

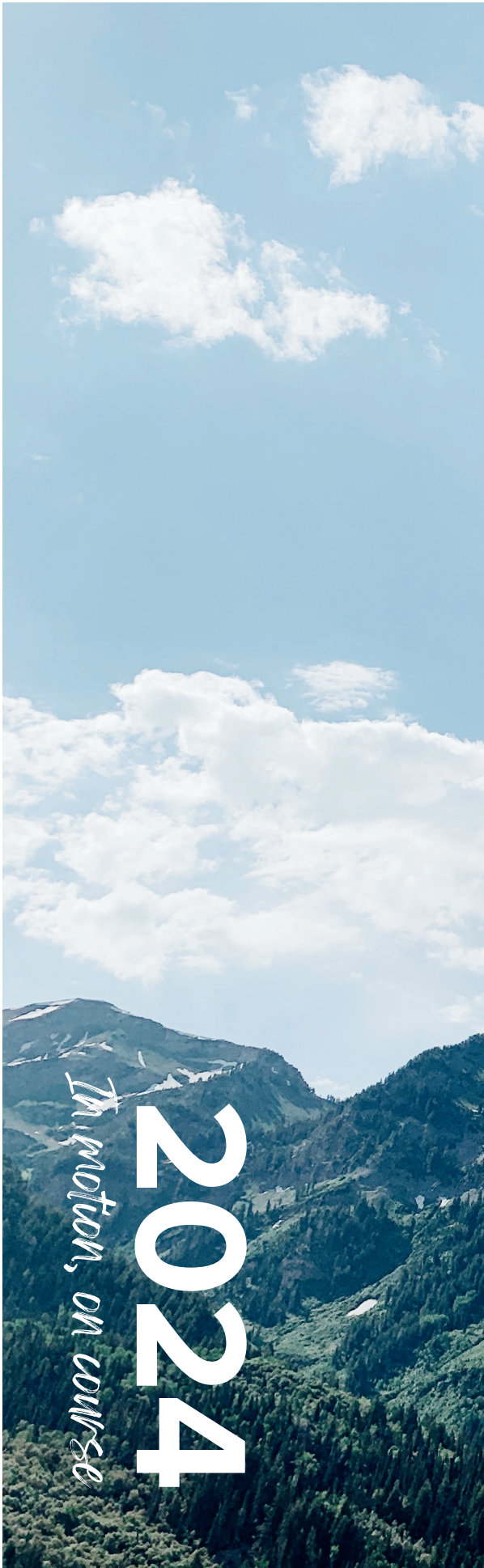


Annual Report

Metropolitan Water District of
Salt Lake & Sandy

Prepared By :

Breana Jackson



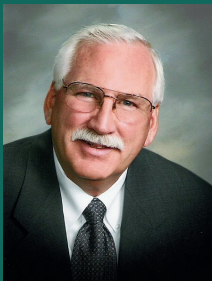
In motion, on course
2024

About Us

As the lifeblood of the desert, we take water seriously. Since 1935, we've been dedicated to securing reliable, high-quality water for the Salt Lake Valley. What started as a mission to support one city has grown into a vital operation that ensures safe drinking water for our member cities and more. Our team works around the clock to keep the supply flowing to homes, businesses, and our communities.



Metro Water is guided by a seven-member Board of Trustees, five representatives from Salt Lake City and two from Sandy City. Our board is committed to ensuring our water remains safe, sustainable, and accessible for generations to come. Together we're shaping the future in Utah, ensuring that every drop counts.



Tom Godfrey, Chair
Salt Lake City



John Kirkham, Vice-Chair
Sandy City



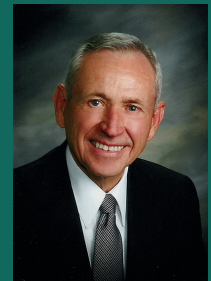
Pat Comarell, Secretary
Salt Lake City



Joan Degiorgio, Trustee
Salt Lake City



John Mabey, Trustee
Salt Lake City



Donald Milne, Trustee
Sandy City
Served through
September 2024

Not pictured: Cindy Cromer, Trustee Salt Lake City

Our Vision

To provide reliable, clean drinking water by responsibly managing our resources and proactively planning for the future.

