

## FOR YOUR SAFETY

In the past, there have been reports of individuals or teams of people impersonating utility personnel in order to gain access to homes or businesses.

The Kenosha Water Utility (KWU) will attempt to make appointments with customers whenever a utility worker needs to gain access to your residence or business.

However, there are rare occasions when KWU is unable to make an appointment in advance.

When a KWU employee knocks on your door to notify you of work needing to be done inside of your property, in the surrounding area, or asks permission to enter your property, please use the following as a method of verifying the authenticity of the person:

1. ***In all cases, a vehicle (van, pick-up truck, dump truck or utility truck) should be present near the house.*** Most all KWU vehicles are clearly marked with a logo on the door(s).
2. ***Ask the individual to produce a KWU identification badge.*** All utility employees possess an identification badge. This badge contains the employee's name and photo. If you are still unsure, please call (262)653-4300 to verify this person's employment with the utility.
3. ***KWU personnel will never ask for any type of payment in the field.*** They will never offer any type of discounts on work or parts and they will never perform plumbing repairs other than to the water meter.
4. ***If this person cannot produce an identification badge or if you still question the validity of the worker, do not allow the individual to enter your home or business and immediately call the police.***



Please call the Kenosha Water Utility with any questions.

262-653-4300

Monday - Friday between 8:00 am and 4:30 pm

## FREQUENTLY ASKED QUESTIONS

***What is the purpose of this program?*** The purpose of the Sump Pump Inspection helps reduce sewer backups by ensuring that clear water is not being discharged into the sanitary sewer system. The Cross Connection Control Survey is to protect the public drinking water system from contamination.

***Am I required to participate in this program?*** Yes. Our intent is to safeguard your drinking water while decreasing your chances of a basement backup. According to Chapter 32 of the Kenosha Code of General Ordinances, Rule 08-02 (02), sump pumps and downspouts are prohibited from being connected or discharged into the sanitary system. To show compliance, KWU will need to inspect your sump pump and downspouts. The WI Department of Natural Resources (DNR) mandates local implementation of a Cross Connection Control program, by WI Administrative Code NR 810.15. The City of Kenosha established ordinance Chapter 32, Rule 06-31 as a result.

***How much will this cost and how long will the inspection take?*** There is no cost for the inspection of your property. Most inspections will take no longer than 30 minutes. If vacuum breakers are required for hose bibs or threaded faucets, up to three (3) will be provided at no cost for each property.

***What will the Inspector be looking for?***

1. Upon arrival at your property, our trained inspector will survey the exterior. They will determine how the sump pump and downspouts are being discharged; as well as survey the hose bibs and irrigation system for proper backflow prevention.
2. Please provide access to the basement. The inspector will determine if the property has a sump pump. They will quickly check to see if it is in working order and where the clear water is being discharged.
3. While in the basement, KWU personnel will survey other plumbing systems to ensure proper backflow prevention methods. Common systems include: utility sinks, toilets, faucets, hose bibs, handheld showers, and boilers.
4. We encourage you to provide access to the rest of your property so that our trained inspector may inventory every point of water use. In order to do this, they will require access to the plumbing in the bathrooms and kitchen.

## FREE RESIDENTIAL SURVEYS



### Cross Connection Control

### Sump Pumps

### Downspouts



## Kenosha Water Utility

# SUMP PUMPS

## Why is the Kenosha Water Utility concerned with how my sump pump and downspouts are being discharged?

When sump pumps and downspouts discharge into the sanitary sewer system during major rain events, they can contribute significantly to the factors that cause flooded basements. Also, the sanitary sewer system flows to the Wastewater Treatment Plant (WWTP). The WWTP is designed to handle the normal flow of the wastewater from our homes and businesses. The plant can become overburdened when forced to treat excess rainwater unnecessarily. KWU strives to keep costs low and the cost of treating the additional rainwater is considerable.

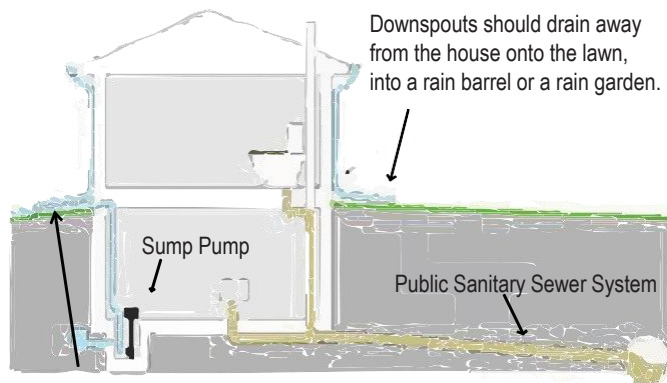
## What is a sump pump?

When rain or ground water is collected by a building's perimeter drain system, a sump pump is used to remove the buildup of water and pump it away from the building.

## What if I don't have a sump pump?

We will still need to access your property so that we may perform the Cross Connection Control Survey. In addition to this survey, we will also take this opportunity to update our records regarding the presence or absence of a sump pump at your property.

## PROPER INSTALLATION



Sump Pumps should discharge onto the lawn, into a drainage ditch, into a connection to the stormwater system or into a rain garden.

# CROSS CONNECTIONS

## Why is the Kenosha Water Utility concerned with cross connections?

The quality of Kenosha's drinking water could be compromised if backflow from a non-potable supply (water or other substances not safe for human consumption) containing hazardous substances occurs.

## What is a Cross Connection?

A cross connection is a plumbing connection between safe drinking water (potable water) and a contaminated water source that may be combined when a backflow condition occurs. When backflow occurs, your drinking water and plumbing system can become contaminated.

## What is backflow?

Backflow is when the water in your pipes (the pipes after the water meter) goes backward (the opposite direction from its normal flow). There are two situations that can cause the water to go backward (backflow):

1. *Backpressure* - when the pressure in your pipes is greater than the municipal water pressure. A boiler may cause this.
2. *Backsiphonage* - when there is a loss of pressure in the municipal system from possibly a fire emergency or a water main break. This creates a siphon in your plumbing system which could draw contaminated water back into your plumbing.

## State plumbing codes require every point of water use (i.e. faucets, toilets, hose bibs, etc) to be protected with an approved backflow prevention device, assembly or method.

Now that you have some background, you may ask...What's the big deal? Well, the big deal is that backflows due to cross connections can cause sickness and even death. Your garden hose, toilet tank, handheld shower, and irrigation system are just a few of the ways chemicals or bacteria could enter the drinking water in your home or into the city water supply.

## PROTECT YOUR DRINKING WATER:

- *Do not* submerge hoses in buckets, pools, tub, sinks, fish tanks, ponds or any other non-potable water source.
- *Do not* use spray attachments on your garden hose, such as pesticides or fertilizers, without a backflow prevention device.
- *Do not* use a hose to unplug blocked drains or sewers.
- *Do* replace any unapproved toilet tank fill valve product with an approved ASSE #1002 anti-siphon ball-cock assembly.
- *Do* make sure dishwashers are installed with a proper air gap device.
- *Do* allow the Kenosha Water Utility to survey your home for potential hazards. This is a free service for residential customers.
- *Do* install vacuum breakers on all hose bibs and threaded faucets, up to 3 will be provided by KWU.

Residential customers may request a FREE home cross connection survey. Our trained employees will survey your home for potential hazards and can tell you what type of backflow prevention devices you may need. If vacuum breakers are needed for hose bibs or threaded faucets, up to three (3) will be provided to each residence at no charge.



Kenosha Water Utility  
4401 Green Bay Rd  
Kenosha, WI 53144  
(262)653-4300  
Monday - Friday  
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