

Marshall & Polk Rural Water System

Quality On Tap Report

— PROVIDING RURAL WATER SERVICE SINCE 1977 — June 2016

BOARD OF DIRECTORS

PRESIDENT	
Mike Kasowski	Fisher
VICE PRESIDENT	
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DIRECTOR	
Wayne E. Nelson	Oslo
DIRECTOR	
Orin Knutson	Oslo

OFFICE HOURS	PHONE
Monday – Friday	1-218-745-5471
8:00 A.M. to Noon	Outside the Warren area, call
and	1-800-569-1367
12:30 to 4:30 P.M.	

WEB SITE www.mprws.com

STAFF	E-Mail
Jason Hillman Manager	mprws@mncable.net
Virlynn Hanson Sec. /Bkpr.	virlynn@mprws.com
Anthony Deschene Chief Operator	
Kelly Durand Operator	
Meter readings	ruralwater@mncable.net

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 2016 and 2017 is as follows:

Date	Time
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.
January 17, 2017	10:00 A.M.
February 21, 2017	10:00 A.M.
March 21, 2017	10:00 A.M.
April 18, 2017	8:00 P.M.
May 16, 2017	8:00 P.M.
June 20, 2017	8:00 P.M.
July 18, 2017	8:00 P.M.
August 15, 2017	8:00 P.M.
September 19, 2017	8:00 P.M.
October 17, 2017	8:00 P.M.
November 21, 2017	10:00 A.M.
December 19, 2017	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.

Manager's Update

The Consumer Confidence Report (CCR) for Marshall & Polk Rural Water System is available on our website at www.mprws.com. From this point on the CCR will only be available on the website, unless a print copy is requested. If you or anyone you know of would like a printed copy of the CCR, let us know and one will be mailed.

We received a notice of violation from the Minnesota Department of Health for exceeding the Maximum Contaminant Level (MCL) of Total Trihalomethanes (TTHM) in the 4th quarter of 2015. 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 such as chlorine. The Maximum Contaminant Level for TTHM's is 80.4 Parts Per Billion (PPB), and Haloacetic Acids (HAA5) is 60.4 PPB. The well field supplying the water treatment plant, which is located in the Radium area, is the only site affected by elevated TTHM's. TTHM's are measured in Parts Per Billion. 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 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. A few changes have been made to the chlorination process at the water treatment plant which is supplied by the Radium wellfield. These changes to the disinfectant process were made in December of 2015, and are designed to provide a permanent solution to the TTHM problem.

This involved changing from a free chlorine to a chloramine, which was the most effective and feasible way to lower the TTHM's. The addition of ammonia, along with chlorine, produces chloramines which are not as reactive with organics; therefore, producing fewer TTHM's. Since switching to chloramines the TTHM's have dropped consistently. The results since this change were a decrease to 6.4 PPB in December of 2015, and 6.2 PPB in March of 2016. This has decreased the locational running average from 82.2 PPB, which was over the MCL in September of 2015, to 43.2 PPB after the last sample was analyzed, in March of 2016. The next compliance samples are scheduled to be taken on June 6th, 2016. Thank you for your patience as we worked to solve this problem over the past several months. If you have any further questions or concerns, let us know.

We are always looking to lower our unaccounted for water by finding and repairing water leaks. Our distribution system has approximately 950 miles of pipeline and 1,533 service connections, as well as many second meter connections. Something that may indicate a possible water leak between a dwelling and water main, is if your sump pump continues to run after the water table returns to normal; or, your neighbor's sump pumps have stopped pumping. This could indicate 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. This service, as well as assisting customers with locating leaks after the meter, is done at no charge. Thank you to everyone that has called in possible leaks. We check out all water leaks that are reported. Do not hesitate to let us know the location of a possible water leak. The construction work load for the summer of 2016 is fairly light at this point. Marshall County will be doing a small pro-

ject in Fork Township that may require the relocation of some 1½ inch waterline. Polk County does not have any work that will affect us in 2016. Although, Polk County will be widening and grading CSAH 19 in 2017; and, CSAH 23 in 2018. These projects will most likely require relocation of waterlines. Service disruptions are anticipated when the new waterline is tied in. We will be replacing gate valves that have been damaged or are not working properly throughout the distribution system as well. This work will also cause some brief service disruptions. Customers in the affected areas will be notified prior to any scheduled service disruptions. Additionally, we will be adding a few new users this summer throughout the system. The minimum cost for a new water service remains \$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. The online address of our new website is www.mprws.com. The website has been online since July of 2015 and is very user friendly. There are a number of services that can be accessed on the website. One of the most popular are the new payment methods such as credit cards, and online payments through PayPal. Meter readings may also be submitted through the website. There is no fee for any credit card or online payments up to \$250.00, any payments over \$250.01 are subject to a 3% charge. There is a notification option which will allow our customers to receive text or email messages informing you of water outages or other pertinent information. 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. If you have any suggestions to make the website better, please let us know.

