



MOUNTAIN REGIONAL WATER
SPECIAL SERVICE DISTRICT

Quality - Reliability - Sustainability

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2020 WATER QUALITY REPORT

CONTACT US



Questions? We're here to help!

If you have questions on billing, service, water quality, or anything else, please reach out to us.

Monday-Friday, 8:30 a.m. to 5:00 p.m.
6421 North Business Park Loop Road, Suite A
Park City, UT 84098
435-940-1916

Board meetings are open to the public and are typically held on the third Thursday of the month at 6:00 p.m. For details and notice of the meetings, visit our website www.mtregional.org

2020 WATER QUALITY REPORT

We are happy to present to you our annual water quality report. The goal of this report is to provide you with information about where your water comes from, the quality of your water and our compliance with state and federal drinking water standards. It is also an opportunity to provide you with the most current and relevant information related to common water quality topics.

Mountain Regional Water is a pro-active and transparent public water utility, focused on quality, reliability, fiscal responsibility, customer service, and environmental sustainability. Providing safe and reliable water service to our customers that meet or exceed all state and federal requirements is our top priority.

Mountain Regional Water is dedicated to conservation and to the preservation of our water resources.

We are constantly working to reduce water loss throughout our distribution system.

We have reduced our System Culinary Water losses by 1/3 for the year 2020

2020 System Culinary Water Losses 12.2%

2019 System Culinary Water Losses 18.1%

CONSERVE H2O

NO WATERING ALLOWED

Between 10 AM and 6 PM

In our high elevation climate, it is not necessary to water every day. To preserve our precious water resources, the District does not allow for outside watering between the times of 10 AM and 6 PM. Furthermore, homes or businesses with odd numbered addresses are to water only on odd numbered days, and even numbered addresses water on even numbered days. During drought or water shortage conditions, you will be informed of further watering restrictions as necessary.

For more information about water conservation tips and incentives, please visit our website at <https://www.mtregional.org/conservation>



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facebook.com/MOUNTAINREGIONALWATER; Instagram: [mountainregionalwater](https://www.instagram.com/mountainregionalwater)

1 Message from the GM



Dear Valued Customer,

As we thankfully begin to see the height of the COVID-19 pandemic in our rearview mirrors, a new challenge confronts us. On St. Patrick's Day this year, March 17th, Utah's Governor Cox issued the State of Emergency for drought conditions. 2020 turned out to be the driest year (statewide) in Utah's historical record, going back to the late 1800s. This coupled with a weak winter of 2020/2021 has led to near-record-low surface water supply index numbers for 2021, as the dry soils absorb our limited snowmelt like a sponge.

So what does this all mean? It's time for action, from all of us. Externally, Mountain Regional Water is asking our customers to conserve, to reduce your outdoor water usage by 20%. How do you do it some ask? If you're following our irrigation scheduling guidelines, watering every other day between 6 pm and 10 am, removing one day will reduce your usage by nearly 30%. Other suggestions to reduce usage include reducing your turf area, making drought tolerant plant choices, repairing leaks in your irrigation systems, and moving to water-efficient fixtures and appliances in your home.

Internally we focus on our water losses; Mountain Regional Water reduced our water losses in the system by 30% in 2020 and our efforts continue in 2021. This reduction keeps enough water to serve 200 of our customers safely in our aquifers and our local reservoirs. Operationally, we are working to reduce water usage to only what's required for critical operations and looking for innovative ways to reduce and reuse.

As we continue forward in 2021, we promise to give you our best in delivering safe and reliable drinking water to your home. If you have any questions about our Water Quality Report or if there is anything that we can do to better serve you, please feel free to reach out to me or to our dedicated Customer Service team. On behalf of the entire District, I hope you have a great remainder of 2021.

Very Respectfully,

A handwritten signature in blue ink that reads "Scott Morrison".

