

## **Customer Service**

We want you to understand the efforts we make to continually improve the water distribution process and protect our water resources. We are committed to ensuring the quality of your water.

### Join Us

Please attend any of our regularly scheduled council meetings. They are held on the first, second, third and fourth Tuesday of each month, beginning at 6:00 p.m. at the North Ogden City office located at 505 East 2600 North.

### Contact

Jason Reney Water Systems Superintenden 801-782-8111



## Your Drinking Water

We're pleased to present to you this year's Annual Drinking Water Quality Report. This report is designed to inform you about the quality of the water and services we deliver to you every day. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water sources have been determined to be from groundwater sources. Our water source comes from Upper Cold Water Spring, Rice Creek Spring, Well 1, 2 and 3, North Ogden Canyon Spring, Lakeview Heights Well (AKA 4), and Lower Cold Water Spring.

### **Source Protection**

The Drinking Water Source Protection Plan for North Ogden City is available for your review at the North Ogden City offices. It contains information about source protection zones, potential contamination sources and management strategies to protect our drinking water. Potential contamination sources common in our protection areas are septic tanks, roads, active or abandoned wells, agricultural pesticides, car washes, beauty salons, parks, nurseries, laundromats, print shops, medical, dental and veterinarian offices, vehicle service stations, vehicle lube shops, tire shops, etc. Our sources have been determined to have a low level of susceptibility to potential contamination. We have also developed management strategies to further protect our sources from any possible contamination. Please contact us if you have questions or concerns about our source protection plan.

### **Cross Connection**

There are many connections to our water distribution system. When connections are properly installed and maintained, the concerns are very minimal. However, unapproved and improper piping changes or connections can adversely affect not only the availability, but also the quality of the water. A cross connection may let polluted water or even chemicals mingle into the water supply system when not properly protected. This not only compromises the water quality but can also affect your health. So, what can you do? Do not make or allow improper connections at your homes. Even that unprotected garden hose lying in the puddle next to the driveway is a cross connection. The unprotected lawn sprinkler system after you have fertilized or sprayed is also a cross connection. When the cross connection is allowed to exist at your home, it will affect you and your family first. If you'd like to learn more about helping to protect the quality of our water, call us for further information about ways you can help.



We at North Ogden work around the clock to provide top quality water to every tap. We ask that all our customers help us protect our water sources, which are the heart of our community, our way of life and our children's future.



North Ogden City routinely monitors for constituents in our drinking water in accordance with the Federal and Utah State laws. The following table shows the results of our monitoring for the period of January 1st to December 31st, 2017. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some constituents. It's important to remember that the presence of these constituents does not necessarily pose a health risk.

Contaminant	Violation Y/N	Level Detected ND/Low-High	Unit Measurement	MCLG	MCL	Date Sampled	L	
Microbiological Contaminants								
Total Coliform Bacteria	N	1	N/A	0	5	2017	Naturally p	
Fecal coliform and E.coli	N	0	N/A	No goals	None	2017	Human and	
Turbidity for Ground Water	N	0.38-0.68	NTU	0	0.3	2016	Soil runoff	
Inorganic Conta	aminar	nts						
Barium	N	0.015-0.044	ppm	2	2	2016	Discharge of ies; erosion of	
Copper a.90% results b.# of sites that exceed the AL		a.0.176 b.0	Ppm	1.3	AL=1.3	2016	Corrosion of natural depo	
Fluoride	N	0-0.2	Ppm	4	4	2016	Erosion of n promotes str aluminum fa	
Lead a. 90% results b. # of sites that exceed the AL	N	a. 2.2 b.1	ppb	0	AL=15	2016	Corrosion of natural depo	
Nitrate (as Nitrogen)	N	0.353-2.548	Ppm	10	10	2017	Runoff from age; erosion	
Selenium	N	1.1	ppb	50	50	2016	Discharge fr natural depo	
Sodium	N	11.7-17.2	ppm	500	None	2016	Erosion of n factories; rui	
Sulfate	N	7-11	ppm	1000	1000	2016	Erosion of n factories; ru	
TDS (Total Dissolved solids)	N	188-238	ppm	2000	2000	2016	Erosion of n	
Disinfection By	-produ	cts						
TTHM [Total trihalomethanes]	N	4.3-6.9	ppb	0	80	2017	By-produc	
Radioactive Co	ntamir	nants						
Alpha emitters	N	0-2.7	pCi/1	0	15	2017	Erosion of 1	
Radium 228	N	0-0.28	pCi/1	0	5	2017	Erosion of 1	
Volatile Organi	c Cont	aminant	S					
Xylenes	N	0	Ppm	10	10	2017	Discharge chemical f	



# ikely Source of Contamination

drilling wastes; discharge from metal refinerof natural deposits

f household plumbing systems; erosion of sits

d animal fecal waste

atural deposits; water additive which rong teeth; discharge from fertilizer and actories

f household plumbing systems, erosion of

fertilizer use; leaching from septic tanks, sewof natural deposits

om petroleum and metal refineries; erosion of osits; discharge from mines

atural deposits; discharge from refineries and noff from landfills.

