Marshall & Polk Rural Water System

Quality On Tap Report

— PROVIDING RURAL WATER SERVICE SINCE 1977 — June 2018

Manager's Update

The Consumer Confidence Report (CCR) for Marshall & Polk Rural Water System is available on our website at www.mprws.com. If you prefer a printed copy of the CCR, let us know and one will be mailed to you. There are a number of other services also offered on our website.

We are pleased to report that the Marshall & Polk Rural Water System met all state and federal drinking water standards in 2017. So what are the federal standards and who enforces them? The Safe Drinking Water Act (SDWA) implements the standards. The federal drinking water standards are set and enforced by the United States Environmental Protection Agency (USEPA). In Minnesota, the state's Department of Health is the enforcement agency on behalf of the USEPA. The SDWA was passed by Congress in 1974 to protect public health by putting regulations on the water supplies. Since the SDWA was enacted there have been two amendments, in 1986 and 1996. Due to these amendments the act now includes the protection of sources such as rivers, lakes, reservoirs, springs and wells. There are no regulations on private wells that serve less than 25 individuals. Standards are set by the population and time the public consumes water from a source. In 1996 an annual Consumer Confidence Report was added to the SDWA. This requires all community water systems to produce an annual report of the system's water quality and distribute it to the population served. The USEPA sets drinking water standards according to the contaminants that are the most potentially hazardous to public health. Using a Maximum Contaminant Level (MCL) goal, the standards are set at a level at which there are no known or expected risk to health from these contaminants.

An issue we have come up occasionally is when a customer unexpectedly receives a high water bill caused by high water usage. When this occurs it is common to think that the meter must be reading incorrectly, or is defective. There are several different brands of meters in our distribution system, although they all have one thing in common. They are positive displacement meters. Positive displacement is a type of meter that requires fluid to move the measuring equipment inside the meter chamber in order to measure volume. Positive displacement meters are capable of measuring both gas and liquids. The meter chamber is the part of the meter that the product flows through. Each time the chamber rotates it measures a fixed quantity of water, which is then sent to the register which totals the amount of product used. The main point with a positive displacement meter is the water *has* to flow through the chamber in order for it to be metered. In short, this type of metering is very accurate.

Just a reminder to those customers using older remote meters (outside meter), they may slow down over time. **We are asking all customers with this type of meter to read the inside meter.** When a dwelling is sold or changes occupants, our operators go out to the property and get final meter readings from both meters. Any discrepancy in the readings between the inside and outside meter readings will be found at this time. The reading from the inside meter is always used to calculate the final bill.

Backflow is one of the most common sources of possible contamination. Backflow is basically defined as reversing the direction of normal water flow. This situation occurs when the pressure drops very low or a vacuum occurs on the main line. This may be caused by a water break, equipment failure, power outage at a reservoir site, or several other conditions. This situation may occur when a garden hose is submersed in a swimming pool, pond, animal waterer, or several other possibilities. What can we do to prevent backflow? There is a dual check valve in all of the meter setups currently issued that only allows water to flow in one direction. Additionally a hose-bib vacuum breaker is an effective, inexpensive screw-on device that may be purchased at most hardware stores. If you have any questions or concerns about backflow, let us know and we will be happy to assist you.

Another common source of possible contamination is a cross connection. A cross connection exists when a non-potable water supply is connected to a potable water supply. An example of this is a private well connected to a public water system. This type of connection is prohibited. There has to be a physical air gap between a private well and a public water supply. A valve between the two systems is not an allowable connection. There are several customers that continue to use their private wells for a backup water source. This is perfectly acceptable, as long as private and public systems are in no way connected. If you have any questions about cross connections let us know.

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Marshall-Polk Rural Water System
2017 DRINKING WATER REPORT

Making Safe Drinking Water

Your drinking water comes from the following groundwater sources: Marshall-Polk Rural Water System purchases water from Grand Forks-Trail Water District and your system has four wells ranging from 171 to 419 feet deep, that draw water from the Quaternary Buried Artesian aquifer.

