



1685 CROSSTOWN BOULEVARD N.W. • ANDOVER, MINNESOTA 55304 • (763) 755-5100
FAX (763) 755-8923 • WWW.ANDOVERMN.GOV

Dear New Resident:

Congratulations on your new home, and welcome to the City of Andover. Listed below, for your use and future reference, is some general information about the City of Andover.

Cable TV

Contact Comcast at 651-222-3333

City Council Meetings

City Council meetings are held on the 1st and 3rd Tuesdays of the month at 7:00 p.m. at Andover City Hall. After the meeting is convened at 7:00 p.m., the floor is open for citizen input. City Council meetings are open to the public. Council meetings are broadcast live on cable channel 16 and are replayed throughout the week.

Dogs/Cats

All dogs older than six months must be licensed. To obtain a dog license, present a copy of the rabies vaccination receipt (from the veterinarian) along with the appropriate license fee to City Hall. For license fee information, please contact City Hall. Three dogs and three cats are allowed per household. No dogs/cats are allowed to run at large.

Property Taxes

Questions concerning property taxes should be directed to the Anoka County Assessor's office at 763-323-5400

Recycling Center

The recycling center is located at 1825 Crosstown Blvd NW, across from Sunshine Park and next to the outdoor ice rinks. The center will accept corrugated cardboard, plastic bags, glass bottles and jars, plastic bottles, scrap metal and used motor oil. Contact the Recycling Coordinator at City Hall at 763-767-5114 with any questions.

Refuse/Recycling Service

Residents of the City must choose a refuse hauler from the enclosed list of licensed haulers listed on the Andover website. The list can be found under [City Services/Recycling/Residential Refuse & Recycling Haulers](#). The rates and level of service will vary between haulers. The refuse hauler also sets the recycling schedule for your area and provides the container.

Utility Billing

All City services, including streetlights, sewer and water, are handled by Opus 21. Questions regarding billing should be directed to 651-255-0973.

~Center Point Energy supplies the gas services. Questions regarding service can be directed to 612-372-4727.

~Connexus Energy handles electric. Questions regarding service can be directed to 763-323-2650.

~For local telephone service contact Century Link at 1-800-244-1111.

Once again, welcome to the City of Andover. If you have any questions, please contact City Hall at 763-755-5100.

Sincerely,
Jamie Barthel, Mayor
City of Andover

Andover City Council

ANDOVER CITY COUNCIL

Jamie Barthel
612-669-7512
Email: cm.barthel@andovermn.gov
Term expires 1-7-25

COUNCILMEMBERS (4-year terms)

Rick Engelhardt
612-889-8097
Email: cm.engelhardt@andovermn.gov
Term expires 1-7-25

Karen Godfrey
612-6670-3186
Email: cm.godfrey@andovermn.gov
Term expires 1-7-25

Scott Schue
763-276-3493
Email: cm.schue@andovermn.gov
Term expires: 1-5-27

Jonathan Shafto
651-387-2728
Email: cm.shafto@andovermn.gov
Term expires 1-5-27

CITY COUNCIL CALENDAR

City Council Meetings
First and Third Tuesday
7:00 p.m.
Council Chambers

Planning & Zoning
Commission Meetings
Second Tuesday
7:00 p.m.
Council Chambers

Park & Recreation
Commission Meetings
First and Third Thursday
7:00 p.m.
Council Chambers

City Hall Location
1685 Crosstown Blvd. NW
Northwest corner of
Hanson Blvd. and Crosstown Blvd.
Intersection

ELECTED OFFICIALS

COUNTY

Anoka County Sheriff

Brad Wise
13301 Hanson Boulevard NW
Andover, MN 55304
763-324-5000

County Commissioner District #4

(Andover Precincts 1 & 2)

Scott Schulte
Anoka County Government Center
2100 – 3rd Avenue
Anoka, MN 55303
763-324-4000 (Government Center)

County Commissioner District #5

(Andover Precincts 3 - 10)

Mike Gamache
Anoka County Government Center
2100 – 3rd Avenue
Anoka, MN 55303
763-324-4000 (Government Center)

County Attorney

Brad Johnson
2100-3rd Avenue
Anoka, MN 55303
763-324-5550
Attorney@co.anoka.mn.us

Attorney General

Keith Ellison
445 Minnesota Street
Suite 1400
St. Paul, MN 55101
651-296-3353 (Twin Cities Area)
1-800-657-3787 (Outside Twin Cities)

STATE

Governor

Tim Walz
130 Capital Building
75 Rev Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155
651-201-3400

Legislators

Minnesota Senate District 31

(Andover Precincts 1, 2, 3, 4 & 5)
Senator Calvin Bahr
95 University Ave W.
Minnesota Senate Building, Room 2415
St. Paul, MN 55155
651-296-3219
sen.cal.bahr@senate.mn

Minnesota House District 31B

(Andover Precincts 6, 7 & 8)
Representative Peggy Scott
335 State Office Building
St. Paul, MN 55155
651-296-4231
rep.peggy.scott@house.mn.gov

Minnesota House District 35B

(Andover Precinct 9 & 10)
Representative Kari Rehrauer
5th Floor, Centennial Office Building
St. Paul, MN 55155
651-296-5486
rep.kari.rehrauer@house.mn.gov

NATIONAL

U.S. Senator Amy Klobuchar
425 Dirksen Senate Building
Washington, DC 20510
202-224-3244

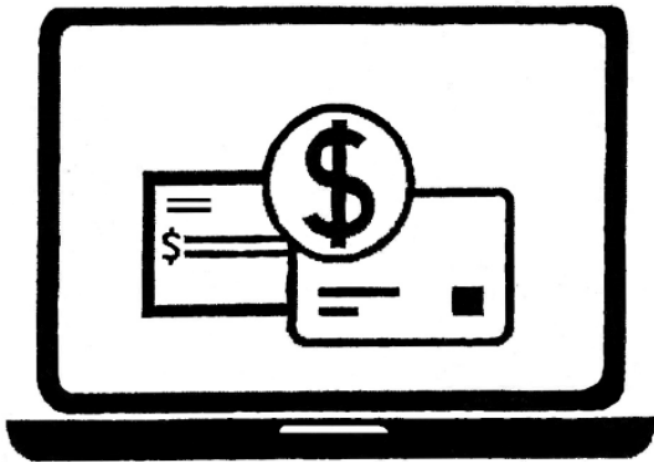
U.S. Senator Tina Smith
720 Hart Senate Office Building
Washington DC 20510
202-224-5641

U.S. House Congressional District #6

Minnesota State Representative Tom Emmer
464 Cannon House Office Building, Washington, DC 20515
Phone: (202) 225-2331

Pay Your Utility Bill Online

Our new online bill pay service offers more features to view and pay your utility bill. Enjoy the convenience of scheduling payments, automatic payment options and getting email reminders.



- ~ View and pay your bill online with a credit/debt card.
- ~ Schedule payments for a future date
- ~ Set up automatic payments
- ~ Pay multiple bills in one transaction
- ~ Receive email notifications when your bill is ready, just before the due date and a confirmation after making a payment

Questions? Call OPUS @ 651-255-0973

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Go to www.andovermn.gov to get started
.....

