**PUBLIC SERVICE COMMISSION OF WISCONSIN**
**REPORT ON WATER CONSERVATION PROGRAMS**

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|---|---|
| Utility Name: | Waukesha Water Utility - 6240 |
| Report Date: | 03/25/2026 |
| Report Period: | 01/01/2025 – 12/31/2025 |
| Report Frequency: | Annual |
| Billing Frequency: | Monthly |
| Person Submitting Report: | Cortney Nagel |

Waukesha Water Utility is submitting this report to the Public Service Commission, as required by PSC 185.97. This report addresses each of the points requested by the Commission, including the following information.


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## I. EXECUTIVE SUMMARY

Water conservation is important in the City of Waukesha. Since 2006, Waukesha Water Utility (WWU) has implemented a variety of conservation programs, and the City's conservation efforts became more focused with the passage of NR 852.




In 2025, Waukesha celebrated its second-year anniversary for the transition to the Great Lakes water and continued to make great strides with its water conservation program.

Some of this year's noteworthy accomplishments include the following:

NEW IN 2025:

- In partnership with the Clean Water Plant, the Utility launched a new Water Softener Removal Rebate Program in January 2025. An initial $200 rebate was available for the first six months. After that, the rebate was reduced to $150. Our engineer calculated the annual water savings of 3,000 gallons of water per softener. By the end of 2025, there was a total of 1,902 rebates.

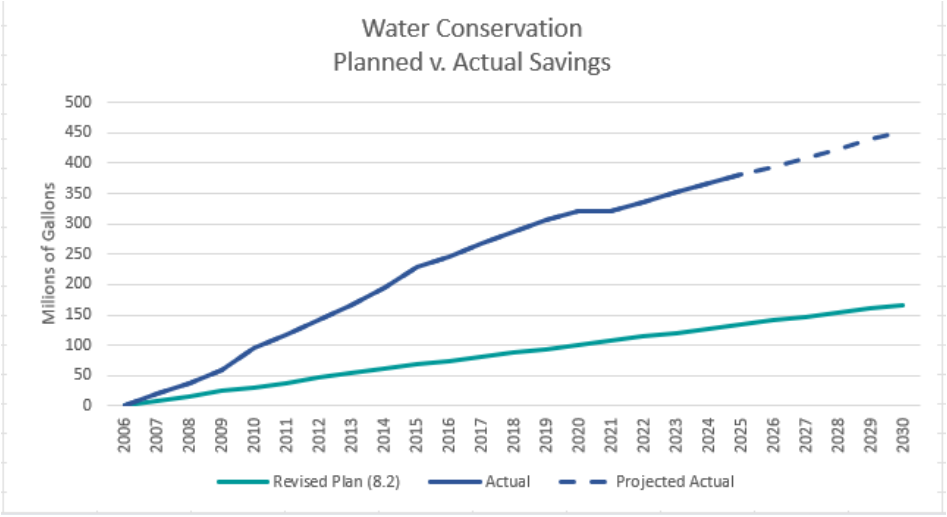
- The Utility called several large multi-families, then mailed out letters to 30 different large multi-families to inform/remind them about our toilet rebate program. After the letters were sent, a month later, we followed up with phone calls. From all the phone calls that were made and letters sent, the Utility received 1 application back from a new owner of a large multi-family who was unaware of the rebate program. He is planning to change the toilets out in 2026.

- The City of Waukesha has a new communication platform called *Waukesha Current*. This is an insert that is placed inside the Park and Recreation department's Activity Guide. This booklet is the "City Magazine" that incorporates information from all City departments. It is mailed to approximately 30,000 homes three times a year. The Utility will use this magazine as a new communication tool to advertise Waukesha's water conservation program (topics would include information on rebates, how to prevent freezing pipes, sprinkling ordinance, how to find and fix leaks, etc.)

ADDITIONAL 2025 ACCOMPLISHMENTS:

- Regarding conservation rebates, in addition to the water softener rebates, there were 51 toilet rebates, 12 showerhead rebates, and 11 rain barrel rebates given out in 2025.
- For site specific projects, the Utility mailed 50 letters to our largest water users reminding them about our business incentives. The Utility received 1 application back from a senior multi-family for changing out an old cooling tower to a more efficient tower. The job was completed in late 2025 and we're waiting to verify the water savings for the incentive amount.
- For leaks, the Utility conducted 25 water audits and 59 datalogs. In addition, the Utility inspected 1,467 hydrants (and immediately repaired any leaks found) and replaced 16,424 linear feet of water main. The overall water loss was 11%, which is less than the 15% amount that triggers an action plan. The Utility also advertised how to prevent freezing/broken pipes during the two cold spells in January and December 2025 and posted information on how to find and fix leaks during national Fix a Leak Week.
- For outdoor watering, there were 0 sprinkling violations reported, 2 new landscape irrigation systems ordinance permits, and when comparing Waukesha's summer pumpage with its neighboring cities, who are affected by similar weather conditions, Waukesha used a lower proportion of water in the summer than its neighbors (44.1% in comparison to 47.1% - 49.9%).
- When it comes to educating the public about water conservation, the Utility gave 43 presentations (8 for adults and 35 for school/youth groups), 1 panel discussion, and a City Night Out Outreach event. In addition, the Utility used a variety of communication tools that are listed in the Education section.
- The annual and average day pumping continues to steadily decline; and, once again, there were 0 days that were greater than 7.8 million gallons of water pumped.

As stated in the 2022 Plan Update, even though Waukesha Water has exceeded its goals, the Utility will continue to maintain its conservation program because water conservation savings can erode as water-using fixtures and equipment age, and customers' behaviors can change.



## II. ANNUAL BUDGET AND EXPENDITURES

Per Docket 6240-WR-111 the PSC determined that a reasonable level of conservation costs recoverable in rates is $62,271. This is consistent with several past rate cases.

The actual costs since 2020 are as follows:

| | Actual | | | | |
|---|---|---|---|---|---|
| | 2025 | 2024 | 2023 | 2022 | 2021 |
| Revenue | | | | | |
| Rates | $ 62,271 | $ 62,271 | $ 62,271 | $ 62,271 | $ 62,271 |
| Sewer Reimbursement | 30,000 | 30,000 | 30,000 | 30,000 | 30,000 |
| | 92,271 | 92,271 | 92,271 | 92,271 | 92,271 |
| Expenses | | | | | |
| Program Administration | 3,537 | 8,424 | 9,919 | 9,714 | 11,144 |
| Customer Outreach and Education | 31,591 | 29,005 | 9,744 | 14,880 | 6,354 |
| Other Program Costs | 1,479 | 33,345 | 16,847 | 58,265 | 2,031 |
| Leak Surveys | 598 | | | - | - |
| Toilet Rebates | 5,064 | 6,798 | 7,800 | 18,897 | 28,995 |
| Grants & Incentives | 18,931 | 315 | 731 | 6,136 | 580 |
| | 61,200 | 77,887 | 45,042 | 107,892 | 49,104 |
| Excess(Deficit) | $ 31,071 | $ 14,384 | $ 47,229 | $(15,621) | $ 43,167 |

Program revenue remained consistent from 2024 to 2025. The current rate order (Docket #6240-WR-111) allows for $62,271 in conservation costs to be recoverable by water rates, with $30,000 of funding charged to the City's Sewer Department. The rate order includes a new requirement that the Utility must return $121,296 in underspent conservation funds (from prior years) back to customers over the next three years, beginning in 2023.

In 2024, the Utility partnered with the City of Waukesha to launch a new incentive program encouraging customers to remove and properly dispose of their water softeners. This initiative supports long-term water conservation efforts and helps reduce chloride levels in local waterways.

The rebate program officially began on January 1, 2025, and proved highly successful; 1,902 softeners were removed during its first year. Throughout 2025, the Utility also collaborated with the School District of Waukesha and several community organizations to provide environmental education. Residents and property owners continued upgrading inefficient, water-intensive fixtures as well.

In total, the Utility invested $23,995 in direct conservation incentives, $22,205 in program operating expenses, and $15,000 in website improvements, social media outreach, and newsletter updates. The program generated an excess of $31,071 in 2025.

Looking ahead to 2026, the Utility plans to continue promoting the water softener rebate program, encourage residents and businesses to replace inefficient toilets and fixtures, and expand outreach to Commercial and Industrial customers about the conservation business incentive program.

## III. INCENTIVE PROGRAMS

The Utility has five active incentive programs:

1. Toilet Rebate Program
2. Shower Head Rebate Program
3. Rain Barrel Rebate Program
4. Water Softener Removal Rebate Program (New in 2025)
5. Grants for Innovative Site-Specific Water Savings Measures

WaterSense®



## 1. Toilet Rebate Program

Waukesha Water Utility's High-Efficiency, 1.28 gpf (gallons per flush), WaterSense toilet rebate program has been in effect since October 2008. From October 2008 to July 2012, the program offered a $25 rebate. In 2012, the Utility increased the rebate to $100 depending on the cost of the toilet.

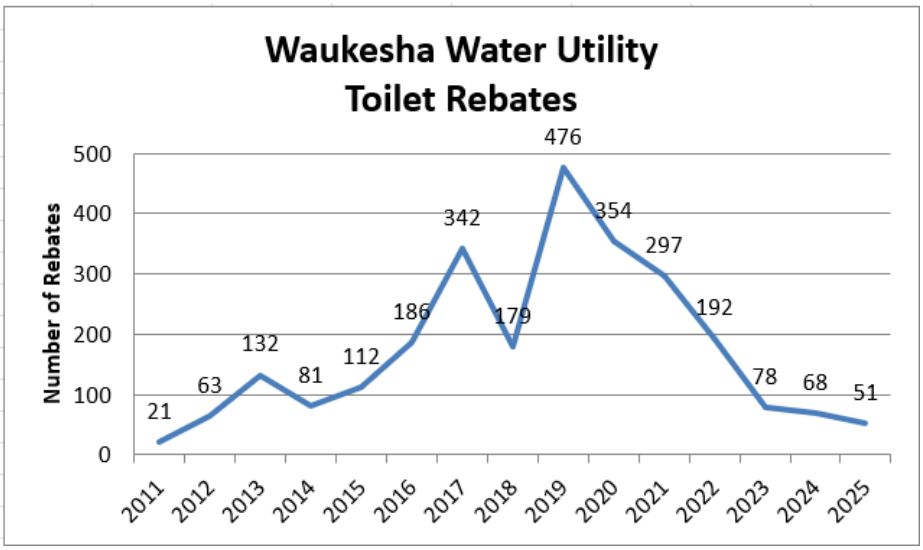
In 2025, the Utility followed up with a large multi-family that applied for the toilet rebate in 2023 but decided to put their application on hold due to changes in management. The management staff said they still wanted to keep their toilet rebate on hold.

In addition to following up with the multi-family that applied in 2023, the Utility also called several large multi-families and mailed 30 letters to other large multi-families, informing/reminding them of the toilet rebate program. The Utility also followed up with a phone call for the letters that were mailed out. A copy of this letter is shown in the education section.

Out of all the phone calls made and letters mailed, the Utility received only one response from a new apartment owner who lives out of state. The owner was not aware of the rebate and after explaining the program to him, he completed a toilet rebate application and asked that the Utility contact his maintenance person to schedule the pre-inspection. The Utility reached out to the maintenance person several times, but due to the maintenance person's unexpected health issues, the project was put on hold. The Utility has recently reached out again and learned that there is a new maintenance person. A pre-inspection will be conducted in approximately one month.

In 2025, the Utility processed a total of 51 toilet rebates. This included 48 residential toilets (for single residential, duplexes and triplexes), 0 commercial, 0 industrial, and 3 toilets for multi-family properties.

Historically, the following rebates have been awarded:




Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the program is demonstrated below. With Version 4.2 AWE Tool, avoided costs are included in the unit and benefit cost calculations.

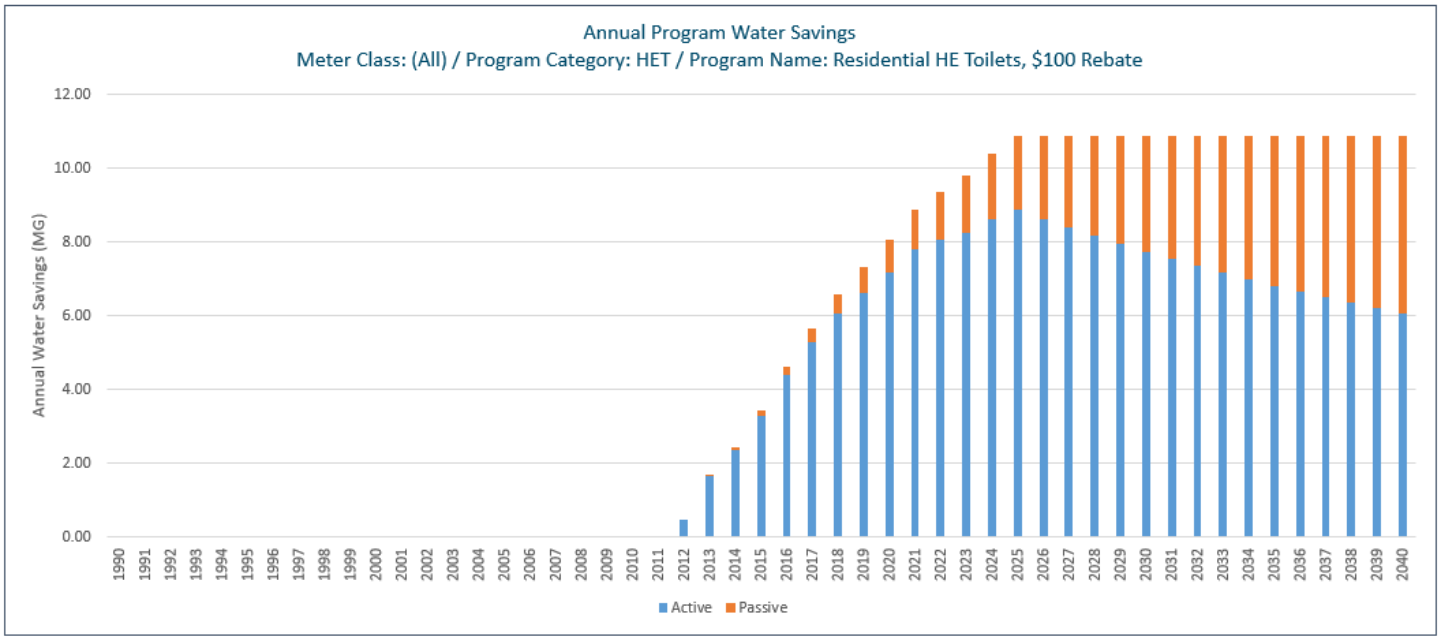
| Class | Activity Name | Utility Unit Cost ($/MG) | PV Cost | Utility Unit Benefit ($/MG) | PV Benefit | B/C Ratio |
|---|---|---|---|---|---|---|
| Residential | Residential HE Toilets, $100 Rebate | 302 | 46,382.88 | 616 | 94,608.79 | 2.0 |
| Multi-Family | HE Toilet, Large MF $100 Rebate | 271 | 84,668.38 | 616 | 192,456.55 | 2.3 |
| Commercial | CII HET Replacement $100 Commercial Rebate | 213 | 2,087.19 | 616 | 6,036.20 | 2.9 |
| Industrial | CII HET Replacement $100 Industrial Rebate | 210 | 48.01 | 616 | 140.83 | 2.9 |

In 2025, the Utility issued $100 toilet rebates for residential and large multi-families. The projected water savings through 2040, for those rebates, are demonstrated by the graphs on the next two pages.

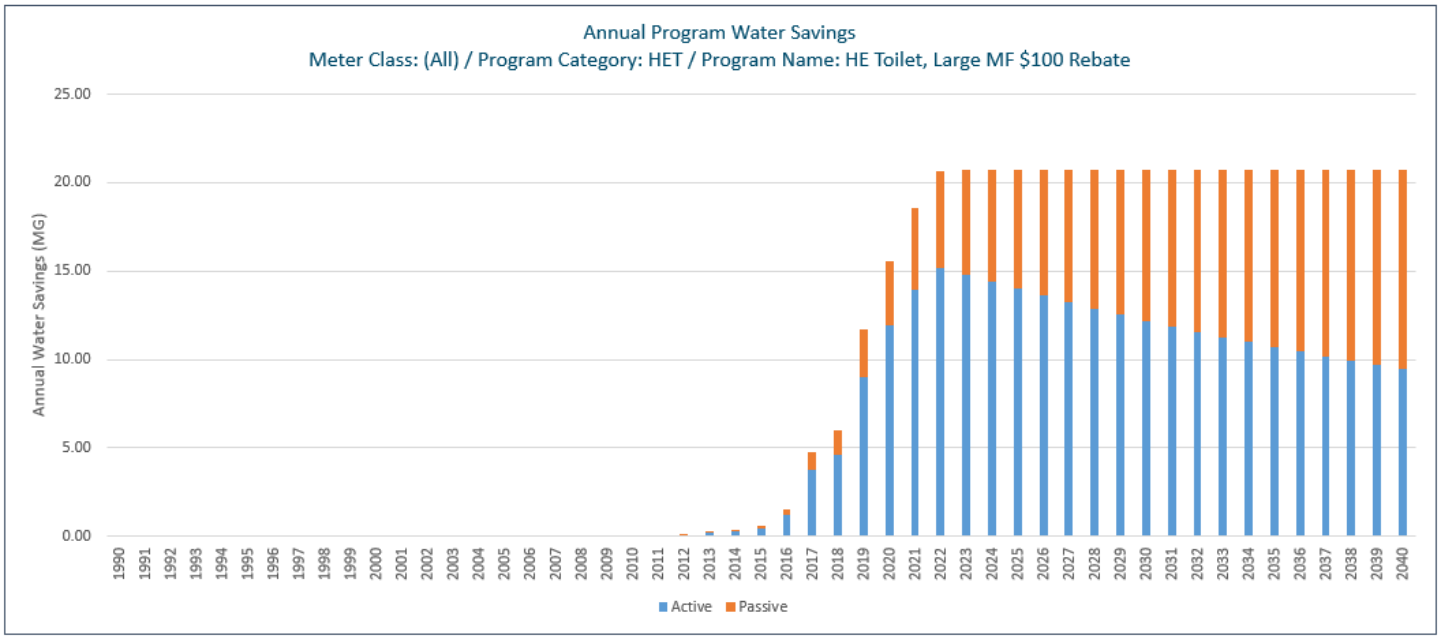
Projected water savings for past program incentives such as a $25 residential toilet rebate or $50 industrial toilet rebates can be found in past annual reports or provided upon request.

The following graphs, from the AWE Tracking Tool version 4.2, relate to water saved by the $100 residential, multi-family, and commercial rebates.

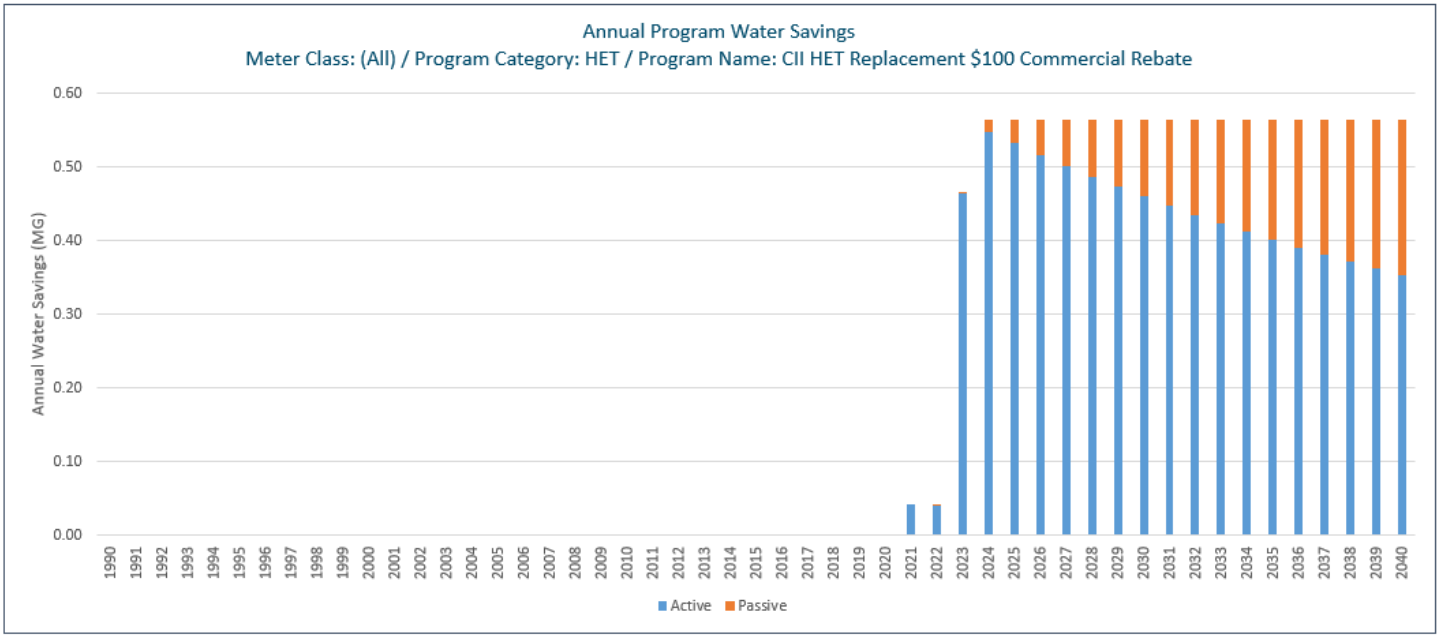
The first graph relates to water saved by the $100 residential rebates.



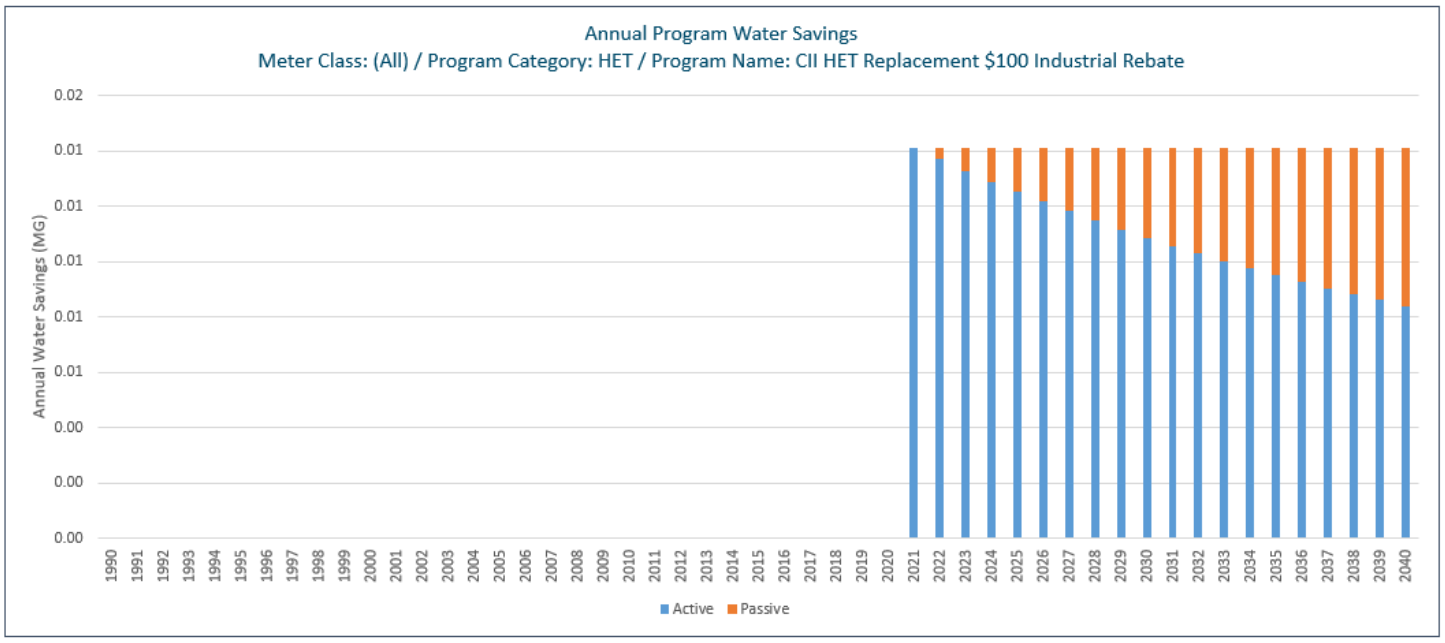

The second graph relates to water saved by the $100 large multi-family toilet rebates.



The third graph relates to water saved by the $100 commercial toilet rebates.




The fourth graph relates to water saved by the $100 industrial toilet rebates.



WaterSense®



## 2. Shower Head Rebate Program

In late 2016, the Utility implemented a shower head rebate program. Customers who replace their 1992 or older shower head with a high-efficiency WaterSense shower head would be eligible for a $25 rebate. In 2025, there were 12 shower head rebates for residential accounts.

The residential toilet & showerhead rebate application, along with the large multi-family toilet rebate application, is shown on the following four pages. The advertisements for the rebate programs are shown in the Education section.








Waukesha Water Utility
P. O. Box 1648
Waukesha, WI 53187-1648
www.waukesha-water.com
Phone: 262-409-4423
Fax: 262-521-5265

# RESIDENTIAL – SINGLE FAMILY, DUPLEX, & TRI-PLEX HIGH-EFFICIENCY TOILET & SHOWER HEAD REBATES

| | |
|---|---|
| **$100 Toilet Rebate** | Replace a **1993 or Older** (3.5 gpf or more - gallon per flush) toilet with a **WaterSense** High-Efficiency **1.28 gpf** toilet and receive up to a $100 rebate.<br><br>(Residential customers can save 9,000 – 11,000 gals. of water/year, depending on family size.) |
| **$25 Shower Head Rebate** | Replace a **1992 or Older** shower head with a **WaterSense** model shower head and receive up to a $25 rebate.<br><br>(Residential customers can save approximately 2,900 gals. of water/year, and approximately 300 kwh of electricity annually.) |

**Customer Eligibility/Program Rules:**

***If replacing more than 5 toilets, please see Large Multi-Family/Commercial Rebate Application.***

1. Rebates are available on first-come, first-served basis until funds are exhausted.
2. **Property where toilet/showerhead is installed is a customer of Waukesha Water Utility.**
3. **High efficiency toilets must replace toilets installed in 1993 or prior.**
4. Shower heads must replace shower heads installed in 1992 or prior.
5. New construction is not eligible.
6. **New toilet/showerhead must have the WaterSense logo (as shown on top of this page).**
7. Applicant must be the owner of the property listed on the rebate application.
8. **An original, unaltered, dated sales receipt listing the make and model numbers, MUST accompany the rebate application.**
9. **A picture showing the YEAR of the original toilet & a picture of the installed toilet is required and needs to be attached to the application in order to receive the rebate.**
10. Applicant agrees and understands that Waukesha Water Utility or its representatives reserve the right to inspect the installation before or after the rebate credit is mailed out.
11. The Utility will withhold the rebate until all conditions are met.
12. Rebates are not available for the costs of installation.
13. **Old toilets/showerheads cannot be reused.**
14. Submit the application materials to the Waukesha Water Utility (address listed above).

Updated Toilet & Shower Head Rebate Application Front Side

Waukesha Water Utility
P.O. Box 1648
Waukesha, WI 53187-1648
Phone: (262) 409-4423 Fax: (262) 521-5265

# TOILET & SHOWER HEAD REBATE FORM

Please Print & Read All Program Rules, on the Other Side of This Form, Prior to Submitting

NAME:_____ Owner □ Occupant □ Account #:_____
SERVICE ADDRESS (Where toilet/showerhead installed):_____
MAIL REBATE TO THIS ADDRESS: _____
CITY: _____ STATE:_____ ZIP:_____
PHONE (Day): _____ PHONE (Evening):_____
EMAIL:_____ Preferred Method of Contact: □ Email □ Phone
How did you hear about this program?

| Number of Toilets at this Address: | Number of Toilets Currently Replaced for this Rebate Application: | Number of Showers at this Address: | Number of Showerheads Currently Replaced for this Rebate Application: | Number of persons in Household: |
|---|---|---|---|---|
| | | | | |

**Old Toilet(s) Information:** (this information may be found in the toilet tank or under the tank lid.)

Year of old toilet(s):_____ Size, Make, and Model: _____ _____ _____
(sizes) (makes) (model numbers)

Or

Measurement(s) of the height, depth, and width of the water level (when the tank(s) is full)

_____ _____ _____
(height) (depth) (width)

**New Toilet/Shower Head Information:**

**Toilet**: Date of purchase:____ Store where purchased from: _____ Purchase Price: $_____

_____ _____ _____ Is this a 1.28 gal/flush Toilet?_____
Manufacturer Model Name Model Number Is this a WaterSense Toilet? _____

_____ _____ _____ Is this a 1.28 gal/flush Toilet?_____
Manufacturer Model Name Model Number Is this a WaterSense Toilet? _____

Date(s) installed:_____ Install Cost:$_____ Installed by: □ Do-it yourself □ Plumber

---

**Shower Head**: Date of purchase:_____ Store where purchased from:_____ Price:$_____

_____ _____ _____ Is this a WaterSense Fixture?_____
Manufacturer Model Name Model Number How Many Installed? _____

_____ _____ _____ Is this a WaterSense Fixture?_____
Manufacturer Model Name Model Number How Many Installed?_____

Date installed:_____ Install Cost: $_____ Installed by: □ Do-it yourself □ Plumber

I have read and understand the policy as stated in the program guidelines and I agree to a possible site visit by Waukesha Water Utility for installation verification. Reminder: Receipt & Installation Pictures Must Be Attached.

_____ _____
Property Owner Signature Date

Toilet & Shower Head Rebate Application Back Side

Waukesha Water Utility
SERVING WAUKESHA SINCE 1880

look for WaterSense Meets EPA Criteria

# Large Multi-Family/Commercial Toilet Rebate Application

## SECTION 1: INCENTIVE INFORMATION

- **Please note, you MUST receive pre-approval from Waukesha Water Utility prior to beginning any toilet change out project** (including removing old toilets, ordering, purchasing, and installing new toilets).
- Large Multi-Family/Commercial Toilet Rebate Incentives will be determined on a case by case basis depending on available funds.
- Incentives are only available for the cost of toilets, not for labor or installation costs.
- The total maximum incentive a customer may receive is up to $100 per toilet and no more than $10,000.
- Approval of an incentive entitles the Utility to reference the project in documents that reference its conservation program. This may include an interview with the project staff and/or photos for submission to the Wis. Water Association newsletter, the Waukesha Freeman, the Utility's website, and the annual report to the Wisconsin Public Service Commission, etc.
- Incentives are available to help implement projects that otherwise would not be completed, or to complete projects sooner than scheduled.
- See Section 2 for customer eligibility.

## SECTION 2: APPLICATION REQUIREMENTS

The purpose of this form is to assess pending projects to determine if the project is eligible for a toilet rebate incentive. Funding provided is contingent upon the following requirements and upon receiving all requested documents:

- **Customers MUST work with the Utility to determine if their project would qualify and then obtain approval (in the form of a Utility-signed Incentive Agreement) prior to removing or purchasing any equipment.**
- Property where toilets are installed is a customer of Waukesha Water Utility.
- All toilets need to be inspected **before and after** installation by the Utility to ensure eligibility.
- High Efficiency toilets must replace toilets installed in 1993 or prior and are at least a 3.5 gpf (gallon per flush) toilet.
- New toilets must be 1.28 gpf WaterSense certified (the WaterSense logo is shown at the top of this Application).
- All toilets need to be installed and inspected no later than November 1st (the same calendar year of the incentive approval).
- All paper work, including the purchase order and original paid receipt, dated on or after the incentive approval date, must be submitted to the Utility no later than November 1st so that the incentive check can be issued by the end of the year.

## SECTION 3: CUSTOMER LEGAL INFORMATION

| Company Legal Name: | Tax Identification Number (complete ONE only, must be 9 digits): FEIN: _____-_____ OR SSN: _____-_____-_____ |
|---|---|
| Company Contact Name: | Business Classification of Customer (Check ONE only. Required for all businesses, including non- ❑ Corporation ❑ Partnership ❑ Sole Proprietorship ❑ LLC ❑ Other _____ |

| Street Address: | City: | State: | Zip Code: |
|---|---|---|---|
| | | | |

| Owner Name (Corporations excluded): | Phone: | Fax: | Email: |
|---|---|---|---|
| | | | |

## SECTION 4: PAYMENT INFORMATION (All information is required to receive payment)

Make Incentive Check Payable to (check **ONE**): ❑ Company Name ❑ Business Owner's Legal Name (Only if Sole Proprietor)

Make Check to the Attention of:

| Alternate Mailing Address (if different from address above): | City: | State: | Zip Code: |
|---|---|---|---|
| | | | |

Waukesha Water Utility
SERVING WAUKESHA SINCE 1896

# Large Multi-Family/Commercial Toilet Rebate Application

## SECTION 5: JOB SITE INFORMATION (Where project will occur)

| | | | | |
|---|---|---|---|---|
| Job Site Name: | | Project Contact Name: | | |
| Job Site Street Address (physical address): | | City: | State: | Zip Code: |
| Project Contact Phone: | Project Contact Fax : | Project Contact E-mail: | Preferred Means of communication: ❑ Phone ❑ Fax ❑ Mail ❑ E-mail | |
| Account #: | | Customer #: | | |

## SECTION 6: PROJECT PARAMETERS - project specific information will be held as confidential

Project Description (including costs):

**For Multi-Family:** How Many Apartment Units Will Have Toilets Changed Out:_____ Number of Toilets/Unit:_____

Address(es) of the Building(s) Where Change Out Will Occur: _____

_____ Year(s) Building(s) Built:_____

**For Commercial:** Choose Business Type ❑ School ❑ Food Processing ❑ Food Service ❑ Lodging ❑ Other _____
❑ Healthcare ❑ Manufacturing, type _____ Number of Toilets to be Changed Out _____

**New Toilet Information:**

Toilets to be Purchased From: _____ Price per Toilet: _____

Toilet Manufacturer(s): _____ Model Number(s):_____

Are These New Toilets At Least 1.28 gpf? _____ Are the New Toilets WaterSense Certified?_____

## SECTION 7: BACKGROUND QUESTIONS

1. Check which best describes where you are right now with your project:
   - ❑ Considering project
   - ❑ Assessing feasibility
   - ❑ Getting vendor bids and/or savings estimates
   - ❑ Received management approval
   - ❑ Started installation

2. Check your reasons for pursuing this project:
   - ❑ Reduce maintenance costs
   - ❑ Replace worn out equipment
   - ❑ Reduce utility costs
   - ❑ Comply with regulatory equipment
   - ❑ Achieve company goal or mandate

**APPLICANT:**

Name: _____

Signature: _____

Date: _____

**WAUKESHA WATER UTILITY:**

Name: _____

Signature: _____

Date: _____

**Return signed, completed form to:**
Mail: Waukesha Water Utility – Incentive Dept. PO BOX 1648 Waukesha, WI 53187-1648
Fax: 262.521.5265 Questions: Call 262-409-4423

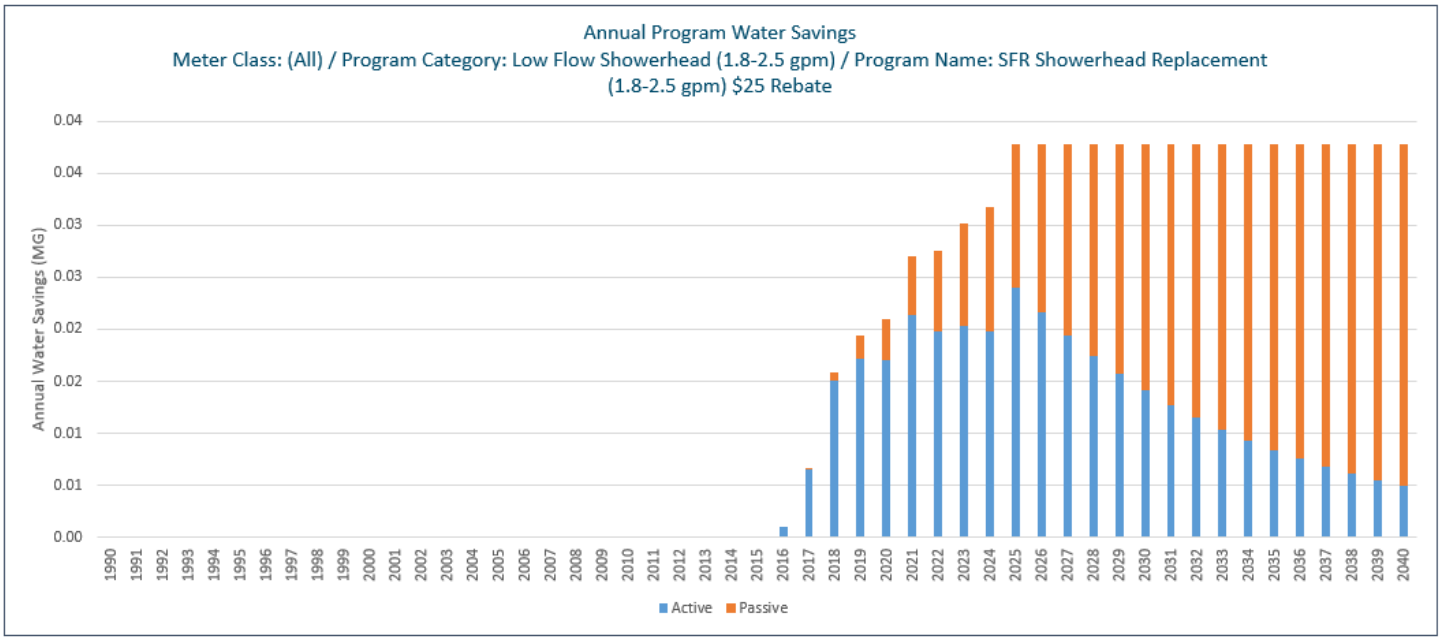
New Toilet Rebate Application for Large Multi-Family/Commercial Back Side

Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the showerhead program is demonstrated below. A B/C Ratio just under 1 indicates that the program currently costs more than the cost of the water saved.

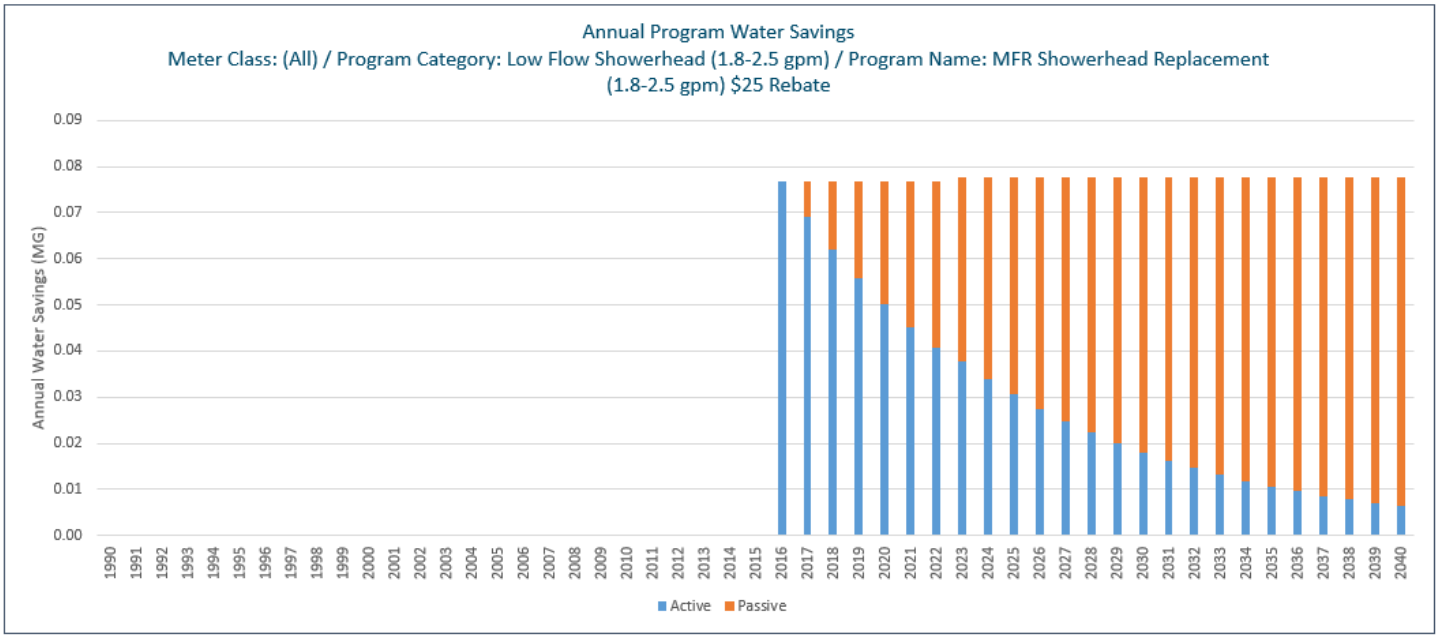
The Utility undertook this program because it was part of the 2012 Conservation Plan. It was also included in the 2022 Conservation Plan Update. While it is not the most effective conservation measure, water is being conserved and that is the ultimate goal of the program.

| Class | Activity Name | Utility Unit Cost ($/MG) | PV Cost | Utility Unit Benefit ($/MG) | PV Benefit | B/C Ratio |
|---|---|---|---|---|---|---|
| Residential | SFR Showerhead Replacement (1.8-2.5 gpm) | 11,329 | 2,038.16 | 616 | 110.82 | 0.1 |
| Multi-Family | MFR Showerhead Replacement (1.8-2.5 gpm) | 11,329 | 930.21 | 616 | 50.58 | 0.1 |

The projected water savings through 2040 for single families is demonstrated below.



