



At MRW, we are committed to improving our efficiency and reducing our environmental footprint. To support these goals, we are officially transitioning to **Paperless Billing effective July 1, 2026.**

What This Means for You:

Our records indicate that we do not currently have a valid email address on file for your account. Because we are unable to send your statements electronically, your account will automatically be enrolled in paper delivery.

Please be advised that a **monthly processing fee of \$1.00** will be applied to all accounts receiving paper statements starting July 1.

How to Avoid the Monthly Fee

If you would like to avoid the \$1.00 monthly charge, simply transition to electronic billing by providing us with your email address. You can do this in a couple of ways:

- **Call Our Office:** Speak with a representative at 435-940-1916 ext. 300 to update your contact information.
- **Visit Us Online:** at www.mtnregionalwaterutah.gov/contact-us to update your notification preferences.
- **Email Us Directly:** cs@mtregional.org to update your notification preferences.

Once we have a valid email address on file, your statements will be delivered directly to your inbox at no additional cost.

Why Make the Switch?

- **Eco-Friendly:** Reduces paper waste and saves trees.
- **Secure:** Eliminates the risk of mail theft or lost statements.
- **Convenient:** Access your billing history anytime, anywhere.

We appreciate your cooperation as we make this transition. If you have any questions or need assistance setting up your digital account, please don't hesitate to reach out.

Sincerely,

The MRW Management Team



Frequently Asked Questions: Transition to Paperless Billing

Why is MRW switching to paperless billing? Transitioning to digital statements allows us to process billing more efficiently, reduce operational costs, and significantly decrease paper waste. These savings help us keep your water rates as stable as possible.

Why am I being charged \$1.00 for a paper statement? The \$1.00 fee covers the rising costs of printing, administrative processing, and postage. By switching to email, you help us eliminate these overhead costs, and we pass that saving directly back to you.

When will the first charge appear on my bill? The fee will be applied to any paper statement generated **on or after July 1, 2026**. If you provide an email address before this date, you will not be charged.

Can I switch back to paper if I change my mind? Yes. You can opt back into paper billing at any time; however, please note that the **\$1.00 monthly processing fee** will apply to every paper statement sent.

How will I know when my bill is ready? Once you provide your email address, you will receive a monthly notification as soon as your statement is available. **This email will include the amount due and the due date, ensuring you never miss a payment.**

What if I don't have an email address? If you do not have access to email, the paper statement will continue to be mailed to your address for the \$1.00 monthly fee. If you have a family member or trusted representative who manages your affairs, we can send the electronic statement to their email address instead.

Is my information secure? Absolutely. Electronic statements are more secure than paper mail, as they cannot be intercepted or stolen from your physical mailbox. **Xpress Bill Pay's** online portal uses industry-standard encryption to keep your data safe.