Scott Morrison
General Manager



Where your Water Comes From

Nearly half of your drinking water originates from clean groundwater sources. The District pumps this water from wells and springs up into many storage tanks. The other half comes from surface water which is pumped from the Lost Canyon Intake*(Rockport Reservoir) on the Weber River and is then treated at our Signal Hill Water Treatment Plant located in Promontory. All of this clean water is stored to meet your peak day demands and emergency fire protection needs, and is then fed through over one hundred miles of pipelines to all of the District's customers. The peak day usage for the District in 2020 was 6.8 million gallons.

*The Lost Canyon Intake also delivers water to the Park City Municipal Quinns Junction Water Treatment Plant

Groundwater Sources

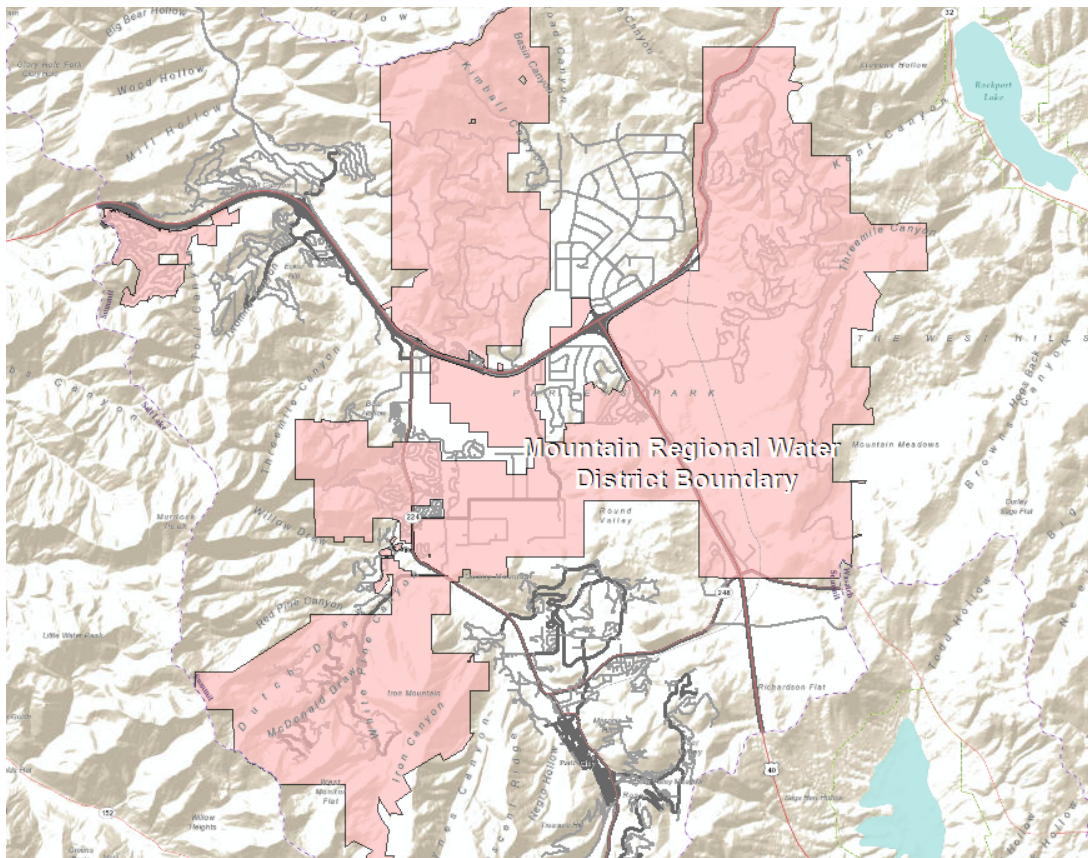
- Atkinson Well 2
- Jailhouse Well
- Silver Creek Well 10
- Starpoint Well 15B
- 3 Mile Well
- Gorgoza Well 6
- Nugget Well
- Spring Creek Spring
- Blackhawk Well 2R
- Silver Springs Well 1
- Summit Park Well 2
- Summit Park Well 5
- Summit Park Well 7
- Bison Bluffs Well
- Wagon Trail Well 2
- Gulch Well 1

Surface Water Treatment

The Signal Hill Treatment Plant treats surface water from the Weber River using chemical pre-treatment, microfiltration to physically remove surface water contaminants, granular activated carbon to control taste and odor, and disinfection to provide continuous treatment throughout our distribution system to your tap.

