



MARSHALL & POLK RURAL WATER SYSTEM
401 NORTH MAIN
WARREN, MINNESOTA 56762

www.mprws.com

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Quality On Tap Report



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OFFICE HOURS

Monday - Friday
8:00 A.M. to Noon
and
12:30 to 4:30 P.M.

PHONE

1-218-745-5471
Outside the Warren area,
call 1-800-569-1367

WEB SITE

www.mprws.com

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AFTER OFFICE HOURS

The office phone is equipped with call forwarding, which will transfer your call to someone on call. Please keep in mind that whoever is on call may not be by the phone 100% of the time. If you do not get an answer at first, try again later.

BOARD MEETING SCHEDULE

The Marshall & Polk Rural Water System Board meetings are held the third Tuesday of each month. The monthly schedule for the remainder of 2015 and 2016 is as follows:

Date	Time
July 21, 2015	8:00 P.M.
August 18, 2015	8:00 P.M.
September 15, 2015	8:00 P.M.
October 20, 2015	8:00 P.M.
November 17, 2015	10:00 A.M.
December 15, 2015	10:00 A.M.
January 19, 2016	10:00 A.M.
February 16, 2016	10:00 A.M.
March 15, 2016	10:00 A.M.
April 19, 2016	8:00 P.M.
May 17, 2016	8:00 P.M.
June 21, 2016	8:00 P.M.
July 19, 2016	8:00 P.M.
August 16, 2016	8:00 P.M.
September 20, 2016	8:00 P.M.
October 18, 2016	8:00 P.M.
November 15, 2016	10:00 A.M.
December 20, 2016	10:00 A.M.

The meetings are held in the Marshall & Polk Rural Water System office at 401 North Main Street, Warren, Minnesota.

If you have anything to be presented at a board meeting, they are open to the public and you may attend, or you may wish to contact your local director or this office to have your item addressed at a meeting. If you are planning to attend a meeting, you may call to verify that the meeting is being held on the scheduled date.



Marshall & Polk Rural Water System

Quality On Tap Report

— PROVIDING RURAL WATER SERVICE SINCE 1977 — June 2015

We are in the process of having a new website designed and built. If all goes as planned it should be online towards the end of June 2015. The address of the new website will be www.mprws.com. Next year's Consumer Confidence Report (CCR) data will be available on the website in May of 2016. We are still required to publish updated water quality information each year by the Minnesota Department of Health. If you prefer a paper copy of the 2016 CCR results, just request a copy and we will send one to you. There will be too much information on the new website to mention in my Manager's Update so I will touch on some of the highlights. At the current time we are set up to take ACH payments. When the website is completed we will be able to accept credit cards along with online payments. Meter readings will also be able to be submitted through the website. There will be a notification option which will allow us to text or email water outages or any other information to those that sign up. To sign up for notifications, access the "Sign Up For Alerts" tab on the right side of the home page. This is a voluntary database, only those that sign up will be notified.

We received a notice of violation from the Minnesota Department of Health for exceeding the Maximum Contaminant Level (MCL) of Total Trihalomethanes (TTHM). The remainder of the TTHM samples taken in 2014 were all below the MCL. TTHM's are a by-product of chlorine which is used for disinfection in drinking water. They form when naturally-occurring organic and inorganic materials in water react with disinfectants. The well field supplying the water treatment plant, which is located in the Radium area, is affected. The area served by the water treatment plant is shaded pink and grey on the map included in the middle of the newsletter. A few things worthwhile mentioning: the TTHM's are measured in Parts Per Billion (PPB). A few examples to better define a PPB are: 1 PPB is the equivalent to 1 second in 32 years; 1 drop of water in an Olympic-size swimming pool; or 1 foot of the distance to the moon. The standards

Manager's Update

set forth by the Safe Drinking Water Act have a strong built in margin of safety. In order to be at an increased health risk from the TTHM levels we are reporting, a person would have to drink two liters of the same water per day for 70 years. This would increase your excess risks by odds of anywhere from one in ten thousand to one in one million. If you have any questions about the information included in this report, please do not hesitate to contact us.