Our Values



STEWARDSHIP

We are long-term stewards of water, infrastructure, and the environment



FINANCIALLY RESPONSIBLE

We are financially responsible with entrusted funds



SAFETY

We utilize practices that actively promote a culture of safety



EMPLOYEE ADVOCACY

We support continuous growth through employee development



EXCELLENCE

We collaborate to deliver high quality water and excellent service



Message from our General Manager

Annalee Munsey

Resilience is a term often used in the water community when discussing infrastructure and planning. We want our water sources and resources to be resilient: to withstand disruptions, serve our communities well into the future, and adapt to changing needs. I believe Metro Water has also demonstrated resilience this year. In a time of change, we have continued to move forward with intention and determination, staying aligned with our purpose.

This progress began with evaluating our vision and reflecting on our core values. With the guidance of our board and staff, we adopted our new vision statement and reaffirmed the values that guide us every day at Metro Water. Our vision is to provide reliable, clean drinking water by responsibly managing our resources and proactively planning for the future. We pursue this vision by practicing stewardship, remaining financially responsible, prioritizing safety, advocating for our employees, and striving for excellence.

Alongside this renewed focus, we've worked to cultivate a growth mindset. The theory of growth versus fixed mindset identifies the consequences of believing aspects of your person are fixed. This tends to lead a person to avoid challenges, give up easily, and be threatened by the success of others. "The passion for stretching yourself and sticking to it, even (or especially) when it's not going well, is the hallmark of the growth mindset. This is the mindset that allows people to thrive during some of the most challenging times in their lives." – Dweck, Carol S. *Mindset: The New Psychology of Success*. Our team has taken this to heart, engaging in conversations about challenging themselves in the workplace. Cultivating a growth mindset has renewed our passion for serving our community with excellence and allowed us to acknowledge what can still be improved.

As we work to strengthen our culture, we've also deepened collaboration with our member cities and other water entities. Our water systems are interconnected, and teamwork is essential to creating the resiliency we often speak of. Much of the valley's water infrastructure is reaching the end of its useful life, and together, we are working to ensure the continued delivery of safe, reliable water no matter the circumstance.

This shared responsibility has also driven us to look inward at our systems, planning, and long-term investments. In response, we've launched efforts to improve internal controls through audits, assess our security measures, and pursue financially responsible funding to repair and replace critical infrastructure.

As part of this work, Metro Water sought its first certified tax rate increase since 2008. Staff and board members met with city council members from both Salt Lake City and Sandy City to secure approval. The endeavor created an opportunity to engage with more community members and extend outreach to cities along the aqueduct corridor. We look forward to continuing to develop these relationships and meeting more of you in 2025.

As we look to the year ahead, we know it will bring new opportunities, unexpected challenges, and lessons yet to be learned. But with a clear vision, a dedicated team, and strong partnerships, I'm confident we'll remain in motion and on course.

Kind regards,



Our Management



Gordon Cook
Chief Operating Officer
& Assistant General
Manager



Darin Klemin
Information
Technology
Department Manager



Eric Sorensen
Water Resources
Manager



Sonya Shepherd
Human Resources
Manager



Ammon Allen
Engineering Manager



Nathan Scown
Operations Manager



Jeff Matheson
Laboratory Manager



Andy Reidling
Maintenance Manager

Our Team

Alyssa Allen, Blake Bowles, Russell Brusch, James Cappo, Michael Carter, Elizabeth Cilia, Jamie Coleman, Scot Collier, Josh Croft, Mac Ericksen, Ashton Ewell, Wade Ewell, Chad Fernelius, Mark Gonda, Rikely Gonzales, Jeremiah Hinrichs, Colin Hirayama, Michael Hone, Franklin Hughes, Breana Jackson, Dylan Jackson, Jon Jeffries, Booth Jenson, Boston Jenson, Weslee Kern, Matt Marcek, Ryan Martin, Jerry Martinez, Jeffery T. Matheson, Josh McDougall, Jake McGill, Orlando Montoya, Randal Nelson, Kylon Neves, Ryan Nicholes, Gardner Olson, Skyler Passey, Ron Payne, Brian Pehrson, Kenny Peterson, Adam Pett, Chrystle Poss, Alex Reidling, Tony Rino, Augusto Robles, Brandon Rodeback, Chad Rose, Jared Rose, James Rowell, Mark Sarvela, James Snow, Kelly Stevens, Shaun Stone, Fred Strickland, Josie Taber, Lesieli Tonga, Todd Tucker, Tony Wallace, Adam Weaver, Darren Weller, Michael Whiteley, Taylor Workman



