | Inclining rate blocks - June; Dry year except Aug               |
| 2006                | 2,622,418      | 7,185           | 294            | 61         | 1          | 8           | 1            | -            | -            | -    | 71   | 10       | 10.23 | Rainy Year; Sprinkling ordinance in effect                      |

The data, above, shows the combined effect of our conservation programs. Over time:

- Total water pumped has steadily declined
- Average day pumpage has steadily declined
- The number of days where >7.8 million gallons needed to be pumped has decreased from a high of 140 in 2005 to a low of 0 in 2017 and 2019.

As previously reported, based on the Version 4 AWE Tool, Waukesha Water Utility has exceeded its 2050 (the complete development/buildout) goal.



Going forward, per the 2022 Plan Update recommendation, the WWU will continue to maintain its conservation program (because water conservation savings can erode as water-using fixtures and equipment age, and customers' behaviors can change).

Furthermore, with the transition to Lake Michigan water, the reduction in water softener use, as well as planned water rate increases, water use patterns are expected to change.