



WATER AND SEWER UTILITY

A COMMITMENT TO WATER QUALITY



2020 ANNUAL Oak Creek Water QUALITY REPORT

WATER QUALITY EXCEEDS REGULATORY STANDARDS

This report summarizes the water quality provided to customers in 2019. It includes details about where your water comes from, what has been detected in your water and how it compares to provided regulatory standards. This water quality report will be made public annually by July 1. The Oak Creek Water and Sewer Utility (OCWS) is committed to providing you with useful information.

OCWS produces some of the highest quality drinking water in the nation and always looks for new ways to

improve. OCWS employees conduct thousands of water quality tests annually to ensure the cleanest, safest drinking water possible flows to customers.

The Utility received three national awards for water quality performance improvements to our treatment plant and pipe distribution system. And, for the 26th consecutive year, the Utility received the prestigious Certificate of Achievement for Excellence in Financial Reporting award.

SOURCE OF OAK CREEK'S DRINKING WATER

Oak Creek draws its drinking water from Lake Michigan, a surface water source. As water flows through rivers and lakes and over land surfaces, naturally occurring substances may be dissolved into the water. Animals and human activities also may affect the water. These substances then are called contaminants. Surface water sources may be highly susceptible to contaminants.

For example, the following contaminants might exist in "untreated" water: inorganic contaminants, such as salts and metals; biological contaminants, including viruses, protozoa and bacteria; organic chemicals from industrial or petroleum use; pesticides and herbicides; and radioactive materials.

Drinking water—including bottled water—may be reason-

ably 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 Safe Drinking Water Hotline at (800) 426-4791.



SPECIAL HEALTH INFORMATION AVAILABLE

Some people may be more vulnerable to contaminants in drinking water than the general population.

Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants

can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791.

LEAD

Oak Creek has no lead piping or lead water-service laterals in our system. The last lead-pipe lateral was removed in 1993.

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. OCWS 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.



TREATED WATER QUALITY

Listed on the next page are contaminants detected in Oak Creek's drinking water during 2019. Not listed are the other compounds that were tested with no detectable results.

The state allows OCWS to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than one year old.

Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience

problems with their liver, kidneys, or central nervous system, and may have an increased risk of getting cancer.

Our corrective action for exceeding the disinfection byproducts (TTHM) MCL is to send out public notices.

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.

TURBIDITY MONITORING

In accordance with s. NR 810.29 (1), Wisconsin Administrative Code, the treated surface water is monitored for turbidity to confirm that the filtered water is less than 0.3 NTU in at least 95% of the measurements taken each month and no single sample over 1 NTU. Turbidity is a measure of the cloudiness of water. We monitor for it

because it is a good indicator of the effectiveness of our filtration system. During the year, the highest single entry point turbidity measurement was 0.05 NTU. The range of all samples was 0.02 NTU – 0.05 NTU, therefore all of the monthly samples met the turbidity limits.

CUSTOMER QUESTIONS WELCOME

Numerous opportunities exist to learn more about the OCWS and water quality. If you have questions about drinking water quality, this report, water treatment plant tours or water commission meetings, please call OCWS

General Manager, Mike Sullivan at (414) 570-8210. Water commission meetings are held on the 2nd Tuesday of every month at 9am in the utility office at 170 W. Drexel Avenue.

DEFINITIONS

LRAA = Locational Running Annual Average: Highest sample result averaged over a running annual period and not a calendar year.

MCL = Maximum Contaminant Level: The highest level of a contaminant allowed by law in drinking water.

MCLG = Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected health risk.

ppm: Parts per million.

ppb: Parts per billion.

AL = Action Level: The concentration of a contaminant that triggers treatment or other requirements, which a water system must follow. Action levels are reported at the 90th percentile for homes at greatest risk.

MRDLG = Maximum Residual Disinfectant Level Goal:

The level of drinking water disinfectant below which there is no

known or expected link to health. MRDLG's do not reflect the benefits of the use of disinfectants to control microbial contaminants.

MRDL = Maximum Residual Disinfectant Level: The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

pCi/L: Picocuries per liter measure the level of radioactivity in water.

TT = Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

Trihalomethanes: Chloroform, bromochloromethane, dibromochloromethane and bromoform.