Conveniently view bills, schedule payments and set up automatic payments

Go to www.andovermn.gov

Questions? Call OPUS @ 651-255-0973





Residential
City of Andover
Licensed Refuse/Recycle Haulers
June 1, 2025 - May 31, 2026

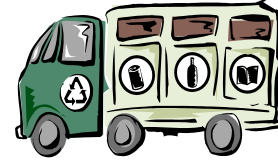
Ace Solid Waste, Inc.
6601 McKinley St. NW
Ramsey, MN 55303
763-427-3110

Curbside Waste Inc.
18150 118th Ave. N.
Dayton, MN 55369
763-504-2872

LePage & Sons Inc.
23602 University Ave. NW
Bethel, MN 55005
763-757-7100

Republic Services Inc.
8661 Rendova St. NE
Circle Pines, MN 55014
952-941-5174

Walters Recycling & Refuse
2830 101st Ave. NE
Blaine, MN 55449
763-780-8464



Commercial
City of Andover
Licensed Refuse/Recycle Haulers
June 1, 2025 - May 31, 2026

Ace Solid Waste, Inc.
6601 McKinley St. NW
Ramsey, MN 55303
763-427-3110

Aspen Waste Systems, Inc.
2951 Weeks Avenue SE
Minneapolis, MN 55414
612-884-8000

Curbside Waste Inc.
18150 118th Ave. N.
Dayton, MN 55369
763-504-2872

LePage & Sons Inc.
23602 University Ave. NW
Bethel, MN 55005
763-757-7100

Republic Services Inc.
8661 Rendova St. NE
Circle Pines, MN 55014
952-941-5174

Walters Recycling & Refuse
2830 101st Ave. NE
Blaine, MN 55449
763-780-8464

Waste Management of MN Inc.
1505 11th Ave. NE
Cambridge, MN 55008
320-241-8821

Waste Management of MN Inc.
10050 Naples St. NE
Blaine, MN 55449
952-890-1100

Sports Andover, MN

BASEBALL

- ◆ **ANDOVER BASEBALL ASSOCIATION**
T-BALL/PRE K - AGE 15, SANDLOT AGE 16 - 21
- ◆ **COON RAPIDS/ANDOVER AMERICAN LITTLE LEAGUE**
T-BALL - AGE 12
- ◆ **I9 SPORTS**
AGES 3—8

BASKETBALL

- ◆ **ANDOVER ATHLETIC ASSOCIATION**
SCHOOL AGE CHILDREN
- ◆ **ANDOVER BOYS TRAVELING BASKETBALL**
4 - 8 GRADE
- ◆ **ANDOVER GIRLS TRAVELING BASKETBALL**
4 - 8 GRADE
- ◆ **I9 SPORTS**
AGES 4—10

BOWLING

- ◆ **ANDOVER LANES**
- ◆ **HAM LAKE LANES**

FOOTBALL

- ◆ **ANDOVER FOOTBALL ASSOCIATION**
FLAG & TACKLE GRADES K - 8
- ◆ **I9 SPORTS**
FLAG AGES 4—14

GOLF

- ◆ **ANDOVER COMMUNITY CENTER - SIMULATOR**
- ◆ **BUNKER HILLS GOLF COURSE**
- ◆ **MAJESTIC OAKS GOLF COURSE**

HOCKEY

- ◆ **ANDOVER HUSKIES YOUTH HOCKEY ASSOCIATION**
- ◆ **ST. FRANCIS YOUTH HOCKEY ASSOCIATION**

ICE SKATING INSTRUCTION

- ◆ **ANDOVER COMMUNITY CENTER**
AGES 3 - 15, TEEN & ADULT

LACROSSE

- ◆ **ANDOVER AREA YOUTH LACROSSE ASSOCIATION**
BOYS 10U - 14U AND GIRLS 12U - 14U

PICKLEBALL

- ◆ **ANDOVER COMMUNITY CENTER**
ALL AGES

SCHOOL DISTRICT

COMMUNITY EDUCATION PROGRAMS

- ◆ **ANOKA HENNEPIN SCHOOL DISTRICT #11**
- ◆ **ST. FRANCIS SCHOOL DISTRICT #15**

SOCCER

- ◆ **ANDOVER COMMUNITY CENTER**
AGES 4 - 9
- ◆ **ANDOVER SOCCER CLUB**
AGES 3 - 14
- ◆ **BOREAL FC**
AGES 4 - 18
- ◆ **I9 SPORTS**
AGES 3—13

SOFTBALL

- ◆ **ANDOVER ATHLETIC ASSOCIATION**
SCHOOL AGE CHILDREN

TRACK & FIELD

- ◆ **ANDOVER ATHLETIC ASSOCIATION**
K - 5 GRADE

VOLLEYBALL

- ◆ **ANDOVER ATHLETIC ASSOCIATION**
BOYS AND GIRLS, STARTING AT 2ND GRADE
- ◆ **MN PREMIER VOLLEYBALL CLUB**
- ◆ **I9 SPORTS**
AGES 7—14

WRESTLING

- ◆ **ANDOVER HUSKIES WRESTLING**
PRE K- 6 GRADE
MIDDLE SCHOOL
HIGH SCHOOL

SUBMIT REVISIONS TO: ACCINFO@ANDOVERMN.GOV
REVISED MARCH 2025



Photo by: Jeff Lawler

WELCOME TO THE

ANDOVER

COMMUNITY CENTER



The **CITY OF ANDOVER** and the **YMCA** collaborated in 2005 to provide the community with the **ANDOVER YMCA COMMUNITY CENTER**.

The City of Andover operates the Indoor Ice Arena, Sports Complex and Fieldhouse, which requires no membership. The YMCA leases a portion of the building providing members use of the Aquatics and Fitness Center.

Andover Community Center

The **Andover Community Center** provides a friendly gathering place for family, civic and community groups. The ACC offers a variety of recreational, athletic and educational activities.

- › Ice Arena
- › Sports Complex
- › Fieldhouse
- › Indoor Track
- › Pro Shop
- › Meeting Rooms

PRIVATE RENTALS

Contact accinfo@andovermn.gov or 763-755-3238 to schedule your private rental.

SERVICES

- › Birthday Party Packages
- › Field Trip Lock-ins
- › Ice Skating Lessons and Indoor Soccer Programs for youth.
- › Y Partnership Services include Youth and Senior Citizen programs.
- › Anoka County Library on the Go

ADVERTISING OPPORTUNITIES

With an estimated half million visitors walking through the facility each year, **be assured** that your advertising dollars are being well spent. Contact: 763-755-3238 for current advertising opportunities.

Ice Arena

Home to the Andover High School Huskies, the Andover Huskies Youth Hockey Association and the Andover Skate School. The ice arena includes four team rooms, referee room, access to the Pro Shop and seating for 1000+.

Sports Complex

The Sports Complex provides a 2nd sheet of ice and transforms to a turf field during the Spring months. This area includes five team rooms, referee room, access to the Pro Shop and seating for 250.

Fieldhouse

Over 21,000 square feet of indoor courts ready for pickleball, volleyball, basketball and events. Four full size basketball courts and spectator seating, makes this space ideal for tournaments and activities. Courts 1-3 can be combined to offer one large space for special events, while Court 4 provides multiple adjustable hoops, making this space ideal for camps and clinics.

Indoor Track

A three-lane indoor walking/jogging track is located on the upper level of the Sports Complex, approximately 580 feet around, 9 laps is 1 mile.

Pro Shop

The Pro Shop is located between the Ice Arena and Sports Complex. The Pro Shop offers products and services such as tape, laces, wax, mouthguards, water bottles, skate rental and sharpening.

Meeting Rooms

The meeting rooms are great for training events, private parties, meetings and other functions. Rooms include TV, WiFi, whiteboard and USB/electric outlets. Meeting room rental fees may apply.

- › The **ACC Community Room** accommodates up to 40 people or the room can be divided to make two smaller rooms
- › The **ACC Conference Rooms**, located on upper level of Sports Complex, accommodates up to 16 people each.



