



**MOUNTAIN
REGIONAL
WATER**

NEW CUSTOMER WELCOME PACKET



OFFICE HOURS & SERVICE AREA

Welcome to Mountain Regional Water Special Service District (MRWSSD)! We provide culinary water to our customers within our service area boundaries as shown on the map below. This packet contains important information to assist you. Additional information can be found on our website at mtregional.org.

BUSINESS HOURS

8:30 am – 5:00 pm

Monday – Friday (except holidays)

Fridays are remote access only unless an appointment has been made

Office Closures on District Holidays:

New Years Day, Martin Luther King Day, Presidents Day, Memorial Day, Juneteenth, Independence Day, Pioneer Day (24th of July), Labor Day, Thanksgiving and Day After Thanksgiving, Christmas Day and Day Before or After Christmas.

CUSTOMER SERVICE

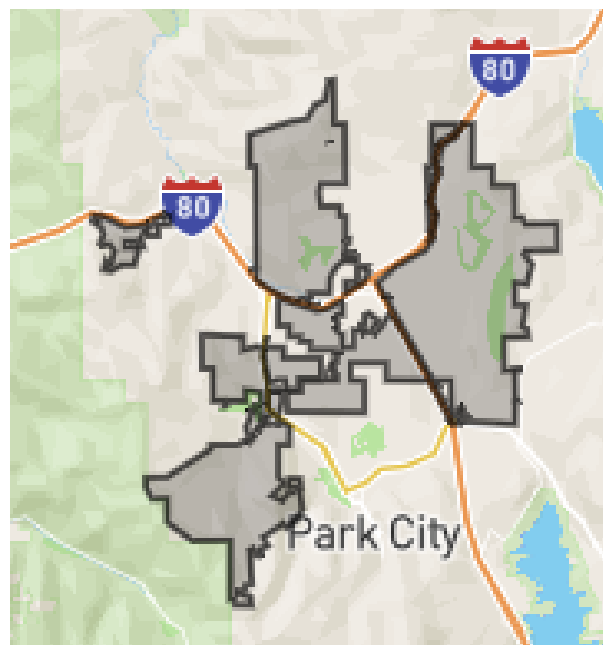
Office #: 435-940-1916

Email: cs@mtregional.org

Emergency after-hour #

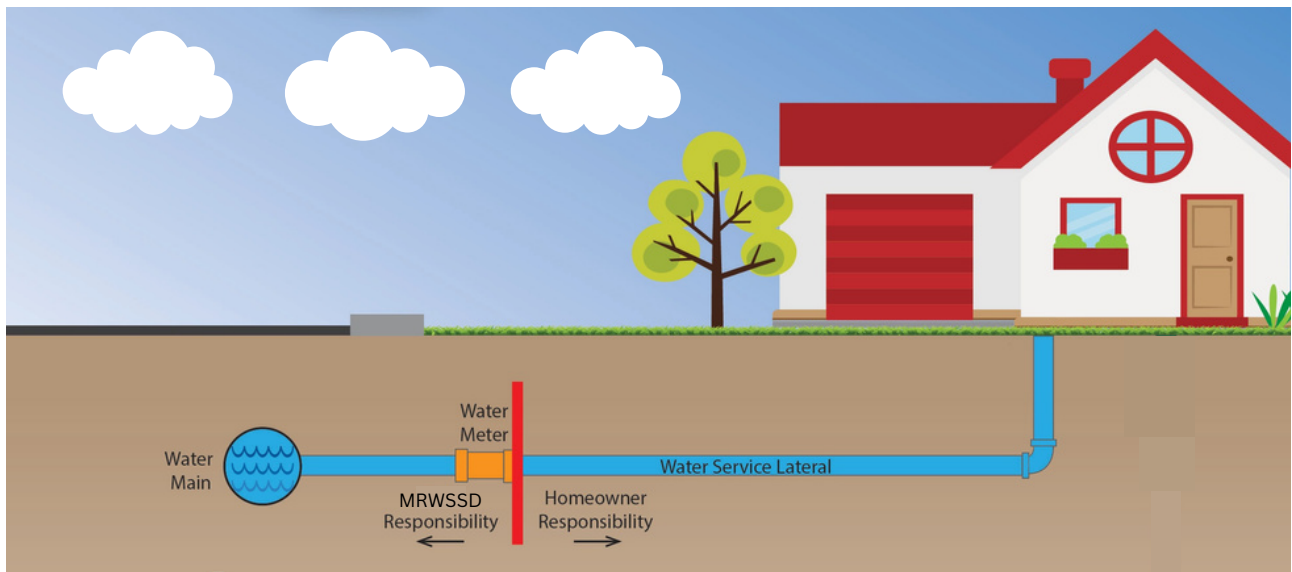
435-645-2555

SERVICE AREA MAP



WATER LINE & METER RESPONSIBILITIES

It is the property owner's responsibility to maintain and repair their own culinary water line from the home to the water meter. Please keep your water meter lid clear and easily accessible. At times MRWSSD may need to access your meter for repairs or other important factors.



HOW TO VIEW YOUR WATER USAGE

THE EYE ON WATER APP!



MRWSSD has installed digital water meters that are designed to help customers understand their usage and conserve water. As a customer, you can monitor your water usage down to 15-minute increments through through the Eye On Water App.



HOW TO PAY YOUR WATER BILL

PAY BY MAIL

Please send payments to Mountain Regional Water's Payment Processing Center at
Po Box 1204
Pleasant Grove, UT 84062

PAYMENT DROP-OFF

Pay in person at our office located at
