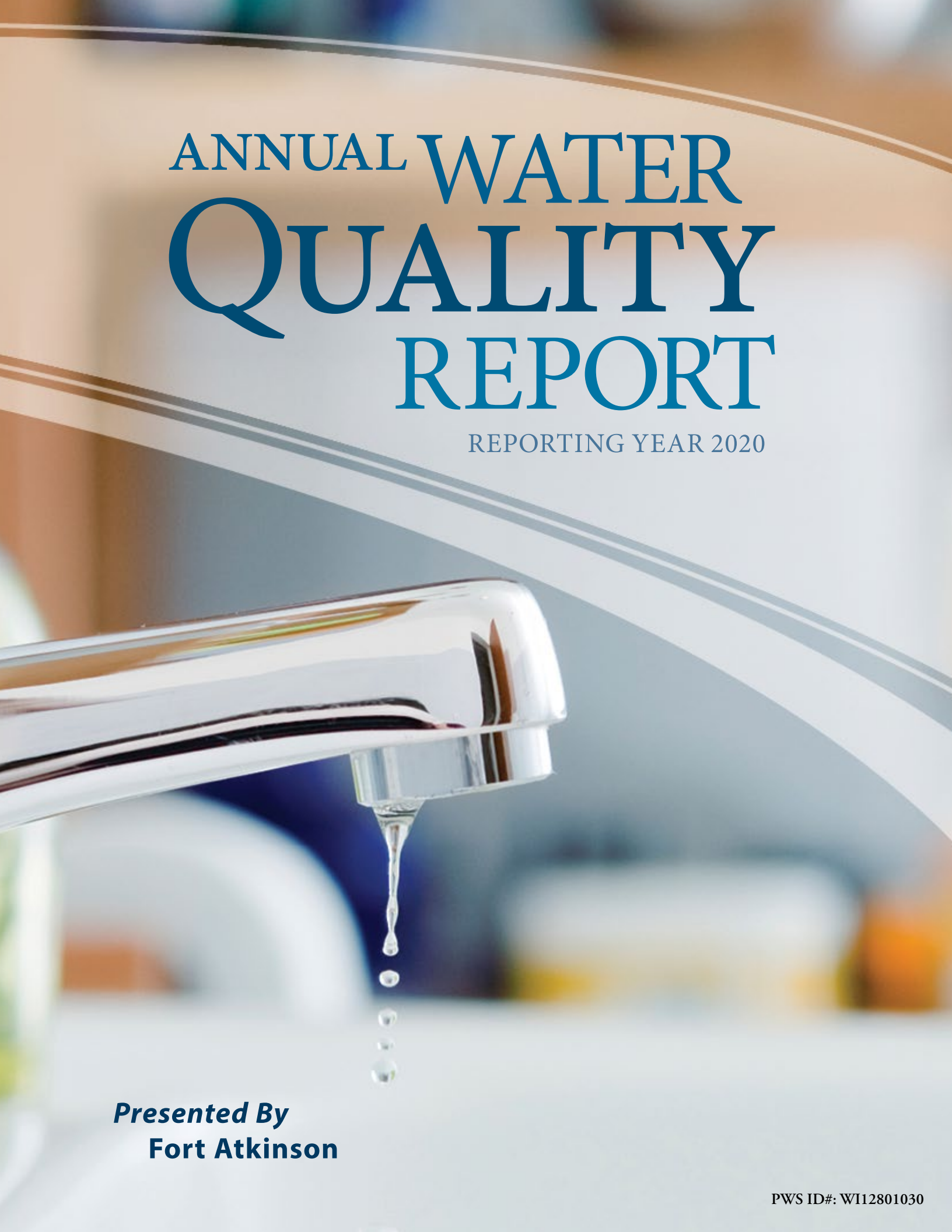


ANNUAL WATER QUALITY REPORT

REPORTING YEAR 2020

Presented By

Fort Atkinson

PWS ID#: WI12801030

Quality First

Once again, we are pleased to present our annual water quality report covering all testing performed between January 1 and December 31, 2020. As in years past, we are committed to delivering the best-quality drinking water possible. To that end, we remain vigilant in meeting the challenges of new regulations, source water protection, water conservation, and community outreach and education while continuing to serve the needs of all our water users. Thank you for allowing us the opportunity to serve you and your family.

We encourage you to share your thoughts with us on the information contained in this report. After all, well-informed customers are our best allies.

Tap vs. Bottled

Thanks in part to aggressive marketing, the bottled water industry has successfully convinced us all that water purchased in bottles is a healthier alternative to tap water. However, according to a four-year study conducted by the Natural Resources Defense Council, bottled water is not necessarily cleaner or safer than most tap water. In fact, about 25 percent of bottled water is actually just bottled tap water (40 percent according to government estimates).

