WATER QUALITY

2025 Annual Report

KAUKAUNA UTILITIES

PWS ID#: 44503360

Our Commitment

We are pleased to present our annual water quality report, a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2025. Included are details about your source of water, what it contains, and how it compares to standards set by regulatory agencies. 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 and providing you with this information because informed customers are our best allies.

In 2025, Kaukauna Utilities (KU) and engineering consultants completed the design for the Water Treatment System Improvements (WTSI) Project. This project enhances KU's drinking water system by incorporating reverse osmosis treatment and resiliency improvements that strengthen the system

Following completion of the design phase for the WTSI Project, contract solicitation occurred at the end of 2025. Although contractor bids were higher than anticipated, investment in the water system is required regardless of treatment method because existing equipment can no longer be sustained and must be replaced. KU can address hard water issues through this project, which will benefit generations to come.

To move this project forward, KU is proposing an approximate $28 per month increase (for the typical residential water customer) associated with the water treatment project. The plan is to implement this as a two-step water rate adjustment in 2027 and 2028, subject to final approval by the Public Service Commission of Wisconsin (PSC). Even with the higher water bill, many households will see lower overall water-related expenses when considering avoided costs from water softener salt, water softener and water heater maintenance, bottled/filtered water, and wear on appliances, fixtures, and faucets caused by hard water.

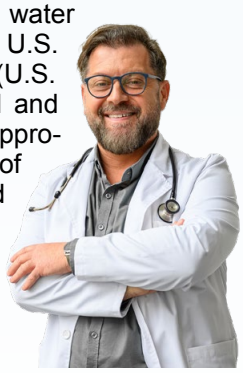
Stay up to date on the project at kaukaunautilities.com/reverseosmosis/.

Community Participation

You are invited to attend our Utility Commission meetings and provide feedback about your drinking water. We typically meet the third Wednesday of each month at 4:00 p.m. at Kaukauna Utilities Commission Chambers, 777 Island Street. Check for schedule changes at kaukaunautilities.com/about-ku/utility-commission/.

Important Health Information

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. U.S. Environmental Protection Agency (U.S. EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791) or epa.gov/safewater.



Where Does My Water Come From?

Kaukauna Utilities' water comes from five groundwater wells located throughout the city. The depths of the wells range from 500 to 850 feet. Our daily pumping averages around 1.2 million gallons, which calculates to 438 million gallons of treated water a year. We have the capability of pumping in excess of four million gallons a day. The distribution system consists of approximately 100 miles of water main ranging from 6 to 16 inches in diameter. We have three iron filters that also remove radium from the water. We have two water towers, one on the north side and one on the south side of the city, each with a capacity of 500,000 gallons. We also have three underground reservoirs with a combined capacity of 600,000 gallons.

QUESTIONS?

For more information about this report, or for any questions relating to your drinking water, please call Andy Vanden Heuvel, Water Department Superintendent, at (920) 858-9180. Additional information can also be found on our website at kaukaunautilities.com/about-ku/water-department/.

Substances That Could Be in 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 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 from human activity. Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

Inorganic Contaminants, such as salts and metals, which can occur naturally in the soil or groundwater or may result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

Pesticides and Herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.

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 stormwater runoff, and septic systems.

Radioactive Contaminants, which can occur naturally or be the result of oil and gas production and mining activities.

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water, which must provide the same protection for public health.

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 mean that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Safe Drinking Water Hotline (800-426-4791) or visiting epa.gov/safewater.

Lead in Home Plumbing

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. Kaukauna Utilities 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, or 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 and wish to have your water tested, contact Andy Vanden Heuvel at (920) 858-9180. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

As utilities continue to address lead in drinking water, public water systems are required to maintain an inventory of service line materials. KU developed an inventory in 2024 that identifies the location of lead service lines (LSL) throughout the community. The inventory is updated on an annual basis as LSLs are replaced during infrastructure projects. The details regarding the lead service inventory and LSL removal can be found at kaukaunautilities.com/about-ku/water-department/#leadservice or by contacting Zach Moureau at (920) 462-0238. Please contact us if you would like more information about the inventory or any lead sampling that has been done.

Source Water Assessment

The Wisconsin Department of Natural Resources (WDNR) conducted assessments for all drinking water sources across the state. The purpose of the assessments was to determine the susceptibility of each drinking water source to potential contaminant sources and establish a relative susceptibility rating of high, moderate, or low for each source. The Kaukauna Utilities system is moderately susceptible to contamination by volatile organic compounds, nitrate, beryllium, and microbes. The system has moderate susceptibility to contamination by synthetic organic compounds (SOCs). The system has low susceptibility to ethylene dibromide (EDB). A copy of the source water assessment can be obtained by contacting Kaukauna Utilities at (920) 462-0238. For additional information on the WDNR's Source Water Assessment Program, call Carla Romano at (608) 910-3458.

Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). **Remember that detecting a substance does not mean the water is unsafe to drink.** Our goal is to keep all detects below their respective maximum allowed levels.

How to Read the Test Results

For each substance listed, compare the value in the KU Highest Level Detected column to the value in the Highest Level Allowed (MCL or AL) column. If the KU Highest Level Detected is smaller, your water meets the health and safety standards set for the substance. We are pleased to report that your drinking water meets or exceeds all federal and state requirements.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently; however, KU monitors for many of these substances on an annual basis, above the state requirements, to ensure levels do not change. Although most samples are collected on an annual basis, only the most recent detection levels are included, along with the year in which the sample was taken.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	KU HIGHEST LEVEL DETECTED	HIGHEST LEVEL ALLOWED (MCL) [MRDL]	MCLG [MRDLG]	KU RANGE OF DETECTIONS	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L)	2025	4.0	15	0	1.1–4.0	No	Erosion of natural deposits
Barium (ppm)	2023	0.009	2	2	0.002–0.009	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Combined Radium (pCi/L)	2025	2.5	5	0	0.8–2.5	No	Erosion of natural deposits
Fluoride (ppm)	2024	1.6	4	4	1.6–1.6	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAA5] (ppb)	2025	3	60	NA	3–3	No	By-product of drinking water disinfection
Nickel (ppb)	2023	50.0	100	NA	2.6–50.0	No	Naturally occurring
Nitrate (ppm)	2024	0.20	10	10	ND–0.20	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Total Trihalomethanes [TTHMs] (ppb)	2025	8.5	80	NA	7.7–8.5	No	By-product of drinking water disinfection
Uranium (ppb)	2025	0.4	30	0	0.3–0.4	No	Erosion of natural deposits

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	LEVEL DETECTED (90TH %ILE)	KU RANGE OF DETECTIONS	AL	GOAL LEVEL (MCLG)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2023	0.2220	0.005–0.352	1.3	1.3	0/60	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2023	2.4	ND–15	15	0	0/60	No	Lead service lines; Corrosion of household plumbing systems, including fittings and fixtures; Erosion of natural deposits

SECONDARY SUBSTANCES [1]

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	KU HIGHEST LEVEL DETECTED	SMCL	MCLG	KU RANGE OF DETECTIONS	VIOLATION	TYPICAL SOURCE
Sulfate (ppm)	2023	560.00	250	NA	420.00–560.00	No	Runoff/leaching from natural deposits; Industrial wastes

Definitions

90th %ile: The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

AL (Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

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 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.

NA: Not applicable.

ND (Not detected): Indicates that the substance was not found by laboratory analysis.

pCi/L (picocuries per liter): A measure of radioactivity.

ppb (parts per billion): One part substance per billion parts water (or micrograms per liter).

ppm (parts per million): One part substance per million parts water (or milligrams per liter).

SMCL (Secondary Maximum Contaminant Level): These standards are developed to protect aesthetic qualities of drinking water and are not health based.

UNREGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	KU HIGHEST LEVEL DETECTED	KU RANGE OF DETECTIONS	TYPICAL SOURCE
Lithium[2] (ppb)	2025	14	12–17	Naturally occurring
Sodium (ppm)	2023	17.00	12.00–17.00	NA

[1] This table lists substances detected in your water that have a secondary maximum contaminant level (SMCL). There are no violations for detections of contaminants that exceed SMCLs, which do not present health concerns but may pose aesthetic problems such as objectionable taste, odor, or color.

[2] Lithium is currently an unregulated contaminant, meaning the U.S. EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist the U.S. EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. The U.S. EPA required us to participate in this monitoring.

How Is My Water Treated and Purified?

The treatment process consists of a series of steps. First, raw water is pumped from our wells and sent to the filter plant, where we add potassium permanganate and manganese sulfate to the water before the filter tank. The addition of these substances oxidizes the iron, causing small particles (called floc) to adhere to one another, which makes the particles big enough to be filtered out as the water passes through the layers of anthracite and manganese greensand in the filter tank. This process removes the iron and also reduces the radium levels. After that process, we add chlorine to the water for disinfection and a polyphosphate-orthophosphate blend for corrosion control. Finally, the water is pumped to the distribution system.

Unregulated Contaminant Monitoring

During the last 12 months, we conducted unregulated contaminant monitoring in accordance with U.S. EPA rules. We are required to inform you of this sampling. We are only required to include results showing detections within this report; however, if you would like a copy of all results, please contact us at (920) 858-9180.

BY THE NUMBERS

82 The average number of gallons of water an American uses per day.

27% The percent of household water use attributable to toilets.

700 The average number of gallons that a household can save each year with water-efficient fixtures.

50-100 The typical design lifespan of underground drinking water pipes, in years.

<1% The percent of Earth's water that is readily available as fresh drinking water.