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PERMIT NO. 228
MONROE, WI 53566

POSTAL CUSTOMER
MONROE
WISCONSIN, 53566

2014 Consumer Confidence Report

Monroe Water Utility
1224 10th Ave W
329-2480

Water Utility Hours
Normal Operating Hours
City Hall Billing Office
Monday-Friday
8:00 a.m. – 4:30 p.m.
Water Utility Billing
Office
Monday-Friday
7:00 a.m. – 3:30 pm
Water Utility Closed:
New Years Day
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day after Thanksgiving
Christmas Day
On December 24th &
December 31st open:
7:00 a.m. – 11:30 a.m.

WATER UTILITY INFORMATION

Attention Homeowners

SELLING or PURCHASING a HOME?

If property is sold or purchased the Water Utility must be notified for a final meter readout and to establish new account information. Contact the Utility at least 2 days prior to closing to schedule an appointment.

The City of Monroe Utilities will be performing ongoing maintenance on its Sanitary Sewer and Water Distribution system through October 31. Some sanitary sewers may experience main and lateral backups. Precautions will be taken to minimize backups, however the only way to prevent a backup is for the resident to install a sewer backflow preventer as recommended by the City of Monroe. The City is not responsible for any sewer backup and will not pay for any damages that might be caused by a backup.

While flushing water mains customers are reminded that some discoloration may occur in their water. The discoloration is caused by encrusted minerals being flushed from the walls of the mains. The best way to deal with this is to turn on the cold tap and let the water run until it comes clear. Discolored water caused by flushing poses no danger to public health.

The Monroe Water Utility

2014 Annual Drinking Water Quality Report Quality on Tap Report

We're very pleased to provide you with this year's Annual Quality Water Report. We want to keep you informed about the excellent water and services we have delivered to you over the past year. Our goal is and always has been, to provide to you a safe and dependable supply of drinking water. Our water source is Groundwater: **Our wells draw from Sandstone and Limestone Aquifers. The Monroe Water Utility** routinely monitors for constituents in your drinking water according to Federal and State laws. These table shows the results of our monitoring for the period of January 1st to December 31st, **2014**. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some constituents. It's important to remember that the presence of these constituents does not necessarily pose a health risk.

Source(s) of Water

Source ID	Source	Depth (in feet)	Status
3	Groundwater	1331	Active
4	Groundwater	1688	Active
5	Groundwater	1529	Active
6	Groundwater	1766	Active
7	Groundwater	1800	Active

Disinfection Byproducts

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2014)	Violation	Typical Source of Contaminant
TTHM (ppb)	D-13	80	0	4.4	4.4		No	By-product of drinking water chlorination
HAA5 (ppb)	D-4	60	60	0	0		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2014)	Violation	Typical Source of Contaminant
ARSENIC (ppb)		10	n/a	2	0 - 2		No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)		2	2	0.130	0.018 - 0.130		No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)		4	4	0.3	0.1 - 0.3		No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)		100		43.0000	1.4000 - 43.0000		No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
NITRATE (NO3-N) (ppm)		10	10	0.15	0.07 - 0.15		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)		n/a	n/a	4.40	2.10 - 4.40		No	n/a
Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	# of Results	Sample Date (if prior to 2014)	Violation	Typical Source of Contaminant	
COPPER (ppm)	AL=1.3	1.3	0.1400	0 of 30 results were above the action level.		No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives	
LEAD (ppb)	AL=15	0	3.80	0 of 30 results were above the action level.		No	Corrosion of household plumbing systems; Erosion of natural deposits	

* Systems exceeding a lead and/or copper action level must take actions to reduce lead and/or copper in the drinking water. The lead and copper values represent the 90th percentile of all compliance samples collected. If you want information on the number of sites or the actions taken to reduce these levels, please contact your water supply operator

Radioactive Contaminants

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2014)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)		15	0	3.4	0.0 - 3.4		No	
RADIUM, (226 + 228) (pCi/l)		5	0	4.4	0.5 - 8.5	No	No	
GROSS ALPHA, INCL. R & U (n/a)		n/a	n/a	3.4	0.0 - 3.4	No	No	
COMBINED URANIUM (ug/l)		30	0	1.2	1.2	5/21/2013		

Unregulated Contaminants

Unregulated contaminants are those for which 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 required us to participate in this monitoring.

Contaminant (units)	Level Found	Range	Sample Date (if prior to 2014)
SULFATE (ppm)	13.00	6.10 - 13.00	

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year. These 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.

Microbiological Contaminants

Contaminant	MCL	MCLG	Count of Positives	Violation	Typical Source of Contaminant
Coliform (TCR)	presence of coliform bacteria in >=5% of monthly samples	0	2	Yes, Ended 7/18/2014	Naturally present in the environment

Corrective Actions Taken

The Utility re-sampled the positive sites and both upstream and downstream of positive sample sites. The chlorine pump rates were increased to have a chlorine residual of 1.0 ppm at the far edges of the system within 4 Hrs.

Monitoring and Reporting Violations

Description	Contaminant Group	Sample Location	Compliance Period Beginning	Compliance Period Ending
DBP Monitoring/Reporting	Dbp	Distribution System	7/1/2014	9/30/2014

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the compliance period noted in the above table, we did not complete all monitoring or testing for the contaminant(s) noted, and therefore cannot be sure of the quality of your drinking water during that time. **Actions Taken:** The Utility took the required samples but there was an error at the lab. New samples will be taken in 2015 to replace the samples in 2014. Population of Monroe 10,720 and no action need be taken by the residence. This violation will be resolved in second quarter of 2015.

Health effects for any contaminants with MCL violations

Contaminant	Health Effects
Coliform (TCR)	Coliforms are bacteria which are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.
Term	Definition
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
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
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.

Water System Information

All 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 the 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 at 1-800-426-4791.

MCL's are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a- million chance of having the described health effect.

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.

Total Coliform: The Total Coliform Rule requires water systems to meet a stricter limit for coliform bacteria. Coliform bacteria are usually harmless, but their presence in water can be an indication of disease-causing bacteria. When coliform bacteria are found, special follow-up tests are done to determine if harmful bacteria are present in the water supply. If this limit is exceeded, the water supplier must notify the public by newspaper, television or radio. To comply with the stricter regulation, we have increased the average amount of chlorine in the distribution system.

Nitrates: As a precaution we always notify physicians and health care providers in this area if there is ever a higher than normal level of nitrates in the water supply.

Lead: Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced or reduced. 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. Monroe Waterworks 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.

Information on Monitoring for Cryptosporidium and Radon

Our water system did not monitor our water for cryptosporidium or radon during 2014. We are not required by State or Federal drinking water regulations to do so. Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

Thank you for allowing us to continue providing your family with clean, quality water this year. In order to maintain a safe and dependable water supply we sometimes need to make improvements that will benefit all of our customers. These improvements are sometimes reflected as rate structure adjustments. Thank you for understanding.

If you have any questions about this report or concerning your water utility, please contact **Michael L. Kennison at (608) 329-2485 or write to 1224 10th Avenue W.** We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on **the First and Third Monday night 4:30 pm at City Hall.** We at The Monroe Water Utility work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

Thanks Again,

The Monroe Water Utility

