



Frequently Asked Questions (FAQ)

What is a regional or rural water system?

A regional or rural water system is a community-based network of infrastructure that delivers clean, treated drinking water to homes, farms, and towns that may not have access to reliable local water sources. Instead of each home or city maintaining its own well or treatment system, regional systems share infrastructure, such as wells, treatment facilities, and pipelines, across multiple communities and rural areas.

These systems are designed to:

- Provide safe, treated drinking water that meets state and federal standards.
- Improve reliability and efficiency by pooling resources across cities and rural users.
- Reduce long-term costs through shared maintenance, operations, and treatment.
- Support local growth and sustainability, ensuring clean water for future generations.

In short, rural and regional water systems connect communities, large and small, to a dependable, high-quality water supply that's managed collectively for the benefit of all users.

What is the West Central Regional Water District (WCRWD)?

WCRWD is a new regional water district being formed by Polk, Norman, and Clay Counties under Minnesota Statute 116A. The District's goal is to provide safe, reliable, and affordable drinking water to rural residents and nearby communities.

WCRWD follows the state's 116A process, which allows counties to work together to create shared water systems that serve multiple areas efficiently. Once formed, the District will help connect homes, farms, and cities to a treated, high-quality water supply, support regional growth, and ensure long-term water sustainability across west-central Minnesota.

How is the WCRWD being formed and governed?

WCRWD is being established under Minnesota Statute 116A, which outlines the process for creating a rural or regional water district. The district's governing board is appointed by the county commissions of the participating counties, with representation based on population within the service area. The initial board composition includes four members from Polk County, three from Clay County, and two from Norman County.

How do I know if my property is eligible?

If you received a letter about the WCRWD, you own a property located within the project study area, which includes portions of Polk, Norman, and Clay Counties. Being in the study area does not require you to connect.

I am already served by a city or rural water district. How does this project affect me?

If you are already connected to a municipal water system, nothing will change for you unless your municipal water utility chooses to connect to WCRWD to improve the quality, reliability, or capacity of its water supply in the future.

I'm happy with my water or not interested in connecting. What should I do?

The easiest answer is to do nothing. You are not obligated to change water sources or fill out the survey. The letters sent to property owners are part of the legal notification process under Minnesota Statute 116A.

The District will provide residents with an alternative water supply. All hookups to the system are completely voluntary. If you're satisfied with your current water source, you can simply disregard this notice.

I received a letter in the mail. Do I have to connect to WCRWD?

No. Connecting to the WCRWD is completely voluntary. Property owners may choose whether to connect if service becomes available.

If I fill out the survey, am I obligated to connect to West Central Regional Water District service in the future?

No. Responding to the survey does not obligate you to receive service in the future. Your response will help project organizers measure potential interest in regional water service. The contact information you provide will allow organizers to share service and cost information with you in the future, so you can decide whether you want to connect.

I'm interested in connecting now or maybe in the future. What should I do?

Please fill out and return the attached interest survey in the letter you received or online at wcrwd-ae2s.hub.arcgis.com. This phase of the project focuses on gathering input from potential users to help plan and prioritize future extensions. If your area becomes part of a feasible project, you'll be contacted with more details on costs, timing, and next steps.

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There is a public meeting coming up. Do I have to attend?

No. Attendance at the hearing scheduled at the Clay County Courthouse on April 17, 2026, from 1:30 - 4:30 p.m. is not required. Public notice of the hearing is a legal requirement under Minnesota Statute 116A to inform all landowners within the proposed District. While attendance is optional, everyone is welcome to come learn more about the project and ask questions.

Will this impact my taxes?

No. The project will not affect your taxes. Regional or rural water system participation is voluntary and funded through user fees from those who choose to connect to West Central Regional Water District, along with state and federal grants.

How much will it cost to connect to West Central Regional Water District?

Right now, it's too early to determine specific costs for rural residents outside of the initial project area. The results of this interest survey will help identify where future expansion projects may occur and allow the District to develop accurate cost estimates for those areas.

For residents located within the Phase 1 project corridor, costs will be shared individually once the court filing process is complete, and the project is officially approved.

As the District grows, the survey responses gathered now will play an important role in planning and securing funding to help keep connection costs as low as possible for future participants.

How will water usage be billed?

Water use will be metered and billed based on consumption. Billing frequency and rate information will be provided as part of the future service agreement.

What is the process to connect to a regional water district?

WCRWD will guide you through each step to make the process smooth and coordinated. If you choose to connect, the general steps include:

1. **Submit an interest or connection application** – This lets the District know you're interested in receiving service.
2. **Project development and service agreement** – Once enough interest is known in your area, a project will be designed, and you'll have the opportunity to sign a service agreement.
3. **Construction and connection** – When construction begins, water mains will be extended near your property. District ownership will typically extend to your curb stop or shutoff valve, usually within about 75 feet of your service location. From there, you'll be able to connect to the system, and a meter will be installed either inside your home or in an exterior meter pit for billing.
4. **Inspection and final activation** – Once installation is complete, the connection will be inspected, tested, and activated for service.

Who is responsible for maintenance of the District's infrastructure?

- WCRWD will be responsible for the regional main pipeline. If there is a problem with the public water system connected to WCRWD, customers will contact WCRWD

and the District handles repairs.

- The customer is responsible for the service line from the curb stop to their building.
- Additional details will be provided in the service agreement.

How will water outages or maintenance be handled?

Planned maintenance will be communicated in advance whenever possible. Regional systems are designed with redundancy and emergency response procedures to limit disruptions or outages.

Is the water safe to drink?

Yes. Regional water systems are required to meet or exceed all state and federal drinking water standards and are routinely tested to ensure safety and quality.

What can the water be used for?

The regional water system will be designed primarily for domestic use, such as household drinking, cooking, and cleaning. However, it may also support livestock, agricultural, and industrial uses in the future, depending on system capacity and District Board approval.

All uses will be evaluated to ensure the long-term sustainability and reliability of the water supply for everyone connected to the system. More details will be provided in the service agreement once connections are established.

What are the benefits of connecting to a regional water district?

Connecting to rural or regional water offers several long-term advantages, including:

- **Affordable and predictable costs** - shared regional systems have lower maintenance and treatment expenses due to sharing infrastructure over a larger population.
- **Consistently high-quality, treated soft water** - safe, reliable water that protects your home and health.
- **Support for rural and community sustainability** - strengthens local infrastructure and enables long-term future growth.
- **Improved agricultural reliability** - dependable water supply for farm and livestock needs.
- **Extended appliance life** - softened, treated water reduces scale buildup and wear on plumbing fixtures and appliances.

I use well water and am interested in having it tested. How do I do this?

If you already have well chemistry testing results, please send them to WCRWD using the contact information below. If you would like your water tested, please reach out to us to request this service.

Where can I find answers to my questions about West Central Regional Water District?

For more information or assistance, please contact WCRWD via one of the following methods:

Website: wcrwd-ae2s.hub.arcgis.com

Email: wcrwd@ae2s.com

Mail: WCRWD 405 2nd Avenue W, Halstad, MN 56548

Call: 701-526-4217

