

# CONSUMER CONFIDENCE REPORT

## 2024

Reedsburg Utility Commission (RUC) wants you, our valued customer, to be confident in the drinking water RUC serves is safe. This annual water quality report provides important information about where your water comes from and the test results used to ensure your tap water is safe and healthy to drink.

**Date Issued: 05/01/2025**

**Valid To: 05/01/2026**



# Welcome Message

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Dear Reedsburg Utility Commission  
water customer,

It is my pleasure to present Reedsburg  
Utility Commission'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 water  
sources is five ground water wells. Our  
goal is to provide you with a safe and  
dependable supply of drinking water. I'm  
pleased to report that our water is safe and  
meets Federal and State requirements.



**We want our valued customers to  
be informed about their water**

- Jon Craker, Water Supervisor

All drinking water, including bottled drinking water, may be reasonable 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 at the Reedsburg Water Utility work around the clock to provide top quality water to every tap in the city. We ask that all our customers help protect our water sources, which are the heart of the community, our way of life, and our children's future.

We want our valued customers to be informed about their water utility. If you want to learn more, please attend one of the regularly scheduled meetings. They are held on the 3<sup>rd</sup> Monday of each month at 4 p.m. at 501 Utility Court in Reedsburg.

I strongly encourage you to read this report. Additional copies are available online at [www.ReedsburgUtility.com](http://www.ReedsburgUtility.com) or at our office. If you have any questions, please feel free to contact me at (608) 524-4381.

Sincerely,  
Jon Craker - Water Supervisor

*Reedsburg Water Utility routinely monitors for contaminants in your drinking water according to Federal and State Laws. The tables enclosed in this report share the results of our monitoring for the period of January 1<sup>st</sup> through December 31<sup>st</sup>, 2024.*

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The Utility services more than 4,400 customers and takes great pleasure in serving each and every one.

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# About the Regulations

To ensure the tap water is safe to drink, the Environmental Protection Agency (EPA) and the Food & Drug Administration (FDA) established regulations that limit the amount of certain contaminants in water provided by the water utility. Regulations also establish limits for contaminants in bottled water.

The sources of drinking water, both tap water and bottled water, include rivers, lakes, streams, ponds, reservoirs, springs and wells. As water travels over the land or through the ground, it dissolves naturally occurring minerals and in some cases, radioactive materials, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

## Pesticides & Herbicides

May come from a variety of sources such as agriculture, urban storm water runoff, and residential users.

## Radioactive Contaminants

Can be natural or be the result of oil and gas production or from mining activities.

## Organic Chemical Contaminants

Including synthetic and volatile organic chemicals may be by-products of industrial processes or petroleum production, and can also come from gas stations, urban storm water runoff, agricultural application and residential and commercial septic systems.

## Microbial Contaminants

Such as viruses and bacteria, may come from sewage treatment plants, septic systems, livestock and wildlife.

## Inorganic Contaminants

Such as salts and metals, can be naturally occurring or result from urban storm water, industrial or domestic wastewater, oil and gas production, mining or farming.



## NOTICE TO CUSTOMERS

*This report contains important and useful information about the sources, quality, and safety of your drinking water and describes how Reedsburg Utility Water Utility meets all drinking water standards set by State and Federal Governments. For additional details, have someone translate this report for you or talk to someone who understands the material.*





# By the Numbers

## 5/2

Reedsburg Utility maintains a comprehensive network of five well sites strategically positioned throughout the city. This distributed system ensures reliability and accessibility to clean water for residents and business alike. What sets Reedsburg Utility apart is its innovative approach to maintaining optimal pressure levels, utilizing two distinct pressure zones. This dual-zone configuration enhances efficiency and performance, delivering unparalleled service to all residents of the city.

## 66

Reedsburg Utility proudly oversees a vast network of water main stretching an impressive 66 miles throughout the city. This extensive infrastructure forms the backbone of the community's water distribution system, delivering essential services to homes, businesses, and public facilities. From routine inspections to proactive repairs and upgrades, the utility's dedicated team works tirelessly to safeguard the quality and efficiency of the water supply.

## 652

The utility manages an extensive network of 3,599 service connections, ensuring reliable water delivery to residential, commercial and industrial customers alike. Reedsburg Utility stands as a guardian of safety and service, boasting a robust infrastructure that includes 652 hydrants strategically positioned throughout the city. These hydrants serve as essential assets in emergency response and daily operations, providing crucial access to water for firefighting efforts and maintenance tasks.

