

Shoreview's

2019 Drinking Water Quality Report

This report contains important information about your drinking water. If necessary, have someone translate it for you, or speak with someone who understands it.

- Spanish:
 - Información importante. Si no la entiende, haga que alguien se la traduzca ahora.
- Chinese:
 - 此报告包含有关您的饮用水的重要信息。请人帮您翻译出来，或请看懂此报告的人将内容说给您听。
- Hmong:
 - ¹Daim ntauv teev num no muaj cov ntaub ntauv tseem ceeb hais txog koj cov dej haus. Nrhiav ib tug neeg pab txhais cov ntaub ntauv no rau koj, lossis tham nrog ib tug neeg uas paub cov lus no.
- Somali:
 - ¹Warbixintan waxay wadataa macluumaad muhiim ah ee la xiriira biyaha aad cabtid. Cid ha kuu tarjunto ama la hadl cid fahmaysa.
- Russian:
 - **В этом сообщении содержится важная информация о воде, которую вы пьёте. Попросите кого-нибудь перевести для вас это сообщение или поговорите с человеком, который понимает его содержание.**

Shoreview's utility preparations and response to COVID-19

Shoreview's utility maintenance crew is staffed and capable of maintaining and operating the water treatment plant and distribution system, as well as the sanitary sewer system and sanitary sewer lift stations. Shoreview has taken precautions with the utility maintenance staff by isolating that group from the rest of the maintenance staff. Currently the utility maintenance staff reports to and is stationed at the water treatment plant. Street and park maintenance staff, continue to operate out of the maintenance facility. Maintenance crews, including utility crews, are working in shifts with no more than three people to a shift and are staggering start times and lunch breaks. Crews are limiting exposure to one another with social distancing and as much as possible driving in separate vehicles when working together on the same project. They will continue to minimize exposure to shared equipment and facility use.

As with most public water supply agencies throughout the United States, the City of Shoreview and its utility maintenance staff are members of organizations available to lend support or aide in the event of emergencies. Not only are Shoreview staff active members of the American Water Works Association (AWWA) and the Mn Rural Water Association (MRWA) the City also participates in mutual aide agreements with "Minnesota Public Works Joint Powers Mutual Aid Agreement" and the "Minnesota Water/Wastewater Agency Response Network" (MnWarn) mutual aid agreement". In the event of staff shortages or crisis situations the City would be able to rely on these partners to lend support or aide where needed. The Minnesota Department of Health is also a great partner and resource when needed. Their website states:

"MDH is actively working with Minnesota's public water systems to help them implement their contingency plans that keep their systems up and running during emergencies. MDH Drinking Water Protection staff remain available to assist public water systems. While we have taken steps to reduce exposure for staff and public water systems, we remain dedicated to working with public water systems in providing safe and sufficient drinking water for everyone, everywhere in Minnesota."

As this pandemic became evident, the utility Supervisor ordered a sufficient supply of water treatment chemicals, chlorine and fluoride in order to meet the demand through spring and to the beginning of summer. It is normal to have an adequate supply for a 30 day period. Throughout the COVID-19 response we will continue to restock our supplies to have a sufficient supply to continue to meet the needs of water treatment.

Shoreview Continues to Produce Excellent / Safe Drinking Water

Shoreview's drinking water comes from groundwater sources that include six wells ranging in depth from 395 to 442 deep. The wells draw water from the Quaternary Buried Artesian and Jordan aquifers.

Shoreview works hard to provide you with safe and reliable drinking water that meets federal and state water quality requirements. 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. No Contaminants were detected at levels that violated federal or state drinking water standards. 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.

Shoreview's Monitoring Results

In accordance with federal and state laws, Shoreview's drinking water is monitored regularly for contaminants. This report contains our monitoring results from January 1 to December 31, 2019. The purpose of this report is to provide you with information on your drinking water and how to protect our precious water resources.

If you have questions about the Water Quality Report, or questions concerning your drinking water supply, please contact Dan Curley, Public Works Superintendent, at 651-490-4672 or dcurley@shoreviewmn.gov.

If you have a water emergency after business hours, please contact the Ramsey County Sheriff's Office at 651-291-1111.

Shoreview collects water samples and works 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>).

Reading Water Quality Data Tables

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

Some contaminants are monitored less than once a year because their levels in water are not expected to change from year to year. If any of these contaminants were detected with previous samples collected, they are included in the tables below with the detection date.

Additional monitoring for contaminants that are not included in the Safe Drinking Water Act may have occurred. 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.

