

City of Neillsville Water Quality Report

2024

💧 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.

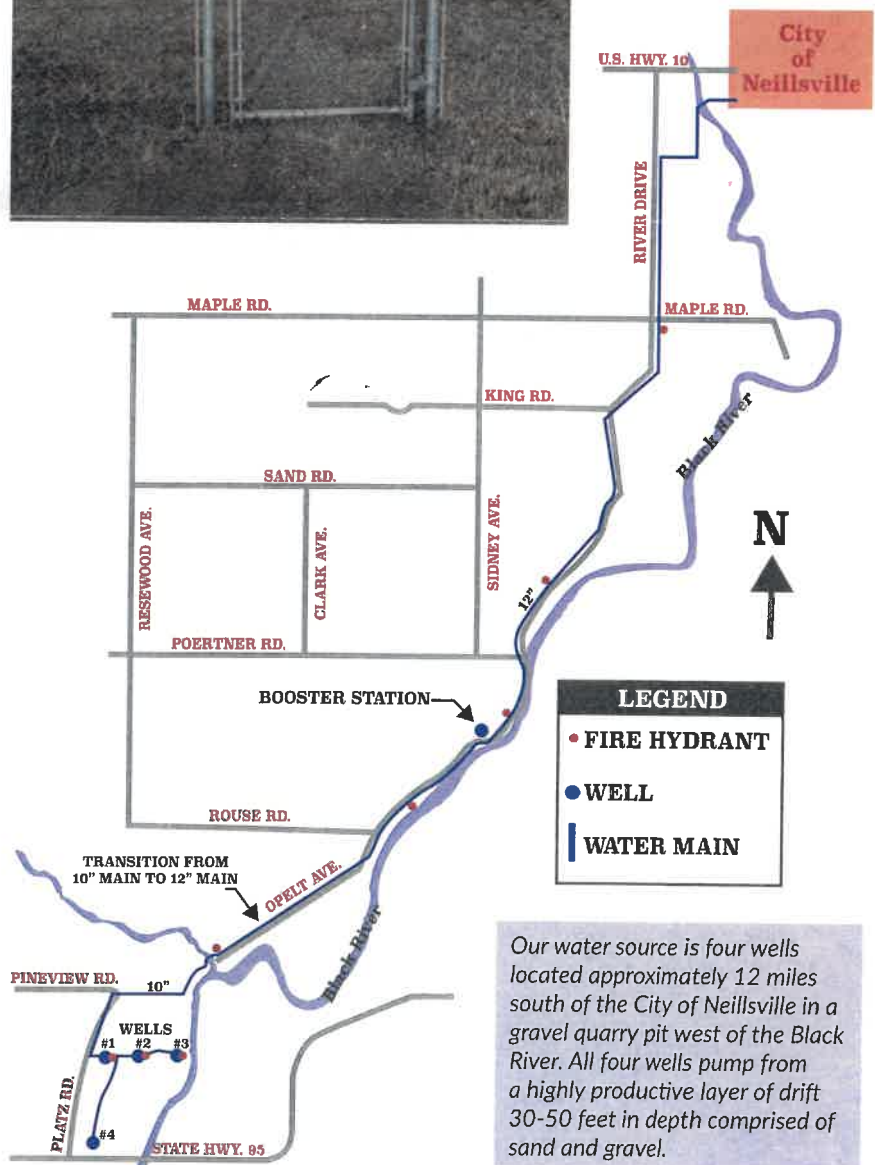
💧 In order to maintain a safe and dependable water supply, we continually need to make improvements that will benefit all of our customers.



💧 In 2025 the Water Utility will be continuing with water meter and radio reader upgrades. We are moving from a walk by to a drive by meter reading system. In addition to upgrading our meter reading system we will be performing a rehabilitation of Well 2.

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

💧 The City of Neillsville routinely monitors for contaminants 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 contaminants. **It's important to remember that the presence of these contaminants does not necessarily pose a health risk.**



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, 2024.

