



2024 *Water Quality Report*

Neenah Water: Quality From the Tap

This is the annual report on the quality of water delivered by the Neenah Water Utility. This report meets the Federal Safe Drinking Water Act (SDWA) requirements for “Consumer Confidence Reports,” and contains information on the source of Neenah’s water, its constituents, and the health risks associated with the contaminants.

Lake Winnebago is Primary Source of Neenah Drinking Water

The Neenah Water Treatment Plant is supplied by surface water from Lake Winnebago. We also have an emergency intake in the Fox River near Riverside Park. 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 surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or human activity.

Contaminants that may be present in source water include:

1. Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
2. Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
3. Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.
4. Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff and septic systems.
5. Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which shall provide the same protection for public health.

To obtain a summary of the source water assessment please contact Gary Gorges at 920-886-6196.



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 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. The EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Environmental Protection Agency’s safe drinking water hotline at 800-426-4791.

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 tseemceeb 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.

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Term	Definition
AL	Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
HA	Health Advisory: An estimate of acceptable drinking water levels for a chemical substance based on health effects information.
HAL	Health Advisory Level: The concentrations of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice. Health Advisories are determined by US EPA.
HI	Hazard Index: Is used to assess the potential health impacts associated with mixtures of contaminants. Hazard Index guidance for a class of contaminants or mixture of contaminants may be determined by the US EPA or Wisconsin Department of Health Services. If a Health Index is exceeded a system may be required to post a public notice.
Level Found	For Disinfection Byproducts: The Level Found for MCL compliance is calculated using the locational running annual average (LRAA) of samples from each monitoring location across the system.
Level 1 Assessment	A Level 1 Assessment is a study of the water system to identify potential problems and determine, if possible, why total coliform bacteria have been found in our water system.
MCL	Maximum Contaminant Level: 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.
MCLG	Maximum Contaminant Level Goal: 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.
MRDL	Maximum Residual Disinfectant Level: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.
MRDLG	Maximum Residual Disinfectant Level Goal: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
mrem/year	Millirems per year (a measure of radiation absorbed by the body)
NTU	Nephelometric Turbidity Units
pCi/l	Picocuries per liter (a measure of radioactivity)
ppm	Parts per million, or milligrams per liter (mg/l)
ppb	Parts per billion, or micrograms per liter (ug/l)
ppt	Parts per trillion, or nanograms per liter
RPHGS	Recommended Public Health Groundwater Standards: Groundwater standards proposed by the Wisconsin Department of Health Services. The concentration of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice.
SMCL	Secondary drinking water standards or Secondary Maximum Contaminant Levels drinking water. The SMCLs do not represent health standards.
TCR	Total Coliform Rule
TT	Treatment Technique: A required process intended to reduce the level of a contaminant in drinking water.

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 2024)	Violation	Typical Source of Contaminant
HAA5 (ppb)	D10	60	60	21	16—29		No	By-product of drinking water chlorination
TTHM (ppb)	D10	80	0	42	30.2—54.6		No	By-product of drinking water chlorination
HAA5 (ppb)	D16	60	60	18	13—25		No	By-product of drinking water chlorination
TTHM (ppb)	D16	80	0	42.6	27.3—61.5		No	By-product of drinking water chlorination
HAA5 (ppb)	D17	60	60	22	16—27		No	By-product of drinking water chlorination
TTHM (ppb)	D17	80	0	43.8	30.9—54.3		No	By-product of drinking water chlorination
HAA5 (ppb)	D4	60	60	20	15—26		No	By-product of drinking water chlorination
TTHM (ppb)	D4	80	0	45.4	31.5—59.1		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
ARSENIC (ppb)	10	N/A	0	0	2021	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	0.005	0.005		No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
CHROMIUM (ppb)	100	100	1	1	2021	No	Discharge from steel and pulp mills; Erosion of natural deposits
FLUORIDE (ppm)	4	4	0.7	0.7		No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories

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Inorganic Contaminants *(continued)*

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
NICKEL (ppb)	100	N/A	0.3900	0.3900	2020	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products
NITRATE (NO3-N) (ppm)	10	10	0.50	0.50		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)	N/A	N/A	13.00	13.00		No	N/A

Contaminant (units)	Action Level	MCLG	90th Percentile Level Found	Range	# of Results	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
COPPER (ppm)	AL=1.3	1.3	0.057	0.0016 – 0.0900	0 of 60 results were above the action level		No	Corrosion of household plumbing systems; Erosion of natural deposits; Leaching from wood preservatives
LEAD (ppb)	AL=15	0	9.90	0.00 – 29.00	4 of 60 results were above the action level		No	Corrosion of household plumbing systems; Erosion of natural deposits

