



July 2015

WaterPro, Inc.
12421 South 800 East
Draper, UT 84020
801.571.2232 Office
801.571.8054 Fax
www.waterpro.net

July Office Hours:

WaterPro's office will be closed on the following days this month:

- Friday, July 3: Closed all day in observance of Independence Day
- Friday, July 24: Closed all day in observance of Pioneer Day
- Friday, July 31: Closed from 11:30 a.m. to 1:00 p.m. for an employee meeting

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State of the Water Industry 2015: National and Local Concerns

Each year since 2004, the American Water Works Association (AWWA), a 50,000-member organization representing water industry professionals, compiles its State of the Water Industry (SOTWI) report (the full report is available at awwa.org).

To create the report, AWWA solicits input from AWWA members and other water profession contacts. Respondents were given a number of issues affecting the water industry and asked to rate each challenge on a scale from 1 (unimportant) to 5 (critically important).

Here are the top five issues identified in the survey, along with a few words about how these might affect WaterPro and our customers:

1. Renewal/replacement of aging water infrastructure

Because most of the population growth in Draper has occurred in the past 30 years, most of our infrastructure is relatively new and is in good shape.

2. Financing for capital improvements

Our strategic planning adequately addresses these needs.

3. Long-term water availability

WaterPro has sufficient water rights to provide for our customers, but as we endure a multi-year drought, we continue to encourage customers to conserve to ensure availability of water in the future.

4. Public understanding of the value of water systems/services

In some ways, we want customers to be able to take reliable water service for granted, although we also want them to understand the value of the services we provide.

5. Public understanding of the value of water resources

Nationwide, water prices don't reflect the true value of this resource. The amount you are billed every month doesn't just pay for the water you use. It also pays for replacing, updating, and expanding infrastructure, purchasing water rights, and developing new water sources so that we can ensure availability of water in the future.

Celebrate Draper Days July 11-18

Once again WaterPro is proud to be a Platinum sponsor of Draper Days, our community's largest celebration. From a parade to a rodeo to a heritage banquet, Draper Days has something for everyone. Visit draper.ut.us for details.



Getting Ready for Metered Billing for Pressure Irrigation

As WaterPro continues to install meters on our pressure irrigation connections, we want to be sure to answer your

questions. Although much of this information was included in last month's newsletter, we want to make sure no one misses it.

A. When a new meter is installed, you will receive 3 months of sample bills as shown while still paying the flat rate. Then you will begin to pay the metered amount.

Construction Update

- **Pioneer Street pipeline (1300 East to 1565 East):** This project went out to bid in June, and we hope to start construction soon.
- **1300 East:** As Draper City's contractors work on the storm drain under 1300 East, our crews are working with them to remove obstructions. This means that over the next few months, we may need to cut pressure irrigation lines and loop them around the storm drain. When this happens, customers on the affected line may not be able to access pressure irrigation water for a day as the line is re-routed. We apologize in advance for any inconvenience.



Q. Why meter the PI system?

A. Our current flat-rate system is not fair to those who use less water and does not encourage conservation. With metered billing, customers will pay according to the amount of water they use.

Q. Now I pay an average rate year-round. Can I still do that?

A. Yes, we will offer bill averaging as an option.

Q. If I already have a meter, will I be billed for the metered amount?

Not yet. We will not begin metered billing until January 2016.

Q. I get a paperless bill. How can I see this information?

A. It will be available when you view your bill online.

Q. January? But PI system lasts from April to October.

A. That's true, but there will be a nominal minimum monthly charge (see New PI Rates for 2016) year-round. Billing for the previous month's usage will occur from May through November.

Q. How about auto-pay?

A. Auto-pay will still be available for those who want it.

Q. Will I pay more under the metered system?

A. That depends on your usage. If you have a meter now, your bill will have a notation at the bottom that tells how much your bill for this month would have been if metering was in effect. In some cases, homeowners will pay more under metering. By providing this information before billing goes into effect, we give customers the opportunity to change their watering habits if they want their bills to be smaller.

New PI Rates for 2016:

0.33 acres (one share)

- \$3 per month plus usage
- 0-28K gal 78¢ per 1,000 gal
- >28K gal \$1.07 per 1,000 gal

0.33-0.66 acres (two shares)

- \$6 per month plus usage
- 0-56K gal 78¢ per 1,000 gal
- >56K gal \$1.07 per 1,000 gal

0.67-1 acres (three shares)

- \$9 per month plus usage
- 0-83K gal 78¢ per 1,000 gal
- >83K gal \$1.07 per 1,000 gal

>1 acre

- \$3 per month times shares needed, plus usage
- 0-83K gal 78¢ per 1,000 gal
- >83K gal \$1.07 per 1,000 gal

Q. What if my meter doesn't get installed until next year? How will I know if I need to cut back on watering to save money?