Marshall-Polk Rural Water System works hard to provide you with safe and reliable drinking water that meets federal and state water quality requirements. The purpose of this report is to provide you with information on your drinking water and how to protect our precious water resources.

Contact Jason Hillman, Manager, at (218) 745-5471 or RuralWater@mncable.net if you have questions about Marshall-Polk Rural Water System's drinking water. You can also ask for information about how you can take part in decisions that may affect water quality.

The U.S. Environmental Protection Agency sets safe drinking water standards. These standards limit the amounts of specific contaminants allowed in drinking water. This ensures that tap water is safe to drink for most people. The U.S. Food and Drug Administration regulates the amount of certain contaminants in bottled water. Bottled water must provide the same public health protection as public tap water.

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.

Marshall-Polk Rural Water System Monitoring Results

This report contains our monitoring results from January 1 to December 31, 2017.

We work with the Minnesota Department of Health to test drinking water for more than 100 contaminants. It is not unusual to detect contaminants in small amounts. No water supply is ever completely free of contaminants. Drinking water standards protect Minnesotans from substances that may be harmful to their health.

Learn more by visiting the Minnesota Department of Health's webpage Basics of Monitoring and Testing of Drinking Water in Minnesota (http://www.health.state.mn.us/divs/eh/water/factsheet/com/sampling.html).

How to Read the Water Quality Data Tables

The tables below show the contaminants we found last year or the most recent time we sampled for that contaminant. They also show the levels of those contaminants and the Environmental Protection Agency's limits. Substances that we tested for but did not find are not included in the tables.

We sample for some contaminants less than once a year because their levels in water are not expected to change from year to year. If we found any of these contaminants the last time we sampled for them, we included them in the tables below with the detection date.

We may have done additional monitoring for contaminants that are not included in the Safe Drinking Water Act. To request a copy of these results, call the Minnesota Department of Health at 651-201-4700 or 1-800-818-9318 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

CLOSED WEDNESDAY, JULY 4

We will be closed Wednesday, July 4, 2018 for the 4th of July holiday.

Definitions

- **AL (Action Level)**: The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **EPA:** Environmental Protection Agency
- **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.
- **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.
- **Level 1 Assessment**: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.
- **Level 2 Assessment**: A Level 2 assessment is a very detailed study of the water system to identify potential problems and determine (if possible) why an E. coli MCL violation has occurred and/or why total coliform bacteria have been found in our water system on multiple occasions.
- **MRDL (Maximum residual disinfectant level):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG (Maximum residual disinfectant level goal)**: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **NA (Not applicable)**: Does not apply.
- **NTU (Nephelometric Turbidity Units)**: A measure of the cloudiness of the water (turbidity).
- **pCi/l (picocuries per liter)**: A measure of radioactivity.
- **ppb (parts per billion)**: One part per billion in water is like one drop in one billion drops of water, or about one drop in a swimming pool. ppb is the same as micrograms per liter (µg/l).
- **ppm (parts per million)**: One part per million is like one drop in one million drops of water, or about one cup in a swimming pool. ppm is the same as milligrams per liter (mg/l).
- **PWSID**: Public water system identification.
- **TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.
- **Variances and Exemptions**: State or EPA permission not to meet an MCL or a treatment technique under certain conditions.

FREE ADDRESS LABELS

For your convenience in addressing envelopes for sending in your water payments, we are offering free address stickers. You can get your labels by filling out and returning the following coupon along with a self-addressed, stamped envelope.

ADDRESS LABEL COUPON

_____

NAME

_____

ADDRESS

_____

CITY STATE ZIP

Some People Are More Vulnerable to Contaminants in Drinking Water

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. The developing fetus and therefore pregnant women may also be more vulnerable to contaminants in drinking water. These people or their caregivers should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control (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.

Learn More about Your Drinking Water

Drinking Water Sources

Minnesota's primary drinking water sources are groundwater and surface water. Groundwater is the water found in aquifers beneath the surface of the land. Groundwater supplies 75 percent of Minnesota's drinking water. Surface water is the water in lakes, rivers, and streams above the surface of the land. Surface water supplies 25 percent of Minnesota's drinking water.

