

Meter Reading and Billing

Utilities are billed on a monthly basis.

Each month the meters are automatically read by a remote device which produces a radio signal to transmit the meter readings recording your usages.

Meters are read between the 1st-3rd days of the month, which may vary depending on when the weekend occurs.

Payment is due on or before the 28th day of the month in which you receive the bill. If the 28th day of the month falls on a Saturday or Sunday, payment can be made up to the following Monday.

Payments received after the 28th day of the month, are considered late and a late fee will be applied.

Why it's Important to Protect and Conserve Water?

You may remember learning about the water cycle when you were in school. If you understand the water cycle, then you understand we are using the same water that dinosaurs used when they roamed the earth millions of years ago. We can never destroy water, we can only change its form. However, we should use it wisely. Water purification is expensive and pumping water through the pipes consumes a large amount of electrical energy. The dirtier the water is, the more expensive it is to clean. This explains why the wastewater portion of your water bill is more expensive than the water portion. Another good reason to conserve is that water isn't always available when or where we need it. It just makes sense to protect our water supply. And you can help us do that by learning how to conserve water and helping prevent water pollution.

Identifying Stoughton Utility Employees

Stoughton Utilities central focus is customer care. Our customers, who are also our owners, are important to us. In order to be responsive to our customers as possible, circumstances may occur that warrant a Utility employee entry into a customer's home. Most often, such contact occurs as a direct result of a customer request. Utility employees carry an official identification badge, and drive white utility trucks and are marked with the Utility logo.

Where Does It Go After It Is Used?

Used water (also known as wastewater or sewage) is pumped through the wastewater system to our wastewater treatment plant. The water is then cleaned and returned to the Yahara River, where it flows downstream. You may be surprised to learn that the treated wastewater we return to the river is much cleaner than the river water. We consistently meet stringent state and EPA wastewater standards.

Sampling

Before the water reaches your tap, samples from the water distribution system and the wells are collected and tested in State-certified laboratories. Stoughton Utilities has a regular program of water analysis and system inspection that assures safe water for you and your family. We have nine State-certified water operators who assure that the water operations provided excellent water quality three hundred sixty-five days a year.

Ongoing Efforts

Like most water systems across the country, Stoughton Utilities water system is aging, and many critical elements have exceeded their service life span and are in need of repair or replacement. The water main replacement project is an-going program to replace failing pipelines each year. The new larger water mains installed over the years improve fire-fighting capabilities, increase water pressure, deliver more water, and avoids potential flood damage to homes, businesses and streets.

This year's projects include a portion of E. Main Street from the railroad tracks E. to Amundson Parkway. Learn more about our service to our neighbors at www.stoughtonutilities.com

Security of Our Water System

All Our lives have changed dramatically and our outlook on security has evolved since the tragic events of September 11, 2001. To this end, we want to assure all our water customers that the security of our facilities and are distribution system is our highest priority.

Throughout the past few years, several security measures have been implemented to protect our drinking water. The majority of our new precautions, however, cannot be disclosed to the public because we want to prevent those who might try to compromise the Stoughton Utilities distribution system from having access to information about how we protect our water supply. We urge all our customers to be vigilant also and even overly cautious as to any suspicious occurrences or questionable persons claiming to be Utility staff. Please, if in question, request identification of any person (s) claiming to be Utility personnel before allowing entrance to your home or business. All Utility personnel wear identification badges. If you have any questions or concerns in this matter, please feel free to call Robert Kardasz at 877-7423 and voice your concerns or questions. If you should see or witness any suspicious activity, please do not hesitate to call 911.

We want you to rest assured that we are doing everything in our power to provide the highest level of security for our system and your safety.

How to Contact Us

We welcome you to attend our Stoughton Utilities Committee meetings at the Stoughton Utilities Administration Office located at 600 S. Fourth Street held on the third Monday of the month. Meeting agendas and past meeting minutes are available at www.stoughtonutilities.com. If you have, any questions about this report or concerning your water utility, or Stoughton Utilities in general, contact, Robert Kardasz, at 877-7423 or Roger Thorson at, at 877-7422.

If you have a water emergency, please contact our emergency number at 873-9322.



Stoughton Utilities

**For more information
Customer Service Information.....877-7418 or
www.stoughtonutilities.com
600 S. Fourth Street**

- Open new or transfer accounts
- Billing inquiries
- Water conservation
- Water, wastewater and electric rates
- Automatic payment plans
- Credit card payments
- E-Pay (Internet Payments and usage history)

City of Stoughton Utilities 2010 Drinking Water Quality Report



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INTRODUCTION

Once again, the employees of Stoughton Utilities are pleased to provide you with this year’s Annual Water Quality Report. We are proud to announce that we continue to meet and surpass all State and Federal water quality standards under the Safe Drinking Water Act. Our goal is and always will be to provide you a safe and dependable supply of drinking water. We want you to understand the efforts we make continually to improve water quality and protect our water resources. We are committed to ensuring the quality of your water remains at the highest possible level.