The Food and Drug Administration is responsible for regulating bottled water, but these rules allow for less rigorous testing and purity standards than those required by the U.S. EPA for community tap water. For instance, the high mineral content of some bottled waters makes them unsuitable for babies and young children.

Further, the FDA completely exempts bottled water that's packaged and sold within the same state, which accounts for about 70 percent of all bottled water sold in the United States. People spend 10,000 times more per gallon for bottled water than they typically do for tap water. If you get your recommended eight glasses a day from bottled water, you could spend up to $1,400 annually. The same amount of tap water would cost about 49 cents. Even if you installed a filter device on your tap, your annual expenditure would be far less than what you'd pay for bottled water.

For a detailed discussion on the NRDC study results, check out their Web site at https://goo.gl/Jxb6xG.

Lead in Home Plumbing

If present, elevated levels of 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. We are responsible for providing high-quality drinking water, but we cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or at www.epa.gov/safewater/lead.

Information on the Internet

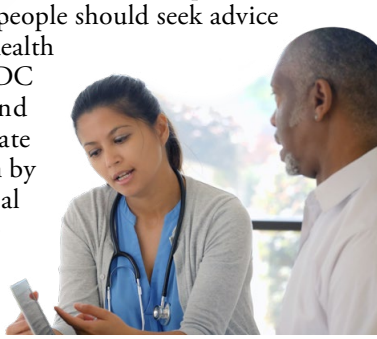
The U.S. EPA (https://goo.gl/TFAMKc) and the Centers for Disease Control and Prevention (www.cdc.gov) Web sites provide a substantial amount of information on many issues relating to water resources, water conservation and public health. Also, the Wisconsin Department of Natural Resources has a Web site (dnr.wi.gov/topic/drinkingwater) that provides complete and current information on water issues in Wisconsin, including valuable information about our watershed.

Where Does My Water Come From?

Our groundwater source's geologic formation consists of Eau Claire, Franconia, Mount Simon, Ironton, Dresbach, Trempealeau, and Galesville sandstone.

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 may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or http://water.epa.gov/drink/hotline.



QUESTIONS? For more information about this report, or for any questions relating to your drinking water, please call Tim Hayden, Water Utility Supervisor, at (920) 563-7775.

Tip Top Tap

The most common signs that your faucet or sink is affecting the quality of your drinking water are discolored water, sink or faucet stains, a buildup of particles, unusual odors or tastes, and a reduced flow of water. The solutions to these problems may be in your hands.

Kitchen Sink and Drain

Hand washing, soap scum buildup, and the handling of raw meats and vegetables can contaminate your sink. Clogged drains can lead to unclean sinks and backed up water in which bacteria (i.e., pink and black colored slime growth) can grow and contaminate the sink area and faucet, causing a rotten egg odor. Disinfect and clean the sink and drain area regularly. Also, flush regularly with hot water.

Faucets, Screens, and Aerators

Chemicals and bacteria can splash and accumulate on the faucet screen and aerator, which are located on the tip of faucets, and can collect particles like sediment and minerals resulting in a decreased flow from the faucet. Clean and disinfect the aerators or screens on a regular basis. Check with your plumber if you find particles in the faucet screen as they could be pieces of plastic from the hot water heater dip tube. Faucet gaskets can break down and cause black, oily slime. If you find this slime, replace the faucet gasket with a higher-quality product. White scaling or hard deposits on faucets and shower heads may be caused by hard water or water with high levels of calcium carbonate. Clean these fixtures with vinegar or use water softening to reduce the calcium carbonate levels for the hot water system.

Water Filtration/Treatment Devices

A smell of rotten eggs can be a sign of bacteria on the filters or in the treatment system. The system can also become clogged over time so regular filter replacement is important. (Remember to replace your refrigerator filter!)

What's Your Water Footprint?

You may have some understanding about your carbon footprint, but how much do you know about your water footprint? The water footprint of an individual, community, or business is defined as the total volume of freshwater that is used to produce the goods and services that are consumed by the individual or community or produced by the business. For example, 11 gallons of water are needed to irrigate and wash the fruit in one half-gallon container of orange juice. Thirty-seven gallons of water are used to grow, produce, package, and ship the beans in that morning cup of coffee. Two hundred and sixty-four gallons of water are required to produce one quart of milk, and 4,200 gallons of water are required to produce two pounds of beef.

According to the U.S. EPA, the average American uses over 180 gallons of water daily. In fact, in the developed world, one flush of a toilet uses as much water as the average person in the developing world allocates for an entire day's cooking, washing, cleaning, and drinking. The annual American per capita water footprint is about 8,000 cubic feet; twice the global per capita average.

With water use increasing six-fold in the past century, our demands for freshwater are rapidly outstripping what the planet can replenish. To check out your own water footprint, go to www.watercalculator.org.