Contaminants can get in drinking water sources from the natural environment and from people's daily activities. There are five main types of contaminants in drinking water sources.

- **Microbial contaminants,** such as viruses, bacteria, and parasites. Sources include sewage treatment plants, septic systems, agricultural livestock operations, pets, and wildlife.
- **Inorganic contaminants** include salts and metals from natural sources (e.g. rock and soil), oil and gas production, mining and farming operations, urban stormwater runoff, and wastewater discharges.
- **Pesticides and herbicides** are chemicals used to reduce or kill unwanted plants and pests. Sources include agriculture, urban stormwater runoff, and commercial and residential properties.
- **Organic chemical contaminants** include synthetic and volatile organic compounds. Sources include industrial processes and petroleum production, gas stations, urban stormwater runoff, and septic systems.
- **Radioactive contaminants** such as radium, thorium, and uranium isotopes come from natural sources (e.g. radon gas from soils and rock), mining operations, and oil and gas production.

The Minnesota Department of Health provides information about your drinking water source(s) in a source water assessment, including:

- How Marshall-Polk Rural Water System is protecting your drinking water source(s);
- Nearby threats to your drinking water sources;
- How easily water and pollution can move from the surface of the land into drinking water sources, based on natural geology and the way wells are constructed.

Find your source water assessment at Source Water Assessments (www.health.state.mn.us/divs/eh/water/swp/swa/) or call 651-201-4700 or 1-800-818-9318 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

PAYMENT BY ACH OFFERED

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

Lead in Drinking Water

You may be in contact with lead through paint, water, dust, soil, food, hobbies, or your job. Coming in contact with lead can cause serious health problems for everyone. There is no safe level of lead. Babies, children under six years, and pregnant women are at the highest risk.

Lead is rarely in a drinking water source, but it can get in your drinking water as it passes through lead service lines and your household plumbing system. Marshall-Polk Rural Water System provides high quality drinking water, but it cannot control the plumbing materials used in private buildings.

Read below to learn how you can protect yourself from lead in drinking water.

1. **Let the water run** for 30-60 seconds before using it for drinking or cooking if the water has not been turned on in over six hours. If you have a lead service line, you may need to let the water run longer. A service line is the underground pipe that brings water from the main water pipe under the street to your home.

   You can find out if you have a lead service line by contacting your public water system, or you can check by following the steps at: Are your pipes made of lead? Here's a quick way to find out (https://www.mprnews.org/story/2016/06/24/npr-find-lead-pipes-in-your-home).

   The only way to know if lead has been reduced by letting it run is to check with a test. If letting the water run does not reduce lead, consider other options to reduce your exposure.
2. **Use cold water** for drinking, making food, and making baby formula. Hot water releases more lead from pipes than cold water.
3. **Test your water.** In most cases, letting the water run and using cold water for drinking and cooking should keep lead levels low in your drinking water. If you are still concerned about lead, arrange with a laboratory to test your tap water. Testing your water is important if young children or pregnant women drink your tap water.
   Contact a Minnesota Department of Health accredited laboratory to get a sample container and instructions on how to submit a sample:
   Environmental Laboratory Accreditation Program
   (https://apps.health.state.mn.us/eldo/public/accreditedlabs/labsearch.seam)
   The Minnesota Department of Health can help you understand your test results.

4. **Treat your water** if a test shows your water has high levels of lead after you let the water run.
   Read about water treatment units:
   Point-of-Use Water Treatment Units for Lead Reduction
   (http://www.health.state.mn.us/divs/eh/water/factsheet/com/poulead.html)

Learn more:

- Visit Lead in Drinking Water (http://www.health.state.mn.us/divs/eh/water/contaminants/lead.html#Protect)
- Visit Basic Information about Lead in Drinking Water (http://www.epa.gov/safewater/lead)
- Call the EPA Safe Drinking Water Hotline at 1-800-426-4791.To learn about how to reduce your contact with lead from sources other than your drinking water, visit Lead Poisoning Prevention: Common Sources (http://www.health.state.mn.us/divs/eh/lead/sources.html).