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 – (µg/l)

Disinfection Byproducts

Contaminant (Units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
HAA5 (ppb)	F	60	60	33	33	—	No	By-product of drinking water chlorination
TTHM (ppb)	F	80	0	25.7	25.7	—	No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (Units)	MCL	MCLG	Level Found	Range		Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
BARIUM (ppm)	2	2	0.013	0.013		3/8/2023	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.5	0.5		3/8/2023	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminium factories
NITRATE (NO ₃ -N) (ppm)	10	10	2.13	2.13		—	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	n/a	n/a	14.60	14.60		3/8/2023	No	n/a
Contaminant (Units)	Action Level	MCLG	90th Percentile Level Found	Range	Number of Results	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL = 1.3	1.3	0.1770	0.0000-0.3540	0 out of 10 above the action level	9/13/2023	No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL = 15	0	1.15	0.00-2.31	0 out of 10 above the action level	9/13/2023	No	Corrosion of household plumbing systems; Erosion of natural deposits

PFAS Contaminants with a Recommended Health Advisory Level

Perfluoroalkyl and polyfluoroalkyl substances (PFAS) are a large group of human-made chemicals that have been used in industry and consumer products worldwide since the 1950's. The following table list PFAS contaminants which were detected in your water and that have a Recommended Public Health Groundwater Standard (RPHGS) or Health Advisory Level (HAL). There are no violations for detections of contaminants that exceed the RPHGS or HAL. The RPHGS are levels at which concentrations of the contaminant present a health risk and are based on guidance provided by the Wisconsin Department of Health Services.

Note: The recommended health-based levels in the table below were in effect in 2024. These levels were revised by WDHS in 2025. They can be found at <https://www.dhs.wisconsin.gov/water/gws.htm>.

Typical Source of Contaminant	Drinking water is one way that people can be exposed to PFAS. In Wisconsin, two-thirds of people use groundwater as their drinking water source. PFAS can get in groundwater from places that make or use PFAS and release from consumer products in landfills.			
Contaminant (Units)	RPHGS or HAL (PPT)	Level Found	Range	Sample Date (if prior to 2024)
PFBS (ppt)	450000	0.39	0.39	4/3/2023
PFOA (ppt)	20	0.51	0.51	4/3/2023
PFHXA (ppt)	150000	0.64	0.64	4/3/2023
PFOA AND PFOS TOTAL (ppt)	20	0.51	0.51	4/3/2023

Radioactive Contaminants

Contaminant (Units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R&U (pCi/l)	15	0	2.6	2.6	07/29/2020	No	Erosion of natural deposits
RADIUM, (226 + 228) (pCi/l)	5	0	0.7	0.7	07/29/2020	No	Erosion of natural deposits
GROSS ALPHA, INCL. R&U (n/a)	n/a	n/a	2.7	2.7	07/29/2020	No	Erosion of natural deposits
COMBINED URANIUM (ug/l)	30	0	0.2	0.2	07/29/2020	No	Erosion of natural deposits

Synthetic Contaminants Including Pesticides and Herbicides

Contaminant (Units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
ATRAZINE (ppb)		3	3	0	0.0	3/8/2023	No	Runoff from herbicide used on row crops

Additional Health Information

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. Neillsville Waterworks is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes. If you have a lead service line or galvanized requiring a replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact Neillsville Waterworks (Kyle Friemoth at (715) 743-3991). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at www.epa.gov/safewater/lead.

Additional Information on Service Line Materials

We are required to develop an initial inventory of service lines connected to our distribution system by October 16, 2024 and to make the inventory publicly accessible. You can access the service line inventory on the City website neillsville-wi.com. It is located under the Departments tab. Click on Water Department and then under Useful Links you will find the Service Line Materials Inventory.

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



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.

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 Luke Friemoth 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



Return Service Requested

Office (715) 743-5678

City of Neillsville Water Utility
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