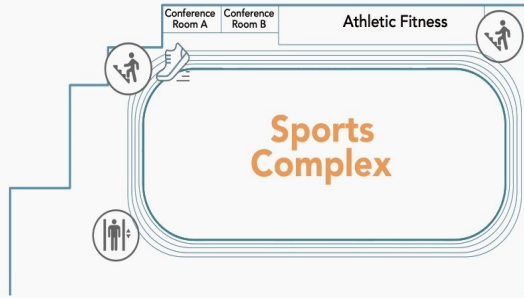
FIELDHOUSE

ACC

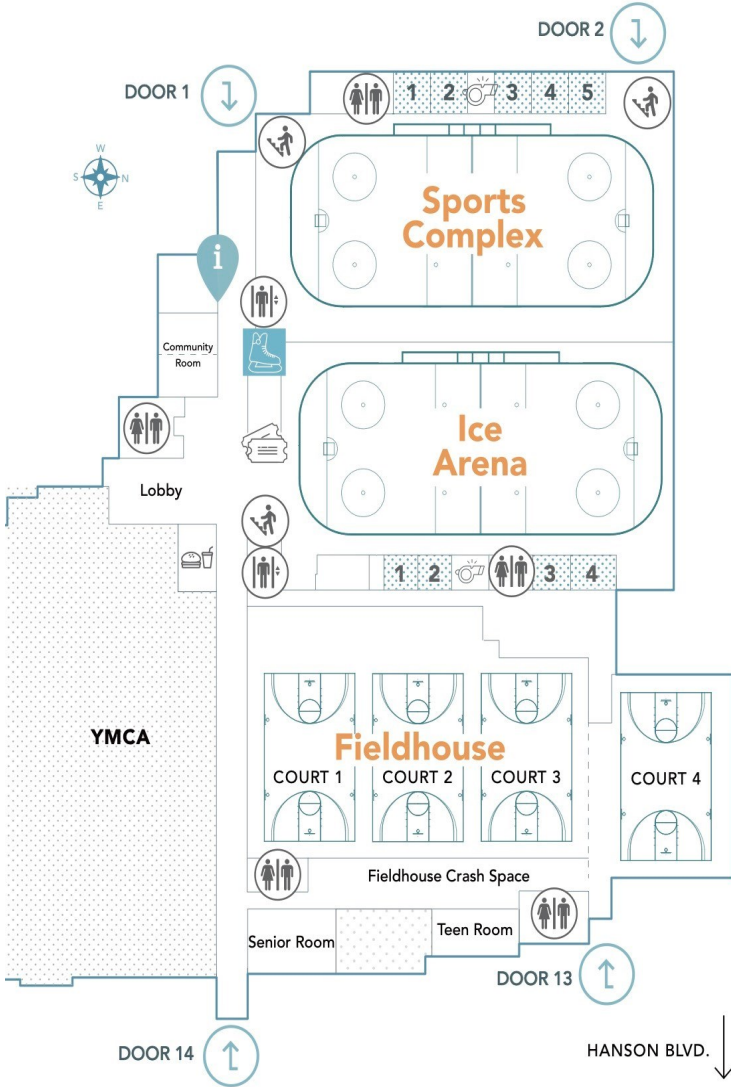
TURF FIELD IN THE SPORTS COMPLEX

INDOOR WALKING TRACK

UPPER LEVEL

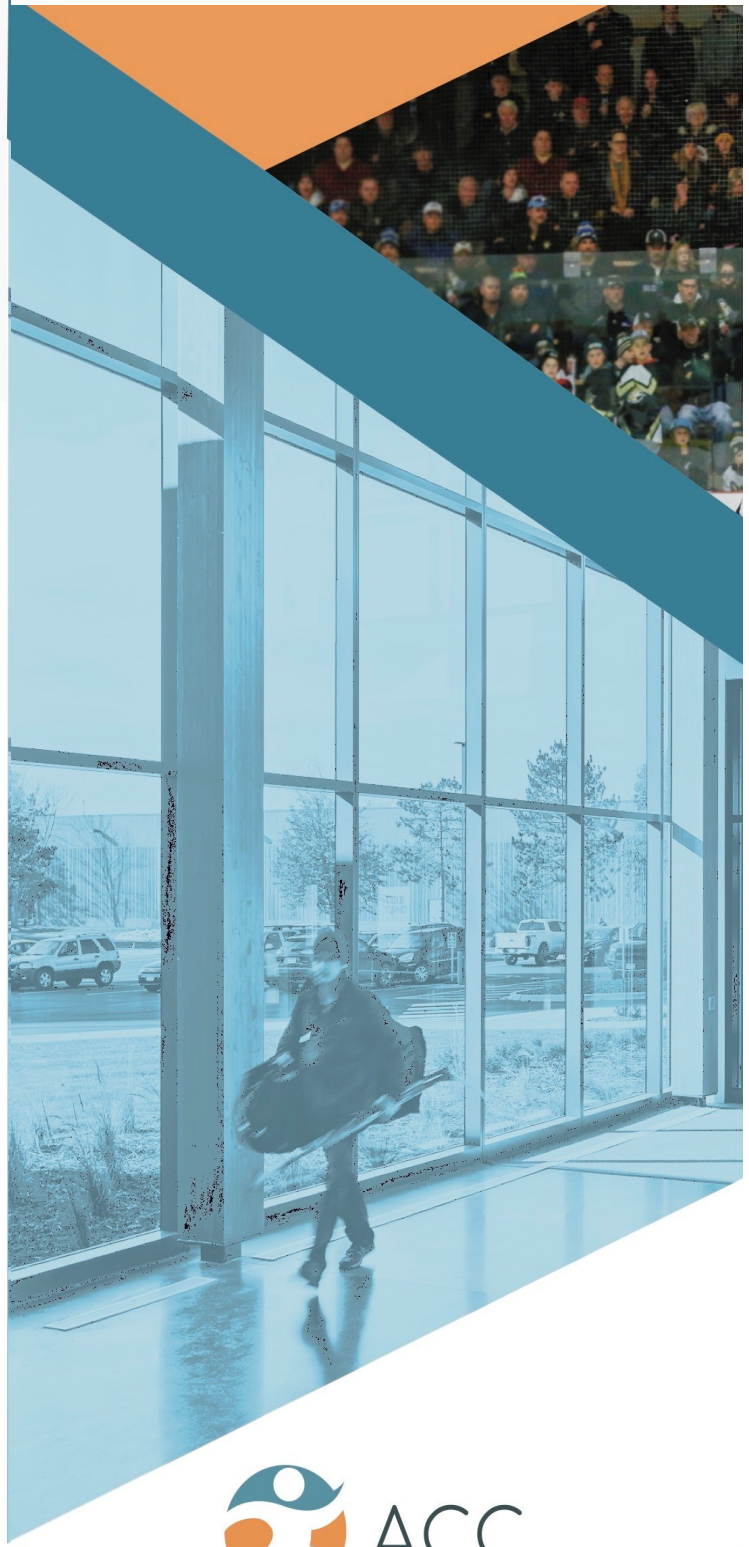


LOWER LEVEL



KEY

- | | |
|----------------------|-------------------------|
| CONCESSIONS | RESTROOMS |
| ELEVATOR | STAIRS |
| ENTRANCE | TEAM/LOCKER ROOM |
| INFORMATION DESK | TICKET BOOTH |
| PRO SHOP | WALKING / JOGGING TRACK |
| REFEREE / COACH ROOM | YMCA |



ANDOVER COMMUNITY CENTER

763-755-3238 | accinfo@andovermn.gov

www.andovermn.gov/ACC

15200 Hanson Blvd. NW, Andover, MN 55304

Zoning Code Summary for Residential Properties

Andover's City Staff receive many calls concerning property standards and maintenance. The following summary of ordinances is intended to provide an overview of regulations for residential properties. For complete information on a topic of interest, please contact City Hall at (763) 755-5100.

Lawn Establishment

All residential lots with municipal sanitary sewer and/or water shall be sodded or seeded from the boulevard edge and extend to the rear wall of the principal residence on the lot. The spreading of soil and sodding or professional seeding of the front and side yard lawn, shall be completed before the issuance of the certificate of occupancy. Wetlands shall be exempt from the sodding and seeding requirements. (Chapter 9-9-3)

Lawn Maintenance

Grass and weeds must not exceed a height of 8 inches. (Chapter 4-4-3)

Snowmobiles and ATV's

Operation of ATV's or snowmobiles south of 161st Avenue NW is prohibited with the following exceptions:

- On Round Lake and Crooked Lake (when frozen)
- On private property with the permission of the landowner

North of 161st Avenue snowmobiles may be driven on:

- Private property (with owner's permission)
- Along the ditch or outside slope of county highways (within MN State Statutes)
- Along the rightmost portion of city streets (in direction of traffic and below 15 mph). (Chapter 6-4)

Home Occupations

Home occupations are regulated to prevent competition with business districts and to protect the health, safety, and general welfare of residential neighborhoods. Home occupations located in an accessory structure and/or requiring exterior storage require a special use permit and must be located on properties at least three (3) acres in size. Barber/Beauty shops, therapeutic massage, private dog kennels and similar uses also require a special use permit. (Chapter 12-9)

Maintenance

All structures, landscaping, and fences must be maintained so as not to be unsightly or present harmful health or safety conditions. (Chapter 4-1-2)

Storage

Materials and equipment must be stored indoors or completely screened from adjoining properties and public streets. Up to two (2) boats, trailers, or passenger vehicles less than twenty (20) feet in length are permissible if stored in a building or rear yard at least ten (10) feet away from the property line. (Chapter 12-14-3 & 12-14-8-D)

Refuse

All waste material, debris, refuse or garbage must be kept in an enclosed building or properly contained in a closed container designed for such purposes. The owner of vacant land is responsible for keeping such land free of refuse and weeds. All residences must have weekly refuse collection. Yard waste may be composted in the rear yards of residential properties provided the compost pile does not exceed three (3) feet in height, is no larger than thirty-six (36) square feet and is at least ten (10) feet from the property line. (Chapter 12-14-4)