Help Protect Our Most Precious Resource – Water

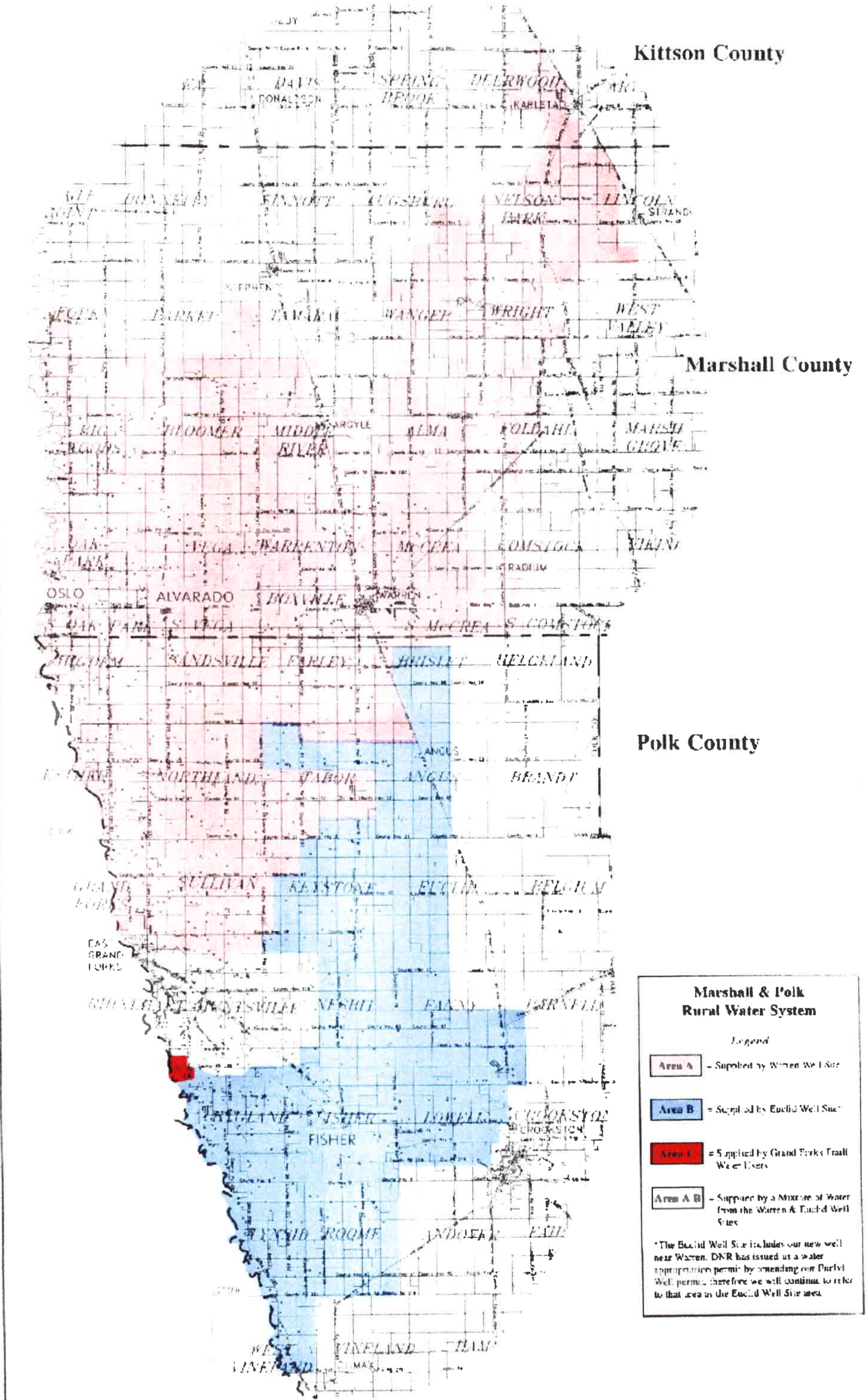
The Value of Water

Drinking water is a precious resource, yet we often take it for granted.