ID	SOURCE	DEPTH (ft)	STATUS
3	GROUNDWATER	490 ft	ACTIVE
4	GROUNDWATER	400 ft	ACTIVE
6	GROUNDWATER	310 ft	ACTIVE
7	GROUNDWATER	515 ft	ACTIVE
8	GROUNDWATER	500 ft	ACTIVE

# Health Information

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's safe drinking water hotline at (800) 426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised individuals 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 microbial contaminants are available from the EPA's safe drinking water hotline.

Nitrate in drinking water at levels above 10ppm is a health risk for infants of less than 6 months of age. High nitrate levels in drinking water can cause blue baby syndrome. Nitrate levels may rise quickly for short periods of time because of rainfall or agricultural activity. If you are caring for an infant you should ask for advice from your health care provider.



Our water system did not monitor for cryptosporidium or radon during 2024. We are not required by state or federal drinking water regulation to do so. We currently add chlorine as a disinfectant, fluoride to promote healthy development of teeth, and phosphate for lead and copper control.

## 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 in this report 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 following tables along with sample data.



# Lead in Drinking Water

Lead can cause serious health effects in people of all ages, especially pregnant women, 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. Reedsburg 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 water for drinking, cooking, or 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 a galvanized line requiring replacement, you may need to flush your pipes for a longer period of time. If you are concerned about lead in your water and wish to have your water tested, contact Reedsburg Waterworks (Jon Craker at 608-524-4341 ext. 6427).



## Additional Information on Service Line Materials

We are required to develop an initial inventory of service lines connected to our distribution system by October 16th, 2024 and to make the inventory publicly accessible. You can access your service line information by contacting Reedsburg Waterworks at 608-524-4381 or by email at [jcraker@rucls.net](mailto:jcraker@rucls.net).

Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safewater/lead>

## Other Drinking Water Regulation Violations

Description of Violation	Date of Violation	Date Violation Resolved
Failed to develop an initial inventory for service line materials that meet federal requirements (showing 1 of 1 entries)	10/17/2024	

*Note: The violation is unresolved because at the date of the CCR publication, the inventory had not yet been reviewed at the Federal level, even though it was submitted on-time.*

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.

# Chemical Analysis

As part of our ongoing commitment to public health and environmental stewardship, Reedsburg Utility conducts regular chemical analysis of the community’s water supply. These tests ensure compliance with state and federal water quality standards by monitoring key indicators such as pH levels, alkalinity, nitrates, hardness, PFAS and potential contaminants like heavy metals. The results help us maintain safe, clean drinking water and support responsible resource management across all utility operations.

	LEVEL	RANGE
Alkalinity (ppm)	144 (avg)	100-200 (ideal)
Hardness (ppm)	160 (avg)	100-200 (ideal)
pH Value (lab)	7.2 (avg)	7.0-8.5 (ideal)

## PFAS Contaminants with a Recommended Health Advisory Level

01. Perfluoroalkyl and Polyfluoroalkyl substances (PFAS) are a large group of human-made chemicals that have been used in tindustry 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 (HLA).

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.

	RPHGS / HAL	LEVEL	RANGE	YEAR
PFHXS (ppt)	40	1.81	1.00 - 1.81	2023
PFBS (ppt)	450,000	0.50	0.00 - 0.50	2023
PFHXA (ppt)	150,000	0.94	0.00 - 0.94	2023

## Our Continuing Commitment

Reedsburg Utility remains steadfast in its continuing commitment to the community, guided by three core principles. Firstly, the utility prioritizes the provision of high-quality, safe drinking water at the lowest possible price, ensuring accessibility for all residents. Secondly, the utility rigorously monitors and tests the water it serves, employing state-of-the-art technology and stringent protocols to optimize quality. Regular testing and analysis enable the utility to identify and address any potential issues promptly, safeguarding the health and well-being of consumers. Lastly, Reedsburg Utility goes above and beyond, working tirelessly around the clock to provide top-quality water that exceeds expectations. Whether through infrastructure upgrades, community outreach, or ongoing education initiatives, the utility remains dedicated to delivering exceptional service and enhancing the overall water experience for every individual served.



## Inorganic Contaminants

02.

Inorganic contaminants in water are chemical substances, typically metallic elements or salts, that do not contain carbon and can originate from both natural sources (such as erosion of mineral deposits) and human activities (like mining, industrial discharges, or agricultural runoff).