Drink up! WaterPro's water passes with flying colors

Below you'll find our annual Consumer Confidence Report, detailing how your drinking water rates on the presence of a number of substances. As you can see, WaterPro's water was not in violation on any measure. We are pleased to provide clean, safe drinking water for our customers.

WaterPro Inc. Consumer Confidence Report Data 2014

Report: C

The table below lists all of the parameters in the drinking water detected by WaterPro, Inc. or its suppliers in the drinking water during the calendar year of this report. The presence of these parameters in the water does not necessarily indicate that the water poses a health risk. Unless otherwise noted, the data presented in this table is from testing done in the calendar year of this report. For certain parameters, EPA and/or the State requires monitoring at a frequency less than once per year because the concentrations do not change frequently.

Parameter	Units	2014 Avg	2014 Max	2014 Min	Monitoring Criteria			Last Sampled	Comments/Likely Source
					MCL	MCLG	Violation		
PRIMARY INORGANICS									
Antimony	ug/L	ND	ND	ND	6.00	6.00	No	2014	Discharge from petroleum refineries; fire retardants; ceramics; electronics; solder.
Arsenic	ug/L	1.9	3.2	ND	10.0	0.0	No	2014	Erosion of naturally occurring deposits and runoff from orchards.
Asbestos	MFL	ND	ND	ND	7.0	7.0	No	2014	Decay of asbestos cement in water mains; erosion of natural deposits.
Barium	ug/L	74	111	13	2000	2000	No	2014	Erosion of naturally occurring deposits.
Beryllium	ug/L	ND	ND	ND	4	4	No	2014	Discharge from metal refineries and coal burning factories.
Cadmium	ug/L	ND	ND	ND	5.00	5.00	No	2014	Corrosion of galvanized pipes; erosion of natural deposits.
Copper	ug/L	3	38	ND	NE	NE	No	2014	Erosion of naturally occurring deposits.
Chromium	ug/L	ND	ND	ND	100.0	100.0	No	2014	Discharge from steel and pulp mills; Erosion of natural deposits.
Cyanide, Free	ug/L	ND	ND	ND	200.0	200.0	No	2014	Discharge from steel/metal factories; discharge from plastic and fertilizer factories.
Fluoride	mg/L	0.6	1.0	0.2	4.0	4.0	No	2014	Erosion of naturally occurring deposits and discharges from fertilizers. Fluoride added at source.
Lead	ug/L	0.1	1.0	ND	NE	NE	No	2014	Erosion of naturally occurring deposits.
Mercury	ug/L	ND	ND	ND	2.00	2.00	No	2014	Erosion of naturally occurring deposits and runoff from landfills.
Nickel	ug/L	0.0	4.5	ND	NE	NE	No	2014	Erosion of naturally occurring deposits.
Nitrate	mg/L	0.6	2.3	ND	10.0	10.0	No	2014	Runoff from fertilizer, leaching from septic tanks, and naturally occurring organic material.
Nitrite	mg/L	ND	ND	ND	1.0	1.0	No	2014	Runoff from fertilizer, leaching from septic tanks, and naturally occurring organic material.
Selenium	ug/L	1.3	3.1	ND	50.0	50.0	No	2014	Erosion of naturally occurring deposits.
Sodium	mg/L	27.9	79.9	5.4	NE	NE	No	2014	Erosion of naturally occurring deposits and runoff from road deicing.
Sulfate	mg/L	55	100	14	1000	NE	No	2014	Erosion of naturally occurring deposits.
Thallium	ug/L	ND	ND	ND	2.0	0.5	No	2014	Leaching from ore-processing sites and discharges from electronics, glass and drug factories.
TDS	mg/L	348	688	120	2000	NE	No	2014	Erosion of naturally occurring deposits.
Turbidity (groundwater sources)	NTU	0.08	0.08	0.08	5.0	NE	No	2014	MCL is 5.0 for groundwater. Suspended material from soil runoff.
Turbidity (surface water sources)	NTU	0.04	0.74	0.01	0.3	TT	No	2014	MCL is 0.3 NTU 95% of the time for surface water. Suspended material from soil runoff.
Lowest Monthly % Meeting TT	%	100% (Treatment Technique requirement applies only to treated surface water sources)							
SECONDARY INORGANICS - Aesthetic Standards									
Aluminum	ug/L	ND	ND	ND	SS = 50-200	NE	No	2014	Erosion of naturally occurring deposits and treatment residuals.
Chloride	mg/L	51	170	9	SS = 250	NE	No	2014	Erosion of naturally occurring deposits.
Iron	ug/L	0	30	ND	SS = 300	NE	No	2014	Erosion of naturally occurring deposits.
Manganese	ug/L	1	5	ND	SS = 50	NE	No	2014	Erosion of naturally occurring deposits.
pH		7.8	8.3	7.1	SS = 6.5-8.5	NE	No	2014	Naturally occurring.
Silver	ug/L	0.0	0.5	ND	SS = 100	NE	No	2014	Erosion of naturally occurring deposits.
Zinc	ug/L	0.4	30.0	ND	SS = 5000	NE	No	2014	Erosion of naturally occurring deposits.
UNREGULATED PARAMETERS - monitoring not required									
Alkalinity, Bicarbonate	mg/L	171	288	60	UR	NE	No	2014	Naturally occurring.
Alkalinity, Carbonate	mg/L	0	13	ND	UR	NE	No	2014	Naturally occurring.
Alkalinity, CO ₂	mg/L	127	212	45	UR	NE	No	2014	Naturally occurring.
Alkalinity, Hydroxide	mg/L	ND	ND	ND	UR	NE	No	2014	Naturally occurring.
Alkalinity, Total (CaCO ₃)	mg/L	138	236	15	UR	NE	No	2014	Naturally occurring.

