



**Department of Public Works
Milwaukee Water Works**

Ghassan Korban
Commissioner of Public Works

Preston D. Cole
Director of Operations

Carrie M. Lewis
Water Works Superintendent

MEDIA ADVISORY

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Contact: Sandy Rusch Walton – 414.286.3261 | 414.708.2386 | slrusch@milwaukee.gov

In the Mail: Water Quality Report

Milwaukee's drinking water utility is mailing its annual report about water quality to customers. You will find the Water Quality Report in your Municipal Services Bill for the second billing quarter.

The report tells customers about the source and high quality of Milwaukee's drinking water, compliance with regulations, and water quality testing and monitoring for 2013.

The U.S. Environmental Protection Agency (EPA) requires public water utilities to distribute the report, also known as a Consumer Confidence Report, to encourage consumers to consider the challenges and costs of delivering safe drinking water. As a requirement of the 1996 Safe Drinking Water Act, the report tells consumers about the source of their drinking water to help them understand the importance of a clean environment.

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 work to be cost-effective while reinvesting revenue from rates in the utility.

Copies in English and Spanish are available at city government offices, city health centers, Milwaukee Public libraries, and community centers. The report is online at www.milwaukee.gov/water/about/WaterQuality.htm.

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.

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. We also provide water 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 water in the distribution system of 1,956 miles of water mains. We provide 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.