atural deposits; discharge from refineries and noff from landfills, runoff from cropland

atural deposits

t of drinking water disinfection

natural deposits

natural deposits

from petroleum factories; discharge from factories



#### **Table Of Definitions**

In the following table you will find many terms and abbreviations you might not be familiar with. To help you better understand these terms we've provided the following definitions:

**Non-Detects (ND) -** laboratory analysis indicates that the constituent is not present.

**ND/Low - High -** For water systems that have multiple sources of water, the Utah Division of Drinking Water has given water systems the option of listing the test results of the constituents in one table, instead of multiple tables. To accomplish this, the lowest and highest values detected in the multiple sources are recorded in the same space in the report table.

Parts per million (ppm) or Milligrams per liter (mg/l) - one part per million corresponds to one minute in two years or a single penny in \$10,000.

Parts per billion (ppb) or Micrograms per liter (ug/l) - one part per billion corresponds to one minute in 2,000 years, or a single penny in \$10,000,000.

Parts per trillion (ppt) or Nanograms per liter (nanograms/I) - one part per trillion corresponds to one minute in 2,000,000 years, or a single penny in \$10,000,000,000.



Parts per quadrillion (ppq) or Picograms per liter (picograms/I) - one part per quadrillion corresponds to one minute in 2,000,000,000 years or one penny in \$10,000,000,000,000.

Picocuries per liter (pCi/L) - picocuries per liter is a measure of the radioactivity in water.

Millirems per year (mrem/yr) - measure of radiation absorbed by the body.

**Million Fibers per Liter (MFL)** - million fibers per liter is a measure of the presence of asbestos fibers that are longer than 10 micrometers.

**Nephelometric Turbidity Unit (NTU)** - nephelometric turbidity unit is a measure of the clarity of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**Action Level (AL)** - the concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

**Treatment Technique (TT) -** A treatment technique is a required process intended to reduce the level of a contaminant in drinking water.

**Maximum Contaminant Level (MCL)** - The "Maximum Allowed" (MCL) is 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.

**Maximum Contaminant Level Goal (MCLG)** - The "Goal" (MCLG) is 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.

**Maximum Residual Disinfectant Level (MRDL)** - 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.

Maximum Residual Disinfectant Level Goal (MRDLG) - 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.

**Date-** Because of required sampling time frames i.e. yearly, 3 years, 4 years and 6 years, sampling dates may seem out-dated. **Waivers (W)-** Because some chemicals are not used or stored in areas around drinking water sources, some water systems have been given waivers that exempt them from having to take certain chemical samples, these waivers are also tied to Drinking Water Source Protection Plans.



Total Coliform. Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. North Ogden City is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the safe Drinking Water Hotline or at http://www.epa.gov/safewater/lead.

As you can see by the table, our system had no violations. We're proud that your drinking water meets or exceeds all Federal and State requirements. We have learned through our monitoring and testing that some constituents have been detected. The EPA has determined that your water IS SAFE at these levels.

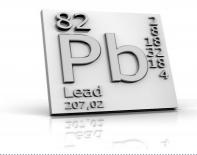
Quote SIG from IPS	Survey Date	Action Plan
"Elevation of Well Casing Inad- equate"	08/21/2017	
"Spring Box Drain/Overflow lacks proper free fall" (3)	08/21/2018	

Water samples taken in January of 2017 confirmed the presence of total coliform bacteria. Total coliforms are common in the environment and are generally not harmful themselves. The presence of these bacteria is usually a result of a problem with water treatment or the pipes which distribute the water, and indicates that the water may have been contaminated with organisms that can cause disease. Symptoms may include diarrhea, cramps, nausea, and possible jaundice, and any associated headaches and fatigue. When the monthly samples confirmed the presence of total coliform bacteria we took steps to identify and correct the problem. Subsequent monthly sampling has confirmed the absence of total coliforms in the water system.

We periodically monitor for a Chlorine Residual in the distribution system to meet all regulatory requirements. In the first quarter of 2017 we failed to take the required samples. Testing for a Chlorine Residual is used to ensure that the public is provided with safe drinking water. This violation does not necessarily pose a health risk. We have reviewed why we failed to take the required samples and will take steps to ensure that it will not happen again.

### Lead

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# Information on the Potential for Health Concerns Relating to Drinking Water



All sources of drinking water are subject to potential contamination by constituents that are naturally occurring or man made. Those constituents can be microbes, organic or inorganic chemicals, or radioactive materials. All 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 the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

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

## Did you know you can pay your bill online?

Visit https://www.xpressbillpay.com/ to view or pay your bill online with a debit/credit or your checking account information. You can also sign up for paperless billing and automatic payments through Xpress Bill Pay.

If you'd like to set up a monthly auto pay for your utility account without going online, contact North Ogden Public Works. You will need to return the Direct Pay form with a voided check to 165 East Lomond View Drive. For more information call 801-782-8111.