Promotions

MICHAEL CARTER
Assistant Maintenance Manager

ELIZABETH CILIA
Lab Technician II

JAMIE COLEMAN
Lab Technician II

BOOTH JENSON
Maintenance Lead

WESLEE KERN
Water System Operator

RYAN MARTIN
Maintenance Technician

JERRY MARTINEZ
Master Electrician

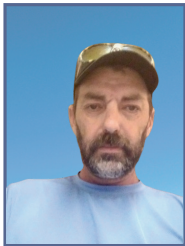
GARDNER OLSON
Sr. Engineer

SKYLER PASSEY
Field Inspector

ANDY REIDLING
Maintenance Manager

TONY RINO
Maintenance Technician

MARK SARVELA
Assistant Operations Manager



WADE EWELL
Maintenance Technician

JOSH MCDUGALL
SR SCADA HMI Administrator

RYAN MARTIN
Facilities Technician

LESIELI TONGA
Intern

ASHTON EWELL
Facilities Technician

JAMES SNOW
Facilities Technician

ADAM PETT
Right of Way Supervisor

TONY WALLACE
Facilities Technician

SHAUN STONE
Maintenance Technician

New Employees

Retirements



Matthew Tietje
Operations Manager
25 years



Jonathan Peters
Maintenance Lead
29 years



Terry Worley
Aqueduct Inspector
15 years



Tom Williamson
Facilities Technician
21 years



Brice Meier
Water System Operator
21 years



Blake Burch
Senior Maintenance
Technician
39 years

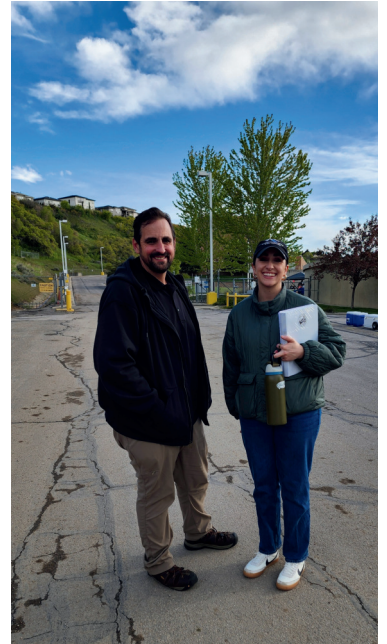


Wayne Winsor
Chief Administrative
Officer & Assistant
General Manager
24 years

Service Anniversaries

- Michael Hone** I&E Systems Integration Specialist, 30 years
- Jeff Matheson** Laboratory Manager, 25 years
- Jon Jeffries** Field Inspector, 20 years
- Jeff T. Matheson** Maintenance Technician, 10 years
- Mark Gonda** Systems Administrator, 5 years
- Michael Whiteley** IT Cybersecurity Manager, 5 years
- Breana Jackson** Executive Administrator, 5 years
- Dylan Jackson** Maintenance Technician, 5 years
- Augusto Robles** Engineer I, 5 years

Our 2024



Information Technology Updates

In 2024, we made significant strides in strengthening our IT infrastructure through a series of evaluations and system enhancements aimed at improving security, reliability, and remote capabilities. A comprehensive server room review was conducted in partnership with an external consultant. This assessment focused on several key areas:

- Security and access control
- Power distribution and uninterruptable power supply (UPS) systems
- Temperature management and environmental stability
- Fire suppression systems
- Redundancy planning to ensure continued service

As a result of the review, areas for improvement were identified. Action plans are in progress and budgeted in the coming year to address the findings. Metro Water also completed a migration to Microsoft 365, upgrading its email and collaboration platform to better support operational needs. The transition provided:

- Improved security and scaling
- Enhanced remote work capability
- Multi-factor authentication for additional login protection
- Built-in threat protection and compliance assurance

These improvements represent a future-focused investment in our IT systems and security.



Lab Advancements & Achievements

Our Lab team made investments in equipment, staff developments, and regional collaboration in 2024. These efforts positioned them for continued excellence into 2025.

A significant highlight of the year was the procurement and successful operation of a new Inductively Coupled Plasma Mass Spectrometry (ICP-MS) machine. The new machine will enhance trace metal detection and improve overall testing precision, and it has significantly expanded the Lab's ability to detect contaminants at ultra-low concentrations.

The Lab provided lead and copper testing for Salt Lake City and Sandy City, helping to ensure compliance with new public health and safety standards. This inter-agency coordination spotlighted the Lab's skill and flexibility in meet our community's needs.

Staff development and redundancy were major areas of focus. Lab Technician II's received cross-training to assist with Chemist tasks, creating more flexibility for staff and building operational resilience. This effort broadened staff skill sets and ensured critical testing continued uninterrupted during staff transitions or absences. The Lab also read Brené Brown's *Dare to Lead* this year. Together, they worked through the exercises in the book and identified opportunities to improve their team dynamic.



