



Current Events

August 2020

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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.

On Page 2:

- Do I Need Water/Sewer Line Insurance?
- Dogs in the Watershed: An Update

PI Meters and Billing: FAQs

As we continue to expand the number of our customers with meters on their Pressure Irrigation (PI) connections, we continue to get questions about how the billing will work.

Q: When will my meter be installed?

A: Our contractor's installation plans can change depending on weather, unexpected problems, and other factors, so we can't provide installation dates for individual customers. However, the contractor will distribute doorknob tags to let customers know when they'll be working in a particular neighborhood.

Q: I just got a meter; when will my billing change?

A: Next January. Until then, you'll continue to be billed at the regular flat rate, but 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 use less water and save money once your metered billing begins.

Q: Why do I need to switch to metered billing?

A: For fairness and water conservation. The old flat rate billing system was based on lot size, not water usage, so people who used only a little water were charged the same as those who used a lot. The new system is much fairer and rewards those who use water wisely.

Q: What if I don't have a meter yet?

A: You will continue being billed at the flat rate until the January *after* you receive a meter. So if your meter is not installed until sometime in 2021, you will not be billed at the metered rate until January 2022.

Construction Update: PI Meters

Our contractor is continuing to install meters for WaterPro's Pressure Irrigation (PI) customers during the summer, working toward our goal of having all PI customers metered in the future.



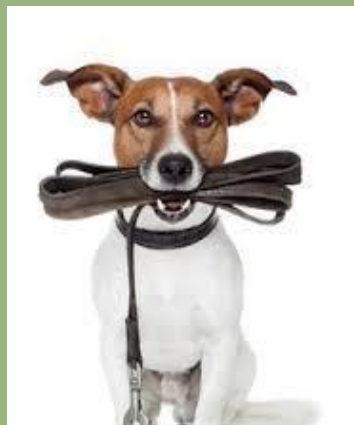
After installing the meter, the contractor will restore any sod that was disturbed. If you have comments or concerns about the work the contractor has done, please contact our office.

Dogs in the Watershed: An Update

Hiking with a four-legged companion can be lots of fun! But there are places where dogs don't belong, such as the watershed that supplies our drinking water.

We'd like to thank Draper residents and visitors for obeying hiking guidelines. In the past few years since watershed restrictions began to be enforced, the level of *E. coli* bacteria in the water has dropped by about 90%!

Remember, dogs are not allowed in the Corner Canyon watershed area. Dogs on leash are welcome on the Bonneville Shoreline Trail, but not above (east) of the trail. For more details, visit the Draper City website (draper.ut.us) and enter "dogs" in the search field.



Do I Need Water/Sewer Line Insurance?

Many Draper residents have recently received mailings from utility providers offering insurance policies that cover breaks in the water or sewer lines serving their homes. These offerings can be confusing, so we would like to answer a few of the questions we have received.

Q: Is this insurance provided by the city/utility provider?

A: No, the insurance is provided by a private insurance company that has partnered with the city or utility to enable them to reach property owners more effectively.

Q: Does WaterPro have anything to do with this insurance?

A: No. Because this insurance addresses water lines, some people may assume we provide it or endorse it, but we are not associated with this or any other insurance company providing this type of coverage.

Q: If my water or sewer line breaks, won't the utility fix it?

A: That depends on where the break is. For water lines, everything

leading up to your water meter is the responsibility of the utility, but everything after the meter is the homeowner's responsibility. For sewer lines, everything from the sewer main to the property is the homeowner's responsibility (see drawing below).

Q: Does my homeowner's insurance cover a line break?

A: You will need to check your individual policy for coverage.

Q: How can I learn more?

A: Recommendations: Check with your home insurance provider to see if lateral insurance is available and right for you. Other good sources of information:

<https://www.benzinga.com/money/sewer-line-insurance/>

<https://www.thespruce.com/water-pipe-insurance-overview-1822494>

[Kiplinger article on sewer line warranties](#)

