

# Marshall & Polk Rural Water System

## *Quality On Tap Report*

— PROVIDING RURAL WATER SERVICE SINCE 1977 — June 2022

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### Manager's Update

The Consumer Confidence Report (CCR) for Marshall & Polk Rural Water System is available on our website at [www.mprws.com](http://www.mprws.com). If you prefer a printed copy of the CCR, let us know and one will be mailed to you.

The Marshall & Polk Rural Water System met all state and federal drinking water standards in 2021, keeping us in compliance with the Safe Drinking Water Act (SDWA). It authorizes the United States Environmental Protection Agency (USEPA) as the primary governmental agency to set standards protecting drinking water. In Minnesota, the State Department of Health is the agency that enforces the SDWA on behalf of the USEPA.

We are still in the process of installing an Advanced Metering Infrastructure system which will automatically read your water meter each month. Badger Meter cellular read system is what has been ordered. There has been a delay in getting the meters due to the availability of microchips. The latest time frame we were given for delivery is late summer into early fall. There are twenty test meters throughout the distribution system that are working very well.

There is an option of a customer portal for those customers that choose to use it.

**We need your current contact information!** Many customers have disconnected their landline and only use cell phones. There is not an easy way to obtain cell phone numbers as they are not included in the phone book. To update your information, you can email it to [ruralwater@mncable.net](mailto:ruralwater@mncable.net) or call the office at (218) 745-5471. HydroCorp will be the company installing the new water meters. They will try to make contact with our customers first by a letter, then phone. If nobody responds to either of these methods, door hangers will be left at the property.

In order to change out the water meter, the water supply needs to be turned off. **Please check to see if your main shut off valve located where the water service comes into the house is working properly.** If the valve is stuck and will not turn, or does not shut the water off completely, this means it may need to be replaced. It is a good idea to know where the valve is located and make sure it is operational. If you need any assistance finding the main water valve or checking its operational status let us know and we will send an Operator at no charge.

We are in the process of integrating the Nexbillpay Automated Payment Platform with our billing system. Customers will have access to the customer portal which has many options to make paying your bill more convenient. There is 24 months of billing history, ability to store bank and credit card information, monthly water usage, payment history, and the option to sign up for auto pay. This new system will improve communications with our customers. There are email reminders, text message reminders, auto pay scheduled payment reminders, NSF rejection notification, and credit card expiration reminders for the card on file. Web or mobile payment options include one time or auto pay options, log in and pay monthly, auto pay, and ability to link accounts to have the ability to pay multiple bills through one interface. Phone payment options are a designated 800 number, 24/7 access, ability to store bank account, credit card or debit card information, check current or past due balance, previous payment amount, last payment date, and date due. Paperless billing is also an option with this system. Options listed above are for the customers that choose to use the Nexbillpay system. For those customers that pay by check or ACH nothing will change. To access the Nexbillpay system go to our website at [www.mprws.com](http://www.mprws.com). It should be online in early July. Please let our office know if there are any problems with the system.

Bids for waterline and pumphouse for the City of Argyle project were opened at the May 17th, 2022 Board Meeting. The bids for the waterline and pumphouse came in higher than expected compared to the original estimate. Due to the amount of the cost increase, the bids were rejected. The project will possibly be rebid in early spring of 2023. Eight miles of new 8-inch PVC waterline will need to be installed, along with the construction of a new 400,000-gallon reservoir, and pumphouse which will be located in Argyle.

We are always prepared to connect new customers throughout the system. The minimum cost for a new assessment remains at \$10,500.00. This amount has not increased since 2012. Board approval is required for all new assessments. Board approval does not oblige a potential customer to sign up for water service and is valid for one year. Please note, however, if the service is not installed during the next calendar year, the price is subject to change.

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# Marshall-Polk Rural Water System

## 2021 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, 2021.

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/environment/water/factsheet/sampling.html) (<https://www.health.state.mn.us/communities/environment/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 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

Some contaminants are monitored regularly throughout the year, and rolling (or moving) annual averages are used to manage compliance. Because of this averaging, there are times where the Range of Detected Test Results for the calendar year is lower than the Highest Average or Highest Single Test Result, because it occurred in the previous calendar year.

**CLOSED MONDAY, JULY 4**

We will be closed Monday, July 4, 2022 for the 4<sup>th</sup> 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.
- **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.
- **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 ( $\mu\text{g/l}$ ).
- **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 ( $\text{mg/l}$ ).
- **PWSID:** Public water system identification.

(Manager's Report Continued)

**Backflow is basically defined as reversing the direction of normal water flow.** This is a situation that may occur when the pressure drops very low, thus causing a vacuum condition on the main line. It may be due to a water break, equipment failure, power outage, or several other situations. Back siphoning may occur if a garden hose is submersed in a liquid and there is negative pressure on the main line. Some possibilities are swimming pools, ponds, animal watering systems, water tanks, or any type of liquid container. There are dual check valves installed in all of the meter setups. A physical air gap is the most effective way to prevent backflow. 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. If you have any questions or concerns about backflow, let us know and we will be happy to assist you.

The COVID-19 pandemic has caused many disruptions in the supply chain. The water industry is feeling the pain along with everyone else. If you need work done in 2022, please let us know as soon as possible. Some equipment and parts are several months out and the prices have increased two or three times from what they were pre-pandemic.

