

THE DISTRICT DISPATCH

Manchester Water District's Annual Water Quality Report and Water Use Efficiency Data Inside



Spring 2018 Edition

www.manchesterwater.org



Keeping Pace with Changing Times

A recent study of Manchester Water District (District) payments received found that nearly three out of four customers used some form of electronic payment to pay their water utility bill. While District staff will always welcome the traditional methods of receiving payment, such as walk-in customers or check-by-mail payments, they must also acknowledge that times are changing. After more than 75 years of service to the community, the District must find ways to change with the times, while maintaining the equally important personal connection with their customers.

INTRODUCING XPRESS BILL PAY

Manchester Water District is excited to announce that they have partnered with Xpress Bill Pay to offer District customers more options and flexibility in making their utility payments.

After researching many options and services available, the District selected Xpress Bill Pay as the easiest, and most convenient way for customers to view and pay their water bill online. Xpress Bill Pay is a secure service with an excellent record of protecting customer information. By utilizing this service, customers will have the option of making a simple one-time payment or set-up automatic payments using either their bank account or credit card.

Customers will also have the option to receive paperless billing via electronic mail and completely automate the process. Payments processed electronically are more efficient than traditional methods, The District is able to offer Xpress Bill Pay services with no convenience fees added. To start using Xpress Bill Pay, customers will need only their District account number, an internet connection and an email address. The District's website has instructions on setting-up an Xpress Bill Pay account and several customers are already taking advantage of Xpress Bill Pay services. Setting up an Xpress Bill Pay account is easy and can be done in minutes. The District's website address is manchesterwater.org.

If you have any questions or need assistance with setting up your account, please contact Customer Service at **360-871-0500** and they will gladly assist you. And again, there is no subscription charge or convenience fee added to use the service. The Xpress Bill Pay option is just one more way the District is changing with the times to offer their customers the best possible service.

xpress
BILL PAY



Who's Who in Manchester

In September of 2013, Erin Civilla began her career at Manchester Water District as an Accounting Specialist. The Port Orchard native and University of Washington alum has evolved into one of the District's best and brightest ambassadors. Whether performing her duties as an accountant, or assisting customers with billing and service questions, Erin's positive attitude and infectious smile are always a welcome relief for customers and coworkers alike. In addition to her professional work, Erin is also mom to sons Bode and Broc, who keep her weekends full with Little League, soccer and whatever else sounds fun at the moment. As the District celebrates Erin's fifth year of excellent service to our community, customers are encouraged to come in and visit Erin in person to check out her pink-themed workstation and princess hard hat.

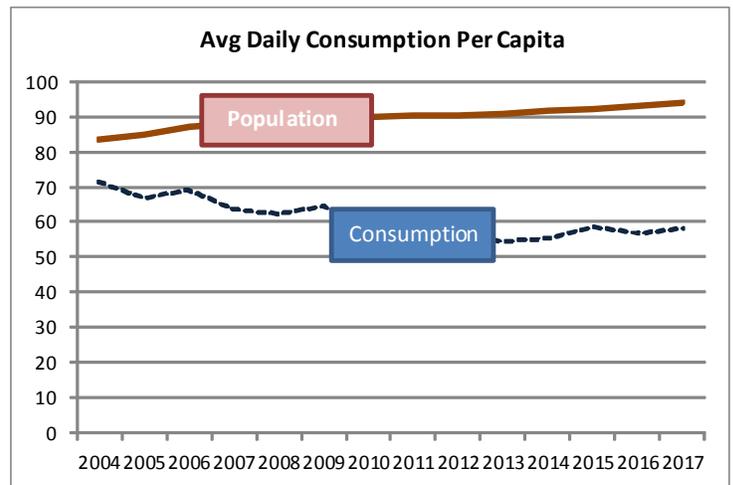
Water Conservation Works for All of Us

Through public education, rate structuring, rebates for water conserving appliances, and improved system operations, Manchester Water District (District) has endeavored to reduce per capita water consumption by 10-percent over a sixteen year period beginning in 2004.