Parking

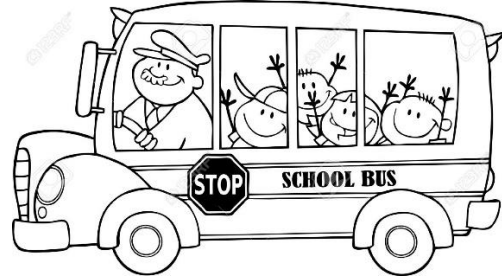
On-street parking is prohibited between November 1st and April 15th from 1 a.m. to 6 a.m. Commercial vehicles, equipment, and trucks more than 10,000 pounds may not be parked or stored in residential areas. Under no circumstances will semi-trailers be permitted to be stored in residential areas. The Zoning Code also prohibits parking on the front lawn or side yard. (Chapter 6-2)

Junk Vehicles

Vehicles stored or parked outside are required to be currently licensed and capable of motion under their own power. (Chapter 4-1-2-F)

Dogs & Cats

All dogs must be licensed by the City. To obtain a dog license, present a copy of the rabies vaccination receipt (from the veterinarian) along with the appropriate license fee at City Hall. Dogs and cats must not run at large and must be kept under restraint by leash, fence, or voice command. It is considered a nuisance for any animal to bite, attack, or endanger the safety of humans or domestic animals and/or damage public or private property. To prevent unnecessary disturbances in residential neighborhoods, no person may keep a dog that howls, yelps, or barks to the reasonable annoyance of another person. (Chapter 5-1A)



Andover Areas School Information

Anoka-Hennepin School District #11: 763-506-1000

www.ahschools.us

- 2727 N Ferry St
Anoka, MN 55303

Community Education Department District #11

<http://www.discovercommunityed.com>

- Children's Activities (3-14) - 763-506-1260
- Adult Activities - 763-506-1260

- ❖ Andover Elementary School, Andover – 763-506-1700
- ❖ Crooked Lake Elementary School, Andover – 763-506-2100
- ❖ Rum River Elementary School, Andover – 763-506-8200
- ❖ Oak View Middle School, Andover – 763-506-5600
- ❖ Andover High School, Andover – 763-506-8400

Legacy Christian Academy: PreK-12 763-427-4595

www.lcamn.org

- 3037 Bunker Lake Blvd NW
Andover, MN 55304

St. Francis School District #15: 763-753-7040

www.isd15.org

- 4115 Ambassador Blvd NW
St. Francis, MN 55070

ANOKA COUNTY LICENSE CENTER LOCATIONS

Blaine License Center:

- ❖ 10995 Club W Pkwy NE,
STE 600 Blaine, MN 55449
- ❖ Mon, Wed, Thurs & Fri – 8:30am – 4:30pm
Tues – 10am – 6pm
Sat & Sun – Closed
- ❖ 763-324-2100

Ham Lake License Center:

- ❖ 17565 Central Ave NE,
STE 330 Ham Lake, MN 55304
- ❖ Mon, Wed, Thurs & Fri – 8:30am – 4:30pm
Tues – 10am – 6pm
Sat & Sun – Closed
- ❖ 763-324-2100

Columbia Heights License Center:

- ❖ 3982 Central Ave NE,
Columbia Heights, MN 55421
- ❖ Mon, Wed, Thurs & Fri – 8:30am – 4:30pm
Tues – 10am – 6pm
Sat & Sun – Closed
- ❖ 763-789-7202

Ramsey License Center:

- ❖ 7550 Sunwood Drive NW,
Suite A Ramsey, MN 55303
- ❖ Mon, Wed, Thurs & Fri – 8:30am – 4:30pm
Tues – 10am – 6pm
Sat & Sun – Closed
- ❖ 763-789-7202

Coon Rapids License Center:

- ❖ 455 99th Ave NW,
STE 100 Coon Rapids, MN 55433
- ❖ Mon, Wed, Thurs & Fri – 8:30am – 4:30pm
Tues – 10am – 6pm
Sat & Sun – Closed
- ❖ 763-324-2100



ANDOVER FIRE DEPARTMENT

13875 Crosstown Blvd. NW Andover, MN 55304
Ph: 763.755.9583 Fax: 763.755.9583
www.andovermn.gov

Recreational Burning

Recreational fires are allowed but subject to the following limitations:

Recreational fires will be allowed from 12:00 p.m. until 1:00 a.m. Sunday thru Saturday. Recreational fires will not be allowed for more than three consecutive days at the same property or location.

Fires shall always to be attended by a responsible person who understands the rules for burning, and who can also use the extinguishing equipment that must be present. An attendant shall supervise the burning material until the fire has been properly extinguished. Shovels, buckets of water, and a garden hose are considered proper equipment.

The fire can be no larger than 3 feet x 3 feet and flames no higher than 3 feet. Large bon fires are not permitted.

- The fire must be constructed in a “fire ring” and/or pit at least 25 feet away from any structure.
- The wind speed must be below 10 miles per hour.
- Flammable liquids may not be used to start any recreational fire.
- If a burning ban is in effect, all recreational fires are prohibited.
- Only clean, dried wood (like what is burned in a living room fireplace) or charcoal is permitted to be burned. Absolutely no grass, leaves, or brush can be burned.

(See back side for additional information)



Recreational Fires (continued)
Page Two

The following are prohibited materials and **cannot** be burned:

1. Tires, rubber or rubber products
2. Chemically treated lumber
3. Railroad ties, telephone poles
4. Plastic pesticide or herbicide containers
5. Chemicals of any kind
6. Plastic liners in seed, feed, or pesticide bags
7. Any plastic containers or other household waste
8. Tar paper, shingles, or other asphalt materials
9. Insulation
10. Composition board or sheet rock
11. Construction materials
12. Wiring, insulation on wiring, or cable
13. Hazardous waste (including household hazardous waste)
14. Commercial or institutional structures
15. Paint or paint filters
16. Used motor oil or other petroleum-based liquids
17. Vehicles, motors, or parts of vehicles or motors
18. Furniture
19. Other items or materials as determined by the Fire Chief to not be appropriate

Violations of any of the above rules will result in the immediate extinguishment of the fire. These and any other violation of the open burning laws could result in loss of the right to have recreational fires and may result in a citation.

Liability: The granting of an open burning permit or allowance of open burning without a permit does not excuse a person or persons from consequences, damages, or injuries which may result from open burning. You are responsible for any damage caused by your fire.

05/2019



SOLICITORS

Solicitors, peddlers and transient merchants are required to carry a permit approved by the City. If someone approaches you at your home or if someone is selling at a location (parking lot, street corner), you can ask if they have a permit from the City. If they do not, call the non-emergency police number at (763) 427-1212 to report them.

Each approved solicitor is issued a City badge with the following information on the badge: license number, expiration date, company they are representing and their name. A current list of licensed solicitors is located on the City's website. (Go to AndoverMN.Gov then Your Government/City Clerk/Licenses & Permits/Licensed Solicitor List)

(<https://andovermn.gov/DocumentCenter/View/3423/Licensed-Solicitor-List>)



ANOKA COUNTY SHERIFF'S REPORT



Online scams continue to victimize members of our community participating in innocent activities such as selling items, interviewing for jobs, etc. Below are some recent scams that have been reported to the Anoka County Sheriff's Office. Our hope is that by sharing examples, you will be better prepared to spot potential scams that may come your way.

BUYING/SELLING SCAMS

A victim was planning to purchase a \$95 chair off Facebook Marketplace that was to be delivered. After paying for the item, no delivery was made, which resulted in the victim searching for the provided address for the company claiming to sell the item. Their search showed that the business address was for a storage facility and not the business.

Individuals selling items can also become victims. For example, an individual sold a chair on Craigslist for \$950. Another person agreed to purchase the chair and mailed a check for \$2,950. The buyer instructed the seller to deposit the check in her account and then go to Forest Lake where he would give her more instructions on what to do. Thankfully, this person did not do this and called law enforcement for advice first. What likely would have happened is that the person would have been told to send the \$2,000 difference to the scammer. Shortly after, the original check would not clear the bank and the victim would be out the \$2,000 of their own money.