Source Water Assessment

A Source Water Assessment Plan (SWAP) is now available at our office. This plan is an assessment of the delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area and a determination of the water supply's susceptibility to contamination by the identified potential sources.

Substances That Could Be in Water

To ensure that tap water is safe to drink, the U.S. EPA prescribes regulations limiting the amount of certain contaminants in water provided by public water systems. U.S. 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 these contaminants does not necessarily indicate that the water poses a health risk.

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, in some cases radioactive material, and substances resulting from the presence of animals or from human activity. Substances 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, or wildlife;

Inorganic Contaminants, such as salts and metals, which can be naturally occurring 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 may also come from gas stations, urban stormwater runoff, and septic systems;

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

For more information about contaminants and potential health effects, call the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

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.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

A significant deficiency was discovered in 2016. We have a water main that runs through a sanitary manhole on Riverside Drive. This will be corrected in 2026 when the road and all utilities are replaced and reconstructed.

REGULATED SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	MCL [MRDL]	MCLG [MRDLG]	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Alpha Emitters (pCi/L)	2020	15	0	4.81	4.81- 4.81	No	Erosion of natural deposits
Arsenic (ppb)	2020	10	0	0.21	0.15–0.21	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium (ppm)	2020	2	2	0.028	0.027–0.028	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Chlorine (ppm)	2020	[4]	[4]	0.87	0.1–0.87	No	Water additive used to control microbes
Combined Radium (pCi/L)	2020	5	0	4.81	1.27–2.33	No	Erosion of natural deposits
Fluoride (ppm)	2020	4	4	0.14	0.12–0.14	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
Haloacetic Acids [HAAs] (ppb)	2020	60	NA	2.27	2.05–2.27	No	By-product of drinking water disinfection
Nitrate (ppm)	2020	10	10	0.11	ND–0.11	No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
Radium 226 (pCi/L)	2020	5	0	2.33	2.33 – 2.33	No	Erosion of natural deposits
Radium 228 (pCi/L)	2020	5	0	1.27	1.27 – 1.27	No	Erosion of natural deposits
TTHMs [Total Trihalomethanes] (ppb)	2020	80	NA	4.79	1.47–4.79	No	By-product of drinking water disinfection
Xylenes (ppm)	2020	10	10	0.0012	ND–0.0012	No	Discharge from petroleum factories; Discharge from chemical factories

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

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AL	MCLG	AMOUNT DETECTED (90TH %ILE)	SITES ABOVE AL/TOTAL SITES	VIOLATION	TYPICAL SOURCE
Copper (ppm)	2020	1.3	1.3	0.3	0/30	No	Corrosion of household plumbing systems; Erosion of natural deposits
Lead (ppb)	2020	15	0	6.8	1/30	No	Lead service lines, corrosion of household plumbing systems, including fittings and fixtures; Erosion of natural deposits

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.

SECONDARY SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	SMCL	MCLG	AMOUNT DETECTED	RANGE LOW-HIGH	VIOLATION	TYPICAL SOURCE
Iron (ppb)	2017	300	NA	190	60–190	No	Leaching from natural deposits; Industrial wastes
pH (units)	2017	6.5–8.5	NA	7.62	7.42–7.62	No	Naturally occurring
Sulfate (ppm)	2020	250	NA	13	11–13	No	Runoff/leaching from natural deposits; Industrial wastes
Total Dissolved Solids [TDS] (ppm)	2017	500	NA	340	270–340	No	Runoff/leaching from natural deposits
Zinc (ppm)	2017	5	NA	0.26	0.0077–0.26	No	Runoff/leaching from natural deposits; Industrial wastes

UNREGULATED AND OTHER SUBSTANCES

SUBSTANCE (UNIT OF MEASURE)	YEAR SAMPLED	AMOUNT DETECTED	RANGE LOW-HIGH	TYPICAL SOURCE
Bromochloromethane (ppb)	2020	1.5	1.4–1.5	By-product of drinking water disinfection
Bromide (ppb)	2018	48	42–48	NA
Bromoform (ppb)	2020	0.5	ND–0.5	By-product of drinking water disinfection
Chloroform (ppb)	2020	1.0	ND–1.0	By-product of drinking water disinfection
Dibromoacetic Acid (ppb)	2020	0.48	0.37–0.48	By-product of drinking water disinfection
Dibromochloromethane (ppb)	2020	1.5	0.76–1.15	By-product of drinking water disinfection
Dichloroacetic Acid (ppb)	2020	1.6	1.3–1.6	By-product of drinking water disinfection
Manganese (ppb)	2018	140	15–140	Leaching from natural deposits
Monobromoacetic Acid (ppb)	2020	0.3	0.27–0.3	By-product of drinking water disinfection
Nickel (ppm)	2020	0.0024	0.00089–0.0024	Naturally occurring
Sodium (ppm)	2020	5.4	4.1–5.4	Naturally occurring