Ammonia	mg/L	ND	ND	ND	UR	NE	No	2014	Runoff from fertilizer and naturally occurring.
Bromide	ug/L	ND	ND	ND	UR	NE	No	2014	Naturally occurring.
Calcium	mg/L	51	84	15	UR	NE	No	2014	Erosion of naturally occurring deposits.
Chemical Oxygen Demand	mg/L	11	18	ND	UR	NE	No	2014	Measures amount of organic compounds in water. Naturally occurring.
Cobalt	mg/L	ND	ND	ND	UR	NE	No	2014	Erosion of naturally occurring deposits.
Conductance	umhos/cm	489	917	53	UR	NE	No	2014	Naturally occurring.
Cyanide, Total	ug/L	ND	ND	ND	UR	NE	No	2014	Discharge from steel/metal factories; discharge from plastic and fertilizer factories.
Geosmin	ng/L	3.6	20.6	ND	UR	NE	No	2014	Naturally occurring organic compound associated with musty odor.
Hardness, Calcium	mg/L	135	176	16	UR	NE	No	2014	Erosion of naturally occurring deposits.
Hardness, Total	mg/L	194	402	48	UR	NE	No	2014	Erosion of naturally occurring deposits.
Chromium VI	mg/L	ND	ND	ND	UR	NE	No	2011	Industrial runoff and naturally occurring.
Magnesium	mg/L	18.9	47.0	2.7	UR	NE	No	2014	Erosion of naturally occurring deposits.
Molybdenum	ug/L	0.80	0.80	0.80	UR	NE	No	2013	By-product of copper and tungsten mining.
Oil & Grease	mg/L	6	19	ND	UR	NE	No	2014	Petroleum hydrocarbons can either occur from natural underground deposits or from manmade lubricants.
Orthophosphates	ug/L	6.9	140.0	ND	UR	NE	No	2014	Erosion of naturally occurring deposits.
Potassium	mg/L	4.9	14.0	0.9	UR	NE	No	2014	Erosion of naturally occurring deposits.
TSS (Total Suspended Solids)	mg/L	0	1	ND	UR	NE	No	2014	Erosion of naturally occurring deposits.
Turbidity (distribution system)	NTU	0.13	0.61	0.02	UR	NE	No	2014	Suspended material from soil runoff.
Vanadium	ug/L	ND	ND	ND	UR	NE	No	2014	Naturally occurring.
VOCS									
Chloroform	ug/L	2.8	9.3	ND	UR	NE	No	2014	By-product of drinking water disinfection.
Dibromochloromethane	ug/L	0.7	1.4	ND	UR	NE	No	2014	By-product of drinking water disinfection.
Bromodichloromethane	ug/L	1.9	5.5	ND	UR	NE	No	2014	By-product of drinking water disinfection.
All Other Parameters	ug/L	None Detected			Various	Various	No	2014	Various sources.
PESTICIDES/PCBS/SOCS									
Various Parameters	ug/L	None Detected			Various	Various	No	2014	Various sources.
RADIOLOGICAL									
Radium 226	pCi/L	0.06	0.11	0.03	NE	NE	No	2014	Decay of natural and man-made deposits.
Radium 228	pCi/L	1.50	3.00	0.41	NE	NE	No	2014	Decay of natural and man-made deposits.
Radium 226 & 228	pCi/L	1.56	3.11	0.44	5.00	NE	No	2014	Decay of natural and man-made deposits.
Gross-Alpha	pCi/L	0.9	3.7	-1.2	15.0	NE	No	2014	Decay of natural and man-made deposits.
Gross-Beta	pCi/L	8.7	14.0	3.5	50.0	NE	No	2014	Decay of natural and man-made deposits.
Uranium	ug/L	1.4	4.1	ND	30.0	NE	No	2014	Decay of natural and man-made deposits.
Radon	pCi/L	-4.5	-1.0	-8.0	NE	NE	No	2013	Naturally occurring in soil.
DISINFECTANTS / DISINFECTION BY-PRODUCTS									
Chlorine	mg/L	0.5	1.2	0.0	4.0	NE	No	2014	Drinking water disinfectant.
TTHMs	ug/L	27.7	84.5	ND	80.0	NE	No	2014	High result is not a violation, violation is determined on annual location average. By-product of drinking water disinfection.