The projected water savings through 2040 for large multi-families is demonstrated below.



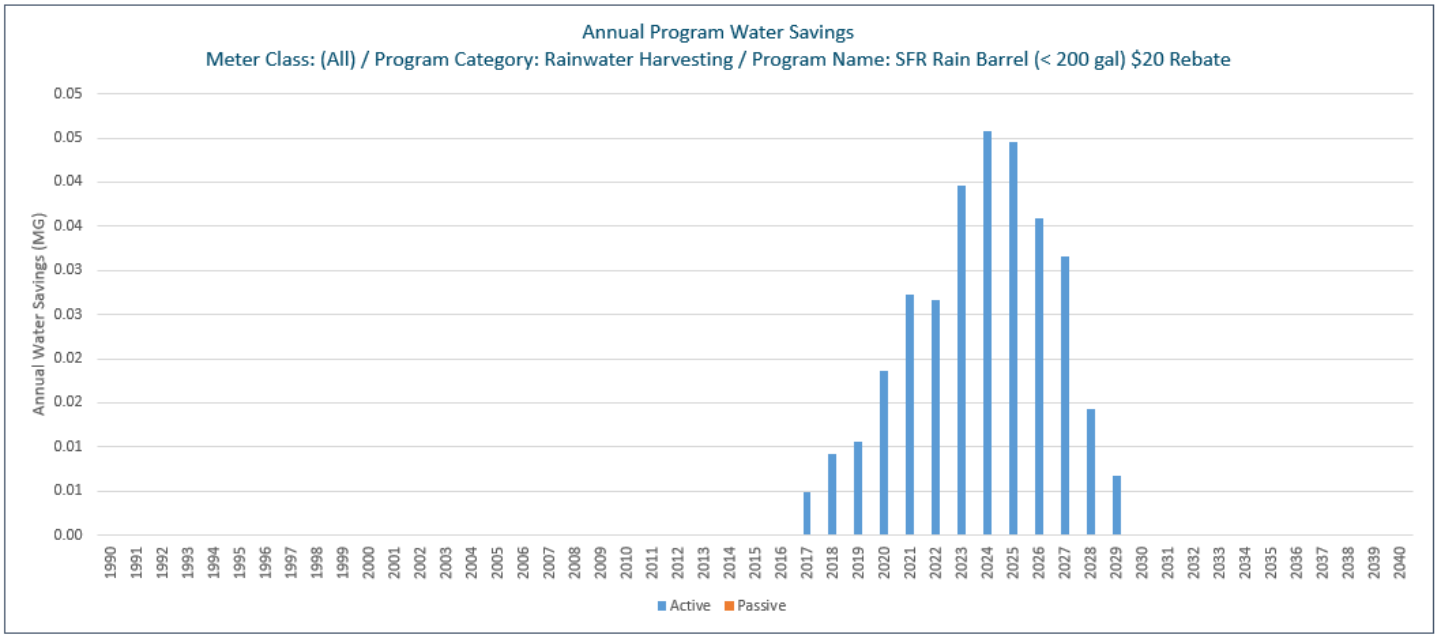


## 3. Rain Barrel Rebate Program

In May 2017, the Utility implemented a rain barrel rebate program. Customers who purchase and install a qualifying rain barrel and submit their application with their original receipt and post-installation picture, are eligible for a $20 rebate. In 2025, there were 11 rain barrel rebates.

| Class | Activity Name | Utility Unit Cost ($/MG) | PV Cost | Utility Unit Benefit ($/MG) | PV Benefit | B/C Ratio |
|---|---|---|---|---|---|---|
| Residential | SFR Rain Barrel (< 200 gal) Rebate | 14,427 | 1,820.53 | 336 | 42.40 | 0.0 |

The projected water savings are demonstrated by the graph below:




The rain barrel rebate application is shown below. The rebate advertisement information is shown in the Education section.

Waukesha Water Utility
P.O. Box 1648
Waukesha, WI 53187-1648
Phone: (262) 409-4423
Fax: (262) 521-5265

# RAIN BARREL
# $20 REBATE



- Saves most homeowners about 1,300 gallons of water during the summer.
- Naturally soft, chlorine-free water is great for watering plants and washing windows or cars.

## TO QUALIFY

- ☐ Rain barrels must be installed in the Waukesha Water Utility's service area.
- ☐ Renters may be eligible to participate with the written consent of the property owner.
- ☐ Qualifying barrels must be newly purchased, a minimum size of 50 gallons, and designed for the intended purpose of rain capture.
- ☐ Homemade rain barrels do not qualify for the rebate.
- ☐ Rain barrels must have a secure lid for child safety; and rust-proof screening or sealed designs over the top and on the overflow spigot for mosquito, rodent, and debris control.
- ☐ Rain barrels must not be connected to the (potable water) irrigation system.
- ☐ The **original** purchase receipt, that includes the purchase amount and barrel size, must be submitted within 90 days of purchase.
- ☐ Post-installation pictures must be included with the application.
- ☐ Maximum of 2 rain barrels allowed per address.
- ☐ Rebates are available on a first-come, first-served basis and are subject to the availability of funds.

## TIPS FOR INSTALLATION & USE

- **Raise the barrel up on cinder blocks to increase pressure.** (But make sure the barrel is on a level, firm surface to prevent the barrel from falling over – a full 55 gal. barrel weighs over 400 lbs.)
- **Make sure the overflow from the barrel is directed away from your house.**
- **Disconnect the barrel in the winter and turn it upside down or take it inside.** If your downspout has been cut off for the rain barrel, be sure to add an extension hose for the winter.
- **Enclose the top of the barrel, where the water enters the barrel, with a tight-fitting, fine-mesh screen to prevent a nesting site for mosquitoes.**
- **Do not drink the water from your rain barrel.** Water from your roof is not safe to drink, but is fine to water your yard. It is **not** recommended to water vegetable gardens with your rain barrel.
- **Do not connect the rain barrel to your sprinkler systems or put the hose, which is connected to your house, into the rain barrel, as unintended suction can contaminate the water in your home.** (The best way to prevent this is to only hook a garden hose, or isolated drip irrigation system, to the outlet of your barrel and water your landscape directly.)

Rain Barrel Rebate Application Front Page

## WAUKESHA WATER UTILITY
## $20 RAIN BARREL REBATE APPLICATION

Name:_____ Owner □ Occupant □ Account Number:_____

Service Address (Where rain barrel is installed ~ **must** be installed in the Waukesha Water Utility service area):_____

Mail Rebate to this Address:_____

Phone (Day):_____ Phone (Evening):_____ Email Address:_____

How Did You Hear About the Rain Barrel Rebate Program?:_____

Number of Rain Barrels at this Address:_____ Number of Rain Barrels for this Rebate Application:_____

Date of Purchase:_____ Store/Place Where Purchased From:_____ Purchased Price:_____

Type of Barrel:_____ Capacity (Gallons):_____ Date Installed:_____
(Brand/Make) (Model Number)

If you are the renter, is the required written consent of the property owner attached: Yes □ No □ Or, not required, I am the Property Owner: □

Is the required photo attached showing the installed Rain Barrel (on a level, firm surface, under the downspout, with a secure lid): Yes □ No □

Is the required **original** purchase receipt attached: Yes □ No □

I have read the rain barrel rebate program qualifications, along with the tips for installing and using the rain barrel (on the back of this brochure).
I have all the necessary paperwork and photos attached, and agree to a possible site visit by the Waukesha Water Utility for installation verification.

_____ _____
Signature Date

Rain Barrel Rebate Application Back Side

## 4. **Water Softener Removal Incentive Program**

The hardness of Waukesha's previous groundwater supply averaged 20-25 grains per gallon. Therefore, most Waukesha's customers used water softeners. In October 2023, Waukesha transitioned to 100% Lake Michigan water. The hardness of Milwaukee's water averages 8 grains per gallon – at least 60% softer than our previous groundwater source.

In October 2024, the Utility partnered with the Clean Water Plant (CWP) to discuss developing an incentive to remove water softeners. Removing water softeners conserves water and, at the same time, helps the CWP to meet their chloride requirements. Our engineer calculated that a water softener uses about 8.2 gallons of water per day, or about 3,000 gallons of water per year. Waukesha Water provided conservation funds for the development and implementation of this program.

In January 2025, the Water Softener Removal Incentive program was launched. An initial $200 rebate was available for the first six months. After the six-month period, the rebate was reduced to $150. These rebate amounts were paid out by the CWP. Of those amounts paid, $9.68 per softener came from the Utility. (The Utility used a cost benefit ratio of 3,000 gallons of water saved divided by 310 gallons per dollar allowed for Utility incentives = $9.68 incentive per softener.)

The applicant listed on the rebate application must be the owner of the softener. Rebates are available for all water softeners, regardless of customer class, until funds are depleted.

By the end of 2025, there was a total of 1,902 water softener removal rebates given out. There were 1,756 $200 softener rebates given out (1,561 for residential accounts, 171 for multi-family accounts, 11 for commercial accounts, 12 for public accounts, and 1 for industrial accounts) and 146 $150 rebates given out (142 for residential accounts and 4 for multi-family accounts).

The water softener removal rebate applications are shown on the following pages. The advertisements for the softener rebate program are shown in the Education section.

**Clean Water Plant**
600 Sentry Dr
Waukesha, Wisconsin 53186

City of Waukesha Clean Water Plant
tyoung@waukesha-wi.gov
262-524-3628

# $200 Water Softener Removal Rebate Program

In October 2023, the City of Waukesha switched its drinking water source to 100% Lake Michigan water. Lake Michigan water is 60% softer than the previous groundwater supply and most Lake Michigan water users do not use water softeners. If you remove your water softener, not only will you eliminate the handling and cost of salt, but you will also save money by not having to pay for the water used when the softener regenerates. As part of the City's water conservation requirements, the Clean Water Plant and the Waukesha Water Utility are offering a rebate to qualified customers who remove and dispose of their water softener.

***Qualifications to Receive Rebate:***

1. Rebates are available on a first-come, first-served basis until funds are exhausted.
2. To be eligible for the initial $200 rebate, completed applications must be received or postmarked **by June 30, 2025**. After this date, the rebate amount will be reduced to $150 if funding is still available.
3. The service address, where the water softener was installed, must be the same as the Waukesha water/sewer account and must be connected to the Waukesha sewer system. Multiple softener removals from a single account will require pre- and post-removal inspections.
4. The applicant listed on the rebate application must be the owner of the softener(s). **Rental softeners are not eligible for rebates**.
5. The rebate application must be filled out completely and submitted with the required attachments.
6. All valves that were supplied as part of the softener must be disconnected from the pipes. All pipe ends must be capped.

***How to Dispose of Your Water Softener:***

Some plumbers will dispose of softeners after they remove them (verify before scheduling). Softeners (minus the salt) can also be disposed of by a pickup at your household by calling the city's current trash service vendor, or can be brought to the City Drop-Off Center (750 Sentry Dr.), where there is a cost for disposal (standard trash disposal charges). Visit www.waukesha-wi.gov/softenerdisposal for more information.
Softener salt can be donated to a friend or neighbor, or placed in the trash. Salt crystals (not pellets) can be used for deicing on your sidewalk and driveway.

For more information on the city's softener salt reduction program, visit www.waukesha-wi.gov/watersoftener or call the Clean Water Plant at (262) 524-3628.

***Rebate Application is on Page 2***

Mail Application To:

ATTN Rebate
City of Waukesha Clean Water Plant
600 Sentry Dr.
Waukesha, WI 53186

Or Email To:

tyoung@waukesha-wi.gov

Water Softener Removal Mail-In Rebate Application
(Front Side)

**Clean Water Plant**
600 Sentry Dr
Waukesha, Wisconsin 53186

# $200 Water Softener Removal Rebate Application

***Please Read and Print All Program Qualifications and Terms Prior to Submitting***

*(PLEASE PRINT LEGIBLY)*
SERVICE ADDRESS where softener was located: _____
(Service address must be the same as that of the Waukesha Water/Sewer account. Include Unit/Apt. #)
WAUKESHA WATER/SEWER ACCOUNT #: _____
PROPERTY OWNER NAME ON WATER/SEWER ACCOUNT: _____
SOFTENER OWNER OR COMPANY NAME: _____
I AM THE: ☐ Property Owner or Owner's Representative ☐ Tenant
CONTACT NAME IF COMPANY: _____
NUMBER OF SOFTENERS REMOVED AT SERVICE ADDRESS ABOVE: _____
(Multiple softener removals from a single account will require pre- and post-removal inspections)
SOFTENER BRAND: _____ SERIAL NO.: _____
REBATE CHECK PAYABLE TO: _____
ADDRESS TO MAIL REBATE CHECK: _____
CITY: _____ STATE:_____ ZIP:_____
PHONE: _____ EMAIL: _____
Preferred Method of Contact: □ Phone □ Email
I attest that I am the owner or owner's representative for the water softener formerly located at this service address: _____Initial

***Attach:***

- A photo of the installed water softener clearly showing the connected plumbing
- A photo of the new plumbing where the water softener was formerly connected

***Terms:***

1. I understand that the water softener for which I am applying must be disconnected following all applicable state/ county/local plumbing codes, ordinances, rules, and regulations.
2. I understand that the proper disposal of the water softener and any unused salt is solely my responsibility.
3. I understand that the city may request additional documentation, or withhold the rebate until all conditions are met.
4. I understand that the program may be modified or terminated without prior notice.
5. As a condition of accepting this rebate, I will allow, if requested, a city representative access to my property to verify that the water softeners have been removed.
6. I certify that I owned the water softener removed from this service address, **and the softener was not rented**.
7. I certify that disposal of the water softener has been completed prior to submittal of this application.
8. I understand that rebate checks may take up to eight weeks to receive.

***Certification:***

I certify that I have read and understand the qualifications as stated in the program guidelines and understand that I am responsible for meeting all rebate program requirements, terms, and conditions regarding this rebate program. I agree to a possible site visit by Waukesha Clean Water Plant staff or their representative for removal verification.

_____ _____
Property Owner or Owner's Representative Signature Date 2/4/25

Mail or Email Application To:

**ATTN Rebate**
**City of Waukesha Clean Water Plant**
**600 Sentry Dr.**
**Waukesha, WI 53186**
**tyoung@waukesha-wi.gov**

Water Softener Removal Mail-In Rebate Application
(Back Side)

City of Waukesha

**$200 Water Softener Removal Rebate Application**

Please review the qualifications below before filling out this application.

**Qualifications to Receive Rebate:**

1. Rebates are available on a first-come, first-served basis until funds are exhausted.
2. To be eligible for the initial $200 rebate, completed applications must be received or postmarked by June 30, 2025. After this date, the rebate amount will be reduced to $150 if funding is still available.
3. The service address, where the water softener was installed, must be the same as the Waukesha water/sewer account and must be connected to the Waukesha sewer system. Multiple softener removals from a single account will require pre- and post-removal inspections.
4. The applicant listed on the rebate application must be the owner of the softener(s). **Rental softeners are not eligible for rebates.**
5. The rebate application must be filled out completely and submitted with the required attachments.
6. All valves that were supplied as part of the softener must be disconnected from the pipes. All pipe ends must be capped.

*** Service Address Where The Softener was Located**

Service address must be the same as that of the Waukesha Water/Sewer account. Include Unit/Apt. #)

*** Waukesha Water/Sewer Account Number**

*** Property Owner Name or Company Name on Water/Sewer Account**

**Softener Owner, if different**

**If applying for a company, please provide a contact name**

*** I am the:**

○ **Property Owner or Owner's Representative** ○ **Tenant**

* **Number of Softeners Removed at Service Address**

Multiple softener removals from a single account will require pre- and post-removal inspections

**Softener Brand**

**Softener Serial Number**

Depending on the model and age of your softener, the serial number will be located either on the back of the top cover near the plumbing connections, or on the inside rim below the salt lid hinges.

* **Rebate Check Made Payable To:**

* **Address to Mail Rebate Check**

* **City**

* **State**

* **Zip Code**

* **Phone**

Ex. (123) 456-7890

* **Email**

* **Preferred Method of Contact**

○ **Phone** ○ **Email**

* **Attach a photo of the installed water softener clearly showing the connected plumbing**

Choose File No file chosen

* **Attach a photo of the new plumbing where the water softener was formerly connected**

Choose File No file chosen

**Optional Additional Photo**

Choose File No file chosen

**Additional Comments**

**Questions:**

Please contact Tim Young at tyoung@waukesha-wi.gov.

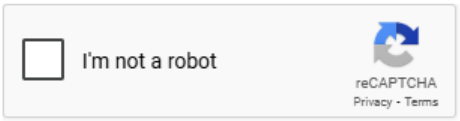
**Terms:**

1. I understand that the water softener for which I am applying must be disconnected following all applicable state/county/local plumbing codes, ordinances, rules, and regulations.
2. I understand that the proper disposal of the water softener and any unused salt is solely my responsibility.
3. I understand that the city may request additional documentation or withhold the rebate until all conditions are met.
4. I understand that the program may be modified or terminated without prior notice.
5. As a condition of accepting this rebate, I will allow, if requested, a city representative access to my property to verify that the water softeners have been removed.
6. I certify that I owned the water softener removed from this service address, and the softener was not rented.
7. I certify that disposal of the water softener has been completed prior to submittal of this application.
8. I understand that rebate checks may take up to eight weeks to receive.

*** By checking the box below, I certify that the information provided in this application is accurate and complete to the best of my knowledge and that I am the owner or owner's representative for the water softener formerly located at this service address, and that the softener was not rented. Furthermore, I acknowledge that this certification serves as my electronic signature, equivalent to my handwritten signature, for all purposes related to this application. I certify that the information provided is true and complete to the best of my knowledge. And I certify that I have read and understand the qualifications as stated in the program guidelines and understand that I am responsible for meeting all rebate program requirements, terms, and conditions regarding this rebate program. I agree to a possible site visit by Waukesha Clean Water Plant staff or their representative for removal verification.**

☐ **I certify that the information provided is true and complete to the best of my knowledge. And I certify that I have read and understand the qualifications as stated in the program guidelines and understand that I am responsible for meeting all rebate program requirements, terms, and conditions regarding this rebate program. I agree to a possible site visit by Waukesha Clean Water Plant staff or their representative for removal verification.**

You must choose at least one option



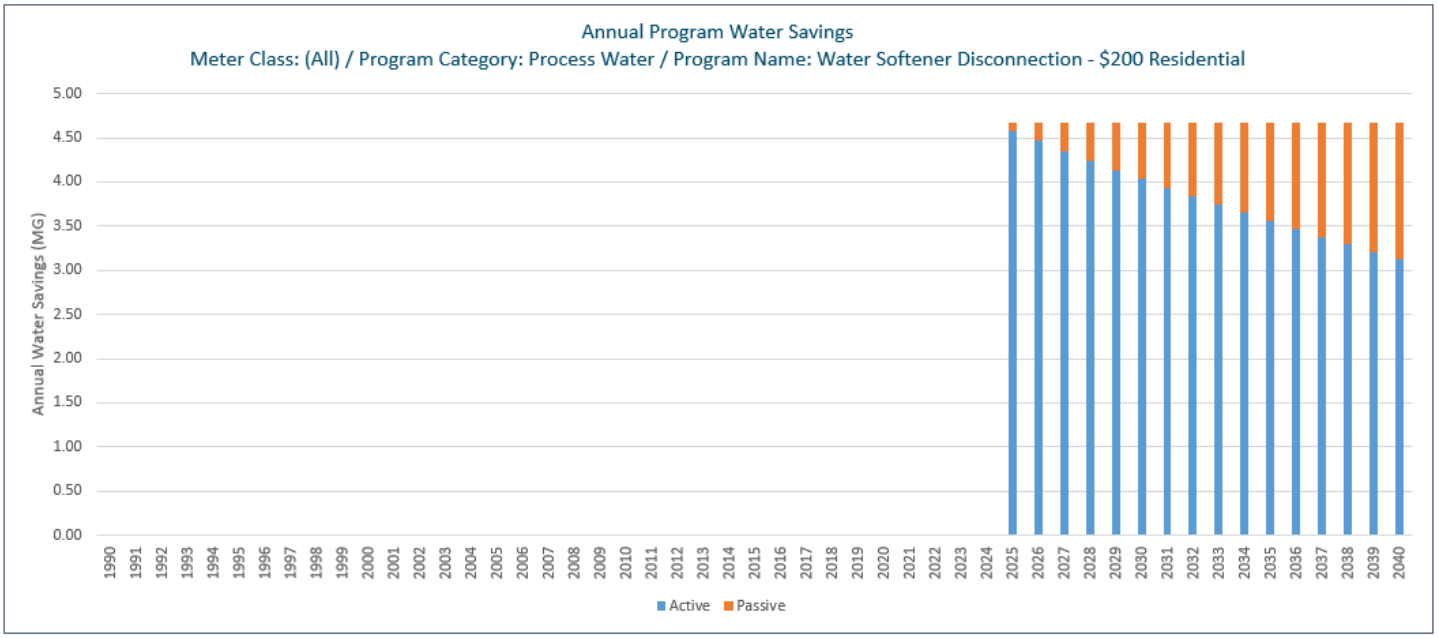

Submit

Submission is disabled until all form errors have been corrected.

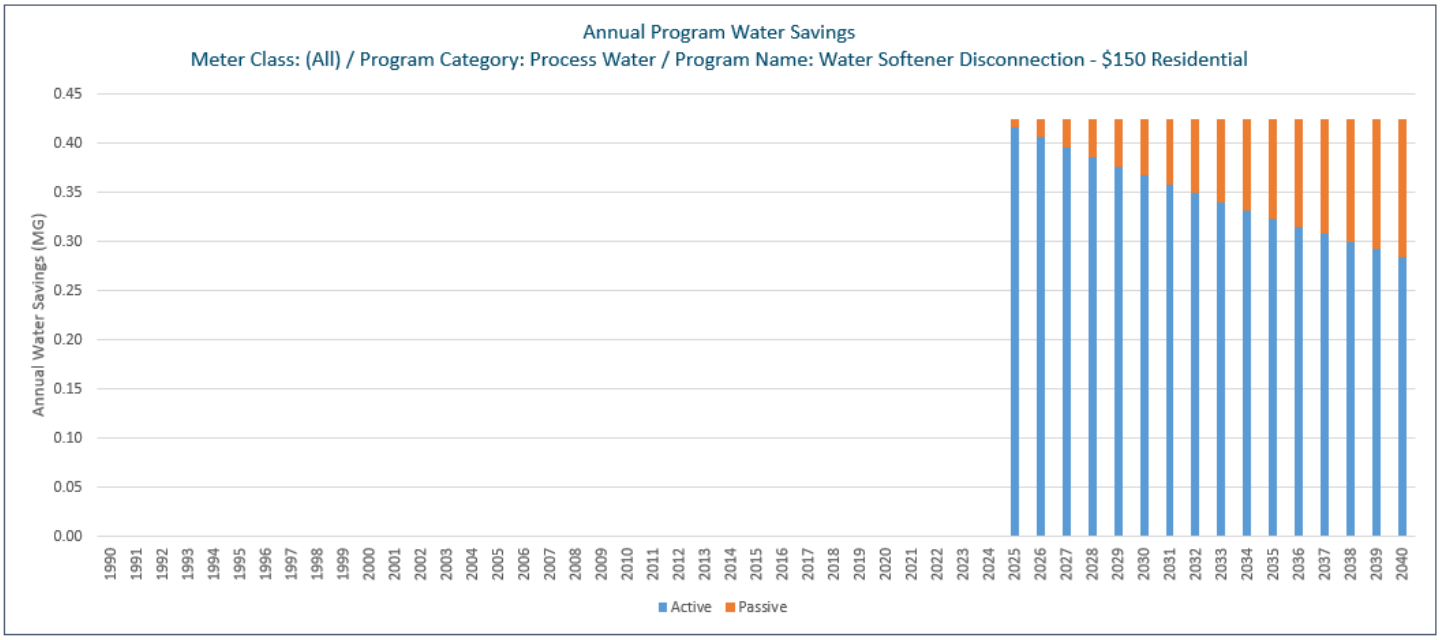
Using the Alliance for Water Efficiency (AWE) Conservation Tracking Tool, the annual cost effectiveness of the program is demonstrated below.

| Class | Activity Name | Utility Unit Cost ($/MG) | PV Cost | Utility Unit Benefit ($/MG) | PV Benefit | B/C Ratio |
|---|---|---|---|---|---|---|
| Residential | Water Softener Disconnection - $200 Residential | 318 | 41,806.55 | 616 | 44,865.56 | 1.9 |
| Residential | Water Softener Disconnection - $150 Residential | 318 | 3,803.03 | 616 | 4,081.30 | 1.9 |
| Multi-Family | Water Softener Disconnection - $150 Multi-Family | 318 | 107.13 | 616 | 114.97 | 1.9 |
| Multi-Family | Water Softener Disconnection - $200 Multi-Family | 318 | 4,579.70 | 616 | 4,914.81 | 1.9 |
| Commercial | Water Softener Disconnection - $200 Commercial | 318 | 294.60 | 616 | 316.16 | 1.9 |
| Public | Water Softener Disconnection - $200 Public | 318 | 321.38 | 616 | 344.90 | 1.9 |
| Industrial | Water Softener Disconnection - $200 Industrial | 318 | 26.78 | 616 | 28.74 | 1.9 |

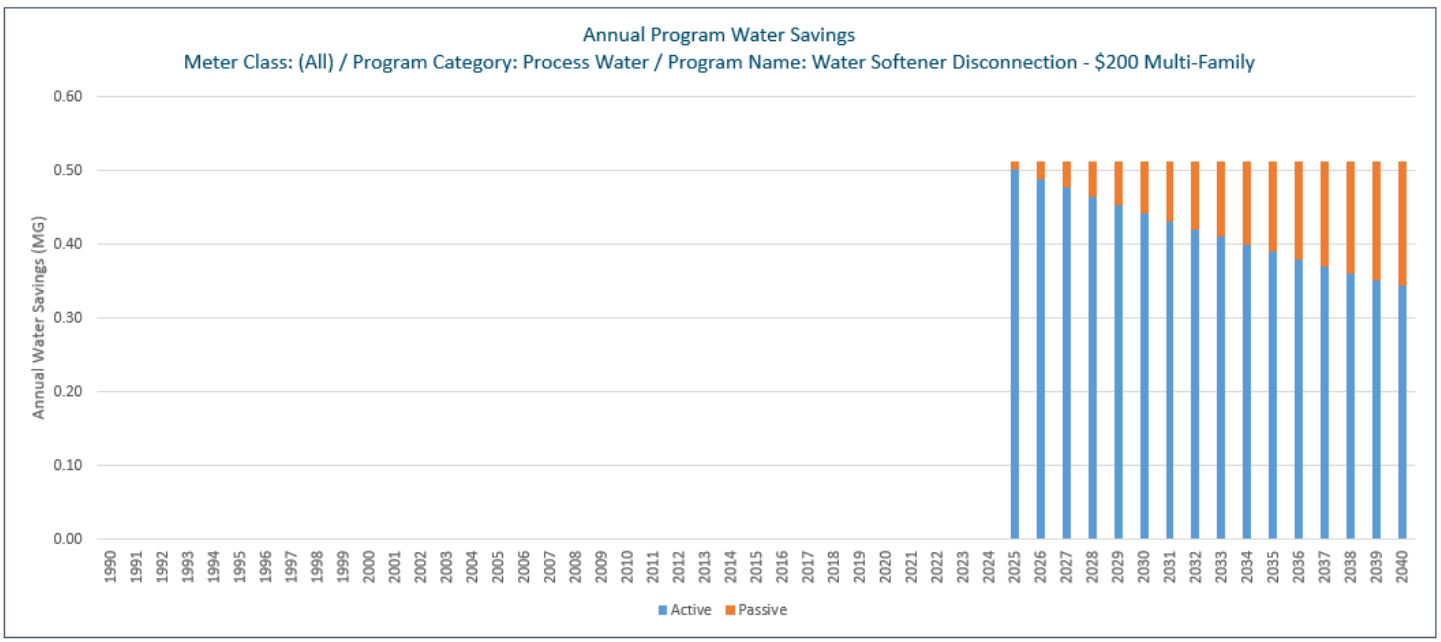
The first graph relates to water saved with the $200 residential water softener removal rebates:



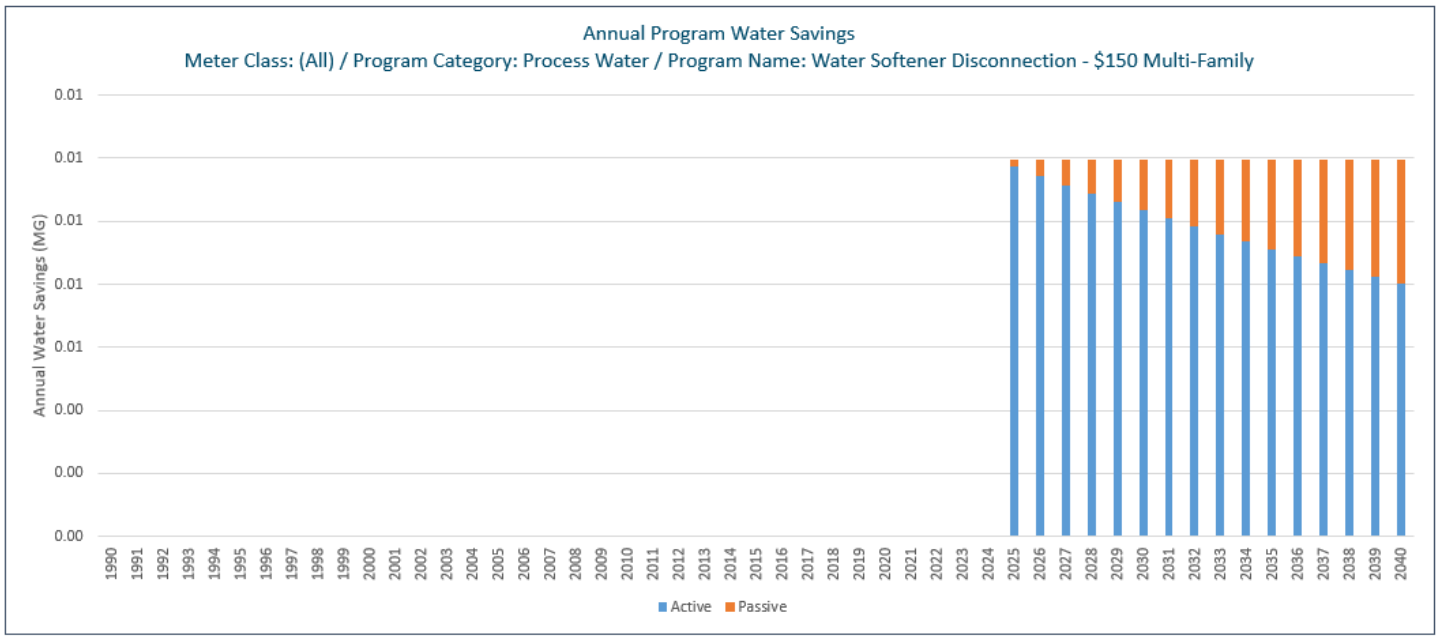
The second graph relates to water saved with the $150 residential water softener removal rebates:



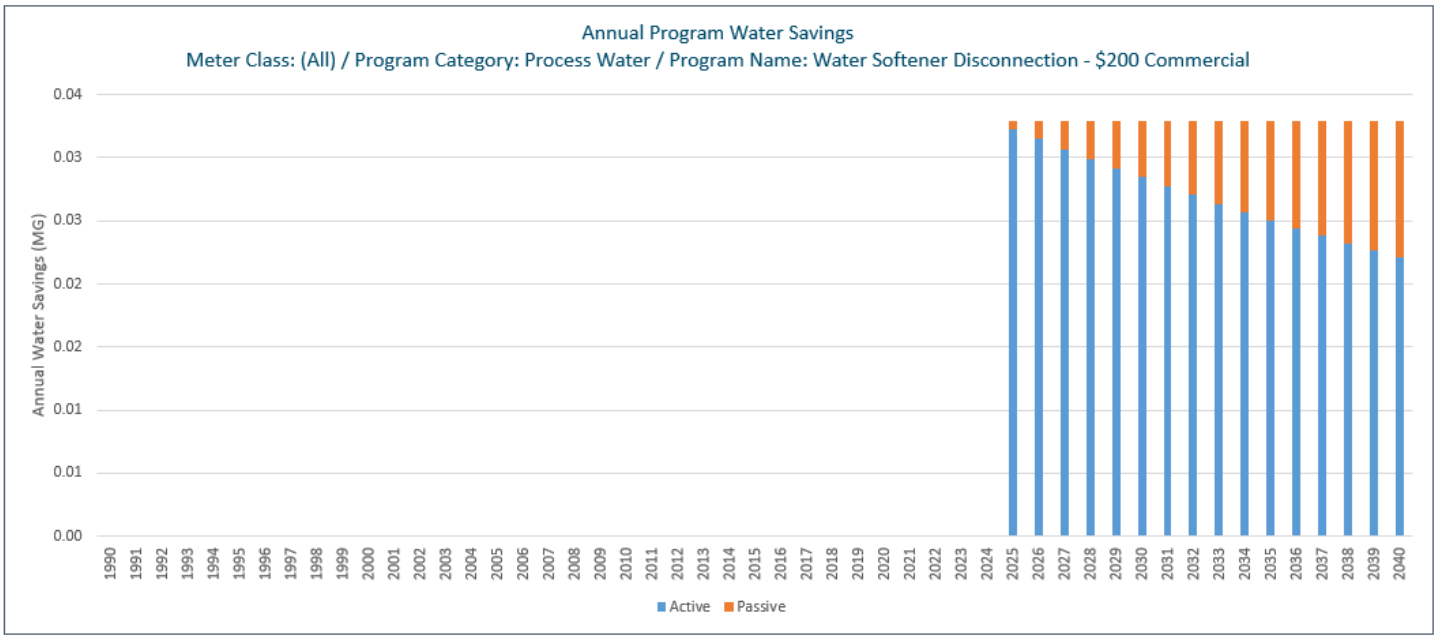

The third graph relates to water saved with the $200 large multi-family water softener removal rebates:



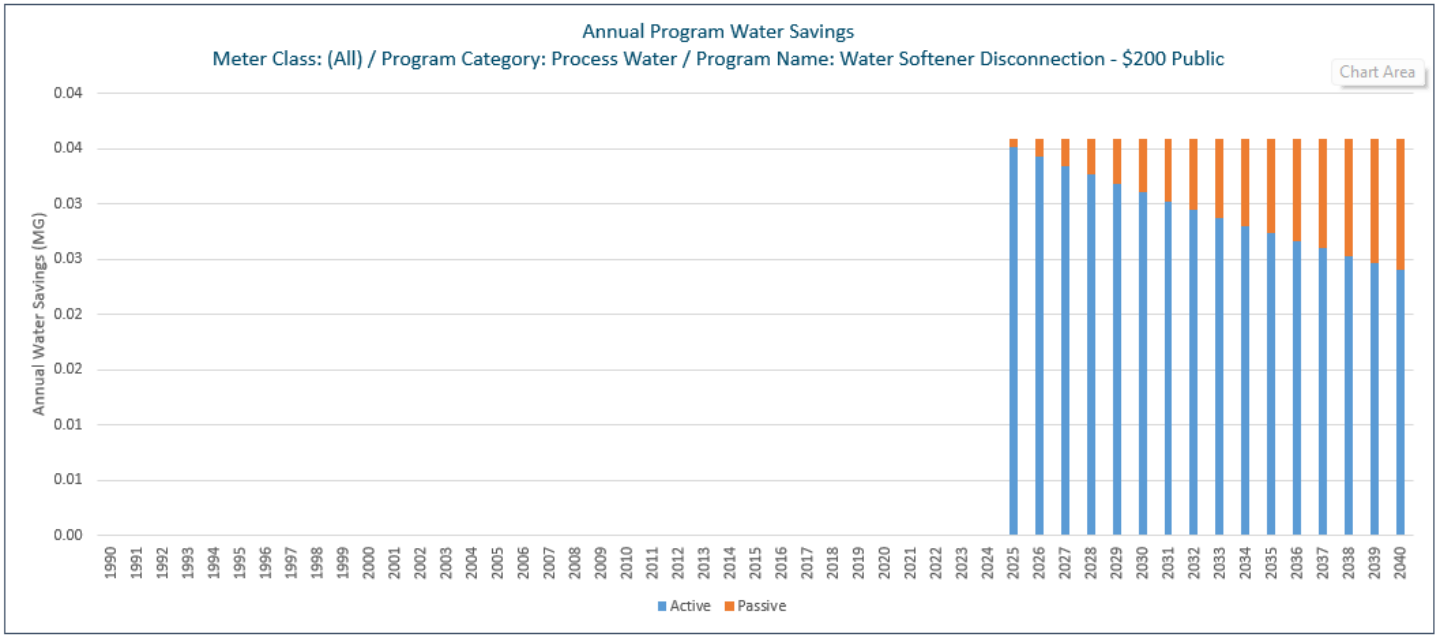
The fourth graph relates to water saved with the $150 large multi-family water softener removal rebates:



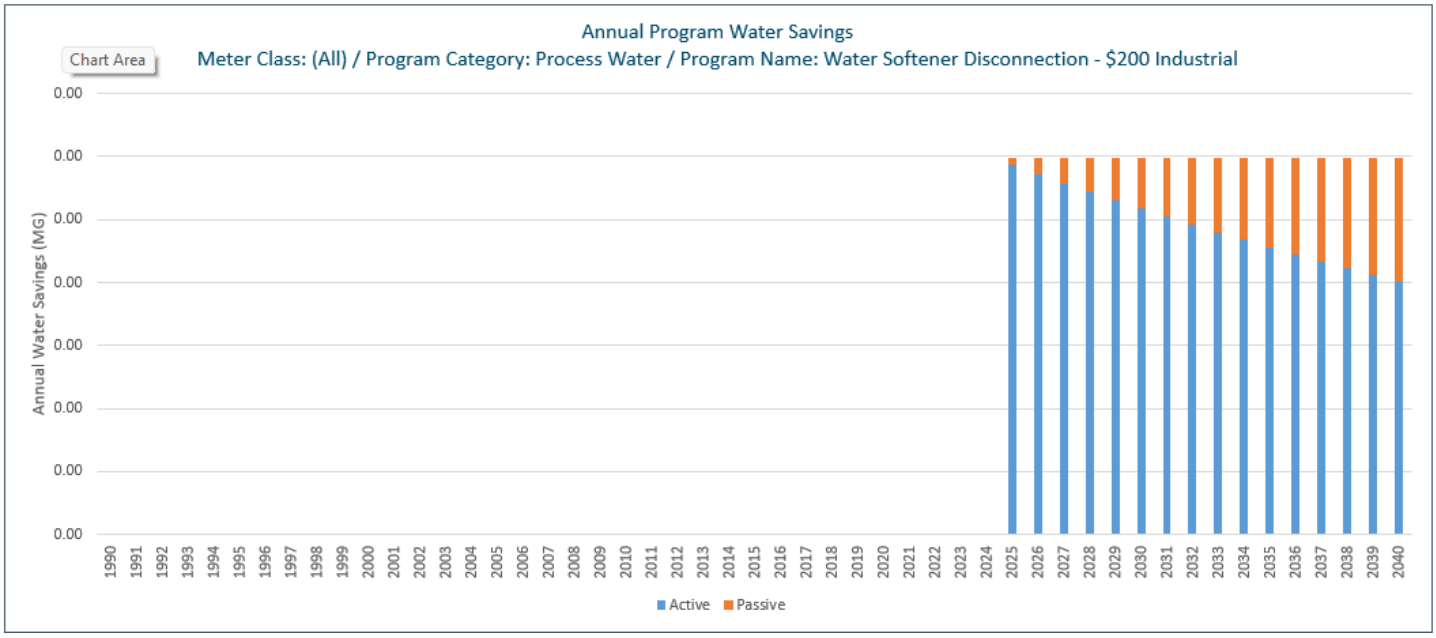

The fifth graph relates to water saved with the $200 commercial water softener removal rebates:



The sixth graph relates to water saved with the $200 public water softener removal rebates:




The seventh graph relates to water saved with the $200 industrial water softener removal rebates:






## 5. Grants for Innovative Site-Specific Water Saving Measures

In 2014, Waukesha Water Utility began to support innovative, site specific, water saving measures for non-residential accounts. In 2015, the Utility added more structure to the program which consists of the following:

- The program focuses on the replacement of capital assets – incenting organizations to replace equipment with new technology that will save water.
- To receive an incentive, an Incentive Application must be completed, and the company must receive approval prior to ordering the new technology.
- The Utility ranks the Applications with respect to pay back periods and cost benefit ratios; and incentives are granted in rank order until the annual funds are exhausted.

Letters, with the Incentive Application, are mailed annually to the top 50 water users in the commercial, public, and industrial sectors. A copy of the letter and application is shown on the next few pages.

In 2025, the Utility received a response back from a senior section 42 multi-family. This multi-family applied for a conservation incentive for changing out their cooling tower. They completed their conservation project in 2025; however, there was no incentive given in 2025 as we are waiting to verify the water savings. Once we have confirmation of the water saving, the Utility will process the incentive in 2026.

The Utility will continue to promote business incentives, as these incentives tend to have the greatest water conservation impact.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

July 22, 2025

Re: Water Conservation Incentive Program

To: Whom It May Concern:

Did you know Waukesha Water Utility has a *Water Conservation Incentive Program* for non-residential customers. The purpose of the program is to incent organizations to replace equipment with new technology that will conserve water. Incentives up to $20,000 are available to help implement these projects.

In order to be eligible for an incentive, the organization must complete a Water Conservation Incentive Application and receive approval for the project **before** the new technology is ordered. Waukesha will assess pending projects to determine if the project is eligible for an incentive.

