

About the Milwaukee Water Works

The Milwaukee Water Works is a national leader in providing high-quality drinking water and monitoring water quality. Established in 1871, the Milwaukee Water Works is proud to be the largest and oldest continuously operating water utility in Wisconsin.

Customers

The City of Milwaukee-owned utility provides water to over 860,000 people in 16 communities in Milwaukee, Ozaukee, and Waukesha Counties: Milwaukee, Brown Deer, Butler, Franklin, Greendale, Greenfield, Hales Corners, Shorewood, St. Francis, Wauwatosa, West Allis, and West Milwaukee. Water is provided to the Milwaukee County Grounds facilities and portions of Menomonee Falls, Mequon, New Berlin, and Thiensville.

Water Treatment Cycle

The Milwaukee Water Works treats Lake Michigan water with ozone as the primary disinfectant to destroy microorganisms that cause disease, reduce the formation of disinfection byproducts, and remove taste and odor. Particles are removed through coagulation, flocculation, settling, and biologically active filtration. Chlorine is a secondary disinfectant. Fluoride is added to reduce dental cavities. A phosphorous compound is added to control pipe corrosion to prevent lead and copper that may be present in pipes from leaching into the water. Chloramine disinfection maintains a residual in the distribution system. We continuously conduct water quality monitoring, or sampling, from the lake source water to the distribution system of 1,956 miles of water mains that carry over 100 million gallons of treated water every day.

The treated water enters homes and businesses through a service line pipe and a water meter. After you use water, it leaves your property through the sanitary sewer pipe and flows to the Milwaukee Metropolitan Sewerage District treatment facility where it is treated and returned to Lake Michigan.

Governance

Policy is set by the Mayor and Common Council. The utility is regulated by the U.S. Environmental Protection Agency and the Wisconsin Department of Natural Resources for facilities, operations, and water quality; and the Public Service Commission of Wisconsin for rates.

Publicly Owned

A public water utility belongs to all of us. Water rates, not taxes, pay the cost to purify and pump the water and keep infrastructure in reliable working condition. As a non-profit agency, we continuously reinvest revenue from rates in our utility. Since 1993, the Milwaukee Water Works has invested over \$417 million in its treatment plants, pumps, water mains, and booster stations to ensure a reliable supply of pure, fresh water.

Contact Information

Milwaukee Water Works Customer Service Center, *Open Monday-Friday, 7:30 a.m. to 5 p.m.*, Phone (414) 286-2830
TDD (414) 286-8801 -- Fax (414) 286-5452
24-Hour Water Control Center (414) 286-3710
Email for non-emergency contact: watwebcs@milwaukee.gov

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