(Continued on Page 7)

MARSHALL & POLK RURAL WATER SYSTEM
– 2015 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, 2015. 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 on line 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 2015. 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.
pCi/l – PicoCuries per liter (a measure of radioactivity).

ppb – Parts per billion, which can also be expressed as micrograms per liter (ug/l).
ppm – Parts per million, which can also be expressed as milligrams per liter (mg/l).
nd – No detection.
N/A – Not Applicable (does not apply).

Compliance With National Primary Drinking Water Regulations

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:
Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.
Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban storm water runoff and residential uses.
Organic chemical contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban storm water runoff, and septic systems.

Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.
In order to ensure that tap water is safe to drink, the U. S. Environmental Protection Agency (EPA) prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration regulations establish limits for contaminants in bottled water which must provide the same protection for public health.
Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

(Manager's Report Continued)
Thank you to all of the customers with digital remotes that responded to our survey request last summer pertaining to inside and outside meter readings. Over 60% of the customers that received the survey request responded. These meters were installed as part of the original system, and subsequent system expansions until around 1995. Over time the inside meter and remote meter can vary. The water is measured by the inside meter, and a pulse is sent to the remote meter for every 100 gallons of water used. We are asking all customers with this type of meter to read the inside meter. When a dwelling is sold or renters change, our operators come to the property and get a

final meter reading from both meters. Any discrepancy in the readings between the inside and outside meter readings will be found at this time. Therefore, the inside meter has the most accurate meter reading. If a large discrepancy is found when a property is sold, the full amount is due at the time of the final billing. When a large discrepancy is found by a existing customer, we will try to work out a payment plan so it will not be an issue when the property is sold. A 25 kilowatt diesel standby generator was purchased in 2015 and will be installed at reservoir 8 this summer. Reservoir 8 is located in the northern part of the distribution system in the Old Mill State Park area. The generator will provide power to

operate the reservoir at full capacity during a power outage, and will automatically start when problems with the utility power is detected. The generator will be installed and operational in October of 2016. There was a water rate increase that took effect January 1st, 2016. The water rate was increased from \$7.75 to \$8.00 per thousand gallons. The facility charge remains at \$7.00. The water rates will be reevaluated before budgeting for 2017. As always the board and staff remain committed to delivering the highest quality water at the lowest rate possible.
Jason Hillman
Manager

TEST RESULTS: (Samples Collected throughout the System, continued from page 3)
Table with 9 columns: Contaminant, Units, MCL G, AL, 90% Level, # sites over AL, Water Supply Reporting, Meets Regulations, Typical Source of Contaminant. Rows include Copper (2013, 2014), Lead (2013, 2014).

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.

Table with 8 columns: Contaminant (units), MRDLG, MRDL, ****, ***** (Highest and Lowest Monthly Average), Water Supply Reporting, Meets Regulations, Typical Source Of Contaminant. Row includes Chlorine (ppm) (2015).

****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:

Table with 7 columns: Contaminant, Unit, Level (Range (2010)), Found (Ave./ Result), Water Supply Reporting, Meets Regulations, Typical Source of Contaminant. Rows include Sodium (2008, 2010, 2008) and Sulfate (2008, 2010, 2008).

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

\$6.47 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 & water shut off for not showing up for the final reading appointment

\$100 Penalty charged to 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 Trill

				Level	Found	See System map for area served by each water supply		
Contaminant (Last Tested)	Units	MCLG	MCL	Range (2015)	Ave. Result*	Water Supply Reporting	Meets Regulations	Typical Source of Contaminant
Fluoride (2015) (2008)	ppm	4	4	1.3-1.4	1.34	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.
	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) (2015)	ppm	10.4	10.4	nd-.05	.05	A	✓	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
(2015)	ppm	10.4	10.4	1.7	1.7	B	✓	
(2015)	ppm	10.4	10.4	.04	N/A	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) (2015)	ppb	0	60	Nd-38.5 nd	21.65	A, B	✓	By-product of drinking water disinfection.
(2015)					N/A	C	✓	
Trihalomethanes TTHM, Total (2015)	ppb	0	80	1.5-138	82.18 *	A, B	✓	By-product of drinking water disinfection.
(2015)	ppb		80	3	N/A	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.
Xylenes (2015)	ppb	10	10	nd-.00141	.001	A	✓	Discharge from petroleum factories; Discharge from chemical factories.

*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 on December 21, 2015 were below the MCL and our system has returned to compliance.

(Consumer Confidence Report continued on page 7)

Polk County, Missouri

Legend:

- Area A (Pink)
- Area B (Blue)
- Area C (Red)
- Area A/B (Light Blue)

*The Social Work Department has jurisdiction over the area near Warren, D. appropriate to well permit in that area as

Polk County

Legend

- Area A – Supplied by Warren Well Site
- Area B – Supplied by Euclid Well Site¹
- 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.