NTU = Nephelometric Turbidity Units: A measurement unit of turbidity, or water cloudiness, which is a good indicator of water quality.

nd = No detect

TCR = Total Coliform Rule

REGULATED CONTAMINANTS

SUBSTANCE	MCLG (Ideal Goals)	MCL (Highest Level Allowed)	LEVEL DETECTED	VIOLATION	SOURCE OF CONTAMINANT
Antimony	6 ppb	6 ppb	0.2 ppb	No	Fire retardants, ceramics, electronics, solder
Arsenic	N/A	10 ppb	1 ppb	No	Natural deposits.
Barium	2 ppm	2 ppm	0.020 ppm	No	Natural deposits.
Coliform (TCR)	0	presence of coliform bacteria in >=5% of monthly samples	0 count	No	Naturally present in the environment.
Copper	1.3ppm	AL = 1.3 ppm	0.21 ppm (90th percentile value)	No	Natural deposits. Corrosion of household plumbing systems.
Sample Date: 8/10/2017			0 of 30 results exceeded AL		
Fluoride	4 ppm	4 ppm	0.8 ppm	No	Natural deposits. Water additive that promotes strong teeth.
HAA5 (Site D15)	60 ppb	60 ppb	11 ppb average Range: 8 - 14 ppb	No	Byproduct of drinking water disinfection.
HAA5 (Site D45)	60 ppb	60 ppb	19 ppb average Range: 10 - 19 ppb	No	Byproduct of drinking water disinfection.
HAA5 (Site D55)	60 ppb	60 ppb	18 ppb average Range: 16 ppb	No	Byproduct of drinking water disinfection.
Lead	0 ppb	AL = 15 ppb	2.60 ppb (90th percentile value)	No	Natural deposits. Corrosion of household plumbing systems.
Sample Date: 8/9/2017			0 of 30 results exceeded AL		
Nickel		100 ppb	1.50 ppb	No	Natural deposits.
Nitrate (NO3 - N)	10 ppm	10 ppm	0.63 ppm	No	Natural deposits, fertilizer, animal, waste, sewage.
Radium, combined	0 pCi/L	5 pCi/L	0.7 pCi/L	No	Natural deposits.
Sample Date: 4/8/2014					
Sodium	N/A	Unregulated	15.0 ppm	No	Natural deposits.
Sulfate	N/A	Unregulated	24.0 ppm	No	Natural deposits.
Trihalomethanes, Total (Site D15)	0 ppb	80 ppb	23.1 ppb LRAA Range: 16.8 - 34.3 ppb	No	Byproduct of drinking water disinfection.
Trihalomethanes, Total (Site D45)	0 ppb	80 ppb	155.6 ppb LRAA Range: 23.9 - 49.2 ppb	Yes	Byproduct of drinking water disinfection. ended 4/9/2019
Trihalomethanes, Total (Site D55)	0 ppb	80 ppb	43.7 ppb LRAA Range: 29.4 ppb	No	Byproduct of drinking water disinfection.
Turbidity	N/A	TT = 1 NTU TT < 0.3 NTU 95% of the time	0.03 NTU average Range: 0.02 - 0.05 NTU 100% of samples below MCL	No	Natural sediment.

UNREGULATED CONTAMINANTS

Unregulated contaminants are those for which the federal Environmental Protection Agency (EPA) has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. EPA requires us to participate in this monitoring.

Sample Dates: 6/17/2014, 6/18/2014, 9/16/2014, 12/16/2014, & 3/10/2015

SUBSTANCE	LEVEL DETECTED	SUBSTANCE	LEVEL DETECTED
1,4-Dioxane (p-Dioxane)	0.074 ug/L average	Molybdenum	1.10 ug/L average
Chlorate	114.3 ug/L average Range: 53.9 - 226.0 ug/L	Strontium	136.88 ug/L average Range: 128 - 149 ug/L
Chromium	0.353 ug/L average Range: 0.30 - 0.46 ug/L	Vanadium	0.23 ug/L average Range: 0.22 - 0.24 ug/L
Chromium, Hexavalent	0.174 ug/L average Range: 0.090 - 0.23 ug/L		

"PROUD TO BE A CHARTER MEMBER"





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SAFETY MEASURES DURING COVID-19 CRISIS

We understand our customers are concerned about COVID-19 and may have questions about their tap water. In this extraordinary time with many different concerns you are dealing with, please know that your drinking water is not something you need to worry about. It is safe to drink and use as always. Our award-winning treatment and disinfection process kills viruses, including the coronavirus. The United States has some of the highest standards for drinking water in the world and we consistently exceed those standards. Experts from the CDC, EPA, and our industry organization the American Water Works Association have concluded that the virus is particularly susceptible to standard water treatment and disinfection processes.

During this crisis we have initiated additional steps to separate and isolate our employees to reduce the risk of infection within our specialized staff. We have closed our offices and treatment plant to the public. Treatment plant operations, lab, and maintenance staff have all been isolated in their work environments so there is no overlapping interaction. We are rotating our distribution staff so we can

continue the work needed to deliver you the highest water quality while maintaining a healthy, flexible workforce that can adapt to changing conditions.

We plan and train for a wide range of challenges that could impact the safety of our water. While this is a particularly unusual event rest assured that we are constantly planning and adapting our strategies to address what we are confronted with in order to deliver you safe and plentiful drinking water.

We have expanded ways for you to pay your bill. You can always mail your payment in the envelope provided with your bill. You can drop off your payment in a drop box located in our parking lot at 170 W. Drexel Avenue. You can also pay with your credit card over the phone or through our online payment service Payment Service Network (PSN). At this time the State has allowed us to waive credit card convenience fees. Finally, you can sign up for automatic withdrawal and never miss a payment. If you have any questions please call us for help (414) 570-8210.