6421 N. Business Park Loop Rd
Suite A
Park City, UT, 84098
 Monday-Thursday 8:30 am to 5:00 pm.
 Use the payment drop box at this location
 anytime.
 Fridays are remote access only.

PAY ONLINE THROUGH XPRESS BILLPAY

Visit **MTREGIONAL.ORG** and select **PAY BILL**. Here you can view your bill, pay, or set up an autopay for your account.

XPRESS BILLPAY CONTACT INFORMATION

1800-766-2350
<https://www.xpressbillpay.com/#/?org=Mtnregionalwater10208>

UNDERSTANDING YOUR BILL

Mountain Regional Water Special Service District
 P.O. Box 982320
 6421 N. Business Park Loop Rd Suite A
 Park City, Utah 84098
 Phone: 435-940-1916 • www.mtregional.org

Office Hours
 Monday-Friday 8:30 AM • 5:00 PM
 Closed Weekends & Holidays

ACCOUNT NUMBER	NAME	SERVICE LOCATION	BILLING DATE	DUE DATE

METER READ DATE	FROM	TO	METER READING PREVIOUS	METER READING CURRENT	GALLONS USED	SERVICE DESCRIPTION	CHARGES

MONTHLY WATER USAGE

MONTHLY WATER USAGE CAN BE FOUND HERE

MESSAGES

BILLING PERIOD AND DUE DATE CAN BE FOUND HERE

THE CURRENT BILLING RATES CAN BE FOUND ON THE BACK OF YOUR BILL

Mountain Regional Water Special Service
 Rates & Fees
 Effective Date: January 1, 2020 (other than Pumping Surcharges effective February 1, 2020)

WATER RATES	2020 Rates	2021 Rates
Residential		
Monthly Base Rate	\$66.75	Per A/C
Usage (in gallons)		
Zero to 5,000	\$1.00	Per 1,000 Gallons
5,000 to 10,000	\$1.25	Per 1,000 Gallons
10,000 to 15,000	\$1.50	Per 1,000 Gallons
15,000 to 20,000	\$1.75	Per 1,000 Gallons
20,000 to 25,000	\$2.00	Per 1,000 Gallons
25,000 to 30,000	\$2.25	Per 1,000 Gallons
30,000 to 35,000	\$2.50	Per 1,000 Gallons
35,000 to 40,000	\$2.75	Per 1,000 Gallons
40,000 to 45,000	\$3.00	Per 1,000 Gallons
45,000 to 50,000	\$3.25	Per 1,000 Gallons
50,000 to 100,000	\$3.50	Per 1,000 Gallons
Above 100,000	\$3.75	Per 1,000 Gallons

