
2025 ANNUAL DRINKING WATER QUALITY REPORT

New London Utilities New London Waterworks PWS ID: 46903989

The New London Utility Commission and Utility Management respectfully submit our Annual Water Quality Report covering the period January 1st, 2025 to December 31st, 2025.

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 thaam.

This report is designed to inform you about the quality of the water and services we deliver to you every day. 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.

New London's water system now consists of three separate pressure zones, seven wells, three water towers, two booster stations, and two control valve stations. The water system is operated by a computer driven system called a SCADA. The high-level pressure zone is located south of Cook Street from the west end of the city to Division Street, and south of Douglas Street. The primary pressure zone is everything north of Cook and Douglas Streets, and east of Mill Street including all parts of the city north of the Wolf River up to Jeanne St. The third zone is everything north of Jeanne St. A third zone has been established for the new Northeast New London Business Center. The three zones are made up of the following equipment:

High Level Pressure Zone

WELL	AQUIFER TYPE	SOURCE TYPE	DEPTH
Well #2	Sand and Gravel	Groundwater	170 FT
Well #3	Sand and Gravel	Groundwater	127 FT
Well #8	Sand and Gravel	Groundwater	165 FT

Floral Hill Water Tower (400,000 gallon)/Beckert Booster Pump

Primary Pressure Zone

WELL	AQUIFER TYPE	SOURCE TYPE	DEPTH
Well #1	Sand and Gravel	Groundwater	118 FT
Well #5	Sand and Gravel	Groundwater	152 FT
Well #6	Sand and Gravel	Groundwater	128 FT
Well #7	Cambrian Sandstone	Groundwater	285 FT

Industrial Park Water Tower (300,000 gallon)/Beckert Booster Pump

North Pressure Zone

North Booster Pump/Control Valve C/North Industrial Water Tower (500,000 gallon)

New London's three pressure zones are operated independently, and also have the capability of transferring water between zones in either direction. For a summary of the source water assessment please contact, Michael Pinch at (920) 982-8516.

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
TTHM (ppb)	D-10	80	0	9.8	9.8		No	By-product of drinking water chlorination
HAA5 (ppb)	D-17	60	60	3	3		No	By-product of drinking water chlorination

Inorganic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
ARSENIC (ppb)	10	n/a	9	0 - 9	1/25/2023	No	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
BARIUM (ppm)	2	2	0.078	0.023 - 0.078	1/25/2023	No	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
FLUORIDE (ppm)	4	4	1.0	0.1 - 1.0	1/25/2023	No	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories
NICKEL (ppb)	100		2.9000	0.0000 - 2.9000	1/25/2023	No	Nickel occurs naturally in soils, ground water and surface waters and is often used in electroplating, stainless steel and alloy products.
NITRATE (N03-N) (ppm)	10	10	3.30	0.00 - 3.30		No	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits
SELENIUM (ppb)	50	50	1	0 - 1	1/25/2023	No	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
SODIUM (ppm)	n/a	n/a	54.00	4.70 - 54.00	1/25/2023	No	n/a

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. 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 here

<https://www.dhs.wisconsin.gov/water/gws.htm>.

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)	RPHGS or HAL (PPT)	Level Found	Range	Sample Date (if prior to 2023)
PFBS (ppt)	450000	1.20	0.00 - 1.20	4/5/2023
PFHXS (ppt)	40	1.10	0.00 - 1.10	4/5/2023
PFHXA (ppt)	150000	1.50	0.00 - 1.50	4/5/2023
PFOS (ppt)	20	0.54	0.00 - 0.54	4/5/2023
PFOA AND PFOS TOTAL (ppt)	20	0.54	0.00 - 0.54	4/5/2023

Radioactive Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
GROSS ALPHA, EXCL. R & U (pCi/l)	15	0	0.2	0.0 - 0.2	7/27/2021	No	Erosion of natural deposits
COMBINED URANIUM (ug/l)	30	0	0.8	0.6 - 0.8	10/12/2021	No	Erosion of natural deposits

Contaminants with a Public Health Groundwater 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.

Volatile Organic Contaminants

Contaminant (units)	MCL	MCLG	Level Found	Range	Sample Date (if prior to 2023)	Violation	Typical Source of Contaminant
Tetrachloroethylene (ppb)	5	0	0.9	0.0 - 0.9		No	Leaching from PVC pipes; Discharge from factories and dry cleaners

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.

Contaminant (units)	Level Found	Range	Sample Date (if prior to 2023)
PFPeA (ppb)	0.37	0.0 - 0.37	4/25/2023-10/17/2023

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 (920) 982-8516.

Definitions

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	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)

Term	Definition
ppt	parts per trillion, or nanograms per liter
ppq	parts per quadrillion, or picograms per liter
PHGS	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	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.

Additional Health Information

While your drinking water meets USEPA's standard for **arsenic**, it does contain low levels of arsenic. USEPA's standard balances the current understanding of arsenic's possible health effects against the costs of removing arsenic from drinking water. USEPA continues to research the health effects of low levels of arsenic, which is a mineral known to cause cancer in humans at high concentrations and is linked to other health effects such as skin damage and circulatory problems.

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. New London Waterworks 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, 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 in your water and wish to have your water tested, contact New London Waterworks (Michael H Pinch at (920) 982-8516). Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at <http://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 by going to the following website:

WWW.NEWLONDONUTILITIES.ORG.

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 (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 (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, 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.

In our continuing efforts to maintain a safe and dependable water supply it may be necessary to make improvements in your water system. The costs of these improvements may be reflected in the rate structure. No rate increases are planned for 2026.

Thank you for allowing us to continue providing your family with clean, quality water this year. We at New London Waterworks work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.

If you have any questions about this report or concerning your water utility, please contact Jason Bessette (Utility Manager) or Michael Pinch (Water Supervisor) at 920-982-8516. We want our valued customers to be informed about their water utility. You may also attend any of our regularly scheduled meetings which are held on the first and third Tuesday of every month at the utility's office at 8 a.m. **Note:** This year New London Utilities will **not** be mailing a copy of this report to each customer. If you would like a copy of this report, please stop down to the office or visit our website at WWW.NEWLONDONUTILITIES.ORG.

The DNR representative for this system is LARA MAJOR, 920-713-1904.