I would like to thank our board and staff for all of their hard work throughout the past year. There were many projects that were accomplished in 2022. Some of them were challenging due to the above-mentioned shortage of some parts.

*Jason Hillman*

Manager

Manager



## 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/) (<https://www.health.state.mn.us/communities/environment/water/swp/swa/>) or call 651-201-4700 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 is responsible for providing 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)

(<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)

(<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) (<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) (<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 [Common Sources](https://www.health.state.mn.us/communities/environment/lead/fs/common.html) (<https://www.health.state.mn.us/communities/environment/lead/fs/common.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. You can also email any changes to [ruralwater@mncable.net](mailto:ruralwater@mncable.net)**

## 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 or [www.mprws.com](http://www.mprws.com) for form.







## 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) (2021) (2021) (2021)	10.4 ppm 10.4 ppm 10.4 ppm	10 ppm 10 ppm 10 ppm	2.2 nd-.05 .205	0.00-2.20 nd-.05 N/A	No No No	A B C	Runoff from fertilizer use; Leaching from septic tanks, sewage; Erosion of natural deposits.
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 Radium (2019) (2019) (2017)	5.4 pCi/l	0 pCi/l	1.5 pCi/l 1.8 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 (2019) (2020)	90% of homes less than 15 ppb	0 ppb	2.6 ppb 1.11 ppb	0 out of 10 0 out of 20	A, B C	No No	Corrosion of household plumbing systems
Copper (2019) (2020)	90% of homes less than 1.3 ppm	0 ppm	.52 .221 ppm	1 out of 10 0 out of 20	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 (TTHMs) (ppb) (2020) (2021) (2020)	80	N/A	3.1 2.4 5	N/A N/A N/A	No No No	A B C	By-product of drinking water disinfection.
Total Haloacetic Acids (HAA) (ppb) (2020) (2021) (2020)	60	N/A	6.8 11.6 nd	N/A N/A N/A	No No No	A B C	By-product of drinking water disinfection.
Chlorine (ppm) (2021) (2021)	4	4	2.22 .8	1.70 - 2.63 .63 - .87	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 (2021) (2017)	4 ppm 4 ppm	4 ppm 4 ppm	.88 .844	.74-.99 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.



## 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) (<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) (<https://www.health.state.mn.us/communities/environment/water/com/ucmr4.html>).

Contaminant	Unit	Range (2019)	Ave./ Result	Water Supply Reporting	Violation	Typical Source of Contaminant
Sodium * (2019) (2018) (2017)	ppm	N/A	132 190 5.3	A B C	No No No	Erosion of natural deposits.
Sulfate (2019) (2018) (2017)	ppm	N/A	82.5 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

\$7.38 certified delinquent notice

\$50 reconnection fee, no reconections after hours

\$50 trip charge for collections

\$10 penalty for not sending a meter reading

(Meter reading fees can be avoided by sending or calling in your reading by the 10<sup>th</sup> of each month or emailing them to [ruralwater@mncable.net](mailto:ruralwater@mncable.net) )

\$25 NSF check charge

\$100 per hour for service labor

\$150 per hour for service labor after hours

**\$100 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.

**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 \$100.00 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.



## IMPORTANT CUSTOMER INFORMATION

Please update your information with our office.

It is very important to have your current information on file.

Account # \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_, State \_\_\_\_\_

Zip Code \_\_\_\_\_

Phone # \_\_\_\_\_

Cell # \_\_\_\_\_

Email \_\_\_\_\_

## 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

### BOARD OF DIRECTORS

#### PRESIDENT

Mike Kasowski                      Fisher

#### VICE PRESIDENT

Paul Bergeron                      Argyle

#### SECRETARY/TREASURER

Orin Knutson                      Oslo

#### DIRECTOR

Rodger Stordahl                      East Grand Forks

#### DIRECTOR

Wayne E. Nelson                      Oslo

#### DIRECTOR

Earl Pawlowski                      Warren

#### DIRECTOR

Daniel Driscoll                      East Grand Forks

### 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](http://www.mprws.com)

### STAFF

Jason Hillman	Manager	<a href="mailto:jason@mprws.com">jason@mprws.com</a>
Virlynn Hanson	Sec. /Bkpr.	<a href="mailto:virlynn@mprws.com">virlynn@mprws.com</a>
Anthony Deschene	Chief Operator	
Kelly Durand	Operator	
Meter readings		<a href="mailto:ruralwater@mncable.net">ruralwater@mncable.net</a>

### 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 2022 and 2023 is as follows:

<b>Date</b>	<b>Time</b>
July 19, 2022	8:00 P.M.
August 16, 2022	7:00 A.M.
September 20, 2022	7:00 A.M.
October 18, 2022	7:00 A.M.
November 15, 2022	10:00 A.M.
December 20, 2022	10:00 A.M.
January 17, 2023	10:00 A.M.
February 21, 2023	10:00 A.M.
March 21, 2023	10:00 A.M.
April 18, 2023	8:00 P.M.
May 16, 2023	8:00 P.M.
June 20, 2023	8:00 P.M.
July 18, 2023	8:00 P.M.
August 15, 2023	7:00 A.M.
September 19, 2023	7:00 A.M.
October 17, 2023	7:00 A.M.
November 21, 2023	10:00 A.M.
December 19, 2023	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.