



KEARNS
IMPROVEMENT
DISTRICT
WATER
AND
SEWER
SERVICES

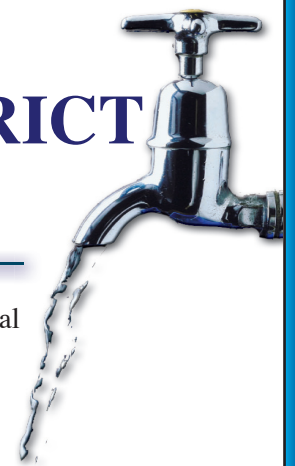


NEWSLETTER

KEARNS IMPROVEMENT DISTRICT

December 2011

5350 W. 5400 S. 801-968-1011 www.kearnsid.org



IT'S COLD OUTSIDE!

With the winter comes the cold and the cold presents its own unique set of problems. When temperatures drop below about 20o F, the potential for frozen water pipes rises quickly. Below are tips to help prevent pipes from freezing:

- Under most conditions when the temperature drops to 20o F or below, leave an inside tap dripping over night. The water used will be less than \$1 a month.
- Open cupboard doors to allow heat to pipes near outside walls.
- If your meter lid is loose or not on your meter, call your water provider to have it fixed. Having the meter lid in place helps prevent accidents and acts as an insulator to help prevent frozen lines.
- Do not drive on the meter box or your water line areas. By driving over these areas, the frost is forced down and can lead to frozen lines.
- Insulate outdoor faucets and water lines where they enter the home, usually in the basement.

Please call us if you have questions 801-968-1011.

IF YOUR WATER LINE FREEZES

Open a faucet in an upstairs sink to allow drainage and apply direct heat with a blow dryer, heater, or heat tape to the line where it comes into the house for up to 45 minutes. After 45 minutes, if there is still no water, contact Kearns Improvement District for assistance.

FIRE HYDRANTS

In the winter, snow can accumulate around a fire hydrant and makes accessibility difficult. If you have a fire hydrant in your neighborhood, please remove the snow around it. If the fire department needs to extinguish a fire in your area, they won't have time to shovel the snow away.

NEW CUSTOMER SERVICE OPTIONS

We have made some changes that will be beneficial to

our customers by providing additional payment options, new and improved billing and online payments, as well as year round meter reading.

- New and improved statements: The new statements will be in an easy to read format with all the same information you are use to seeing in addition to new information. The new statements begin this month.
- Year round meter reading: In the past during the winter months (Nov-Mar.), we sent an estimated bill to our customers. In the spring we would get a reading and the April bill reflected the difference of winter actual usage vs. estimated charges. We are now reading them year round. Throughout the winter, you will be billed for actual usage and your April bill will no longer reflect winter time adjustments.
- New online payment system: We will be changing the look of our online bill pay option. The new system will be more user friendly with more options to help you pay your bill efficiently. You will be able to view your current and past statements along with your payment history. You will have the option to print your bill if needed or download it as a PDF. Look for the new online payment portal starting in JANUARY 2012. ***You will need to re-enter your payment information and set up a new user name and password for this new system***
- Additional payment option: We are pleased to announce that starting in JANUARY 2012 customers will have the option to pay their bill over the phone via an automated system 24 hours a day, 7 days a week. Watch your billing messages for more information as we get closer to incorporating this option.