

City of Neillsville Water Quality

2018

REPORT

We're pleased to present to you this year's Annual Water Quality Report. This report is designed to inform you about the quality water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water.

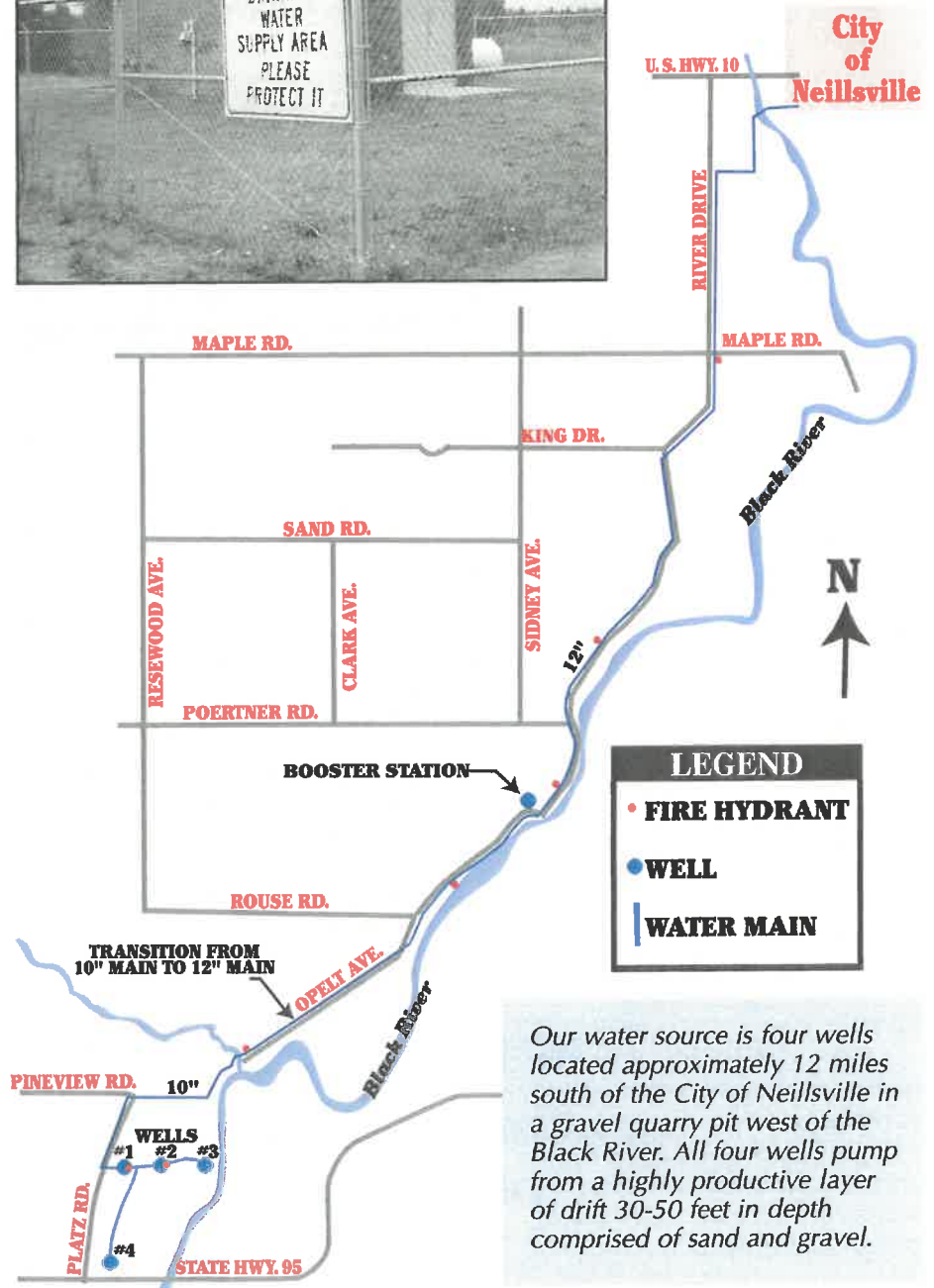
In order to maintain a safe and dependable water supply, we continually need to make improvements that will benefit all of our customers.