For more information about the program, please refer to the enclosed Incentive Application or visit the Conservation & Education section on Waukesha Water Utility's website at www.waukesha-water.com.

For questions, please call Waukesha Water Utility at (262) 409-4423.

Sincerely,

WAUKESHA WATER UTILITY
Customer Service

Enclosure: Water Conservation Incentive Application

Copy of the Business Incentive Cover Letter Mailed to the Top 50 Industrial, Commercial, and Public Water Users

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

# Water Conservation Incentive

## SECTION 1: INCENTIVE INFORMATION

Incentives are calculated on a case-by-case basis depending on the application and the size of the facility. See Section 2 for customer eligibility information. Customers must work with the Utility to determine if their project would qualify and then obtain approval (in the form of an Incentive Agreement) prior to purchasing the equipment. Incentives are available to help implement projects that otherwise would not be completed, or to complete projects sooner than scheduled.

## SECTION 2: APPLICATION REQUIREMENTS

The purpose of this form is to assess pending projects to determine if the project is eligible for a custom incentive. Funding provided through custom incentives is contingent upon the following requirements and upon receiving all requested documents:

- **You MUST receive pre-approval from Waukesha Water Utility prior to beginning any custom projects, including ordering equipment.**
- Custom incentives will not be provided for projects falling under a 1.5 year payback.
- Based on project type, technology and situation, projects may be limited to a maximum simple payback of four to ten years.
- Custom incentives cannot be more than 50 percent of the project cost. Custom incentives that are less than 10% of the project cost may be considered.
- The total maximum incentive a customer may receive for custom projects combined is $20,000 per calendar year, per EIN.

## SECTION 3: CUSTOMER LEGAL INFORMATION

| Company Legal Name: | Tax Identification Number (complete ONE only, must be 9 digits): FEIN: ____-_____ OR SSN: _____-_____-_____ | | |
|---|---|---|---|
| Company Contact Name: | Business Classification of Customer (Check ONE only. Required for all businesses, including non-profits): ❑ Corporation ❑ Partnership ❑ Sole Proprietorship ❑ LLC ❑ Other | | |
| Street Address: | City: | State: | Zip Code: |
| Owner Name (Corporations excluded): | Phone: | Fax: | Email: |

## SECTION 4: PAYMENT INFORMATION (All information is required to receive payment)

Make Incentive Check Payable to (check ONE): ❑ Company Name ❑ Business Owner's Legal Name (Only if Sole Proprietor)

Make Check to the Attention of:

| Alternate Mailing Address (if different from address above): | City: | State: | Zip Code: |
|---|---|---|---|

## SECTION 5: JOB SITE INFORMATION (Where project will occur)

| Job Site Name: | | Project Contact Name: | |
|---|---|---|---|
| Job Site Street Address (physical address): | | City: | State: Zip Code: |
| Project Contact Phone | Project Contact Fax : | Project Contact E-mail: | Preferred Means of communication: ❑ Phone ❑ Fax ❑ Mail ❑ E-mail |
| Account #: | | Customer #: | |

Business Type (Check ONE):

❑ School ❑ Food Processing ❑ Food Service ❑ Lodging ❑ Other _____

❑ Healthcare ❑ Manufacturing, type _____

P:\CONSERVATION\2015\Grants\Application Form\App Water Conservation Incentive2.docx

Front Side of Business Incentive Application

Waukesha Water Utility

# Water Conservation Incentive

## SECTION 6: PROJECT PARAMETERS - project specific information will be held as confidential

Project Description (including costs):

| Projected Annual Gallons Saved | 3 yr. Average Annual Consumption: | Project Start Date: | Project Completion Date: |
|---|---|---|---|
| | | | |

Hours of Operation (i.e. 8 a.m. - 9 p.m.)

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY | SATURDAY | SUNDAY |
|---|---|---|---|---|---|---|
| ____ to ____ | ____ to ____ | ____ to ____ | ____ to ____ | ____ to ____ | ____ to ____ | ____ to ____ |

❑ Information on existing equipment, system operation and building operation attached (If available).

❑ Specification sheets and/or project proposals attached (If available).

## SECTION 7: BACKGROUND QUESTIONS

1. Check which best describes where you are right now with your project:
   - ❑ Considering project
   - ❑ Assessing feasibility
   - ❑ Getting vendor bids and/or savings estimates
   - ❑ Received management approval
   - ❑ Started installation

2. Check your reasons for pursuing this project:
   - ❑ Reduce maintenance costs
   - ❑ Replace worn out equipment
   - ❑ Reduce energy costs
   - ❑ Comply with regulatory equipment
   - ❑ Achieve company goal or mandate

**APPLICANT:**

Name: _____

Signature: _____

Date: _____

**WAUKESHA WATER UTILITY:**

Name: _____

Signature: _____

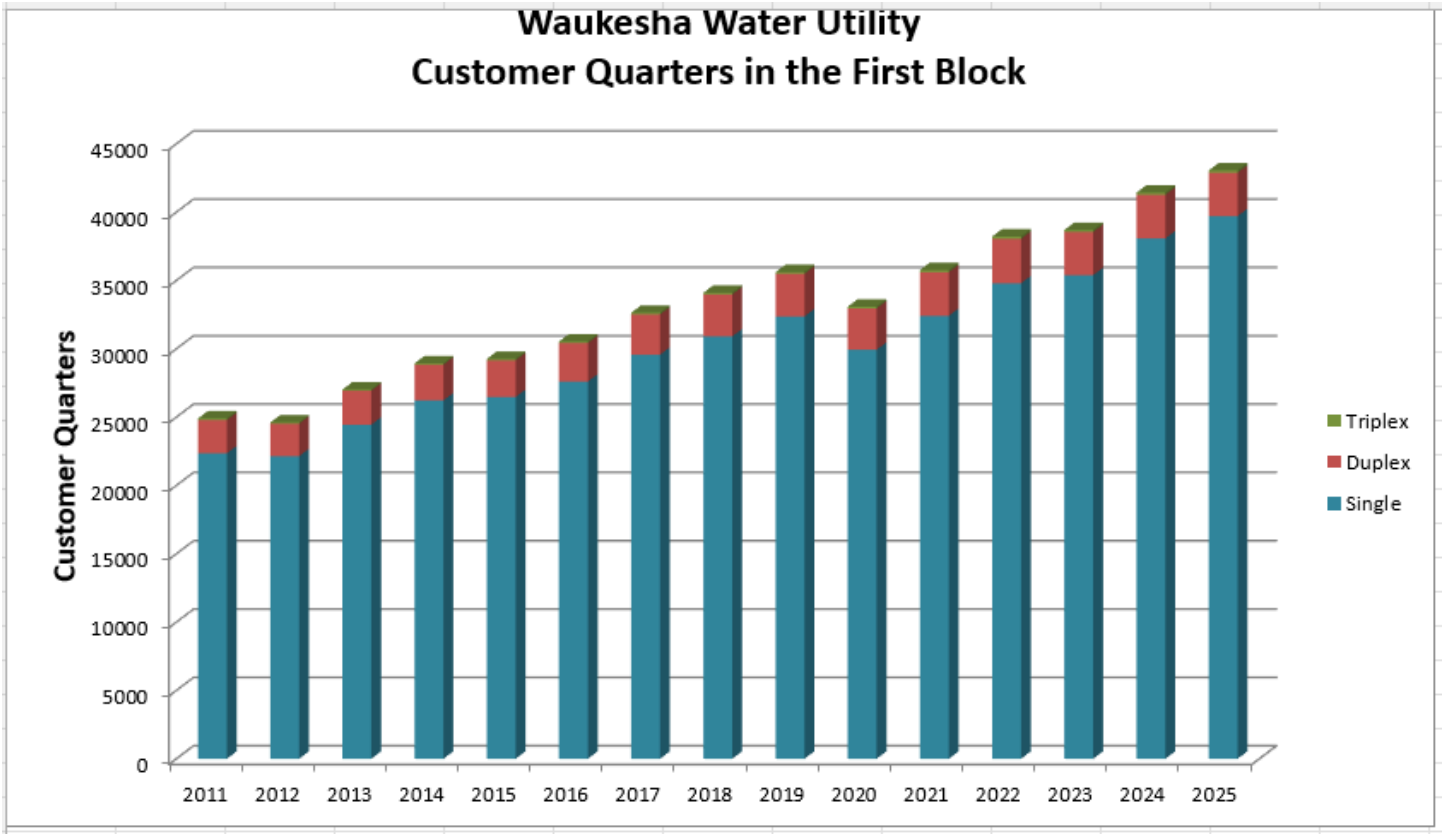
Date: _____

P:\Conservation\2015\Grants\Application Form\App Water Conservation Incentive_Back Side.docx

Back Side of Business Incentive Application

## IV. EFFECTS OF WATER RATE STRUCTURE

While the Utility implemented an inclining rate block structure in 2007, it wasn't until 2010 that it had data separated into single, duplex and triplex customers. From 2010 to 2025, with the exception of 2020, the number of customers within the first block has increased. It is assumed that the combination of the rate structure and other conservation measures, such as the installation of high-efficient appliances and equipment, are the reason for this trend.

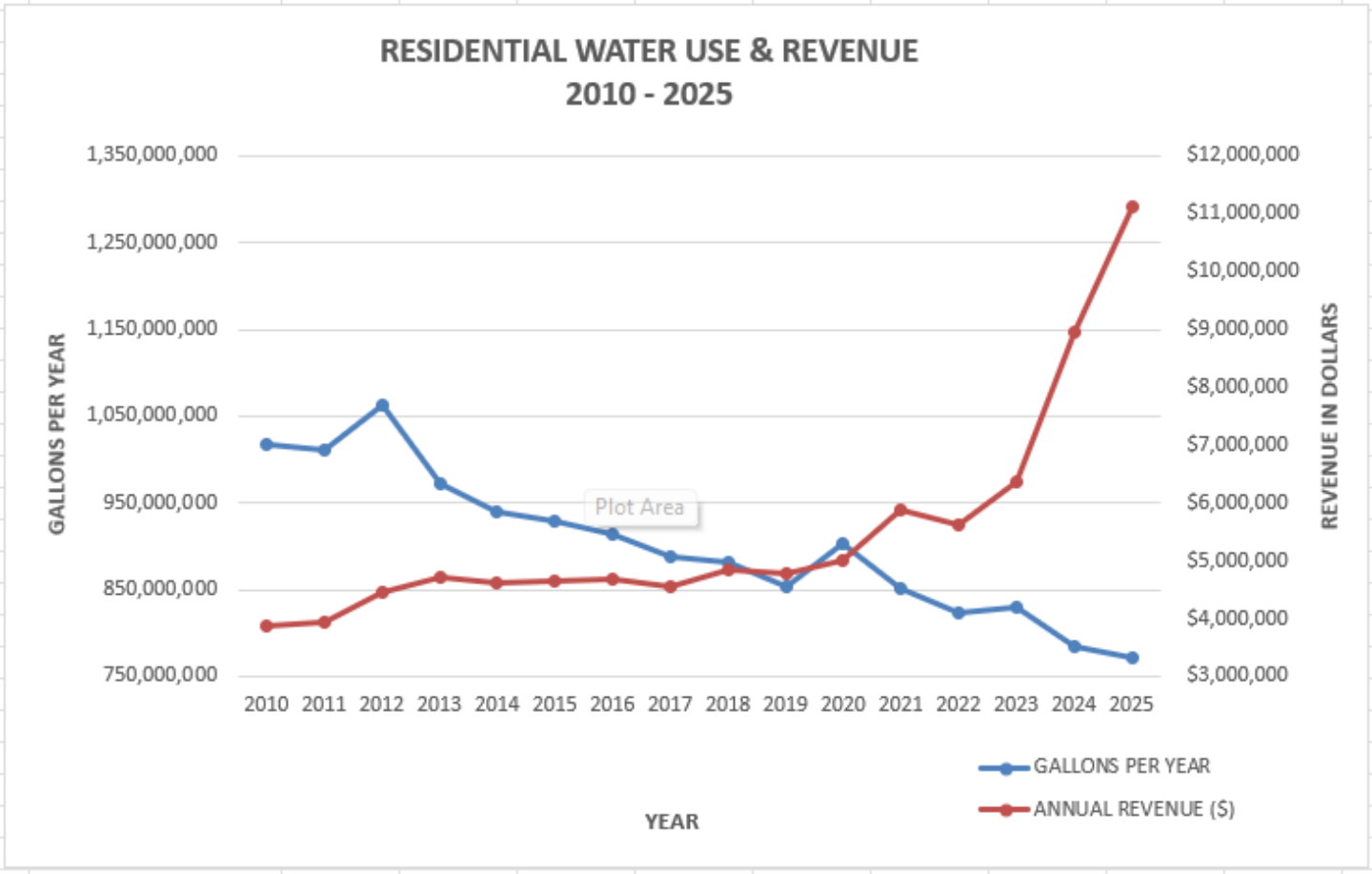



The detailed data, on the next three pages, supplements the consumption history supplied in previous years reports. To provide a more accurate picture of "# of customers," volumes associated with final reads have been excluded.

| Single Family Consumption | | | | |
|---|---|---|---|---|
| | 2025 | | | |
| Interval | # of Customers | % | Consumption | % |
| | | | | |
| | January | | | |
| 0-3,333 | 9,881 | 58.6% | 20,442,300 | 36.1% |
| 3,334-6,667 | 6,016 | 35.7% | 27,315,400 | 48.2% |
| >6,667 | 972 | 5.8% | 8,881,200 | 15.7% |
| January Total | 16,869 | 100.0% | 56,638,900 | 100.0% |
| | | | | |
| | February | | | |
| 0-3,333 | 8,846 | 52.6% | 18,420,700 | 30.4% |
| 3,334-6,667 | 6,650 | 39.5% | 30,491,900 | 50.4% |
| >6,667 | 1,324 | 7.9% | 11,637,100 | 19.2% |
| February Total | 16,820 | 100.0% | 60,549,700 | 100.0% |
| | | | | |
| | March | | | |
| 0-3,333 | 11,044 | 65.8% | 22,018,000 | 43.9% |
| 3,334-6,667 | 5,164 | 30.8% | 22,990,900 | 45.8% |
| >6,667 | 572 | 3.4% | 5,136,400 | 10.2% |
| March Total | 16,780 | 100.0% | 50,145,300 | 100.0% |
| | | | | |
| | April | | | |
| 0-3,333 | 11,413 | 67.9% | 22,709,500 | 46.6% |
| 3,334-6,667 | 4,912 | 29.2% | 21,732,500 | 44.6% |
| >6,667 | 489 | 2.9% | 4,293,400 | 8.8% |
| April Total | 16,814 | 100.0% | 48,735,400 | 100.0% |
| | | | | |
| | May | | | |
| 0-3,333 | 10,317 | 60.9% | 20,915,800 | 38.6% |
| 3,334-6,667 | 5,805 | 34.3% | 26,166,000 | 48.2% |
| >6,667 | 825 | 4.9% | 7,157,300 | 13.2% |
| May Total | 16,947 | 100.0% | 54,239,100 | 100.0% |
| | | | | |
| | June | | | |
| 0-3,333 | 8,382 | 49.3% | 17,427,000 | 26.5% |
| 3,334-6,667 | 6,772 | 39.8% | 31,435,900 | 47.8% |
| >6,667 | 1,840 | 10.8% | 16,936,200 | 25.7% |
| June Total | 16,994 | 100.0% | 65,799,100 | 100.0% |
| | | | | |
| | July | | | |
| 0-3,333 | 9,201 | 54.1% | 18,883,800 | 30.2% |
| 3,334-6,667 | 6,244 | 36.7% | 28,665,000 | 45.9% |
| >6,667 | 1,559 | 9.2% | 14,906,200 | 23.9% |
| July Total | 17,004 | 100.0% | 62,455,000 | 100.0% |
| | | | | |
| | August | | | |
| 0-3,333 | 8,518 | 50.0% | 17,831,600 | 26.9% |
| 3,334-6,667 | 6,777 | 39.8% | 31,361,400 | 47.4% |
| >6,667 | 1,731 | 10.2% | 17,027,800 | 25.7% |
| August Total | 17,026 | 100.0% | 66,220,800 | 100.0% |
| | | | | |
| | September | | | |
| 0-3,333 | 10,576 | 62.1% | 21,397,900 | 38.9% |
| 3,334-6,667 | 5,553 | 32.6% | 24,937,500 | 45.4% |
| >6,667 | 903 | 5.3% | 8,629,300 | 15.7% |
| September Total | 17,032 | 100.0% | 54,964,700 | 100.0% |
| | | | | |
| | October | | | |
| 0-3,333 | 10,770 | 63.2% | 21,638,000 | 39.8% |
| 3,334-6,667 | 5,382 | 31.6% | 24,179,000 | 44.5% |
| >6,667 | 879 | 5.2% | 8,549,500 | 15.7% |
| October Total | 17,031 | 100.0% | 54,366,500 | 100.0% |
| | | | | |
| | November | | | |
| 0-3,333 | 9,593 | 56.2% | 19,877,200 | 33.8% |
| 3,334-6,667 | 6,363 | 37.3% | 29,076,400 | 49.4% |
| >6,667 | 1,110 | 6.5% | 9,879,700 | 16.8% |
| November Total | 17,066 | 100.0% | 58,833,300 | 100.0% |
| | | | | |
| | December | | | |
| 0-3,333 | 10,582 | 62.0% | 21,545,800 | 40.0% |
| 3,334-6,667 | 5,714 | 33.5% | 25,715,100 | 47.7% |
| >6,667 | 766 | 4.5% | 6,652,200 | 12.3% |
| December Total | 17,062 | 100.0% | 53,913,100 | 100.0% |
| | | | | |
| | Annual | | | |
| 0-3,333 | 9,927 | 58.6% | 243,107,600 | 35.4% |
| 3,334-6,667 | 5,946 | 35.1% | 324,067,000 | 47.2% |
| >6,667 | 1,081 | 6.4% | 119,686,300 | 17.4% |
| Annual Total | 16,954 | 100.0% | 686,860,900 | 100.0% |

| Two Family Consumption | | | | |
|---|---|---|---|---|
| | 2025 | | | |
| Interval | # of Customers | % | Consumption | % |
| | | | | |
| | January | | | |
| 0-6,667 | 808 | 68.3% | 3,192,800 | 46.9% |
| 6,668-11,667 | 315 | 26.6% | 2,658,800 | 39.1% |
| >11,667 | 60 | 5.1% | 955,600 | 14.0% |
| January Total | 1,183 | 100.0% | 6,807,200 | 100.0% |
| | | | | |
| | February | | | |
| 0-6,667 | 720 | 60.8% | 2,919,500 | 38.9% |
| 6,668-11,667 | 380 | 32.1% | 3,250,700 | 43.4% |
| >11,667 | 84 | 7.1% | 1,327,000 | 17.7% |
| February Total | 1,184 | 100.0% | 7,497,200 | 100.0% |
| | | | | |
| | March | | | |
| 0-6,667 | 872 | 73.9% | 3,341,000 | 53.6% |
| 6,668-11,667 | 264 | 22.4% | 2,197,200 | 35.2% |
| >11,667 | 44 | 3.7% | 700,500 | 11.2% |
| March Total | 1,180 | 100.0% | 6,238,700 | 100.0% |
| | | | | |
| | April | | | |
| 0-6,667 | 886 | 75.1% | 3,347,100 | 54.8% |
| 6,668-11,667 | 251 | 21.3% | 2,106,200 | 34.5% |
| >11,667 | 42 | 3.6% | 658,100 | 10.8% |
| April Total | 1,179 | 100.0% | 6,111,400 | 100.0% |
| | | | | |
| | May | | | |
| 0-6,667 | 831 | 70.5% | 3,268,600 | 49.2% |
| 6,668-11,667 | 287 | 24.3% | 2,454,700 | 37.0% |
| >11,667 | 61 | 5.2% | 919,000 | 13.8% |
| >6,667 | 1,179 | 100.0% | 6,642,300 | 100.0% |
| May Total | | | | |
| | June | | | |
| 0-6,667 | 710 | 60.3% | 2,873,000 | 38.4% |
| 6,668-11,667 | 375 | 31.9% | 3,237,200 | 43.2% |
| >11,667 | 92 | 7.8% | 1,377,600 | 18.4% |
| June Total | 1,177 | 100.0% | 7,487,800 | 100.0% |
| | | | | |
| | July | | | |
| 0-6,667 | 775 | 65.8% | 3,022,100 | 42.0% |
| 6,668-11,667 | 316 | 26.8% | 2,730,100 | 37.9% |
| >11,667 | 86 | 7.3% | 1,445,900 | 20.1% |
| July Total | 1,177 | 100.0% | 7,198,100 | 100.0% |
| | | | | |
| | August | | | |
| 0-6,667 | 723 | 61.4% | 2,931,300 | 37.6% |
| 6,668-11,667 | 339 | 28.8% | 2,935,400 | 37.7% |
| >11,667 | 115 | 9.8% | 1,924,400 | 24.7% |
| August Total | 1,177 | 100.0% | 7,791,100 | 100.0% |
| | | | | |
| | September | | | |
| 0-6,667 | 826 | 70.4% | 3,210,800 | 46.8% |
| 6,668-11,667 | 280 | 23.9% | 2,411,900 | 35.2% |
| >11,667 | 68 | 5.8% | 1,237,400 | 18.0% |
| September Total | 1,174 | 100.0% | 6,860,100 | 100.0% |
| | | | | |
| | October | | | |
| 0-6,667 | 828 | 70.5% | 3,199,700 | 47.4% |
| 6,668-11,667 | 274 | 23.3% | 2,334,700 | 34.6% |
| >11,667 | 73 | 6.2% | 1,222,900 | 18.1% |
| October Total | 1,175 | 100.0% | 6,757,300 | 100.0% |
| | | | | |
| | November | | | |
| 0-6,667 | 732 | 62.9% | 2,993,900 | 39.9% |
| 6,668-11,667 | 337 | 29.0% | 2,906,900 | 38.8% |
| >11,667 | 95 | 8.2% | 1,599,800 | 21.3% |
| November Total | 1,164 | 100.0% | 7,500,600 | 100.0% |
| | | | | |
| | December | | | |
| 0-6,667 | 808 | 69.4% | 3,238,500 | 47.6% |
| 6,668-11,667 | 290 | 24.9% | 2,486,000 | 36.6% |
| >11,667 | 66 | 5.7% | 1,076,100 | 15.8% |
| December Total | 1,164 | 100.0% | 6,800,600 | 100.0% |
| | | | | |
| | Annual | | | |
| 0-6,667 | 793 | 67.4% | 37,538,300 | 44.9% |
| 6,668-11,667 | 309 | 26.3% | 31,709,800 | 37.9% |
| >11,667 | 74 | 6.3% | 14,444,300 | 17.3% |
| Annual Total | 1,176 | 100.0% | 83,692,400 | 100.0% |

| Three Family Consumption | | | | |
|---|---|---|---|---|
| | 2025 | | | |
| Interval | # of Customers | % | Consumption | % |
| | | | | |
| | January | | | |
| 0-6,667 | 43 | 59.7% | 175,500 | 36.3% |
| 6,667-20,000 | 28 | 38.9% | 273,600 | 56.5% |
| >20,000 | 1 | 1.4% | 34,800 | 7.2% |
| January Total | 72 | 100.0% | 483,900 | 100.0% |
| | | | | |
| | February | | | |
| 0-6,667 | 36 | 50.0% | 159,300 | 29.0% |
| 6,667-20,000 | 35 | 48.6% | 353,800 | 64.4% |
| >20,000 | 1 | 1.4% | 36,200 | 6.6% |
| February Total | 72 | 100.0% | 549,300 | 100.0% |
| | | | | |
| | March | | | |
| 0-6,667 | 48 | 65.8% | 195,800 | 45.4% |
| 6,667-20,000 | 25 | 34.2% | 235,100 | 54.6% |
| >20,000 | - | 0.0% | - | 0.0% |
| March Total | 73 | 100.0% | 430,900 | 100.0% |
| | | | | |
| | April | | | |
| 0-6,667 | 48 | 66.7% | 199,200 | 46.7% |
| 6,667-20,000 | 24 | 33.3% | 227,000 | 53.3% |
| >20,000 | - | 0.0% | - | 0.0% |
| April Total | 72 | 100.0% | 426,200 | 100.0% |
| | | | | |
| | May | | | |
| 0-6,667 | 45 | 61.6% | 185,200 | 39.4% |
| 6,667-20,000 | 28 | 38.4% | 285,000 | 60.6% |
| >20,000 | - | 0.0% | - | 0.0% |
| May Total | 73 | 100.0% | 470,200 | 100.0% |
| | | | | |
| | June | | | |
| 0-6,667 | 42 | 57.5% | 173,300 | 33.5% |
| 6,667-20,000 | 29 | 39.7% | 301,600 | 58.3% |
| >20,000 | 2 | 2.7% | 42,700 | 8.2% |
| June Total | 73 | 100.0% | 517,600 | 100.0% |
| | | | | |
| | July | | | |
| 0-6,667 | 44 | 60.3% | 165,100 | 35.4% |
| 6,667-20,000 | 27 | 37.0% | 255,600 | 54.8% |
| >20,000 | 2 | 2.7% | 45,800 | 9.8% |
| July Total | 73 | 100.0% | 466,500 | 100.0% |
| | | | | |
| | August | | | |
| 0-6,667 | 38 | 52.1% | 143,300 | 27.7% |
| 6,667-20,000 | 33 | 45.2% | 333,400 | 64.4% |
| >20,000 | 2 | 2.7% | 41,400 | 8.0% |
| August Total | 73 | 100.0% | 518,100 | 100.0% |
| | | | | |
| | September | | | |
| 0-6,667 | 46 | 63.0% | 176,700 | 37.8% |
| 6,667-20,000 | 26 | 35.6% | 269,900 | 57.8% |
| >20,000 | 1 | 1.4% | 20,700 | 4.4% |
| September Total | 73 | 100.0% | 467,300 | 100.0% |
| | | | | |
| | October | | | |
| 0-6,667 | 47 | 64.4% | 197,300 | 40.3% |
| 6,667-20,000 | 23 | 31.5% | 226,600 | 46.3% |
| >20,000 | 3 | 4.1% | 65,600 | 13.4% |
| October Total | 73 | 100.0% | 489,500 | 100.0% |
| | | | | |
| | November | | | |
| 0-6,667 | 41 | 56.2% | 180,800 | 33.3% |
| 6,667-20,000 | 30 | 41.1% | 310,900 | 57.3% |
| >20,000 | 2 | 2.7% | 51,100 | 9.4% |
| November Total | 73 | 100.0% | 542,800 | 100.0% |
| | | | | |
| | December | | | |
| 0-6,667 | 41 | 56.2% | 163,700 | 32.8% |
| 6,667-20,000 | 30 | 41.1% | 285,400 | 57.2% |
| >20,000 | 2 | 2.7% | 49,800 | 10.0% |
| December Total | 73 | 100.0% | 498,900 | 100.0% |
| | | | | |
| | Annual | | | |
| 0-6,667 | 43 | 59.5% | 2,115,200 | 36.1% |
| 6,667-20,000 | 28 | 38.7% | 3,357,900 | 57.3% |
| >20,000 | 1 | 1.8% | 388,100 | 6.6% |
| Annual Total | 73 | 100.0% | 5,861,200 | 100.0% |




A review of residential revenue and gallons billed indicates that, in general, the Utility has done a good job of using the rate making process to offset the decrease in revenue that would come from fewer gallons consumed.

## V. CONSERVATION EFFICIENCY MEASURES – NON-RESIDENTIAL CUSTOMERS

Commercial, Industrial and Public rates were set in 2012 with declining blocks.

In October 2024, the Utility had a rate increase approved by the PSC. Below are the updated rates.

| Rates per 1,000 Gallons<br>October 1, 2024 | |
|---|---|
| Gallons | Commercial, Industrial, Public |
| 0 - 25,000 | $11.17 |
| 25,001 - 500,000 | $10.12 |
| Over 500,000 | $9.00 |

As seen below, there appears to be enough variation in consumption within the classes to question whether the structure is affecting utilization. Anecdotally, consumption seems to move with the economy and the weather.

| Metered Usage for Non-Residential | | | | | | | |
|---|---|---|---|---|---|---|---|
| Billing Class | 2019 (Gallons) | 2020 (Gallons) | 2021 (Gallons) | 2022 (Gallons) | 2023 (Gallons) | 2024 (Gallons) | 2025 (Gallons) |
| Commercial | 696,184,00 | 663,605,300 | 706,398,800 | 658,694,660 | 672,678,700 | 658,425,600 | 654,663,500 |
| Industrial | 220,675,30 | 161,293,500 | 137,807,900 | 132,963,100 | 149,727,100 | 136,072,500 | 129,748,800 |
| Public | 65,913,90 | 47,756,950 | 62,240,450 | 54,600,900 | 58,452,000 | 54,142,500 | 52,462,500 |
| Irrigation | 2,879,000 | 6,206,500 | 11,538,200 | 6,485,400 | 9,218,900 | 5,519,500 | 9,768,900 |

Therefore, the Utility uses efforts, other than the rate structure, to incent conservation.

To bolster the rate increase, the Utility has additional conservation programs that affect Non-Residential customers and all customer classes. The additional programs include the following:

1. Irrigation Rates (for all customer classes)
2. Sprinkling Ordinance (for all customer classes)
3. Landscape/Irrigation System Ordinance (for all customer classes)
4. Yard Sign Campaign (for all customer classes)
5. Waukesha Rain Barrel Promotion Program (for all customer classes)
6. Outdoor Conservation Tips (for all customer classes)
7. Monthly Billing (for all customer classes)
8. Pre-rinsed Spray Valves (for non-residential classes)
9. Things To Do to Lower Your Water Bill (for all customer classes)
10. Leak Detection & Audit Program (for all customer classes)

The first seven programs encourage outdoor water conservation during the summer months.

There is a discussion of each of these tools below; followed by data that demonstrates the efficacy of the Utility's approach.

## 1. Irrigation Rates

Effective December 1, 2017, the Wisconsin Public Service Commission (PSC) approved our application to offer Irrigation Rates to our customers.

The irrigation rates were designed with two goals in mind. First, to bill for water used outside that is not collected into the sewer system. Second, to encourage conservation of a limited resource.

In 2024, the volumetric rate increased to $21.00 per thousand gallons and 12 Irrigation meters were installed.

A copy of the Irrigation Application, which shows the monthly service charge and the combined water and return flow volumetric charge, is shown on the following pages.

**Waukesha Water Utility**
SERVING WAUKESHA SINCE 1886

115 Delafield Street
Waukesha, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Re: Irrigation Meter

Dear Customer:

This letter is regarding your inquiry into an irrigation meter for your property. If you are interested in the installation of an irrigation meter, please review the instructions, complete the enclosed application, and return it to the Waukesha Water Utility with a check for $150.00 for each irrigation meter you would like to install. Please note that in order to complete the application, you will need to obtain a plumbing permit. The permit can be obtained at City Hall.

Also, when considering an irrigation meter, please remember that the city of Waukesha has a Sprinkling Ordinance. Every year, beginning May 1st – October 1st, addresses ending in an Odd number, may only water on Tuesdays & Saturdays (before 9 a.m. or after 5 p.m.); addresses ending in an Even number, may only water on Thursdays & Sundays (before 9 a.m. or after 5 p.m.). If you have an automatic sprinkling system, please be sure to schedule the sprinkling times appropriately.

The billing rates for an irrigation meter, effective on October 1, 2024 are as follows:

| | **Monthly Service Charge** | | **Monthly Service Charge** |
|---|---|---|---|
| Meter Size | $ | Meter Size | $ |
| 5/8″ | 20.00 | 3″ | 144.00 |
| ¾″ | 20.00 | 4″ | 195.00 |
| 1″ | 33.00 | 6″ | 315.00 |
| 1 ¼″ | 49.00 | 8″ | 478.00 |
| 1 ½″ | 55.00 | 10″ | 691.00 |
| 2″ | 85.00 | 12″ | 845.00 |
| **Volumetric Charge** | | | $21.00 per 1,000 gallons |

If you have any further questions, please call us at 262-521-5272. Our hours are Monday–Thursday 7:30 a.m.–4:30 p.m.; and Friday 8:00 a.m. – Noon.

Sincerely,

Waukesha Water Utility

Cover Letter for Irrigation Meter Application

**Waukesha Water Utility**

# IRRIGATION METER

In order to install an irrigation meter and radio, please do the following:

1. **Obtain a plumbing permit from City Hall**
   Plumbing permits are issued by the Building Inspector. They may be obtained in room 200 in the City Hall at 201 Delafield St. The office is open from 8:00 to 4:30. The telephone is (262) 524-3750.

2. **Complete the attached application**
   You may need to work with a plumber or our customer service staff to complete the application. Please be aware that you will receive a separate bill for this meter.

3. **Pay the application fee ($150)**
   The fee is paid at the Water Utility. It covers the time our engineering staff spends to ensure that the meter will be the appropriate size to meet your needs from information supplied by you or your plumber. It also covers the administrative time spent processing the application. Finally, it covers the time our field crew will spend installing the meter and radio at the premises.

4. **Install the fixtures for the irrigation meter and radio**
   Whether you intend to do-it-yourself or hire a plumber, the pipes, meter valve, and the copperhorn for the meter must installed according to the attached specifications. The materials must also be in compliance with Wisconsin Administrative Code. Because you pay for all of these materials and work, you will own all of this plumbing.

5. **Set an appointment with the Water Utility to install the meter and radio**
   To have the meter installed, please call Customer Service at (262) 521-5272. You will want to make this appointment at least a week in advance, especially if you want to coordinate the work so that it gets done on the same day that a plumber is present. The Water Utility owns, operates and maintains only the meter and the radio. If your installation of the meter and radio requires additional hardware, you will be invoiced for that additional hardware.

6. **Schedule your sprinkling times according to Waukesha's Sprinkling Ordinance**
   Every year, beginning May 1st – October 1st, Waukesha has the following Sprinkling Ordinance: addresses ending in an Odd number, may only water on Tuesdays & Saturdays (before 9 a.m. or after 5 p.m.); addresses ending in an Even number, may only water on Thursdays & Sundays (before 9 a.m. or after 5 p.m.). If you have an automatic sprinkling system, please be sure to schedule the sprinkling times appropriately.

115 Delafield Street
P.O. Box 1648
Waukesha, WI 53187-1648

Questions regarding the application process: (262) 521-5272
Our hours are Monday – Thursday 7:30 a.m.– 4:30 p.m.; and Friday 8:00 a.m.– Noon

Fax Number: (262) 521-5265

Instruction Sheet for Irrigation Meters

Waukesha Water Utility

# APPLICATION FOR IRRIGATION METER

1. Property Address _____

2. Building Type __Single Family __Duplex __Triplex __Apartment (> 4 units) __Condo

3. Owner's Name _____ Phone_____

4. Owner's Address _____

5. Plumber's Name _____ Phone_____

6. Plumber's Address _____

7. Please list the number of water using devices that will be measured by this meter

   _____ ¾" Garden Hose _____ ½" Garden Hose _____ Underground Sprinkler

8. Gallons per minute needed _____

9. City Plumbing Permit # _____

10. Who is responsible for payment? ____Owner ____Plumber

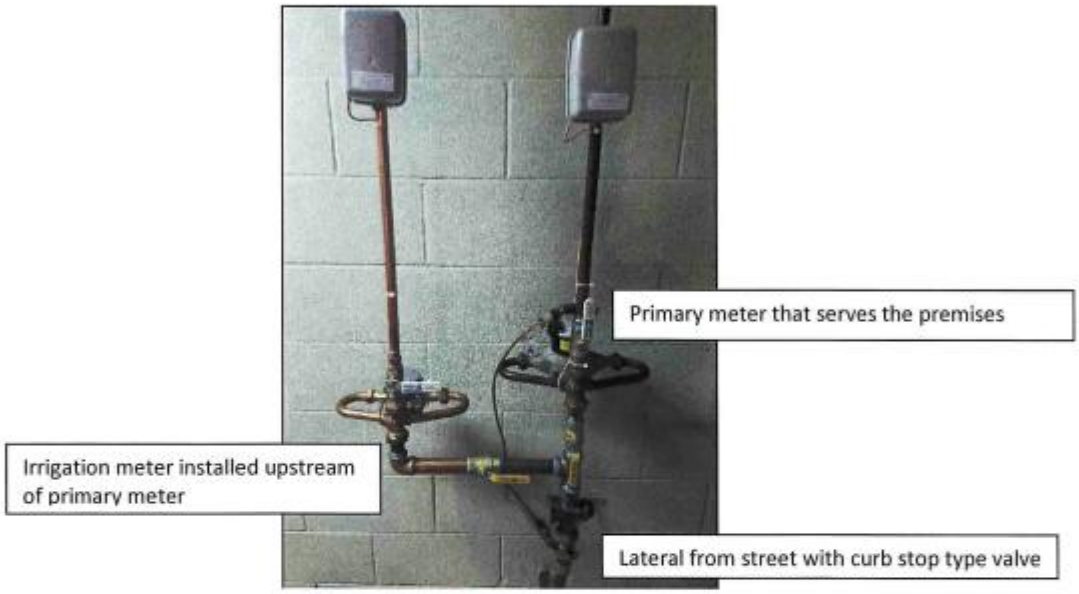
11. Are you aware of Waukesha's Sprinkling Ordinance (as explained in the cover letter)? __Yes __No

Signature _____ Date _____

Irrigation Meter Application Form

Waukesha Water Utility

# IRRIGATION METER SPECIFICATIONS




Installation of a 5/8 inch irrigation meter

NOTE 1: Copperhorns shall comply with ANSI/AWWA C-800, have a lead free brass body with copper arms and swivel connections manufactured by Ford in the following sizes.

| Meter Size | Copperhorn |
|---|---|
| 5/8" | No. 1 provided with union nuts |
| 3/4" | No. 3 provided with union nuts |
| 1 " | No. 4 provided with union nuts |

NOTE 2: The Utility will install the meter valve and the copperhorn upon the request of the applicant. The cost will be billed to the applicant as outlined in the current Waukesha Water Utility Fee Schedule.

NOTE 3: The Utility Rules and Regulations Manual requires a four foot clearance around the meter.

NOTE 4: All brass must be lead free.

NOTE 5: The Utility will replace (at the cost of the applicant) any copperhorn or valve that does not comply with the specifications, above.

NOTE 6: Certified vacuum breakers shall be installed at each hose bib.

NOTE 7: Fixtures serving, and served by, the irrigation should be separately labeled.

Irrigation Meter Installation Specifications Sheet

## 2. Sprinkling Ordinance

City Ordinance 13.11 was enacted in 2006 and applies to all customers in Waukesha. The ordinance is in effect from May 1 to Oct 1 each year. This ordinance bans all sprinkling during the daytime hours of 9 AM to 5 PM during the stated time period. Customers are allowed to irrigate two days a week according to their address.

**A brochure** that explains the ordinance is placed at several public locations.




Brochure Outside




Brochure Inside

In addition to the Sprinkling Ordinance brochure, a **Bill Message** is placed on the May & August water bills. *The News Splash* **Bill Insert**, is sent out with the May bills, **Electronic Newsletters** include information about the Sprinkling Ordinance, along with an ad that is placed in the **City's Activity Guide**. A **Press Release** is placed in the Waukesha Freeman; and information regarding the Sprinkling Ordinance and sprinkling tips is posted on the **Utility's Website.**

A copy of all these items listed above is shown in the Education section of this report.

**Street signs**, alerting the public to the Ordinance, have been placed on every major street and reminders are placed in **local papers** (as seen on the next page).




**Fines** are approved and in place for violations to this Ordinance, as follows:

| | |
|---|---|
| 1st Citation | $172 |
| 2nd Citation | $298 |
| 3rd Citation | $424 |
| 4th Citation | $676 |

Before citations are issued, **Notices are sent to violators** to encourage them to comply. In 2025, we had zero reported violators.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

Re: Sprinkling Violation at

Dear Water Utility Customer:

It has been observed that you have been sprinkling at your property during unauthorized periods, specifically on

Conservation Ordinance #20-06, Chapter 13.11 of the City Municipal Code was passed by the Waukesha Common Council in April 2006 which restricts the days and times for outdoor water sprinkling. These restrictions are in effect Annually from May 1st through October 1st, and are as follows:

> Addresses ending with an Odd Number may water on Tuesdays and Saturdays, before 9:00 a.m. or after 5:00 p.m.
>
> Addresses ending with an Even Number may water on Thursdays and Sundays, before 9:00 a.m. or after 5:00 p.m.

Please adjust your sprinkling times to coordinate with the days and times that are applicable to your address; and please adjust your sprinklers so that they are not watering the sidewalks or driveway.

Enclosed is a brochure to help answer any questions you may have. If you would like additional information, please contact the Waukesha Water Utility at 262-521-5272.

We appreciate your prompt response and your assistance in helping protect and maintain our water supplies for the future.

Sincerely,

WAUKESHA WATER UTILITY
Customer Service

Violation Letter

WaterSense®



## 3. Landscape Irrigation System Ordinance

In May of 2015, the Utility adopted an Ordinance to ensure that all Landscape Irrigation Systems in the City of Waukesha are designed, installed, maintained, altered, and operated in a manner that prevents the waste of water, promotes the most efficient usage of water, controls erosion, and applies the minimum amount of water required to maintain healthy individual plants. The ordinance can be found at:

http://waukesha-water.com/downloads/PressReleases/Irrigation_Ordinance_Final_10_15_15.pdf

In addition to conservation minded landscape design, the Ordinance mandates the use of a WaterSense-labeled controller, which can save a home between 30-50% on its summer water bills, and reduces landscape run off by as much as 71%.

The City Inspector's office performs the plan review, issues the permit, and retains the records surrounding the installation of the systems. The Utility educates the public about the Ordinance and provides the Inspector's office with the permitting forms.

In 2025, there were 2 permits issued for residential properties.

