Marshall & Polk Rural Water System

Quality On Tap Report

— PROVIDING RURAL WATER SERVICE SINCE 1977 — June 2019

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 2018. The Safe Drinking Water Act (SDWA) was originally implemented in 1974 and amended in 1986 and 1996. The SDWA authorizes the United States Environmental Protection Agency (US EPA) to set standards protecting drinking water from naturally occurring contaminants as well as man-made contamination. In our state of Minnesota, the Department of Health enforces the SDWA on behalf of the US EPA. 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. A part of the amended SDWA in 1996 required that an annual Consumer Confidence Report be made available to all consumers of public water supplies.

Backflow is one of the most common sources of 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 many other situations. Back siphoning may occur when a garden hose is submersed in a swimming pool, pond, animal waterer, water tank, or several other possibilities. How can the risk of backflow be eliminated or greatly reduced? A dual check valve is installed in all of the meter setups currently issued. This check valve has two check valves in line that only allows water to flow in one direction. Although check valves are an effective way to prevent backflow they should never be relied solely upon. A physical air gap is the most effective way to prevent backflow. What is an air gap? An air gap is defined as the unobstructed vertical space between the water outlet and flood level of a fixture. A kitchen faucet is a great example of an air gap. Water can flow from faucet into the sink but there is no way that water can flow from the sink into the faucet. 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. As discussed in the last paragraph, backflow is a common type of cross connection. Another example of this is a private well connected to a public water system. This type of connection is prohibited by the Minnesota Department of Health. There must be a physical air gap between any private well and a public water supply. Any type of valve between the two systems is not an allowable connection. There has to be a physical air gap. 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.

A sometimes unexpected and difficult issue can occur when there is a water leak on the customer's private plumbing. These leaks may be a result of a toilet, water softener, yard hydrant, underground connection and the list goes on and on. Should there be a water leak on the customer's plumbing, they will be responsible for the cost of all of the metered water. It is common to think when there is an elevated meter reading that the meter must be reading incorrectly, or is defective. All of the meters that have been deployed are positive displacement meters. A positive displacement is a type of meter that requires fluid to move the measuring equipment inside the meter chamber in order to register volume. There is no charge to have an operator assist our customers in finding leaks on their plumbing. If you suspect there may be something leaking in your household plumbing let us know and we will send an operator out to assist in finding a leak.

There are a few projects on the construction list for the summer of 2019. The Red Lake Watershed District will be building Ditch 16 which will be approximately 9.2 miles in Tabor, Northland and Esther Townships. We will have to relocate a few waterlines as a result of this project. Polk County will be regrading 3.0 miles of Ditch 175 in Sandsville, Higdem, Northland, and Esther Townships. There is only one waterline that will need to be relocated. Polk County will be grade widening C.A.S.H 23 from Highway 220 going east for 7 miles in 2020. This project could require the relocation of a lot of waterline. Marshall County will have some work in 2020 that may require the relocation of some waterline. We will notify the customers affected by the construction work prior to the beginning of construction.

(Continued on Page 12)

Marshall-Polk Rural Water System

2018 DRINKING WATER REPORT

Making Safe Drinking Water

Your drinking water comes from the following groundwater sources: Marshall-Polk Rural Water System purchases water from East Central Regional 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, 2018.

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 (https://www.health.state.mn.us/communities/enviroment/water/factsheet/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 THURSDAY, JULY 4

We will be closed Thursday, July 4, 2019 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 (https://www.health.state.mn.us/communities/environment/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.

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.

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: (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://eldo.web.health.state.mn.us/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/communities/environment/water/factsheet/poulead.html)

