



UTILITY CONNECTION

DELANO MUNICIPAL UTILITIES

The Power of Community

Water Quality in the National Spotlight

March 2016

Hardly a day goes by when we don't hear about the water woes in Flint, MI.

Here are the facts: The post-war era Flint, MI water treatment plant was constructed with cast iron and lead pipes; lead was very cheap and plentiful at that time. With health concerns related to lead exposure emerging in the 1960's a new pipeline was planned which would draw water from Lake Huron. After cost overruns and political turmoil scrapped the pipeline, the City of Flint decided to purchase water from the City of Detroit. In 2014, 50 years later, Flint officials decided to extract surface water from the Flint River in an effort to save \$2.5 million per year.



"Typical" lead pipe trouble in old homes

Contamination concerns quickly arose over the color, taste and odor of the water. In fact, the quality was so poor that boil-water advisories were issued. The raw water being extracted from the Flint River naturally ranges from slightly acidic to slightly alkaline, depending on the season. Additionally, naturally occurring chloride levels are generally high in river or inland surface water sources. While pH variations are not ordinarily a problem, it was recently discovered that specific pre-treatment chemicals were omitted as part of the cost-savings directive. As a result, the "mis-treated" water began to corrode the older lead and cast iron pipes which make up the water mains and household services in Flint. Lead began leaching into the water from the resulting corrosion of existing older pipes.



Delano Water Treatment Plant

Delano is different. Delano draws subsurface water from an aquifer reservoir located 150 feet below the surface. Delano purifies and treats the water before pumping it to the water tower for distribution to the community. The Delano water network is constructed entirely of lead-free piping, valves and connections. If you live in a home older than 50 years, it is advisable to purchase an inexpensive lead test kit from a home store to test for the presence of lead in your home's pipes.

In addition, Delano water is monitored and tested daily for compliant levels of chemistry, with the Minnesota Department of Health verifying our test results on a monthly basis. While some residents may have recently noticed a bleach smell from their tap water, DMU intentionally errs on caution when it comes to water safety. Even though our water comes from deep within the Earth, it still contains microorganisms and bacteria which can make people ill if not treated properly.

If you notice odor, color or taste issues with your water, you are encouraged to contact DMU to schedule a free, on-site test of your water. (763)972-0557

Mark your Calendar

- March 21 - DMU Water, Light & Power Commission Meeting.
- March 24 - Payment due on Past Due invoices to avoid interruption of service.
- March 22 - Automatic EFT (electronic funds transfer) payments made.
- March 27 - Regular payments due.
- March 28 - Late charges apply.

HeatShare Program needs your help !

HeatShare assists families in crisis to pay their utility bills. Unfortunately donations are down significantly from years past. You can help make a difference in the lives of your neighbors here in Delano. When you give to HeatShare, you are helping warm the lives of the elderly, disabled and others who have nowhere else to turn. HeatShare is the last resort for many who have no other resources available to see them through the winter. **Contributions to HeatShare are tax deductible** and may be sent along with your regular payment to the Delano Municipal Utilities.

Thank You to those who have already helped! This money will go towards helping pay utility bills for local families in crisis.

Make checks payable to HeatShare. Send your donation to Delano Municipal Utilities, 11 Bridge Ave W, P.O. Box 65, Delano, MN 55328.

For additional information call Delano Municipal Utilities at 763-972-0557 or Michael McGlone at The Salvation Army at 763-566-2040 or online at <http://thesalvationarmy.org/serv/heatshare.htm>



If you need help...

WCCA administers the Low-Income Home Energy Assistance Program in Wright County. Energy Assistance is available to income eligible households to pay a portion of home heating and energy costs. This includes natural gas, propane, oil, electricity, as well as cut wood and corn.

Qualified households may receive help for utility or fuel shut-offs. Eligibility levels for families served through EAP are determined based on household income, household size, and actual cost of heating for a period of twelve months. WCCA works with families to help them conserve energy, plan for heating expenses and to resolve heating and utility shut-offs in Wright County.

Call (320)963-6500 for assistance.

Online Bill pay services



Many Customer have been utilizing online bill paying services provided by their banks. **Please be advised that the Utility receives checks sent by mail from the bill paying services.** As a result, the Utility will not receive your payment the same day you process the payment request through your online bill payment.

In fact, it could be up to a week before we receive your payment. *Late penalties will occur if we receive the payment after the 27th.*

Automated Bill Payment

DMU has an automatic bill paying program that transfers the money from your bank account to ours, on the same day. Each month you will still receive a bill that recaps your usage and lets you know how much will be sent to DMU for payment. No check writing is required and guaranteed no late fee.

DMU's automatic bill payment is easy!

Nearly a quarter of DMU customers take advantage of this free service. All of the details and the application form to enroll in this service can be found on the back of your bill.