Local Water Systems

We have interconnections to neighboring public water systems where water is intermingled with Summit Water Distribution Company, Gorgoza Mutual Water Company, and Pine Meadow Mutual Water. We also have emergency interconnections with High Valley Water Company, and Summit County Service Area #3. All of these connections offer redundancy and safety for water customers in the Snyderville Basin.



Source Protection

Source Protection Plans are available for your review upon request. They contain information about source protection zones, potential contamination sources, and management and protection strategies. Our sources have been determined to have a high level of protection from potential contamination sources such as horse pastures, septic tanks, chemical or fuel storage, pesticides, and potential hazardous material accidents.



Lost Canyon Booster Pump Station

Frequently Asked Questions About Our Water

What test results are included in this report?

Mountain Regional Water routinely monitors regulated and unregulated contaminants in drinking water. All monitoring data included in this report are from required testing in 2020. If a known health contaminant is not listed in this report, it was not detected in our water.

Do you add fluoride to the water?

No. We do not add fluoride to our water. Trace amounts of fluoride detected in our water listed in this report are from naturally occurring fluoride in our groundwater.

Do you add chlorine to the water?

Yes. The addition of chlorine is required for all systems serving filtered surface water and a detectable amount of chlorine residual must be detected in all points in the distribution system. It has been demonstrated that carrying a chlorine residual throughout your system protects against contamination, acting as a continual water treatment agent in our distribution process. Chlorine residuals are tested daily in our system.

Do you test for bacteria in the water?

Yes. We routinely test for bacteria throughout all service areas of our water system, above and beyond what is required by state and federal regulations. We did not have any positive bacteriological samples on our distribution system in 2020.

How hard is my water?

Water hardness is tested throughout our system. The typical range is 15-25 grains per gallon of water, or an average of approximately 300 mg/l of hardness as CaCO₃, which is considered hard. Hard water is high in dissolved minerals, largely calcium and magnesium, and is common throughout Utah.

How can I get my water tested?

We ensure the water delivered to your meter meets state and federal drinking water standards. If you have water quality concerns at your home, please contact us for lab testing information.

ENSURING SAFE TAP WATER

Our Treatment Process

Mountain Regional Water's Signal Hill Treatment Plant is located in Promontory and treats water from the Lost Canyon intake on the Weber River. Water treatment is a complicated process that involves continuous oversight and monitoring to ensure that the water delivered to your tap is safe to drink. Our surface water treatment plant utilizes a multi-barrier approach and state-of-the-art water treatment technology to ensure it routinely meets and surpasses all federal and state requirements.

Coagulation and Flocculation

Coagulation is a chemical process that includes the addition of coagulants to the water as it enters the plant. Coagulation allows the particulates to bind together and form larger particles. As these coagulated particles are gently mixed, they collide and clump together forming larger flocs, easing the removal through sedimentation and filtration.

Clarification (Sedimentation)

Water flows into the clarifier basin containing plate settlers. As water passes upward through the plates, solids and floc settle from the water and slide to the bottom of the basin, while the clean water passes out the top of the clarifier and is sent to the membrane filters for further particulate removal.

Microfiltration

Microfiltration is a physical filtration process where water is passed through the small pores of a membrane to separate microorganisms and suspended particles from the water. Microfiltration membranes present a physical means of separation and has proven effective at removing sediment, algae, large bacteria and protozoa such as Giardia.

Activated Carbon Filtration

Granular Activated Carbon Filtration is used to adsorb organic compounds, removing them from the water and improving taste and odor.

Disinfection

Disinfection is the final stage in our water treatment process. Chlorine is added to the water before it enters the distribution system and is effective at killing viruses, bacteria, and even Giardia. It also provides continuous treatment as water is delivered throughout our system to your tap. We provide additional points of disinfection throughout our distribution system to maintain an adequate residual throughout the distribution system.