EMPLOYMENT SCAMS

A victim had received a text from a company telling him they liked his resume and wanted to interview him for a position. An interview was set up later in the day and conducted via Microsoft Teams and was a text only interview with no phone call or video. A few days later, the victim received a check for \$2,100 and told it was for equipment purchases. The scammers instructed him to deposit the check and purchase Apple and Visa gift cards with the money, take pictures of the cards and receipts, and email them back to the scammer. After completing this task, the scammers then sent a \$1,500 check claiming it to be for software purchases. They once again instructed the victim to make the deposit, purchase gift cards and email pictures of the card and receipts back to them. The scammers then asked him to provide his social security number. The victim discovered the proposed company is not real and the two checks he received would not clear his bank, resulting in him losing \$3,600 of his own money.

FALSE WARRANT SCAMS

Law enforcement will never contact you and ask for payments of fines over the phone. Recently, a victim received a call from two different individuals claiming to be ACSO deputies. They told him he failed to show up for jury duty, and now has a warrant out for his arrest. Additionally, they told him he could “settle” his warrant by paying a fine over the phone. Remember, if something ever sounds suspicious on a call from someone claiming to be from law enforcement, you can always hang up, call the official number of the law enforcement agency and request to speak with a licensed peace officer for confirmation

Sadly, these are not the only types of scams that people fall victim to. Always stay vigilant when you are online or receive a phone call from someone you do not know. If something feels wrong or doesn't make sense, end the communication. If you are concerned about possibly being a victim of a scam, or have questions about a suspicious communication you received, please contact non-emergency dispatch at (763) 427-1212 and ask to speak to a deputy. We are always available to offer guidance to protect you and your resources from scammers

Anoka County Sheriff's Office • 13301 Hanson Blvd. NW • Andover, MN 55304

United States Postal Service

USPS Notice to Customers

Each year the U.S. Postal Service designates a Mailbox Improvement Week for customers served by city and rural delivery routes. During that week, customers are encouraged to examine and improve, where necessary, the appearance of their mailboxes. The third week in May has been designed as Mailbox Improvement Week for this year.

The Purpose of Mailbox Improvement Week is to call attention to the need for providing mail receptacles which are designed to protect the mail from the weather and are neat in appearance, conveniently located, and safe to use. Neat, attractive mailboxes make a significant contribution to the appearance of the countryside and the streets in the suburban areas.

Mailboxes that meet these four important requirements contribute to a more efficient delivery operation. And the result is improved service to the entire route. There are two approved styles of boxes: (1) traditional design in three standard sizes (see exhibit A), and (2) contemporary design (see exhibit B). Exception: Custom-built, rural type mailboxes may be used if prior approval is given by the postmaster.

Where box numbers are assigned, the box number must be shown on the side of the box visible to the approaching carrier, or on the door where boxes are grouped. Customers are encouraged to group boxes whenever this is practical, especially at or near crossroads, at service turnouts, or at other places where a considerable number of boxes are located.

In areas where snow removal is a problem, the use of a semi-arch or extended arm type of support is suggested (see exhibit C). This allows the snowplows to sweep near or under boxes without damaging supports and provides easy access to the boxes for carriers and customers.

Exhibit A1, Traditional Design

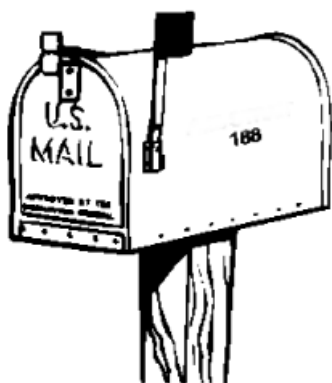


Exhibit B, Contemporary Design

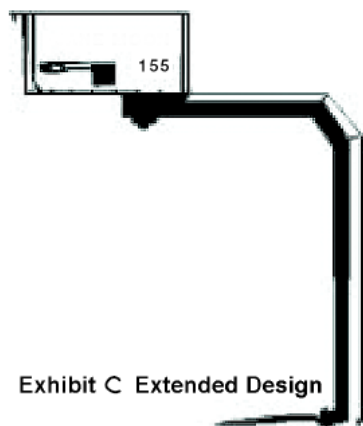
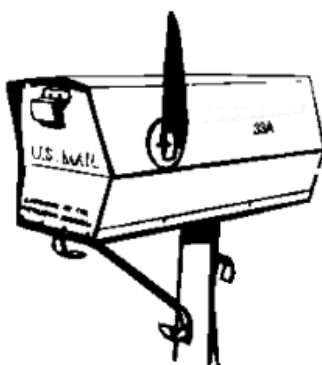


Exhibit C Extended Design

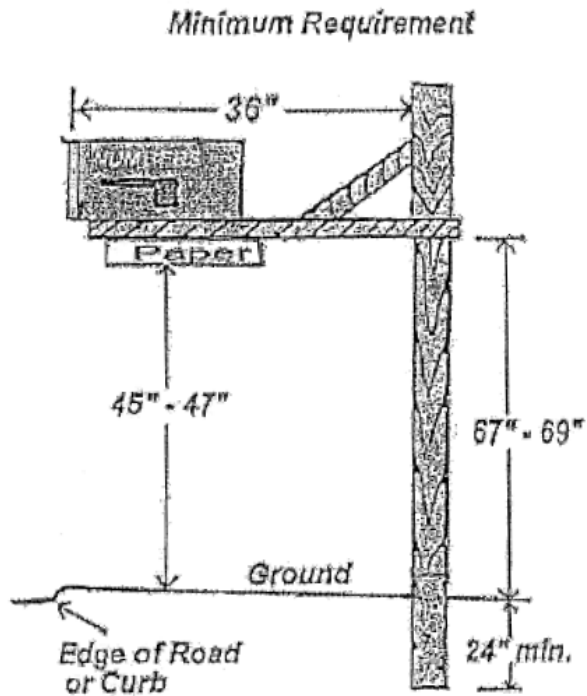
If the use of street names and house numbers has been authorized, the house number must be shown on the mailbox. If the mailbox is located on a street other than the one on which the customer resides, the customer's street name and house number must be indicated on the box.

The address must be visible from the direction of the carrier's approach; however, it is generally in the customer's best interest to display the address on both sides of the box. Police, fire, and rescue personnel often depend on mailbox information to locate customers, and they may approach from a different direction than the carrier. In all cases, placing the customer's name on the box is optional.

Your participation and cooperation in Mailbox Improvement Week will be greatly appreciated by your mail carrier and the Postal Service.

Mailbox Checklist

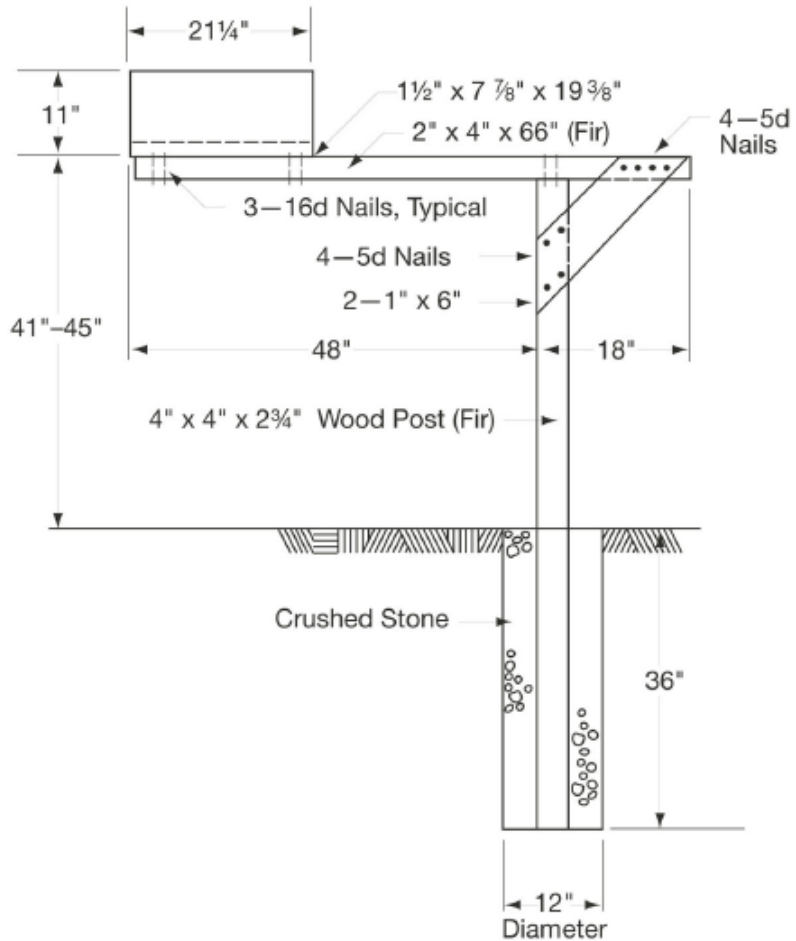
- Base should be 45-47" above street level.
- Post should be 36" back from the front of the box (36" from curb)
- Mailbox should be secured to base and post.
- Post should be securely in the ground.
- The snowplow wing needs 45" height to clear the box (including the newspaper tube) and 36" from the curb to clear the post. The City does NOT assume liability for mailboxes damaged during plowing operations, unless it is determined the plowing unit made direct contact with a mailbox proper
 - See attached [Mailbox Measurements](#).
- Decorative mailboxes are NOT within the requirements and will NOT be replaced if damaged. The standard replacement is a 4 x 4 post and standard metal box.