Copies of the application, instructions and contractor certificate can be found on the next pages.

CITY OF WAUKESHA
DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION
201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

PERMIT NO: _____

## APPLICATION FOR IRRIGATION SYSTEM PERMIT

Owner _____ Phone _____

Address _____

Job Address (if different) _____

Contractor _____ License (if applicable) _____

Address _____ Phone _____

### SYSTEM DESCRIPTION

__Single Family __2 Family __3 Family __Multi Family __Commercial __Industrial __Public

| Fixtures | Type | Quantity |
|---|---|---|
| Backflow Preventer | Annual Inspection Required Y N | |
| Irrigation Controller | WaterSense Labeled Y N<br>**Provide Cut Sheet** | |

Estimated System Cost _____

_____ _____
Signature of Applicant Date

The nonrefundable permit fee of $50.00 and the applicable plan review fee per approved fee schedule was collected, and the permit is hereby approved.

_____ _____ _____
Signature Title Date

White Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

This form is also available online at http://www.ci.waukesha.wi.us/dept/building/FORMS.htm

P:\Conservation\2015\Irrigation Plumbing Ordinance\Permit 10 15 15.docx8/12/15

Application for Irrigation System Permit

CITY OF WAUKESHA
DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION
201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

## INSTRUCTIONS FOR IRRIGATION SYSTEM PERMIT

City of Waukesha Ordinance 19.175 requires that a permit be issued before an irrigation system may be installed, materially altered, or completely replaced. The purpose of this ordinance is to require all irrigation systems to be installed, materially altered, or completely replaced in a manner that is consistent with the City's water conservation goals. Systems shall prevent the waste of water, control erosion, promote the most efficient use of water, and apply the least amount of water that is required to maintain healthy individual plant material.

The Ordinance, available at http://www.ci.waukesha.wi.us/web/quest/chapter19 , outlines the features required of irrigation systems, and the procedures required when the system is turned over to the owner.

A permit must be issued before the work commences.

The contractor shall prepare an irrigation plan to scale for each site where a new irrigation system will be installed or altered. Plans shall:

1. Be drawn to scale and indicate the scale used.
2. Include the name and dated signature of the designer.
2. Designate the location of the parcel.
3. Depict both areas to be and not to be irrigated within the parcel.
4. Reveal the major physical features and boundaries of the areas to be watered.
5. Indicate the location and type of each:
   - water source, backflow prevention device, controller, sensor, and electrical splice.
   - water emission device, including, but not limited to, spray heads, rotary sprinklers, quick couplers, bubblers, drip, or micro sprays.
   - valve, including but not limited to, zone valves, station solenoid valves, automatic master valve, and isolation valve.

Back flow preventers are required to be installed by licensed plumbers.

All systems subject to the ordinance must include a WaterSense labeled Irrigation Controller. A list of controllers is available at http://www.epa.gov/watersense/product_search.html?Category=5. A cut sheet of the controller must be submitted with the application.

The permit fee is due at the time of application and is nonrefundable.

The application must be submitted to Building Inspection. The review may take as many as 10 business days before a permit can be issued.

Upon completion of the system, the Contractor must review the Contractor Certificate specified in the ordinance and secure the owner's signature. A copy of the signed Contractor Certificate shall be sent to the Department.

**Failure to follow these instructions subjects the violator to the fines specified in the ordinance.**

This form is also available online at http://www.ci.waukesha.wi.us/dept/building/FORMS.htm

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Instructions for Irrigation System Permit

CITY OF WAUKESHA
DEPARTMENT OF COMMUNITY DEVELOPMENT- BUILDING INSPECTION
201 DELAFIELD STREET * WAUKESHA, WI 53188 * (262) 524-3530

**PERMIT NO: _____**

## IRRIGATION SYSTEM
## CONTRACTOR CERTIFICATE

Within 30 days of completion of the installation of the System, the Contractor shall:

- complete and deliver this signed and dated Certificate to the Owner
- deliver a fully signed copy to the Department

I, _____, installed an Irrigation System installed at
Name of Contractor

_____, and certify that I have:
Installation Address

✓ (Check those that apply)

☐ Installed the System in accordance with all applicable ordinances, statutes, codes, rules and regulations; confirmed the correct operation of the entire System; and confirmed that the System has been installed substantially according to the Irrigation Plan and all terms and conditions of the permit.

☐ Provided the Owner with a copy of the Irrigation Plan indicating the System, as built.

☐ Performed a final walk-through with the Owner to explain the operation of the System.

☐ Supplied the Owner with the manufacturers' manuals for the controller and other components of the System.

☐ Supplied the Owner with a list of System components that require maintenance, and the recommended frequency for maintenance.

☐ Informed the Owner of their responsibility to drain the System before November 1st of each year.

_____ _____
Contractor's Signature Date

_____ _____
Owner's Signature Date

White Copy – Contractor Yellow Copy – Owner Pink Copy – City of Waukesha, Building Inspector

This form is also available online at http://www.ci.waukesha.wi.us/dept/building/FORMS.htm

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Irrigation System Contractor Certificate

## 4. My Brown Lawn is Green Yard Sign Campaign

The Utility continues to encourage customers to let their lawns go dormant. Large colorful lawn signs, designed by a local artist, are available free of charge to customers who wish to demonstrate their commitment to water conservation. The signs serve to acknowledge those who are conserving and to encourage their neighbors to do the same. A sample of the lawn sign is below.



## 5. Rain Barrel Promotion Program

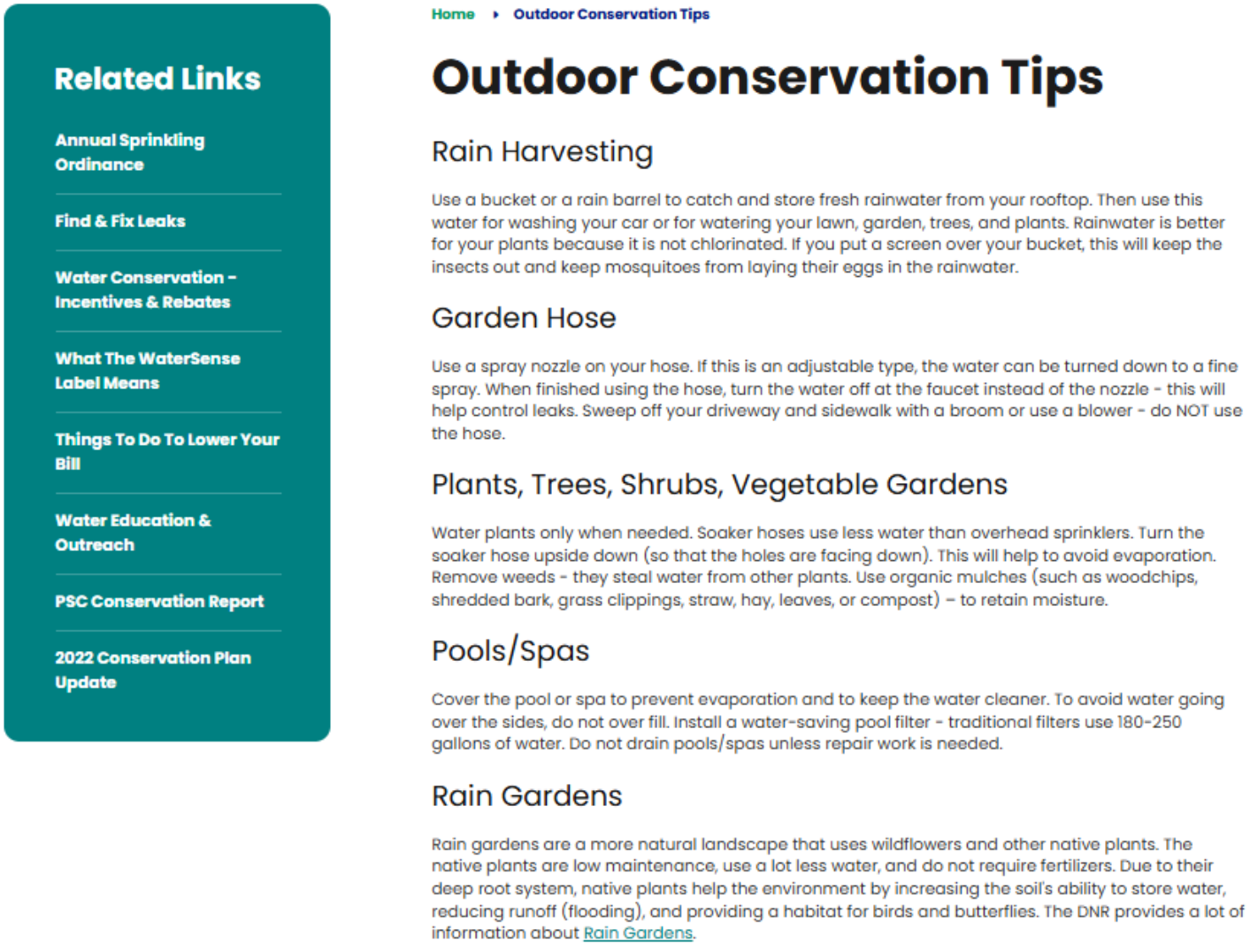
Waukesha Water Utility historically has promoted the Waukesha School District's and Waukesha County's rain barrel sales program. However, because rain barrels have gained popularity and can be purchased at local hardware stores etc., the School District and the County have stopped making rain barrels.

The Utility will continue to promote the use of rain barrels with bill messages, in the City's Activity Guide (as shown in the education section), at outreach events, and any time a customer calls and requests information.



## 6. Outdoor Conservation Tips

Waukesha Water Utility posts outdoor conservation tips on its website. As seen below, the topics covered are Rain Harvesting, Garden Hose, Plants/Trees/Shrubs/Vegetable Gardens, Pools/Spas, and Rain Gardens.



**Related Links**

- Annual Sprinkling Ordinance
- Find & Fix Leaks
- Water Conservation – Incentives & Rebates
- What The WaterSense Label Means
- Things To Do To Lower Your Bill
- Water Education & Outreach
- PSC Conservation Report
- 2022 Conservation Plan Update

Home ▸ Outdoor Conservation Tips

# Outdoor Conservation Tips

## Rain Harvesting

Use a bucket or a rain barrel to catch and store fresh rainwater from your rooftop. Then use this water for washing your car or for watering your lawn, garden, trees, and plants. Rainwater is better for your plants because it is not chlorinated. If you put a screen over your bucket, this will keep the insects out and keep mosquitoes from laying their eggs in the rainwater.

## Garden Hose

Use a spray nozzle on your hose. If this is an adjustable type, the water can be turned down to a fine spray. When finished using the hose, turn the water off at the faucet instead of the nozzle - this will help control leaks. Sweep off your driveway and sidewalk with a broom or use a blower - do NOT use the hose.

## Plants, Trees, Shrubs, Vegetable Gardens

Water plants only when needed. Soaker hoses use less water than overhead sprinklers. Turn the soaker hose upside down (so that the holes are facing down). This will help to avoid evaporation. Remove weeds - they steal water from other plants. Use organic mulches (such as woodchips, shredded bark, grass clippings, straw, hay, leaves, or compost) – to retain moisture.

## Pools/Spas

Cover the pool or spa to prevent evaporation and to keep the water cleaner. To avoid water going over the sides, do not over fill. Install a water-saving pool filter - traditional filters use 180-250 gallons of water. Do not drain pools/spas unless repair work is needed.

## Rain Gardens

Rain gardens are a more natural landscape that uses wildflowers and other native plants. The native plants are low maintenance, use a lot less water, and do not require fertilizers. Due to their deep root system, native plants help the environment by increasing the soil's ability to store water, reducing runoff (flooding), and providing a habitat for birds and butterflies. The DNR provides a lot of information about Rain Gardens.

Outdoor Conservation Tips on Website

## These 6 Tools Are Working

The information below indicates that Waukesha uses, on average, much less water in the summer now than it did before these six tools (the Irrigation Rates, Sprinkling Ordinance, Landscape/Irrigation System Ordinance, Yard Sign Campaign, Rain Barrel Promotion program, and Outdoor Conservation tips) were implemented.

We have effectively reduced our peak demands, even during the extreme drought conditions of 2012.

**Summer Volumes as a Percent of Total Gallons Pumped**

| Year | Waukesha Pumpage | | | Brookfield Pumpage | | | Oconomowoc Pumpage | | | Pewaukee Pumpage | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Annual (000's) | Summer (000's) | Summer as a % of Total | Annual (000's) | Summer (000's) | Summer as a % of Total | Annual (000's) | Summer (000's) | Summer as a % of Total | Annual (000's) | Summer (000's) | Summer as a % of Total |
| 2006 | 2,623,418 | 1,175,795 | 44.8% | 1,465,878 | 738,889 | 50.4% | 673,143 | 337,035 | 50.1% | 479,448 | 262,317 | 54.7% |
| 2007 | 2,618,461 | 1,183,827 | 45.2% | 1,368,726 | 669,849 | 48.9% | 686,683 | 355,702 | 51.8% | 445,630 | 232,840 | 52.2% |
| 2008 | 2,531,108 | 1,128,313 | 44.6% | 1,446,256 | 638,479 | 44.1% | 677,227 | 337,653 | 49.9% | 473,648 | 245,615 | 51.9% |
| 2009 | 2,479,905 | 1,109,337 | 44.7% | 1,295,283 | 653,848 | 50.5% | 676,528 | 344,909 | 51.0% | 442,530 | 247,172 | 55.9% |
| 2010 | 2,441,221 | 1,074,691 | 44.0% | 1,272,681 | 607,443 | 47.7% | 719,994 | 342,468 | 47.6% | 441,760 | 219,440 | 49.7% |
| 2011 | 2,545,103 | 1,129,986 | 44.4% | 1,436,548 | 683,145 | 47.6% | 689,523 | 329,580 | 47.8% | 480,001 | 250,294 | 52.1% |
| 2012 | 2,527,370 | 1,187,305 | 47.0% | 1,365,823 | 714,678 | 52.3% | 751,326 | 404,770 | 53.9% | 515,842 | 297,556 | 57.7% |
| 2013 | 2,348,655 | 1,048,020 | 44.6% | 1,376,089 | 661,420 | 48.1% | 693,971 | 336,449 | 48.5% | 454,881 | 237,323 | 52.2% |
| 2014 | 2,413,582 | 1,015,137 | 42.1% | 1,687,514 | 813,598 | 48.2% | 696,960 | 337,605 | 48.4% | 435,998 | 220,317 | 50.5% |
| 2015 | 2,213,900 | 970,596 | 43.8% | 1,373,750 | 729,687 | 53.1% | 630,635 | 307,853 | 48.8% | 477,185 | 248,273 | 52.0% |
| 2016 | 2,166,893 | 962,749 | 44.4% | 1,247,811 | 624,014 | 50.0% | 589,534 | 291,165 | 49.4% | 464,850 | 248,778 | 53.5% |
| 2017 | 2,128,111 | 933,128 | 43.8% | 1,254,510 | 606,530 | 48.3% | 564,324 | 270,424 | 47.9% | 464,290 | 237,116 | 51.1% |
| 2018 | 2,068,522 | 914,652 | 44.2% | 1,252,833 | 603,142 | 48.1% | 553,523 | 271,499 | 49.0% | 465,553 | 236,112 | 50.7% |
| 2019 | 2,039,436 | 902,288 | 44.2% | 1,264,021 | 597,749 | 47.3% | 549,955 | 263,935 | 48.0% | 448,268 | 218,328 | 48.7% |
| 2020 | 1,933,288 | 883,493 | 45.7% | 1,353,088 | 659,505 | 48.7% | 638,805 | 322,421 | 50.5% | 495,632 | 259,293 | 52.3% |
| 2021 | 1,923,146 | 873,172 | 45.4% | 1,380,064 | 692,322 | 50.2% | 709,503 | 364,389 | 51.4% | 474,758 | 256,450 | 54.0% |
| 2022 | 1,881,926 | 836,791 | 44.5% | 1,355,610 | 659,350 | 48.6% | 624,695 | 320,709 | 51.3% | 461,504 | 241,754 | 52.4% |
| 2023 | 1,925,251 | 870,631 | 45.2% | 1,410,371 | 731,433 | 51.9% | 689,024 | 361,191 | 52.4% | 512,334 | 283,860 | 55.4% |
| 2024 | 1,859,806 | 811,108 | 43.6% | 1,317,908 | 619,418 | 47.0% | 683,912 | 334,762 | 48.9% | 513,070 | 255,848 | 49.9% |
| 2025 | 1,834,428 | 808,610 | 44.1% | 1,404,131 | 661,884 | 47.1% | 718,358 | 353,073 | 49.2% | 516,541 | 257,541 | 49.9% |
| Average | | | **44.5%** | | | **48.9%** | | | **49.8%** | | | **52.3%** |

Further support for the efficacy of the Utility's program can be found by comparing its summer water use with its neighbors (who are affected by similar weather conditions).

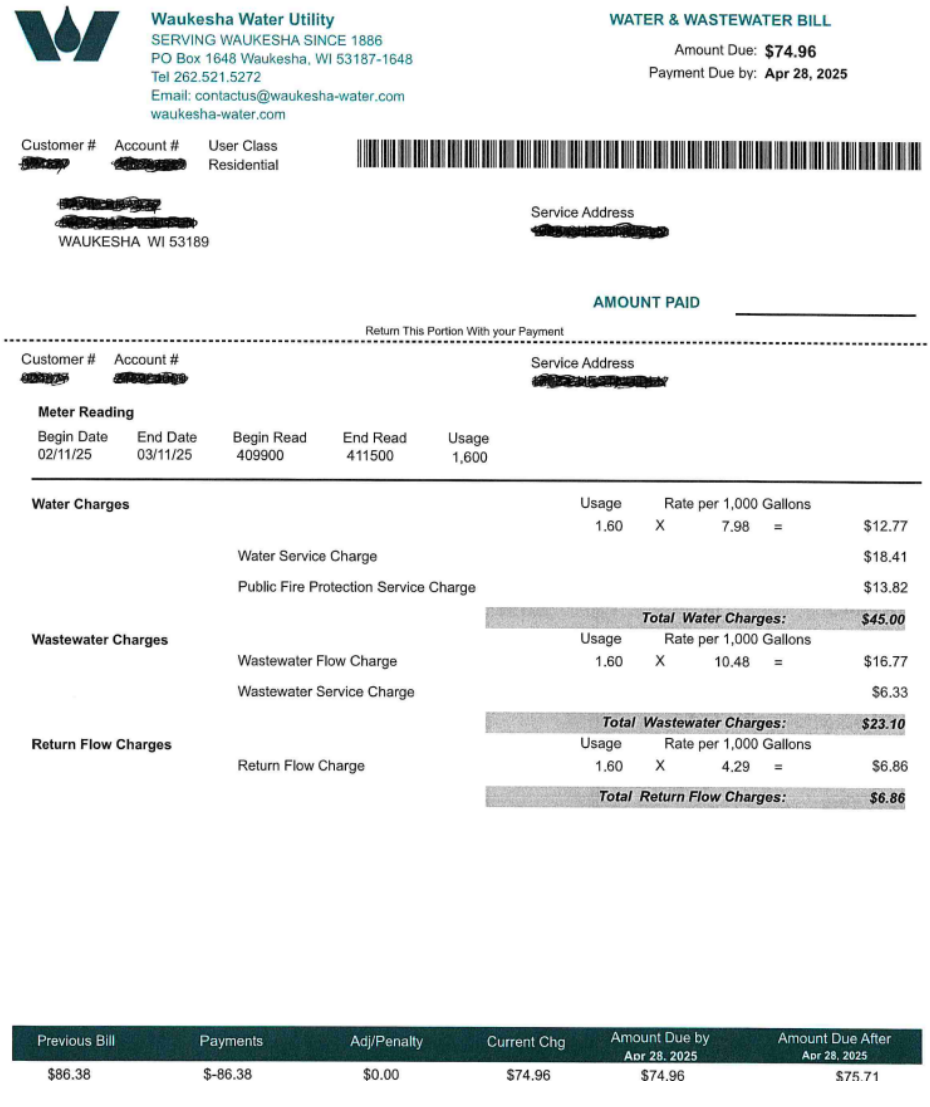
Waukesha uses a lower proportion of water in the summer than its neighbors.

In addition to the Outdoor programs, the Utility has other conservation programs (for non-residential customers as well as for all customer classes).

## 7. Monthly Billing

In the spring of 2021, the Utility switched to monthly billing for all customer classes. Previously, large industrial customers were billed monthly, while all other customers were billed quarterly.

Most ratepayers prefer monthly billing to budget with other monthly expenses. In addition, monthly billing helps users conserve water by providing customers with more timely information about water usage and alerting them to overuse due to watering or leaks.



**Waukesha Water Utility**
SERVING WAUKESHA SINCE 1886
PO Box 1648 Waukesha, WI 53187-1648
Tel 262.521.5272
Email: contactus@waukesha-water.com
waukesha-water.com

**WATER & WASTEWATER BILL**
Amount Due: **$74.96**
Payment Due by: **Apr 28, 2025**

Customer # [redacted] Account # [redacted] User Class Residential

[redacted]
WAUKESHA WI 53189

Service Address [redacted]

**AMOUNT PAID** _____

Return This Portion With your Payment

Customer # [redacted] Account # [redacted] Service Address [redacted]

**Meter Reading**

| Begin Date | End Date | Begin Read | End Read | Usage |
|---|---|---|---|---|
| 02/11/25 | 03/11/25 | 409900 | 411500 | 1,600 |

| | | Usage | | Rate per 1,000 Gallons | | |
|---|---|---|---|---|---|---|
| **Water Charges** | | 1.60 | X | 7.98 | = | $12.77 |
| | Water Service Charge | | | | | $18.41 |
| | Public Fire Protection Service Charge | | | | | $13.82 |
| | ***Total Water Charges:*** | | | | | ***$45.00*** |
| **Wastewater Charges** | | Usage | | Rate per 1,000 Gallons | | |
| | Wastewater Flow Charge | 1.60 | X | 10.48 | = | $16.77 |
| | Wastewater Service Charge | | | | | $6.33 |
| | ***Total Wastewater Charges:*** | | | | | ***$23.10*** |
| **Return Flow Charges** | | Usage | | Rate per 1,000 Gallons | | |
| | Return Flow Charge | 1.60 | X | 4.29 | = | $6.86 |
| | ***Total Return Flow Charges:*** | | | | | ***$6.86*** |

| Previous Bill | Payments | Adj/Penalty | Current Chg | Amount Due by Apr 28, 2025 | Amount Due After Apr 28, 2025 |
|---|---|---|---|---|---|
| $86.38 | $-86.38 | $0.00 | $74.96 | $74.96 | $75.71 |




## 8. Pre-rinsed Spray Valves

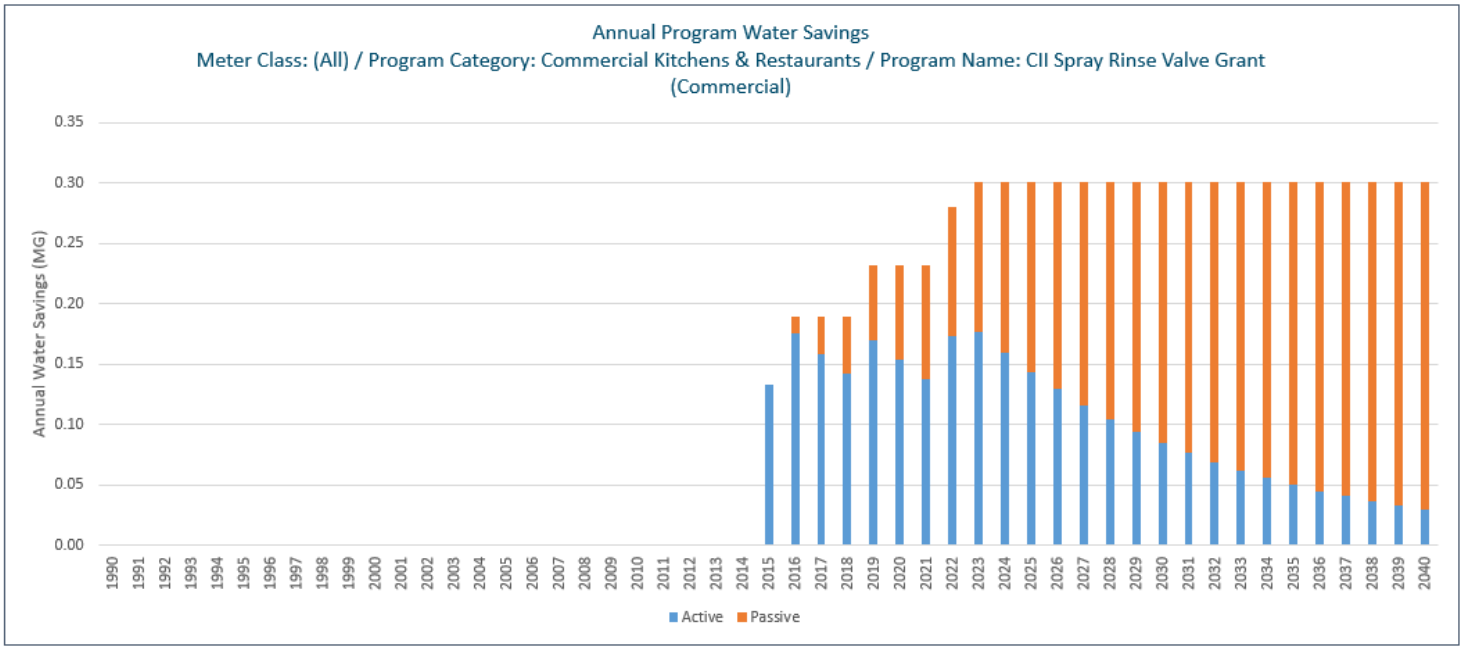
In November 2015, the Utility implemented a conservation initiative for water efficient pre-rinsed spray valves. Pre-rinsed spray valves were offered to large water using customers for free. The spray valves are valued at approximately $150 and maintain good pressure while using 60% less water. The spray valves are endorsed by The Green Restaurant Association, Alliance for Water Efficiency, The Green Building Council, and EPA WaterSense.

In 2025, the Utility did not change out any pre-rinsed spray valves. The Utility will change out pre-rinsed spray valves in 2026.

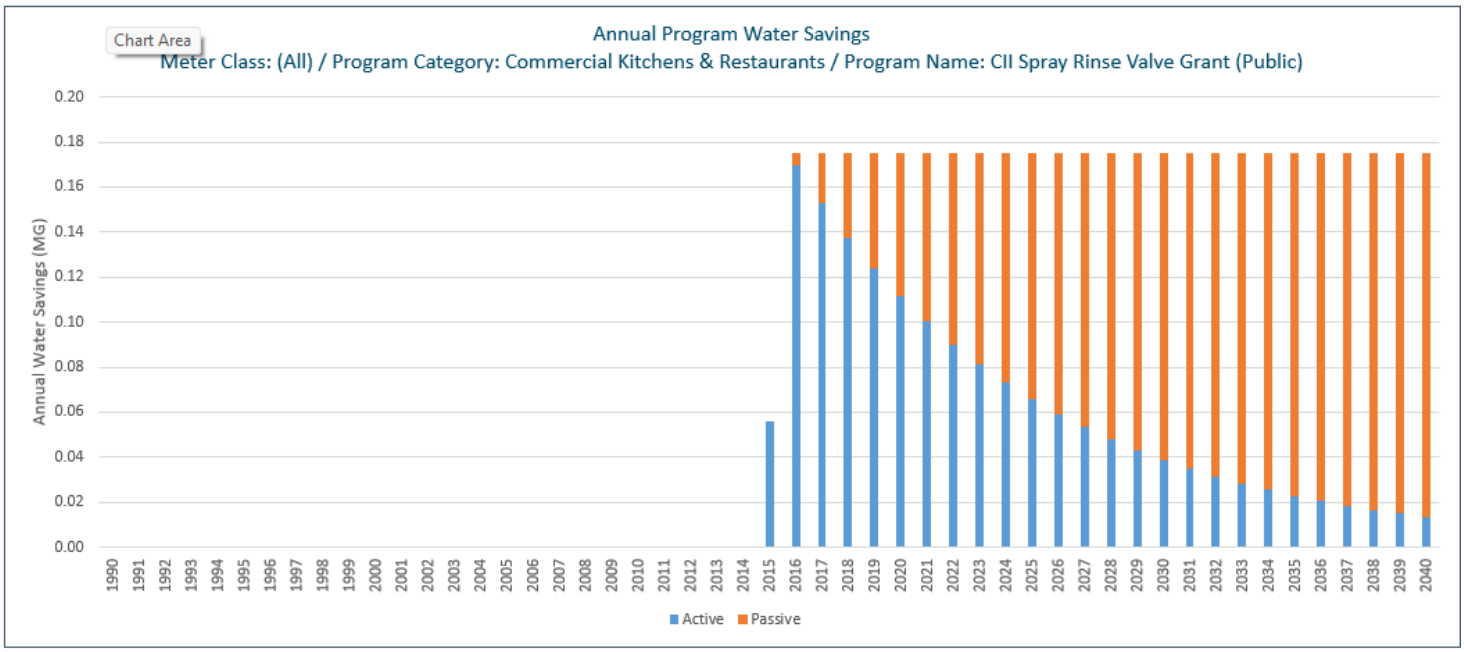
The following page shows the annual cost effectiveness of the program for past activity, along with the projected water savings through 2040, for both commercial and public accounts.

| Class | Activity Name | Utility Unit Cost ($/MG) | PV Cost | Utility Unit Benefit ($/MG) | PV Benefit | B/C Ratio |
|---|---|---|---|---|---|---|
| Commercial | CII Spray Rinse Valve Installation (Commercial) | 1,622 | 1,095.01 | 616 | 415.86 | 0.4 |
| Public | CII Spray Rinse Valve Installation (Public) | 1,655 | 192.36 | 616 | 71.60 | 0.4 |

The first graph relates to water saved by Pre-Rinsed Spray Valves for Commercial Accounts.

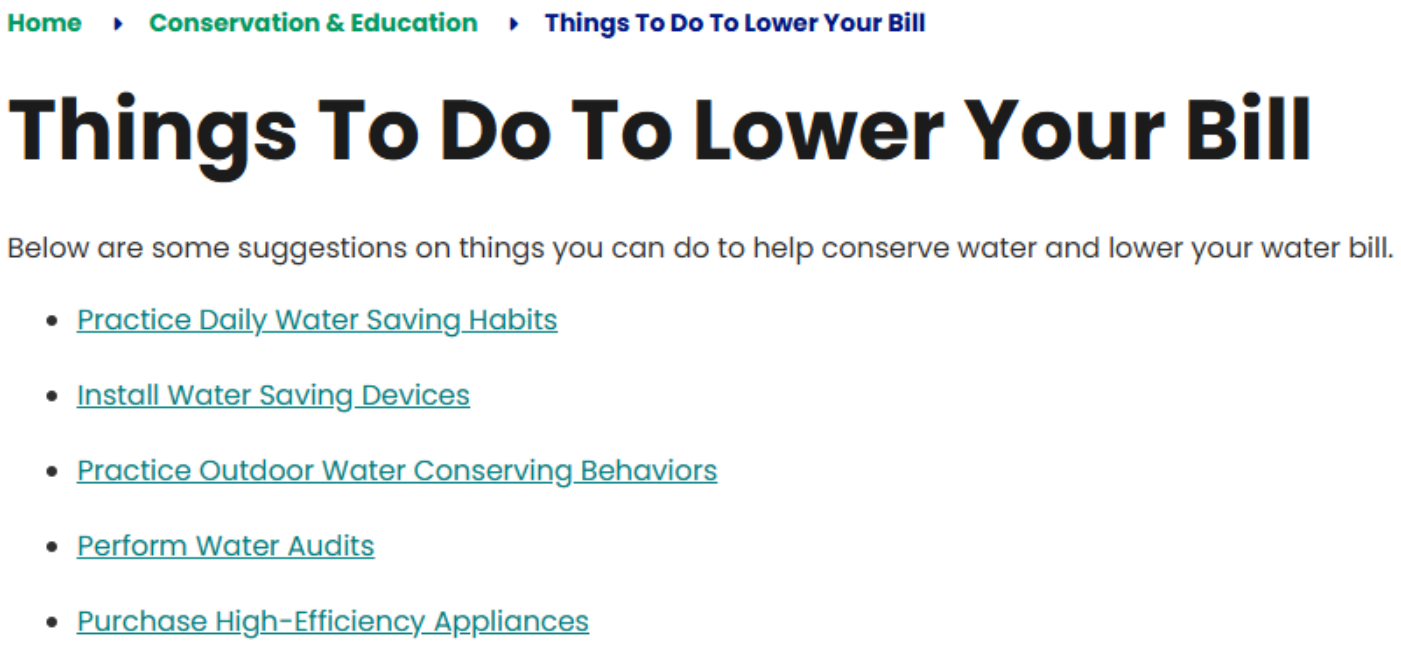



The second graph relates to water saved by Pre-Rinsed Spray Valves for Public Accounts.



## 9. Things To Do to Lower Your Water Bill

There is information on our website for all customer classes on “Things to Do to Lower Your Water Bill” as shown below and on the next 3 pages.



Home ▸ Conservation & Education ▸ Things To Do To Lower Your Bill

# Things To Do To Lower Your Bill

Below are some suggestions on things you can do to help conserve water and lower your water bill.

- Practice Daily Water Saving Habits
- Install Water Saving Devices
- Practice Outdoor Water Conserving Behaviors
- Perform Water Audits
- Purchase High-Efficiency Appliances

Things to Lower Your Water Bill on Utility’s website

Home > Daily Conservation Tip

# Daily Conservation Tip

## Kitchen Conservation Tips

- Install a low-flow aerator on your kitchen faucet.
- Place a pitcher of water in the fridge, or warm the water in the microwave or on the stove instead of running the water from the tap and waiting for the temperature to change. Otherwise, while waiting, capture the running water for watering the plants.
- Thaw frozen foods by putting them in the refrigerator overnight or use the microwave to defrost instead of using water to thaw them.
- Use only a little water in the bottom of the pan for cooking purposes. This is what most foods require and, at the same time, the foods will be more nutritious since the vitamins will stay more in the food instead of the water.
- Only run the dishwasher when you have a full load; and, if available, select the "light wash" option in order to use less water.
- Scrape dirty dishes instead of rinsing them off with water. Most dishwashers clean dishes very well and do not need to be rinsed.
- When washing dishes by hand, place the stoppers in the sinks or use two containers, one with soapy water and one with rinsing water, instead of turning the faucet on each time a rinse is needed.
- Begin a compost pile rather than running the water for a garbage disposal.
- Use a pan of water to clean vegetables instead of running the water from the faucet. Then, reuse this water for watering plants.
- Laundry Conservation Tips

## Laundry Conservation Tips

- Use the wash machine only when there is a full load. Adjust the water level based on the size of the load.
- When purchasing a new wash machine, buy a high-efficiency appliance. This will not only conserve water, but will also save money on water and energy bills.

## Bathroom Conservation Tips

- Install a low-flow faucet aerator on your bathroom sink.
- Turn the water off while brushing your teeth, washing, or shaving.
- Install a low-flow showerhead.
- Take a shower instead of a bath. A fast shower, especially one with a low-flow showerhead, will use less water.
- Place a bucket in the shower to catch excess water for watering plants.
- While in the shower, turn the water on to get wet, turn it off while soaping up, and turn it back on to rinse off. Do the same when washing your hair.
- Only flush the toilet when necessary. Use the trash for tissues, insects, and waste instead of flushing them down the toilet.
- Check for toilet leaks twice a year. (See Leaks for more information.)
- If the handle of the toilet often stays in the flush position, after flushing, and allows the water to run, get it fixed.
- Put a plastic gallon jug filled with rocks, into the toilet tank. This will raise the water level in the tank so that less water will be used. Otherwise, you can purchase a toilet displacement device from a hardware store to do the same thing.
- When remodeling or purchasing a new home, install a low-flow flushing toilet that uses only 1.6 gallons of water per flush.

## General Conservation Tips

- Do not pour water down the drain when it could be reused for watering plants, gardens, etc.
- Check your water meter to verify that your house is leak free.
- Repair toilet leaks or dripping faucets right away. These waste a lot of water and can significantly increase.

Daily Conservation Tips on Utility's website

Home ▸ Install Water Saving Devices

# Install Water Saving Devices

Conserving water in your home could save you over $115 annually in water charges and help protect your water resources.

## Faucet Aerator

Household Sinks should be equipped with faucet aerators. Although it may not seem like much, a bathroom faucet can easily draw more than 2,500 gallons of water per year! Aerators conserve water by mixing air and water as the water leaves the spout. Aerators will not reduce the amount of water needed to fill a sink or pitcher, but will reduce the amount of water needed for rinsing. Aerators are easy to install and cost approximately $2 each.

## Water Efficient Showerhead

Install water saving showerheads. An average 5-minute shower with a typical non-conserving showerhead sends approximately 40 gallons of fresh water down the drain and into the sewer. Water efficient shower heads provide a water savings of at least 44% compared to non-conserving shower heads. Water efficient showerheads cost approximately $12 and up.

## Low Flow Toilet

Toilet flushing uses more water than any other household use! A typical non-conserving 5.5 gallon flush toilet (many of which are still in use) contaminates 13,000 gallons of fresh water per year to remove 165 gallons of body waste! An efficient low-flow toilet costs approximately $100. It will save you 41.2 gallons of water per day. If you don't have a Water efficient toilet, displace water in the tank with two half-gallon plastic jugs filled with pebbles.

**Source:** Northwestern Indiana Regional Planning Commission and the Lake Michigan Federation (now the Alliance for the Great Lakes).

Install Water Saving Devices on Utility's website

# Water-Efficient Appliances

The US Environmental Protection Agency provides information on Water Efficient Appliances that can save you money.

| Gallons of Water Used per Year (Family of Four) | | |
|---|---|---|
| | **Efficient Appliances** | **Without Efficient Appliances** |
| Toilets | 11,972 | 27,010 |
| Clothes Washers | 14,600 | 21,900 |
| Showers | 12,848 | 16,936 |
| Faucets | 15,768 | 15,914 |
| Dishwashers | 1,022 | 1,460 |
| **Gallons Used** | **56,210** | **83,220** |
| **At 2025 Rates** | **$1,317.36** | **$1,996.12** |

You can save 27,010 gallons and $678.76 per year by replacing your old appliances. If you qualify, we will give you up to $100 to offset the cost of your new toilet.

Water Efficient Appliances information on Utility's website

## 10. Leak Detection & Water Audit Program

Waukesha Water Utility has a leak detection program generated by a pre-exception report which is run monthly by our billing department. This pre-exception report shows the low and high consumptions for possible stopped meters and leaks.

For stopped meters, our Meter Technicians go to the property to check and replace the meter, if needed.

For high consumption, the Utility sends a letter to notify the customer that they may have a leak; and advises them to check the leak indicator on their meter. A copy of the letter is shown on the next page.

The Utility normally receives calls from customers after they receive the letter. When customers call, we explain how to check their meter and toilets, etc. for leaks. Sometimes, customers will request additional help from the Utility to help find the problem.

The Utility will help customers find leaks by either conducting water audits or by running data logging reports. Water audits are conducted for single family homes, duplexes, and triplexes. Data logging reports that show daily consumptions are done for all customer classes.

In 2025, the Utility conducted 1 commercial and 24 residential water audits and 59 data logging reports (34 for residential accounts, 7 for multi-family accounts, 15 for commercial accounts, 1 for an industrial account, and 2 for public accounts).

A copy of the high consumption letter and a data logging report are shown on the following pages.

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886
115 DELAFIELD STREET
WAUKESHA, WI 53188-3615
Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

09/18/2025

RE: High Consumption _____, Account _____

Dear _____:

The Waukesha Water Utility read the water meter located at the service address listed above on (most recent read date). It appears you are using more water than normal.

The water used since our last read date was _____ **gallons**. The water used during the same period last year was _____ **gallons**.