This summer the operations staff will be working on lowering our unaccounted for water. In the process of doing this we will be isolating certain areas of the distribution to locate water leaks. This may cause brief periods of low pressure or short outages. One thing to be aware of



is if your sump pump is running when the water table is low, this could be caused by a potential leak on the service line. Our operators are able to pressure test the service line between the curbstop and meter setup to determine if there is a leak at no charge. Thank you to all of the farmers that call in water leaks while doing field work, and other customers that notify us. If you think you may have a water leak or know the location of a possible water leak, please let us know.

Marshall County does not have any road construction projects that will affect our system in 2015. Polk County will be widening and resurfacing CSAH 15 west of Fisher. There are waterlines that will

have to be relocated as a result of this road project. There will be service disruptions to this area when the new waterline is tied in. We may be replacing gate valves that have been damaged or are not working properly. This work will take place throughout the distribution system. The Middle Snake Tarmac Watershed District will be moving the road along the north side of Judicial Ditch 1 west of Warren. This project will require the relocation of a half mile of 8 inch waterline. We will notify the customers whose service will be disrupted by these projects. On a positive note, I am pleased to report that we did not have any waterlines freeze this past winter. Past repairs of frozen waterlines have caused several service disruptions over the last couple of years. In addition, we will be installing some new services throughout the distribution system. The minimum cost for a new water service remains at \$10,500. Estimates are done at no charge. If you have any questions or know of anybody interested in rural water service, please contact our office.

Marshall & Polk Rural Water System has been awarded a grant by the Minnesota Department of Health to purchase a 25 kilowatt diesel standby generator for reservoir 8, which is located in the northern part of the distribution system. This generator will allow the operation of the reservoir at full capacity during a power outage. It will be activated by an automatic transfer switch which will start and stop the unit in the event of a power outage. The generator will be purchased in 2015 and installed in the summer of 2016.

There was a water rate increase that took effect March 1st 2015. The water rate was increased from \$7.50 to \$7.75 per thousand gallons. The facility charge remains at \$7.00. There may be another small rate increase within the next year. The board and staff remain committed to delivering the highest quality water at the lowest rate possible.

Have a good summer,
Jason Hillman
Manager

CLOSED FRIDAY, JULY 3

We will be closed Friday, July 3, 2015 in observance of the 4th of July holiday.

NEW WEBSITE!

www.mprws.com

MARSHALL & POLK RURAL WATER SYSTEM

— 2014 DRINKING WATER REPORT —

The Marshall & Polk Rural Water System is issuing the results of monitoring done on its drinking water for the period from January 1 to December 31, 2014. The purpose of this report is to advance consumers' understanding of drinking water and heighten awareness of the need to protect precious water resources.

Source of Water

The Marshall & Polk Rural Water System provides drinking water to its residents from the following groundwater sources:

- Four wells ranging from 171 to 419 feet deep, that draw water from the Quaternary Buried Artesian Aquifer.
- Purchases treated water from the Grand Forks-Trail Water District, which obtains its water from 15 wells in the Elk Valley Aquifer.

The Minnesota Department of Health has made a determination as to how vulnerable our systems' sources of water may be to future contamination incidents. If you wish to obtain the entire source water assessment regarding your drinking water, please call 651-201-4700 or 1-800-818-9318 (and press 5) during normal business hours. Also, you can view it online at www.health.state.mn.us/divs/eh/water/swp/swa.

Call 218-745-5471 or 1-800-569-1367 if you have questions about the Marshall & Polk Rural Water System drinking water or would like information about opportunities for public participation in decisions that may affect the quality of the water.

Results of Monitoring

The results contained in the following table indicate an exceedance of a federal standard. Some other contaminants were detected in trace amounts that were below legal limits. The table that follows shows the contaminants that were detected in trace amounts last year. (Some contaminants are sampled less frequently than once a year; as a result, not all contaminants were sampled for in 2014. If any of these contaminants were detected the last time they were sampled for, they are included in the table along with the date that the detection occurred.)

Key to abbreviations:

MCLG — Maximum Contaminant Level Goal: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MCL — Maximum Contaminant Level: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.

MRDL — Maximum Residual Disinfectant Level.

MRDLG — Maximum Residual Disinfectant Level Goal.

AL — Action Level: The concentration of a contaminant which, if exceeded, triggers treatment or other requirement which a water system must follow.