Recommended Mailbox Support

Checklist for Mailboxes

1. Is box Waterproof?
2. Does door need attention?
3. If flag in working condition?
4. Is box too high or too low?
5. Is box securely fastened to post?
6. Does post need replacing?
7. Is house number on box so it is visible to carrier?
8. Is approach to and from box filled and properly graded and unobstructed at all times?
9. Is box even with curb or road?
10. Are boxes that are close together aligned with each other.



POSTMASTER
2168 SEVENTH AVENUE N
ANOKA 32 55303-9998



PENALTY FOR PRIVATE
USE TO AVOID PAYMENT
OF POSTAGE, \$300



Andover 2024 Drinking Water Report

Making Safe Drinking Water

Your drinking water comes from a groundwater source: eight wells ranging from 262 to 547 feet deep, that draw water from the Mt. Simon, Quaternary Buried Artesian and Tunnel City-Wonewoc aquifers.

Andover works hard to provide you with safe and reliable drinking water that meets federal and state water quality requirements. The purpose of this report is to provide you with information on your drinking water and how to protect our precious water resources.

Contact Steve Weinhold, Public Utilities Manager, at (763) 767-5180 or s.weinhold@andovermn.gov if you have questions about Andover's drinking water. You can also ask for information about how you can take part in decisions that may affect water quality.

The U.S. Environmental Protection Agency sets safe drinking water standards. These standards limit the amounts of specific contaminants allowed in drinking water. This ensures that tap water is safe to drink for most people. The U.S. Food and Drug Administration regulates the amount of certain contaminants in bottled water. Bottled water must provide the same public health protection as public tap water.

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 Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791.

Andover Monitoring Results

This report contains our monitoring results from January 1 to December 31, 2024.

We work with the Minnesota Department of Health to test drinking water for more than 100 contaminants. It is not unusual to detect contaminants in small amounts. No water supply is ever completely free of contaminants. Drinking water standards protect Minnesotans from substances that may be harmful to their health.

Learn more by visiting the Minnesota Department of Health's webpage [Basics of Monitoring and testing of Drinking Water in Minnesota](https://www.health.state.mn.us/communities/environment/water/factsheet/sampling.html) (<https://www.health.state.mn.us/communities/environment/water/factsheet/sampling.html>).

How to Read the Water Quality Data Tables

The tables below show the contaminants we found last year or the most recent time we sampled for that contaminant. They also show the levels of those contaminants and the Environmental Protection Agency's limits. Substances that we tested for but did not find are not included in the tables.

We sample for some contaminants less than once a year because their levels in water are not expected to change from year to year. If we found any of these contaminants the last time we sampled for them, we included them in the tables below with the detection date.

We may have done additional monitoring for contaminants that are not included in the Safe Drinking Water Act. To request a copy of these results, call the Minnesota Department of Health at 651-201-4700 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

Explaining Special Situations for the Highest Result and Average

Some contaminants are monitored regularly throughout the year, and rolling (or moving) annual averages are used to manage compliance. Because of this averaging, there are times where the Range of Detected Test Results for the calendar year is lower than the Highest Average or Highest Single Test Result, because it occurred in the previous calendar year.

Definitions

- **AL (Action Level):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **EPA:** Environmental Protection Agency
- **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.
- **MCLG (Maximum contaminant level goal):** 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.
- **MRDL (Maximum residual disinfectant level):** 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.
- **MRDLG (Maximum residual disinfectant level goal):** 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.
- **N/A (Not applicable):** Does not apply.
- **pCi/l (picocuries per liter):** A measure of radioactivity.
- **ppt (parts per trillion):** One part per trillion is like one drop in one trillion drops of water, or about one drop in an Olympic sized swimming pool. ppt is the same as nanograms per liter (ng/l).
- **ppb (parts per billion):** One part per billion in water is like one drop in one billion drops of water, or about one drop in a swimming pool. ppb is the same as micrograms per liter (µg/l).
- **ppm (parts per million):** One part per million is like one drop in one million drops of water, or about one cup in a swimming pool. ppm is the same as milligrams per liter (mg/l).
- **PWSID:** Public water system identification.

Monitoring Results – Regulated Substances

LEAD AND COPPER – Tested at customer taps.

Contaminant (Date, if sampled in previous year)	EPA's Ideal Goal (MCLG)	EPA's Action Level	90% of Results Were Less Than	Number of Homes with High Levels	Range of Detected Test Results	Violation	Typical Sources
Lead (10/14/22)	0 ppb	90% of homes less than 15 ppb	<2 ppb	0 out of 33	0 - 2 ppb	NO	Corrosion of household plumbing.
Copper (10/14/22)	0 ppm	90% of homes less than 1.3 ppm	0.37 ppm	0 out of 33	0.05 - 0.47 ppm	NO	Corrosion of household plumbing.

INORGANIC & ORGANIC CONTAMINANTS – Tested in drinking water.

Contaminant (Date, if sampled in previous year)	EPA's Ideal Goal (MCLG)	EPA's Limit (MCL)	Highest Average or Highest Single Test Result	Range of Detected Test Results	Violation	Typical Sources
Gross Alpha	0 pCi/l	15 pCi/l	20 pCi/l	0.0 - 23.0 pCi/l	NO	Erosion of natural deposits.
Barium (04/28/23)	2 ppm	2 ppm	0.16 ppm	N/A	NO	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposit.
Arsenic	0 ppb	10 ppb	1.71 ppb	N/A	NO	Erosion of natural deposits; Runoff from orchards; Runoff from glass and electronics production wastes.
Combined Radium	0 pCi/l	5 pCi/l	11.5 pCi/l	0.0 - 11.8 pCi/l	NO	Erosion of natural deposits.

Potential Health Effects and Corrective Actions (If Applicable)

Combined Radium: During the year, we had a Combined Radium level above the MCL. Our water system has taken the initiative to limit the amount of water being pumped from the source(s) with elevated radiochemical levels. We have signed an Agreement with MDH (therefore no violation was issued) that ensures all residents receive drinking water containing less than the MCL on an annual basis.

Gross Alpha: During the year, we had a gross alpha level above the MCL. Our water system has taken the initiative to limit the amount of water being pumped from the source(s) with elevated radiochemical levels. We have signed an Agreement with MDH (therefore no violation was issued) that ensures all residents receive drinking water containing less than the MCL on an annual basis.

CONTAMINANTS RELATED TO DISINFECTION – Tested in drinking water.

Substance (Date, if sampled in previous year)	EPA’s Ideal Goal (MCLG or MRDLG)	EPA’s Limit (MCL or MRDL)	Highest Average or Highest Single Test Result	Range of Detected Test Results	Violation	Typical Sources
Total Trihalomethanes (TTHMs)	N/A	80 ppb	35.8 ppb	17.20 - 35.80 ppb	NO	By-product of drinking water disinfection.
Total Haloacetic Acids (HAA)	N/A	60 ppb	13 ppb	8.30 - 13.00 ppb	NO	By-product of drinking water disinfection.
Total Chlorine	4.0 ppm	4.0 ppm	0.44 ppm	0.12 - 0.66 ppm	NO	Water additive used to control microbes.

Total HAA refers to HAA5

OTHER SUBSTANCES – Tested in drinking water.

