



**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

CUSTOMER SERVICE

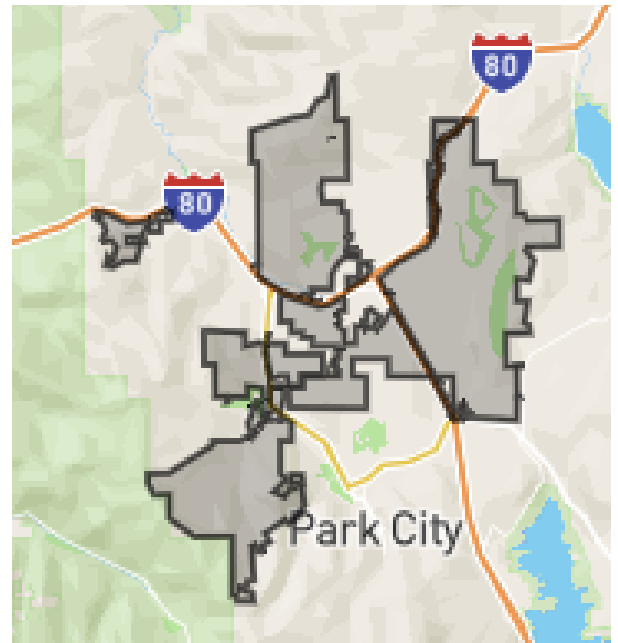
Office #: 435-940-1916

Email: cs@mtregional.org

Emergency after-hour #
435-645-2555

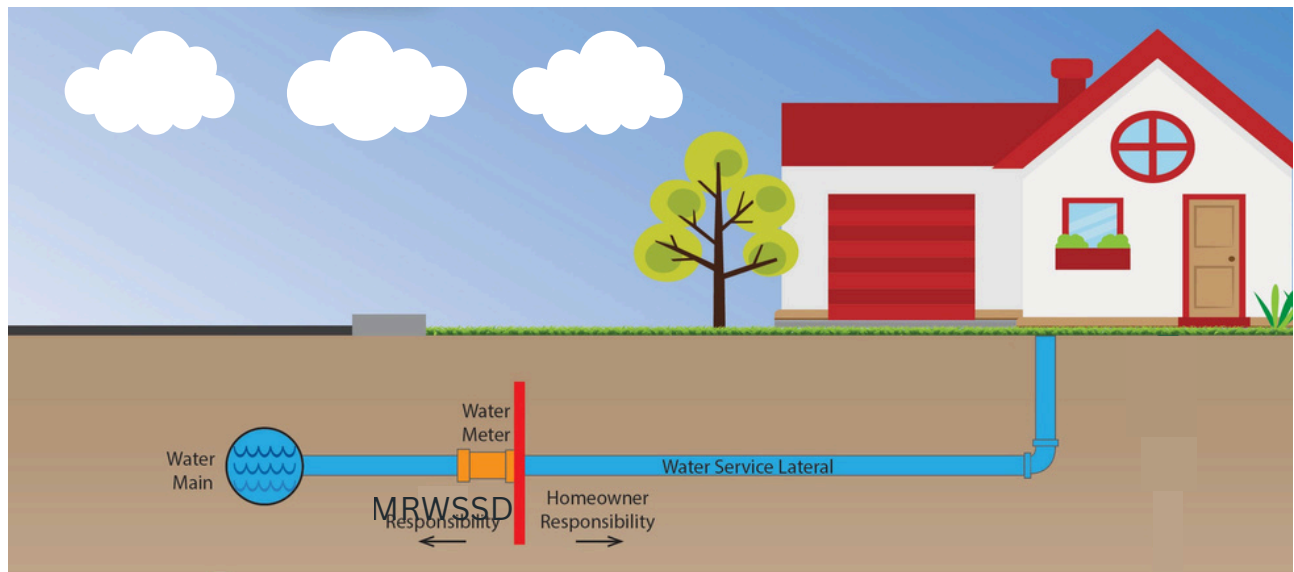
Office Closures on District Holidays:
New Year's Day, Martin Luther King Day,
Presidents Day, Memorial Day, Juneteenth,
Independence Day, Pioneer Day, Labor Day,
Veterans Day, Thanksgiving Day and Day After
Thanksgiving, Christmas Day and Day After
Christmas. Closed before or after Christmas.

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 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
5739 Paintbrush Rd, #8
Park City, UT 84098
Monday–Thursday 8:30 am to 5:00 pm.
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

Tech Support: 801-692-0379

IVR: 833-733-4070

<https://www.xpressbillpay.com/#/?org=Mtnregionalwater10208>

UNDERSTANDING YOUR BILL

PAPER STATEMENT

Mountain Regional Water Special Service District
P.O. Box 952320
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 CURRENT GALLONS USED SERVICE DESCRIPTION CHARGES				
MONTHLY WATER USAGE				
MONTHLY WATER USAGE CAN BE FOUND HERE				
MISSTAGES				
\$				

RETURN BOTTOM PORTION WITH YOUR PAYMENT

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

PAYMENT COUPON

ACCOUNT NUMBER	SERVICE LOCATION	DUE DATE	TOTAL DUE
AMOUNT ENCLOSED			
\$			

Phone: 435-940-1916
www.mtregional.org

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

ACCOUNT NUMBER CAN BE FOUND HERE

TOTAL AMOUNT OWING CAN BE FOUND HERE

BILLING PERIOD AND DUE DATE CAN BE FOUND HERE

ONLINE STATEMENT



Mountain Regional Water has chosen to use our services as their trusted payment provider for a convenient way to pay your bill online. We wanted to let you know that your latest **Utility** statement for account is available to view online.

Service Address:
Bill Due Date:
Your Bill Total:

This email does not contain full details of your bill. To view the full statement or to make a payment please [Login](#) or if you would like to checkout as a guest [Click Here](#).

Thank you,
Xpress Bill Pay

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:**



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



SHORT VIDEOS WITH
EDUCATIONAL INFORMATION

nextdoor

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