Synthetic Organic Contaminants including Pesticides and Herbicides

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
ATRAZINE (ppb)	3	3	0	0		No	Runoff from herbicide used on crops
HEXACHLOROCYCLOPENTADIENE (ppb)	50	50	0.000	0.000		No	Discharge from chemical factories

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2024)	Violation	Typical Source of Contaminant
RADIUM, (226+228) (pCi/l)	5	0	1.3	1.3	2023	No	Erosion of natural deposits
COMBINED URANIUM (ug/l)	3	3	0	0	2023	No	Erosion of natural deposits

Unregulated Contaminant Monitoring Rule Sample Results

Unregulated contaminants are those for which the EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. The EPA required us to participate in this monitoring. The EPA requires this report to list all unregulated contaminants that have been detected within the past 5 years.

Contaminant (units)	Level Found	Range	Sample Date (if prior to 2024)
METOLACHLOR (DUAL) (ppb)	0.02	0.01–0.02	2023
METOLACHLOR (DUAL) (ppb)	0.09	0.00–0.09	2020

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.

Turbidity Monitoring

In accordance with s.NR810.29, Wisconsin Administrative Code, the treated surface water is monitored for turbidity to confirm that the filtered water is less than 0.3NTU. Turbidity is a measure of the cloudiness of water. We monitor for it because it is a good indicator of the effectiveness of our filtration system. During the year, the highest single entry point turbidity measurement was 0.21NTU. The lowest monthly percentage of samples meeting the turbidity limits was 100 percent.

PFAS Contaminants with a Recommended Health Advisory Level *(continued)*

Contaminant (units)	RPHGS or HAL (PPT)	Level Found	Range	Sample Date (if prior to 2024)
PFBS (ppt)	450,000	0.73	0.68-0.73	2023
PFHXS (ppt)	40	0.49	0.45-0.49	2023
PFHXA (ppt)	150,000	1.40	1.10-1.40	2023
PFOS (ppt)	20	1.00	1.00	2023
PFOA (ppt)	20	1.30	0.92-1.30	2023
PFOA and PFOS Total (ppt)	20	2.30	1.92-2.30	2023

Contaminants with a Public Health Ground Water Standard, Health Advisory Level or a Secondary Maximum Contaminant Level

The following table lists contaminants which were detected in your water and that have either a Public Health Groundwater Standard (PHGS), Health Advisory Level (HAL) or a Secondary Maximum contaminant Level (SMCL), or both. There are no violations for detections of contaminants that exceed Health Advisory Levels, Public Health Groundwater Standards or Secondary Maximum Contaminant Levels. Secondary Maximum Contaminant Levels are levels that do not present health concerns but may pose aesthetic problems such as objectionable taste, odor, or color. Public Health Groundwater Standards and Health Advisory Levels are levels at which concentrations of the contaminant present a health risk.

Contaminant (units)	SMCL (ppm)	HAL (ppm)	Level Found	Range	Sample Date (if prior to 2023)	Typical Source of Contaminant
SULFATE (ppm)	250		26	26		Runoff/leaching from natural deposits, industrial wastes

Microbiological Contaminants

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct assessments to identify problems and to correct any problems that were found during these assessments.

During the past year, we were required to conduct one Level 1 Assessment. All assessments were completed on time.

Assessment Description	Status	Due Date	Completed Date	Violation
Perform Level 1 Assessment: Multiple Total Coliform-positive samples	Completed	7/12/2024	6/20/2024	No

Additional Information on Service Line Materials

We are required to develop an inventory of service lines connected to our distribution system by Oct 16, 2024, and to make the inventory publicly accessible. You can access the service line inventory at <https://www.ci.neenah.wi.us/departments/water-department/water-quality/lead-services/>, or by calling 920-886-6191.

Opportunity for Input on Decisions Affecting Your Water Quality

The Neenah Water Commission meets at 4:30 pm on the third Monday of each month. Meetings are in the Hauser Room at City Hall, 211 Walnut Street, Neenah.

Additional Health Information

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 components associated with service lines and home plumbing. Neenah Water Utility is responsible for providing high quality drinking water, and removing lead pipes, but cannot control the variety of materials used in 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 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 Neenah Water Utility Plant Manager, Gary Gorges at 920-886-6196. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <https://www.epa.gov/safe-water/lead>.

For more information on any topic in this report, call the numbers listed below:

Plant Manager, Gary Gorges:
920-886-6196

E-mail: ggorges@neenahwi.gov

Water Quality, Treatment, Leaks and Main Breaks:
920-886-6190

Billing Questions, Name Changes, and Final Readings:
920-886-6149

Meter Change Appointments:
920-886-6180