Signal Hill Pond



Pall Membrane Filters



Granular Activated Carbon



Chlorine Generation System

3 Protecting Water in your Home

HOW YOU AFFECT YOUR WATER QUALITY

Mountain Regional Water delivers water to your point of connection that is clean and safe, meeting and often surpassing all state and federal requirements.

However, you can unintentionally cause contamination of your water in your home. Here are a few things you can do to ensure the clean, safe drinking water delivered by Mountain Regional Water is not impaired by your home plumbing system.



Filters and Purifiers

All types of water filters and purifiers in your home need to be properly maintained and monitored. Neglected devices may not work as intended, can become a home for microbial growth, or can shed filter material into your home's tap water. Even the filter in the door of your refrigerator needs to be properly maintained to avoid degrading your water quality.

Backflow Prevention Devices

Water entering your home is susceptible to backflow contamination, which means water from your plumbing system can reverse its flow back into the water distribution system. Hoses, sprinkler systems, and other water systems are all potential sources of backflow contamination. Backflow prevention devices are required to be installed on all irrigation systems, fire suppression systems, and other hazards as determined by the District's Cross Connection Control Program.

Water Softeners

Our water hardness can range from 15 to 25 grains per gallon. It is important to check the settings on your water softener to ensure you are treating your water properly. Excess salt from softeners is tough on your wallet and bad for down stream aquatic life and water users.

Water Heaters

It's important to monitor the temperature setting on your water heater to prevent a burn hazard. Also, water that is only lukewarm creates the perfect breeding ground for bacteria to grow. We recommend our customers follow current plumbing code and install expansion tanks on their water heaters to protect against pressure build up in your home plumbing system.

Unused Rooms and Properties

If you have a kitchen, bathroom or vacation home that rarely gets used, you should run water through the faucets on a frequent basis to prevent stagnant water in pipes and fixtures from forming microbial growth.

Frequently Asked Questions About our Backflow Program

Am I required to have a backflow prevention device?

Yes. The CROSS CONNECTION CONTROL PROGRAM of UTAH along with Mountain Regional Water Rules and Regulations requires an annual test to ensure compliance with existing applicable minimum health and safety standards. Backflow prevention devices are required on all irrigation systems, fire suppression systems, and other hazards as determined by the Cross Connection Control Program of Utah.

How do I submit a test report?

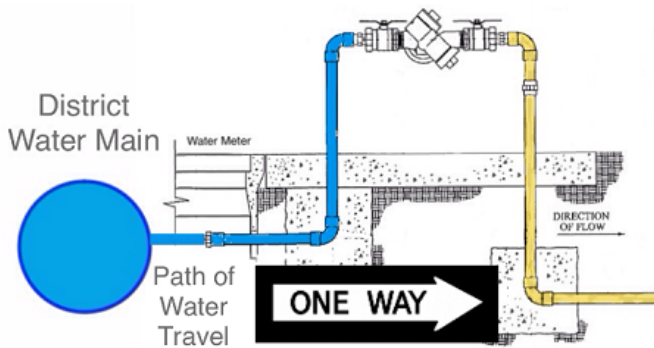
Please email reports to: backflow@mtregional.org or mail to PO BOX 982320 Park City, UT 84098 you can also drop it off at our office. 6421 N. Business Park Loop Rd Suite A Park City, UT 84098

How do I find a certified backflow technician?

The Division of Drinking Water keeps a current list of certified backflow technicians. The link can be found on our website: www.mtregional.org/backflow

*Asking a neighbor or your HOA for recommendations and references is also a good idea.

