



# Current Events

June 2020

WaterPro, Inc.  
12421 South 800 East  
Draper, UT 84020  
801.571.2232 Office  
801.571.8054 Fax  
[www.waterpro.net](http://www.waterpro.net)

## IMPORTANT NOTICE:

**WATERPRO'S OFFICE REMAINS CLOSED TO WALK-IN TRAFFIC.**

To help slow the spread of the coronavirus, we have closed our offices to the public until further notice.

Phones will still be staffed during regular business hours, so feel free to call.

If you must meet with staff, please call 801-571-2232 to make an appointment.

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## Rx for Sprinkler Pressure Problems

**W**e get a lot of calls from customers who think there's something wrong with our pressure irrigation (PI) system because their sprinklers aren't scattering water as far as they used to.

While there are times of high demand when the pressure is lower in our system, in the vast majority of cases the problem is somewhere past the hookup to the customer's system. This is the customer's responsibility, and not something that we can fix.

### Check the filter first

If your system isn't watering as vigorously as it used to, nine

times out of ten the problem is in the filter. Because the PI water is not treated to the same degree as drinking water, there might be sand or other particles that clog the filter and reduce the flow until the filter is cleaned.

To clean the filter:

1. Turn off the stop and waste.
2. Remove the filter canister from the system.
3. There are two types of filters: one with a cylinder and one with discs. Either remove the cylinder or loosen the nut that compresses the discs.
4. Rinse any debris off the cylinder or discs.

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## Covid-19 Update

As some parts of the state begin to loosen stay-at-home guidelines, WaterPro continues to follow guidelines to keep our employees, our customers, and our water supply safe:

- Our office remains closed to walk-in traffic, but the phones are staffed during regular business hours. You can always call with an emergency at any hour.
- Our drinking water and irrigation water are unaffected by the pandemic. Your water is safe!
- Our crews and water treatment operators are still on the job.

We will keep you informed of any changes to this status.

## Have you signed up for Utah Water Savers?

Can you get a rebate for replacing your old toilet? How about for buying and installing a smart sprinkler controller? And how can you get a free landscape consultation?

You can find the answers to all these questions and more when you visit Utah Water Savers. Just go to our website ([waterpro.net](http://waterpro.net)) and click the Utah Water Savers logo in the left column.

Create an account to view cash rebates and programs in your area. Sign up for the newsletter to be notified when new programs are available.



## Rx for Pressure Problems *(continued)*

5. Reassemble and replace the canister into the system.
6. Turn the stop and waste on.

It's a good idea to clean the filter about once a month during irrigation season. If you don't want to do this yourself, ask your lawn maintenance company or landscape professional to do it for you.

### Other steps to try

If just one sprinkler head is underperforming, remove just that head and clean its individual filter.

If your system hasn't been putting out enough water all season, check that the stop and waste valve is completely open.

You can also adjust your timer to water at a different time of day. When there's less demand on the system, your water pressure will be higher.

Please try these steps before calling WaterPro. Our crews are very busy during the summer months, so it can take some time to respond to a call that could be resolved easily by the customer.

If the demands on our crews increase, we may have to begin charging when customers call us to resolve a situation that is the customer's responsibility.

## More PI meters coming this month

In June, you'll be seeing our contractor's crews on the streets of Draper installing additional pressure irrigation meters as part of our multi-year project to provide meters to all our customers. They will distribute doorknob tags to let customers know when they'll be working in a particular neighborhood. Remember, if you have a PI meter installed this summer, you'll continue to be billed at the regular flat rate until next January. However, your bills will show your metered usage and what you would have been charged for the metered amount. This gives you a chance to adjust your usage if needed to conserve water and save money once your metered billing begins.

## Be aware of stream snowmelt dangers!

As the weather warms, more people go into the mountains – and the early-summer snowmelt increases the dangers of drowning in cold, fast-flowing mountain streams. Watch children and pets and keep them away from streams. It only takes a second to be swept away.