



WATER FAQs

Where does Mason's drinking water come from?

The City of Mason's water comes from five ground water wells, each well averaging from 215 to 400 feet in depth. Ground water is water located below ground where it collects in pores and spaces within rocks and in underground aquifers. Ground water is obtained by drilling wells and pumping it to the surface.

How does the City of Mason keep my water safe to drink?

All well water is conveyed to the Water Treatment Plant and processed to meet Environmental Protection Agency (EPA) drinking water standards. The City disinfects the water with chlorine to kill any bacteria that might be harmful to a resident's health. Part of the water treatment process involves removing radium, iron and manganese. The chlorine residual is kept in our distribution system to protect Mason residents' water from water-borne diseases. The City adds a blend of ortho and polyphosphate for corrosion control which helps prevent metal corrosion in the distribution system.

Is the City's water protected from attacks such as intentional contamination?

Mason's water is pumped out of the ground and conveyed in closed pipes under pressure. There are no open tanks for anyone to dump a contaminant in the water supply.

How often does the City test the drinking water?

City drinking water is tested daily at the Water Plant for chlorine, iron, manganese, PH, fluoride, polyphosphate and turbidity. Drinking water is also tested monthly for coliform bacteria. Nine samples are collected each month – four from the distribution system and one from each well that is in service. The City also tests for many other contaminants (volatile organic carbon, pesticides, gasoline by-products, metals, and radium). Lead tests are currently completed every three years, since Mason has not changed its water source or treatment and continues to be below the minimum EPA standards.

Where can I find additional information about the water quality in Mason?

The 2015 report will be available in the near future. The 2014 report can be found at: http://www.mason.mi.us/2015/052215_2014AnnualReport_WQ.pdf.

Are there lead pipes in Mason?

The City is aware of one lead service serving one parcel. This service will be replaced this summer or the summer of 2016. While the City staff are unaware of any other City owned lead services within the jurisdiction, it is likely there are some. When the City identifies them, they are prioritized and replaced as quickly as possible. The City is planning to complete an assessment of all water services to determine any areas of the community that we are unsure of the service type and have the potential to be lead. Please note this survey and statement do not address the plumbing that is the responsibility of the homeowner.

What part of the plumbing is my responsibility and what part is the City responsible for?

The City of Mason is responsible for plumbing from the curb stop (shut-off in the right of way) to the water main in the street. The homeowner is responsible for the plumbing from the curb stop to the house, including the plumbing in the house.

How do I know if there is a “boil water” advisory or other water advisory in Mason?

The City is responsible for notifying residents if their water quality has been compromised. The EPA sets guidelines for when residents must be notified depending on the seriousness of a contamination event. Notification should come by the media (TV, radio, Internet), mail, and/or direct contact.

What is the amount of hardness for the City’s water supply?

The average is 340 parts per million. Because the City does not soften the water and if you do not have a water softener in your home/business, you might experience water spots on your glassware. If you choose to purchase a water softener, you may contact a plumber and also call City Hall to obtain a permit at 676.9155.

Why would City of Mason water be cloudy?

Usually when water is cloudy it signals there is a problem in the water system such as water mains being flushed or a water main break. Call City Hall at 676.9155 if this is an issue for you.

Who do I contact if my water has a funny smell, taste, or appearance?

A change in your water's taste, color, or smell is not necessarily a health concern. However, sometimes changes can be a sign of problems so if you do notice a change, call the Mason Water Treatment Plant at 517.676.1319 ext 3.

Who do I contact if my water needs to be shut off in an emergency?

- During normal business hours (M – F, 8 am to 5 pm) call Mason City Hall at 676.9155.
- During non-business hours (after 5 pm and before 8 am M – F and on the weekend) call the Mason Police Department at 676-2458.

Why would there be a loss of water pressure at my residence?

There could be several reasons for a loss of pressure. Call Mason City Hall (676.9155) and staff will help solve the problem.

City of Mason Contact Information:

201 West Ash Street; Mason, MI 48854

Phone: 517.676.9155

Website: www.mason.mi.us

Other Resources:

Ingham County Health Department: www.hd.ingham.org

Michigan Department of Environment Quality: www.michigan.gov/deq

Centers for Disease Control and Prevention:

www.cdc.gov/healthywater/drinking/public/drinking-water-faq.html

United States Geological Survey: www.usgs.gov/owq/FAQ.htm

NSF International: www.nsf.org/consumer-resources

Water Quality Association: www.wqa.org