



Consumer Confidence Report

Annual Water Quality Report

2019 Testing Information



Water System Information

If you would like to know more about the information contained in this report, please contact Ryan St. John, Superintendent/OIC, at (920) 779-4086. Opportunity for input on decisions affecting your water quality can be obtained as follows - the Village Board meets the first and third Thursday of each month at the Village of Hortonville Community Center, 531 N. Nash Street, Hortonville at 6:00 p.m.

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 persons with cancer undergoing chemotherapy, persons 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 providers. 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
1	Groundwater	340	Active
2	Groundwater	375	Active

To obtain a summary of the source water assessment please contact Ryan St. John, Superintendent / OIC, at (920) 779-4086.

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 amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which shall provide the same protection for public health.

Definition of Terms

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)	D9	60	60	1	1		No	By-product of drinking water chlorination
TTHM (ppb)	D9	80	0	2.4	2.4		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
ARSENIC (ppb)	10	n/a	1	0-1	7/24/2017	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	.260	0.110-0.260	7/24/2017	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.7	0.5-0.7	7/24/2017	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)	100		1.1000	0.9800-1.1000	7/24/2017	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	2.60	0.29-2.60		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	9.60	9.00-9.60	7/24/2017	No	n/a

Contaminant (units)	Action Level	MCLG	90 th Percentile Level Found	# of Results	Sample Date (if prior to 2019)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	1.2000	1 of 10 results were above the action level.	8/03/2017	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	1.00	0 of 10 results were above the action level.	8/02/2017	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	3.4	0.0 - 3.4	7/24/2017	No	Erosion of natural deposits
RADIUM, (226 + 228) (pCi/l)		5	0	2.4	1.7 - 2.4	7/24/2017	No	Erosion of natural deposits
GROSS ALPHA, INCL. R & U (n/a)		n/a	n/a	3.4	0.0 - 3.4	7/24/2017	No	Erosion of natural deposits

Contaminant Health Effects – **COPPER:**

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

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. Hortonville Water Utility is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at www.epa.gov/safewater/lead.



FLUSHING OF FIRE HYDRANTS

Village employees will be flushing hydrants:

Tuesday, September 15th:	All areas NORTH of Main Street, State Highway 15, to the Village limits.
Wednesday, September 16th:	All areas SOUTH of Main Street, State Highway 15, to the Village limits.
Thursday, September 17th:	All areas that may be incomplete from the previous days.

If you notice employees flushing in your area, DO NOT run your water until they have left the area.

If you notice discolored **cold water** in your home, DO NOT run any hot water until your cold water is clear.

If you notice discolored **hot water**, you should flush your water heater. There is a connection for a garden hose on the bottom of most water heaters to clean any build up from the hot water tank.

Flushing ensures the proper operation of all hydrants and also removes any loose scale accumulation from inside the water mains. Slightly discolored water may appear in your home; **this does not mean your water is unsafe to drink**. If discolored water continues to be a problem, please call the Village office at 779-6011 between the hours of 7:00 a.m. and 4:00 p.m. Monday through Thursday and 7:00 a.m. to 1:00 p.m. on Friday.

Paying a Bill Online

To make a payment online, go to our website at www.hortonvillewi.org and choose **Online Bill Pay** on the Home screen. Next choose either **Pay Utility Bills** or **Pay Village Bills** and follow the instructions.

Please note that payments tendered through this portal will be assessed a one-time convenience fee based on the total amount due. Convenience fees are in addition to the amount(s) owed and are calculated as follows:

- A 2.20% convenience fee will be charged for payments using Visa, MasterCard, Discover or American Express credit or debit card. The convenience fee is based on the total amount due.
- A fixed \$0.25 convenience fee will be charged for payments using e-check.
- You will have the opportunity to review the total amount due with the convenience fee prior to payment submission.
- While you will be paying fees to the Village of Hortonville, the full amount of the convenience fee is passed to Municipal Services Bureau (MSB) as the provider of this online payment service.

POLICIES

WATER LEAKS

A water leak inside the home or business where the services of the Wastewater Treatment Plant are used shall qualify for a 50% credit to the sewer charges for excess consumption for the quarter in which the leak occurred.

Water leaks outside the home or business which do not utilize the services of the Wastewater Treatment Plant shall qualify for a 100% credit to the sewer charges for excess consumption for the quarter in which the leak occurred.

Excess consumption shall be determined by comparing usage of the quarters in which the leak occurred with average usage for the previous year. When a customer has no previous usage history or where that usage history is less than six (6) months, credit shall be based on comparison to estimated usage. The customer requesting credit should provide information, such as a repair bill, whenever appropriate.