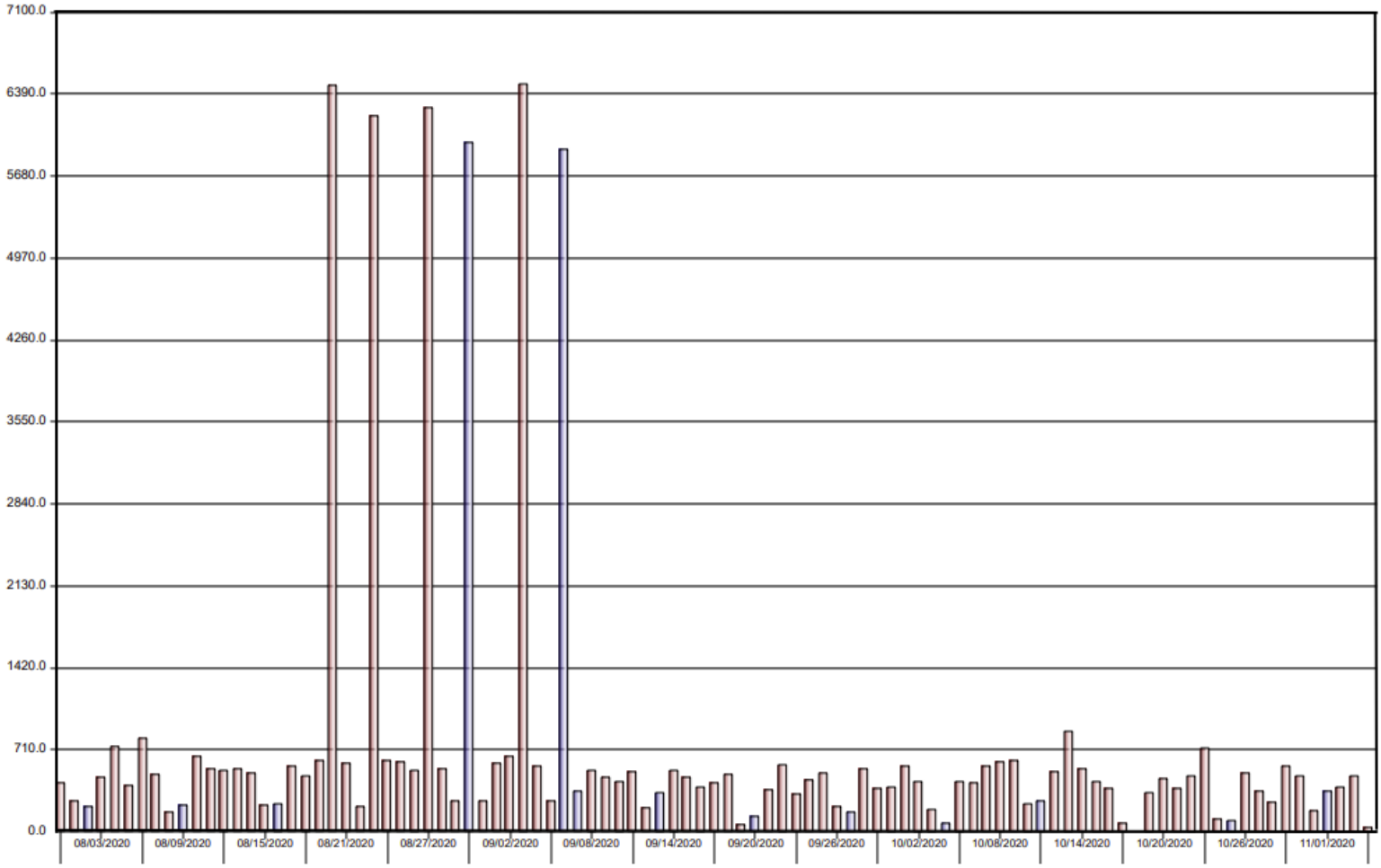
The increase in consumption could be due to lawn or plant watering, additional residents, guests, new tenants or **you might have a leak**.

For assistance on finding and fixing leaks visit www.waukesha-water.com/fml.html or contact us at 262-521-5272.

Thank you,

WAUKESHA WATER UTILITY

High Consumption Letter




Data Logging Report for a Commercial Customer Account

In addition to the high consumption letter, audits, and data logging reports, the Utility has an informational program on its website for customers to conduct their own water audits, along with links to AWWA's Free Water Audit Reporting Tool Kit. A copy of the information on our website is shown on the following two pages.

Home › Water Audits

# Water Audits

## What is a Water Audit?

Water audits provide a way to inventory all water uses in your facility and identify ways to increase water use efficiency. The results can help you prioritize steps to implement cost-effective water-saving measures.

## Water Audits for Homes

**What are the benefits of conducting a water audit?**
Conducting a water audit can help you save money by reducing your home water bill (and sewer bill if you are connected to a public sewer system). It is possible to cut your water usage by as much as 30 percent by implementing simple conservation measures and without drastically modifying your lifestyle.

**How do I calculate water usage in my home?**
A household water audit is an assessment of how much water is used and how much water can be saved in the home. Conducting a water audit involves calculating water use and identifying simple ways for saving water in the home. It is important to realize that water use throughout the year often varies with the season. Most people use more water in the warmer months for gardening, washing cars, and
other outdoor uses. If you conduct your water audit in the winter or fall, you should still consider the additional water you use in the summer months. The American Water Works Association (AWWA) estimates that the average indoor water use per person is 94 gallons of water per day; this does not take into account outdoor water use (watering lawns, washing cars).

**Calculating Water Use from Your Water Bill**
Using the information from your water bill, you can calculate daily water use by dividing the total amount of water used by the number of days in the billing period. If you have questions, please call the Waukesha Water Utility at (262) 521-5272.

The AWWA has provided an Audit Worksheet in Excel to help you perform an audit.

## Water Audits for Businesses

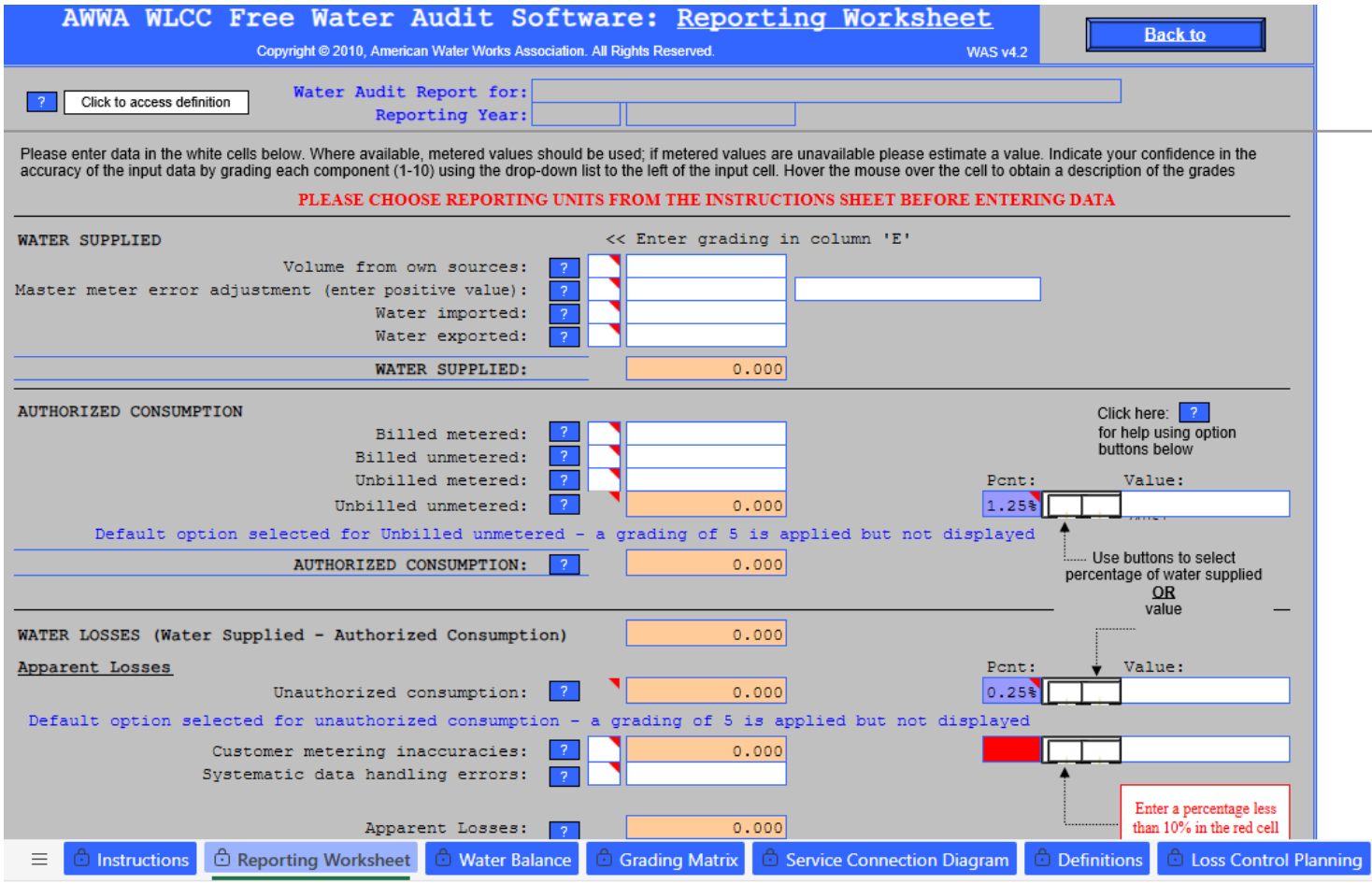
Using water efficiently is not just good for Waukesha and the environment; it's a smart business strategy. Reducing your water use can save you money on your water, wastewater, and energy bills and cut on-site treatment costs. Every business is a little different, but a water audit is an easy way to start.

Water audits provide a way to inventory all water uses in your facility and identify ways to increase water use efficiency. The results can help you prioritize steps to implement cost-effective water-saving measures.

1. **Step One:** Gather data such as maps showing locations and equipment where water is used, water bills and consumption data, equipment manuals and so on.
2. **Step Two:** Walk through your facility and verify water uses, estimate hours and rate of use, and look for leaks and ways to reduce water use.
3. **Step Three:** Compare estimated water use with consumption data from water bills.
4. **Step Four:** Estimate costs of fixture change-outs, new equipment or new processes and compare with estimated savings for water, wastewater and energy to calculate potential payback period.
5. **Step Five:** Prepare a summary of recommended actions and implementation schedule for those actions that make economic sense.

If you have questions, please call the Waukesha Water Utility at (262) 521-5272.

Water Audit Information on Utility's Website




A Link to AWWA's Water Audit Reporting Toolkit on the Utility's Website

## VI. EDUCATION PROGRAMS, OUTREACH EVENTS, YOUTH GROUPS & PARTNERSHIPS

Waukesha Water Utility follows NR 852 Requirements. As a result, several educational programs have been adopted. Section A will highlight how we advertise our current water conservation programs, Section B will focus on community presentations and outreach events, and Section C will concentrate on youth education.




### Tools:

The Education Programs use the following communication tools.

[ X ] Website

[ X ] Bill Inserts

[ X ] Local Newspaper

[ X ] Public Outreach & Community Meetings

[ X ] School Programs

[ X ] Other: Street Signs

[ X ] Other: Yard Signs - Brown Lawn Campaign

[ X ] Other: Social Media (Twitter & Facebook)

[ X ] Other: Public Giveaways: Toilet Leak Detection Tablets & Rain Gauges

[ X ] Other: Brochures

[ X ] Other: Bill Messages

[ X ] Other: Customer Service

[ X ] Other: Neptune 12900 V4 radio/data logger

[ X ] Other: City's Park and Rec Activity Guide

[ X ] Other: City of Waukesha's Electronic Newsletter

[ X ] Other: City of Waukesha's Department of Public Works Newsletter Insert

[ X ] Other: City of Waukesha's The News Splash Newsletter

## A. Education Programs

The Utility utilizes the following communication platforms to educate the public:

- City of Waukesha's social media
- *What's Up in Waukesha* - City of Waukesha's weekly electronic newsletter (sent to 14,282 people)
- *The News Splash* - City of Waukesha's monthly water bill inserts (send to 22,860 customers)
- *The Works Space* - City of Waukesha's Public Works quarterly newsletter (mailed to 21,700 homes)
- City of Waukesha's Activity Guide (mailed to 30,000 homes)
- *The Current* – Waukesha's new newsletter, inserted into the Activity Guide, to incorporate information from all City departments.
- Waukesha Water Utility's monthly bill messages
- Waukesha Water Utility's online bill payment system
- *Waukesha Freeman* - local newspaper
- City of Waukesha's Clean Water website
- Waukesha Water Utility's website

In 2025, the Utility used the above platforms to advertise the following conservation topics:

1. Water Softener Removal Rebate Program
2. How to Prevent Freezing Water Pipes
3. National Fix a Leak Week
4. City of Waukesha's Annual Sprinkling Ordinance
5. National Drinking Water Week
6. Conservation Monthly Water Bill Messages
7. Advertisements for the Toilet, Shower Head, and Rain Barrel Rebate Programs
8. Comparing Water Consumption on Water Bills
9. A Variety of Water Conservation Topics on the Utility's Website

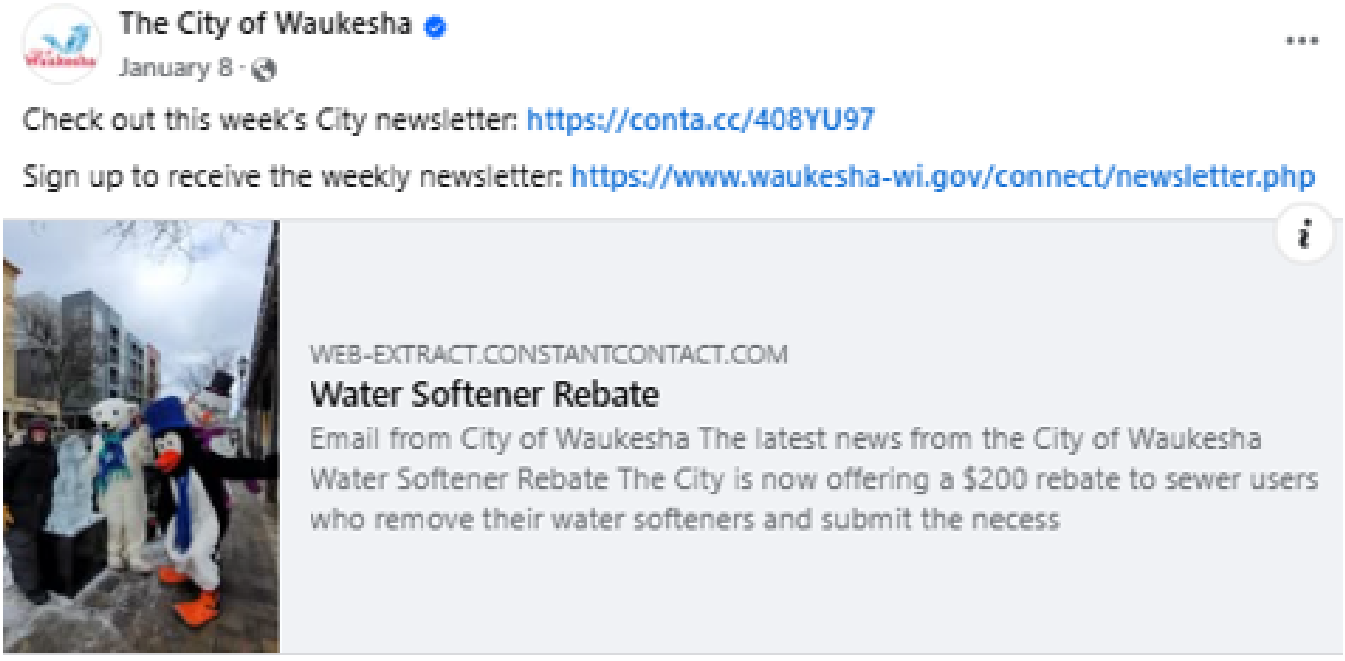
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## 1. Water Softener Removal Rebate Program

As mentioned previously, the Water Softener Removal Rebate program began in January 2025. Removing water softeners protects our water resources by reducing chloride levels and conserving water.

The City advertised this new rebate program on the City's social media platforms, in *The Freeman* newspaper, in *What's Up in Waukesha* weekly electronic newsletter, the City's News Splash monthly newsletter/water bill insert, the Dept. of Public Works quarterly newsletter, and on the Clean Water and Water Utility's websites. All these advertisements are shown below and on the following pages.




New Water Softener Rebate Program Announced on City of Waukesha's Social Media Platform on January 8th, 2025

The City of Waukesha
January 3 ·

The City is now offering a $200 rebate to sewer users who remove their water softeners and submit the necessary application and documentation. Full details for this program are available here: https://www.waukesha-wi.gov/.../water-softener-removal...

This program will run until the allocated funding is exhausted, so don't wait—apply now!

This initiative supports the City's efforts to reduce chloride levels. Chloride is primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the City's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

If you choose to keep your softener, it must be fully optimized. You can find more details on the City's website: https://www.waukesha-wi.gov/.../softener-salt-program.php

#Waukesha #WaukeshaWaterSoftenerRebate




New Water Softener Rebate Program Announced on City of Waukesha's Social Media Platform
January 3rd, January 8th, May 14th, 2025

The FREEMAN

$2 Saturday, December 28, 2024 gmtoday.com

# Waukesha water softener removal rebate program to start in January

## City needs to reduce chloride

By Karen Pilarski
kpilarski@conleynet.com
262-513-2657

WAUKESHA — City of Waukesha residents could get some cash for getting rid of a clunky item if it is no longer needed. The softener removal rebate program will start in January to encourage softener owners that are satisfied with the new water supply to remove their softeners. It has been a year since Waukesha's transition to Lake Michigan water was completed. The water supply is now radium-free and compliant with federal standards.

Tim Young, pretreatment coordinator for the City of Waukesha, said the city needs to reduce chloride in the Clean Water Plant's effluent. Chloride comes mainly from softener salt and there is not a way to remove it.

"If the chloride in the effluent is charged, it can impact the aquatic life in the river. That is the reason for the rebate initiative to reduce chloride as low as possible in our plant effluent, which means we have to reduce it in the effluent coming into the plant," Young said.

A water softener optimization program was set up in 2018 as a collaborative effort with local softening companies.

"This is across the board whether it is residential, commercial, industrial. It doesn't matter. All water softeners are to be either optimized or removed. We are basically giving people two choices, two pathways they can proceed down," he said.

The Lake Michigan water is 60% softer than it was pre-water transition. Young explained that many people have stopped using their water softeners.

"We are encouraging them to not just bypass their water softeners but also to remove them, which is the best long-term approach," Young said.

If residents will want to use the water softeners, then they need to get them optimized by one of the approved optimizer companies who have gone through special training from the city, Water Quality Association, and manufacturers that they represent.

See **WATER**, PAGE 8A



The softener removal rebate program will start in January to encourage water softener owners who are satisfied with the new water supply to remove their softeners. It has been a year since Waukesha's transition to Lake Michigan water was completed. The water supply is now radium-free and compliant with federal standards.

Courtesy of city of Waukesha

## Water

From Page 1A

Young said there is a misunderstanding that if people self-adjusted their hardness on their softener after the lake water transition, that they are now optimized.

"That is not correct. There are two other components to a complete or full optimization that are still missing after the hardness adjustment that need to be done by an approved optimizer company. Those would be salt dosage adjustment and reserve capacity adjustment," Young said.

Young said so far 2,800 optimizations have been performed and the city has seen its chloride levels decrease, especially since the water transition as people have been bypassing their softeners.

"Our estimate of how many softeners are out there in the city, that remain to be optimized, is about 10,000-12,000 that are still out there," he said.

The chloride reduction is required by the city's Department of Natural Resources permit with a deadline of November 2026. To meet the limit in both the Fox and Root Rivers

Although optimizations have proven very successful at reducing softener salt discharges, the pace of completed optimizations has not met the need. The current pace will not provide enough reduction to consistently meet the impending 400 mg/L limit.

The rebate program is meant to encourage people to decide which direction they want to go, optimize or remove the softener. Many people are waiting to decide and the city is imploring them to decide now.

### How the rebate program works

The application for the rebate program will launch in the beginning of January. The rebate application form will be a fillable PDF which can be downloaded and submitted electronically or as a hard copy.

"We are requesting detailed information as far as the softener, the make and serial number. We are also requiring before-and-after photos of the softener with the connected plumbing versus the plumbing with the softener removed as part of the application submittal," Young said.

Softener owners must submit photos and possibly other acceptable proof of removal such as a plumber's receipt with the application.

"Each application will be reviewed individually, if they meet the criteria listed in the instructions, they would be eligible to receive a $200 rebate," he said.

Young added once the application is received, a check should be released within eight weeks. It depends on if there is more information needed or missing information.

In order to maximize the potential chloride reduction, rebates would be available for all softeners regardless of customer class. The proposed rebate amount would start at $200 for each softener that is removed. After six months the plan would be to reduce the rebate amount to $150. Depending on the level of participation and funding, the program could potentially be continued into 2026, or discontinued if funds are depleted.

Young said the water softener is not light and is quite heavy with most people opting for a plumber to remove it. There is a little bit of plumbing work that goes into the water softener and pipes.

The city is transitioning to a new contract with a garbage disposal company in late March. The city's bulky item pickup system is changing to an on-demand service, where residents will have to call in and pay for a pickup of bulky items when needed. They will call and pay John's Disposal directly. Heavy items over 100 pounds will be priced on a case-by-case basis.

New Water Softener Rebate Program Announced
in the Waukesha Freeman Newspaper on December 28, 2024

# Water softener rebate offered while funding available

WAUKESHA — The city of Waukesha is now offering a $200 rebate to sewer users who remove their water softeners and submit the necessary application and documentation. This program will run until the allocated funding is exhausted.

This initiative supports the city's efforts to reduce chloride levels. Chloride is primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the city's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

If you choose to keep your softener, it must be fully optimized.

It has been a year since Waukesha's transition to Lake Michigan water was completed. The water supply is now radium-free and compliant with federal standards.

Tim Young, pretreatment coordinator for the city of Waukesha, previously said the city needs to reduce chloride in the Clean Water Plant's effluent. Chloride comes mainly from softener salt and there is not a way to remove it.

"If the chloride in the effluent is charged, it can impact the aquatic life in the river. That is the reason for the rebate initiative to reduce chloride as low as possible in our plant effluent, which means we have to reduce it in the effluent coming into the plant," Young said.

## Qualifications to receive rebate

To be eligible for the initial $200 rebate, completed applications must be received or postmarked by June 30, 2025. After this date, the rebate amount will be reduced to $150 if funding is still available.

The service address, where the water softener was installed, must be the same as the Waukesha water/sewer account and must be connected to the Waukesha sewer system. Multiple softener removals from a single account will require pre- and post-removal inspections.

The applicant listed on the rebate application must be the owner of the softener(s). Rented softeners are not eligible for rebates.

The rebate application must be filled out completely and submitted with the required attachments.

Some plumbers will dispose of softeners after they remove them; verify before scheduling. Softeners — minus the salt — can also be disposed of by a pickup at your household by calling the city's current trash service vendor, or can be brought to the City Drop-Off Center, 750 Sentry Drive, where standard trash disposal charges apply.

Visit www.waukesha-wi.gov/softenerdisposal for more information.

2nd Announcement for the Water Softener Rebate Program Advertised in the Waukesha Freeman Newspaper on January 9, 2025

# Water softener rebate offered while funding available

WAUKESHA — The city of Waukesha is now offering a $200 rebate to sewer users who remove their water softeners and submit the necessary application and documentation. This program will run until the allocated funding is exhausted.

This initiative supports the city's efforts to reduce chloride levels. Chloride is primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the city's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

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Multiple softener removals from a single account will require pre- and post-removal inspections.

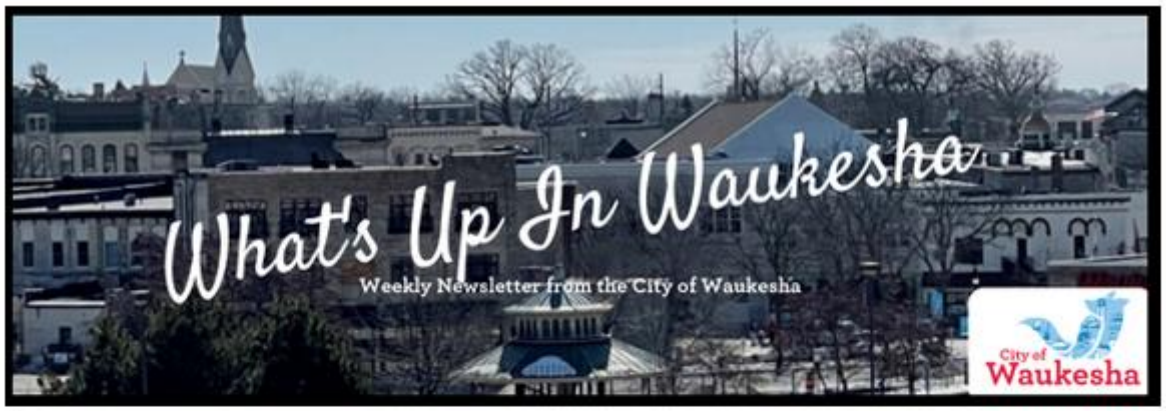
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The rebate application must be filled out completely and submitted with the required attachments.

Some plumbers will dispose of softeners after they remove them; verify before scheduling. Softeners — minus the salt — can also be disposed of by a pickup at your household by calling the city's current trash service vendor, or can be brought to the City Drop-Off Center, 750 Sentry Drive, where standard trash disposal charges apply.

Visit www.waukesha-wi.gov/softenerdisposal for more information.

3rd Announcement for the New Water Softener Rebate Program Advertised in the Waukesha Freeman Newspaper on January 10, 2025







## Water Softener Rebate

The City is offering a $200 rebate to sewer users who remove their water softeners and submit the necessary application and documentation. Details.

This program will run until the allocated funding is exhausted, so don't wait—apply now!

This initiative supports the City's efforts to reduce chloride levels. Chloride is primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the City's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

If you choose to keep your softener, it must be fully optimized. You can find more details here.

Water Softener Rebate

New Water Softener Rebate Program Advertised on City of Waukesha's Weekly E-Newsletter
On January 8th, 15th, and 22nd, 2025






## Softener Removal Rebates Continue

The city is offering a $200 rebate if you remove your softener. Apply now, after June 30 the rebate drops to $150. Find the application and qualifications here.

If you choose to keep your water softener, City ordinance requires that all softeners be fully optimized. You can find more details here.

This initiative is part of the city's ongoing effort to reduce chloride levels in our water resources.

So far this year, softener removals and optimizations have reduced the salt loading at the treatment plant by 3,255 lbs/day – a big step toward protecting our water resources! But there is more work to be done. We need your help to reduce the chloride by another 36 percent to consistently meet our 2026 permit limit.

Water Softener Information

Water Softener Rebate Program Advertised on City of Waukesha's Weekly E-Newsletter
On May 14th, May 28th, June 18th, June 21st, and June 25th, 2025







## Softener Rebates

Due to DNR regulations, the City must lower chloride levels in wastewater. The main source of chloride is salt from water softeners. All households and businesses must either remove their softener or have it professionally optimized—homeowners cannot do this themselves.

- Remove your softener and apply for a $150 rebate.
- Keep your softener and have it fully optimized by an approved company for your brand.

For questions or to apply for the rebate, visit waukesha-wi.gov/softener.

Water Softener Information

Water Softener Rebate Program Advertised on City of Waukesha's Weekly E-Newsletter on November 5, 2025

# THE NEWS SPLASH

City of Waukesha

**City of Waukesha** Monthly Newsletter

FEBRUARY 2025



## Rebates Offered for Water Softener Removal

The City is offering a $200 rebate to sewer users who remove their water softeners and submit the necessary application and documentation. Full details for this program and the application are available here: waukesha-wi.gov/softenerrebate. This program will run until the allocated funding is exhausted, so don't wait—apply now! Please note that rental softeners are not eligible for rebates.

This initiative supports the City's efforts to reduce chloride levels. Chlorides, which can harm fish and aquatic life, are primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the City's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

If you have bypassed your water softener and are satisfied with the quality of the Lake Michigan water, removal is highly recommended. Keeping a bypassed softener in place can lead to bacterial growth and the need to sanitize the softener should it be reactivated.



For owners who choose to keep their softeners, full optimization is mandatory. Full optimization includes adjusting the salt dosage, reserve capacity, and the hardness to match Lake Michigan water's 8 grains per gallon hardness level. Full optimization was required by January 1, 2025, per City code. Even if your softener was optimized before October 2023, you must ensure the hardness setting is adjusted to 8 grains per gallon.

If you have any questions on the rebate program or softener optimizations, please reach out to the Clean Water Plant at 262-524-3628 or email tyoung@waukesha-wi.gov.

We appreciate your partnership as we work together to protect our waterways!

New Water Softener Rebate Program Advertised in City's Monthly Newsletter/Water Bill Insert
February 2025

THE NEWS SPLASH

City of Waukesha

**City of Waukesha** Monthly Newsletter

JUNE 2025




## Independence Day Celebrations



## WATER SOFTENER REBATE

This City is still offering a $200 rebate to sewer users who remove their water softeners and complete the rebate application. Funding is limited, so act quickly as the rebate drops to $150 after June 30.

If you choose to keep your water softener, it must be fully optimized.

This initiative is part of the City's ongoing effort to reduce chloride levels in our water.

Water softener rebate and optimization information can be found here: waukesha-wi.gov/softener

New Water Softener Rebate Program Advertised in City's Monthly Newsletter/Water Bill Insert
June 2025

# THE NEWS SPLASH

City of Waukesha

**City of Waukesha** Monthly Newsletter DECEMBER 2025



## Winter Snow Reminders



## REBATES AVAILABLE

Due to new DNR regulations, the City must lower chloride levels in wastewater. The main source of chloride is salt from water softeners. All households and businesses must either remove their softener or have it professionally optimized—homeowners cannot do this themselves.

- Remove your softener and get a $150 rebate.
- Keep your softener and have it fully optimized by an approved company for your brand.

For questions or to apply for the rebate, visit waukesha-wi.gov/softener.

Water Softener Rebate Program Advertised in City's Monthly Newsletter/Water Bill Insert
December 2025

# The WORKS Space

**Department of Public Works Newsletter** Winter 2025

## Rebates Offered for Water Softener Removal



Following the requirements of the Wisconsin Department of Natural Resources, the city is taking steps to protect our local waterways by addressing chloride levels in discharged water. Chlorides, which can harm fish and aquatic life, are primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the city's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

**Why Remove Your Water Softener?**

With the transition to Lake Michigan water—which is 60% softer than the previous groundwater supply—many households and facilities no longer need water softeners. Most Lake Michigan water users do not have softeners. Removing your softener saves money by eliminating the need to purchase and handle salt, and reducing water usage from softener regeneration cycles.

If you have bypassed your water softener and are satisfied with the quality of the Lake Michigan water, removal is highly recommended. Keeping a bypassed softener in place can lead to bacterial growth, and the need to sanitize the softener should it be reactivated.

**Rebate Program Details**

To encourage sewer users to remove their water softeners, the city is now offering a rebate program:

- **$200 Rebate**: Available for softener owners who remove their water softeners and submit the required application and documentation.
- **$150 Rebate**: Available after June 30, 2025 if funding remains.

This program will run until the allocated funding is exhausted, so don't wait—apply now!

QR Code to Water Softener Rebate webpage.

**How to Apply**

To apply for the rebate, complete the application form located on the city's website: www.waukesha-wi.gov/softenerrebate or by scanning the QR Code on this page. Hard copies of the application are also available at City Hall (201 Delafield St.) at the 2nd floor reception counter.

**Mandatory Optimization Deadline**

For sewer users who choose to keep their softeners, full optimization is mandatory. Full optimization includes adjusting settings for salt dosage, reserve capacity, and the lake water hardness level. Although optimizations were required by December 31, 2024 per city code, you can still schedule your full optimization with an approved optimizer company (www.waukesha-wi.gov/optimizers). And even if your softener was optimized before October 2023, you must still ensure the hardness setting is adjusted to 8 grains per gallon.

**For more information, contact the Clean Water Plant at 262-524-3628 or email tyoung@waukesha-wi.gov.**

New Water Softener Rebate Program Advertised in City's Dept. of Public Works Quarterly Newsletter Winter 2025

# The WORKS Space

**Department of Public Works Newsletter** Summer 2025

## Softeners are Key

**Water softeners are the top source of chloride in the Clean Water Plant's effluent.** All the salt (chloride) you pour into your softener ends up in the river because normal wastewater treatment processes cannot remove it.

**The most effective things you can do to help are:**



***Option A – Remove Your Softener*** Did you know the city is offering a rebate if you remove your softener? Apply now - you can get a $200 rebate if you apply by June 30,2025. After that date the rebate drops to $150. Funding is limited so take advantage of this incentive while it lasts!

***Option B – Get Your Softener Fully Optimized*** If you plan to keep using your softener, City Ordinance §29.08 requires that you get it fully optimized by an approved optimizer company for your softener brand. A full optimization still gives you soft water and it can cut the salt your softener uses by 80%, which means 80% less chloride going from your softener to the treatment plant.

**Are You Fully Optimized?**

**Adjusting the hardness alone is not a full optimization**. A full optimization includes adjustment of the hardness for Lake Michigan water, plus adjusting the salt dosage, reserve capacity, and other settings by an approved optimizer company. See the list of optimizers here:

**waukesha-wi.gov/optimizers**

Water Softener Rebate Program Advertised in City's Dept. of Public Works Quarterly Newsletter
Summer 2025

# The WORKS Space

***Department of Public Works Newsletter*** **Fall 2025**

## Water Softener Updates As We Prepare for 2026

Thanks to you, we've made great progress reducing chloride levels in the city, but there's still more work to be done to achieve our goal and comply with the upcoming DNR required chloride reduction. Here's a link to a chart that shows our chloride story since 2020: waukesha-wi.gov/ChlorideProgressChart

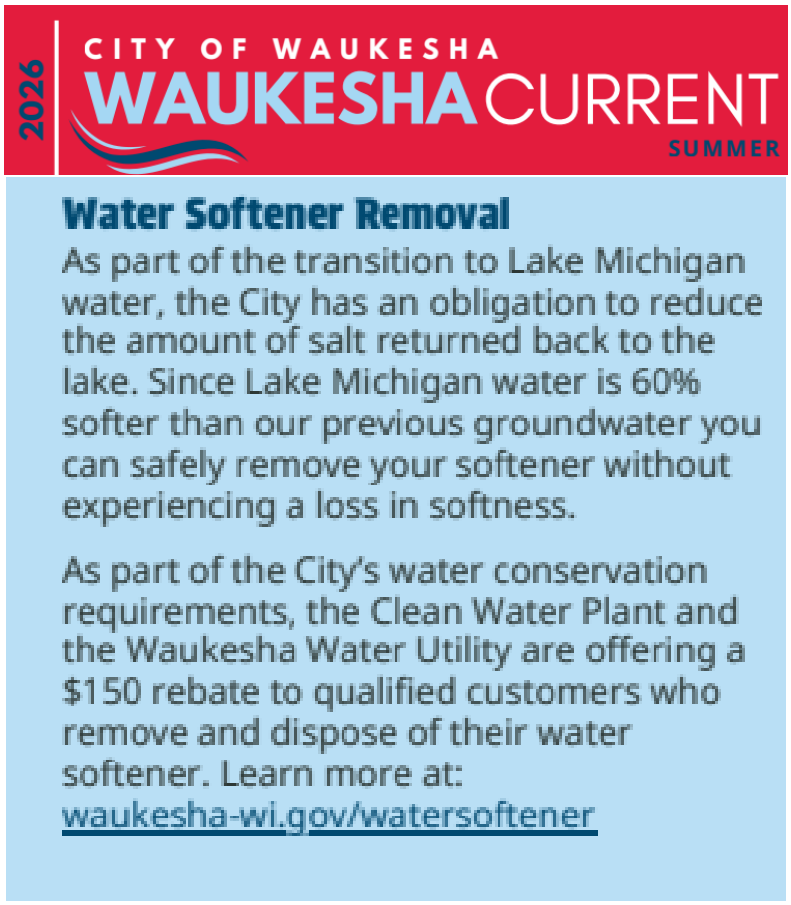


**What Do You Need to Do? Optimize or Dispose Of Your Softener**

*All of the salt (chloride) you pour into your softener ends up in the river* because normal treatment processes cannot remove it. If you plan to keep using your softener, City Ordinance §29.08 requires that you get it fully optimized by an approved optimizer company for your softener brand. A full optimization includes adjustment of the hardness for Lake Michigan water, plus adjusting the salt dosage, reserve capacity, and other settings by an approved optimizer company. See the list of optimizers here: www.waukesha-wi.gov/optimizers

The city is still offering a rebate option for those that want to remove and dispose of their softener. Apply now - you can get a $150 rebate! Funding is limited so take advantage of this rebate incentive while it lasts: waukesha-wi.gov/softenerrebate

Water Softener Rebate Program Advertised in City's Dept. of Public Works Quarterly Newsletter
Fall 2025




Water Softener Rebate Program Advertised in Waukesha's new Current Newsletter Summer 2025

# Water Softener Removal Rebate Program

In October 2023, the City of Waukesha switched its drinking water source to 100% Lake Michigan water. Lake Michigan water is 60% softer than the previous groundwater supply and most Lake Michigan water users do not use water softeners. If you remove your water softener, not only will you eliminate the handling and cost of salt, but you will also save money by not having to pay for the water used when the softener regenerates. As part of the City's water conservation requirements, the Clean Water Plant and the Waukesha Water Utility are offering a rebate to qualified customers who remove and dispose of their water softener.

**Water Softener Removal Rebate Mail-In Application** **Water Softener Removal Rebate Online Application**

**Mail Application To:**
ATTN Rebate
City of Waukesha Clean Water Plant
600 Sentry Dr.
Waukesha, WI 53186

**Or Scan and Email To:**
nherr@waukesha-wi.gov

# Qualifications to Receive Rebate:

1. Rebates are available on a first-come, first-served basis until funds are exhausted.
2. The service address, where the water softener was installed, must be the same as the Waukesha water/sewer account and must be connected to the Waukesha sewer system. Multiple softener removals from a single account will require pre- and post-removal inspections.
3. The applicant listed on the rebate application must be the owner of the softener(s). Rental softeners are not eligible for rebates.
4. The rebate application must be filled out completely and submitted with the required attachments.
5. All valves that were supplied as part of the softener must be disconnected from the pipes. All pipe ends must be capped.

# How to Dispose of Your Water Softener:

Some plumbers will dispose of softeners after they remove them (verify before scheduling).

**For Eligible Residential Properties (Less than 4 Units and Receiving City Garbage Service):**
Softeners (minus the salt) can also be disposed of by a pickup at your household by calling the city's current trash service vendor or can be brought to the City Drop-Off Center (750 Sentry Dr.), where there is a cost for disposal (standard trash disposal charges). Visit www.waukesha-wi.gov/softenerdisposal for more information. Softener salt can be donated to a friend or neighbor or placed in the trash. Salt crystals (not pellets) can be used for deicing on your sidewalk and driveway. For more information on the city's softener salt reduction program, visit www.waukesha-wi.gov/watersoftener or call the Clean Water Plant at (262) 524-3628.

**For Commercial, Industrial, or Non-Eligible Residential Properties:**
Please contact the company that provides garbage or dumpster services for your property, or reach out to a local landfill to see if they would accept it.

- **Landfills in Muskego or Menomonee Falls** Fees will apply. Call local landfills for more information.

Water Softener Removal Rebate Program Information & Rebate Application Forms
Posted on Waukesha's Clean Water Plant's Website

WAUKESHA WATER UTILITY
SERVING WAUKESHA SINCE 1886

Home | Customer Service | Conservation & Education | Water Quality | About

# Featured News

See All News



**Water softener rebate offered while funding available**

Read More

Home ▸ News List ▸ News Post

# Water Softener Rebate Offered While Funding Available

**Published in the Waukesha Freeman, January 9, 2025**

WAUKESHA — The city of Waukesha is now offering a $200 rebate to sewer users who remove their water softeners and submit the necessary application and documentation. This program will run until the allocated funding is exhausted.

This initiative supports the city's efforts to reduce chloride levels. Chloride is primarily introduced through water softener salt that enters the sanitary sewer system and ultimately reaches the city's Clean Water Treatment Plant. Unfortunately, standard water treatment processes cannot remove chloride, making reduction at the source critical.

If you choose to keep your softener, it must be fully optimized. It has been a year since Waukesha's transition to Lake Michigan water was completed. The water supply is now radium-free and compliant with federal standards.

Tim Young, pretreatment coordinator for the city of Waukesha, previously said the city needs to reduce chloride in the Clean Water Plant's effluent. Chloride comes mainly from softener salt and there is not a way to remove it.

"If the chloride in the effluent is charged, it can impact the aquatic life in the river. That is the reason for the rebate initiative to reduce chloride as low as possible in our plant effluent, which means we have to reduce it in the effluent coming into the plant," Young said.

**Qualifications to receive rebate**

To be eligible for the initial $200 rebate, completed applications must be received or postmarked by June 30, 2025. After this date, the rebate amount will be reduced to $150 if funding is still available.

The service address, where the water softener was installed, must be the same as the Waukesha water/sewer account and must be connected to the Waukesha sewer system. Multiple softener removals from a single account will require pre- and post-removal inspections.

The applicant listed on the rebate application must be the owner of the softener(s). Rented softeners are not eligible for rebates. The rebate application must be filled out completely and submitted with the required attachments.

Some plumbers will dispose of softeners after they remove them; verify before scheduling. Softeners—minus the salt—can also be disposed of by a pickup at your household by calling the city's current trash service vendor, or can be brought to the City Drop-Off Center, 750 Sentry Drive, where standard trash disposal charges apply. Visit www.waukesha-wi.gov/softenerdisposal for more information.

Water Softener Removal Rebate Program Information
Posted on Waukesha Water Utility's Website

## 2. How to Prevent Freezing Water Pipes

Information about How to Prevent Freezing Water Pipes was posted in the *Waukesha Freeman* newspaper, in the City's *What's Up in Waukesha?* weekly electronic newsletter, on the City's social media platform, and on the Utility's website. The postings are as follows:

The Freeman - 01/21/2025



# Preventing frozen water pipes in frigid weather

WAUKESHA — Waukesha County is seeing a cold snap, which means residents can expect frozen water pipes and water damage if exposed areas aren't properly insulated or people aren't careful about winter heating.

Signs of frozen pipes include unusually cold water temperature (less than 35° F) at any fixture. Unusually low water flows at a fixture, discolored water at a fixture, low water pressure at a fixture, extremely cold piping at a fixture and sputtering sound when opening a fixture.