90th Percentile Level — This is the value obtained after disregarding 10 percent of the samples taken that had the highest levels. (For example, in a situation in which 10 samples were taken, the 90th percentile level is determined by disregarding the highest result, which represents 10 percent of the samples.) Note: In situations in which only 5 samples are taken, the average of the two with the highest levels is taken to determine the 90th percentile level.

TEST RESULTS: (Samples collected throughout the System)

Contaminant	Units	MCLG	AL	90% Level	# sites over AL	Water Supply Reporting	Meets Regulations	Typical Source of Contaminant
Copper (2013)	ppm	1.3	1.3	.45	0 out of 10	A, B	✓	Corrosion of household plumbing systems; Erosion of natural deposits.
(2014)	ppm	1.3	1.3	.413	0 out of 20	C	✓	
Lead (2013)	ppb	N/A	15	2.5	0 out of 10	A, B	✓	Corrosion of household plumbing systems; Erosion of natural deposits.
(2014)	ppb	N/A	15	No Detect	0 out of 20	C	✓	

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Marshall & Polk Rural Water System is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>.

TEXT & EMAIL ALERTS

The new website will allow us to provide advanced notification of scheduled water outages, water main breaks, equipment failures, water quality issues, or anything else that may cause service disruptions. Notifications will be delivered via email and text message. If you are interested in receiving notifications, you will have to sign up. This can be done by accessing the website at www.mprws.com and choosing "Sign Up for Alerts" on the home page. Information required to receive notifications is customer name, email address, cell phone number and cell phone carrier. If you have any questions or problems signing up for alerts, let us know.



CREDIT CARD AND ONLINE PAYMENTS

Marshall & Polk Rural Water System will begin accepting credit card and online payments on August 1, 2015. Credit Cards accepted will be Visa, MasterCard, American Express and Discover. Credit card payments can be made on the website at www.mprws.com by selecting the "Bill Payment" option; or payments will be accepted at the Marshall & Polk Rural Water office. Online payments will be available through PayPal on the website at www.mprws.com also by selecting the "Bill Payment" option. If you have any questions about credit card or online payments, let us know.

PAYMENT BY ACH OFFERED

We offer payment by ACH, where we can automatically draft your water bill from your checking or savings account. If interested, contact our office.

BACKFLOW CONTAMINATION

One of the main objectives of any water system is to deliver safe water. One of the greatest threats to delivering safe water is contamination from accidental backflow. Backflow can occur under several conditions that are all very preventable.

Under normal conditions the water will flow in one direction. Backflow can take place when pressure is not maintained or there is a negative pressure in the line. This can be caused by a break in the pipe or another system malfunction.

The meter setups are equipped with check valves. These valves are effective in preventing backflow but they should be used along with an air gap to prevent contamination.

Many simple things can be done to prevent backflow:

- Do not submerge a free – running hose in water
- Never leave a hose submersed in standing water
- Use backflow prevention devices such as vacuum breakers on hydrants or any device used to fill spray tanks
- Always have the appropriate air gap when filling spray tanks

When using a garden hose to fill water tanks, the hose should be suspended above the fill point creating an air gap. The air gap should be no less than two times the diameter of the hose. The air gap will eliminate the possibility of contamination from backflow out of the tank.

TEST RESULTS: (Consumer Confidence Report, continued from page Three)

Contaminant (units)	MRDLG	MRDL	****	*****	Water Supply Reporting	Meets Regulations	Typical Source Of Contaminant
Chlorine (ppm)							
(2014)	4	4	.14-2.1	1.35	A, B	✓	Water additive used to control microbes
(2014)	4	4	.38-.70	0.5	C	✓	

****Highest and Lowest Monthly Average

*****Highest Quarterly Average

Monitoring may have been done for additional contaminants that do not have MCLs established for them and are not required to be monitored under the Safe Drinking Water Act. Results may be available by calling 651-201-4700 or 1-800-818-9318 during normal business hours. In the table that follows are the unregulated contaminants that were detected:

Contaminant	Unit	Level Range (2010)	Found Ave./ Result	Water Supply Reporting	Meets Regulations	Typical Source of Contaminant
Sodium (2008)	ppm	N/A	130	A	✓	Erosion of natural deposits.
(2010)			192	B	✓	
(2008)			7.2	C	✓	
Sulfate (2008)	ppm	N/A	81.4	A	✓	Erosion of natural deposits.
(2010)			17.6	B	✓	
(2008)			15	C	✓	

Miscellaneous Information For You

Yours, Mine or Ours? For your reference, the following is a summary of whose responsibility it is to repair and maintain your water service. Contact the office if you have any questions.