POOL FILLING

Upon request by a water and sewer utility customer, a seasonal sewer credit based on the number of gallons above two thousand (2,000) gallons will be issued for a residential customer swimming pool. The customer must notify the Village of Hortonville Administration Office with the size and dimensions of the pool or a before and after meter reading to receive the seasonal credit.

WATERING

Sewer credit will be issued for watering occurring in the following situations for a maximum of 30 days:

- 1) Major landscaping (for material worth at least \$500)
- 2) Major lawn replacement (at least 30% of open area)

To obtain the sewer credit the water and sewer customer must:

- 1) Notify Village Hall before he/she will be watering
- 2) Pick up a watering meter reading form at the Village office
- 3) Submit copies of receipts for landscaping or the dimensions of the lawn area being planted or replaced

LOW METER READINGS

Failing or blocked water meters often are found by regular quarterly meter readings. Therefore if a meter reading is at least 40% below the expected average for a customer and the customer indicates that there has been no change in water usage (or will not respond to a letter questioning the reading) the Utility shall request a test of the meter which will be conducted at no charge to the customer.

WATER SHUTOFF POLICY IN REGARD TO DELINQUENT CUSTOMERS

The Village Board, at the December 1, 2005 Village Board Meeting, voted to abide by Public Service Commission rules contained in PSC 185.37 which provide for shutoff of water services for delinquent customers. If your account becomes delinquent, you will receive a notice from the Water and Sewer Utility warning you of the impending loss of water and how to avoid it.

AFTER HOURS WATER VALVE TURN ON FEE

The Village Board, at the May 18, 2006 Village Board Meeting, voted to implement a \$100 After Hours Water Valve Turn On Fee. Explanation: If a customer needs to have their water turned on after 3:30 p.m. (when Public Works Dept. is done working for the day), the \$100 fee will be charged.

WATER SHUT-OFF POLICY DURING WINTER MONTHS

The Village Board, at the October 19, 2006 Village Board Meeting, voted to amend the Water Shutoff Policy in Regard to Delinquent Customers to include no water shutoff from December 1st to March 31st.

UNPAID DELINQUENT AMOUNTS OWED BY FORMER OWNERS OF RESIDENTIAL PROPERTIES

Will remain with the property after it is sold as provided for in State Statutes.

INSIDE METER AND OUTSIDE READER DISCREPANCIES

Inside water meters and outside remote readers are read together once a year to find any discrepancies between the two. When such a discrepancy occurs the customer shall be allowed twelve (12) months without penalty (i.e. no late charges or placement on property taxes shall occur as long as a deferred payment agreement is signed for the extra amount) to pay any charges above those normally billed to their account providing the average and/or normal charges are paid and kept current during this period. If the property is sold during this period or the tenant moves, the amount shall be paid in full by the due date of the final bill.

LANDLORD NOTICE OF TENANT INFORMATION PER WISCONSIN ACT 274

In order to have the Utility put a lien on the tenant's property for past due utility bills, the landlord must notify the utility **in writing** of the tenant's name and contact information **before** the tenant takes residence (see Act 274).

RATE SCHEDULE

WATER RATES - GENERAL SERVICE - METERED

Mg-1

Quarterly Service Charges:

5/8 inch meter	\$ 29.25	4 inch meter	\$273.00
1 inch meter	\$ 34.50	6 inch meter	\$300.00
1 1/2 inch meter	\$ 58.50	8 inch meter	\$351.00
2 inch meter	\$ 99.00	10 inch meter	\$501.00
3 inch meter	\$138.00	12 inch meter	\$600.00

Plus Volume Charges:

First 30,000 gallons used per quarter	\$4.10 per 1,000 gallons
Next 170,000 gallons used per quarter	\$3.30 per 1,000 gallons
Over 200,000 gallons used per quarter	\$2.60 per 1,000 gallons

Billing: Bills for water service are rendered quarterly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge shall be applied to the total unpaid balance for utility service, including unpaid late payment charges. This late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made within the next 10 days, service may be disconnected pursuant to Wis. Admin. Code ch. PSC 185.

WATER RATES - GENERAL SERVICE – SUBURBAN

Mg-2

Water customers residing outside the corporate limits of the Village of Hortonville shall be billed at the regular rates for service (Schedule Mg-1) plus a 25 percent surcharge.

Billing: Same as Schedule Mg-1.