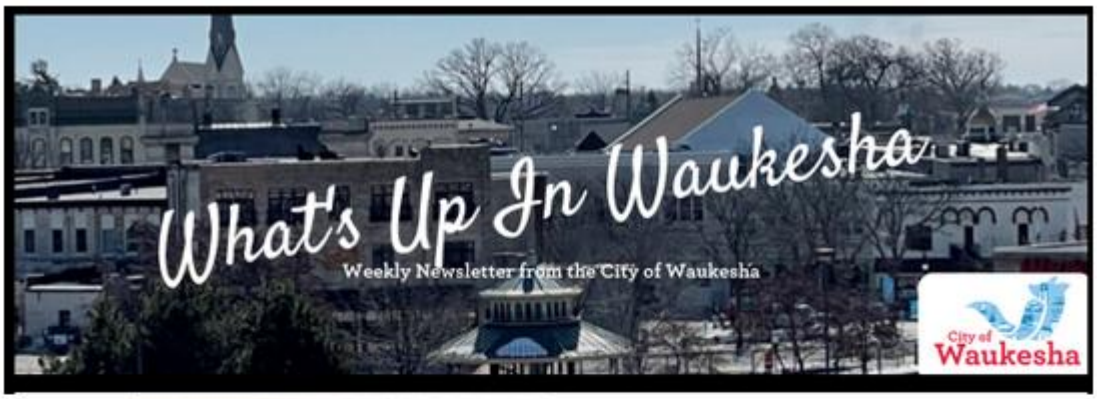
It's safest to use hot air from a hair dryer or exhaust from a vacuum cleaner when thawing frozen pipes. Use heat tape, but with caution, and unplug when finished.

To prevent frozen pipes, check water temperature and run a little water if unusually cold.

Shut off and drain outside water faucets before freezing occurs. Run small amounts of water from highest faucet until full flow returns. Insulate walls near exposed piping and repair cold air leaks to reduce drafts on piping and meter.

If you need additional information, contact the Customer Service Department of the Waukesha Water Utility at 262-521-5272.

Preventing Freezing Pipes Article
In The Waukesha Freeman Newspaper on January 21, 2025






## Frozen Pipes

The Waukesha Water Utility wants to remind you of some tips for dealing with frozen pipes.

**WARNING SIGNS OF FREEZE**
- Unusually cold water temperature (less than 35° F) at any fixture
- Unusually low water flow at a fixture
- Discolored water at a fixture
- Low water pressure at a fixture
- Extremely cold piping at a fixture
- Sputtering sound when opening a fixture

**THAWING FROZEN PIPES**
- It's safest to use hot air from a hair dryer or exhaust from a vacuum cleaner
- Use heat tape, but with caution, and unplug when finished

**PREVENTION**
- Check water temperature and run a little water if unusually cold
- Shut off and drain outside water faucets before freezing occurs
- Run small amounts of water from highest faucet until full flow returns
- Insulate walls near exposed piping
- Repair cold air leaks to reduce drafts on piping and meter

**CAUTION**
- To prevent fires, never thaw with an open flame or torch
- Be careful if pipe is cracked, it will spray water into electrical appliances when thawed
- Check and clear drains to prevent basement flooding in case of pipe burst
- Know where the main shut-off valve is located so you can turn it off quickly in case a pipe bursts

Preventing Freezing Pipes Information
In the City's Weekly Electronic Newsletter on January 22, 2025



**The City of Waukesha**
January 19 ·

As we continue through this cold, winter season, the Waukesha Water Utility wants to remind you of some tips for dealing with frozen pipes.

PROBLEM AREAS
- Pipes near broken or open basement windows
- Unheated crawl spaces and equipment rooms
- Pipes near the foundation or cracks in the basement wall
- Pipes near exterior wall in unheated room
- Inadequate heating in un-insulated or uncovered outside pit
- Pipes under kitchen sinks or cupboards

WARNING SIGNS OF FREEZE
- Unusually cold water temperature (less than 35° F) at any fixture
- Unusually low water flow at a fixture
- Discolored water at a fixture
- Low water pressure at a fixture
- Extremely cold piping at a fixture
- Sputtering sound when opening a fixture

THAWING FROZEN PIPES
- It's safest to use hot air from a hair dryer or exhaust from a vacuum cleaner
- Use heat tape, but with caution, and unplug when finished

PREVENTION
- Check water temperature and run a little water if unusually cold
- Shut off and drain outside water faucets before freezing occurs
- Run small amounts of water from highest faucet until full flow returns
- Insulate walls near exposed piping
- Repair cold air leaks to reduce drafts on piping and meter

CAUTION
- To prevent fires, never thaw with an open flame or torch
- Be careful if pipe is cracked, it will spray water into electrical appliances when thawed
- Check and clear drains to prevent basement flooding in case of pipe burst
- Know where the main shut-off valve is located so you can turn it off quickly in case a pipe bursts

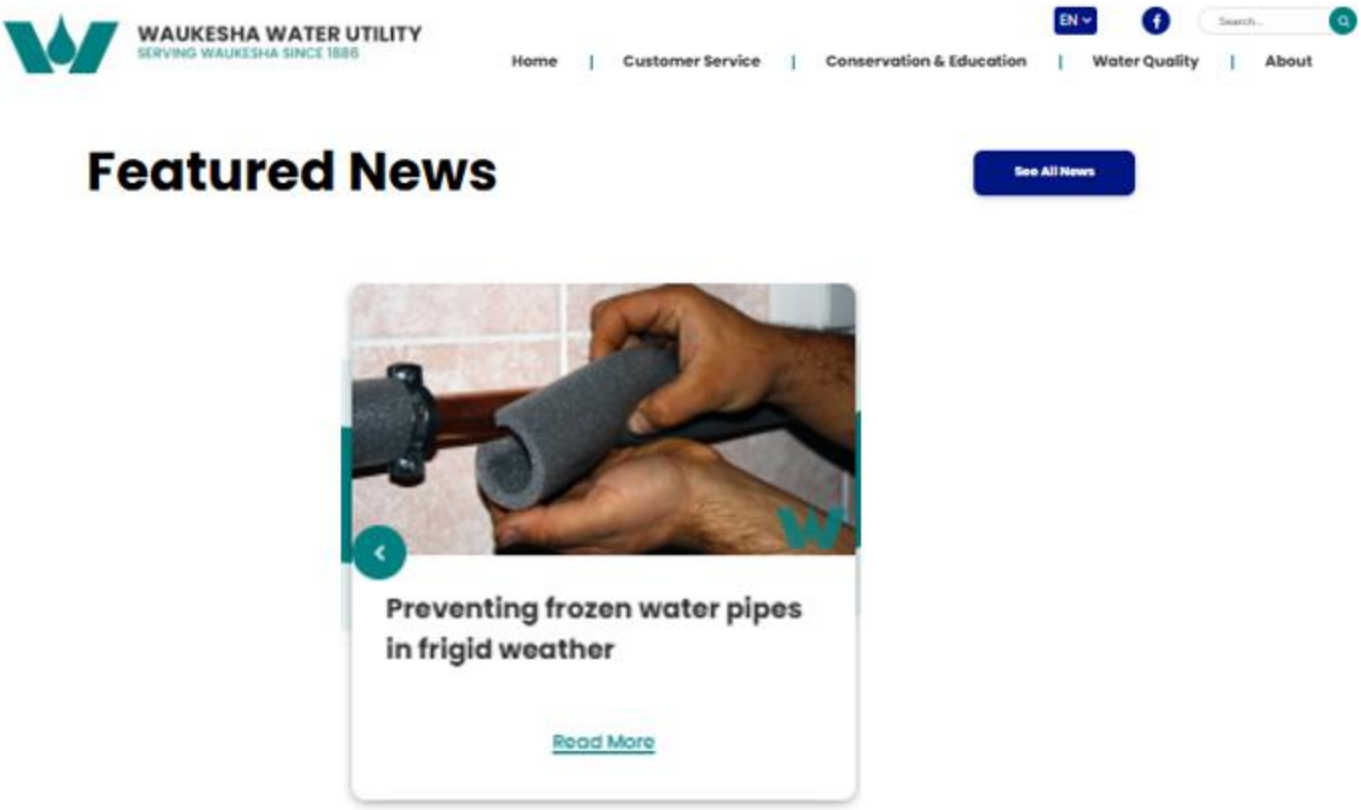
If you need additional information, please contact the Waukesha Water Utility: https://waukesha-water.com/customer_service/index.php

#Waukesha #WaukeshaWaterUtility

Tips for Dealing with Frozen Pipes Posted on City of Waukesha's Social Media Platform on January 19, 2025




City of Waukesha Facebook Post
How to Prevent Frozen Pipes
December 12, 2025




How to Prevent Frozen Water Pipes Information
Posted on the Utility's Website




**3. <u>National Fix a Leak Week</u>**

National Fix a Leak Week was advertised as a bill message on the water bills (as shown page 108), through the City's social media platforms, in the City's weekly *What's Up in Waukesha* e-newsletter and the City's *The News Splash* monthly newsletter/bill insert.

A press release was sent to the Waukesha Freeman, and the press release was also placed onto the Utility's website along with classroom materials that teach students how to check the toilets for leaks.

The City of Waukesha
March 17 ·

It's National Fix a Leak Week.

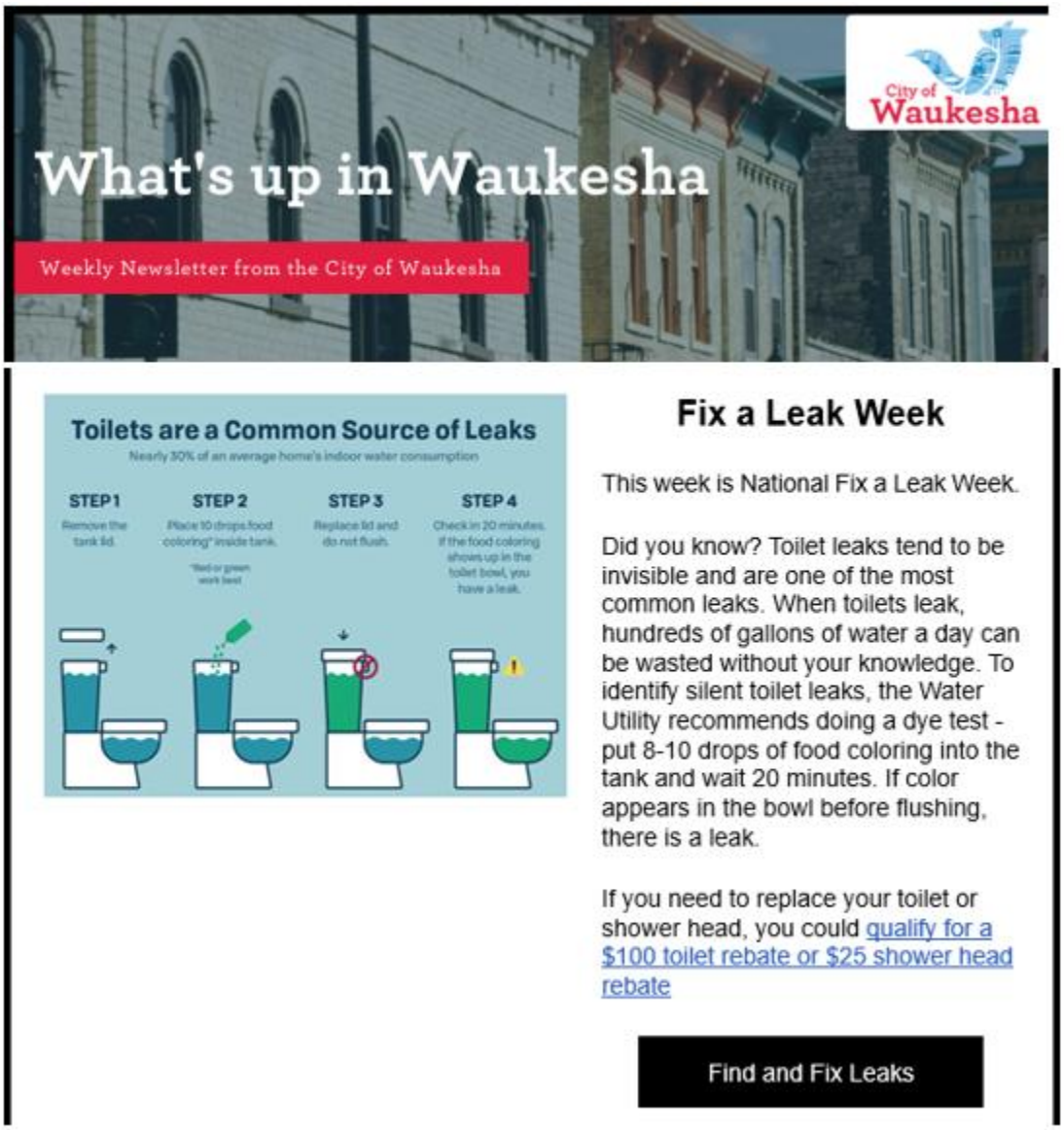
Did you know? Toilet leaks tend to be invisible and are one of the most common leaks. When toilets leak, hundreds of gallons of water a day can be wasted without your knowledge. To identify silent toilet leaks, the Water Utility recommends doing a dye test - put 8-10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak.

If you need to replace your toilet or shower head, you could qualify for a $100 toilet rebate or $25 shower head rebate. More info: https://www.waukesha-water.com/water.../rebates.php

#WaukeshaWater #FixALeakWeek




Fix a Leak Week information posted on Waukesha's social media platforms
March 17, 2025




Fix a Leak Week information included in the City's Weekly E-Newsletter
March 19, 2025

# THE NEWS SPLASH

City of Waukesha

**City of Waukesha** Monthly Newsletter MARCH 2025



## FIX A LEAK

This month is National Fix a Leak Week and the Water Utility encourages everyone to check for leaks!

Toilet leaks are very common, and can waste hundreds of gallons of water. To identify silent toilet leaks, the Utility recommends doing a dye test. Put 8-10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak. Find info on fixing leaks at waukesha-water.com.

If you need to replace your toilet or shower head, you could qualify for a $100 toilet rebate or $25 shower head rebate. Visit the Water Utility's website for more detailed information, waukesha-water.com

Fix a Leak Week information included in the City's Monthly Newsletter/Bill Insert
March 2025

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

For Immediate Release

**Fix Leaks to Save Water and Money**
**During National Fix a Leak Week**

Waukesha, Wi – March 2025, Waukesha Water Utility encourages customers to check for leaks during this year's national Fix a Leak Week. "Leaks can cost families a lot of money," said Mary Adelmeyer, Customer Service Coordinator. "Toilet leaks tend to be invisible and are one of the most common leaks."

When toilets leak, hundreds of gallons of water a day can be wasted without the homeowner's knowledge. To identify silent toilet leaks, the Utility recommends doing a dye test - put 8-10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak. Below is a diagram on how to do the dye test.




While testing your toilet for leaks, Adelmeyer suggests checking the age of your toilet. Replacing toilets installed 1993 or earlier, with a WaterSense-labeled toilet can save homeowners approximately 13,000 gallons of water per year and $285 on water and wastewater bills. If you live in the city of Waukesha, you may also qualify for a $100 toilet rebate and a $25 shower head rebate.

In addition to testing the toilet for leaks, check for dripping faucets, showerheads, irrigation systems, spigots, and other fixtures. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.

For more information about the toilet rebate, or finding and fixing leaks, visit the utility's conservation page at www.waukesha-water.com.

Press Release Sent to The Waukesha Freeman

## Related Links

- Annual Sprinkling Ordinance
- Find & Fix Leaks
- Water Conservation – Incentives & Rebates
- What The WaterSense Label Means
- Things To Do To Lower Your Bill
- Water Education & Outreach
- PSC Conservation Report
- 2022 Conservation Plan Update



# Fix A Leak Week

**Fix Leaks to Save Water and Money During National Fix a Leak Week**

Waukesha Water Utility encourages customers to check for leaks during this year's national Fix a Leak Week. "Leaks can cost families a lot of money," said the Utility's Customer Service Coordinator. "Toilet leaks tend to be invisible and are one of the most common leaks."

When toilets leak, hundreds of gallons of water a day can be wasted without the homeowner's knowledge. To identify silent toilet leaks, the Utility recommends doing a dye test—put 8–10 drops of food coloring into the tank and wait 20 minutes. If color appears in the bowl before flushing, there is a leak. Below is a diagram on how to do the dye test.




While testing your toilet for leaks, the Utility suggests checking the age of your toilet. Replacing toilets installed in 1993 or earlier with a WaterSense-labeled toilet can save homeowners approximately 13,000 gallons of water per year and $327.41 on water and wastewater bills. If you live in the city of Waukesha, you may also qualify for a $100 toilet rebate and a $25 shower head rebate.

In addition to testing the toilet for leaks, check for dripping faucets, showerheads, irrigation systems, spigots, and other fixtures. These types of leaks are often easy to fix, requiring only a few tools and hardware that can pay for themselves in water savings.

For more information on leaks, please refer to the Find & Fix Leaks page under the Conservation tab.

Fix a Leak Week information on the Utility's Website
under the Water Education & Outreach page

Since 1886

# Fix a Leak Week: Student Worksheet

Name:_____

## Save Water & Money

According to the Environmental Protection Agency (EPA) WaterSense partnership program, "an American home can waste on average, more than 10,000 gallons of water every year due to running toilets, dripping faucets, and other household leaks." That can cost your family a lot of money. That is why Waukesha Water Utility encourages you to use water wisely and check your home for leaks, during this year's national Fix a Leak Week. Try the activities and math problems on both sides of this sheet to see how fast water waste adds up.

## Little Leaks Waste Big Amounts of Water

| SIZE OF LEAK (Diameter) | | WATER WASTED EACH QUARTER (Assuming 60 lbs of pressure) | |
|---|---|---|---|
| • | 1/32" drip | 18,500 | gallons |
| ● | 1/16" trickle | 74,000 | gallons |
| ● | 1/8" stream | 296,000 | gallons |
| ● | 1/4" stream | 1,181,500 | gallons |

**Toilet Leaks:**
Toilet leaks are one of the most common leaks. Toilet leaks tend to be invisible. Hundreds of gallons of water a day can be wasted on toilet leaks. The sound of water running in a toilet tank signals costly leakage. For this reason, it is recommended that toilets be checked for leaks at least twice each year.

**Activity #1**: ***Test All Your Toilets for Leaks, with the help of your parent.***
Checking a toilet for leaks is easy!
Take lid off the back of the toilet tank.
Put ONE of the attached leak detection tablets into the tank of the toilet.
Do NOT flush the toilet.
Wait for 20 minutes.
If you have another toilet, test that toilet for leaks too by repeating the directions above.
If colored water from the dye tab appears in the bowl within 20 minutes, you have a leak.

Make sure to flush the colored water as soon as the 20 minutes is up, otherwise the coloring may stain.

(Please continue on to page 2 →)

P:\Conservation\Fix a Leak Week\Student Activity Worksheet

Front Side of the Student Activity Sheet – on Utility's Website

**Activity #2**: ***Record your Data & Calculate How Many Gallons of Water Your Toilet Uses***

1. How many toilets do you have? _____ Did you test all your toilets for leaks? _____

2. Does your toilet leak? (Did the dye color appear in the bowl?) _____ Toilet #1 _____ Toilet #2

3. How old is your toilet? (The year of the toilet can be found on the underside of the tank lid. The date of the manufacture is often stamped into the porcelain.) _____ Year _____ Year

4. What is the size, make, and model of the toilet? (this information may be found in the toilet tank or under the tank lid.)

   Toilet #1 _____ Size _____ Make _____ Model

   Toilet #2 _____ Size _____ Make _____ Model

5. Using a ruler on the outside of the toilet tank, measure the water level (Be sure to measure in feet – answers maybe recorded with decimals or fractions.)

   Toilet #1 _____ Tank Length _____ Tank Width _____ Side Water Depth

   Toilet #2 _____ Tank Length _____ Tank Width _____ Side Water Depth

6. Calculate how many cubic feet of water is in the tank. (Multiply Length x Width x Depth) _____ cu. ft. Toilet #1 _____ cu. ft. Toilet #2

7. Calculate how many gallons of water your toilet uses for every flush. (Multiply the cubic feet x 7.47 = Gallons per Flush) _____ gals. Toilet #1 _____ gals. Toilet #2



**$100 Toilet Rebate**



8. Is your toilet a pre-1994 toilet? (Look at your answer in #3) _____ Toilet #1 _____ Toilet #2

9. Does your toilet use 3.5 gallons/flush or more? (Look at your answer in #7) _____ Toilet #1 _____ Toilet #2

10. Does your family get a water bill from Waukesha Water Utility? _____ (Ask your parents)

11. If you answered yes to #8, #9, and #10, your family could be eligible to get up to $100 per toilet for replacing their old water guzzling toilet. Is your family eligible? _____ Toilet #1 _____ Toilet #2

12. Have you told your parents about this $100 toilet rebate? _____

If your family is eligible, the old toilet needs to be replaced with a WaterSense 1.28 gpf toilet. Your parents can call the Waukesha Water Utility at (262) 521-5272 or visit our website for more information at www.ci.waukesha.wi.us/waterhome.

_____ Parent Signature _____ Date

Back Side of Student Activity Sheet – on Utility's Website

## 4. City of Waukesha's Annual Sprinkling Ordinance

Waukesha's annual sprinkling ordinance, which occurs from May 1st to October 1st, was advertised as a bill message on the May water bills (as shown on page 108),in the City's weekly E-Newsletter, in the City's May monthly newsletter, a press release was sent to the Waukesha Freeman, and the press release was placed onto the Utility's website.




City of Waukesha's
Annual Sprinkling Ordinance
May 1st - October 1st

| Addresses Ending With An | May Water On The Following Days | During These Hours |
|---|---|---|
| Odd Number | Tuesdays & Saturdays | Before 9 am or After 5 pm |
| Even Number | Thursdays & Sundays | Before 9 am or After 5 pm |

Hand watering may be done any day at any time.

### Sprinkling Ordinance

The City's annual sprinkling ordinance is in effect from May 1 to October 1. Hand watering may be done any day at any time. Warnings will be given for the first watering violation. Subsequent offenses will result in fines, as per ordinance. Violations may be reported anonymously at 262-521-5272.

Did you know, it's not necessary to water the lawn. It is natural for the lawn to turn brown in the summer. It doesn't die, it just goes dormant. The green lawn will return with the autumn rain.

Sprinkling Ordinance

Annual Sprinkling Ordinance Advertised in Waukesha's Weekly Electronic Newsletter
May 7, 2025

# THE NEWS SPLASH

City of Waukesha

**City of Waukesha** Monthly Newsletter MAY 2025



## SPRINKLING ORDINANCE

The City's annual sprinkling ordinance is in effect from May 1 to October 1. Warnings will be given for the first watering violation. Subsequent offenses will result in fines as per ordinance. Violations may be reported anonymously at 262-521-5272.

Did you know, it's not necessary to water the lawn. It is natural for the lawn to turn brown in the summer. It doesn't die, it just goes dormant. The green lawn will return with the autumn rain.

| Addresses Ending With An | May Water On The Following Days | During These Hours |
|---|---|---|
| Odd Number | Tuesdays & Saturdays | Before 9 am or After 5 pm |
| Even Number | Thursdays & Sundays | Before 9 am or After 5 pm |

Hand watering may be done any day at any time.

Annual Sprinkling Ordinance Advertised in the City's Monthly Newsletter
May 2025

2026 CITY OF WAUKESHA WAUKESHA CURRENT SUMMER

# Sprinkling Ordinance in Effect

The City's annual sprinkling ordinance is in effect from May 1 to October 1. Warnings will be given for the first watering violation. Subsequent offenses will result in fines as per ordinance. Violations may be reported anonymously at 1-262-521-5272.



Did you know, it's not necessary to water the lawn. It is natural for the lawn to turn brown in the summer. It doesn't die, it just goes dormant. The green lawn will return with the autumn rain.

| Address Ends with an... | Watering Days | Watering Times |
|---|---|---|
| Odd Number | Tuesdays & Saturdays | Before 9:00 a.m. OR After 5:00 p.m. |
| Even Number | Thursdays & Sundays | Before 9:00 a.m. OR After 5:00 p.m. |

Hand watering may be done anytime.

Annual Sprinkling Ordinance Advertised in Waukesha's new Current Newsletter Summer 2025

Contact:
Waukesha Water
Phone 262-521-5272

**Waukesha Water Utility**

**For Immediate Release**

# PRESS RELEASE

## City of Waukesha's Annual Sprinkling Ordinance

May 1, 2025 - Waukesha Water Utility would like to remind city residents of the annual Sprinkling Ordinance in effect from May 1st – October 1st.




The City developed the sprinkling ordinance as part of an ongoing water conservation program. Additional water conservation is needed to protect local water resources and reduce demand during peak hours. The City is requiring customers to refrain from watering during daytime hours, when up to 40% of the water applied by a sprinkler can be lost to evaporation.

To help with the sprinkling, a $20 rebate for rain barrels is available for Waukesha Water Utility customers; along with a yard sign, that can be picked up at 115 Delafield Street, that reads "My Brown Lawn is Green" to show your dedication to conservation.

For additional information on the sprinkling ordinance and rebates, please visit the Water Utility's website at www.waukesha-water.com or call the Utility at (262) 521-5272.

## Related Links

- Annual Sprinkling Ordinance
- Find & Fix Leaks
- Water Conservation – Incentives & Rebates
- What The WaterSense Label Means
- Things To Do To Lower Your Bill
- Water Education & Outreach
- PSC Conservation Report
- 2022 Conservation Plan Update

Home ▸ Conservation & Education ▸ Annual Sprinkling Ordinance

# Annual Sprinkling Ordinance




City Ordinance 13.11 applies to all customers in Waukesha and is in effect from May 1 to October 1 each year.

## Sprinkling Tips

- Established lawns need only one inch of water per week.
- Place a tuna can or small container outside to measure this amount.
- Set a timer as a reminder to move sprinklers.
- Water before 8:00 a.m.—this will limit the amount of water lost to evaporation.
- Avoid watering at night; this will reduce the chance of lawn diseases.
- Raise your lawn mower blade to at least three inches, or to its highest level—this will provide protection to the roots and allow moisture to remain in the soil.
- Avoid overfertilizing; fertilizers increase the need for water.
- Purchase a slow-release, water-insoluble form of nitrogen for your fertilizing needs.
- Do not water on windy days.
- Position sprinklers to avoid watering the roof, driveway, sidewalk, or street.
- Use sprinklers that have larger holes; water evaporates faster with sprinklers that spray a fine mist.
- Use drip irrigation systems for plants, trees, shrubs, and vegetable gardens. Or use soaker hoses but turn them upside down (so that holes are on the bottom). This will also help prevent evaporation.

Sprinkling Ordinance and Tips Posted on the Utility's Website

## 5. National Drinking Water Week

National Drinking Water Week was advertised as a bill message on the water bills (as shown on page 108), through the City's social media platforms, in the City's weekly *What's Up in Waukesha* e-newsletter, the City's *The News Splash* monthly newsletter/bill insert, and a press release was also sent to the Waukesha Freeman.




National Drinking Water Week was Advertised on the City's Social Media
May 5, 2025






## National Drinking Water Week

This week is National Drinking Water Week. Water is a valuable resource. To encourage you to conserve, the Water Utility offers the following:

- $20 Rain Barrel rebate program
- $100 WaterSense toilet rebate
- $25 WaterSense shower head rebate

In addition to the residential rebates, the Utility has an incentive program for businesses to replace equipment with new technology to save water. For organizations to be eligible for an incentive, a Water Conservation Incentive Application must be submitted to the Utility, before new technology is ordered.

Water Conservation - Incentives & Rebates

National Drinking Water Week Advertised in the City's Weekly Electronic Newsletter
May 7, 2025

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886

115 DELAFIELD STREET
WAUKESHA, WI 53188-3615

Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

**PRESS RELEASE**

If you have any questions, please contact:
Mary Adelmeyer
Waukesha Water Utility
262-521-5272




## Water Conservation Rebates, Incentive Program, & National Drinking Water Week

**Waukesha, WI** – As Mayor Shawn Reilly commemorates National Drinking Water Week with a Mayoral Proclamation, Waukesha Water reminds customers about the residential water conservation rebates and the incentive program for businesses.

Waukesha Water Utility encourages water conservation with $100 WaterSense toilet rebates and $25 WaterSense showerhead rebates. Residents who replace their 1993 or older toilet with a 1.28 gpf (gallon per flush) WaterSense toilet, can save approximately 9,000-11,000 gallons of water per year. Replacing a 1992 or older showerhead can save approximately 2,900 gallons of water per year, and approximately 300 kwh of electricity annually.

The Utility also has $20 rebates for rain barrels. Harvesting rainwater is easy and a great way to conserve water. A 50-60 gallon rain barrel, which connects to a downspout to capture rain water, can collect a surprising amount of water: 1/10$^{th}$ of an inch of rain falling on a 1,000 square foot rooftop can fill a 50-gallon barrel. That's 50 free gallons of naturally soft, chlorine-free water, which is great for watering your flowers and plants, washing off your boots, washing the car or bike, or any other outdoor activities.

In addition to the residential rebates, the Utility has an incentive program for businesses to replace equipment with new technology to save water. For organizations to be eligible for an incentive, a *Water Conservation Incentive Application* must be submitted to the Utility; and businesses must receive approval for the project before new technology is ordered. Waukesha Water will assess the projects to determine if the project is eligible for an incentive.

Drinking Water Week is the perfect time to remind customers about the rebates and incentive program, a time when we celebrate water and remind everyone of the importance of protecting and conserving this valuable resource. To read the Mayoral Proclamation, or for more information about the rebates and the incentive program, visit the Utility's website at www.waukesha-water.com or call (262) 521-5272.

## 6. Monthly Water Conservation Bill Messages

Water conservation messages are put on the front of all monthly bills that go out to all customer classes. The monthly messages are listed below.

| Month | Bill Message |
|---|---|
| January | Thinking about home improvements? The Utility has $100 and $25 rebates for WaterSense-labeled toilets and showerheads. Visit www.waukesha-water.com for details. |
| February | Wouldn't you Love to get some extra money? Change out old, water-wasting toilets and showerheads and get $100 and $25 rebates for WaterSense-labeled toilets and showerheads. Visit www.waukesha-water.com for details. |
| March | This month is Fix a Leak Week. Check your water meter before and after a two-hour period when no water is being used. If the meter changes at all, you probably have a leak. For more information on how to find and fix leaks visit www.waukesha-water.com. |
| April | April showers bring May flowers. Buy a rain barrel to collect April showers and get a $20 rebate. For details visit www.waukesha-water.com. |
| May | Waukesha's annual Sprinkling Ordinance begins on May 1st – October 1st. **Before 9 am or after 5 pm**, addresses ending with an odd number may water on Tuesdays & Saturdays; addresses ending with an even number may water on Thursdays & Sundays. |
| June | Consumer Confidence Report is available on the Utility's website at https://www.waukesha-water.com/water_quality/consumer_confidence_report.php<br>Did you know the Utility offers water conservation business incentives? For details visit www.waukesha-water.com |
| July | Happy 4th of July! Did you know the Utility offers water conservation rebates and business incentives? For more information, visit our website at www.waukesha-water.com. |
| August | Friendly reminder: Waukesha's annual Sprinkling Ordinance is in effect from May 1st – October 1st, **Before 9 am or after 5 pm**, addresses ending with an odd number may water on Tuesdays & Saturdays; addresses ending with an even number may water on Thursdays & Sundays. |
| September | Did you know the Utility offers $100 rebates for WaterSense-labeled toilets for residential, commercial, and large multi-family customers? Please see our website for more information on this and other water conservation topics at www.waukesha-water.com. |
| October | Did you know that spooky water-wasting toilets, that are 1993 or older, waste a spine-chilling amount of water and money? Get a WaterSense-labeled, high-efficiency toilet and receive a $100 rebate. See details at www.waukesha-water.com. |
| November | Did you know the Utility offers water conservation rebates and businesses incentives? For more information, visit our website at www.waukesha-water.com. |
| December | Give yourself a gift that keeps on giving, one that saves water & money, and get $20-$100 water conservation rebates. For details visit www.waukesha-water.com. |

## 7. Advertisements for Water Conservation Rebates & Incentive Programs

In 2025, the Utility has advertised the rebate and incentive programs in the following ways: messages on the front and back of the monthly water bills (as shown on page 108 and below), letter mailed to 30 large multi-families, bill inserts, ads placed in the City Park & Recreation's Activity Guide, on the City's social media accounts, in newsletters, bill inserts, and press releases (as shown in the Fix a Leak Week & National Drinking Water Week sections)

Rebate applications are also on display at the local Waukesha Home Depot, information is given to local plumbers, posted on the Utility's website (as shown in the website section), and given out at public outreach/educational events.

a. Rebate and Incentive Messages on the Front and Back Sides of the Monthly Water Bills
As mentioned on the previous page, monthly Conservation/Rebate/Incentive messages are placed on the front side of all water bills, and the back side of the bill has a permanent message as shown below.

**CONSERVATION INCENTIVES**



Did you know the Utility offers $100 rebates for WaterSense labeled toilets?

Please visit our website for information on this and other conservation topics

https://waukesha-water.com/wtc.html

b. Letter mailed to 30 Large Multi-Families:

Waukesha Water Utility
SERVING WAUKESHA SINCE 1886
115 DELAFIELD STREET
WAUKESHA, WI 53188-3615
Telephone: (262) 521-5272 • Fax: (262) 521-5265 • E-mail: contactus@waukesha-water.com

July 29, 2025

Dear

Did you know Waukesha Water Utility has a *Water Conservation Incentive for Large Multi-Families* to help reduce monthly water bills? Your organization could save 9,000-11,000 gallons of water *each year* **per toilet** by changing out old, water-wasting toilets that are 1993 or older (3.5 or greater gallon per flush) with a WaterSense-labeled toilet.

The WaterSense label is like EnergyStar, but for water; and can be purchased through big box stores or plumbers. Products with the WaterSense label are backed by independent, third-party certification. They perform as well or better than their less efficient counterparts and are 20 percent more water efficient.

In addition to the water savings and lowering your monthly water bill, the Utility offers up to **$100 rebate per toilet.** This rebate is being offered to all large multi-families in the City of Waukesha. Rebates are on a first-come, first-served basis until funds are exhausted.

To find out if your multi-family qualifies, your organization MUST receive pre-approval from Waukesha Water Utility prior to beginning any toilet change-out projects. This includes removing old toilets, ordering, purchasing, and/or installing new toilets. All toilets need to be inspected by the Utility ***before*** any work begins to ensure eligibility.

For more detailed information, please refer to the enclosed Rebate Application or the Conservation & Education section on the Utility's website at www.waukesha-water.com.

If you have any questions, please call me at 262-409-4423.

Thank you.

Sincerely,

WAUKESHA WATER UTILITY

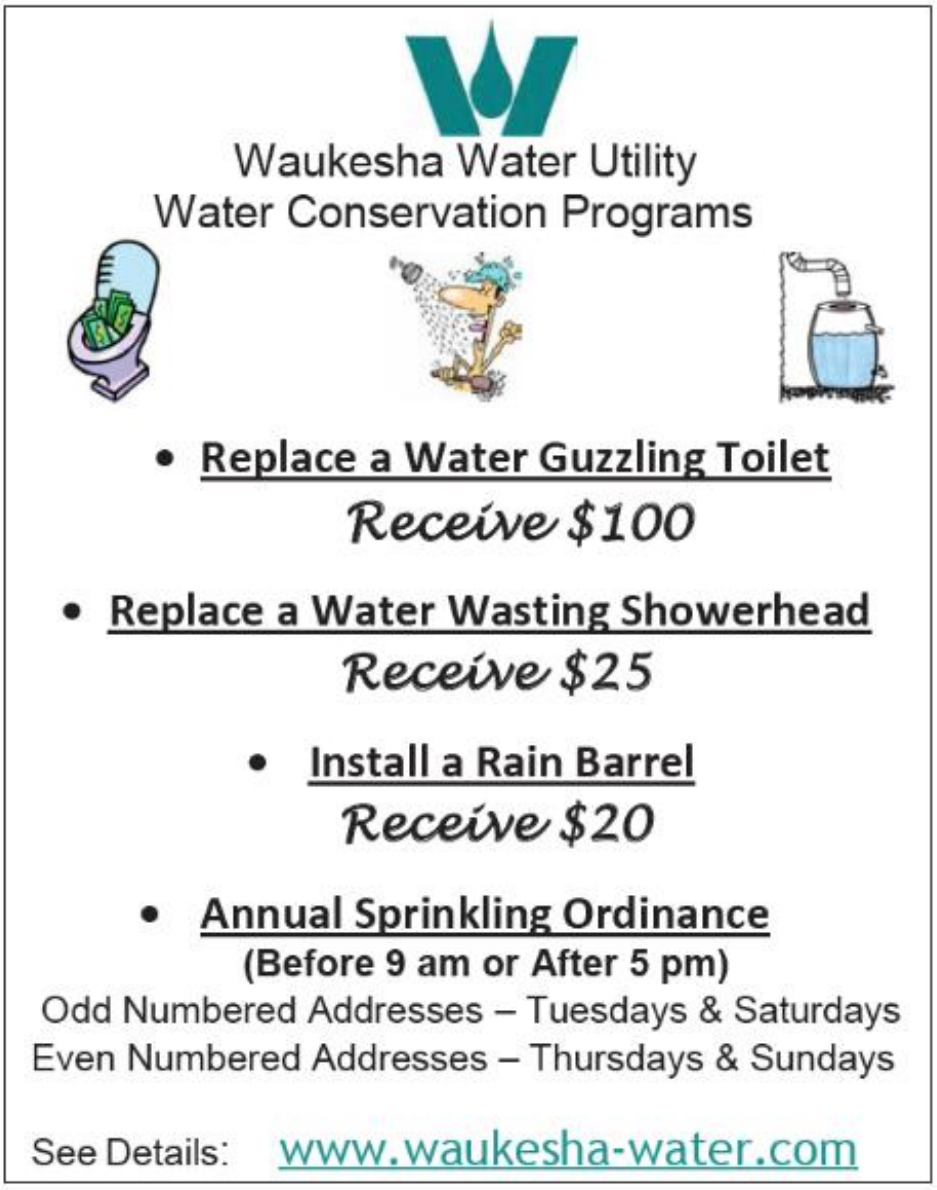
Mary Adelmeyer
Mary Adelmeyer
Customer Service Coordinator

Enclosure: Multi-Family Toilet Rebate Application

Toilet Rebate Letters Mailed to 30 Large Multi-Families

c. City's Park & Recreation Activity Guide:

The toilet, shower head, and rain barrel rebate programs and Waukesha's annual sprinkling ordinance were advertised in the City's Activity Guide. This Guide is on the City's website and is mailed out to approximately 30,000 homes three times a year.




Toilet, Showerhead, & Rain Barrel Rebate Ad in the City's Activity Guide




2024 Winter/2025 Spring Activity Guide




2025 Summer Activity Guide




2025 Fall Activity Guide

d. City's Social Media

The city advertised the rebate and incentive programs on the City's social media accounts during Fix a Leak Week and National Drinking Water Week, as previously mentioned, and other times throughout the year as shown below.




Rebates advertised on City's social media
On July 22, 2025

The City of Waukesha
Yesterday at 2:48 PM ·

Did you know, you might qualify for rebates? The Waukesha Water Utility offers the following rebates.

Rebates for Residential customers:

- $100 for replacing old, water-wasting toilets that are 1993 or older
- $25 for replacing old showerheads that are 1992 or older
- $20 for purchasing and installing a rain barrel
- $150 for removing your water softener (the softener rebate is through the Clean Water Plant)

Rebates for large Multi-Families, Commercial, Public, and Industrial customers:

- $100 for replacing old, water-wasting toilets that are 1993 or older
- Incentives for customizable projects that improve water-use efficiency

Funding is limited so take advantage of these incentives while they last! Details here: https://waukesha-water.com/water_conservation/rebates.php

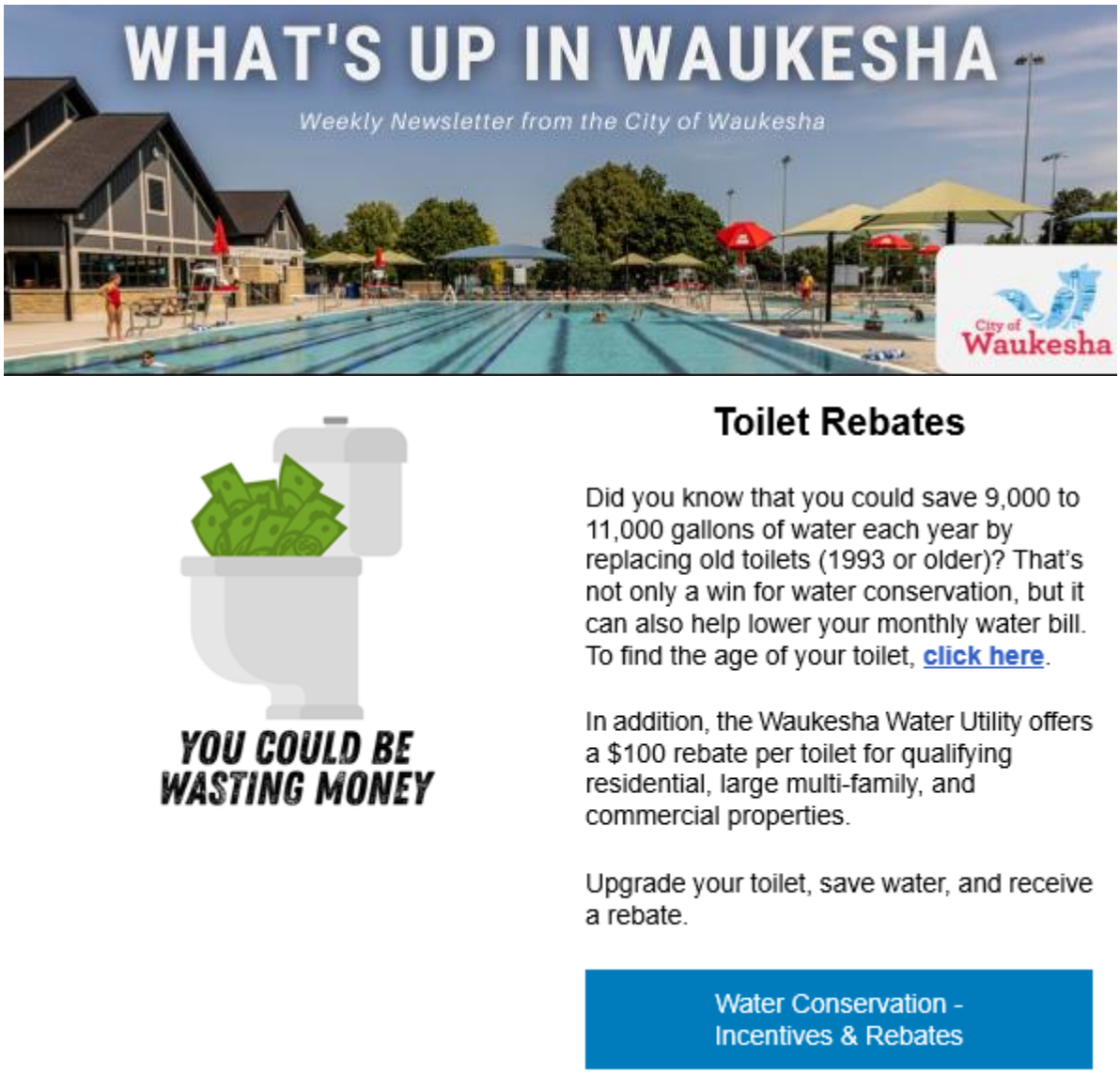
#WaukeshaWaterUtility



Rebates advertised on City's social media
On October 15, 2025

e. City E-Newsletters:

Utility advertised the rebate and incentive through the City's Electronic Newsletter, which is emailed weekly to any customer or business that has signed up to receive the City's E-newsletter.




