



January 7, 2021

SHOREWOOD VILLAGE CLERK
SHOREWOOD WATERWORKS
ATTN: LEEANN BUTSCHLICK
3930 N. MURRAY AVENUE
SHOREWOOD, WI 53211-2385

SUBJECT: **Notice of Noncompliance** – Failure to Complete Corrective Action for Significant Deficiency/ Tier 2 Public Notification Required for Shorewood [24106071]

Dear Ms. Butschlick:

Wisconsin's Safe Drinking Water regulation, s. NR 809.327, Wis. Adm. Code, requires a public water system to correct significant deficiencies within 120 days after notification or by the due date established in a Department-approved corrective action plan.

A review of DNR records indicates that your system did not complete the corrective action due on April 1, 2020. If you believe our records are wrong, please let us know immediately and provide updated information.

Failing to complete the corrective action on time is a violation. The corrective actions included:

1. The cross-connection inspections are not at the required frequencies as per s. NR 810.15, Wis. Adm. Code. This was a deficiency on the last survey, but progress has not been made to conduct inspections at the appropriate rate since then. This may have occurred due to the former contractor, former operator, or incorrect reporting. However, every residential service should be inspected a minimum of once every 10 years or on a schedule matching meter replacement and should be inspected once every 2 years for every industrial, commercial, and public authority facility. The Utility is also required to provide a cross-connection public education brochure once every three years in lieu of inspections of low risk areas (kitchen and bathroom fixtures) of residential customers. Begin cross-connection inspections as required and respond by April 20, 2018, how the Utility will address this item with a schedule for completion to return to compliance.

The response from the Village of Shorewood on April 19, 2018 was that the Buildings Inspection Department is currently conducting regular commercial and public authority cross connection inspections and that a crossconnection program would be implemented with the meter replacement program, which was also a deficiency. The response to the meter replacement deficiency was that all residential water meters in the village will be replaced beginning in 2019.

From 2017-2019, the reported inspections for cross-connections were as follows:

- Residential 20-year inspections reported were; 0 out of 3217, 0 out of 3217, and 0 out of 3222.

- Commercial 2-year inspections reported were; 6 out of 13, 1 out of 13, and 9 out of 13 while 10-year low risk commercial inspections were at the rates 28 out of 264 0 out of 264, 26 out of 264.
- Industrial 2-year inspections do not apply to this community.
- Public Authority 2-year inspections reported were 0 out of 39, 0 out of 39, and 0 out of 39.

If you have not already provided public notice, you must begin notification within 30 days, or by February 6, 2021. The public notice shall remain in place for 7 days (s. NR 809.952, Wis. Adm. Code).

Notification must be made to all persons served by your system. This can be accomplished by publication in a daily or weekly newspaper of general circulation in the area served by your system. If your area is not served by a daily or weekly newspaper, you may give notice by hand delivery or direct mail to every customer served by your system or, with prior permission from the Department, by posting at several conspicuous locations in the area served by your system.

If more than 5% of the population served by your water system consists of non-English speaking consumers, the public notice must contain information in the appropriate language(s) regarding the importance of the notice and where to obtain more information in another language.

A copy of your completed public notice and certification is due at this office within 10 days of posting. If you use the attached public notice, you must fill in all the blanks and sign and date the certification at the bottom. If you use a different public notice, it must include the information required in s. NR 809.954, Wis. Adm. Code as well as a signed and dated certification statement similar to the one on the sample public notice.

You do not need to take any additional action at this time, other than to public notice. To avoid violations and additional enforcement action, please adhere to all deadlines in the future.

If you need technical assistance, contact me at 414-263-8579.

Sincerely,



Jason Chappelle, P.E.
Water Supply Engineer – DNR
2300 N. Dr. Martin Luther King Jr. Dr,
Milwaukee, WI 53212

Encl.