Regulated Substances Result

LEAD AND COPPER – Samples collected from Shoreview homes and tested by an independent lab						
Contaminant (Date, if sampled in previous year)	Meets Standards ?	EPA's Ideal Goal (MCLG)	90% of Results Were Less Than	Number of Homes with High Levels	EPA's Action Level	Typical Sources
Copper	YES	0 ppm	0.3 ppm	0 out of 30	90% of homes < 1.3 ppm	Corrosion of household plumbing.
Lead	YES	0 ppb	1.8 ppb	1 out of 30	90% of homes < 15 ppb	Corrosion of household plumbing.

INORGANIC & ORGANIC CONTAMINANTS – found at levels below MCL in tests conducted by MDH.

Contaminant (Date, if sampled in previous year)	Meets Standards ?	EPA's Limit (MCL)	EPA'S Ideal Goal (MCGL)	Highest Average or Highest Single Test Result	Range of Detected Test Results	Typical Sources
Barium (12/04/18)	YES	2 ppm	2 ppm	0.05 ppm	N/A	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposit.

CONTAMINANTS RELATED TO DISINFECTION – Tested in drinking water

Substance (Date, if sampled in previous year)	Meets Standards ?	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	Typical Sources
Total Trihalomethanes (TTHMs)	YES	80 ppb	N/A	11.5 ppb	10.00 - 11.50 ppb	By-product of drinking water disinfection.
Total Haloacetic Acids (HAA)	YES	60 ppb	N/A	5.3 ppb	4.80 - 5.30 ppb	By-product of drinking water disinfection.
Total Chlorine	YES	4.0 ppm	4.0 ppm	0.46 ppm	0.33 - 0.54 ppm	Water additive used to control microbes.

Total HAA refers to HAA5

OTHER SUBSTANCES – Tested in drinking water.						
Substance (Date, if sampled in previous year)	Meets Standards ?	EPA's Limit (MCL)	EPA's Ideal Goal (MCLG)	Highest Average or Highest Single Test Result	Range of Detected Test Results	Typical Sources
Fluoride	YES	4.0 ppm	4.0 ppm	0.6 ppm	0.58 - 0.61 ppm	Erosion of natural deposits; add to promote dental health

Potential Health Effects and Corrective Actions (If Applicable)

State of Minnesota requires all municipal water systems to add fluoride to the drinking water to promote strong teeth. If your drinking water fluoride levels are below the optimal concentration range of 0.7 to 1.2 ppm, please talk with your dentist about how you can protect your teeth and your family's teeth from tooth decay and cavities. For more information, visit: MDH Drinking Water Fluoridation (<https://www.health.state.mn.us/communities/environment/water/com/fluoride.html>).

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.

- **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 (mg/l).
- **PWSID:** Public water system identification.

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 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 Shoreview 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 or 1-800-818-9318 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

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. Shoreview 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)
(<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](https://www.health.state.mn.us/communities/environment/water/factsheet/poulead.html)
([https://www.health.state.mn.us/communities/environment/water/factsheet/po
ulead.html](https://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.ht
ml](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 [Lead Poisoning Prevention: Common Sources](https://www.health.state.mn.us/communities/environment/lead/sources.html)
(<https://www.health.state.mn.us/communities/environment/lead/sources.html>).

Help Protect Our Most Precious Resource – Water Conservation

Conservation is essential, even in the land of 10,000 lakes. For example, in parts of the metropolitan area, groundwater is being used faster than it can be replaced. Some agricultural regions in Minnesota are vulnerable to drought, which can affect crop yields and municipal water supplies.

We must use our water wisely. Below are some tips to help you and your family conserve – and save money in the process.

- Fix running toilets—they can waste hundreds of gallons of water.
- Turn off the tap while shaving or brushing your teeth.
- Shower instead of bathe. Bathing uses more water than showering, on average.
- Only run full loads of laundry, and set the washing machine to the correct water level.
- Only run the dishwasher when it's full.
- Use water-efficient appliances (look for the WaterSense label).
- Use water-friendly landscaping, such as native plants.
- When you do water your yard, water slowly, deeply, and less frequently. Water early in the morning and close to the ground.
- Learn more
 - [Minnesota Pollution Control Agency's Conserving Water webpage](https://www.pca.state.mn.us/conserving-water)
(<https://www.pca.state.mn.us/conserving-water>)
 - [U.S. Environmental Protection Agency's WaterSense webpage](https://www.epa.gov/watersense)
(<https://www.epa.gov/watersense>)

Water Smart – Additional Steps to Encourage Water Conservation

Shoreview began working with WaterSmart in 2016 in order to encourage responsible use of the public water supply. WaterSmart software works by

using public water consumption, property, and climate data to give customers a personalized level of water conservation alternatives. That data is then used to compare each participant's use to average and reduced water users within Shoreview. WaterSmart also provides residents with an online portal through which to view and update their information in order to get a more accurate comparison. Since Shoreview bills for water service on a quarterly basis but reads all water meters monthly, the online portal allows residents to keep up to date on their water use patterns on a monthly basis.