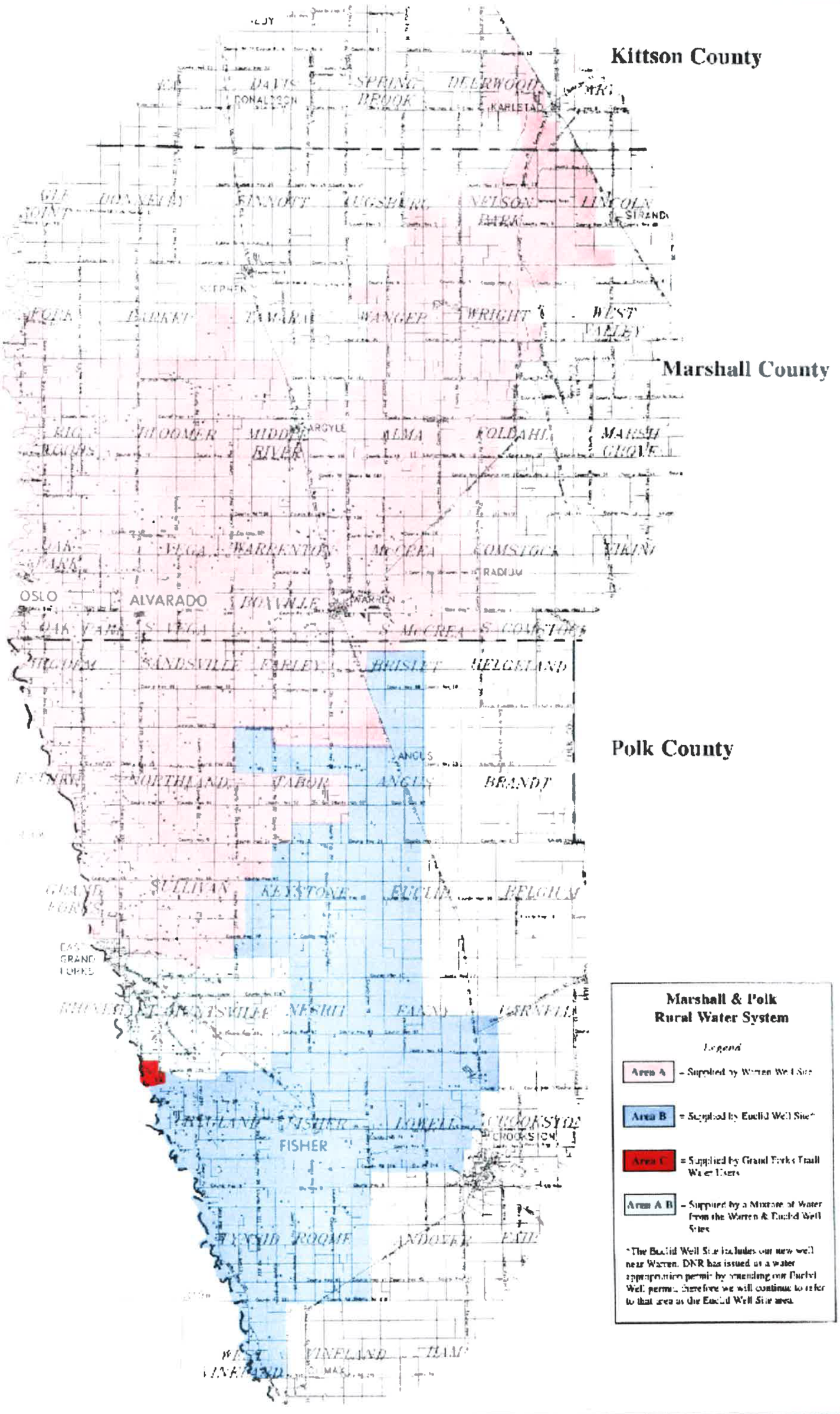
Learn more:

- Visit Lead in Drinking Water (https://www.health.state.mn.us/communities/environment/water/contaminants/lead.html)
- 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 (https://www.health.state.mn.us/communities/environment/lead/sources.html).

We have noticed many of our accounts no longer have current phone numbers or emails on file. It is important to keep your information current with us so in times of outages we can notify you if possible, or in case your reading gives you a high usage. Please call our office at 1-218-745-5471 or 1-800-569-1367 to update your information.

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.


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.

Test Results For

A = Warren Well Site, B = Euclid Well Site, C = Supplied by East Central Regional

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 (2018) (2015) (2017)	2 ppm 2 ppm 2 ppm	2 ppm 2 ppm 2 ppm	.23 .46 0.0152	N/A N/A N/A	No No No	A B C	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits.
Nitrate + Nitrite (As N) (2018) (2018) (2018) Nitrate (As N) (2007)	10.4 ppm 10.4 ppm 10.4 ppm 1 ppm	10 ppm 10 ppm 10 ppm 1 ppm	1.8 nd-.05 .48 .02	0.00-1.80 nd-.05 N/A N/A	No No No No	A B C B	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
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) Radium (2016) (2017)	5.4 pCi/l	0 pCi/l	2.29 pCi/l 1.2 pCi/l 1.25 pCi/l	N/A N/A N/A	No No No	A B C	Erosion of natural deposits.
Alpha Emitters (2003) (2016) (2017)	15.4 pCi/l	0 pCi/l	1.45 pCi/l 4.1 pCi/l 2 pCi/l	N/A N/A N/A	No No No	A B C	Erosion of natural deposits.
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.

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 at 218-745-5471 or 800-569-1367.