	MCL	MCLG	LEVEL	RANGE	YEAR	VIOLATION
Barium (ppm)	2	2	0.026	0.13 - 0.26	2023	NO
Beryllium (ppb)	4	4	0.28	0.00 - 0.28	2023	NO
Copper (ppm)	AL=1.3	1.3	0 of 20 results above action level	.0463 - 1.01	2023	NO
Fluoride (ppm)	4	4	0.60	0.00 - 0.60	2023	NO
Lead (ppb)	AL=15	0	0 of 20 results above action level	0 - 4.02	2023	NO
Nitrate (ppm)	10	10	4.55	3.10 - 4.55	2024	NO
Selenium (ppm)	50	50	1	0.00 - 1.00	2023	NO
Sodium (ppm)	N/A	N/A	18.00	3.70 - 18.00	2023	NO

### Typical Sources:

**Barium:** Discharge of drilling wastes, metal refineries, erosion of natural deposits. **Beryllium:** Discharge from metal refineries and coal burning factories. **Copper:** Corrosions of home plumbing, erosion of deposits and leaching of wood preservatives. **Fluoride:** Erosion of deposits, discharge from fertilizer and aluminum factories. **Lead:** Erosion of natural deposits and corrosion of home plumbing systems. **Nitrate:** Runoff from fertilizer use, leaching from septic tanks, sewage and natural deposits. **Selenium:** Discharge from petroleum and metal refineries, erosion of deposits and mines.

## Radioactive Contaminants

03.

Radioactive elements such as radium (Ra) and uranium (U) can enter drinking water sources through natural geological processes. Both contaminants are regulated under the Safe Drinking Water Act.

	MCL	MCLG	LEVEL	RANGE	YEAR	VIOLATION
Gross, Alpha Excl R&U (pCi/l)	15	0	0.80	0.80	2023	NO
Combined Radium (pCi/l)	5	0	2.40	2.40	2023	NO
Gross, Alpha, Incl R&U (pCi/l)	N/A	N/A	0.80	0.80	2023	NO

**Typical Sources:** Erosion of natural deposits

## Disinfection Byproducts

04.

Disinfection byproducts (DBPs) form when disinfectants like chlorine react with natural organic matter in source water. Two primary regulated groups are Haloacetic Acids and Trihalomethanes.

	MCL	MCLG	LEVEL	RANGE	YEAR	VIOLATION
HAA5 (ppb)	60	60	3.00	3.00	2024	NO
TTHM (ppb)	80	0	1.00	1.00	2024	NO

**Typical Sources:** By-product of drinking water chlorination

# Definition of Terms

To help readers better understand the information presented in this Consumer Confidence Report, the following section provides definitions of technical terms and regulatory standards commonly used in water quality monitoring. These terms are essential for interpreting water testing results and understanding how your drinking water is evaluated for safety and compliance.

## Water System Upgrades

In 2024, a series of upgrades were carried out on the municipal water system to improve infrastructure reliability and service delivery. These improvements included the replacement of aging and outdated components such as water mains, valves, hydraulic systems, and service connections. The work was focused primarily along Plum Street, specifically spanning from South Willow Street to South Dewey Avenue. Additionally, a portion of Viking Drive, located near the intersection with East Main Street, was also included in the scope of the project. These enhancements were undertaken to ensure better water flow, reduce the risk of system failures, and support the community's growing needs.

### **AL - Action Level**

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

### **MCL - Maximum Contaminant Level**

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

### **MCLG - Maximum Containment Level Goal**

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

### **MFL - Millions Fibers per Liter**

This is the measure of the presence of asbestos fibers that are longer than 10 micrometers in length.

### **NTU - Nephelometric Turbidity Units**

Nephelometric turbidity units are a measure of the clarity of water.

### **TCR - Total Coliform Rule**

The rule set both a health goal and legal limits for the presence of total coliforms in drinking water.

### **TT - Treatment Technique**

A required process to reduce the level of contaminant in drinking water.

### **mrem/yr - Millirems per Year**

A measure of radiation absorbed by the body.

### **n/a - Not Applicable**

Information does not apply

### **n/d - Not Detected**

Not observed or noticeable

### **pCi/l - Picocuries per Liter**

A measure of radioactivity

### **ppm - Parts per Million**

Measured in Milligrams per liter (mg/l)

### **ppb - Parts per Billion**

Measured in Micrograms per liter (ug/l)

### **ppt - Parts per Trillion**

Measured in Nanograms per liter (ng/l)

### **ppq - Parts per Quadrillion**

Measured in Pictograms per liter (pg/l)

# GET IN TOUCH

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Reedsburg Utility began its roots in 1894 by providing electric and water to its public-spirited citizens. We are one Utility and one Community, and it's all about service! We live in this community with you. We provide competent, reliable, high quality, courteous, honest, and responsive service. We treat you like a neighbor, because we are your neighbors.

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(608) 524-4381



ReedsburgUtility.com



501 Utility Court  
Reedsburg, WI 53959

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, o hable con alguien que lo entienda.

Dlaim ntawv tshaabzu nuav muaj lug tseemcee heev nyob rua huv kws has txug cov dlej mej haus. Kuas ib tug paab txhais rua koj, los nrug ib tug kws paub lug thaam.