

ROBBINSDALE'S WATER TREATMENT PLANT IS FULLY OPERATIONAL AND IS DISTRIBUTING SOFT WATER TO ALL ROBBINSDALE CUSTOMERS!



Centralized Water Treatment Plant – Frequently Asked Questions (FAQs)

Is the new Treatment Plant operational?

Yes! Robbinsdale's new Centralized Water Treatment Plant started pushing soft water out into the City's water system on Tuesday, November 15, 2022. This marks a new chapter in the history of drinking water supply for Robbinsdale!

Is the City distributing soft water yet?

The new water treatment plant is producing and distributing soft water into the system. All of the water in the old ground storage tanks has been used up and these tanks are in the process of being demolished. All customers should now be receiving soft water at their homes and businesses.

The target for the new Water Treatment Plant is 90mg/L of hardness. This is about 5 grains of hardness per gallon. As a comparison, the hardness of Robbinsdale's water (before the new plant) was about 409mg/L or about 24 grains of hardness per gallon.

Do I need to continue further softening my water at home?

We don't believe you will need to further soften the water we will be delivering to you.

The Minnesota Department of Health (MDH) website addressing FAQ's relating to home water softening suggests that softening should be considered when water hardness is more than 120mg/L. The target for the new Water Treatment Plant is 90mg/L. The MDH webpage can be found at:

[Home Water Softening: Frequently Asked Questions \(state.mn.us\)](http://state.mn.us)

There may be some specialty businesses in town (breweries, dialysis clinics, laundromats) that may wish to further soften and treat the new water we are delivering for their specific purposes, but for the average residential customer, we feel that the new lime-softened water will be adequate without additional softening.

It is recognized that some residents might want to further soften the new water we will be delivering. If you wish to keep your softener and reduce the hardness of the water to a lower level than we will be supplying, it is strongly recommended that you have your softener recalibrated to reduce the amount of salt to 5 grains per gallon (down from 24), in order to avoid wasting salt. Please note that literature seems to indicate that over soft water can lead to pinhole leaks in copper pipes over time.

What should I do with my old water softener?

Our recommendation is that you initially bypass your water softener and decide whether you are content with the softness of the water we are delivering. If you have already bypassed your old water softener and are happy with the softness of the water you are being supplied, you can choose to leave your old softener in place (but not in use) or you can have a plumber come in to perform some pipework and remove your softener. The cost of any plumbing work is not reimbursed by the City.

If you decide that you do want to permanently remove your water softener and perform the plumbing work to allow for this (note that a permit will be needed for the plumbing work), water softeners can be collected by Waste Management at an additional fee of \$15.00. Stickers can be purchased at City Hall.

If you lease your water softener, you will have to contact the company from whom you lease to discuss arrangements.

It is important to note that you don't have to remove your water softener in its entirety once we start delivering soft water. As long as you bypass your water softener and unplug it from the power, your water softener will remain dormant and will not be using any salt.

How do I bypass my water softener?

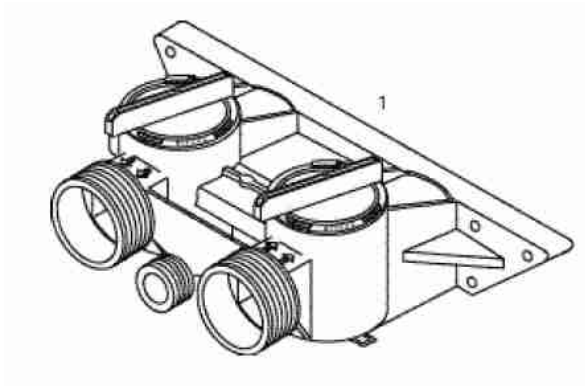
Different softeners will have different ways of being set to bypass mode (knobs/levels/valves). You can bypass your water softener by turning/pushing/pulling the valve on the back of the unit to the bypass setting. During the period of bypassing, we recommend that your softener is disconnected from any power source as some softeners may still try to regenerate even though it is in bypass mode. A few of the different types of bypass valves are shown below:



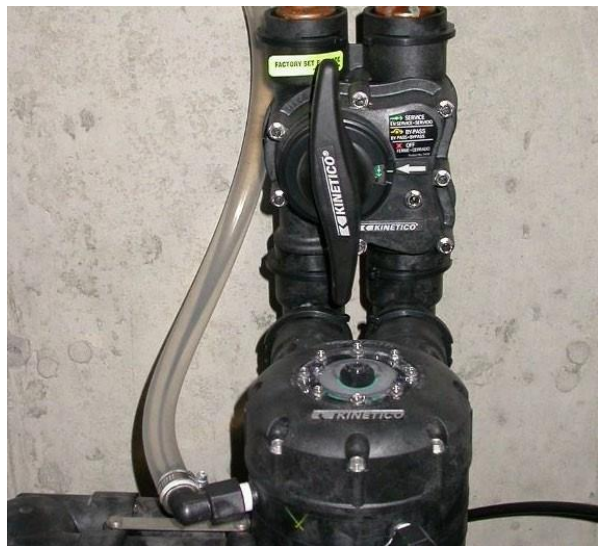
Push / Pull Type Bypass



Lever Type Bypass



Dual Rotating Bypass



Single Rotating Bypass

When was the New Water Tower completed?

The new Water Tower became online and operational in March of 2024. This is a historical moment for the City of Robbinsdale as the old water tower downtown has now been retired from the water supply system after 86 years of service. The old tower near North Memorial is also now out of service after 68 years of operation to the community.