

# Current Events



## January Office Closures

WaterPro's office will be closed at the following times on these dates:

- ◇ Friday, December 31—all day (New Year's Eve)
- ◇ Monday, January 17 (Martin Luther King Jr. Day)—all day

## 100 Years of Clean, Fresh Drinking Water

A century ago, Draper Irrigation Company began providing culinary water service to the residents of Draper. Before that time, how did people in Draper get water?

A few people had their own wells, but the water quality varied widely. Many people just dipped buckets into the irrigation ditches to get water for drinking and cooking. As you can imagine, this was extremely unsanitary. Many early residents died from cholera, dysentery, and other water-borne diseases.

Fortunately, things got better in 1911, when residents began to get water piped into their homes. Later, the company started treating the water, and now, we have a state-of-the-art ultra-filtration system that produces water that exceeds federal standards.

### A Look at Other Cities

Let's take a peek at the history of drinking water in other cities.

**New York City's** first public well was dug in 1667, at Bowling Green near Battery Park in Lower Manhattan. For nearly 200 years, the city suffered chronic water shortages (many fires raged out of control because firefighters couldn't get water to put them out), as well as a cholera epidemic in 1832 that killed 3,500 people. The city's first successful public water system went online in 1842, when water was brought

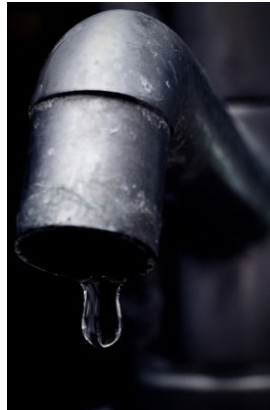
from Westchester County.

**Chicago** residents have always drawn drinking water from Lake Michigan. However, early residents also dumped raw sewage into the Chicago River, which flowed into Lake Michigan and polluted the water supply. The city suffered from many water-related problems, including

typhoid. In 1900, engineers constructed a series of locks that reversed the flow of the river, so it now drains into the Mississippi River instead of Lake Michigan. The city also now has a modern sewage treatment facility.

For centuries, residents of **London** drew their water from the River Thames, which also served as the city's sewer. In 1854, during a severe outbreak of cholera in the Soho section of the city, Dr. John Snow traced the outbreak to a contaminated water pump. Until that time, most scientists thought cholera was caused by bad air, but Dr. Snow showed that it was connected to polluted water.

At WaterPro, we're proud to provide clean, fresh water to the residents of Draper, and hope to continue doing so for at least another 100 years!



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### Inside this issue:

January Office Closures	1
100 Years of Clean, Fresh Drinking Water	1
Plan to Attend Our Stockholders' Meeting	2
You Asked, We're Answering	2
Open Enrollment for Equal Pay	2



## You Asked...We're Answering

**Q:** *You are way too quick to turn off the water for non-payment. People may just be working out of town or on an extended vacation.*

**A:** At WaterPro, we understand that water service is a basic need for a household, and the decision to stop service to a customer isn't taken lightly. At the same time, there are many costs associated with delivering water to a customer. In fairness to all our customers, we need to have policies in place to make sure all customers pay their share.

Our policies are as follows:

- ◆ In general, we don't begin the shutoff process until a customer's account is 90 days past due (the exception would be if the bill is over \$500; in that case, the process starts at 30 days past due). Of course, we do attempt to collect past due bills well before the 90-day mark.
- ◆ We deliver the first shutoff notice at least 10 days before the

shutoff is scheduled. This gives the customer time to contact our office and either pay the bill or make arrangements.

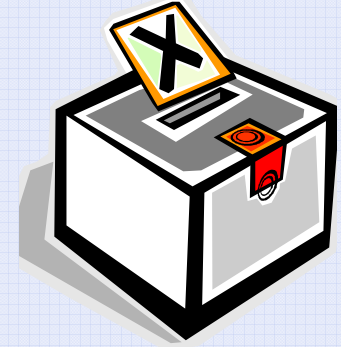
- ◆ A second shutoff notice is delivered two days before the shutoff is scheduled, giving the customer a final chance to pay the arrears before the water is shut off. In reality, unless a water bill is extremely high, we normally do not turn off service until nearly four months have passed. This gives customers a chance to become current with their bills before service is cut off.



The Public Utility Commission sets guidelines for utility shutoff service. Under those guidelines, we could turn off service after 30 days for any customer who is delinquent on a bill. We choose to allow more time because we understand the vital nature of water service.

Anyone planning to be out of town for a long period has several options to pay their water bill. See the article below for more information.

## Plan to Attend WaterPro's Annual Stockholders' Meeting on March 16



We invite all WaterPro/Draper Irrigation stockholders to participate in our annual meeting on Wednesday, March 16 at 7 p.m. in the City Council Room at the Draper City Hall, 1020 East Pioneer Road.

At the meeting, we will present information about past, present and future projects. You'll have the opportunity to ask questions and to vote on two positions for the Board of Directors.

If you would like a deeper involvement with the company and its governance, you can nominate yourself or someone else for a position on the Board of Directors, using the procedure outlined on our website, [www.waterpro.net](http://www.waterpro.net).

## January is Open Enrollment Month for Equal Pay

WaterPro customers who have at least one year's history on their accounts are eligible to sign up for Equal Pay during the month of January. When you sign up for Equal Pay, you will receive monthly bills that are re-calculated on a quarterly basis to avoid large variations billing amounts.

In addition, all customers (not just those on Equal Pay) have these billing options:

- ◆ Automatic withdrawal
- ◆ Xpress bill pay online
- ◆ Mailing in a check
- ◆ Paying in person in the office

For more information, please consult our website, [www.waterpro.net](http://www.waterpro.net), and click Services/Rates.