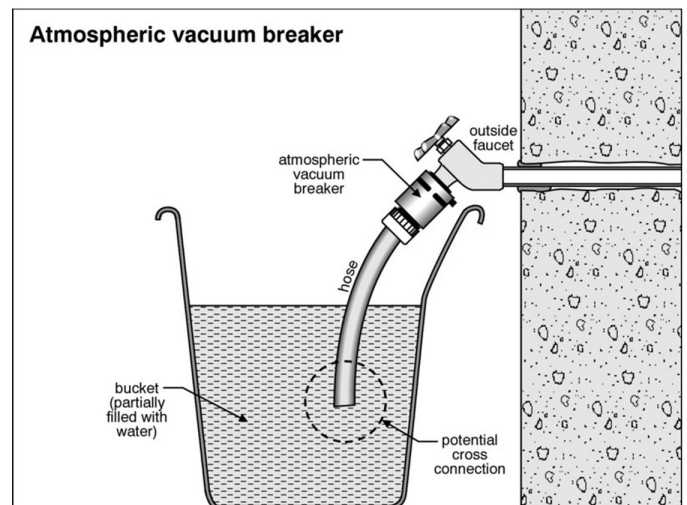
HOW BACKFLOW ASSEMBLIES WORK



Annually, millions of gallons of water can pass through a backflow prevention assembly. Assemblies can be subjected to summer heat and freezing in winter. Water chemistry can affect the performance of an assembly, for example, hard water can form deposits on moving parts. Small debris, such as sand particles can foul check valves and prevent moving parts from operating correctly. Additionally, friction from moving water can wear components over time. For these reasons, backflow prevention assemblies must be tested and maintained to assure they will properly protect your drinking water. The backflow prevention assembly test only takes a few minutes and assures that each part of the assembly is operating correctly.

Do you have a Hose Bib Vacuum Breaker?

The most common cross-connection in a home is the outside garden hose. If the end of the hose is submerged in a bucket of cleaning fluid, fish pond, swimming pool or other open container during a low pressure event, this water could get sucked back into your water pipes. You can prevent this by installing a "hose bib vacuum breaker". These devices screw directly onto the faucet. Hose bib vacuum breakers consist of a spring-loaded check valve that seals against an atmospheric outlet when the water supply is turned on, preventing a backflow incident.



For more information on MRWSSD Cross-Connection Control Program please visit our website:

www.mtregional.org/backflow

4 Water Quality Results

2020 Water Quality Results— we routinely monitor for contaminants in our drinking water in accordance with EPA and Utah's DDW. The following table shows the detected contaminants for the period of January 1st-December 31st, 2020, or the most recent testing that complies with the regulation.

Regulated Contaminant	Violation Y/N	Level Detected ND/ Low-High	Unit Measurement	Ideal Goal (MCLG/ MCLRD)	Max Allowed (MCL/ MCLR)	Year Sampled	Likely Source of Contamination
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Regulated at the Source: Inorganics, metals, pesticides, radiological and volatile organic compounds

Arsenic	N	0—2.5	ppb	0	10	18, 19, 2020	Erosion of natural deposits and runoff from orchards
Barium	N	.024—.26	ppm	2	2	18, 19, 2020	Erosion of natural deposits; discharge of drilling wastes and metal refineries
Cyanide	N	0—3	ppb	200	200	18, 19, 2020	Discharge from steel/metal factories; discharge from plastic and fertilizer factories
Fluoride	N	0—.43	ppm	4	4	18, 19, 2020	Erosion of natural deposits, water additive and discharge from fertilizer and aluminum factories
Nitrate	N	0— 1.4	ppm	10	10	2019, 2020	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Selenium	N	0—7.4	ppb	50	50	18, 19, 2020	Discharge from petroleum and metal refineries; erosion of natural deposits
Sodium	N	6.0—60	ppm	500	none	18, 19, 2020	Erosion of natural deposits and run-off from road deicing
Sulfate	N	7.4—391	ppm	1,000	1,000	18, 19, 2020	Erosion of natural deposits; runoff from landfills and crops
TDS (Total Dissolved Solids)	N	192—1,370	ppm	2,000	2,000	18, 19, 2020	Erosion of natural deposits. > 1,000ppm requires blending or evaluation of other source options.
Turbidity Groundwater	N	ND	NTU	n/a	5	2020	Soil runoff
Turbidity Filtered Surface Water	N	0—.198	NTU	n/a	.3	2020	Soil runoff. TT Requirement: <.3 NTU in at least 95% of samples
Trichloroethylene	N	0—1.1	ppb	0	5	18, 19, 2020	Discharge from metal degreasing sites and other factories.
Alpha Emitters	N	0-9	pCi/l	0	15	17, 18, 19, 2020	Decay of natural and man-made deposits
Combined Radium 226/228	N	0.14-0.56	pCi/l	0	5	19, 2020	Decay of natural and man-made deposits
Radium- 226	N	0.14-0.56	pCi/l	0	5	19, 2020	Decay of natural and man-made deposits
Radium-228	N	0—1	pCi/l	0	5	17, 18, 19, 2020	Decay of natural and man-made deposits