Rebate opportunities advertised in Waukesha's weekly electronic newsletter on July 23 and August 6, 2025







## Rebate Money

Did you know you could possibly qualify for some rebates? Waukesha Water Utility offers the following:

**Rebates for Residential customers:**

- $100 for replacing old, water-wasting toilets that are 1993 or older
- $25 for replacing old showerheads that are 1992 or older
- $20 for purchasing and installing a rain barrel
- $150 for removing your water softener (the softener rebate is through the Clean Water Plant)

**Rebates for large Multi-Families, Commercial, Public, and Industrial customers:**

- $100 for replacing old, water-wasting toilets that are 1993 or older
- Incentives for customizable projects that improve water-use efficiency

Funding is limited so take advantage of these incentives while they last!

Rebate Information

Rebate opportunities advertised in Waukesha's weekly electronic newsletter on October 15, 2025

f. Bill Inserts:

The Utility advertised the rebate and incentives through City of Waukesha's *The News Splash* newsletter, which is a monthly water bill insert.






## $100 REBATE

Did you know, you could save 9,000 to 11,000 gallons of water each year by replacing old toilets (1993 or older)? That's not only a win for water conservation, but it can also help lower your monthly water bill.

In addition, the Waukesha Water Utility offers a $100 rebate per toilet for qualifying residential, large multi-family, and commercial properties.

Upgrade your toilet, save water, and receive a rebate. Details at waukesha-water.com.

Toilet rebate advertised in The News Splash Newsletter
September 2025

# THE NEWS SPLASH

City of Waukesha

**City of Waukesha** Monthly Newsletter

DECEMBER 2025



## Winter Snow Reminders

### REBATES AVAILABLE

You may also qualify for other rebates from the Waukesha Water Utility.

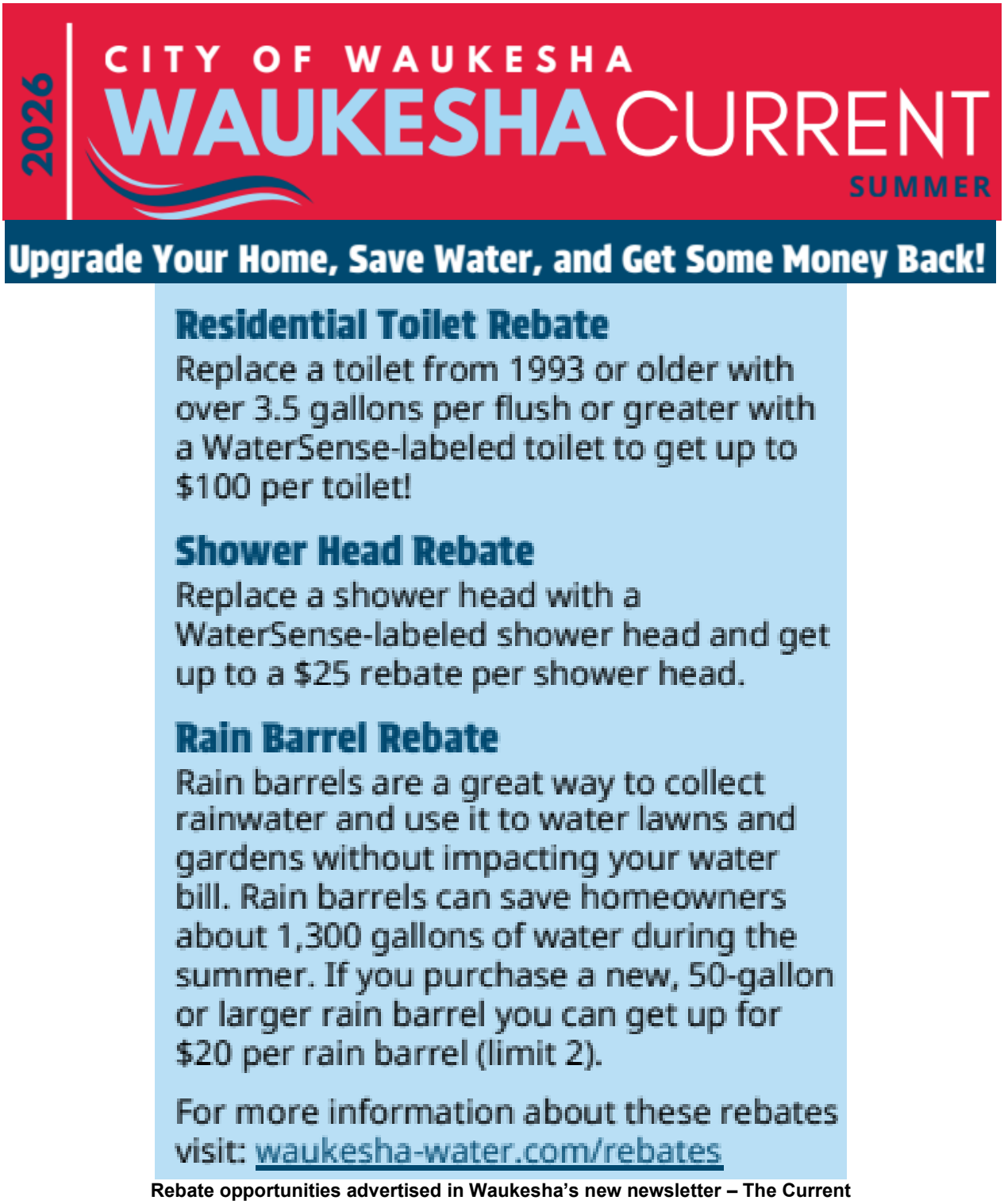
- $100 for replacing old, water-wasting toilets that are 1993 or older
- $25 for replacing old showerheads that are 1992 or older
- $20 for purchasing and installing a rain barrel

Visit waukesha-water.com/rebates for information.

Rebate opportunities advertised in The News Splash Newsletter December 2025

g. The Current (Waukesha's new Newsletter)

Waukesha Water advertised the rebates in Waukesha's new newsletter called *The Current*.

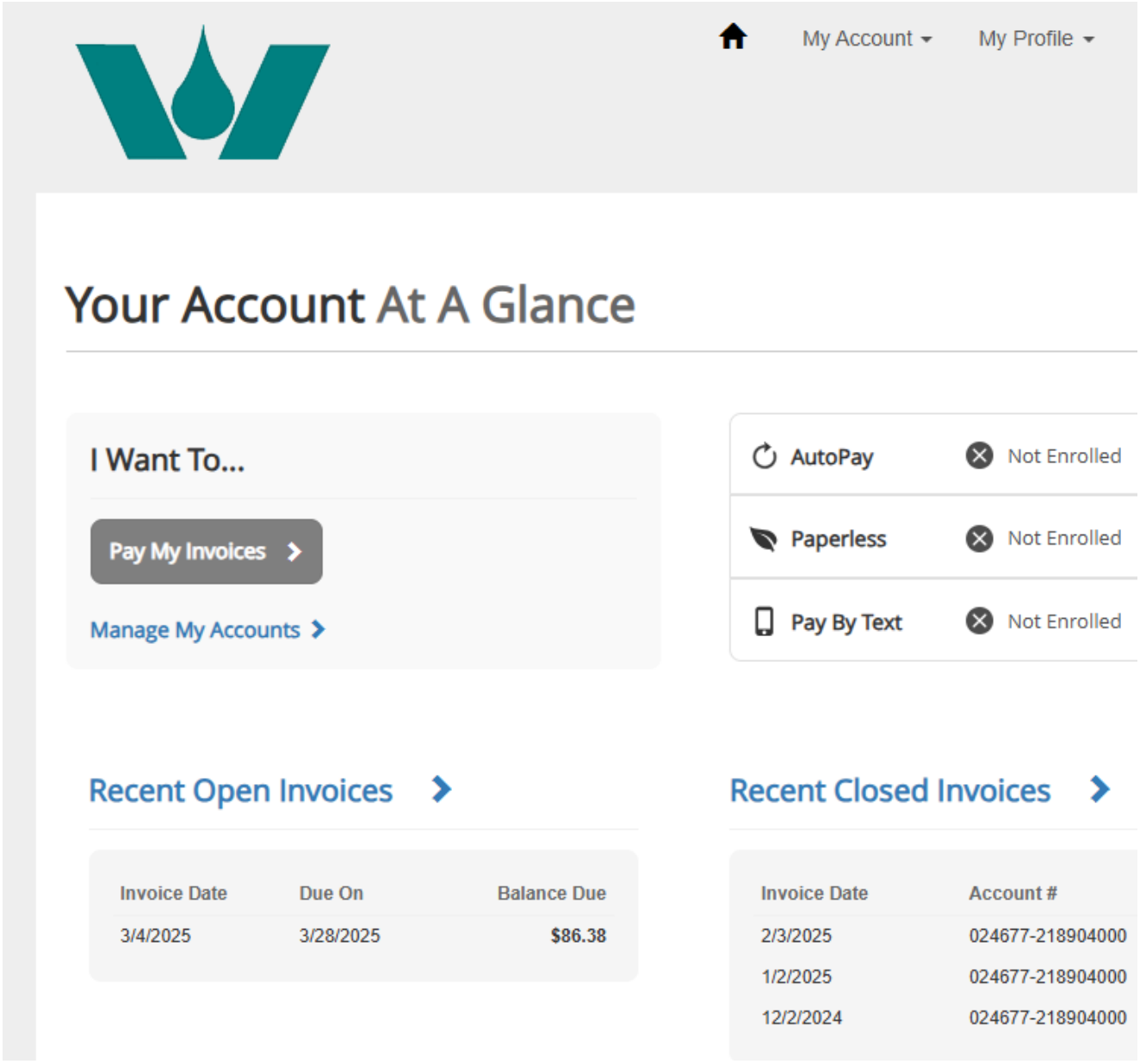



**Rebate opportunities advertised in Waukesha's new newsletter – The Current Summer 2025**

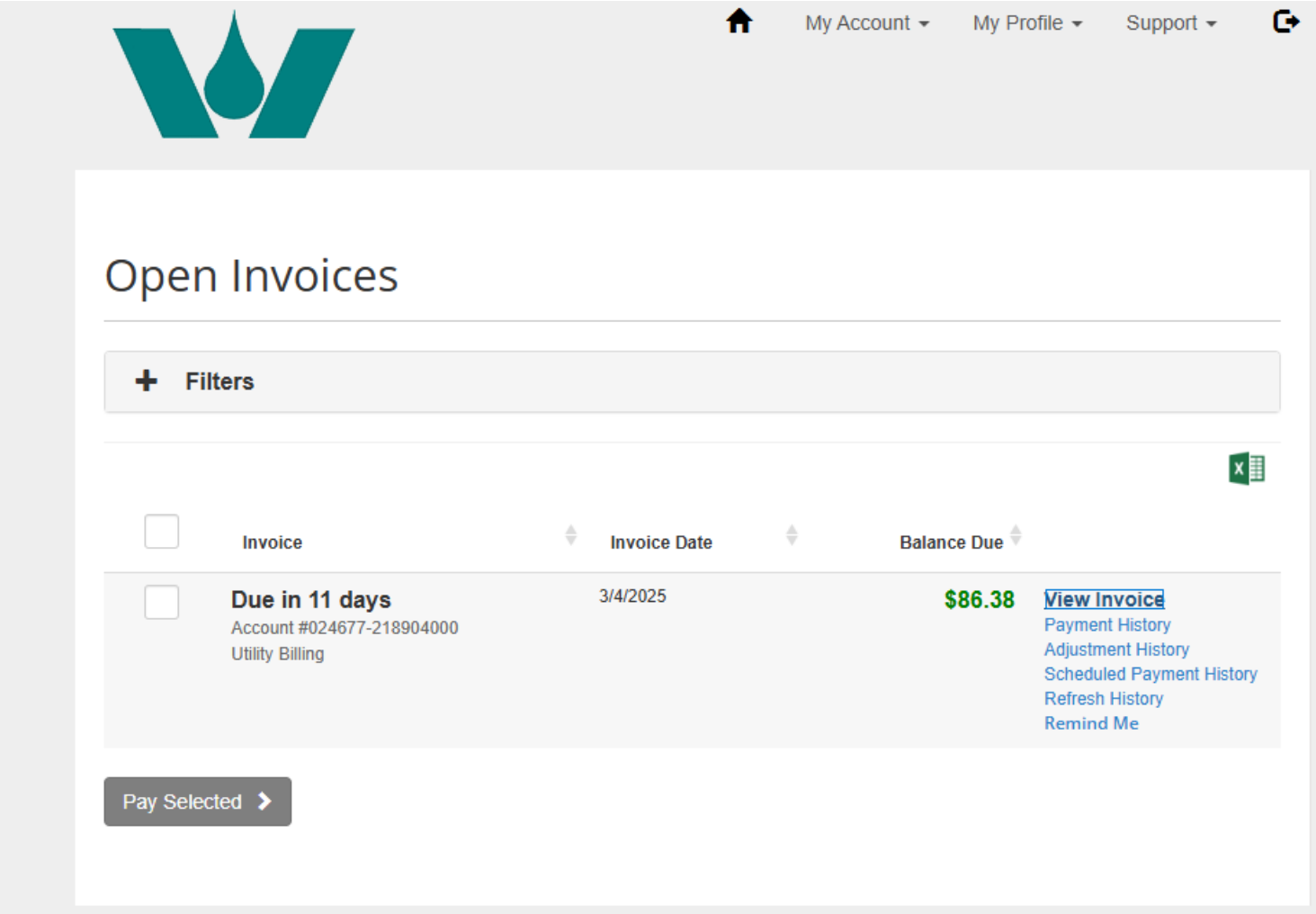
## 8. Comparing Water Consumption on Water Bills with the Online Bill Payment System

In 2024, the Utility transitioned to a new, user-friendly, online billing and payment system. This new system offers paperless billing, autopay, pay by text, pay by phone, scheduling payments, and viewing invoices online.

Customers have said that they appreciate that they can go online to view their bill and water consumption. This is one method customers are using to see if their water consumption has increased. They can compare their current monthly bill to their previous bills. If their bill and water consumption has increased, they call the Utility to find out the cause and what they can do to rectify it.

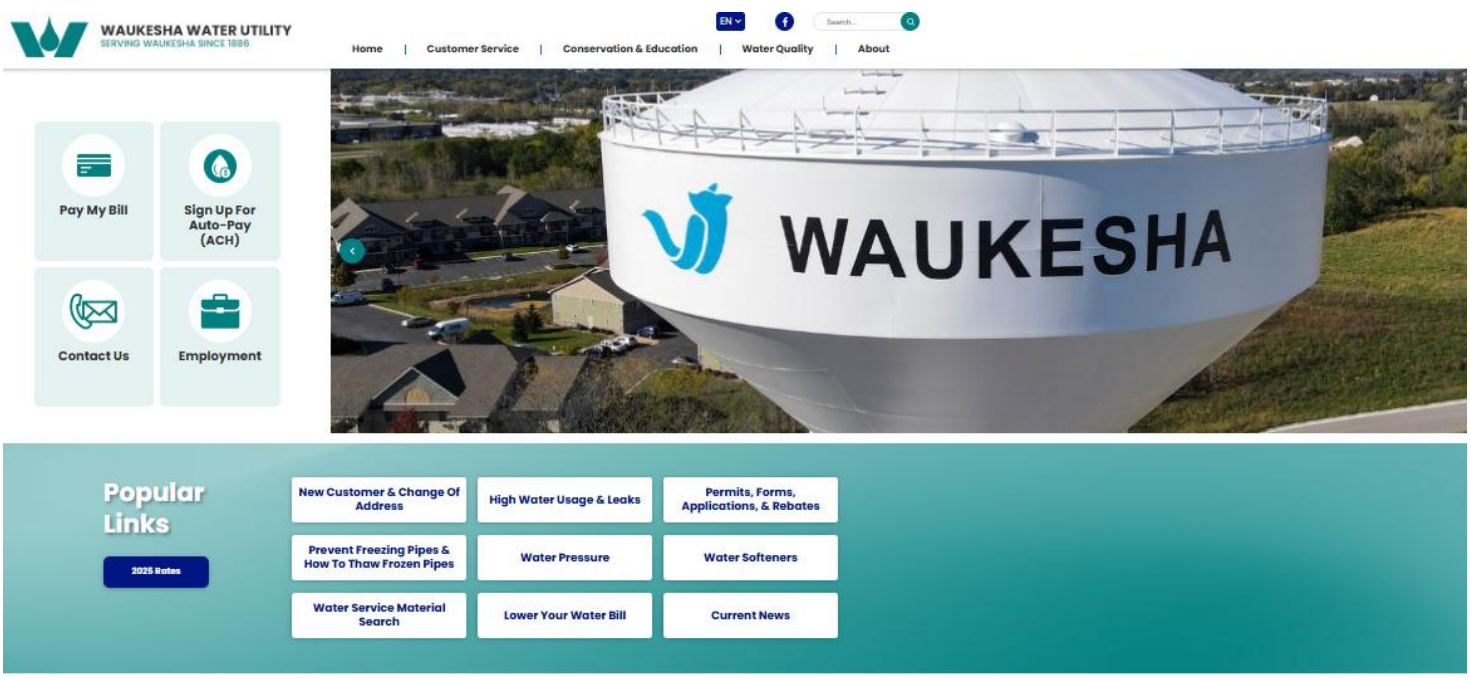



Utility's New Water Payment System – customers can view current billing details with previous billing information




Utility's New Water Payment System – customers can view current billing details with previous billing information

## 9. Water Conservation Topics Posted on the Utility's Website



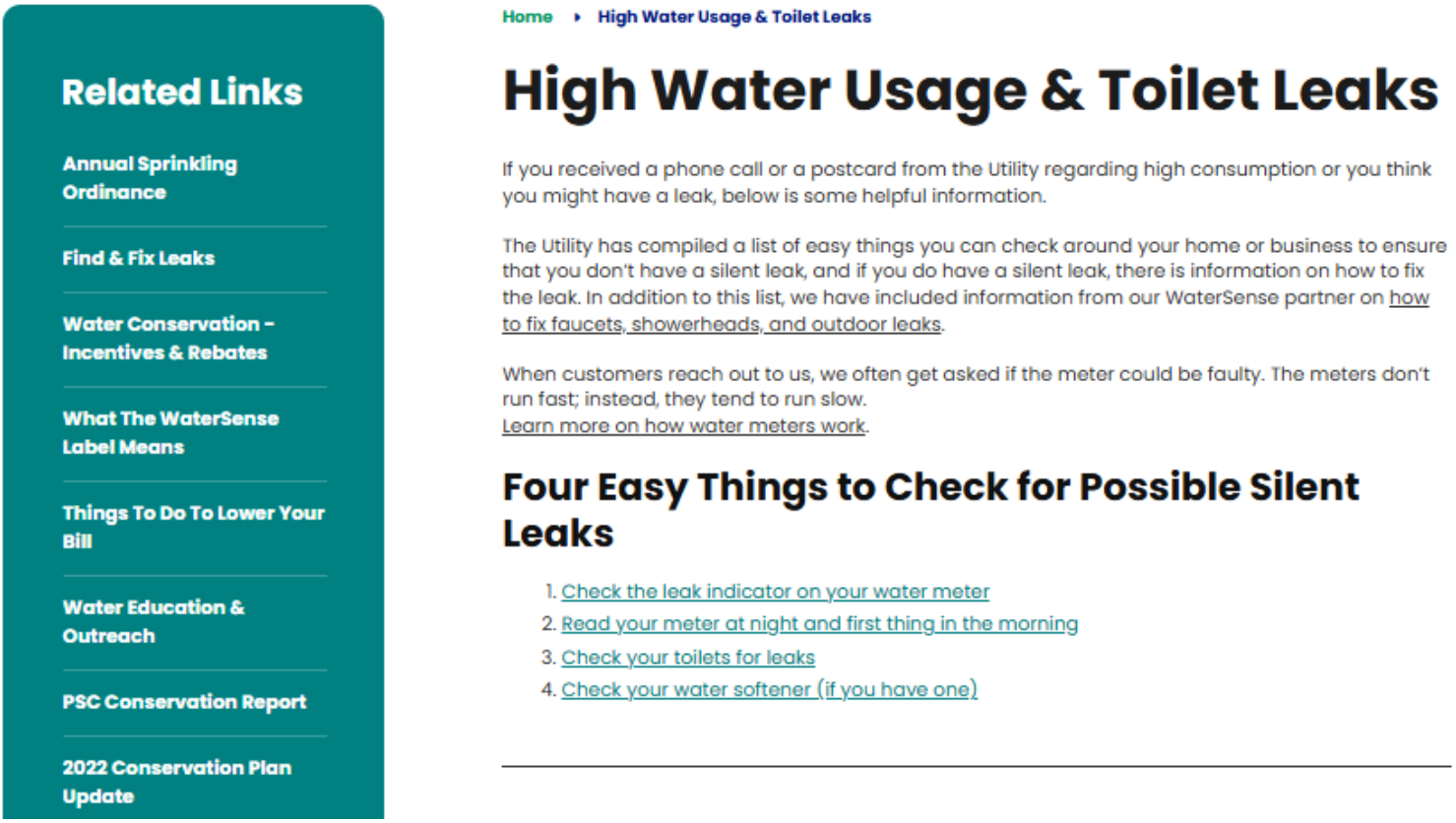

In 2024, Waukesha Water launched a new and improved website. The new website features easier navigation, translation options, and expanded resources to better serve our customers.

Included in this new website is a new/updated Water Conservation, Education, and Outreach information section. The Utility added detailed information on how to find leaks, fix leaks, information on how a water meter works and where it's located, benefits of purchasing Water-Sense labeled products, an easier way to find all the rebate and incentive information, and additional educational materials.

In addition, now that the water transition has been completed, the conservation information (that was previously on the Great Water Alliance's website) has been moved to the Utility's website.

Copies of the information added to the new website, that has not been previously mentioned, are on the following pages.

The Find & Fix Leaks section includes information to assist customers regarding high consumption – the Four Easy Things to Check for Possible Silent Leaks.



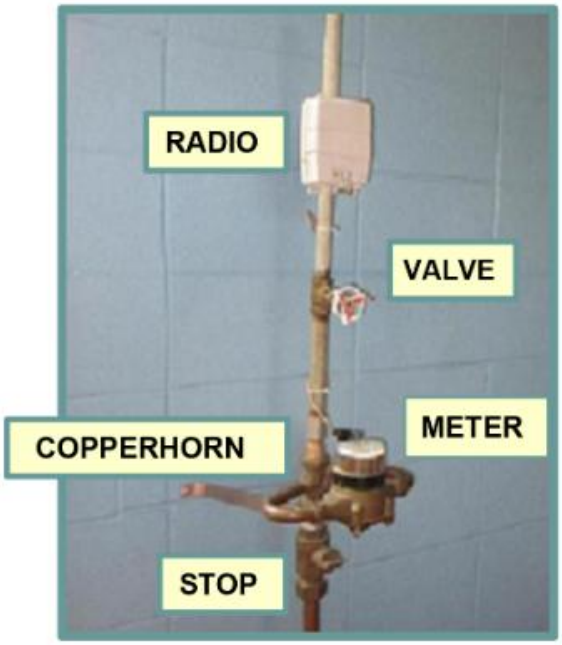

Four Easy Things to Check for Possible Silent Leaks

One of the four things the Utility recommends is to check the leak indicator on the water meter. The Utility has information on its website as to where customers can find their water meter and how they can check the leak indicator.

## Check the leak indicator on your water meter

*Please note: the meter has a leak indicator and is good for heavier-flowing leaks, but if there is a slower leak, the indicator may not detect the leak.*

Checking the leak indicator is generally very simple to do. Your water meter is typically found in the basement, usually towards the front of the house, and we recommend taking a flashlight with you. The water meter and service pipes look like the picture shown to the right.




Once you find your water meter, you will want to locate the leak indicator. There are three different types of water meters/leak indicators; please find the picture that corresponds to your meter.

If the leak indicator is moving when no water is being used, that means you have a leak and water is being used somewhere. If the leak indicator is not moving, it's possible that you don't have a leak. Please note: checking the leak indicator is not a definitive way to find a leak. The information on the leak indicator is most helpful if a leak is steady.

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Information on the Location of the Water Meter & How to Check the Leak Indicator

To detect a possible leak customers read their meter prior to going to bed, and first thing in the morning before any water is used.




## Read your meter at night and first thing in the morning

*Note: If you own a water softener, plan to do this test on a day/night when your water softener does not cycle to ensure an accurate reading.*

Reading your meter after you haven't used water for several hours can help indicate if there is a leak or not. Follow these easy steps to help detect a silent leak:

- Find a time when you are not going to be using water for several hours (while you're away from home or while you are asleep overnight).
- **Before you begin the process, you might want to put some water on the side (like in a container or a pitcher), because, to ensure an accurate reading, you won't be able to use any water during this time (i.e., flushing toilets, using water from the refrigerator spicket, or using any faucets, etc.).**
- Once you put water on the side, then take a flashlight and go down to your water meter and write down **all** the numbers that are showing on your meter.
- After a few hours (4-6 hours) have passed, check your meter and compare it to the numbers you wrote down earlier. If the numbers have changed, this is an indication of a leak. If the numbers have not changed, it is possible there is still a small leak that is small enough that it has not registered on your meter. Always stay vigilant in your home for leaks, even if your meter has not indicated there is a leak.

While this process does not indicate where the leak is coming from, it can prove or disprove that a leak exists within your home.

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Instructions on How to Read the Meter at Night & First Thing in the Morning

Information on How to Check the Toilet for Leaks using food coloring.



# Check your toilet for leaks

Toilet leaks are the most common and costly leaks. Hundreds of gallons of water a day can be wasted due to toilet leaks. Although they tend to be silent leaks, sometimes you can hear the water running. In order to check for toilet leaks, you can perform a couple tests and checks.

## Dye Test (Using Food Coloring)

The dye test uses food coloring to verify if there is a silent leak occurring in the toilet. The steps to perform the dye test are simple:

1. Remove the tank lid carefully from the back of your toilet.
2. Place 10 drops of food coloring inside the tank (red and green work best).
3. Replace the lid back onto your toilet and let the toilet sit with the coloring in the tank. **DO NOT FLUSH THE TOILET.**
4. In about 20 minutes, check your bowl for any indication of color. If you see color in your toilet bowl, this means your toilet is leaking water from the tank to the bowl.

If the dye is coming through in the water bowl, this typically means that the flapper (the part that opens and closes when the toilet is being flushed) is worn out and needs to be replaced. Here is a video that shows how to find a toilet leak with the dye test.




## Check the water level in your toilet

Checking the water level in the tank of your toilet is a simple way to make sure that your toilet is not spilling extra water into the bowl. The steps to check the water level in your toilet are as follows:

1. Remove the tank lid carefully from the back of your toilet.
2. Look where the water level is in relation to the vertical tub inside the tank. The water level should be about 1/2 inch (approximately an index finger's width) below the top edge of the tube.
3. If it is closer than 1/2 inch from the top, the water level may need to be lowered. Each toilet is different when it comes to adjusting the level of the water needed to fill the tank. You may need to do research on how to adjust the water level online (YouTube has some great video options) for the model of your toilet.

How to Check Toilets for Leaks with Food Coloring

How to Check the Valve Behind the Toilet and Information on Toilet Rebates, should the customer decide to replace their toilet, is also on the Utility's website.

## Check the valve behind your toilet



Put your ear down to the valve behind the toilet. If you hear water running through it when the toilet is not being flushed, this could be an indication of a valve leak. If you do not hear anything while you are listening at the valve, turn the valve off and leave it off for at least 30 minutes (do not use that toilet during this time). After 30 minutes, turn the valve back on. If you hear the tank refilling, you likely need to replace the flapper in the tank.

Here is a video on how to replace a flapper and fix other toilet leak issues.

## Replace your toilet

Should you decide to replace a toilet, the Waukesha Water Utility offers a $100 rebate for water-wasting toilets that are 1993 or older. To find the date of your old toilet, lift the cover on your toilet tank. With a flashlight, look under the tank lid or inside the tank for the year of your toilet.

If you're a Waukesha Water Utility customer, your toilet is 1993 or older, and you purchase a **WaterSense-labeled** toilet (which is like Energy Star, but for the water savings), then you would qualify for the rebate.

Replacing your old, water-wasting toilet with a new, high-efficiency (HE), WaterSense-labeled toilet makes sense. The older toilets, that are 1993 or older, can use 3.5 – 7 gallons of water per flush (GPF). The HE models use only 1.28 GPF, saving the average family 9,000–11,000 gallons of water per year, which saves you money.

How to Check the Valve Behind the Toilet & Toilet Rebate Information

Information on How to Check the Water Softener for Leaks is also available on the website.



## Check your water softener (if you have one)

The water softener is another place to check for leaks or if it's cycling too often. Also, checking the meter numbers when it does cycle is good way to see how many gallons the softener is using. If it's using an excessive amount, then something is wrong. The typical softener uses 35-65 gallons.



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How to Check Your Water Softener for Leaks

Many customers ask if their high-water consumption is related to a possible faulty meter, so the Utility has information on it's website about how the water meter functions.

## Could my water meter be faulty?

A water meter is like an odometer on a car. It doesn't rely on batteries or electricity to function. As water passes through the meter, it passes through a chamber that contains mechanical gears that rotate. These gears cannot rotate on their own, but only when water pushes on the rotating discs, which turns the gears.

Unfortunately, there can be buildup from naturally occurring minerals inside the meter, which can prevent the gears from rotating. This buildup can actually cause your meter to stop or run slower and produce a lower reading, but nothing naturally occurring in your water system can cause the meter to run fast.

If you have any further questions regarding high water consumption or possible leaks, please email us at contactus@waukesha-water.com or call us at 262-521-5272.



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Information on How a Water Meter Works on the Utility's website

Information from WaterSense on How to Fix Leaks is on the Utility's website as shown below.

# How To Fix Faucets, Showerheads, & Outdoor Leaks

Leaking fixtures can waste thousands of gallons of water each year. Finding and repairing these leaks can save you money! Thanks to our partners from WaterSense, we have compiled a list of leaks to check for and tips on how you can try to repair them yourself.

## Faucet Leaks

Old and worn faucet washers and gaskets frequently cause leaks in faucets. A leaky faucet that drips at the rate of about one drip per second can waste more than 3,000 gallons of water per year! That's enough to fill a 12-foot above-ground swimming pool or enough water for more than 180 showers! Many tutorials are available online for how to fix a wide variety of faucets. Here are a few examples:

- AWWA's Drip Calculator helps you see how drips add up to gallons wasted.
- Lowe's How to Fix a Dripping or Leaky Double Handle Faucet.
- Lowe's How to Fix a Dripping or Leaky Single Handle Faucet.
- The Home Depot How to Fix a Leaky Bathtub Faucet.
- WaterSense Bath Hack #2 shows you How to Replace your Faucet Aerator.

**Tip:** Don't forget to turn off the water line before you start!

## Showerhead Leaks

A showerhead leaking at 10 drips per minute wastes more than 500 gallons per year. That's the amount of water it takes to wash 60 loads of dishes in your dishwasher. Some leaky showerheads can be fixed by making sure there is a tight connection between the showerhead and the pipe stem and by using pipe tape to secure it. Pipe tape, also called Teflon tape, is available at most hardware stores, is easy to apply, and can help control leaks. For more complicated valve leaks in showers that drip when not in use, contact an experienced handyperson or licensed plumber.

- This WaterSense Showerhead Bath Hack #1 video shows how easy it is to add Teflon tape and replace your showerhead.

**Tip:** It's also a good idea to check and, if needed, replace the washer or "o" ring inside the showerhead while making this repair.

## Outdoor Leaks

If you have an in-ground irrigation system, check it each spring before use to make sure it wasn't damaged by frost or freezing. An irrigation system that has a leak 1/32nd of an inch in diameter (about the thickness of a dime) can waste about 6,300 gallons of water per month. If you need help, hire an irrigation professional certified by a WaterSense labeled program to inspect it for you. These professionals have passed a certification program focused on water efficiency. They will not only help you detect and correct leaks in the system, but also maximize its efficiency.

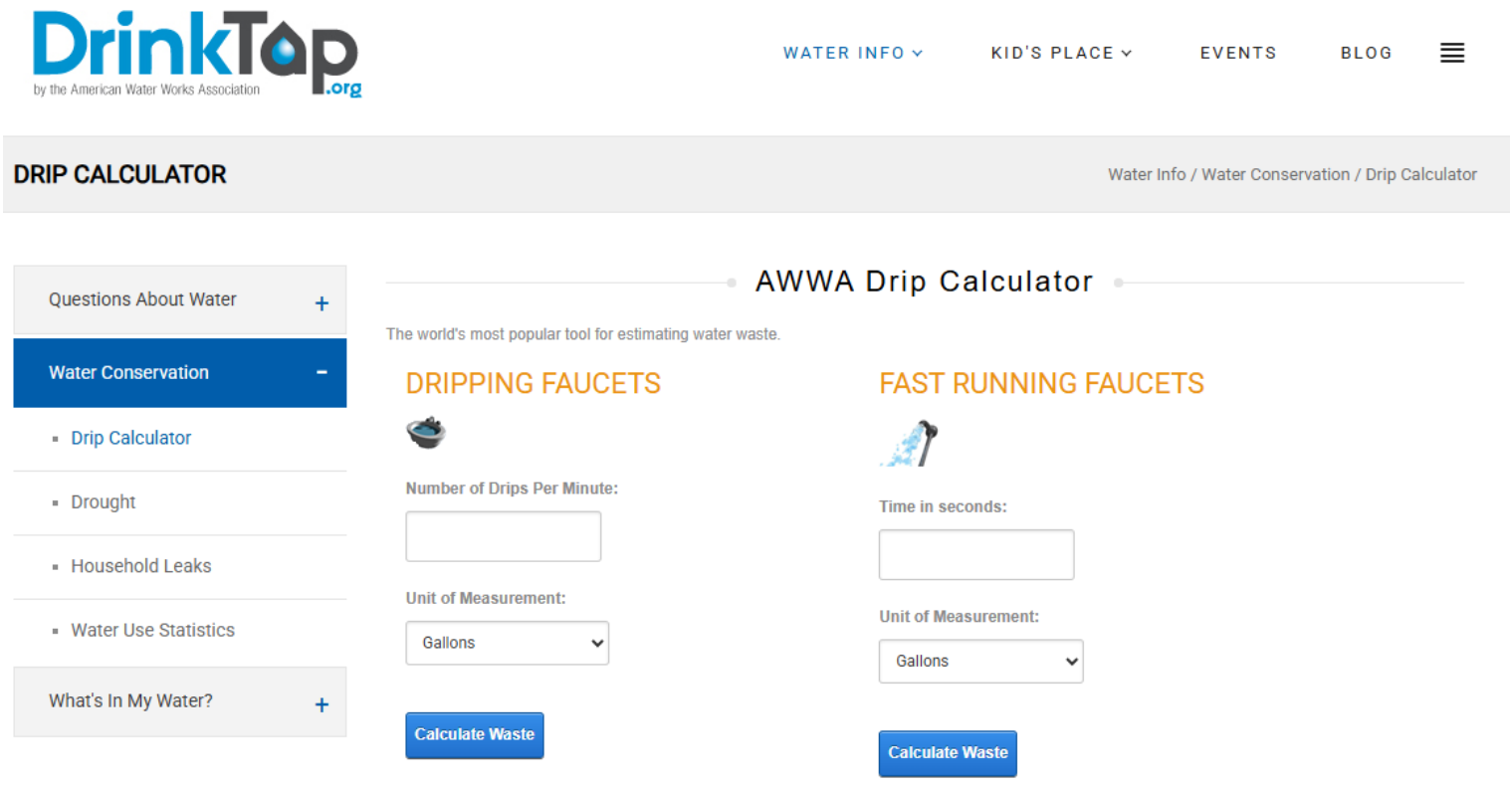
- The Region of Peel in Ontario has a good overview for how to check for sprinkler system leaks.
- The Salt River Project in Arizona has good tips on how to determine if you have a pool leak.
- Our Sprinkler Spruce Up materials include a checklist to help you do a check of your irrigation system.

**Tip:** Don't forget garden hoses! Check your garden hose for leaks at its connection to the spigot. If it leaks while you run your hose, replace the nylon or rubber hose washer and ensure a tight connection to the spigot using pipe tape and a wrench.

Information from WaterSense How to Fix Leaks is on the Utility's website

AWWA's Drip Calculator is on the Utility's website to help customers see how leaks add up to gallons wasted, along with a link to EPA's WaterSense Sprinkler Spruce-Up information.

These links are found on the How to Fix Leaks webpage.




Link to AWWA's Drip Calculator on the Utility's website

**WaterSense**

- About WaterSense
- WaterSense Products
- WaterSense for Kids
- Our Water
- **Outdoors**
  - Landscaping Tips
  - What to Plant
  - Landscape Photo Gallery
  - Watering Tips
  - **Sprinkler Spruce-Up**
  - Irrigation with a Pro
  - Professional Certification
  - Additional Resources
- Homes
- Homeowner Associations
- Commercial Buildings
- WaterSense Partners
- Specifications and Certifications

Contact Us About WaterSense

# Sprinkler Spruce-Up




When it comes to a home's irrigation system, a little maintenance goes a long way. Homes with clock timer controlled irrigation systems use about 50 percent more water outdoors than homes without irrigation systems. Your system can waste even more if it's programmed incorrectly, a sprinkler head is pointed in the wrong direction, or you have a leak. Before you ramp up your watering efforts, spruce up your irrigation system by remembering four simple steps: inspect, connect, direct, and select.

## On This Page

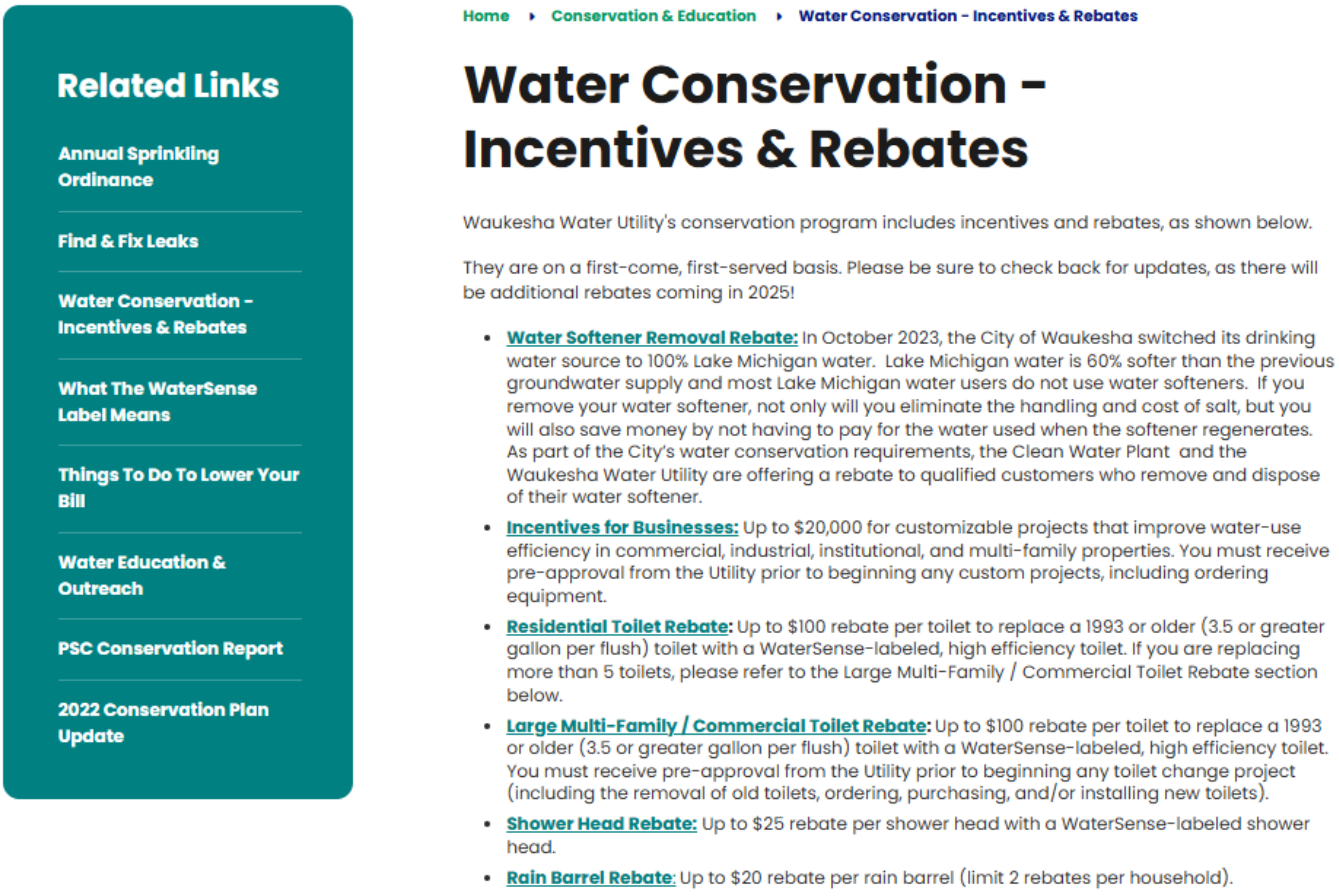
- Inspect
- Connect
- Direct
- Select
- Brochure and Checklist




Link to EPA's WaterSense Sprinkler Spruce-Up can be found on the Utility's website

A Water Conservation – Incentives & Rebates webpage is on the Utility's website. This page not only lists all the rebates and incentives on one page, but also provides brief descriptions regarding each rebate, and a link to the rebate applications.