WATER RATES	2020 Rates	2021 Rates
Commercial		
Monthly Base Rate	\$81.00	Per A/C
Usage (in gallons)		
Zero to 5,000	\$1.00	Per 1,000 Gallons
5,000 to 10,000	\$1.25	Per 1,000 Gallons
10,000 to 15,000	\$1.50	Per 1,000 Gallons
15,000 to 20,000	\$1.75	Per 1,000 Gallons
20,000 to 25,000	\$2.00	Per 1,000 Gallons
25,000 to 30,000	\$2.25	Per 1,000 Gallons
30,000 to 35,000	\$2.50	Per 1,000 Gallons
35,000 to 40,000	\$2.75	Per 1,000 Gallons
40,000 to 45,000	\$3.00	Per 1,000 Gallons
45,000 to 100,000	\$3.25	Per 1,000 Gallons
Above 100,000	\$3.50	Per 1,000 Gallons

WATER RATES	2020 Rates	2021 Rates
Industrial		
Monthly Base Rate	\$66.75	Per A/C
Usage (in gallons)		
Zero to 5,000	\$1.00	Per 1,000 Gallons
5,000 to 10,000	\$1.25	Per 1,000 Gallons
10,000 to 15,000	\$1.50	Per 1,000 Gallons
15,000 to 20,000	\$1.75	Per 1,000 Gallons
20,000 to 25,000	\$2.00	Per 1,000 Gallons
25,000 to 30,000	\$2.25	Per 1,000 Gallons
30,000 to 35,000	\$2.50	Per 1,000 Gallons
35,000 to 40,000	\$2.75	Per 1,000 Gallons
40,000 to 45,000	\$3.00	Per 1,000 Gallons
45,000 to 100,000	\$3.25	Per 1,000 Gallons
Above 100,000	\$3.50	Per 1,000 Gallons



WATER RATES	2020 Rates	2021 Rates
Common Wall Irrigation		
Monthly Base Rate	\$10.00	Per Lot
Usage (in gallons)		
Zero to 5,000	\$1.00	Per 1,000 Gallons
5,000 to 10,000	\$1.25	Per 1,000 Gallons
10,000 to 15,000	\$1.50	Per 1,000 Gallons
15,000 to 20,000	\$1.75	Per 1,000 Gallons
20,000 to 25,000	\$2.00	Per 1,000 Gallons
25,000 to 30,000	\$2.25	Per 1,000 Gallons
30,000 to 35,000	\$2.50	Per 1,000 Gallons
35,000 to 40,000	\$2.75	Per 1,000 Gallons
40,000 to 45,000	\$3.00	Per 1,000 Gallons
45,000 to 100,000	\$3.25	Per 1,000 Gallons
Above 100,000	\$3.50	Per 1,000 Gallons

WATER RATES	2020 Rates	2021 Rates
Intermittent Services		
Monthly Base Rate	\$10.00	Per Connection
Usage	\$10.00	Per 1,000 Gallons

WATER RATES	2020 Rates	2021 Rates
Pumping Surcharges		
Usage (in gallons)		
0 to 5,000	\$1.00	Per 1,000 Gallons
5,000 to 10,000	\$1.25	Per 1,000 Gallons
10,000 to 15,000	\$1.50	Per 1,000 Gallons
15,000 to 20,000	\$1.75	Per 1,000 Gallons
20,000 to 25,000	\$2.00	Per 1,000 Gallons
25,000 to 30,000	\$2.25	Per 1,000 Gallons
30,000 to 35,000	\$2.50	Per 1,000 Gallons
35,000 to 40,000	\$2.75	Per 1,000 Gallons
40,000 to 45,000	\$3.00	Per 1,000 Gallons
45,000 to 100,000	\$3.25	Per 1,000 Gallons
Above 100,000	\$3.50	Per 1,000 Gallons