Substance (Date, if sampled in previous year)	EPA’s Ideal Goal (MCLG)	EPA’s Limit (MCL)	Highest Average or Highest Single Test Result	Range of Detected Test Results	Violation	Typical Sources
Fluoride	4.0 ppm	4.0 ppm	0.62 ppm	0.57 - 0.66 ppm	NO	Erosion of natural deposits; Water additive to promote strong teeth.

Potential Health Effects and Corrective Actions (If Applicable)

Fluoride: If your drinking water fluoride levels are below the optimal concentration range of 0.5 to 0.9 ppm, please talk with your dentist about how you can protect your teeth and your family's teeth from tooth decay and cavities. For more information, visit: MDH Drinking Water Fluoridation

(<https://www.health.state.mn.us/communities/environment/water/com/fluoride.html>).

Fluoride is nature's cavity fighter, with small amounts present naturally in many drinking water sources. There is an overwhelming weight of credible, peer-reviewed, scientific evidence that fluoridation reduces tooth decay and cavities in children and adults, even when there is availability of fluoride from other sources, such as fluoride toothpaste and mouth rinses. Since studies show that optimal fluoride levels in drinking water benefit public health, municipal community water systems adjust the level of fluoride in the water to an optimal concentration between 0.5 to 0.9 parts per million (ppm) to protect your teeth. Fluoride levels below 2.0 ppm are not expected to increase the risk of a cosmetic condition known as enamel fluorosis.

Monitoring Results – Unregulated Substances/Emerging Contaminants

In addition to testing drinking water for contaminants regulated under the Safe Drinking Water Act, we sometimes also monitor for contaminants that are not regulated. Unregulated contaminants do not have legal limits for drinking water. MDH, EPA, and other health agencies may have developed comparison values for some of these compounds. Some of these comparison values are based solely on potential health impacts and do not consider our ability to measure contaminants at very low concentrations nor the cost and technology of prevention and/or treatment. These values may be set at levels that are costly, challenging, or impractical for a water system to meet (for example, large-scale treatment technology may not exist for a given contaminant). Sample data are listed along with comparison values in the table below; it is important to note that these comparison values are not enforceable.

Detection alone of a regulated or unregulated contaminant should not cause concern. The significance of a detection should be determined considering current health effects information. We are often still learning about the health effects, so this information can change over time.

A person drinking water with a contaminant at or below the comparison value would be at little to no risk for harmful health effects. If the level of a contaminant is above the comparison value, people of a certain age or with special health conditions—like a fetus, infants, children, elderly, and people with impaired immunity—may need to take extra precautions. We are notifying you of the unregulated/emerging contaminants we have detected as a public education opportunity.

Unregulated contaminant monitoring helps EPA to determine where certain contaminants occur and whether the Agency should consider regulating those contaminants in the future.

- More information is available on [MDH’s A-Z List of Contaminants in Water](https://www.health.state.mn.us/communities/environment/water/contaminants/index.html) (<https://www.health.state.mn.us/communities/environment/water/contaminants/index.html>)
- [Fourth Unregulated Contaminant Monitoring Rule \(UCMR 4\)](https://www.health.state.mn.us/communities/environment/water/com/ucmr4.html) (<https://www.health.state.mn.us/communities/environment/water/com/ucmr4.html>)
- [Fifth Unregulated Contaminant Monitoring Rule](https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule) (<https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>)
- EPA has developed a [UCMR5 Program Overview Factsheet](https://www.epa.gov/system/files/documents/2022-02/ucmr5-factsheet.pdf) (<https://www.epa.gov/system/files/documents/2022-02/ucmr5-factsheet.pdf>) describing UCMR 5 contaminants and standards.

In the past year, your drinking water may have tested for additional unregulated contaminants as part of the [Fifth Unregulated Contaminant Monitoring Rule](https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule) (<https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule>) and results are still being processed. The Unregulated Contaminant Monitoring Rule 5 (UCMR 5) Data finder allows people to easily search for, summarize, and download the available [UCMR 5 analytical results](https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule-data-finder) (<https://www.epa.gov/dwucmr/fifth-unregulated-contaminant-monitoring-rule-data-finder>).

UNREGULATED/EMERGING CONTAMINANTS – Tested in drinking water.			
Contaminant	Comparison Value	Highest Average Result or Highest Single Test Result	Range of Detected Test Results
Sodium* (2023)	20 ppm	41.3 ppm	3.93 - 41.30 ppm
Sulfate (2023)	500 ppm	10.2 ppm	0.00 - 10.20 ppm
Lithium	10 ppb	4.8 ppb	0.00 - 9.60 ppb
Perfluorobutanoic acid (PFBA)	7000 ppt	10.85 ppt	0.00 - 11.10 ppt
Perfluorohexanesulfonate (PFHxS) (2021)	47 ppt	0.83 ppt	N/A
Perfluoropentanoic acid (PFPeA) (2021)	N/A	0.56 ppt	N/A

*Note that home water softening can increase the level of sodium in your water.

In early 2024, MDH released new comparison values for two PFAS compounds, PFOA and PFOS. MDH is still evaluating how to apply these comparison values to drinking water systems. Additionally, EPA released final MCLs for PFOA at 4.0 ppt, PFOS at 4.0 ppt, PFHxS at 10 ppt, HFPO-DA (Gen X) at 10 ppt, PFNA at 10 ppt, and a calculated Hazard Index at 1 (unitless) that will become enforceable April 26, 2029. Additional Information on PFAS system results is available at: [Interactive Dashboard for PFAS Testing in Drinking Water - MN Dept. of Health](https://www.health.state.mn.us/communities/environment/water/pfasmapp.html)
<https://www.health.state.mn.us/communities/environment/water/pfasmapp.html>.

Some People Are More Vulnerable to Contaminants in Drinking Water

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-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, and infants can be particularly at risk from infections. The developing fetus and therefore pregnant women may also be more vulnerable to contaminants in drinking water. These people or their caregivers should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at 1-800-426-4791.

Learn More about Your Drinking Water

Drinking Water Sources

Groundwater supplies 75 percent of Minnesota's drinking water, and is found in aquifers beneath the surface of the land. Surface water supplies 25 percent of Minnesota's drinking water, and is the water in lakes, rivers, and streams above the surface of the land.

Contaminants can get in drinking water sources from the natural environment and from people's daily activities. There are five main types of contaminants in drinking water sources.

- **Microbial contaminants**, such as viruses, bacteria, and parasites. Sources include sewage treatment plants, septic systems, agricultural livestock operations, pets, and wildlife.
- **Inorganic contaminants** include salts and metals from natural sources (e.g. rock and soil), oil and gas production, mining and farming operations, urban stormwater runoff, and wastewater discharges.
- **Pesticides and herbicides** are chemicals used to reduce or kill unwanted plants and pests. Sources include agriculture, urban stormwater runoff, and commercial and residential properties.
- **Organic chemical contaminants** include synthetic and volatile organic compounds. Sources include industrial processes and petroleum production, gas stations, urban stormwater runoff, and septic systems.
- **Radioactive contaminants** such as radium, thorium, and uranium isotopes come from natural sources (e.g. radon gas from soils and rock), mining operations, and oil and gas production.

The Minnesota Department of Health provides information about your drinking water source(s) in a source water assessment, including:

- How Andover is protecting your drinking water source(s);
- Nearby threats to your drinking water sources;
- How easily water and pollution can move from the surface of the land into drinking water sources, based on natural geology and the way wells are constructed.

Find your source water assessment at [Source Water Assessments](https://www.health.state.mn.us/communities/environment/water/swp/swa) (<https://www.health.state.mn.us/communities/environment/water/swp/swa>) or call 651-201-4700 between 8:00 a.m. and 4:30 p.m., Monday through Friday.

Lead in Drinking Water

Lead can cause serious health problems, babies, children under six years, and pregnant women are at the highest risk. You may be in contact with lead through paint, water, dust, soil, food, hobbies, or your job. There is no safe level of lead.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Our water system is responsible for providing high quality drinking water and removing lead pipes from service lines but cannot control the variety of materials used in plumbing components in your home. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.

Read below to learn how you can protect yourself from lead in drinking water.