2019

In 2019 the Water Utility would ask for your help following up on meter change out notices that are left at residences via door hanger. The utility is required by the PSC to change water meters at set intervals. If you would like to contact the Water Utility to schedule an appointment for the meter change our phone number is 715-743-3991. Also, we will be performing a wet inspection of the low zone water tower by the high school.

All sources of drinking water are subject to potential contamination by constituents that are naturally occurring or man made. Those constituents can be microbes, organic or inorganic chemicals, or radioactive materials.

The city of Neillsville routinely monitors for constituents in your drinking water according to Federal and State laws. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some constituents. **It's important to remember that the presence of these constituents does not necessarily pose a health risk.**



As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected. The EPA has determined that your water IS SAFE at these levels.

Copper

Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's Disease should consult their personal doctor.

Fluoride

Some people who drink water containing fluoride in excess of the MCL over many years could get bone disease, including pain and tenderness of the bones. Children may get mottled teeth.

Lead

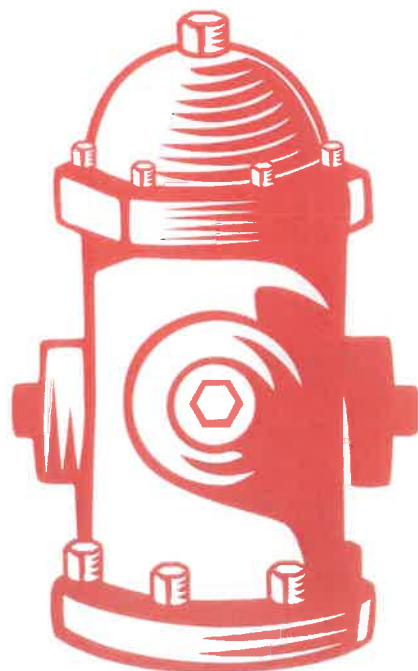
Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Nitrate

Infants below the age of six months who drink water containing nitrate in excess of the MCL could become seriously ill and, if untreated, may die. Symptoms include shortness of breath and blue-baby syndrome.

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).



The table shows the results of our monitoring for the period of January 1st to December 31st, 2018.

In this table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms, we've provided the following definitions:

Non-Detects — (ND)

Laboratory analysis indicates that the constituent is not present.

Action Level

The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

Treatment Technique — (TT)

A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

Maximum Contaminant Level — (MCL)

The "maximum allowed" MCL is the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

Maximum Contaminant Level Goal—(MCLG)

The "Goal" MCLG is the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Million fibers per liter — (MFL)

Parts per million — (ppm) or Milligrams per liter — (mg/l)

Parts per billion — (ppb) or Micrograms per liter — (ug/l)

Disinfection Byproducts

Contaminant (Units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2018)	Violation	Typical Source of Contaminant
HAA5 (ppb)	60	60	11	11	-	No	By-product of drinking water chlorination
TTHM (ppb)	80	0	38.6	38.6	-	No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (Units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2018)	Violation	Typical Source of Contaminant
BARIUM (ppm)	2	2	0.010	0.010	7/25/2017	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.2	0.2	7/25/2017	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminium factories
NITRATE (N03-N) (ppm)	10	10	.33	.33	-	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SELENIUM (ppb)	50	50	1	1	7/25/17	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
SODIUM (ppm)	n/a	n/a	28.70	28.70	7/25/17	No	n/a
Contaminant (Units)	Action Level	MCLG	90th Percentile Level Found	Number of Results	Sample Date (if prior to 2018)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL = 1.3	1.3	0.2240	0 out of 10 above the action level	8/9/2017	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL = 15	0	2.97	0 out of 10 above the action level	8/8/2017	No	Corrosion of household plumbing systems; Erosion of natural deposits

