

FAQs About Deep Wells



Q What do I need to know about deep well water quality?

A The water below bedrock has tested PFAS-free. New deep drinking water wells provided by Tyco draw from same deep aquifer as nearby municipalities (e.g., City of Peshtigo, City of Oconto, etc.). Tyco reviewed the water quality publicly reported by those systems in addition to analyzing water from over 60 deep wells in the area. Radium, iron, sulfate, strontium, and hardness were the key parameters identified as requiring treatment. All new deep drinking water wells provided by Tyco include a high efficiency water softener and reverse osmosis system to remove these parameters. After analyzing results from over 150 samples collected from RO units for new deep drinking water wells, Tyco can confidently state that all treated water meets drinking water requirements and secondary aesthetic recommendations (taste, smell, color) meaning the water is clean and safe.

Q How soon can I get a new deep well?

A To date, 70% of the replacement wells with signed agreements have been installed. The remainder of the replacement well installations are scheduled for completion by Spring 2025. Homeowners with signed agreements were provided timelines for their specific installation. Specific timing is further defined as the deep drinking water well installation date approaches based on homeowner and driller availability. The opportunity is still open to those homeowners who have not yet opted in for a new deep well.

Q How long does it take to install a new well?

A While every property is different, most wells take about a month from when the driller starts drilling to having treated water flowing into your home from a new, deep drinking water well.

Q Does radium mean my water is dangerous?

A Radium is a naturally-occurring radioactive element that is present in rocks and soil within the earth's crust. When a well is drilled into bedrock, radium can dissolve into the well water. Tyco has collected over 150 water samples over the past 1 ½ years from the newly installed wells. The treated water after softening and reverse osmosis is consistently testing well below the EPA-recommended level of 5 pCi/L and therefore safe to drink. Culligan will continue to maintain the water treatment systems at no cost to homeowners for 20 years after the well is installed.

Q How does the new well and pump system impact my water pressure?

A The default setting for water pressure with a new system is to match the water pressure from the previous system. However, the new pumps provided by Tyco for the deep drinking water wells can often provide additional water pressure if requested by the homeowner. Please note, Tyco is not responsible for existing plumbing and you should confirm your system can handle additional water pressure prior to requesting an increase in system pressure in your home.

Q What happens if my water smells bad?

A New deep drinking water wells provided by Tyco include 20 years of well and water quality maintenance. While sulfur and other smells are not common to date – they have occurred in less than 10 percent of the wells installed – when encountered, the standard treatment system included with the new well has adequate space for additional filtration that can remove odors at no cost to homeowner.

Q Has anyone complained of iron staining or scaling?

A While in start-up phase, some properties observed a little discoloration after installation of a new well but these issues were easily addressed. Every system is set up based on the parameters of the water when the system is first installed. If any discoloration or scaling is observed, it is mitigated with adjustments to the water softening system. Culligan will continue to adjust systems as necessary at no cost to homeowners for 20 years after the well is installed.

Q How long will it take to get my yard back to normal after installation?

A Yard restoration begins generally within a month of well connection, weather pending. Landscaping repairs do require homeowner support with irrigation to help grass properly germinate. Additional questions or concerns about landscaping repairs will be promptly addressed.

Q Do I get to choose where my new well will go on my property?

A Homeowners have final say on where the new wells will be installed. Potential well locations are determined by the well driller with approval from the homeowner based on state codes related to various drainage and setback requirements as well as access considerations for driller equipment. When identifying options for the new well location, the driller will also assess how to get their equipment onto the property and identify any trees or bushes that need to be trimmed/removed to facilitate installation of the new deep drinking water well.

Q Do I get to keep my irrigation well?

A Existing irrigation wells will be abandoned according to WI well code, however, laterals from the new well can be installed to provide a water source in the vicinity of any existing irrigation wells at no additional cost to the homeowner.

