

# FAQs – French Island Temporary Emergency Water

## Frequently Asked Questions for DNR-Provided Culligan Water on French Island

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### WATER DELIVERY

**1. How often will I receive refills?**

Those receiving a water dispenser will be placed on a four-week delivery schedule.

**2. How will I know when I'm getting my refills?**

Customers will receive a phone call the day before the scheduled delivery from Culligan letting them know they will be receiving the delivery. 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 bottles for however many empty bottles there are. **Empty bottles must be returned to Culligan.**

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

When setting up initial delivery, Culligan asks residents how many are in the household and estimates the number of bottles you may use based on past experience, also asking residents if they think this number of bottles will be enough. Generally, they will deliver anywhere from 4 to 8 bottles with the initial setup.

**4. I will need a refill before my scheduled delivery. What do I do?**

If you need a refill before your four-week delivery, you may exchange your empty jugs for full bottles at the Culligan office located at 2956 Airport Rd. If you are unable to lift the full jugs, you can call the Culligan office at 608-781-2500 to schedule a drop-off.

**5. 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 the [DNRCampbellPFAS@Wisconsin.gov](mailto:DNRCampbellPFAS@Wisconsin.gov) or leave a voice message on the DNR Campbell Hotline (1-866-220-4841) with 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 that are unable to lift full bottles.

**6. 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 office at 608-781-2500.

### RECEIVING WATER UNDER THE INTERIM ADVISORY

**7. Who is eligible to receive water?**

Anyone served by a private well on French Island who is not already receiving water from the city of LaCrosse is eligible for DNR-provided water during the interim area-wide advisory, regardless of well sampling or result status.

**8. If I have had my well sampled and the results are below DHS recommended standards, am I still eligible for water? If I am already receiving water, do I have to return my dispenser or begin paying for the water myself?**

Even if you have received results indicating that your well water is below DHS recommended standards, you are still eligible for water. The DNR will continue to provide water to those eligible under the interim area-wide advisory for 6 months, at which time DNR and DHS will evaluate the status of the interim advisory, funding levels and any other relevant information to determine next steps.

**9. I have had my well sampled and the results are below DHS recommended standards. I would like to resume using my well water and want to discontinue my Culligan service. What are my next steps?**

If you would like to discontinue your service, please email the [DNRCampbellPFAS@Wisconsin.gov](mailto:DNRCampbellPFAS@Wisconsin.gov) or leave a voice message on the DNR Campbell Hotline (1-866-220-4841) with your name and address letting us know you would like to stop service. You should use all the jugged water you currently have, as Culligan cannot give credit for unused water.

**10. When the 6-month temporary water timeframe is over, will I have to pay for my own water if I do not have a known exceedance of a DHS recommended standard? What if I do not want to keep the service?**

DNR and DHS will evaluate the status of the interim area-wide advisory prior to the end of the 6-month timeframe to determine next steps for temporary water. Those with service, and the community as a whole, will be provided advance notice as to the next steps for alternative water before DNR-funded service would be discontinued for properties that no longer qualify.

**11. I have other questions about DNR-provided temporary emergency water.**

For any other questions regarding DNR-provided temporary emergency water, please email the [DNRCampbellPFAS@Wisconsin.gov](mailto:DNRCampbellPFAS@Wisconsin.gov) or leave a voice message on the DNR Campbell Hotline (1-866-220-4841).