

# WATER WORKS AND LIGHTING COMMISSION:

## PUBLIC WATER UTILITY GENERAL FAQ

A QUICK REFERENCE GUIDE FOR CUSTOMERS AND RESIDENTS SERVED BY THE WISCONSIN RAPIDS WATER WORKS & LIGHTING COMMISSION.

### ABOUT THE UTILITY

#### **What is the Wisconsin Rapids Water Utility?**

The water utility is operated by the Wisconsin Rapids Water Works & Lighting Commission, a municipally owned utility that provides water and electric service to customers in the Wisconsin Rapids area. Its mission is to provide reliable service at a competitive rate.

#### **Where is the utility office located?**

The Water Works & Lighting Commission office is located at 221 16th Street South, Wisconsin Rapids, WI 54494.

#### **How do I contact customer service?**

Customer Service can be reached at (715) 423-6300. For service-related needs or emergencies, customers may call the Service Department at (715) 423-6310.

### WATER SYSTEM BASICS

#### **How many customers does the utility service?**

The utility supplies service to all residents of Wisconsin Rapids which has an approximate population of 18,000. The infrastructure supplies around 8,500 end point connections with approximately 7,500 of those connections being residential properties.

#### **Where does the utility get its water supply from?**

The utility extracts its water supply from 5 municipal groundwater wells. These wells pull water from the Central Sands Aquifer located east of the Wisconsin River and covers Adams, Juneau, Marquette, Portage, Waushara, Wood, Waupaca, and Shawano counties. This water supply then is returned to the aquifer through the Hydrologic Cycle.

#### **How much water does the utility pump to its distribution system every day?**

The water treatment plant pumps approximately an average of 2.2 million gallons of water a day into the distribution system, with a max day demand that can exceed 3 million gallons a day during summer months. The maximum capacity our water system can pump is 4.5 million gallons of water per day. The distribution system includes 3 elevated storage tanks and over 150 miles of distribution water main.

### WATER SERVICE BASICS

#### **What does water service include?**

Water service generally includes the delivery of safe drinking water through the public water distribution system, maintenance of utility-owned infrastructure, meter reading, billing, and customer support.

**What part of the water service line is my responsibility?**

Responsibilities can vary depending on the location of the service line isolation valve. These service valves are typically located near the public right-of-way. The customer is responsible for the water service from the service valve to the end point, the utility is responsible for the service from the water main to the service valve.

**How do I start, stop, or transfer service?**

Customers who are moving in, moving out, or transferring service should contact Customer Service as early as possible with the service address, move date, and account information if available.

## BILLING AND PAYMENTS

**How are water rates set?**

Water rates are regulated through the Public Service Commission of Wisconsin. Rates are designed to cover the cost of providing safe, reliable water service, including operations, maintenance, infrastructure, and regulatory compliance.

**Who should I call if I have a billing question?**

Customers with questions about charges, due dates, payment arrangements, or budget billing should contact Customer Service at (715) 423-6300 during regular business hours.

**Is there a budget billing option?**

Residential customers may be eligible for budget billing based on average usage at the property over the previous 12 months. Customers should contact Customer Service for details and eligibility.

## WATER QUALITY AND SAFETY

**Is the drinking water tested?**

Yes. Public water systems are required to monitor drinking water to meet state and federal standards. Customers with specific water quality questions should contact the utility for current information and available reports. The consumer confidence report is located on our website, and the website link is available <https://www.wrrwlc.com/water/water-quality.php>

**Can the utility test my water for bacteria or nitrates?**

Customers should contact the utility for guidance on available testing, recommended laboratories, and the best steps to take if they have concerns about water quality at their property.

**What should I do if my water looks, tastes, or smells different?**

First, note when the issue started, whether it affects hot water, cold water, or both, and whether neighbors are experiencing the same issue. Then contact the utility so staff can help determine the likely cause and next steps.

## EMERGENCIES AND SERVICE ISSUES

**Who do I call for a water emergency?**

For urgent service issues after hours or to report an emergency, call the 24-hour service line at (715) 423-6310 or (877) 258-2897.

**What should I do if I suspect a water main break or major leak?**

Report the issue to the utility as soon as possible. Provide the location, what you are seeing, and any nearby landmarks so crews can respond efficiently.

**Should I call before digging?**

Yes. Before beginning any outdoor project that involves digging, contact Diggers Hotline by calling 811 at least three working days before digging so underground utilities can be located.

**CUSTOMER TIPS**

- Keep the utility's customer service and emergency phone numbers in an easy-to-find place.
- Contact the utility before making changes to water service lines, meters, or related equipment.
- Report leaks, unexplained water usage, low pressure, or possible main breaks promptly.
- Call 811 before digging, even for small projects such as planting, fencing, or landscaping.
- Review your bill regularly and contact Customer Service if usage appears unusually high.