

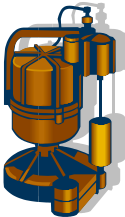
SEWER UTILITY 2026 NEWSLETTER

The Sewer Utility chloride source reduction program has determined that a major contributor of chloride to the Wastewater Treatment Plant (WWTP) is from water softeners. The wastewater treatment plant is not designed to remove chlorides. The salt used in your water softener ultimately ends up in the treated wastewater discharged to the Milwaukee River. The EPA/DNR is proposing stricter regulations on the chlorides discharged from the WWTP.



The Sewer Utility's Sewer Use Ordinance and the Department of Safety & Professional Services Rule regarding water softeners require the installation of high efficiency demand-initiated regeneration type softeners be installed for residences, commercial, and industrial businesses. On-Demand water softeners track how much water is actually used, and regenerates only when needed. The proper setting for a water softener in the Sewer Utilities Service area is 25-31 grains of hardness. Setting your softener for the proper hardness will save you money on salt and help protect our environment.

SUMP PUMP DISCHARGE



It is illegal to discharge ground water from a sump pump into the Sanitary Sewer System. The ground water from a sump pump does not have to be treated unlike wastewater. Treating ground water increases costs at the Wastewater Treatment Plant which will eventually have to be passed along to our customers.



GREASE DISPOSAL

To prevent problematic laterals, cooking oils and grease should not be poured down the drain. Allow oils and grease to solidify in a coffee can or similar container before disposing of them in the trash. Heavy solids such as coffee grounds should also be disposed of in the trash.

SANITARY SEWER LATERALS

The sewer lateral is the connection between a building and the sanitary sewer main including the connection to the main. The Sewer Use Ordinance states that all costs associated with the sewer lateral are the property owner's responsibility. This includes cleaning, repairs, or replacement of the lateral. Blockages to the sewer lateral are the most common expense to the property owner. The items listed have been known to cause blockages: wipes that are advertised as "flushable", toilet cleaning wand scrubby pads, feminine hygiene products, towels, underwear, brassieres, sexual protection devices, dentures, kitchen utensils, toothbrushes, toys, rings, money, tree roots, etc. All of these items have plugged laterals in the past or actually made it to the WWTP. Believe it or not, we have removed these items and more at one time or another. The message we want to convey to you is - prevent these items from entering the sewer lateral which in turn will help save you money.



CLEAN SWEEP OPPORTUNITIES for WASHINGTON COUNTY RESIDENTS

February 2026 - November 2026

Washington County's 2026 "Clean Sweep" will take place at Veolia Environmental Services in Menomonee Falls.

Household Hazardous Waste* will be accepted 3 days a week for 10 months of the year.

MONDAYS & WEDNESDAYS – 11:00 a.m. – 6:00 p.m.

SATURDAYS – 8:00 a.m.- 2:00 p.m.

****Pre-registration and \$10 fee required****

To pre-register, visit www.washcoparks.com - choose "Clean Sweep" tab. Additional details can be found at www.washcowisco.gov - search 'Clean Sweep'.

The information above is for Household Hazardous Waste Collection ONLY.

**Agricultural Hazardous Waste disposal is also accepted during these times. See pre-registration instructions on the website.*

If you have any further questions, please contact the City of West Bend Sewer Utility at 262-334-3925 between the hours of 7:00 a.m. – 3:30 p.m., Monday through Friday. Thank you for your cooperation on these matters.



VIEW & PAY WATER BILLS ONLINE OR PAY BY PHONE

The Water and Sewer Utilities have cooperated to allow the payment of your Water Bill online or by phone; it is easy, fast, and secure. A service fee will apply. Pay by checking/savings account or credit/debit card.

View your bill online, too! You don't have to pay online to view your bill online. Opt out of receiving paper bills to help us reduce costs and be "green." Once you register, you will get an email when your bill is ready to view.

We accept...



Payment Processing Powered by
PSN
Payment Service Network, Inc.

View and Pay Your West Bend Water Bill Online

www.westbendwi.gov

Or call toll-free **877-885-7968**