

FAQs – Town of Stella Temporary Emergency Water

Frequently Asked Questions for DNR-Provided Culligan Drinking Water in Town of Stella

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

WATER DELIVERY

1. Who is eligible to receive water?

Those who have received a drinking water advisory from the Wisconsin Department of Health Services (DHS) indicating that “levels of one or more PFAS in your well exceed state health advisory levels” and that “the Department of Health Services (DHS) and the Department of Natural Resources (DNR) recommend 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, please visit <https://dnr.wisconsin.gov/topic/PFAS/Stella.htm>. If you have questions about your eligibility, you may email Dnrstellapfas@wisconsin.gov or call Gwen Saliars, DNR Remediation & Redevelopment State Projects Coordinator, at (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?

A variance was granted to extend the temporary emergency water provided to residents until June 30, 2024, 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- (2) the contaminated water supply has been replaced by an uncontaminated water supply; and/or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 Culligan of Rhinelander to provide temporary drinking water to eligible households. Culligan will provide 5-gallon jugs of water and a floor-stand dispenser. Culligan 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 DHS recommended standards for PFAS.

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

Eligible households should indicate on the temporary water agreement how many persons reside in the household (and include # and type of pets). When setting up initial delivery, Culligan 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 Culligan 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 Culligan will exchange full jugs for however many empty jugs there are. **Empty jugs must be returned to Culligan.** 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 exchange your empty jugs for full jugs at the Culligan office located in Rhinelander at 320 W. Phillips St, or you may call Culligan to schedule an earlier delivery. To schedule a drop off or off-schedule delivery, call the Culligan office at (715) 362-4047.

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 email Dnrstellapfas@wisconsin.gov or call Gwen Saliars at (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 Department of Health Services recommended health guidelines, you may be eligible for a well replacement or treatment grant through the American Restoration Plan Act (ARPA). 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 Culligan of Rhinelander office at (715) 362-4047

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 any other questions, please email the Dnrstellapfas@wisconsin.gov or call (888) 626-0605.