

2017 WATER SUPPLY CROSS CONNECTION SURVEY SUMMARY REPORT

NR 810.15 Wisconsin Administrative Code requires municipal water systems to provide the department with an annual report including the total number of customers your system has in each category, and the total number of surveys completed in each category for that survey period. If used for annual reporting, this form must be submitted within 60 days of the survey period.

A Name of water system: La Crosse PWSID: 63203096 County: La Crosse

B Survey period during which inspections were completed: (mm/yy) 01/17 (mm/yy) 12/17

C Has an alternative survey schedule been approved by the DNR? ☒ Yes No Date Approved: Submitted to DNR 3/1/12 & 12/16/13

D Are you providing public education/partial surveys in lieu of full *residential* surveys? ☒ Yes No Last Date Mailed: 2/5/17, 3/5/17, 4/5/17

E Are you providing public education/partial surveys in lieu of full *commercial* surveys? Yes ☒ No Last Date Mailed: _____

F	G	H	I	J	K
Customer Category	Survey Frequency	Customers in each Frequency Category	Customers Surveyed During Survey Period	Surveyed Customers Non-Compliant at End of Survey Period	Non-Compliant Customers Carried Over From Previous Years
Residential	20 year	13452	1662	20	0
Residential (Vacant/CB Off)	1 year	17			
Multi-Family Residential	20 year	749	2	0	0
Multi-Family (Vacant/CB Off)	1 year	0			
Commercial	2 year	340	198	0	0
	6 year	900	131	0	0
	10 year	62	23	0	0
Commercial (Vacant/CB Off)	1 year	10			
Industrial	2 year	30	26	5	0
	6 year	30	3	0	0
Industrial (Vacant/CB Off)	1 year	0			
Public Authority	2 year	63	47	0	0
	6 year	76	7	0	0
	10 year	5	2	0	0
Public Authority (Vacant/CB Off)	1 year	0			

L Customer and survey numbers shown above are based on: Customer ☐ Service Connection ☐ Other: ☒ Facility: See Attached

M Information submitted by: Name: [Signature] Title: UTILITIES MANAGER Date: 2/20/2018

Return to WDNR regional Water Supply Engineer (dnr.wi.gov/contact/) no later than 30 days following your inspection period or March 1st if reporting annually.

WATER SUPPLY CROSS CONNECTION SURVEY SUMMARY REPORT

Instructions for Completing the Water Supply Cross Connection Survey Summary Report

- A. Water System Name, PWSID, County** Enter water system information for which the surveys were performed.
- B. Period during which inspections were completed** Enter the starting month and year and the ending month and year for which the surveys were performed if reporting more frequently than annual.
- C. Alternate Survey Schedule** An alternate survey schedule is anything other than: 10 years or meter replacement for residential, 10 years or meter replacement for commercial similar to residential, 2 years for commercial, industrial and public authority. If system is using an alternate survey schedule, enter yes and provide the date DNR approved the alternative schedule.
- D. Public education and partial surveys in lieu of full *residential* surveys** A residential cross connection program may include providing public education materials in lieu of surveys of the low hazard portions of residential facilities. Low hazard portions consist of normal kitchen and bathroom fixtures. If public education materials are provided, those materials shall be provided to the customer no less than every 3 years and with every cross connection survey. Enter yes if you are completing partial surveys and have a public education program; also provide the date of the last mailing.
- E. Public education and partial surveys in lieu of full *commercial* surveys** A commercial cross connection program may include providing public education materials in lieu of surveys of the low hazard portions of commercial facilities that are similar to residential. Low hazard portions consist of normal kitchen and bathroom fixtures. If public education materials are provided, those materials shall be provided to the customer no less than every 3 years and with every cross connection survey. Enter yes if you are completing partial surveys and have a public education program; also provide the date of the last mailing.
- F. Customer Category** Customer categories have been identified for your cross connection program. If you have identified different customer categories, have additional categories (i.e. public authority, multifamily residential, irrigation, wholesale) or use different survey schedules, this form can be modified so that columns F and G accurately reflect your survey program. Add additional pages or separate sheets if necessary.
- G. Survey Frequency** The typical survey frequency has been entered for each service category as identified in your cross connection program.
- Residential Survey** Unless otherwise authorized by the department, municipal water systems are to cause a survey to be conducted for every residential customer service a minimum of once every ten years, or on a schedule matching meter replacement. Alternative schedules may be used if it's approved by the DNR.
- Industrial, Commercial and Public Authority Surveys** Unless otherwise authorized by the department, a system's cross connection control program must require that a survey be conducted for every industrial, commercial and public authority service a minimum of once every two years, except that for commercial properties of similar or lesser risk to residential properties, the system may follow the same schedule as residential properties. Alternative schedules may be used if it's approved by the DNR.
- H. Customers in Each Frequency** Enter the total number of customers your system has in each category. Do not include customers where the curb box is off or buildings have been torn down, or have a stubbed, capped service for future use.
- I. Customers Surveyed During Survey Period** Enter the total number of surveys that were completed in each category. Do not include follow-up surveys used to verify corrective actions were completed.
- J. Surveyed Customers Non-Compliant at End of Survey Period** Enter the total number of customers that remain in the process of completing corrective actions required in the original survey. These are customers that have not been re-inspected to verify corrective actions were completed or who remain non-compliant following re-inspection.
- K. Non-Compliant Customers Carried Over From Previous Years** Enter the total number of customers that were non-compliant prior to the survey period and who remained non-complaint at the end of the survey period. They may be customers who were never re-inspected to verify corrective actions were completed or who remain non-compliant following re-inspection.
- L. Customer and survey numbers** Check how you are tracking and reporting your customer and inspection numbers (customer, service connection, or other method). Customer may mean billable customer, metered customer, or unique customer ID for the inspection program. If other method is used, provide an explanation.
- M. Information submitted by** Include the name and title of the person completing the form, the date the form was completed and make a copy of the summary report for your records.

2017 WATER SUPPLY CROSS CONNECTION SURVEY ANNUAL REPORT

SUPPLEMENTAL INFORMATION – LA CROSSE WI

- 1. Customers are based on the facility/development and looked at on a case-by-case basis. A couple scenarios include, but are not limited to:**
 - a. If there are 5 meters in one development all owned by one Business/Customer, then it is treated as “1” customer.**
 - b. If a development has 5 units that are individually metered, and each unit is individually owned, then each owner is treated as one customer making a total of “5” customers.**

- 2. There were many situations affecting the number of “Customers in each frequency.” Some of the changes affecting the numbers in 2017 were:**
 - a. Properties that were demolished during the course of the year that altered customer numbers in multiple categories.**
 - b. Multiple new facilities constructed that were also added.**
 - c. Multiple properties that were shut-off at the curb, some with the meter still inside and some without, due to foreclosures and/or disconnected due to Municipal Code violations.**

- 3. The cross connection control program is continuously under review but property and customer information and numbers are dynamic and subject to change.**