



Welcome to Lake Michigan Water

Waukesha's Interactive Map Shows the Transition is Complete

The Transition Was a Success

Waukesha Water Utility customers have officially been switched over to 100% Lake Michigan water. The transition was completed two weeks earlier than anticipated and with very little discolored water. The Utility spent several years preparing for the transition to minimize the impacts. With a large volume of water (50 million gallons) going through the 300 miles of pipes, the Utility wanted customers to be prepared for the possibility of discolored water. We're pleased to report that the transition went very smoothly, and most customers did not experience any discolored water, due to the aggressive flushing program completed beforehand.

Attention Owners of Fish, Reptiles & Amphibians

If you own fish, reptiles, or amphibians, and haven't already done so, we recommend that you consult your local pet store about the required changes in water treatment. Let your pet store know that your new water supply now comes from Lake Michigan and that you will need new treatment to remove the chloramines.

Aerators, Water Filters & Water Softeners

Now that the transition is complete, customers can replace their aerators and filters and continue to use the water as normal.

For continued use, softeners must be optimized by January 1, 2025, or try the unsoftened lake water for one to two months by temporarily placing your softener in the bypass mode (consult your manual) and unplugging it. More details about water softening options can be found at www.waukesha-wi.gov/watersoftener.

Reliable Water Supply for Generations

The successful switch to Lake Michigan water is a historic achievement that will benefit all Waukesha residents and businesses by ensuring a safe and reliable water supply for generations to come. We thank you for your patience and thank everyone for their continued support in making this achievement possible.