Marshall & Polk Rural Water System is responsible for:

- ✓ The water line up to the curb stop.
- ✓ The curb stop
- ✓ The water meter and the pressure reducing valve

Users are responsible for:

- ✓ The service line (the line from the curb stop to the house and all lines on the landowner's side of the curb stop including the connection to the curb stop).
- ✓ All of the pressure gauges, ball valves, couplers and other parts included in the meter set up, except the meter and the pressure reducing valve.
- ✓ All household plumbing.

Damaged Meters, Pressure Reducing Valves and Curb Stops:

- ✓ **Curb Stops.** Marshall & Polk Rural Water System policy is that work on or near the curb stop will be performed by the rural water system. If the damage is on the customer's side of the curb stop, or due to negligence, the customer will be billed. If you need your water turned on or off, give us a call to set this up. Marshall & Polk Rural Water System policy is that no person shall turn on or off any water supply at any curb stop without a permit from the water system. A \$100.00 penalty will be charged to the homeowner for anyone operating the curb stop other than Marshall &

Polk Rural Water System.

- ✓ **Meters and Pressure Reducing Valves.** Customers will be billed for repair or replacement of a meter or pressure reducing valve damaged by freezing or customer neglect.

Delinquent Account and Other Related Fees

The following is a list of fees charged by Marshall & Polk Rural Water System..

- \$6.74 certified delinquent notice
- \$25 reconnection fee, no reconnections after hours
- \$20 trip charge for collections
- \$10 penalty for not sending a meter reading
- \$20 trip charge for a meter reading (Meter reading fees can be avoided by sending or calling in your reading by the 10th of each month or emailing them to ruralwater@mncable.net)
- \$25 NSF check charge
- \$75 per hour for service labor
- **\$50 fee and water shut off for not showing up for the final reading appointment**
- **\$100.00 penalty charged to the homeowner for anyone operating the curb stop other than Marshall & Polk Rural Water System**

Note: The hourly rate for service labor includes mileage to the work site. The hourly rate is for billable work only; there are many services that we continue to provide free of charge. For example, we do not charge to come out and turn your water off, nor do we charge to help you look for a water leak. If you are uncertain about whether or not a service is billable, be sure to ask.

SYSTEM RULES AND REGULATIONS

The board of directors of the Marshall & Polk Rural Water System would like to remind you of some of the rules and regulations which govern our system.

One Assessment Needed For Each Permanent Home.

Each meter service shall supply water to only one residence or business establishment. A separate assessment is required when there is more than one house in a yard. In accordance with the rules and regulations of the Marshall & Polk Rural Water System, if it is determined that anyone is supplying more than one house from a single sign-up, they will be charged for an additional assessment.

Cross Connections are Not Allowed.

Due to the possibility of contamination of your own and your neighbor's water supply, the Minnesota Department of Health and the Marshall and Polk Rural Water System do not allow cross connections. A cross connection occurs when a private well or water supply and rural water system lines are not separated completely. There can be no connection at all between the two systems. Having a cross connection is grounds for disconnection of your water service. Please contact our office immediately if you know of any cross connections.

All Water Must Be Metered.

No user shall use any water before it has been measured by the water meter, nor shall they maintain an outlet from the water pipe before the water has gone through the water meter and been properly measured. No user shall remove a meter or in any way interfere with the proper functioning or measuring of a water meter. Use of unmetered water may result in civil and/or criminal penalties.

Water Leaks Cost You Money. Each user is responsible for the cost of water that has been metered. Water lost due to household plumbing leaks or leaks on a service line will be billed to the user, with no reduction or credit given for the resulting water charges. It is cost effective to keep household plumbing in good repair.

Report Meter Readings Monthly. Water users will read their own meters on the first day of each month, or the earliest date thereafter, and send them with their monthly payment. If a user does not read his meter, there shall be a \$10.00 charge for not reading the meter. A \$20.00 fee will be charged if it becomes necessary for a water system operator to read the meter of a user who habitually neglects to send in a meter reading.