Throughout history, civilizations have risen and fallen based on access to a plentiful, safe water supply. That's still the case today. Water is key to healthy people and healthy communities.
Water is also vital to our economy. We need water for manufacturing, agriculture, energy production, and more. One-fifth of the U.S. economy would come to a stop without a reliable and clean source of water.

Systems are in place to provide you with safe drinking water. The state of Minnesota and local water systems work to protect drinking water sources. For example, we might work to seal an unused well to prevent contamination of the groundwater. We treat water to remove harmful contaminants. And we do extensive testing to ensure the safety of drinking water.

If we detect a problem, we take corrective action and notify the public. Water from a public water system like yours is tested more thoroughly and regulated more closely than water from any other source, including bottled water.


Kittson County
Marshall County
Polk County
OSLO
ALVARADO
FISHER
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 Traill 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.

Reduce Backflow at Cross Connections

Bacteria and chemicals can enter the drinking water supply from polluted water sources in a process called backflow. Backflow occurs at connection points between drinking water and non-drinking water supplies (cross connections) due to water pressure differences.

For example, if a person sprays an herbicide with a garden hose, the herbicide could enter the home's plumbing and then enter the drinking water supply. This could happen if the water pressure in the hose is greater than the water pressure in the home's pipes.

Property owners can help prevent backflow. Pay attention to cross connections, such as garden hoses.

The Minnesota Department of Health and American Water Works Association recommend the following:

- Do not submerge hoses in buckets, pools, tubs, or sinks.
- Keep the end of hoses clear of possible contaminants.
- Do not use spray attachments without a backflow prevention device. Attach these devices to threaded faucets. Such devices are inexpensive and available at hardware stores.
- Use a licensed plumber to install backflow prevention devices.
- Maintain air gaps between hose outlets and liquids. An air gap is a vertical space between the water outlet and the flood level of a fixture (e.g. the space between a wall-mounted faucet and the sink rim). It must be at least twice the diameter of the water supply outlet, and at least one inch.
- Commercial property owners should develop a plan for flushing or cleaning water systems to minimize the risk of drawing contaminants into uncontaminated areas.

Home Water Treatment

The Pros and Cons of Home Water Softening

Water softeners are a water treatment device. They remove water hardness (dissolved calcium and magnesium). The decision to soften your water is a personal choice that can affect your home and the environment. It is important to understand your home's water quality. This will help you decide if a home water softener is necessary and choose the best treatment device(s). Water softeners must be installed and maintained properly to be safe and effective.

The advantages of home water softening include:

- Prevents build-up of minerals (scale) on the inside of pipes, fixtures, and hot water heaters.
- Lengthens the life of some appliances.
- Reduces or prevents mineral spots on glassware.
- Prevents or reduces soap films and detergent curds in sinks, bathtubs, and washing machines.

The disadvantages of home water softening include:

- Can corrode your pipes. The corroded metal from the pipes can end up in your water.
- Potential health implications from additional sodium from water softening.
- Regular testing of the water and maintenance of the softener is necessary to make sure the softener is working properly.
- Negative impacts to the environment from salt use.
- Water waste: The water used to regenerate the softener beads ends up as waste water.

WARNING! Tampering with a public water supply is a Federal Offense! Report any suspicious activity to local law enforcement or the Marshall & Polk Rural Water System, 218-745-5471 or 800-569-1367.

