

NOTICE TO MUNICIPAL WATER CUSTOMERS:



Water Treatment Facility Start-Up

INTRODUCTION

The Mayor and City Council are proud to announce that the new Water Treatment Facility, 16335 Itasca Ave. SE, will be online in mid- to late-February 2009. The Water Treatment Facility is designed to remove iron and manganese from the City's public drinking water supply.

WHAT TO EXPECT

During the next few months you may notice some changes in the aesthetics of your drinking water. The new Water Treatment Facility will remove iron and manganese, but there are accumulations of iron and manganese in the pipelines of the distribution system. These accumulations will diminish over time, but there still can be incidents of rusty water. In some cases, changes in water quality will increase incidents of discolored water as the accumulation of iron and manganese work their way out of the existing distribution system.

As water from the Water Treatment Facility circulates through the distribution system, customers may continue to notice discolored water occurrences after the start-up of the facility. During the initial operation stages of such facilities, it is common for deposits on the inside walls of the distribution pipelines to get disrupted by the treated water and slowly dissolve. The result may be discolored water.

The City will continue to flush hydrants as they have in the past to minimize discolored water, which will cause temporary pressure fluctuations for residents.

PLEASE BE PATIENT

To minimize the inconvenience to you, the City will be providing additional hydrant flushings in response to complaints of discolored water.

WHAT YOU CAN DO

Continue to soften your water: The new Water Treatment Facility will remove minerals from your water, but will **NOT** be softening it. Please continue to use your home softening systems as in the past.

Take precautions: The best thing you can do is pay close attention to your water quality. Check the water at the tap and at the washer for discoloration. If you notice that your water is reddish-brown or yellow, discontinue washing clothes and running fixtures until the water is flushed through the system. The best way to prevent damage is to use caution.

THANK YOU FOR YOUR PATIENCE

The City will work diligently to make this transition as smooth as possible for all our customers. Please bear with us during the next several weeks as we undergo start-up procedures and prepare for cleaner water in the future. Thank You.

If you have questions or concerns, please call Prior Lake Public Works
at (952) 447-9896.