

2019 Consumer Confidence Report Data

RHINELANDER WATER & WASTEWATER

Public Water Supply

ID: 74401261

Water System Information

If you would like to know more about the information contained in this report, please contact Rhinelander Water Utility – Jim Gossage or Jody Flannery at (715) 362-4731.

Opportunity for input on decisions affecting your water quality

City of Rhinelander Common Council meetings are held the 2nd and 4th Monday of each month at 6:00 p.m. at City Hall and live streamed on Hodag TV

Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's safe drinking water hotline (800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as people with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune systems disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care provider. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Environmental Protection Agency's safe drinking water hotline (800-426-4791).

Source(s) of Water

Source ID	Source	Depth (in feet)	Status
4	Groundwater	80	Active
5	Groundwater	68	Active
6	Groundwater	91	Active
7	Groundwater	88	Active
8	Groundwater	88	Active



Educational Information

The sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally- occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.
- Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations that limit the amounts of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which shall provide the same protection for public health.

Definitions

Term	Definition
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
Level 1 Assessment	A Level 1 assessment is a study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.
Level 2 Assessment	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred or why total coliform bacteria have been found in our water system, or both, on multiple occasions.
MCL	Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
MCLG	Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
MFL	million fibers per liter
MRDL	Maximum residual disinfectant level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
MRDLG	Maximum residual disinfectant level goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
mrem/year	millirems per year (a measure of radiation absorbed by the body)
NTU	Nephelometric Turbidity Units
pCi/l	picocuries per liter (a measure of radioactivity)
ppm	parts per million, or milligrams per liter (mg/l)
ppb	parts per billion, or micrograms per liter (ug/l)
ppt	parts per trillion, or nanograms per liter
ppq	parts per quadrillion, or picograms per liter
TCR	Total Coliform Rule
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Detected Contaminants

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year. The following tables list only those contaminants which were detected in your water. If a contaminant was detected last year, it will appear in the following tables without a sample date. If the contaminant was not monitored last year, but was detected within the last 5 years, it will appear in the tables below along with the sample date.

Disinfection Byproducts

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
HAA5 (ppb)	D-3	60	60	59	59		No	By-product of drinking water chlorination
TTHM (ppb)	D-3	80	0	47.9	47.9		No	By-product of drinking water chlorination
HAA5 (ppb)	D-7	60	60	55	55		No	By-product of drinking water chlorination
TTHM (ppb)	D-7	80	0	47.6	47.6		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
BARIUM (ppm)		2	2	0.170	0.026 - 0.170	5/24/2017	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
CHROMIUM (ppb)		100	100	4	1 - 4	5/23/2017	No	Discharge from steel and pulp mills; Erosion of natural deposits
FLUORIDE (ppm)		4	4	0.8	0.6 - 0.8	5/24/2017	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)		100		1.8000	0.6500 - 1.8000	5/24/2017	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
NITRATE (NO ₃ -N) (ppm)		10	10	1.20	0.80 - 1.20		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)		n/a	n/a	38.00	24.00 - 38.00	5/24/2017	No	n/a

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.5600	0 of 20 results were above the action level.	8/1/2017	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	1.70	0 of 20 results were above the action level.	7/27/2017	No	Corrosion of household plumbing systems; Erosion of natural deposits

Radioactive Contaminants

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)		15	0	3.1	0.0 - 11.9		No	Erosion of natural deposits
RADIUM, (226 + 228) (pCi/l)		5	0	0.9	0.0 - 2.0		No	Erosion of natural deposits
GROSS ALPHA, INCL. R & U (n/a)		n/a	n/a	3.1	0.0 - 11.9		No	Erosion of natural deposits

Additional Health Information

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

Presence of Other Contaminants

City well 7 was removed from service in June 2019 and well #8 was removed from service in November 2019 due to the presence of PFOS/PFOA compounds. Wells 4, 5, and 6 continued to be tested bi-monthly for PFOS/PFOA compounds.

Other Compliance

Violation of the Terms of a Variance, Exemption, or Administrative or Judicial Order

Not Applicable (NA)

Noncompliance with Recordkeeping and Compliance Data

NA

Your Rights as a Residential Water Customer

Know your payment and disconnection rights

How can the PSC help?

Prior to contacting the PSC, contact your utility company to try to resolve the problem. If you cannot resolve the problem with your utility company, you may contact the PSC Consumer Affairs Division at 608-266-2001, 1-800-225-7729, or on the web at <https://psc.wi.gov/consumerInfo/complaints/index-complaints.htm>. A staff member will obtain information from you and the utility company and try to resolve the issue.

Service Disconnection or Refusal

Utility services can be disconnected if you:

- Fail to pay your bill
- Tamper with your meter
- Fail to provide the utility access to your meter
- Have a safety hazard
- Fail to comply with a deferred payment agreement
- Fail to pay a deposit
- Live at an address where a prior customer failed to pay their bills and continues to reside at that address

A utility must send you a notice before your service is disconnected unless the disconnection is due to a safety hazard of self-reconnection. The disconnection notice must clearly state the reasons for the disconnection, when the disconnection can happen, and how to contact your utility to try to resolve the issue. The dispute procedures must be printed on the disconnect notice. Both you and the utility company must make reasonable attempts to work together to resolve the problem.

Meter Readings

If the utility cannot read your meter, you will get an estimated bill. To avoid estimated readings, you can read your own meter. The PSC requires utilities to make a reasonable effort to read your meter every four months if you are billed monthly or bimonthly, or every nine months if you are billed quarterly or less frequently, and when there is a change of customer. You must allow these readings or your service can be disconnected.

Deposits

Utility companies may require a deposit for service to ensure payment. The maximum deposit for a new or existing residential account shall not exceed the highest gross bill for any consecutive billing period (not to exceed four months) selected by the utility. The following rules apply to payment and refund of deposits.

- **Existing Residential Service:** A deposit can be requested if service was disconnected during the last 12 months for nonpayment of an undisputed account or your initial application was falsified or incomplete.
- **New Residential Service:** A deposit can be requested if you incurred an unpaid gas, electric, water, or sewer utility anywhere in Wisconsin during the last six years which remains undisputed. A deposit can also be required if there is good reason to believe that you do not intend to, or will be unable to pay your bills at the time payment is due. For residential service, the deposit will be refunded, with interest, after 12 consecutive months of prompt payment. You do not have to post a deposit if you can document that your income is at or below 200 percent of the federal poverty guidelines.

Delinquent Bills Levied as a Tax

Delinquent municipal utility bills may be transferred as a tax to the property tax bill of the property owner.

Installment Plans and Medical Emergencies

If you are unable to pay your bill in full, you have a right to negotiate an installment payment plan with your utility. Installment plans may be used for both current bills and overdue bills. You will be asked to pay a reasonable down payment and make specific installment payments. The amount of your down payment and installment payments will be negotiated between you and your utility depending on your specific situation. If the agreed installment plan is not paid, the utility may disconnect your service. If you do not pay, the utility does not have to negotiate a new agreement before it shuts off our service.

If the disconnection will aggravate a medical or protective services emergency, the utility will delay service shut-off for up to 21 days.

The Public Service Commission of Wisconsin is an independent state agency that oversees more than 1,100 Wisconsin public utilities that provide natural gas, electricity, heat, steam, water and telecommunication services.

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