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7/16/2025

Dear Customers of Racine Water Utility,

You may have noticed a change in the taste and odor (musty, earthy, mildewy, swampy) coming from your drinking water taps over the past few days. This is due to a Lake Michigan seasonal phenomenon brought on by increased water temperatures along with the increase in natural organic matter. Typically, we've seen this occur later in summer and adjusted our treatment process then to avoid any taste and odor issues.

The water treatment plant increased the dosage of potassium permanganate, an oxidizer used to combat taste and odor issues, on July 15, 2025, in response to numerous concerns from our customers. We will continue to monitor the taste and odor from Lake Michigan and adjust treatment as necessary.

We have been testing water leaving the plant and sampled in the distribution system as well. Based on all bacteriological and wet chemistry test results, there is no indication that water safety is compromised or the water is unsafe for consumption. We will continue to conduct our routine monitoring of the treatment process and sample throughout the distribution system.

If the issue persists at your location, please contact the Water Utility Laboratory (262) 636-9441 or the Plant Superintendent at (262) 636-9534.

We appreciate your understanding of this temporarily unaesthetically pleasing water. We are continually working to provide safe water to the community.

Sincerely,

Racine Water Utility