

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

We want our valued customers to be informed about their water utility. If you want to learn more, please attend any of our regularly scheduled meetings. They are held on the first, second, third, and fourth Tuesday of each month, beginning at 6:00 PM at the North Ogden City office located at 505 East 2600 North.

Contact

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Water Systems Superintendent
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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 sources are Upper Cold Water Spring, Rice Creek Spring, Well 1, Well 2, Well 3, North Ogden Canyon Spring, Lake View Heights Well, and Lower Cold Water Spring. This report shows our water quality and what it means to you, our customer.

Source Protection

The Drinking Water Source Protection Plan for **North Ogden City** is available for your review. It contains information about source protection zones, potential contamination sources and management strategies to protect our drinking water. Our sources have been determined to have a low level of susceptibility from potential contamination

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 City 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.

TABLE

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, 2020. 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.

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.

Contaminant	Violation Y/N	Level Detected ND/High-Low	Unit Measurement	MCLG	MCL	Date Sampled	Likely Source of Contamination
Microbiological Contaminants							
Total Coliform Bacteria	N	ND	N/A	0	Presence of coliform bacteria in 5% of monthly samples	2020	Naturally present in the environment
Fecal Coliform and E. Coli	N	N/A	NTU	N/A	5	2020	Human and animal fecal waste
Turbidity for Ground Water	N	0.15-0.93	NTU	N/A	5	2019	Soil runoff
Inorganic Contaminants							
Arsenic	N	ND-0.7	ppb	0	10	2019	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes
Barium	N	0.022-0.114	ppm	2	2	2019	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Copper a. 90% results b. # of sites that exceed the AL	N	a. 0.14 b. 0	ppm	1.3	AL= 1.3	2019	Corrosion of household plumbing systems; erosion of natural deposits
Fluoride	N	ND-0.12	ppm	4	4	2019	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Lead a. 90% results b. # of sites that exceed the AL	N	a. 4.1 b. 1	ppb	0	AL=15	2019	Corrosion of household plumbing systems, erosion of natural deposits.
Nitrate (as Nitrogen)	N	0.345-2.391	ppm	10	10	2020	Runoff from fertilizer use; leaching from septic tanks; sewage; erosion of natural deposits.
Selenium	N	ND-0.8	ppb	10	10	2019	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium	N	3.463-11.513	ppm	None	None	2019	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills.
Sulfate	N	7.335-11.43	ppm	1000	1000	2019	Erosion of natural deposits; discharge from refineries and factories; runoff from landfills, runoff from cropland
TDS (Total Dissolved Solids)	N	116-272	ppm	2000	2000	2019	Erosion of natural deposits
Inorganic Contaminants							
TTHM [Total Trihalomethanes]	N	2.5-3.1	ppb	0	80	2020	By-product of drinking water disinfection
Haloacetic Acids	N	4.2-8.4	ppb	0	60	2020	By-product of drinking water disinfection
Microbiological Contaminants							
Alpha Emitters	N	ND-2.7	pCi/L	0	15	2019	Erosion of natural deposits
Radium 228	N	ND-0.35	pCi/L	0	5	2019	Erosion of natural deposits
Volatile Organic Contaminants							
Xylenes	N	ND	ppm	10	10	2020	Discharge from petroleum factories; discharge from chemical

TABLE 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/l) - 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/l) - 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 outdated.

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.

Lead

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 Hot line or at <http://www.epa.gov/safewater/lead>.

Total Coliform Rule

The Total Coliform Rule requires water systems to meet a stricter limit for coliform bacteria. Coliform bacteria are usually harmless, but their presence in water can be an indication of disease-causing bacteria. When coliform bacteria are found, special follow-up tests are done to determine if harmful bacteria are present in the water supply. If this limit is exceeded, the water supplier must notify the public by newspaper, television or radio. To comply with the stricter regulation, we have increased the average amount of chlorine in the distribution system.

MCLs

MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.



Potential Health Risks Related 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 Hot line 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 Hot line (800-426-4791).

WATER USAGE RATES	
Single-family and multi-family dwellings, per unit, base fee for resident	\$16.02
<ul style="list-style-type: none"> Per 1,000 gallons of usage, up to 6,000 gallons Per 1,000 gallons of usage, from 6,001 to 12,000 gallons Per 1,000 gallons of usage, from 12,001 gallons to 18,000 gallons Per 1,000 gallons of usage, beginning at 18,001 gallons 	\$1.62 \$2.62 \$3.62 \$4.62
Single-Family and Multi-Family dwellings, per unit, Base fee for non-resident	24.67
<ul style="list-style-type: none"> Per 1,000 gallons of usage, up to 6,000 gallons Per 1,000 gallons of usage, from 6,001 to 12,000 gallons Per 1,000 gallons of usage, from 12,001 gallons to 18,000 gallons Per 1,000 gallons of usage, beginning at 18,001 gallons 	\$2.70 \$3.70 \$4.70 \$5.70
Non-residential user, base fee	\$23.62
<ul style="list-style-type: none"> Per 1,000 gallons of usage, up to 6,000 gallons Per 1,000 gallons of usage, from 6,001 to 12,000 gallons Per 1,000 gallons of usage, from 12,001 to 18,000 gallons Per 1,000 gallons of usage, beginning at 18,001 gallons 	\$1.62 \$2.62 \$3.62 \$4.62
Leak rate per 1,000 gallons (as approved by water department manager)	\$1.62
Additional usage rates	
<ul style="list-style-type: none"> Water zone 7 per 1,000 gallons of usage Water zones 8-10 per 1,000 gallons of usage 	\$0.19 \$0.27

WATER USAGE TOTALS		
Culinary Water use Category	Annual Quantity	Number of Active Connections
<i>Residential Use:</i>	382,321,000	6526
<i>Commercial Use:</i>	25,701,000	81
<i>Industrial Use:</i>	2,718,465	17
<i>Institutional:</i>	3,974,000	23
Total Use:	414,714,465	6647

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 City 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.