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) (2018) (2018)	80 80	N/A N/A	3.2 N/A	2.90-3.20 3	No No	A, B C	By-product of drinking water disinfection.
Total Haloacetic Acids (HAA) (2018) (2018)	60	N/A	9.6 N/A	9.30-9.60 nd	No No	A, B C	By-product of drinking water disinfection.
Chlorine (ppm) (2018) (2018)	4 4	4 4	2.16 .37-.52	1.22-3.03 .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 (2018) (2017)	4 ppm 4 ppm	4 pp m 4 ppm	.88 .844	.80-.96 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)

Copper: Copper is an essential nutrient, but some people who drink water containing copper in excess of the action level over a relatively short amount of time could experience gastrointestinal distress. Some people who drink water containing copper in excess of the action level over many years could suffer liver or kidney damage. People with Wilson's disease should consult their personal doctor.

Lead: Infants and children who drink water containing lead in excess of the action level could experience delays in their physical or mental development. Children could show slight deficits in attention span and learning abilities. Adults who drink this water over many years could develop kidney problems or high blood pressure.

Monitoring—Unregulated Substances

In addition to testing drinking water for contaminants regulated under the Safe Drinking Water Act, we sometimes also monitor for contaminants that are not regulated. Unregulated contaminants do not have legal limits for drinking water.

Detection alone of a regulated or unregulated contaminant should not cause concern. The meaning of a detection should be determined considering current health effects information. We are often still learning about the health effects, so this information can change over time.

The following table shows the unregulated contaminants we detected last year, as well as human-health based guidance values for comparison, where available. The comparison values are based only on potential health impacts and do not consider our ability to measure contaminants at very low concentrations or the cost and technology of prevention and/ or treatment. They may be set at levels that are costly, challenging, or impossible for water systems to meet (for example, large-scale treatment technology may not exist for a given contaminant).

A person drinking water with a contaminant at or below the comparison value would be at little or no risk for harmful health effects. If the level of a contaminant is above the comparison value, people of a certain age or with special health conditions—like a fetus, infants, children, elderly, and people with impaired immunity—may need to take extra precautions. Because these contaminants are unregulated, EPA and MDH require no particular action based on detection of an unregulated contaminant. We are notifying you of the unregulated contaminants we have detected as a public education opportunity.

More information is available on MDH's A-Z List of Contaminants in Water (https://www.health.state.mn.us/communities/environment/water/contaminants/index.html) and Fourth Unregulated Contaminant Monitoring Rule (UCMR 4) (https://www.health.state.mn.us/communities/environment/water/com/ucmr4.html).

Contaminant	Unit	Range (2017)	Ave./ Result	Water Supply Reporting	Violation	Typical Source of Contaminant
Sodium (2008) (2018) (2017)	ppm	N/A	130 190 5.3	A B C	No No No	Erosion of natural deposits.
Sulfate (2008) (2018) (2017)	ppm	N/A	81.4 14.7 22.8	A B C	No No No	Erosion of natural deposits.

* Note that home water softening can increase the level of sodium in your water.

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.

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

$6.85 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.

New customers are always welcome. Throughout the entire distribution system we have the capacity to serve new users. The minimum cost for a new assessment remains at $10,500.00 and has not increased since 2012. The entire assessment amount must be paid before construction may begin. Estimates for new water services are done at no charge. If the cost to install a new waterline exceeds $10,500.00 all additional costs are added into 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 2019 water rate remains at $8.50 per thousand gallons. The facility charge is $7.00 per month. The water rates will be reviewed and adjusted as necessary toward the end of 2019. We remain committed to keeping the water rate as low as possible while delivering the highest quality product possible.

The winter month's posed some challenges with frozen waterlines in the northern area of the System. There were four waterlines that froze ranging in size from 1½ inch to 4 inch. The cold winter temperatures caused the frost to go down to six feet in some places. All of the waterlines that were froze have been repaired and are back in service. I would like to thank the Board and Staff of Marshall & Polk Rural Water System for all of their hard work and dedication in 2019.

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 2019 and 2020 is as follows:

Date	**Time**
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.
January 21, 2020	10:00 A.M.
February 18, 2020	10:00 A.M.
March 17, 2020	10:00 A.M.
April 21, 2020	8:00 P.M.
May 19, 2020	8:00 P.M.
June 16, 2020	8:00 P.M.
July 21, 2020	8:00 P.M.
August 18, 2020	7:00 A.M.
September 15, 2020	7:00 A.M.
October 20, 2020	7:00 A.M.
November 17, 2020	10:00 A.M.
December 15, 2020	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.