

## Letter Template 3: PWS Letter Informing Customers of Detect

RE: PFAS Drinking Water Sampling

Dear Customer:

The Wisconsin Department of Natural Resources (WI DNR) is conducting a statewide investigation into the occurrence of Per- and Polyfluoroalkyl Substances (PFAS) in drinking water at select municipal drinking water suppliers in WI during 2022. Village of Iola voluntarily took part in this investigation by sampling its drinking water for PFAS. Iola Waterworks decided to sample for PFAS to proactively assess the potential impacts of PFAS in the drinking water and to quickly take steps to protect the health of our customers if needed.

It is not uncommon to find low levels of PFAS in drinking water supplies, as PFAS can be found in fire-fighting foams, stain repellants, nonstick cookware, waterproof clothing, food wrappers, and are used in many industrial processes. They do not break down in the environment and move easily into water.

Wisconsin Department of Health Services (WI DHS) has made health based [advisory level recommendations](#) for 12 individual PFAS compounds and a combined value for 6 additional compounds.

Iola Waterworks drinking water was tested as a part of this sampling project. The test results can be found on the WI DNR PFAS Sampling Project Page [Voluntary Drinking Water PFAS Sampling Project For Municipal Systems | Wisconsin DNR](#). The results show that PFAS compounds were detected at concentrations below recommended health advisory levels.

Well	COMPOUND	RESULT	HEALTH ADVISORY LEVEL
2	PFOA	<1.92	70
2	PFOS	<0.959	70
3	PFOS	1.88	70
3	PFOA	1.89	70

Iola Waterworks is committed to providing our customers with quality drinking water. As your water supplier, we are working closely with WI DNR to maintain the quality of your water.

Specific health information regarding PFAS compounds with health advisory recommendations in WI can be found here:

<https://www.dhs.wisconsin.gov/water/gws-cycle11.htm>.

Additional health information regarding PFAS can be found here:

DHS PFAS <https://www.dhs.wisconsin.gov/chemical/pfas.htm>.

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Sincerely,