If you have any questions about this report or concerning your Stoughton Utilities, please contact:
Robert Kardasz P.E., Director of Utilities (608) 877-7423
bkardasz@stoughtonutilities.com

DISCUSSION

Again, please note that the Stoughton Utilities drinking water complies with all State and Federal regulations, as shown in Table A “All sources of drinking water are subject to potential contamination by constituents that are naturally occurring or are man made. Those constituents can be microbes, organic or inorganic chemicals, or radioactive materials.”

INFORMATION FROM THE EPA

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.

MCLs 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 MCL level for a lifetime to have one-in-a-million chance of having the described health effect.

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).

WATER QUALITY TESTING/RESULTS

Stoughton Utilities routinely monitors for constituents in your drinking water in accordance with State and Federal laws. The following Table A shows the results of our monitoring for the period from January 1, 2010, through December 31, 2010 (unless otherwise noted). Please note that the only water parameter that had a detect is listed. If you desire to see the other constituents that were tested for, but did not have any detects, please contact the Stoughton Utilities. In this table, you will find many terms and abbreviations you might not be familiar with. To help you understand these terms, we have provided the following definitions:

- **Parts per million** (ppm) or Milligrams per liter (mg/l) – one part per million corresponds to one minute in two years, or a single penny in \$10,000.
- **Parts per billion** (ppb) or Micrograms per liter – one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.
- **Picocuries per liter** (pCi/l) – picocuries per liter is a measure of the radioactivity in water.
- **Action Level** (AL) – the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Maximum Contaminant Level** – the “Maximum Allowed” (MCL) is 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.
- **Maximum Contaminant Level Goal** – the “Goal” (MCLG) is 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
- **(TCR)-Total Coliform Rule**

Stoughton Utilities water comes from four wells located throughout the city and is pumped directly into the system and into three storage facilities. The water is treated with chlorine and fluoride as it leaves the wells and storage facilities. Last year we pumped 485,564,000 gallons of water.

Did you know that in lieu of taxes, Stoughton Utilities pays \$551,085.00 annually to the City? Stoughton Utilities is the largest tax payer in the City.

Stoughton Utilities is owned directly by the City of Stoughton and funded entirely by the water, electric and wastewater rates citizens pay for our services.

TABLE A
Disinfection Byproducts

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2010)	Source of Contaminant
HAA5 (ppb)	60	60	1	nd-1		
TTHM (ppb)	80	0	1.8	1.1-1.8		By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2010)	Source of Contaminant
Antimony (ppb)	6	6	.2	nd-2	3/19/08	Discharge from petroleum refineries, electronics
Barium (ppm)	2	2	0.032	.019-.032	3/19/08	Drilling waste;Erosion of natural deposits
Cadmium (ppm)	5	5	.1	nd-.1	3/19/08	Corrosion of galvanized pipes; Erosion of natural deposits
Chromium (ppb)	100	100	3	1-3	3/19/08	Erosion of natural deposits
Copper (ppm)	AL=1.3	1.3	.830	.0120-.1200	12/10/08	Corrosion of household plumbing Erosion of natural deposits
Fluoride (ppm)	4	4	1.5	.3-1.5	3/19/08	Water additive; Erosion of natural deposits
Lead (ppb)	AL=15	0	9.8	nd-54.00	12/14/08	Corrosion of household plumbing Erosion of natural deposits
Nickel (ppb)	100		3.500	.6200-3.5000	3/19/08	Natural occurs in soils, ground/ surface waters
Nitrate(N03-N) (ppm)	10	10	4.10	nd-4.10		Fertilizer use; Erosion of natural deposits
Selenium (ppm)	50	50	3	nd-3	3/19/08	Discharge from petroleum refineries; Erosion of natural deposits
Sodium (ppm)	n/a	n/a	8.50	3.10-8.50	3/19/08	n/a

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date	Source of Contaminant
Radium	5	0	1.3	1.3	3/25/09	Erosion of natural deposits
Gross Beta Particle	n/a	n/a	1.2	1.2	3/25/09	Decay of natural and man made deposits.

Unregulated Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date	Source of Contaminant
(ppb)						(if prior to 2010)
Trimethylbenzene	n/a	n/a	.11	.11		n/a
Bromodichloromethane	n/a	n/a	.26	.25-.26		n/a
Bromoform (ppm)	n/a	n/a	.70	nd -.70		n/a
Chloroform (ppb)	n/a	n/a	.52	.24-.52		n/a
Dibromochloromethane	n/a	n/a	.55	.35-.55		n/a
Sulfate	n/a	n/a	24.00	13.00-24.00	3/19/08	n/a

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.