1. **Let the water run** before drinking tap water flush your pipes for several minutes by running your tap. If you have a lead service line, you may need to let the water run longer. A service line is the underground pipe that brings water from the main water pipe under the street to your home.
 - Activities such as taking a shower, doing laundry or dishes help keep water moving in your home system but are not a replacement for running the tap before you drink if it has not been used for a long period of time.
 - The only way to know if lead has been reduced by letting it run is to check with a test. If letting the water run does not reduce lead, consider other options to reduce your exposure.
2. **Know your service line materials by** contacting your public water system, or you can search for your address online at the [Minnesota Lead Inventory Tracking Tool \(https://maps.umn.edu/LSL/\)](https://maps.umn.edu/LSL/).
 - [Protect Your Tap: A quick check for lead \(https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead\)](https://www.epa.gov/ground-water-and-drinking-water/protect-your-tap-quick-check-lead) is EPA's step by step guide to learn how to find lead pipes in your home.
3. **Use cold water** for drinking, making food, and making baby formula. Hot water releases more lead from pipes than cold water.
4. **Test your water.** In most cases, letting the water run and using cold water for drinking and cooking should keep lead levels low in your drinking water. If you are still concerned about lead, arrange with a laboratory to test your tap water. Testing your water is important if young children or pregnant women drink your tap water.
 - Contact a Minnesota Department of Health accredited laboratory to purchase a sample container and instructions on how to submit a sample:
[Environmental Laboratory Accreditation Program \(https://eldo.web.health.state.mn.us/public/accreditedlabs/labsearch.seam\)](https://eldo.web.health.state.mn.us/public/accreditedlabs/labsearch.seam)
 The Minnesota Department of Health can help you understand your test results.
5. **Treat your water** if a test shows your water has high levels of lead after you let the water run. You can use a filter certified with ANSI/NSF standards 53 and 42 for lead reduction.
 - Read about water treatment units:
[Point-of-Use Water Treatment Units for Lead Reduction \(https://www.health.state.mn.us/communities/environment/water/factsheet/poulead.html\)](https://www.health.state.mn.us/communities/environment/water/factsheet/poulead.html)

Information on lead in drinking water, testing methods, and other steps you can take to minimize exposure are available at:

- Visit EPA [Basic Information about Lead in Drinking Water \(http://www.epa.gov/safewater/lead\)](http://www.epa.gov/safewater/lead)
- Visit the Minnesota department of Health [Lead in Drinking Water \(https://www.health.state.mn.us/communities/environment/water/contaminants/lead.html\)](https://www.health.state.mn.us/communities/environment/water/contaminants/lead.html)
- To learn about how to reduce your contact with lead from sources other than your drinking water, visit [Lead Poisoning Prevention: Common Sources \(https://www.health.state.mn.us/communities/environment/lead/fs/common.html\)](https://www.health.state.mn.us/communities/environment/lead/fs/common.html)

- 6. Be Aware:** Head Start Programs, Child Care Centers, Public and Charter Schools all have requirements to test for lead in drinking water. These programs can learn more about requirements and resources for testing and remediation at [MDH Drinking Water in Schools and Child Care](https://www.web.health.state.mn.us/communities/environment/water/schools/index.html) (<https://www.web.health.state.mn.us/communities/environment/water/schools/index.html>)

Service Line Material Inventory

Andover has completed and submitted our service line materials inventory to the Minnesota Department of Health. The service line inventory is publicly available, and you can check the materials for your service line by visiting the [Lead Inventory Tracking Tool \(LITT\) \(https://maps.umn.edu/LSL/\)](https://maps.umn.edu/LSL/). You may also contact us at <Insert Contact Information>. To complete the service line inventory, our system <insert a general description of how the system determined the status of service lines>. As of 05/03/2024, our inventory contains 0 lead, 0 galvanized requiring replacement, 0 unknown material, and 7196 non-lead service lines.

Help Protect Our Most Precious Resource – Water

The Value of Water

Drinking water is a precious resource, yet we often take it for granted.

Throughout history, civilizations have risen and fallen based on access to a plentiful, safe water supply. That's still the case today. Water is key to healthy people and healthy communities.

Water is also vital to our economy. We need water for manufacturing, agriculture, energy production, and more. One-fifth of the U.S. economy would come to a stop without a reliable and clean source of water.

Systems are in place to provide you with safe drinking water. The state of Minnesota and local water systems work to protect drinking water sources. For example, we might work to seal an unused well to prevent contamination of the groundwater. We treat water to remove harmful contaminants. And we do extensive testing to ensure the safety of drinking water.

If we detect a problem, we take corrective action and notify the public. Water from a public water system like yours is tested more thoroughly and regulated more closely than water from any other source, including bottled water.

Conservation

Conservation is essential, even in the land of 10,000 lakes. For example, in parts of the metropolitan area, groundwater is being used faster than it can be replaced. Some agricultural regions in Minnesota are vulnerable to drought, which can affect crop yields and municipal water supplies.

We must use our water wisely. Below are some tips to help you and your family conserve – and save money in the process.

- Fix running toilets—they can waste hundreds of gallons of water.
- Turn off the tap while shaving or brushing your teeth.
- Shower instead of bathe. Bathing uses more water than showering, on average.
- Only run full loads of laundry, and set the washing machine to the correct water level.
- Only run the dishwasher when it's full.
- Use water-efficient appliances (look for the WaterSense label).
- Use water-friendly landscaping, such as native plants.
- When you do water your yard, water slowly, deeply, and less frequently. Water early in the morning and close to the ground.
- Learn more
 - [Minnesota Pollution Control Agency's Conserving Water webpage \(https://www.pca.state.mn.us/living-green/conserving-water\)](https://www.pca.state.mn.us/living-green/conserving-water)
 - [U.S. Environmental Protection Agency's WaterSense webpage \(https://www.epa.gov/watersense\)](https://www.epa.gov/watersense)

Home Water Treatment

Overview

Most Minnesotans, whether they drink from a public water supply or a private well, have drinking water that does not need treatment for health protection. Water treatment units are best for improving the physical qualities of water—the taste, color, or odor.

No single treatment process can remove all substances in water. If you decide to install a home water treatment unit, choose a unit certified and labeled to reduce or remove the substance of concern. If there is more than one substance you want to remove from your water, you may need to combine several treatment processes into one system.

Even well-designed treatments systems can fail. You should continue to test your drinking water after you install a treatment unit. All home water treatment units need regular maintenance to work correctly. Regular maintenance may include changing filters, disinfecting the unit, or cleaning scale buildup. Always install, clean, and maintain a treatment unit according to the manufacturer's recommendations.

Learn more at [Home Water Treatment](https://www.health.state.mn.us/communities/environment/water/factsheet/hometreatment.html)

(<https://www.health.state.mn.us/communities/environment/water/factsheet/hometreatment.html>).

Beware of Water Treatment Scams

False claims, deceptive sales pitches, or scare tactics have been used by some water treatment companies. Every person has a right to decide what is best for themselves and their family, and you may choose to install additional water treatment to further lower the levels of contaminants of emerging concern, chlorine, and other chemicals in your water. However, you should be cautious about purchasing a water treatment system. If you are considering the purchase of a home water treatment system, please read the Minnesota Department of Health's recommendations online at [Warning: Beware of Water Treatment Scams](https://www.health.state.mn.us/communities/environment/water/factsheet/beware.html)

([Warning: Beware of Water Treatment Scams](https://www.health.state.mn.us/communities/environment/water/factsheet/beware.html))

(<https://www.health.state.mn.us/communities/environment/water/factsheet/beware.html>).

The Pros and Cons of Home Water Softening

When considering whether to use a water softener, contact your public water system to find out if you have hard water. Many systems treat for hardness, making water softeners unnecessary.

Water softeners are a water treatment device. They remove water hardness (dissolved calcium and magnesium). Water softeners must be installed and maintained properly to be safe and effective. Learn more at [Home Water Softening \(https://www.health.state.mn.us/communities/environment/water/factsheet/softening.html\)](https://www.health.state.mn.us/communities/environment/water/factsheet/softening.html).

The benefits of soft water include:

- Increased efficiency for soaps and detergents.
- Reduction in mineral staining on fixtures and in pipes.
- A potential increase in the lifespan of water heaters.

The drawbacks of soft water include:

- Operation and maintenance costs.
- More sodium. People on low-sodium diets should consult a doctor if they plan to regularly consume softened water.
- The production of salt brine as a byproduct. This can have negative effects at wastewater treatment plants and on ecosystems. Reduce the amount of salt brine used or install a salt-free system.