WHAT'S GOING ON WITH FRANKLIN?

FAQs About Oak Creek Supplying Water To Franklin

What is the history of the water agreement between Oak Creek and Franklin?

In 1994, the City of Franklin entered into a 30-year contract to purchase wholesale water from the City of Oak Creek. The agreement expires on April 23, 2024. The Oak Creek Water and Sewer Utility has exercised its right not to renew the agreement beyond the April 23, 2024 expiration date in a letter to the City of Franklin Board of Water Commissioners dated October 10, 2018.

Why did Oak Creek choose not to renew the agreement?

The Oak Creek Water and Sewer Utility has planned for this decision for some time. Oak Creek believes very strongly in treating and distributing water that is well above the quality standards imposed by federal and state regulations. The decision not to renew the agreement frees the Water and Sewer Utility to pursue additional system improvements that will result in even higher-quality water for Oak Creek residents.

Will the decision not to renew the agreement increase my water bill?

No - there is NO rate increase projected for Oak Creek. In fact, Oak Creek has been financially planning for this eventuality for several years. The Oak Creek Water and



Sewer Utility will offset the \$2.5 million net revenue loss by reducing the size of a planned water quality improvement project, which will in turn reduce the annual debt payment. Additional cost savings will be realized by

eliminating annual capital spending associated with Franklin's growing water demands. Notably, Oak Creek has had stable rates with zero rate increases in more than four years, and no significant rate increase in more than eight years. The Oak Creek Water and Sewer Utility General Manager has repeatedly and publicly stated that no rate increase is anticipated in the foreseeable future.

What is Oak Creek's governing philosophy regarding water quality?

The Oak Creek Water and Sewer Utility is fully committed to maintaining water quality levels that are among the highest in the nation, going above and beyond state and federal minimum quality regulations. Customers expect safe and clean water, as they have every right to do. Other municipalities may believe minimum water quality regulations are sufficient. However, time and time again throughout the nation, it has been proven that the minimum is not good enough to protect municipal water consumers. Oak Creek takes its responsibility to provide clean and safe water very seriously.

How much revenue does the Franklin agreement contribute to Oak Creek?

The agreement contributes approximately 25 percent of water-related revenues, while also accounting for a major portion of Oak Creek's capital spending.



Is the decision not to renew the Franklin agreement a positive development for Oak Creek?

Yes. By not renewing the agreement, Oak Creek is removing a key opponent to the city's effort to build its water quality improvement project, which is also required by the Wisconsin Department of Natural Resources. The next key step is to secure necessary Wisconsin Public Service Commission (PSC) approval for the project.

How does the Wisconsin Public Service Commission (PSC) impact water service in Oak Creek?

The PSC regulates every aspect of the Oak Creek Water and Sewer Utility, including the rate that Oak Creek charges Franklin. The PSC is the only regulatory agency that can ultimately decide when, or if, Oak Creek can stop selling water to Franklin beyond the April 23, 2024 agreement end date. Oak Creek has spent more than \$2.5 million over the last three years in an effort to gain approval for its water treatment project. The Oak Creek Water and Sewer Utility is confident the decision to end the Franklin agreement clears the way for Oak Creek to receive construction authorization from the PSC.



How does Oak Creek's water treatment technology compare to other Wisconsin utilities treating water from Lake Michigan?

Oak Creek employs highly skilled, trained, and certified water treatment operators at the second youngest plant on the Great Lakes. Oak Creek's certified water quality standards are at a high level that few others in the nation have been able to achieve. That said, Oak Creek recognizes the need to continue making improvements. Along with Port Washington, the Oak Creek water treatment facility is one of two in Wisconsin that does not have a positive barrier to potentially harmful organisms such as cryptosporidium. The water quality project is proposed to add a positive barrier in the form of UV light disinfection. This ensures Oak Creek water customers will benefit from additional protections and a sustained level of some of the safest and cleanest municipal water available in the US.

Will the water quality improvement project and related upgrades increase my water bill?

No. By ending the agreement with Franklin, which reduces the demand for treated water, Oak Creek will reduce the size of its water quality improvement project accordingly. The need for this project has been anticipated since 2008, and the Oak Creek Water and Sewer Utility has focused on maintaining a financial position that will allow for construction without an associated rate increase.

Does the Utility currently have any violations from the Wisconsin Department of Natural Resources (WDNR)?

No, however, the WDNR has expressed concern with a buried water tank Oak Creek uses as part of the water treatment process. The concern stems from the potential for groundwater to enter the buried drinking water tank. The previously mentioned water quality improvement project was designed to address this concern. However, when our project was being reviewed by the PSC, Franklin opposed the project because they didn't want to copay for the needed improvement. Due to the PSC's refusal to authorize the remediation project, our concerns and those shared by the WDNR have been ignored!



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OAK CREEK WATER UTILITY SERVICE AREA