Test Results For

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

Water Quality Data Tables

See System map for area served by each water supply

Contaminant (Last Tested)	EPA's Limit (MCL)	EPA's Ideal Goal (MCLG)	Highest Average or Highest Single Test Result	Range of Detected Test Results	Violation	Water Supply Reporting	Typical Source of Contaminant
Zinc (2017)	N/A	N/A	0.411	N/A	No	C	
Barium (2006)	2 ppm	2 ppm	.13	N/A	No	A	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
(2015)	2 ppm	2 ppm	.46	N/A	No	B	
(2017)	2 ppm	2 ppm	0.0152	N/A	No	C	
Nitrate + Nitrite (As N) (2017)	10.4 ppm	10 ppm	1.6	1.6	No	A	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
(2017)	10.4 ppm	10 ppm	nd-.05	nd-.05	No	B	
(2017)	10.4 ppm	10 ppm	.1	N/A	No	C	
Nitrate (As N) (2007)	1 ppm	1 ppm	.02	N/A	No	B	
Arsenic (2010)	10 ppb	0	1.15	N/A	No	B	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Radon (2007)			202	N/A	No	B	Erosion of natural deposits.
Combined (2003)	5.4 pCi/l	0 pCi/l	2.29 pCi/l	N/A	No	A	Erosion of natural deposits.
Radium (2016)			1.2 pCi/l	N/A	No	B	
(2017)			1.25 pCi/l	N/A	No	C	
Alpha Emitters (2003)	15.4 pCi/l	0 pCi/l	1.45 pCi/l	N/A	No	A	Erosion of natural deposits.
(2016)			4.1 pCi/l	N/A	No	B	
(2017)			2 pCi/l	N/A	No	C	
Mercury (Inorganic) (2007)	2	2	.06	N/A	No	B	Erosion of natural deposits; Discharge from refineries and factories; Runoff from landfills; Runoff from cropland
Xylenes (2015)	10	10	.001	nd-.00141	No	A	Discharge from petroleum factories; Discharge from chemical factories.

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	Range (2017)	Ave./ Result	Water Supply Reporting	Violation	Typical Source of Contaminant
Sodium (2008)	ppm	N/A	130	A	No	Erosion of natural deposits.
(2010)			192	B	No	
(2017)			5.3	C	No	
Sulfate (2008)	ppm	N/A	81.4	A	No	Erosion of natural deposits.
(2010)			17.6	B	No	
(2017)			22.8	C	No	

LEAD AND COPPER—Tested at customer taps.							
Contaminant	**EPA's Action Level**	**EPA's Ideal Goal (MCLG)**	**90% Results Were Less Than**	**Number of Homes with High Levels**	**Water Supply Reporting**	**Violation**	**Typical Source of Contaminant**
Lead (2016) (2017)	90% of homes less than 15 ppb	0 ppb	2.8 ppb No Detect	1 out of 10 0 out of 27	A, B C	No No	Corrosion of household plumbing systems
Copper (2016) (2017)	90% of homes less than 1.3 ppm	0 ppm	1.01 ppm .095 ppm	1 out of 10 0 out of 27	A, B C	No No	Corrosion of household plumbing systems

CONTAMINANTS RELATED TO DISINFECTION—Tested in drinking water.							
Substance	**EPA's Limit (MCL or MRDL)**	**EPA's Ideal Goal (MCLG or MRDLG)**	**Highest Average or Highest Single Test Result**	**Range of Detected Test Results**	**Violation**	**Water Supply Reporting**	**Typical Source Of Contaminant**
Total Trihalomethanes (TTHM) (2017) (2017)	80 80	N/A N/A	5.1 N/A	2.5-5.1 3	No No	A, B C	By-product of drinking water disinfection.
Total Haloacetic Acids (HAA) (2017) (2017)	60	N/A	7.5 N/A	1.3-7.5 nd	No No	A, B C	By-product of drinking water disinfection.
Chlorine (ppm) (2017) (2017)	4 4	4 4	1.57-2.48 .3-.48	2.15 .4	No No	A, B C	Water additive used to control microbes

Total HAA refers to HAA5

OTHER SUBSTANCES—Tested in drinking water.							
Substance	**EPA's Limit (MCL)**	**EPA's Ideal Goal (MCLG)**	**Highest Average or Highest Single Test Result**	**Range of Detected Test Results**	**Violation**	**Water Supply Reporting**	**Typical Source Of Contaminant**
Fluoride (2017) (2017)	4 ppm 4 ppm	4 pp m 4 ppm	.89 .844	.74-.91 ppm N/A	No No	A, B C	Erosion of natural deposits; Water additive to promote strong teeth.