Regulated in the Distribution System: Disinfection By-Products and Chlorine Residuals

Total Trihalomethanes (TTHMs)	N	2—2.6	ppb	0	80	2019	By-product of disinfection
Coliform Bacteria	N	Absent / ND	Present/Absent	0	5	2020	Water additive for controlling microbial growth

Regulated at the Customer's Tap: Lead and Copper

Lead A: 90 th percentile B: Homes that exceed AL C: Highest-Lowest Level	N	A: 3.1 B: 1 C: 0—24.4	ppb	0	AL=15	2019	Corrosion of household plumbing.
Copper A: 90 th percentile B: Homes that exceed AL C: Highest-Lowest Level	N	A: 0.35 B: 0 C: 0.006—0.98	ppm	1.3	AL=1.3	2019	Corrosion of household plumbing.

For more information on MRWSSD Water Quality Annual Reports please visit our website:

www.mtregional.org/ccr

Definitions and Abbreviations (of above table):

EPA: The United States Environmental Protection Agency-The Environmental Protection Agency is an independent executive agency of the United States federal government tasked with environmental protection matters.

Utah's DDW: Utah Division of Drinking Water- is a division of the Utah Department of Environmental Quality that regulates public water systems.

Level Detected: For water systems that have multiple sources of water, the Utah DDW has given systems the option of listing test results in one table. To accomplish this, the lowest and highest values detected in the multiple sources are recorded in the same space in the report table.

MCLG: Maximum Contaminant Level Goal— The level of a contaminant in drinking water below which there is no known or expected health risks. MGLGs allow for a margin of safety.

MCL: Maximum Contaminant Level— 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.

MRDL: Maximum residual disinfectant level— the highest level of disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for the control of microbial contaminants.

MRDLG: Maximum residual disinfectant level goal— The level of a disinfectant in drinking water 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.

AL: Action Level— The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

PPM: Parts per million or mg/l— one part per million corresponds to one minute in two years.

PPB: Parts per billion or ug/l corresponds to one minute in 2,000 years

ND: Not detected

N/A: The measurement does not apply

NTU: Nephelometric Turbidity Unit— water clarity measurement

PCi/l: Picocuries per liter— radioactivity measurement

TT: Treatment Technique— a required process intended to reduce the level



IMPORTANT HEALTH INFORMATION

All sources of 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 water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA's Safe Drinking Water Hotline: (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>.

LEAD

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead enters drinking water primarily from materials and components associated with service lines and home plumbing. Mountain Regional Water is committed to providing high quality drinking water but cannot control the variety of materials used in premise 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>

Mountain Regional Water tests water inside homes within its distribution system considered at risk for lead and copper contamination, per EPA requirements (results shown on page 8). Our water sources have no detectable amounts of lead or copper and we have no known lead service lines in our system. However, homes built before 1987 may have internal plumbing containing lead pipes or solder. Lead was banned from use on domestic plumbing in 1986. In 1996, the EPA expanded the regulation to include plumbing fixtures and fittings (endpoint devices). We routinely test water quality parameters to ensure that we fulfill our responsibility of delivering water to your tap that is not corrosive. If you are concerned about lead in your water, you may wish to have it tested.