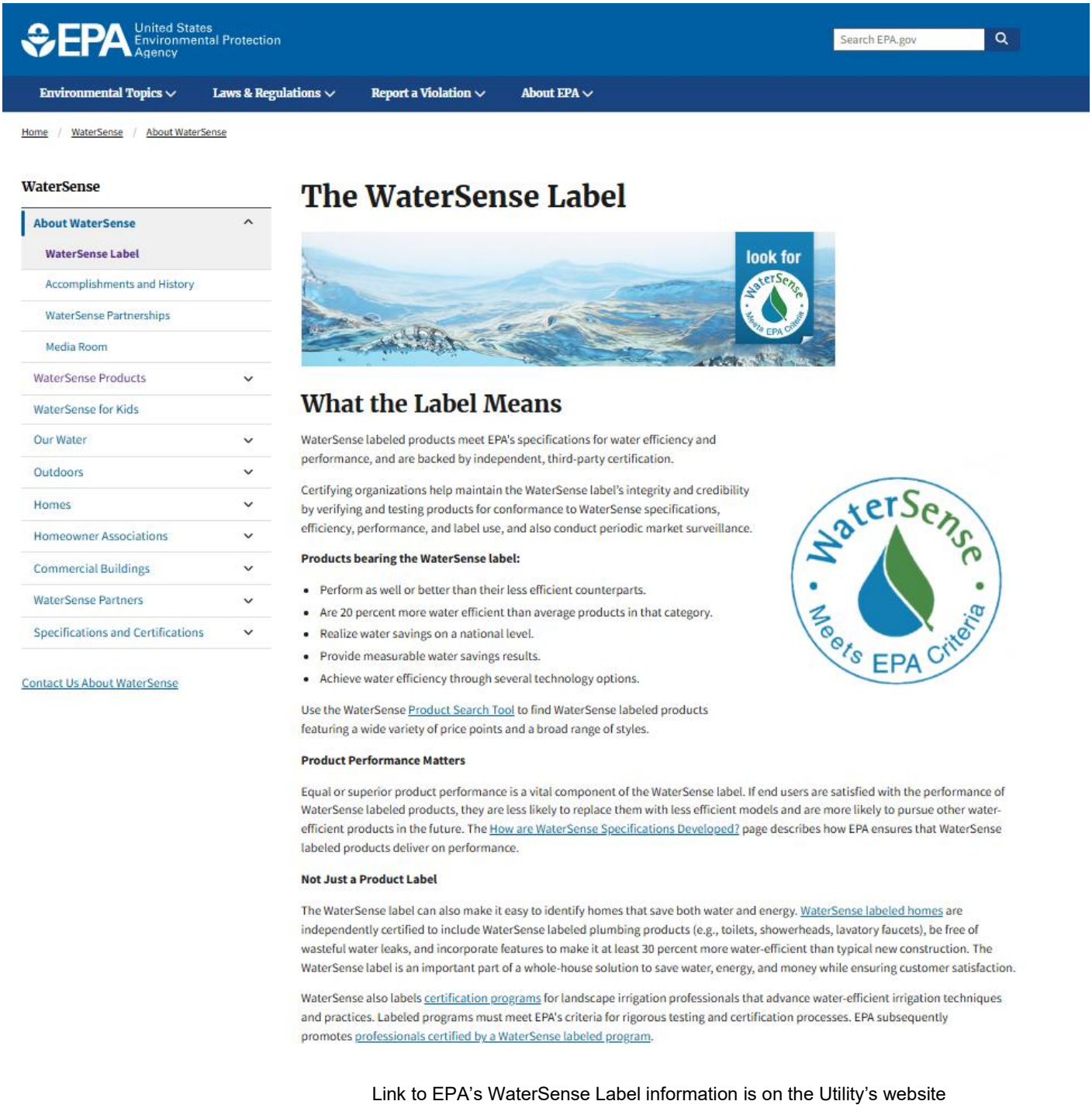
Prior to this new webpage, people could go to the conservation section and find the individual rebates or find the rebates under the Permits, Forms, and Applications section, but having all the incentives and rebates on one page allows for easier navigation and for the customer to see all the available conservation opportunities, in case they were unaware.




Water Conservation – Incentives & Rebates webpage is on the Utility's website

There is a link on the Utility's website to the EPA WaterSense Label information. This link informs customers of the benefits of purchasing products bearing the WaterSense label. This label certifies that the products were tested for conformance to meet the EPA's specifications for efficiency and performance.

Per the EPA, products with the WaterSense label "perform as well or better than their less efficient counterparts [and] are 20 percent more water efficient…."




Link to EPA's WaterSense Label information is on the Utility's website

The Water Education & Outreach includes information about Fix a Leak Week, Prevent Freezing Water Pipes, Know Your H2O, a Water Calculator, and Water Education Classes.

## Related Links

- Annual Sprinkling Ordinance
- Find & Fix Leaks
- Water Conservation - Incentives & Rebates
- What The WaterSense Label Means
- Things To Do To Lower Your Bill
- Water Education & Outreach
- PSC Conservation Report
- 2022 Conservation Plan Update

Home ▸ Conservation & Education ▸ Water Education & Outreach

# Water Education & Outreach

The utility is committed to engaging the public in order to advance issues related to water conservation. The utility is always looking for new methods to reach out to different groups of citizens.

Whether it is a presence at neighborhood festivals and markets or presenting topics to local universities and business organizations, Waukesha Water is willing to get out to the community and get involved.

Here are a few resources to help you learn more about water and water conservation:

- Fix a Leak Week
- Prevent Freezing Water Pipes
- Know Your H2O
- Water Calculator
- Water Education Classes



Water Education & Outreach information on the Utility's website

# Prevent Freezing Water Pipes

Cold weather and wind chills are on the way and that means we can expect frozen water pipes and water damage if exposed areas are not properly insulated, or we are not careful about winter heating. Here are some problem areas, warning signals, and tips to help minimize the chance of freezing water pipes.

## Common problem areas

- Pipes near broken or open basement windows.
- Unheated crawl spaces and equipment rooms.
- Pipes near the foundation or cracks in the basement wall.
- Pipes near exterior walls in unheated rooms.
- Inadequate heating in un-insulated or uncovered outside pits.
- Pipes under kitchen sinks or cupboards.

## Warning signs of freezing pipes

- Unusually cold water temperature (less than 35°F) at any fixture.
- Unusually low water flow or water pressure at a fixture.
- Discolored water at a fixture.
- Extremely cold piping at a fixture.
- Sputtering sound when opening a fixture.

## How to thaw frozen pipes

- It is safest to use hot air from a hair dryer or exhaust from a vacuum cleaner to begin thawing pipes.
- Use of heat tape is also an option, but use it with caution and unplug it when finished.

## How to prevent frozen pipes

- Check your water temperature and run a trickle of water if it is unusually cold outside.
- Shut off and drain outside water faucets and fixtures before freezing occurs.
- Run a small amount of water from the highest faucet or fixture in your home until full flow returns in the case of frozen or freezing pipes.
- Insulate walls near exposed piping.
- Repair any cold air leaks to reduce drafts on piping and water meter.

## Use caution when dealing with frozen pipes

- To prevent fires, never thaw with an open flame or torch.
- Be careful if a pipe is cracked. Cracked pipes will spray water when thawed and electrical appliances nearby may get wet and become hazardous.
- Check and clear your drains to prevent basement flooding in case of a burst pipe.
- Know where the main shut-off valve is located in your home or business so you can turn it off quickly in case of a burst pipe.

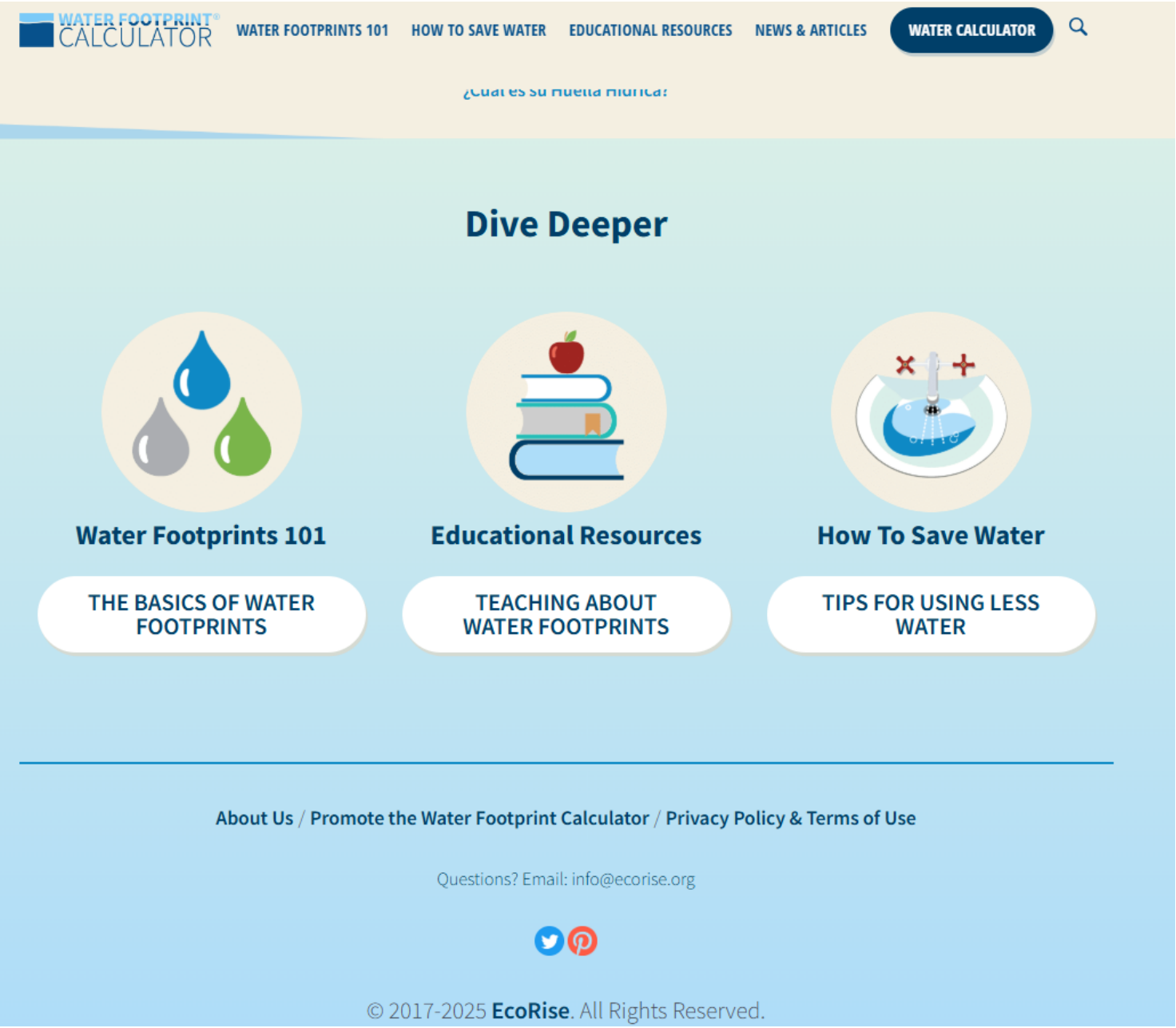
If you would like additional information, please contact the Waukesha Water Utility Customer Service Department at (262) 521-5272 or email contactus@waukesha-water.com.

Prevent Freezing Water Pipes information
placed under the Water Education & Outreach page




*Know Your H2O* Youth Education Video and Discussion Guide placed under the Water Education & Outreach page

A water calculator with water footprints information, educational resources, and tips for using less water is on the Utility's website.




A water calculator & other conservation resources on the Utility's website




Gallons You Can Save By Replacing Old Appliances
GWA's Water Conservation information is on the Utility's website

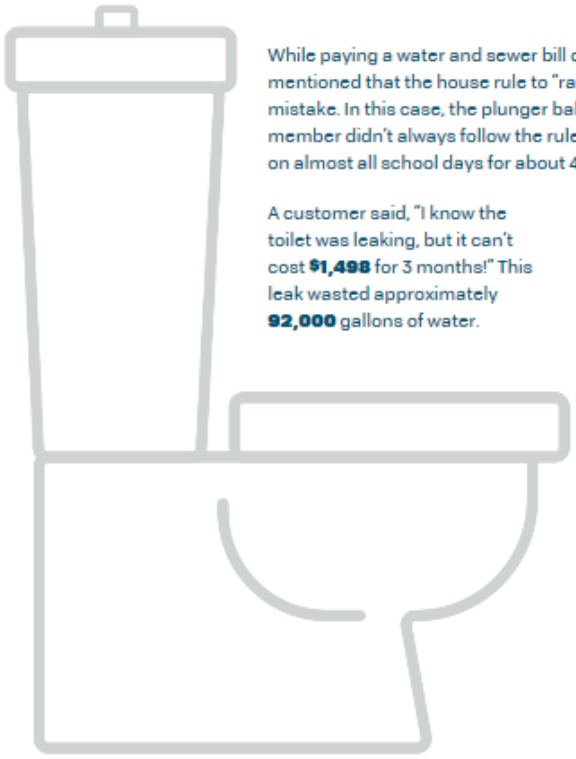
When you click on the appliance icon, it provides information on how much water an old appliance uses versus a high-efficiency appliance.




GWA's Waukesha's Sprinkling Ordinance information is on the Utility's website

# FINDING & MEASURING **leaks**

When it comes to leaks, we often hear the words "but it's just a little leak." Unfortunately, those little leaks can become very expensive. Please read the stories below. (The bill amounts have been updated using **2019** rates and assumes the average residential consumption is **12,000** gallons per quarter.)



While paying a water and sewer bill of **$475** for **90** days use, a customer mentioned that the house rule to "rattle the handle" after a flush was a costly mistake. In this case, the plunger ball wasn't aligned properly and one family member didn't always follow the rule. The toilet ran continuously for up to 4 hours on almost all school days for about 45 days. This wasted **20,000** gallons of water.

A customer said, "I know the toilet was leaking, but it can't cost **$1,498** for 3 months!" This leak wasted approximately **92,000** gallons of water.

The Public Service Commission was contacted about a high water bill. A family was away on extended vacation when a toilet leak developed. The toilet leaked continuously for about **60** days. A 3/8" diameter line was feeding the toilet. Approximately **85,000** gallons of water leaked through the overflow and the bill was **$1,398**.

A customer reported that every few hours his toilet seemed to flush itself. This was caused by the tank refilling after the water leaked around the plunger ball. Our service people found the problem and the customer had it repaired quickly. The amount of water wasted was **26,000** gallons and the water and sewer bill was **$561**.

**HOW TO FIND & FIX LEAKS »**

GWA's information on Finding & Measuring Leaks is on the Utility's website




GWA's Outdoor Conservation Tips is on the Utility's website




- Download a colorful and informative poster depicting the Water Cycle from the USGS.
- Play Conservation Hangman at getwise.org.
- The Great Water Alliance will result in improved groundwater conditions in the Lake Michigan basin. Find tools, resources and ready-to-use activities from The Groundwater Foundation here.
- How much water are your kids really using each day? The Grace Foundation has created a Water Footprint Calculator to help them learn.
- Runoff is a major polluter of our lakes and rivers. The EPA has put together a number of resources and activities to help kids understand Nonpoint Source Pollution.
- The USGS includes a comprehensive set of water-related learning tools and activities within their teacher resource section.
- Get fun and informative tips on saving water from the EPA.
- Take your class on The Great Water Odyssey courtesy of the St. John's River Water Management District.
- Water Use It Wisely is a partnership of Arizona cities and organizations committed to conservation. They have a robust section that includes tips, games and more for kids of all ages.

GWA's Teacher Kit – includes links to Play Conservation Hangman, a Water Footprint Calculator, and Tips on Saving Water
This information is on the Utility's website



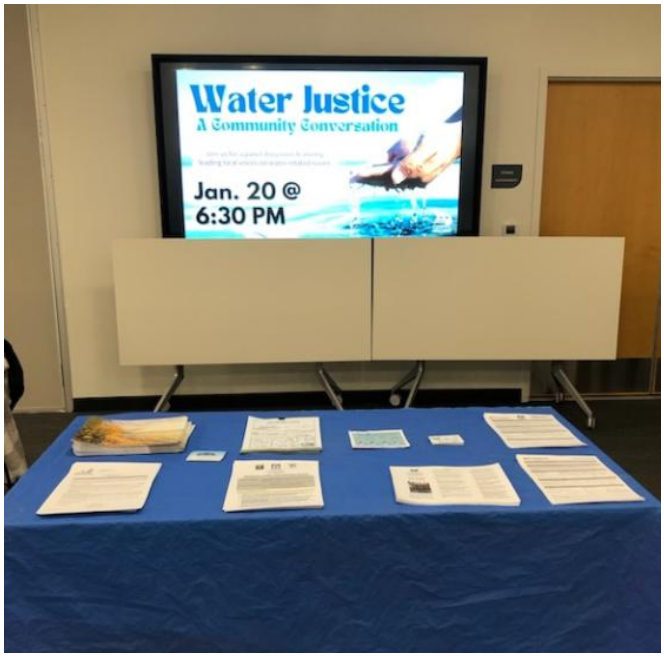
## B. Community Presentations & Public Outreach Events

In 2025, the following community presentations and public outreach events took place:

1. Water Justice – A Community Conversation
2. TYLin Water Webinar Series – Not a Pipe Dream
3. Talk with Avalon Square Residents
4. Wisconsin Master Naturalist
5. American Water Works Association (AWWA) – Wisconsin Section Management Seminar
6. City of Waukesha Night Out
7. American Public Works Association
8. Waukesha Rotary

The detailed information pertaining to this year's presentations and outreach events are on the following pages.




**1. <u>Water Justice – A Community Conversation</u>**

On January 20th, 2025, the Waukesha Public Library hosted a panel discussion with leading local voices on water-related issues such as environmental sustainability and the health of our water as it impacts human life. The public was able to engage with the panelists and learn how our community can work towards a future where clean water remains available to all. Two representatives from Waukesha Water Utility participated in this event. Dan Duchniak was one of the panelists and Mary Adelmeyer manned a conservation table which included information on rebates, business incentives, sprinkling ordinance, and how to find and fix leaks.

TYLin




**2. <u>TYLin Webinar</u>**

On February 20th, 2025, Dan Duchniak gave a presentation for TYLin's water webinar series entitled *Not a Pipe Dream – A Real Story of An Alternative Water Supply for Waukesha Water Utility.* During the presentation, Dan talked about the reasons Waukesha needed a new water supply. He talked about the alternatives that were analyzed, the Diversion application and approval process, the timeline, and water conservation.




## 3. Presentation and talk with Avalon Square Residents

Avalon Square is a senior living community located in Waukesha. On March 26th, 2025, Dan Duchniak gave a presentation and talked with the residents. The presentation was entitled *Waukesha's Great Lakes Project*. During the presentation, Dan talked about the reasons Waukesha needed a new water supply, the Diversion Application and approval process, the successful transition process, the cost projections and rates, and water conservation.



## 4. Wisconsin Master Naturalist Volunteers

On July 24th, 2025, the Utility gave a tour to the Wisconsin Master Naturalist group. The theme of this training day was *How Humans Impact the Environment, Both Good & Bad*. Mary Adelmeyer gave a presentation about the history of Waukesha's water, how human behaviors have affected the water, and stressed the importance of water conservation. Mary talked about Waukesha's water conservation program – talked about the water conservation rebates and business incentives, the sprinkling ordinance, finding and fixing leaks, and the removal of water softeners.



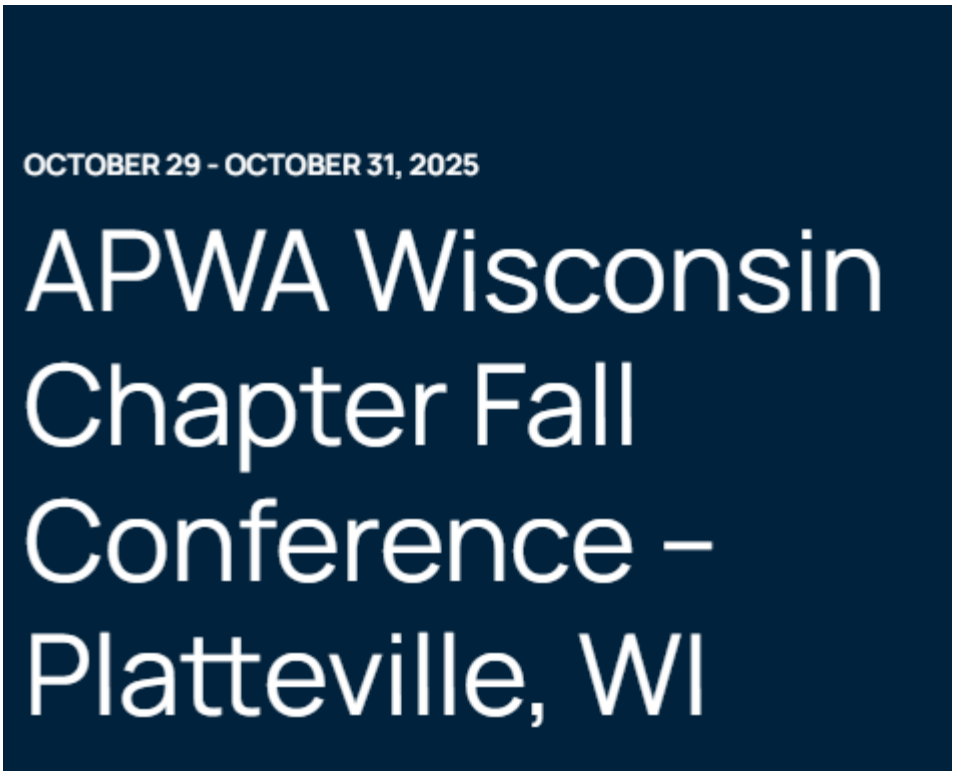

**5. <u>American Water Works Association - Wisconsin Section Management Seminar</u>**

On August 6th, 2025, Kelly Zylstra and Dave Berg gave a presentation at the Wisconsin Section Management seminar. This seminar was for water and wastewater personnel, and the attendees could earn continuing education credits or professional development hours for attending. Kelly and Dave gave a presentation entitled *Great Lakes Project – Operators Viewpoint, From Start to Finish, Lessons Learned*. They talked about how the Utility managed the transition of going to a new water source – from groundwater to surface water; and they also talked about Waukesha's conservation programs. About 75 people attended.




## 6. Waukesha Night Out

Waukesha's Night Out annual event took place in August 2025. This event helps to spread information and build a stronger well-informed community. This is the second year that Waukesha Water Utility participated. The Utility partnered with Waukesha's Clean Water Plant. We had a booth to educate the community on water conservation practices. The Utility provided information on water conservation rebates, business incentives, how to find and fix leaks, Waukesha's annual sprinkling ordinance, leak detection tablets, and water conservation activity/coloring books. The Clean Water Plant had information on proper pharmaceutical and personal product disposal and water softener rebates.




**7. <u>American Public Works Association – Wisconsin Section Fall Conference</u>**

On October 30th, 2025, Kelly Zylstra and Dave Berg gave a presentation at the Wisconsin American Public Works Association at their fall conference. They talked about Waukesha's transition project including the approval process, the engineering to complete the process, and the routing options. Kelly and Dave also talked about Waukesha's conservation program. Approximately 70 people attended.




**8. <u>Waukesha Rotary</u>**

On November 10th, 2025, Kelly gave a presentation to approximately 40 people at the Waukesha Rotary. She talked about the history of Waukesha's water, the changes and the challenges. She also talked about Waukesha's conservation program.




## C. Water Conservation Education with the Youth – Tomorrow's Future

Waukesha Water Utility plans for the future by educating our youth.

In 2025, the following youth presentations and events took place:

1. Waukesha School District 5th Grade Water Education Classes
2. Waukesha West High School, APES – AP Environmental Science
3. Waukesha Transition Academy
4. Montessori School of Waukesha Cub Scouts

The detailed information pertaining to this year's youth education follows.

School District of Waukesha

## 1. Waukesha School District's 5th Graders

For 34 years, Waukesha Water Utility has partnered with the Waukesha School District to provide water education to all 5th graders. In 2022, the Clean Water Plant (CWP), formerly known as Waukesha Wastewater Treatment Plant, joined this partnership.

As part of their Environmental & Science Curriculum, the students study the natural cycles of water and the human impact on our water resources. Students get a tour of the treatment plant, they participate in a hands-on water filtering activity, and receive a presentation on the following topics:

- the water cycle
- where their water comes from
- how their water is treated and distributed
- the quality and quantity of the water, a limited resource
- conservation methods that use water resources in a sustainable manner
- the costs of municipal water, and its value compared to bottled water
- where the water goes after it is used
- how the water gets cleaned/treated at the CWP
- how the water is returned to its natural source

The students also explore the natural cycles of water by spending a day in the Fox River Sanctuary investigating the chemical and biological components of the river and marsh.

In the spring of 2025, 32 classes (314 students) toured the clean water plant and received a water utility presentation and participated in hands on activities.

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Waukesha Water Utility 5th Grade
Water Conservation Education Classes



Waukesha Water Utility 5th Grade
participating in a filtering hands on activity

Waukesha West High School

## 2. Waukesha West High School APES – AP Environmental Science

This is the second year that Waukesha Water Utility received a request from Waukesha West High School to give a presentation and tour to approximately 50 students for their AP Environmental Science studies.

The topics that the teacher requested were focused on the environment, ways that humans are polluting/damaging it, and how we can be better to the Earth.

On April 4, 2025, the Utility partnered with the Clean Water Plant and gave a presentation about the history of Waukesha's water – from the Springs era (and the Springs no longer being in existence), to using groundwater (and the aquifer no longer being sustainable due to quality and quantity issues) to the transition to the Great Lakes.

The Utility also talked about local and global water issues, the importance of water conservation, and the Utility's water conservation program. We talked about changing behaviors to save water, conservation rebates, how to find leaks, the sprinkling ordinance, and no longer needing a water softener, etc. We sent handouts with information on how to find leaks, leak detection tablets, and rebate applications home with each student.

## 3. Waukesha Transition Academy

In 2025, the Waukesha Transition Academy contacted the Utility and requested a presentation. This is the 2nd year that Waukesha Water Utility gave a presentation on the history of Waukesha's water - the Spring Era, the ground water supply, and the transition to Lake Michigan water.

During the presentation, we talked about how humans impact the water supply (both local and global) and talked a lot about water conservation – including our everyday behaviors that waste water and how to make better decisions that conserve water, Waukesha's sprinkling ordinance, water conservation rebates, and how to check for leaks.

Students were sent home with information on how to check for leaks, dye tablets, and rebate applications.




Waukesha Transition Academy Students

## 4. Montessori School of Waukesha Cub Scouts

On November 7, 2025, Waukesha Water Utility and the Clean Water Plant gave a tour and a presentation, with hands on activities, to the Montessori School Cub Scout group.

The scouts, and their parents, learned the history about where their drinking water comes from and how the City has transitioned from spring water to groundwater to surface water; and the reasons for obtaining new water sources (due to the sources no longer being sustainable).

A lot of the presentation dealt with the importance of water conservation – why water conservation is important, what we can do to save water (take short showers, turn the water off while brushing teeth, finding and fixing leaks, testing toilets for leaks, etc).

In addition to the tour, presentation, and hands-on activities, we sent leak detection tablets, rainwater gauges, rebate applications, and sprinkling ordinance information home with every scout and parent.




Montessori School Cub Scouts

## D. Partnerships

Waukesha Water Utility has many partnerships. Below are some of the partnerships that, in some way, have already been referenced throughout the report.



























## WATER LOSSES AND ACCOUNTED FOR WATER

Per NR 852.04 and PSC 185 the Utility performs and documents water use audits on a monthly basis. A summary of 2025 is as follows. Data is entered into the format below.

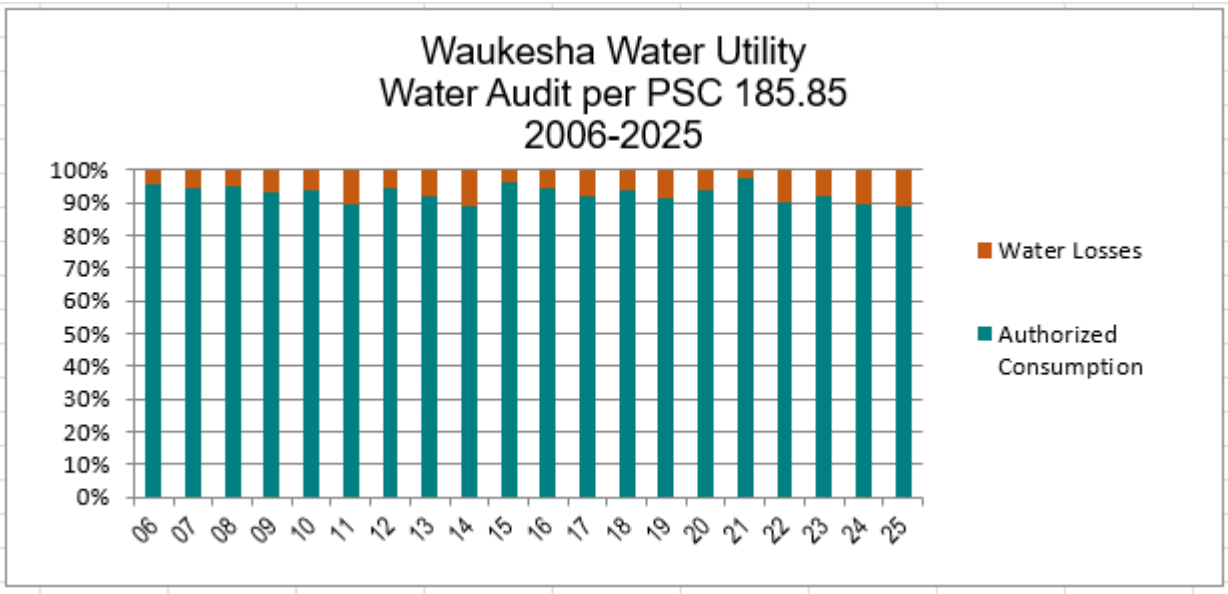
| Data Input | |
|---|---|
| | 2025 Total |
| Sales - Metered | 1,621,155,900 |
| Sales - Est. Consumption | 0 |
| | |
| Plant | 180,100 |
| Water Analyzer Water Flow (9) | 4,190,930 |
| Filter Back wash | |
| # 3 | 0 |
| # 8 | 0 |
| # 10 | 0 |
| Flushing | |
| Mains | 2,698,250 |
| Services | 0 |
| | |
| Main Breaks | 12,619,550 |
| Morgan Ave | 0 |
| Service Breaks | 1,645,200 |
| Filling Mains / New Construction | 1,290,330 |
| Fire (524-3647) | 288,000 |
| Fire (Hydrant Use) | 127,550 |
| Fill Horeb Pool | |
| Misc: Specify | |
| Cleaned Saylesville Reserv | 175,000 |
| Well #10 Filter Rehab | 0 |
| Elminate 16" valve on North St | 0 |
| Hydrant Repairs | 32,140 |
| Hydrant Replacement | 24,000 |
| Hydrant Surveys | 110,025 |
| Valve replacements (2) | 70,000 |
| Fire Flow Test | 44,810 |
| | |
| Leakage & Overflows at Towers | 20,000 |
| | |
| Total Pumped | 1,834,428,000 |
| | |
| Total Purchased Water | 1,863,969,792 |

Then the raw data is converted into the Water Balance categories specified in PSC 185.

| Water Balance | | |
|---|---|---|
| | | |
| | System Input Volume = | 1,834,428,000 |
| | | |
| | | |
| | Authorized Consumption = | 1,630,387,035 |
| | Water Losses = | 204,040,965 |
| | | 1,834,428,000 |
| | | |
| | Authorized - Billed = | 1,621,155,900 |
| | Authorized - UnBilled = | 9,231,135 |
| | Losses - Apparent = | 189,776,215 |
| | Losses - Real = | 14,264,750 |
| | | 1,834,428,000 |
| | | |
| Authorized Consumption | Billed & Metered | 1,621,155,900 |
| | Billed & UnMetered | 0 |
| | UnBilled & Metered | 7,069,280 |
| | UnBilled & UnMetered | 2,161,855 |
| Water Losses | Unauthorized Consumption | 189,776,215 |
| | Meter Inaccuracies | |
| | Data Handling Errors | |
| | Main Breaks | 12,619,550 |
| | Leakage & Overflows at Towers | 0 |
| | Service Breaks | 1,645,200 |
| | | 1,834,428,000 |
| | | |
| | Revenue Water = | 1,621,155,900 |
| | Non Revenue Water = | 213,272,100 |
| | | 1,834,428,000 |

The summary, above, indicates that in 2025, 11.1% of the Utility's water was lost. This loss is less than the 15% that has historically triggered a comprehensive survey and corrective action plan.

The stability of the statistics over the last eighteen years and the data itself is indicative of a diligently maintained distribution system. (The Utility reformatted its data from 2006 forward so that its display is consistent with the 2012 requirements.) Accounted for Water ranges between 88.8% and 97.6%.




The results are achieved because the Utility routinely repairs and replaces water services, hydrants and valves. In 2015, the Utility initiated Hydrant Leak Surveys as part of its semi-annual flushing program.

In 2025, the Utility staff surveyed 1,467 hydrants. Any hydrants that were found to be leaking were repaired immediately.

In addition, the Utility replaced 16,424 feet of water main in 2025 compared to 17,056 feet in 2024. AWWA's 1% replacement goal represents roughly 17,600 feet.

## VIII. CONCLUSION

**Waukesha Water Utility**
**Peak Day Pumpage Summary by Year**

| | | | MILLIONS OF GALLONS | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 7.8 | 8.8 | 9.0 | 10.0 | 11.0 | 12.0 | | | |
| | | Avg Day | | to | to | to | to | to | to | | | Peak |
| Year | Annual Pumpage | Pumpage | < 7.8 | 8.8 | 9.0 | 10.0 | 11.0 | 12.0 | 13.0 | >7.8 | >8.8 | Day |
| | | | Number of Days | | | | | | | | | |
| 2025 | 1,834,428 | 5,012 | 365 | - | - | - | - | - | - | - | - | 6.64 |
| 2024 | 1,859,807 | 5,081 | 366 | - | - | - | - | - | - | - | - | 6.50 |
| 2023 | 1,925,251 | 5,275 | 364 | 1 | - | - | - | - | - | 1 | - | 8.68 |
| 2022 | 1,881,926 | 5,156 | 364 | 1 | - | - | - | - | - | 1 | - | 7.91 |
| 2021 | 1,923,146 | 5,269 | 362 | 3 | - | - | - | - | - | 3 | - | 8.35 |
| 2020 | 1,933,288 | 5,282 | 365 | 1 | - | - | - | - | - | 1 | - | 8.14 |
| 2019 | 2,039,436 | 5,587 | 365 | - | - | - | - | - | - | - | - | 7.72 |
| 2018 | 2,068,522 | 5,667 | 362 | 3 | - | - | - | - | - | 3 | - | 8.50 |
| 2017 | 2,128,111 | 5,830 | 365 | - | - | - | - | - | - | - | - | 7.55 |
| 2016 | 2,172,548 | 5,952 | 362 | 3 | - | - | - | - | - | 3 | - | 8.17 |
| 2015 | 2,218,214 | 6,077 | 358 | 7 | - | - | - | - | - | 7 | - | 8.72 |
| 2014 | 2,314,582 | 6,341 | 340 | 21 | 2 | 1 | 1 | - | - | 25 | 4 | 10.14 |
| 2013 | 2,348,955 | 6,435 | 346 | 15 | 2 | 2 | - | - | - | 19 | 4 | 9.06 |
| 2012 | 2,536,368 | 6,930 | 297 | 38 | 3 | 22 | 6 | - | - | 69 | 31 | 10.77 |
| 2011 | 2,545,099 | 6,973 | 318 | 44 | 1 | 2 | - | - | - | 47 | 3 | 9.22 |
| 2010 | 2,441,221 | 6,688 | 342 | 23 | - | - | - | - | - | 23 | - | 8.65 |
| 2009 | 2,479,905 | 6,794 | 330 | 32 | 2 | 1 | - | - | - | 35 | 3 | 9.35 |
| 2008 | 2,528,933 | 6,910 | 328 | 30 | 6 | 2 | - | - | - | 38 | 8 | 9.93 |
| 2007 | 2,618,641 | 7,174 | 292 | 51 | 8 | 14 | - | - | - | 73 | 22 | 9.79 |
| 2006 | 2,622,418 | 7,185 | 294 | 61 | 1 | 8 | 1 | - | - | 71 | 10 | 10.23 |

| Notes |
|---|
| |
| |
| Max Day relates to flushing for Transition to Great Lakes Water |
| |
| |
| |
| |
| |
| |
| |
| Mild summer temperatures |
| Feb 6th Water Runs |
| |
| Drought Year |
| |
| Fairly Rainy Summer |
| 2nd set inclining rates blocks - June |
| Spring Flooding |
| Inclining rate blocks - June; Dry year except Aug |
| Rainy Year; Sprinkling ordinance in effect |

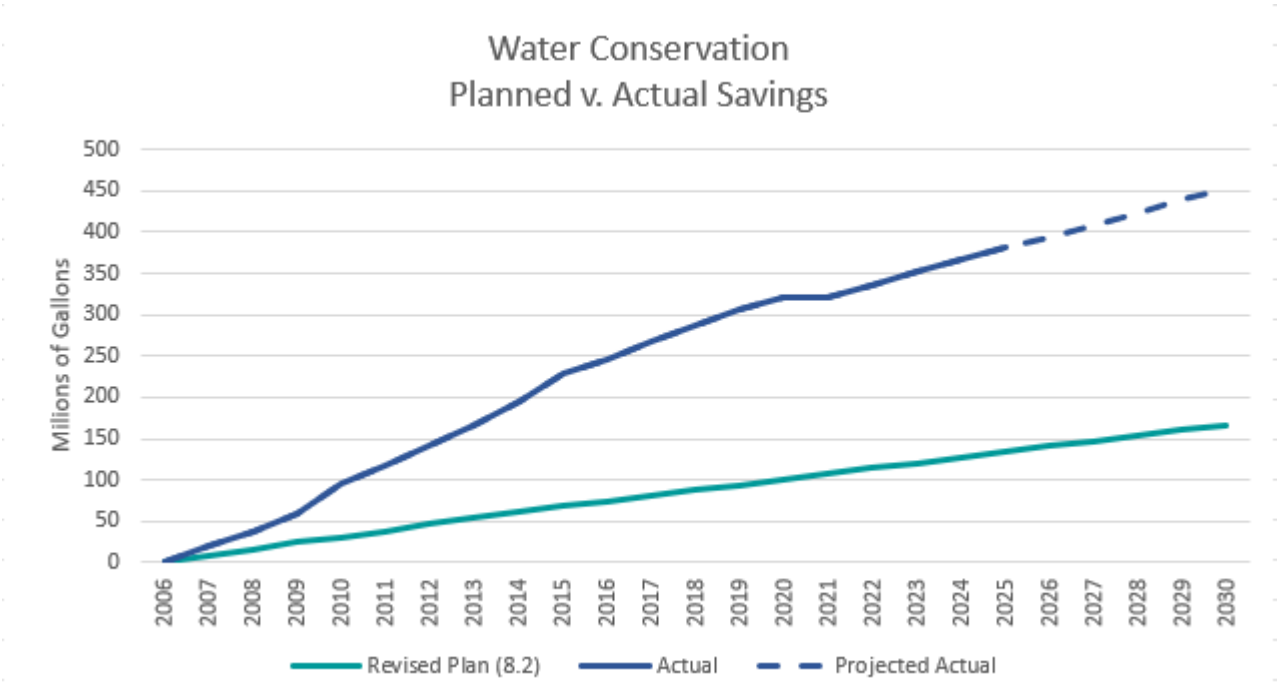
The data above shows the combined effect of our conservation programs. Over time:

a. Total water pumped has steadily declined

b. Average day pumpage has steadily declined

c. The number of days where >7.8 million gallons needed to be pumped has decreased from a high of 140 in 2005 to a low of 0 in 2017, 2019, 2024, and 2025.

As previously reported, based on the Version 4 AWE Tool, Waukesha Water Utility has exceeded its 2050 (the complete development/buildout) goal.




Going forward, per the 2022 Plan Update recommendation, the WWU will continue to maintain its conservation program (because water conservation savings can erode as water-using fixtures and equipment age, and customers' behaviors can change).

Furthermore, with the transition to Lake Michigan water, the reduction in water softener use, as well as planned water rate increases, water use patterns are expected to change.