



MILWAUKEE WATER WORKS

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Milwaukee Water Works

Safe, Abundant Drinking Water.

Carrie M. Lewis, M.Sc., Superintendent (left)
Laura Daniels, Administration and Projects Manager

WHO WE ARE

The Milwaukee Water Works, a self-financing enterprise owned by the City of Milwaukee, provides pure, safe drinking water to 860,000 people in Milwaukee and 16 communities in southeastern Wisconsin. The utility is recognized nationally as a leader in providing high-quality water and monitoring water quality.

The Milwaukee Water Works disinfects Lake Michigan water with ozone and completes treatment with coagulation, settling, biologically active filtration, and a final disinfection with chloramines to maintain biological protection in the distribution system.

The utility is organized into several work units. Two **Water Treatment Plants** provide 24-hour-a-day drinking water treatment

and operational activities. **Water Quality** ensures all water quality regulations are met and exceeded. **Distribution activities** focus on scheduled preventive maintenance and repair of 1,964 miles of underground piping throughout Milwaukee and the utility's retail customer suburbs, and fire hydrant inspection. **Water Engineering** provides an internal resource, responsive to applied research needs and coordinates the Capital Improvements Program. **Business** includes accounting, customer service, billings and collections, marketing and public outreach. **Meter Services** ensures that water meters are operating properly and accurately represent water usage. **Technical Services** provides informational technology support.

On behalf of the City of Milwaukee, the utility manages the billing for the Milwaukee Municipal Services Bill, which in-

cludes charges and fees for drinking water, sewer treatment, sewer maintenance, solid waste collection, storm water management, and snow and ice removal.

The Milwaukee Water Works revenue reduces the tax rate for the City of Milwaukee. In 2008, the utility made an \$8.7 million Payment In Lieu Of Taxes to offset the City tax levy, reducing the tax rate by \$0.29 per thousand dollars of assessed valuation. The utility pays other city departments for services it uses and payment of employee benefits.

A modern, efficient, reliable water utility is one of the most important foundations of Milwaukee's quality of life. We count on the Milwaukee Water Works to deliver safe drinking water to protect public health, fight fires, and supply the water needs of business and industry. Investments in the

KILBOURN RESERVOIR PARK OPENS

Kilbourn Reservoir Park, created with the removal of a 135-year-old underground drinking water reservoir, provides a green urban retreat in Milwaukee's Riverwest neighborhood after opening in October 2008.



To control erosion and storm water runoff, plantings of grass, shrubs, and perennials replaced the 3.63-acre paved top of the reservoir. Historic and native vegetation enhances storm water absorption and eliminates the need for high-maintenance mowing.



From left: Mayor Tom Barrett, Alderman Nik Kovac, Milwaukee Water Works Superintendent Carrie Lewis and Alderwoman Milele Coggs' assistant Akuwa Dantzler officially opened the renovated Kilbourn Reservoir Park on a rainy October day.

utility ensure that residents of Milwaukee and nearby suburbs have adequate supplies of high-quality water 365 days a year.

The Milwaukee Water Works provides drinking water to all or part of these communities: Brown Deer, Butler, Franklin, Greendale, Greenfield, Hales Corners, Menomonee Falls, Mequon, New Berlin, Shorewood, St. Francis, Thiensville, Wauwatosa, West Allis, and West Milwaukee.

SAFE DRINKING WATER

Milwaukee is a national leader in producing high-quality water and monitoring water quality. The Milwaukee Water Works tests source and treated drinking water for more than 500 contaminants, while the U.S. Environmental Protection Agency (EPA) requires tests for only 90. The monitoring

DID YOU KNOW?...

If laid end to end, Milwaukee's 2,000 miles of water mains would form a pipeline from Milwaukee to Ketchikan, Alaska.

is done as a precaution to ensure safe water, to collect baseline data for study, to help increase the understanding of how contaminants may affect public health, and to meet future regulations.

Milwaukee was one of the first utilities in the United States, starting in 2003, to test source and drinking water for endocrine-disrupting compounds (EDCs) and in 2006, to test for pharmaceuticals and personal care products (PPCPs). None have been found in Milwaukee drinking water. Neither testing nor disclosure of results is required under the Safe Drinking Water Act.

