



Current Events

September 2022

WaterPro, Inc.
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Office closures for September

- All day Monday, September 5, in observance of Labor Day
- Thursday, September 29 from 11:30 a.m. to 1 p.m. for a company meeting

On Page 2:

Options to Make Bill Paying Easier

September is National Preparedness Month

How Well Do You Know Your PRV (Pressure Reducing Valve)?

Building codes typically require PRVs in houses, although older homes sometimes don't have them. They are typically installed just after the meter, and they usually look something like this:



Why homes need a PRV

PRVs reduce the pressure of water entering the home, which helps protect plumbing and water-using appliances from the excessive wear caused by high-pressure water. They can also help conserve water. PRVs often

soldier on for years with no maintenance – although it is possible for a PRV to fail.

How to tell if a PRV is failing

One sign of impending PRV failure is “water hammer,” a repetitive knocking or consistent humming in the pipes when using water. A failing PRV can also cause fluctuations in water pressure, or no water pressure at all. Leaks can also occur, often at the temperature & pressure (T & P) valve on the side of a water heater.

What to do for a failed PRV

If you suspect your PRV is faulty or failing, call a licensed plumber to diagnose and fix the problem. Remember, any water fixtures installed on the house side of the meter are the responsibility of the property owner.


PSC Approves Water Rate Increase

At the public hearing held on August 4 of this year, the Utah Public Service Commission approved WaterPro's request for a culinary water rate increase. This rate increase will help us cover the expenses of maintaining and improving our system so we can continue to dependably provide high-quality drinking water to our customers. For details about rates, please see our website.



Options to Make Bill Paying Easier

Save time and money by paying your water bill online. If you haven't signed up for Xpress Bill Pay, the free online service we use for payment, just use the instructions below. Then you can pay your bill with your computer, tablet, or phone app –or even by text! If you have questions about how Xpress Bill Pay works, please go to our [website](#) and click the XPRESS BILL PAY FAQ link.



**SIGN UP
FOR
PAPERLESS!**

xpress BILL PAY

ALREADY HAVE AN XPRESS BILL PAY ACCOUNT?

Step 1: Go to www.xpressbillpay.com and log in

Step 2: Click "View Bill" under the account you would like to be paperless

Step 3: Locate the "Paperless (Off)" button

Step 4: Click the button to turn "Paperless (On)"

REGISTER AND SIGN UP FOR PAPERLESS:

Step 1: Go to www.xpressbillpay.com

Step 2: Click "Sign Up" on the top of the screen


Step 3: Fill in your email and password, then click in the "I'm not a robot" box and follow prompts

Step 4: Complete the short registration form and click "Next"

Step 5: Go to your inbox and open the verification email, click "Verify Email" and "Continue" to log in

Step 6: Select your billing organization

Step 7: Enter your account number and last name, then click in the box to opt in for paperless and select "Locate Bill" and select "Locate Account"




Now you can pay your bill by text!

After you get a text notification, simply reply "PAY" and your bill is paid in full!

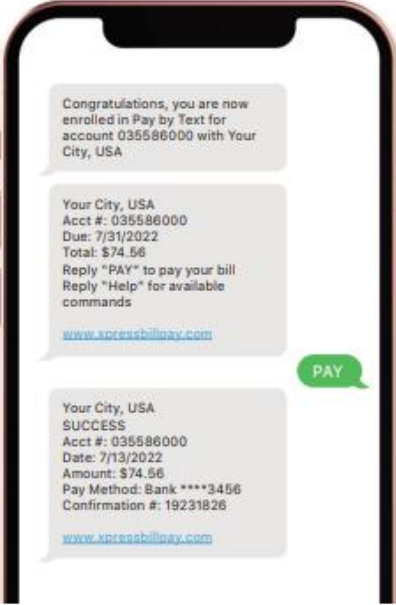
1. Log in to your Xpress Bill Pay account, choose the **"Pay by Text"** option in the upper right-hand corner of your ebill, and select which payment method you'd like to use.
2. After choosing your payment method, click **"Save Changes."** You will receive a text confirming your enrollment in Pay by Text
3. When your next ebill becomes available, you will receive a text with the total amount due and the date due.
4. Simply reply **"PAY"** to pay the full amount due.

Please note: Pay by Text will only pay the full balance due. To pay a partial balance, log in to your Xpress Bill Pay account.

5. Your payment will be processed immediately and you will receive a **"SUCCESS."**



xpressbillpay.com



September is National Preparedness Month. Visit [National Preparedness Month | Ready.gov](#) for tips to help prepare your home and protect your family. Check out [Water | Ready.gov](#) for specific information about water storage.