According to the U.S. Geological Survey (USGS), the average American consumes about 80-100 gallons per day (gpd). In 2004, the District billed 2,981 accounts for 217,701,002 gallons consumed, or an average daily consumption of 71 gpd per capita. In 2017, consumption was just 58 gpd among District customers. Thanks to conservation efforts, District customers consumed an average of 18-percent less when compared to 2004 per capita consumption levels.

In addition to reductions in per capita consumption, improvements to the District’s distribution system have significantly reduced water loss due to system leaks, metering inaccuracies, or unreported consumption, such as fire fighting. For a distribution system of its size and complexity, 10-percent or less unaccounted for water is considered acceptable. In 2017, the District had just 7.6-percent unaccounted for total production, and a three-year average of 4.7-percent unaccounted for production.

As the population continues to grow within the District’s service territory, the challenges of aging infrastructure and increased demand require strategic planning and optimization of limited resources. Working together with conservation-minded consumers, the District must continue to meet or exceed mandates set forth in the Washington State Water Use Efficiency Rule of 2007, while improving service to their ratepayers.



Did You Know?

If your consumption is 1500 cubic feet on your bill, you actually used 11,220 gallons during that billing cycle. Manchester Water District bills in cubic feet because using a billing multiplier results in smaller, more manageable numbers. For more information on your water bill, please ask a Customer Service Representative using the contact information listed below.



Rebates Offered for Water-Wise Purchases



Manchester Water District offers rebate incentives for customers who purchase water saving appliances and fixtures. The rebates apply to water-efficient toilets, washing machines, and dishwashers. If you would like to learn more about the rebate program, please call 360-871-0500.

Board of Commissioners

Position 1:	Position 2:	Position 3:
James Strode	Steve Pedersen	Paul Drotz

General Manager: Dennis O’Connell

The Manchester Water District Board of Commissioners meet on the second Tuesday of every month at 5:30 p.m. in the Manchester Library, unless otherwise posted. All meetings are open to the public and your participation is encouraged.



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P.O. Box 98, Manchester, WA 98353

Phone: 360-871-0500 Fax: 360-871-0455

Email: customerservice@manchesterwater.org

www.manchesterwater.org

Monday through Friday, 8:00 a.m. to 4:30 p.m.

2017 Water Quality Report

Water System State ID # 507002

Manchester Water District (District) was formed in 1942 under Chapter 57 of the Revised Code of Washington. The District is governed by an elected three-member Board of Commissioners and staffed by eight employees. In its seventy-five year history, the District has grown to serve nearly 3,400 individual accounts and nearly 10,000 people. Our distribution system now consists of over 38 miles of pipe and in 2017, the District delivered over 218 million gallons of water to customers in Manchester, South Colby, Harper, and Southworth service territories. To ensure enough water is available during peak demands, and maintain fire protection, we store roughly 3.2 million gallons in reservoirs located throughout our service area.

The District Board of Commissioners and staff are proud to present your Water Quality Report for the year 2017. This report conforms to federal regulations set forth in the Safe Drinking Water Act (SDWA) requiring water utilities to provide detailed water quality information to each customer annually. This report demonstrates that **your drinking water meets or exceeds state and federal drinking water standards.**

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 the water poses a health risk. However, some people may be more vulnerable to contaminants. Immune-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 adults and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

The SDWA categorizes drinking water contaminants into primary and secondary categories. Primary contaminants are those that are known to affect public health. Secondary contaminants do not impact public health, but may affect aesthetic qualities, such as appearance, taste, and odor. Water utilities are responsible for sampling and reporting results to the State Department of Health (DOH), which in turn report to the Environmental Protection Agency (EPA). The EPA uses this data to ensure that consumers are receiving water that meets or exceeds minimum standards and to verify that states are enforcing the drinking water regulations.

All water supplied by the District comes from deep wells located within our service territory. Area residents voted to fluoridate the water in 1969, and have repeatedly upheld the mandate since. The District also treats the water with trace amounts of chlorine. This disinfection process is required by the DOH to provide a barrier of protection against bacterial growth in the distribution system. Chlorine is also used to control taste and odor from wells that contain naturally occurring hydrogen sulfide. Contaminants that may be present in our source water include the following:

- Microbial, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- Inorganic chemicals, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas mining or farming activities.
- Pesticides and herbicides, which may come from a variety of sources such as agricultural, residential application, and storm water runoff.
- Organic chemical contaminants include synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, they also come from gas stations, urban storm water runoff, and septic systems.
- Radioactive contaminants are naturally occurring and typically found in groundwater that has come in contact with radioactive material.