Potential Health Effects and Corrective Actions (If Applicable)

Fluoride: Fluoride is nature's cavity fighter, with small amounts present naturally in many drinking water sources. There is an overwhelming weight of credible, peer-reviewed, scientific evidence that fluoridation reduces tooth decay and cavities in children and adults, even when there is availability of fluoride from other sources, such as fluoride toothpaste and mouth rinses. Since studies show that optimal fluoride levels in drinking water benefit public health, municipal community water systems adjust the level of fluoride in the water to a concentration between 0.5 to 1.5 parts per million (ppm), with an optimal fluoridation goal between 0.7 and 1.2 ppm to protect your teeth. Fluoride levels below 2.0 ppm are not expected to increase the risk of a cosmetic condition known as enamel fluorosis.

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

$6.70 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.

(Manager's Report Continued)

We are always looking for water leaks and greatly appreciate any help from the public in locating them. The majority of our main lines are located on private property and run on the edge of fields along township roads, county roads, and state highways. A soft spot or standing water, when the rest of the field is dry, may indicate a leak on a main waterline. Additionally, another possibility of a water leak is on a service line. A good indicator is if your sump pump runs more than usual after the water table goes down, or water on the basement floor where the service line enters the house, or if your neighbor's sump pumps have quit running and yours continues to run. Our operators are able to pressure test the service line. A pressure test, tests the service line between the curbstop and meter setup to determine if there is a water leak. This service, as well as assisting customers with locating leaks after the meter is done at no charge. We check on all water leaks that are reported. Please do not hesitate to let us know the location of a possible water leak.

We are always ready to add new customers. All areas of the distribution system have the capacity to serve new users. The minimum cost for a new water service remains at $10,500.00 which has not been increased since 2012. The entire assessment amount must be paid in full before any construction begins. Estimates for new water services are done at no charge. When the cost to install a new waterline exceeds $10,500.00 all additional costs are added to the total assessment amount. New services are subject to board approval. Board approval does not obligate a potential customer to take water service and is valid for one year. Please note however, if the service is installed during the next calendar year, the price is subject to change. If you have any questions or know of anybody interested in rural water service, please contact our office.

The 2018 water rate was increased to $8.50 per thousand gallons effective January 1st. The facility charge remains at $7.00 per month. As always, the board and staff of Marshall & Polk Rural Water System remain committed to providing and delivering the highest quality water service. Please feel free to contact us with any questions or concerns.

Jason Hillman
Manager

BOARD OF DIRECTORS

PRESIDENT	
Mike Kasowski	Fisher
VICE PRESIDENT	
Paul Driscoll	East Grand Forks
SECRETARY/TREASURER	
Ronald Abrahamson	Warren
DIRECTOR	
Rodger Stordahl	East Grand Forks
DIRECTOR	
Paul Bergeron	Argyle
DIRECTOR	
Wayne E. Nelson	Oslo
DIRECTOR	
Orin Knutson	Oslo

OFFICE HOURS
Monday – Friday
8:00 AM to Noon &
12:30 to 4:30 PM

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

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 Marshal & Polk Rural Water System Board meetings are held the third Tuesday of each month. The monthly schedule for the remainder of 2018 and 2019 is as follows:

Date	**Time**
July 17, 2018	8:00 P.M.
August 21, 2018	7:00 A.M.
September 18, 2018	7:00 A.M.
October 16, 2018	7:00 A.M.
November 20, 2018	10:00 A.M.
December 18, 2018	10:00 A.M.
January 15, 2019	10:00 A.M.
February 19, 2019	10:00 A.M.
March 19, 2019	10:00 A.M.
April 16, 2019	8:00 P.M.
May 21, 2019	8:00 P.M.
June 18, 2019	8:00 P.M.
July 16, 2019	8:00 P.M.
August 20, 2019	7:00 A.M.
September 17, 2019	7:00 A.M.
October 15, 2019	7:00 A.M.
November 19, 2019	10:00 A.M.
December 17, 2019	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.