HAA5s	ug/L	19.7	51.9	ND	60.0	NE	No	2014	By-product of drinking water disinfection.
HAA6	ug/L	32.2	44.9	23.1	UR	NE	No	2014	By-product of drinking water disinfection.
Highest Annual Location Wide Avg.	ug/L	TTHM = 42.1 ug/L, HAA5s = 27.8 ug/L							
Bromate	ug/L	ND	ND	ND	10.0	NE	No	2014	By-product of drinking water disinfection.
Chlorine Dioxide	ug/L	5	209	0	800	NE	No	2014	Drinking water disinfectant.
Chlorite	mg/L	0.39	0.67	0.10	1.00	0.80	No	2014	By-product of drinking water disinfection.
ORGANIC MATERIAL									
Total Organic Carbon	mg/L	1.9	2.6	0.9	TT	NE	No	2014	Naturally occurring.
Dissolved Organic Carbon	mg/L	2.3	2.5	2.0	TT	NE	No	2014	Naturally occurring.
UV-254	1/cm	0.026	0.050	0.011	UR	NE	No	2014	This is a measure of the concentration of UV-absorbing organic compounds. Naturally occurring.
LEAD and COPPER (tested at the consumer's tap) - monitoring required every 3 years.									
Lead	ug/L	5	87	ND	AL = 15	NE	No	2013	Lead violation is determined by the 90th percentile result. Corrosion of household plumbing systems, erosion of naturally occurring deposits.
Copper	ug/L	114	370	11	AL = 1300	NE	No	2013	Copper violation is determined by the 90th percentile result. Corrosion of household plumbing systems, erosion of naturally occurring deposits.
90th Percentile		Lead = 4.2 ppb, Copper = 258 ppb							
# of sites above Action Level		Lead = 2, Copper = 0							
PROTOZOA (sampled at source water)									
Cryptosporidium	Oocysts/1L	0.00	0.09	ND	TT	0.00	No	2013	Parasite enters lakes and rivers through sewage and animal waste.
Giardia	Cysts/1L	0.42	1.10	ND	TT	0.00	No	2013	Parasite enters lakes and rivers through sewage and animal waste.
MICROBIOLOGICAL									
HPC	MPN/mL	46.2	738.0	ND	500.0	0.0	No	2014	The high maximum result is not a violation because the HPC value is calculated into the Not >5% positive Coliform samples per month. Even with this result the 5% was not exceeded.
Total Coliform	% Positive/Month	0.00 %	0.00 %	0.00%	Not >5%	0.00	No	2014	MCL is for monthly compliance. All repeat samples were negative; no violations were issued. Human and animal fecal waste, naturally occurring in the environment.

mg/L: milligrams per liter
ug/L: micrograms per liter
pg/L: picograms per liter
ng/L: nanograms per liter
NTU: Nephelometric Turbidity Unit
CU: Color Unit
TON: Threshold Odor Unit
umhos/cm: micro ohms per centimeter
1/cm: One / centimeter
pCi/L: picocuries per liter
MFL: Millions of Fibers per Liter
MPN/mL: most probable number per milliliter
Oocysts/1L: Oocysts per 1 liter
Cysts/1L: Cysts per 1 liter

MCL: Maximum Contaminant Level
MCLG: Maximum Contaminant Level Goal
TTHM: Total Trihalomethanes
HAA5s: Five Haloacetic Acids
HPC: Heterotrophic Plate Count
VOCS: Volatile Organic Compounds
PCBs: Polychlorinated Biphenyls
SOCs: Synthetic Organic Chemicals

ND: None Detected
NA: Not Applicable
NE: Not Established
UR: Unregulated
TT: Treatment Technique
AL: Action Level
SS: Secondary Standard