The presence of lead at elevated levels 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. The District 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 two minutes before using water for drinking or cooking. If you are concerned about lead in your drinking 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 at: <http://www.epa.gov/safewater/lead>.

In addition to the full spectrum of regulated contaminants monitored for compliance, the District is also participating in periodic testing for unregulated contaminants as part of an EPA program referred to as the Unregulated Contaminant Monitoring Rule 3 (UCMR). Testing for the presence of unregulated substances will assist the EPA in determining which substances should have a health standard in the future. In 2015, seven unregulated substances were detected and their levels are included in this report.

If you have any questions or concerns regarding your water quality, please call our office at 360-871-0500.

Water Quality Analysis for the Year 2017

Parameter	Highest Level Allowed (EPA's MCL)	Ideal Goals	Potential Sources	Highest Level Detected in Most Recent Samples	Range of Levels Detected in Most Recent Samples	Meets Standards
<i>Regulated at the Groundwater Sources</i>						
Nitrate	10 ppm	10 ppm	Runoff from fertilizer use, leaching from septic, sewage, erosion of natural deposits	2.2 ppm	ND to 1.8 ppm	Yes
Radium 228	5 pCi/L	N/A	Erosion of natural deposits	0.74 pCi/L	NA	Yes
Manganese	0.05 ppm	N/A	Leaching from natural deposits	.13 ppm	.07 to .13 ppm	*Yes
<i>Regulated in the Distribution System</i>						
Trihalomethanes	80 ppb	N/A	By-product of drinking water chlorination	9.2 ppb	NA	Yes
Haloacetic Acids	60 ppb	N/A	By-product of drinking water chlorination	5.2 ppb	NA	Yes
Chlorine (Free)	4 ppm	4 ppm	Water additive used to control microbes	0.37 ppm annual average	0.01 to 1.82 ppm	Yes
Fluoride	4 ppm	4 ppm	Water additive to promote dental health	0.76 ppm annual average	0.46 to 1.27 ppm	Yes
<i>Regulated at the Customer Tap</i>						
Lead	Action Level = 15 ppb	0	Household plumbing	4 ppb 90 th percentile	1 sample site of 20 exceeded the Action Level	Yes
Copper	Action Level = 1.3 ppm	0	Household plumbing	0.18 ppm 90 th percentile	No sample sites of 20 exceeded the Action Level	Yes

* Standard is achieved through blending of other sources
(Other contaminants required to be monitored, but not listed were below the standard detection limits.)

<i>Unregulated Contaminant Monitoring Rule 3 Results</i>			
Parameter	Average Level Detected	Range of Levels Detected	Potential Sources
Chlorate	0.049 ppm	0.024 to 0.074 ppm	By-product of drinking water disinfection
Chloromethane	360 ng/L	ND to 360 ng/L	Naturally occurring
Chromium	0.115 ppm	ND to 0.0014 ppm	Naturally occurring
Hexavalent Chromium	0.0012 ppm	ND to 0.0015 ppm	Naturally occurring
Molybdenum	0.014 ppm	ND to 0.014 ppm	Naturally occurring
Strontium	0.0627 ppm	ND to 0.0627 ppm	Naturally occurring
Vanadium	0.027 ppm	ND to 0.029 ppm	Naturally occurring

Acronym	
ND	None Detected
ppm	parts per million
ppb	Parts per billion
ng/L	nanograms per liter
MCL	Maximum Contaminant Level - The highest level of a contaminant allowed in drinking water. MCLs are set as close to the MCLG as feasible using the best available treatment technology.
MCLG	Maximum Contaminant Level Goal - The level of contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
FAQ	Frequently Asked Question

For More Information:

Department of Health
Office of Drinking Water
Toll-free 1-800-525-0127

<http://www.doh.wa.gov/ehp/dw>

US Environmental Protection Agency
Office of Ground Water and Drinking Water

Toll-free 1-800-426-4791

<http://water.epa.gov/drink/index.cfm>