In addition to providing residents more frequent data on their water consumption, WaterSmart helps city staff determine what water-saving tactics are being implemented by residents and at what regularity. Beyond groundwater conservation, another long-term expectation that Shoreview has for the WaterSmart program is to gain insight, based on actual customer consumption behaviors, as to which types of cost sharing or retrofit programs would be the most effective to implement in the community. Four years into the program, the city has received positive feedback from residents, and many have made behavioral changes with regards to their water consumption.

Water Smart is a free program available to water customers in Shoreview. Homeowners who sign up will get a personalized home water report three times a year. You can also view your water usage any time online through a digital dashboard. Since 2016 Water Smart customers have saved over 10 million gallons of water!

- Compare water use to homes like yours
- See monthly updates to your water use
- View data to understand how you're using water
- Get water-saving tips & recommendations

For more information please visit:

<https://www.shoreviewmn.gov/services/watersmart>

You Can Prevent Pollution

Many of our daily activities contribute to the pollution of Minnesota's surface water and groundwater. You can help protect these drinking water sources by taking the following actions:

- Lawn and property:

- Limit use of herbicides, pesticides, and fertilizers on your property.
- Keep soil in place with plants, grass, or rocks.
- Cover temporary piles of dirt with a tarp or burlap sack.
- Keep leaves and grass off of streets and sidewalks.
- Maintain any septic systems, private wells, and storage tanks to prevent leaks. Seal any unused wells.
- Out-of-date medications: Never flush unwanted or out-of-date medications down the toilet or sink. Always take them to a waste disposal or prescription medication drop-off site. More information is available at [Managing unwanted medications \(www.pca.state.mn.us/living-green/managing-unwanted-medications\)](http://www.pca.state.mn.us/living-green/managing-unwanted-medications)
- Hazardous materials: Safety store hazardous materials such as paint, batteries, herbicides, pesticides, and pool chemicals. Dispose of them at a proper waste disposal facility or drop-off event. Do not dump down storm drains, sink or onto your land. Learn more at: [Keep hazardous waste out of the garbage \(http://www.pca.state.mn.us/featured/keep-hazardous-waste-out-garbage\)](http://www.pca.state.mn.us/featured/keep-hazardous-waste-out-garbage).
- Pet waste: Pick up after your pet and put waste in the trash.
- Trash: Seal trash bags and keep litter out of the street.
- Winter ice removal: Chemicals used to break up the ice are called deicers or anti-icers. They can be harmful to the environment, corrosive to driveways and sidewalks and harmful to plants, pets and humans. Always shovel first, and then only apply deicers/anti-icers lightly if needed. Learn more at [10 smart salting tips to protect Minnesota waters \(https://www.pca.state.mn.us/featured/10-smart-salting-tips-protect-minnesota-waters\)](https://www.pca.state.mn.us/featured/10-smart-salting-tips-protect-minnesota-waters).
- Keep an eye out for car and motor fluids: Seal or repair any fluid leaks that could run off onto streets and into storm drains. Take used motor oil or other fluids to a neighborhood drop-off site.

Be a water advocate: Spread the word; get involved. There are many groups and individuals working to protect water across Minnesota.

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

When considering whether to use a water softener, contact your public water system to find out if you have hard water. Many systems treat for hardness, making water softeners unnecessary.

Water softeners are a water treatment device. They remove water hardness (dissolved calcium and magnesium). Water softeners must be installed and maintained properly to be safe and effective. Learn more at Home Water Softening

(<https://www.health.state.mn.us/communities/environment/water/factsheet/softening.html>).

The benefits of soft water include:

- Increased efficiency for soaps and detergents.
- Reduction in mineral staining on fixtures and in pipes.
- A potential increase in the lifespan of water heaters.

The drawbacks of soft water include:

- Operation and maintenance costs.
- More sodium. People on low-sodium diets should consult a doctor if they plan to regularly consume softened water.

The production of salt brine as a byproduct. This can have negative effects at wastewater treatment plants and on ecosystems. Reduce the amount of salt brine used or install a salt-free system.