In 2008, the Associated Press cited Milwaukee as one of only 28 major utilities in the United States to test source and treated water for emerging contaminants such as EDCs and PPCPs. Milwaukee was the first U.S. utility to post the test results on the Internet.

KILBOURN RESERVOIR PARK

A green urban retreat designed to control erosion and storm water runoff opened in Riverwest in October 2008. In a multi-year public involvement project, the Milwaukee Water Works and neighbors of the Kilbourn

Reservoir Park designed a plan to remove a 135-year-old water reservoir from the hill on North Avenue. The plan returned 3.63 acres of pavement to water-absorbing surface. Landscaping includes historic and native vegetation — trees, shrubs, and a mix of prairie grasses, sedges, and forbs. This enhances storm water absorption and eliminates the need for high-maintenance mowing.

SUSTAINABILITY EFFORTS

As water use and revenues have been falling, the Milwaukee Water Works has been working to reduce and hold down costs and operate efficiently. The utility is increasing its use of technology and automation to improve efficiency. As an Environmental Protection Agency WaterSense partner and steward of Lake Michigan concerned with preserving our nation's water supply, the Milwaukee Water Works is implementing sustainable practices to conserve energy, fuel, and water.

- The Milwaukee Water Works joined a new Public Service Commission of Wisconsin program in 2008 to preserve the environment and protect water and energy resources. The utility optimizes operations for water efficiency, locates and fixes leaks

in infrastructure, tests meters regularly for accuracy, and provides customers with water efficiency information. The utility also agreed to shift water used for flushing activities away from rainy periods to dry days to assist the Milwaukee Metropolitan Sewerage District in reducing overflows into Lake Michigan, thereby helping protect the resource.

- During 2008, space was converted at both the Linnwood and Howard Avenue Water Treatment Plants to create renovated control rooms to accommodate new plant automation technology.

- Through operational innovation and public education about water waste, the utility has increased savings of treated water to 500 million gallons each year. In 2008, the Milwaukee Water Works received two American Water Works Association (AWWA) awards for water efficiency.

- Meters and Distribution personnel participated in the Department of Public Works' Eco-Driving Program, designed to reduce air pollution and save fuel. Meters personnel participated in Green Plumbers Training, learning about using water wisely and new plumbing parts and fixtures that save water.



A new activity book for children teaches kids where water comes from and introduces them to careers in the drinking water practice.

AWARDS AND HONORS

Milwaukee Water Works received the following awards and honors in 2008:

- Operations and Maintenance staff at the Linnwood Water Treatment Plant received a 2008 American Water Works Association national efficiency award. They were recognized for inventing and sharing with other utilities a tank rinsing method that resolved a safety issue, conserves water and energy, and reduces time spent on a maintenance and inspection task.

The method will save about 424,000 gallons of treated water per year and reduce the time of the operation from six-to-10 days to three days.

- The Milwaukee Water Works received a state AWWA Utility Special Achievement Award for its multi-year public education campaign to reduce the number of illegally opened fire hydrants in the City of Milwaukee. The program saves millions of gallons of water and prevents injury and



Milwaukee Water Works regularly tests water meters to ensure accuracy. property damage.

- Employees of the Milwaukee Water Works received Special Recognition from

the 2008 City of Milwaukee Combined Giving Campaign for having increased their participation by 25.6 percent over the previous year.

WATER WORKS IN THE NEWS



Heavy rainstorms caused storm water runoff and sewer overflows in early June 2008, causing rumors of drinking water contamination. Mayor Tom Barrett assured the public at a June 13 news conference that Milwaukee water is continually tested and there was no indication of any public health risk. Barrett said the Milwaukee Health Department reported its monitoring found no increase of illness in the community. Health Commissioner Bevan Baker and Milwaukee Water Works Superintendent Carrie Lewis provided supporting data at the news conference.



A national report in March cited Milwaukee as the only major water utility to test and post on the Internet results for testing its drinking water for pharmaceuticals. Milwaukee Water Works Superintendent Carrie Lewis told a news conference in March that Milwaukee water is free of pharmaceuticals. She was joined by Health Department Disease Control & Environmental Health Services Director Paul Biedryzcki and Public Works Commissioner Jeffrey Mantes.