City of Neillsville Water Quality Report 2025

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.

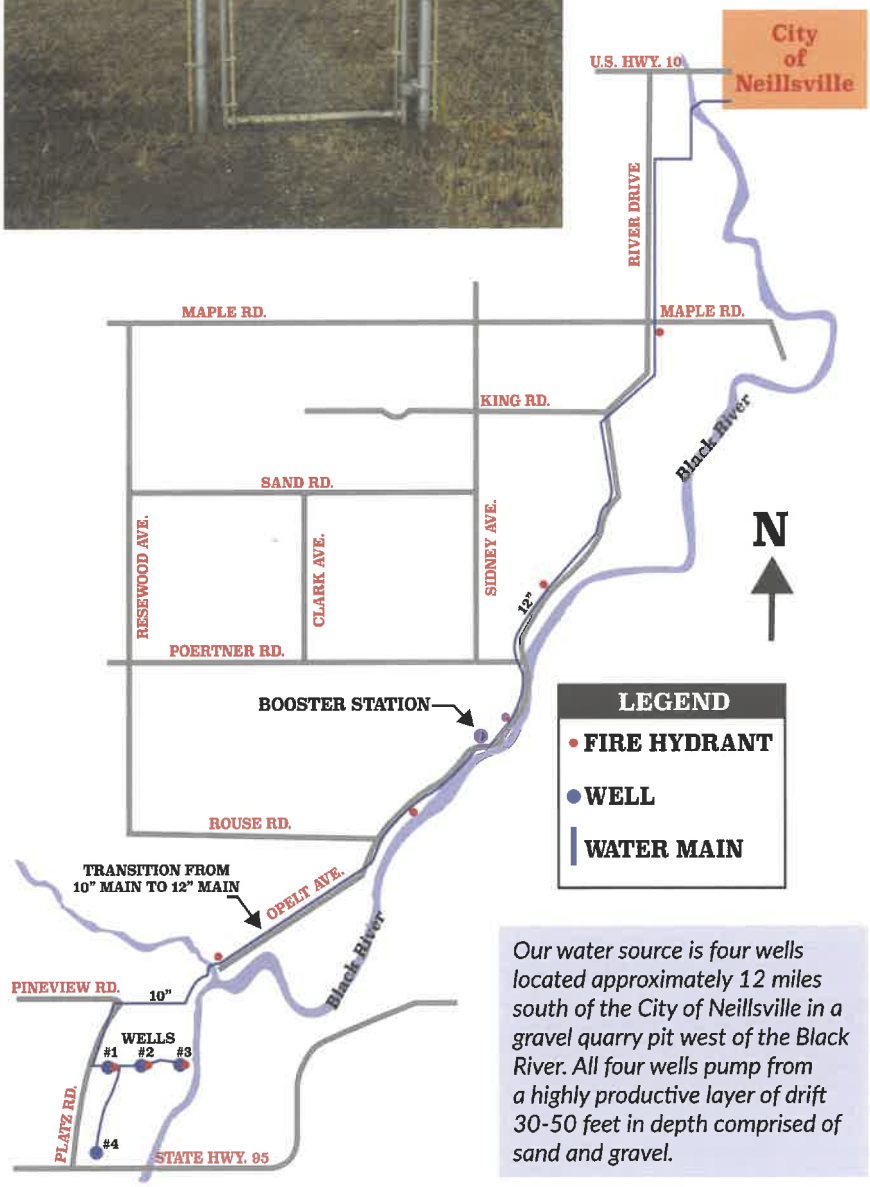


In 2026 the Water Utility will be continuing with water meter upgrades. In addition to upgrading our meters we will be performing a rehabilitation of Well 3.

All sources of drinking water are subject to potential contamination by contaminants that are naturally occuring 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.**





Our water source is four wells located approximately 12 miles south of the City of Neillsville in a gravel quarry pit west of the Black River. All four wells pump from a highly productive layer of drift 30-50 feet in depth comprised of sand and gravel.

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 inexcess of the action level over a relativevly short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many uears could suffer liver or kidnet damage. People with Wilson's Disease sould 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. Symptons 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 rish 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, 2025.

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 Contaminent Level Goal — (MCLG)

The "Goal" MCLG is the level of a contaminent 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)

Detected Contaminants

Your water was tested for many contaminants last year. We are allowed to monitor for some contaminants less frequently than once a year. The following tables list only those contaminants which were detected in your water. If a contaminant was detected last year, it will appear in the following tables without a sample date. If the contaminant was not monitored last year, but was detected within the last 5 years, it will appear in the tables below along with the sample date.

Disinfection Byproducts

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2025)	Violation	Typical Source of Contaminant
HAA5 (ppb)	F	60	60	143	143		No	By-product of drinking water chlorination
TTHM (ppb)	F	80	0	51.2	51.2		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2025)	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 aluminum factories
NITRATE (N03-N) (ppm)		10	10	0.79	0.79		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	# of Results	Sample Date (if prior to 2025)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.1770	0.0000-0.3540	0 of 10 results were 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 of 10 results were 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. 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 here 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)	Site	RPHGS or HAL (PPT)	Level Found	Range	Sample Date (if prior to 2025)
PFBS (ppt)		450000	0.39	0.39	4/3/2023

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Contaminant (units)	Site	RPHGS or HAL (PPT)	Level Found	Range	Sample Date (if prior to 2025)
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

Synthetic Organic Contaminants including Pesticides and Herbicides

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2025)	Violation	Typical Source of Contaminant
ATRAZINE (ppb)		3	3	0.0	0.0	3/8/2023	No	Runoff from herbicide used on row crops

Additional Health Information

Lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and 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 plumbing components in your home. You share the responsibility for protecting yourself and your family from the lead in your home plumbing. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water. 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 http://www.epa.gov/safewater/lead.

Additional Information on Service Line Materials

We developed an inventory of service lines connected to our distribution system. You can access the inventory by following these instructions: A link for the Lead and Copper Materials Inventory is located under the Departments tab on the City of Neillsville Website. Click on the Water Department tab and then under "Useful Links" you will find the Service Line Materials Inventory.

Other Compliance - Reporting Violations

Description	Due Date	Submitted Date
Failure to report consumer notification of known or potential service lines containing lead	7/1/2025	12/1/25

Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney or nervous system problems.

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 Wilsons Disease should consult their personal doctor.

We failed to deliver notifications of known or potential service lines containing lead to consumers served by Lead, Galvanized Requiring Replacement, and/or Lead Status Unknown service lines. We failed to report the delivery of these notices by July 1, 2025.

Actions Taken

On December 1st 2025 we mailed out letters to every customer in the system with information in regard to the service line material connecting their building to the water main.

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 unwated 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, polls, 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
Luke Friemoth, Director of Public Works
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Neillsville, Wisconsin 54456

Office (715) 743-5678

Return Service Requested

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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