MOUNTAIN REGIONAL WATER

To: Mountain Regional Water Administrative Control Board Members
From: Anna Peacock
Date: November 19, 2026
Re: OCTOBER 2026 Public Service Department Update

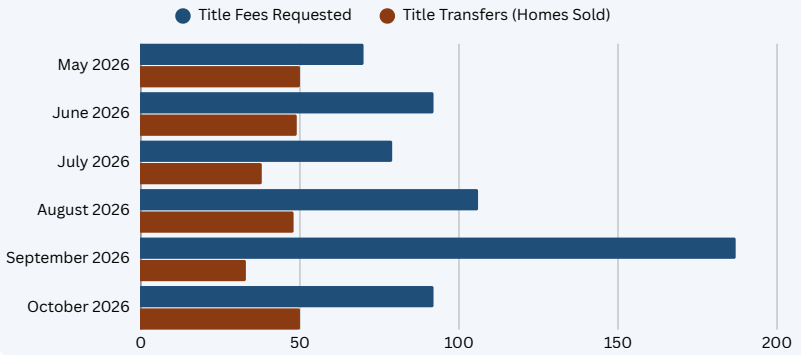
Customers actively registered with EyeOnWater

61%
Out of 5,456 Accounts

2,149 39%
Without EyeOnWater

3,307 61%
With EyeOnWater

TITLE INFORMATION



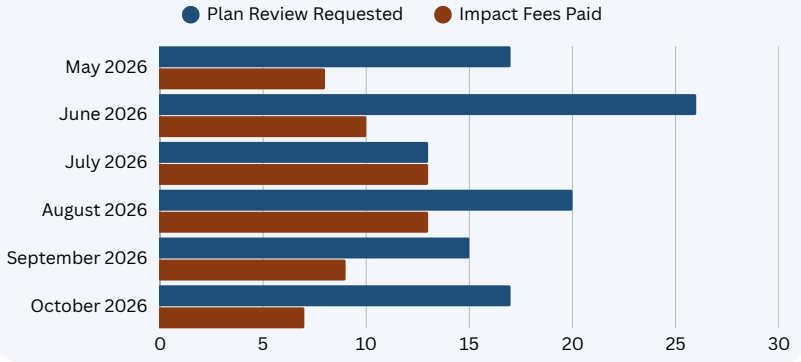
Customers with current leak- registered vs not registered

130
Out of 5,471 Meters

50 38%
Without EyeOnWater

80 62%
With EyeOnWater

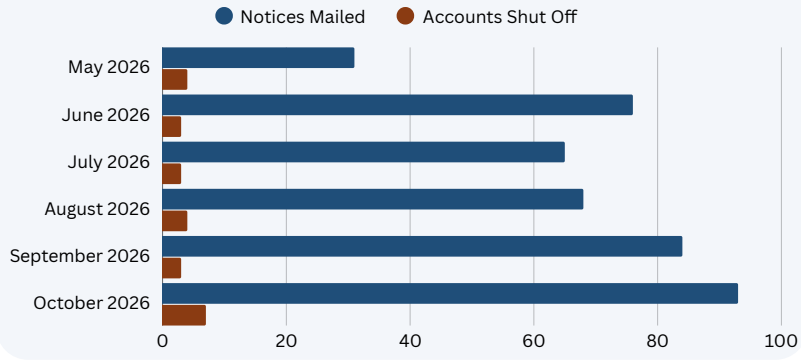
PLAN REVIEWS



FOCUS

- Messaging - Winterizing irrigation systems by 10/31
- Mailed out 531 Fire Suppression/Domestic Backflow Notices
- Fall 2026 Newsletter sent out
- Met with Xpress Bill Pay reps in person check-in
- Met with Caselle regarding payment services.
- Met with Paymentus regarding payment services.
- Co-hosted with Park City a Lunch and Learn with certified backflow technicans
- OpenGov data clean up and entry

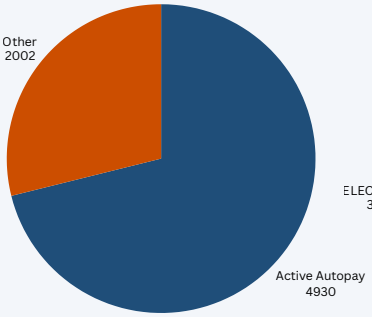
DELINQUENT ACCOUNTS



ON-GOING

- New Customer Packets
- Billing Completed
- Social Media – Website, Employee Portal, Facebook, Instagram, Nextdoor
- Messaging to Register with Eye on Water
- Messaging Backflow: Fire Suppression and Domestic due 11/15
- Contacting Customers with Returned Mail
- Contacting Customer with expired credit cards
- Outreach for Fire Hydrant meter readings
- Everbridge, Xpress, Beacon data uploads

Auto Pay



Statements