Radioactive Contaminants

Contaminant (Units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2018)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R&U (pCi/l)	15	0	1.6	1.6	06/10/2014	No	Erosion of natural deposits
GROSS ALPHA, INCL. R&U (n/a)	n/a	n/a	1.6	1.6	06/10/2014	No	Erosion of natural deposits
RADIUM, (226 + 228) (pCi/l)	5	0	2.0	2.0	06/10/2014	No	Erosion of natural deposits

How to Prevent Contamination of your Drinking Water

Protect your drinking water by taking the following precautions:

DON'T

- Submerge hoses in buckets, pools, tubs, sinks or ponds.
- Use spray attachments without a backflow prevention device.
- Connect waste pipes from water softeners or other treatment systems to the sewer or submerged drain pipe.
- Use a hose to unplug blocked toilets or sewers.

DO

- Keep the ends of hoses clear of all possible contaminants.
- If not already equipped with an integral (built-in) vacuum breaker, buy and install hose bibb type vacuum breakers (see the illustrations) on all threaded faucets around your home.
- Install an approved backflow prevention assembly on all underground lawn irrigation systems. Remember, a plumbing permit is required for the connection of an underground lawn irrigation system to your plumbing system.

City of Neillsville Water Utility Cross Connection Control Program

What is a Cross Connection?

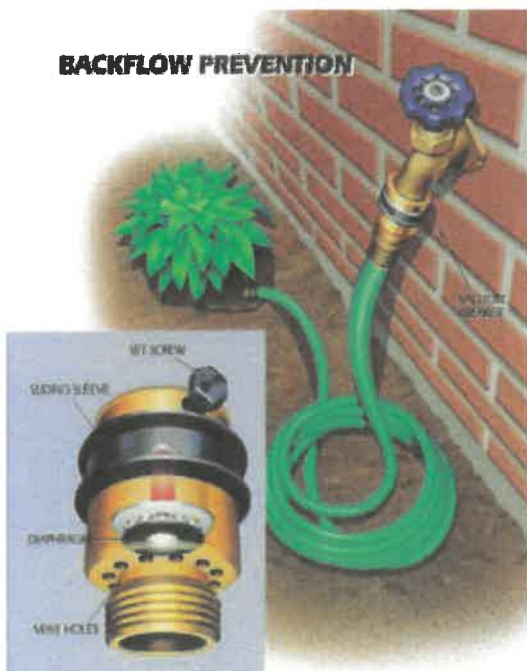
The City of Neillsville Water Department is committed to providing quality, cost efficient service in the production, treatment, testing and delivery of safe drinking water to all residential and commercial users.

Safe and reliable drinking water is a carefully manufactured product. In order to help ensure safe drinking water, the Neillsville Water Department has adopted a Cross Connection Control Program. This program is a part of our effort to ensure safe and reliable drinking water, and is required under Wisconsin Administrative Code NR 811.09 and Comm 82.41.

A cross connection is a point in a plumbing system where the potable water supply is connected to a non-potable source.

Briefly, a cross connection exists whenever the drinking water system is or could be connected to any non-potable source (plumbing fixture, equipment used in any plumbing system, exterior faucet). Pollutants or contaminants can enter the drinking water system through uncontrolled cross connections when backflow occurs.

Backflow is the unwanted flow of non-potable substances back into the consumers plumbing system and/or public water system (i.e., drinking water).



The Neillsville Water Department staff will perform the cross connection inspections for homes. The inspectors have undergone training to perform the necessary inspections.

Questions regarding this program may be directed to the Neillsville Water Department.

Phone: 715-743-3991



Thank you for allowing us to continue providing your family with clean, quality water. If you have any questions about this report, or concerning your water utility, please contact Dave Flynn at (715) 743-5678, or www.neillsville-wi.com. We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on the 2nd and 4th Tuesdays of the month at 6:45 P.M. at City Hall.

Billing Information

(715) 743-2105

Water Department

(715) 743-3991



An ounce of prevention ...

Return Service Requested

Office (715) 743-5678

118 West 5th Street
Neillsville, Wisconsin 54456

City of Neillsville Water Utility
Dave Flynn, Director of Public Works

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