Policy For Change Of Ownership Or Tenant. Marshall & Polk Rural Water System policy requires that a water system operator must read the water meter when a home served by the system has been sold or rented. It is the responsibility of the user moving out to contact the water system office to report a forwarding address and set up an appointment to have the meter read. **There is a \$50.00 fee and water shut off for not showing for a scheduled final reading appointment.** The new occupant(s) must provide the office with information needed to set up a billing account and pay a \$50.00 non-refundable charge or fee which is required by water system policy.

Space does not allow for a complete listing of the regulations of the Marshall & Polk Rural Water System. If you have any questions, please feel free to contact the rural water office.

TEST RESULTS FOR:

A = Warren Well Site, B = Euclid Well Site, C = Supplied by Grand Forks Trail

				Level	Found	See System map for area served by each water supply		
Contaminant (Last Tested)	Units	MCLG	MC L	Range (2014)	Ave. Result*	Water Supply Reporting	Meets Regulations	Typical Source of Contaminant
Fluoride (2014)	ppm	4	4	1.2-1.4	1.35	A, B	✓	State of Minn. Requires all municipal water systems to add fluoride to the drinking water to promote strong teeth; Erosion of natural deposits; Discharge from fertilizer and aluminum factories.
(2008)	ppm	4	4	N/A	1.41	C	✓	
Zinc (2008)	ppm		N/A	N/A	0.001	C	✓	
Barium (2006)	ppm	2	2	N/A	.13	A	✓	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
(2010)	ppm	2	2	N/A	.45	B	✓	
(2008)	ppm	2	2	N/A	0.014	C	✓	
Nitrate + Nitrite (As N) (2014)	ppm	10.4	10.4	nd-1.4	1.4	A	✓	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
(2014)	ppm	10.4	10.4	.05	.05	B	✓	
(2014)	ppm	10.4	10.4	.8-1	1	C	✓	
Nitrate (As N) (2007)	ppm	1	1	N/A	.02	B	✓	
Arsenic (2010)	ppb	0	10	NA	1.15	B	✓	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Radon (2007)	pCi/l			N/A	202	B	✓	Erosion of natural deposits.
Combined (2003)	pCi/l			N/A	2.29	A	✓	Erosion of natural deposits.
Radium (2013)	pCi/l	0	5.4	nd-2.5	1.9	B	✓	
(2009)	pCi/l			N/A	0.11	C	✓	
Alpha Emitters (2003)	pCi/l			N/A	1.45	A	✓	Erosion of natural deposits.
(2013)	pCi/l	0	15.4	nd-3.9	3.9	B	✓	
(2009)	pCi/l			N/A	0.53	C	✓	
Haloacetic Acids (HAA5) (2014)	ppb	0	60	1.3-28.4	27.47	A, B	✓	By-product of drinking water disinfection.
(2014)				1	1	C	✓	
Trihalomethanes TTHM, Total (2014)	ppb	0	80	1.2-103.4	117.7★	A, B	✓	By-product of drinking water disinfection.
(2014)	ppb		80	5	5	C	✓	
Mercury (Inorganic) (2007)	ppb	2	2	N/A	.06	B	✓	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland.

*This is the value used to determine compliance with federal standards. It sometimes is the highest value detected and sometimes is an average of all the detected values. If it is an average, it may contain sampling results from the previous year.

★ During the year, we had a violation for TTHM (Total trihalomethanes). Some people who drink water containing trihalomethanes in excess of the MCL over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer. Samples collected in June, September and December 2014 were below the MCL and our system has returned to compliance.

(Consumer Confidence Report continued on page Seven)

Kittson County

Marshall County

Polk County

Marshall & Polk Rural Water System

Legend

- Area A** = Supplied by Warren Well Site
- Area B** = Supplied by Euclid Well Site*
- Area C** = Supplied by Grand Forks Trail Water Users
- Area A B** = Supplied by a Mixture of Water from the Warren & Euclid Well Sites

*The Euclid Well Site includes our new well near Warren. DNR has issued us a water appropriation permit by amending our Euclid Well permit, therefore we will continue to refer to that area as the Euclid Well Site area.

