

FAQs – Dane County Temporary Emergency Water

Frequently Asked Questions for DNR-Provided Badger Water Drinking Water in Dane County

This FAQ and additional information are available at the following website:
<https://dnr.wisconsin.gov/topic/PFAS/DaneCounty.html>

WATER DELIVERY

1. Who is eligible to receive water?

Those who have received a drinking water advisory from the Wisconsin Department of Natural Resources (DNR) or Public Health Madison & Dane County (PHMDC) indicating that “levels of one or more PFAS in your well exceed state health advisory levels” and that recommends that the water not be used for drinking or preparing foods that take up a lot of water” are eligible for water delivery service. Eligible residents will have received a temporary water agreement directly via mail or email. If you need a replacement agreement or have questions about your eligibility, please contact Gwen Saliars, DNR Remediation & Redevelopment State Projects Coordinator, at Gwen.Saliars@wisconsin.gov or (920) 510-4343.

2. How much will I pay for the water?

Drinking water is provided by the DNR to eligible households at no cost as outlined in the temporary water agreement.

3. How long will water be provided?

Temporary emergency water will be provided to residents until the advisory or variance has expired, as funding allows, or until such time as the DNR confirms one or more of the following has occurred:

- (1) follow-up laboratory analysis verifies that well water samples do not contain contaminants above maximum levels set forth in Wis. Admin. Code chs. 140 and 809, or above the Department of Health Services’ (DHS) recommended enforcement standards and/or the cumulative risk hazard index for per- and polyfluoroalkyl substances (PFAS);
- (2) the contaminated water supply has been replaced by an uncontaminated water supply; and/or
- (3) the private water supply has returned to an uncontaminated condition, whichever occurs first.

4. What is the water being provided?

DNR has contracted with Badger Water to provide temporary drinking water to eligible households. Badger Water will provide 5-gallon jugs of water and a floor-stand dispenser; the water goes through multiple rounds of treatment. The water provided has been tested by a Wisconsin-certified lab and meets DNR water quality standards and Wisconsin Department of Health Services (DHS) recommended standards for PFAS.

5. How will Badger Water know how much water to bring me?

Eligible households should indicate on the temporary water agreement how many persons reside in the household. When setting up initial delivery, Badger Water will confirm this information and will estimate the number of jugs you may use based on past experience, also asking residents if they think this number of jugs will be enough. Generally, they will deliver anywhere from 4 to 8 jugs with the initial setup.

6. How often will I receive refills?

Those receiving water delivery will be placed on a recurring monthly delivery schedule. More frequent delivery may be scheduled by Badger Water if needed.

7. How will I know when I’m getting my refills?

The next delivery date is printed on the previous delivery invoice. Delivery drivers also tell customers when they will be stopping by next. If you will not be home, you can leave your empty jugs outside your residence (or in an agreed upon

area) and Badger Water will exchange full jugs for however many empty jugs there are. **Empty jugs must be returned to Badger Water.** Please do not discard empty jugs in the trash or recycling.

8. What if I need a refill before my scheduled delivery?

If you need a refill before your scheduled delivery, you may call Badger Water to schedule an earlier delivery. To schedule a drop off or off-schedule delivery, call the Badger Water office at (608) 254-9038.

9. The jugs are too heavy for me, and I need to switch from a top loading dispenser to a bottom loader. What do I do?

If you need to switch from a top-loading dispenser to a bottom-loading dispenser, please contact Gwen Saliars at Gwen.Saliars@wisconsin.gov or (920) 510-4343. Include your name and address letting us know you need to switch. Please note that we try to reserve bottom loading dispensers for older adults, persons with disabilities or others who are unable to lift full jugs.

10. How do I apply for a water treatment system or a new well?

If your well has been tested for PFAS and analytical results indicate reported concentrations greater than DHS recommended health guidelines, you may be eligible for a well replacement or treatment grant through the Well Compensation Grant Program. To view information and eligibility requirements please visit <https://dnr.wisconsin.gov/aid/WellCompensation.html>

11. I have other questions about my delivery service not answered here.

For any other questions regarding your delivery service not answered here, please call the Badger Water office at (608) 254-9038.

12. I have other questions about water quality testing, PFAS in general, or questions about my well or drinking water not otherwise addressed in this FAQ.

For questions about water quality testing please contact Chee Thao, PHMDC Environmental Health Specialist, at CThao@publichealthmdc.com. For any other questions, please contact Thomas Puchalski, DNR Private Water Supply Specialist, at Thomas.Puchalski@wisconsin.gov or (608) 386-8777.