NEW RATES	2020 Rates	2021 Rates
Colony - Connect	\$1.00	Per 1,000 Gallons
Colony - Connect	\$1.00	Per 1,000 Gallons
Colony - Connect	\$1.00	Per 1,000 Gallons
White Pine	\$1.00	Per 1,000 Gallons
North Ridge - Lower	\$1.00	Per 1,000 Gallons
North Ridge - Upper	\$1.00	Per 1,000 Gallons
Premontary Middle Valley	\$1.00	Per 1,000 Gallons
Premontary Middle Valley	\$1.00	Per 1,000 Gallons
Sun Peak	\$1.00	Per 1,000 Gallons
Tombstone	\$1.00	Per 1,000 Gallons
Waldenwood	\$1.00	Per 1,000 Gallons

Applies to all water rates. Newly arrived areas will be assigned to the most appropriate pumping surcharge based upon the location of that installation.

MRW OFFICE LOCATION AND PO BOX

ACCOUNT NUMBER CAN BE FOUND HERE

MRW PAYMENT PROCESSING CENTER MAILING ADDRESS

TOTAL AMOUNT OWING CAN BE FOUND HERE

RETURN BOTTOM PORTION WITH YOUR PAYMENT

MAKE CHECKS PAYABLE TO: MOUNTAIN REGIONAL WATER
 MAKE ONLINE PAYMENTS THROUGH WWW.XPRESSBILLPAY.COM

PAYMENT COUPON

ACCOUNT NUMBER	DUE DATE	TOTAL DUE

AMOUNT ENCLOSED \$

MOUNTAIN REGIONAL WATER
 PAYMENT PROCESSING CENTER
 PO BOX 1204
 PLEASANT GROVE, UT 84062



EMERGENCY NOTIFICATION SYSTEM

EVERBRIDGE

Everbridge is our emergency notification system where you will be notified about emergencies and other important community information with your choice of contact information (text, phone call, email etc).

This system helps us provide you with critical information quickly in a variety of situations, such as emergency water interruptions and scheduled maintenance repairs.

You will receive time-sensitive messages wherever you specify, such as your home, mobile or business phones, email address, text messages, the Everbridge App and more.

Sign up at: <https://member.everbridge.net/565290710597653/login>

For more information: <https://www.mtregional.org/everbridge-notifications>



WATER QUALITY

Mountain Regional Water District works hard to continuously ensure the safety of your drinking water. A vital link in this effort is our Cross-Connection Control and Backflow Prevention Program. The goal of the program is to prevent contamination of drinking water caused by backflow through a metered connection.

BACKFLOW DEVICES

Irrigation Backflow tests are due no later than **July 15th** of each year.

Fire Suppression and Domestic Backflow tests are due no later than **November 15th** of each year.



FOR MORE INFORMATION PLEASE VISIT

<https://www.mtregional.org/backflow>



SOCIAL MEDIA

Want to be updated on the latest news?
Connect with us on the following platforms:

 **facebook**

 *Instagram*

SOCIAL MEDIA POSTS NOTIFY YOU OF
WATER OUTAGES, EMERGENCIES, TIPS
AND TRICKS, UPCOMING EVENTS AND
MORE.

 **YouTube**

SHORT VIDEOS WITH
EDUCATIONAL INFORMATION

nextdoor

RECEIVE TRUSTED INFORMATION, GIVE
AND GET HELP, GET THINGS DONE, AND
BUILD REAL-WORLD CONNECTIONS WITH
THOSE NEARBY