GENERAL SEWER SERVICE - UNMETERED

Service shall be billed at the rate of \$233.88 quarterly. This rate shall be applied to single-family residential and small commercial customers and approximates the cost for 12,000 gallons per quarter discharged to the sewer system. If it is determined by the Utility that the user discharges more than 12,000 gallons per quarter to the system, an additional charge of \$14.49 per 1,000 gallons will be made for estimated additional usage.

GENERAL SEWER SERVICE – METERED / CATEGORY A CUSTOMERS

Available for sewerage contributors discharging domestic strength sewage up to 250 mg per liter Biochemical Oxygen Demand (BOD), 250 mg per liter Suspended Solids (SS), and 6 mg per liter Phosphorus (P).

Quarterly Service Charges:

5/8 inch water meter	\$ 60.00	3 inch water meter	\$324.71
1 inch water meter	\$ 70.59	4 inch water meter	\$642.35
1 1/2 inch water meter	\$120.00	6 inch water meter	\$705.88
2 inch water meter	\$204.71		

Plus Volume Charge:

For each 1,000 gallons domestic strength sewage discharged to the sanitary sewer system = \$14.49 per 1,000 gallons.

Billing: Bills for sewer service are rendered quarterly and become due and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late payment charges. This late payment charge is applicable to all customers. The utility customer may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. Unless payment or satisfactory arrangement for payment is made with the next 10 days, service may be disconnected pursuant to Wis. Admin. Code ch. PSC 185.

GENERAL SEWER SERVICE – METERED / CATEGORY B CUSTOMERS

When the sewage from any contributor does not exceed the strength limitations of 250 mg/l for BOD, 250 mg/l for SS and 6 mg/l Phosphorus, the sewer bill shall be calculated under General Sewer Service - Metered. Where the waste of any contributor exceeds the above strength, a periodic sampling shall be taken and the sewage analyzed to determine the strength of said waste, which will be billed at the following rate:

Quarterly Service Charge - Same as General Sewer Service – Metered:

<u>Volume Charge:</u>	<u>Charge shall be comprised as follows:</u>
Volume	\$14.49 per 1,000 gallons
Biochemical Oxygen Demand (BOD)	\$2.032 per lb. in excess of 250 mg/L
Suspended Solids (SS)	\$1.571 per lb. in excess of 250 mg/L
Phosphorus (P)	\$25.350 per lb. in excess of 6 mg/L

SEPTIC AND HOLDING TANK DISPOSAL PERMIT FEE:

\$2,000.00 annually per licensed hauler

SEPTIC HAULING DISPOSAL CHARGES

Holding Tank Waste	\$11.00 per 1,000 gallons
Septic Tank Waste	\$90.00 per 1,000 gallons

WATER AND SEWER UTILITY
Village of Hortonville
531 N. Nash St., PO Box 99
Hortonville WI 54944-0099

PRSR STD
US POSTAGE
PAID
HORTONVILLE WI
PERMIT NO 16

**IMPORTANT WATER QUALITY
INFORMATION ENCLOSED**



RETURN SERVICE REQUESTED



Fats, Oils, and Grease (**FOG**) are naturally produced during cooking and baking.

Common sources of **FOG** include: meat fats, lard, shortening, butter, margarine, fatty/greasy food scraps, baked goods and pastries, cream-based sauces, cooking oil, oily salad dressing

DO NOT PUT ANY OF THESE ITEMS DOWN THE DRAIN!

When fats, oils, and grease (**FOG**) are put down your drain they can cause many problems further down the sewer pipe. Liquefied grease and fat from animal products will solidify and clog pipes much like a clog in a human artery. Liquid oils can also coat pipes and contribute to blockages. Blockages may cause a sewage backup into your home, resulting in expensive clean-up costs and repairs to your sewer pipes, home and belongings. Blockages may also trigger an overflow or backup of sewage into streets or waterways creating a public health risk and threatening the environment.

YOU CAN HELP!

PLEASE DO NOT DISPOSE OF ANY COOKING OILS OR GREASE DOWN THE DRAIN.

By following the guidelines below, you may avoid sewer overflows, backups, and costly repairs:

- Pour all cooled cooking fats, oils and grease that will harden (bacon grease, meat drippings) into a waxed food container such as a milk carton or container with a lid and dispose in the garbage.
- Wipe down greasy pots, pans or dishes with a paper towel before washing. Dispose of the paper towel in the garbage.
- Scrape greasy food scraps from pots, pans, and dishes into the garbage, not a garbage disposal.
- Do not wash grease down the drain/garbage disposal.