



CITY OF WEST BEND WATER UTILITY 2025 CONSUMER CONFIDENCE REPORT

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To Our Valued Customers:

The information contained in this report represents our 29th Annual Consumer Confidence Report which the Environmental Protection Agency (EPA) is requiring all Water Utilities across the United States to provide to the users of their water supply. Please read this information carefully and if you have any concerns or questions, do not hesitate to contact us.

Since 1908, the City of West Bend Water Utility has strived to provide a safe and reliable water supply to its customers. The year 2025 marked a total of 117 years of service to the community. This report is based upon tests conducted in the year 2025 by Northern Lake Services, Eurofins SFA Labs and the Wisconsin State Laboratory of Hygiene for the City of West Bend Water Utility. The data presented in this report is from the most recent testing done in accordance with regulations.

CITY OF WEST BEND WATER SOURCE

The City of West Bend Water Utility is supplied by groundwater pumped from various wells throughout the City. Chlorine, fluoride and polyphosphates are added to our drinking water supply on a daily basis. To obtain a summary of the source water assessment please contact Travis Thull at (262) 335-5040.

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 (1-800-426-4791).

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 systems 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 Environmental Protection Agency's safe drinking water hotline (1-800-426-4791).

EDUCATIONAL INFORMATION

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 be naturally-occurring or 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 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.

The tables included in this report contain many scientific terms and abbreviations. The following definitions may help clarify the data:

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 and HAL	HA: Health Advisory. An estimate of acceptable drinking water levels for a chemical substance based on health effects information. HAL: Health Advisory Level is a concentration 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: A 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 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.
Level 2 Assessment	A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine, if possible, why an E. coli MCL violation has occurred or why total coliform bacteria have been found in our water system, or both, on multiple occasions.
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.
MFL	million fibers per liter
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.
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
ppq	parts per quadrillion, or picograms per liter
PHGS	Public Health Groundwater Standards are found in NR 140 Groundwater Quality. The concentration of a contaminant which, if exceeded, poses a health risk and may require a system to post a public notice.
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 for contaminants that affect taste, odor or appearance of the 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.

The EPA requires monitoring for over 80 contaminants.
There were no detected contaminants which were in violation in 2025.
We are required to monitor your drinking water for specific contaminants on a regular basis.
Results of regular monitoring are an indicator of whether or not your drinking water meets health standards.

****** WATER QUALITY TABLE ******

Disinfection Byproducts

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2025)	Violation	Typical Source of Contaminant
HAA5 (ppb)	18	60	60	6	6		No	By-product of drinking water chlorination
TTHM (ppb)	18	80	0	26.0	26.0		No	By-product of drinking water chlorination
HAA5 (ppb)	SEWER PLANT	60	60	1	1		No	By-product of drinking water chlorination
TTHM (ppb)	SEWER PLANT	80	0	15.5	15.5		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	0.050	0.046 – 0.050	04/22/2024	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)		4	4	0.8	0.5 – 0.8	02/26/2024	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)		100		1.7000	1.6000 – 1.7000	04/22/2024	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	2.40	0.00 – 2.40		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SODIUM (ppm)		n/a	n/a	63.00	60.00 – 63.00	04/22/2024	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	1.2000	0.0039 – 1.9000	6 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	7.20	0.00 – 140.00	3 of 60 results were above the action level.		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 1950s. The following table lists 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 (WDHS).

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)
PFHxA (ppt)		150000	0.61	0.00 – 0.61	
PFOA (ppt)		20	1.50	0.00 – 6.30	
PFBS (ppt)		450000	2.40	0.00 – 2.40	
PFHxS (ppt)		40	0.85	0.00 – 0.85	
PFOS (ppt)		20	1.60	0.00 – 3.90	
PFOA & PFOS TOTAL (ppt)		20	3.10	0.00 – 3.10	

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

The following tables list 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 any combination thereof. 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)	Site	SMCL (ppm)	PHGS or HAL (ppm)	Level Found	Range	Sample Date (if prior to 2025)	Typical Source of Contaminant
CHLORIDE (ppm)		250		330.00	17.00 – 330.00		Runoff/leaching from natural deposits, road salt, water softeners
IRON (ppm)		0.3		0.61	0.00 – 0.61		Runoff/leaching from natural deposits, industrial wastes
MANGANESE (ppm)		0.05	0.3	0.21	0.00 – 0.21		Leaching from natural deposits
SULFATE (ppm)		250		50.00	23.00 – 50.00		Runoff/leaching from natural deposits, industrial wastes

Health Effects for any contaminants with MCL Violations/Action Level Exceedances/SMCL Exceedances/PHGS or HAL Exceedances

Contaminant	Health Effects
CHLORIDE	Waters containing chloride in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor or color.
IRON	Waters containing iron in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor or color.
MANGANESE	Waters containing manganese in quantities above the SMCL are not hazardous to health but may be objectionable for taste, odor or color.

Volatile Organic Contaminants

Contaminant (units)	Site	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2025)	Violation	Typical Source of Contaminant
CIS-1,2-DICHLOROETHYLENE (ppb)		70	70	0.9	0.0 – 1.4		No	Discharge from industrial chemical factories
TRICHLOROETHYLENE (ppb)		5	0	0.7	0.0 – 1.4		No	Discharge from metal degreasing sites and other factories

INFORMATION ON MONITORING FOR CRYPTOSPORIDIUM AND RADON

Our water system did not monitor our water for cryptosporidium or radon during 2025. We are not required by State or Federal drinking water regulations to do so.

ADDITIONAL HEALTH INFORMATION

Lead can cause serious health effects in people of all ages, especially pregnant people, 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. The West Bend Water Utility 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 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 West Bend Water Utility Manager Travis Thull at 262-335-5040. 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>.

Additional Information on Service Line Materials

We developed an inventory of service lines connected to our distribution system.

You can access the service line inventory here: https://www.westbendwi.gov/water/service_line_material_list.php.

WHERE CAN I GET MORE INFORMATION? The Board of Public Works, which oversees the Water Utility, has regularly scheduled meetings the 1st and 3rd Mondays of each month. These meetings are held in Council Chambers at City Hall, 1115 S. Main Street, West Bend, Wisconsin. If you would like to know more about the information contained in this report, please contact the Water Utility Manager, Travis Thull, at (262) 335-5040.

UNREGULATED CONTAMINANTS: Unregulated contaminants are those for which EPA has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted. EPA required us to participate in this monitoring.

Within the last 12 months we conducted Unregulated Contaminant Monitoring in accordance with US 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 (262)335-5043.

WATER CONSERVATION - SAVE WATER, SAVE ENERGY

Water conservation has become an important part of our daily lives. Hidden water leaks can waste thousands of gallons of water – costing you money and wasting precious water resources. Following are a few tips to help you do your part to conserve:

- Check all faucets, toilets and appliances for water leaks and fix them.
- Turn the water off while you brush your teeth.
- Install water-efficient toilets, bathroom faucets and accessories.
- Water your lawn and landscape plants early in the morning when the water is less likely to evaporate.

It takes a lot of energy to deliver and treat the water you use every day. Letting your faucet run for five minutes uses about as much energy as leaving a 60-watt light bulb on for 14 hours. By reducing household water use, you can reduce the energy required to supply and treat public water supplies. Conserving water is good for all of us. Using less water means less energy is used to treat it, pump it and distribute it. By conserving water, you are helping maintain our natural resources.

For more information on water-efficient products, programs and practices visit www.epa.gov/watersense.