Facility Projects & Operations

Throughout 2024, our team focused on enhancing infrastructure, improving safety, and maintaining reliability across our facilities. Strategic upgrades and thorough inspections supported our vision of delivering safe, clean water to the communities we service.

Several key projects were completed this year thanks to our team and successful collaborative efforts.

- A new rake was installed at Deer Creek Dam, improving efficiency and operations.
- Fabrication of a new shaft in floc basin #3 was completed to restore treatment capacity.
- Point of the Mountain Aqueduct (POMA) Ultra Violet UPS cabinet disconnects were added to increase serviceability and ensure safer maintenance access.
- POMA pump PLCs were replaced to strengthen the control system's performance.
- Metro Water added Truck #80 and a Bobcat sweeper to support facility upkeep.



Routine inspections and scheduled shutdowns played a critical role in maintaining excellence.

- Point of the Mountain Water Treatment Inspection: Corroded bolts in the chemical feed system were replaced to preserve system integrity.
- Little Cottonwood Water Treatment Plant (LCWTP) Shutdown and Inspection: The shutdown gave staff the opportunity to inspect the flash mixers and the facility was able to reboot on schedule with no water quality issues.
- 9 Million Gallon Reservoir Cleaning and Inspection: The annual inspection ensured the reservoir was thoroughly cleaned, disinfected, and returned to service without incident.



Capital Projects

Several capital projects continued in 2024 to facilitate our long-term goals. Significant preparations began for the LCWTP Rebuild, an ambitious eight-year program aimed at revitalizing our largest water treatment plant. The project's first stage has focused heavily on research, collaboration, and coordination options throughout the process.

Meanwhile, construction progressed on the Cottonwoods Connection project. Challenges with undocumented utilities and complex permits delayed the original timeline, but teams worked diligently to maintain momentum while navigating the ebbs and flows. Staff members played an instrumental role in supporting construction oversight and helping problem- solve when needed.

The Little Cottonwood Conduit Replacement and Admin Campus Improvements advanced through the design phase. This work emphasized careful budget alignment and refinement of the overall project scope to ensure sustainable and strategic implementation.

2024 Public Events

Metro Water actively engaged with the community with two public events to educate, foster relationships, and celebrate progress. As part of Water Week 2024, we hosted an open house at the LCWTP that welcomed more than 300 guests, despite the rainy weather. Staff hosted educational tables, and partners from Sandy City Public Utilities, the Central Wasatch Commission, and Utah State University Extension joined to engage with the Metro Water community. Guests enjoyed a local donut food truck and had the opportunity to tour the plant, learn more about water conservation, and Metro Water projects through interactive displays and conversations with our team.

Another notable event was the Cottonwoods Connection groundbreaking ceremony. The event featured remarks from Board of Trustees Chair, Tom Godfrey, Metro Water General Manager, Annalee Munsey, Sandy City Mayor, Monica Zoltanski, and Salt Lake City Public Utilities Director, Laura Briefer. Attendees were invited to sign a segment of the pipeline as a symbolic start to the project. The event was featured in local media, with coverage on both radio and television platforms.

In addition to the groundbreaking ceremony, public engagement has been a key priority throughout the development of the Cottonwoods Connection. Public meetings were held to give community members the opportunity to learn more about the project and ask questions directly to project staff. Multiple site visits and one-on-one conversations were also conducted with residents and business owners located along the project alignment to provide tailored updates and address specific concerns. To keep the broader community informed, weekly newsletters and frequent online updates were distributed, ensuring transparency and maintaining open lines of communication every step of the way.



Staff Development and Organizational Growth

As a vital water utility serving our communities, we understand that delivering safe, reliable water depends on more than just infrastructure —it depends on people. In 2024, we made meaningful strides in strengthening our organization through strategic personnel changes, skill-building, and leadership development. By investing in our team, we're not only supporting professional growth but ensuring the long-term resilience and excellence of our water operations.

Protecting public health and managing water responsibly requires a highly trained and adaptive workforce. This year, we expanded our training programs to enhance both technical skill and leadership capacity:

Technical Training

- James Rowell and Mackenzie Ericksen completed training in basic electricity and troubleshooting.
- Skyler Passey attended a five-day campus training on flag staking offered by Staking University.
- Alyssa Allen, Breana Jackson, Mark Sarvela, Taylor Workman became Red Cross certified First Aid/CPR trainers, helping build a culture of safety across the organization.

Leadership and Management Development

- Josie Taber completed Phase III of the Management & Supervisory Leadership Program, positioning her to lead with confidence and purpose.
- Our executive team participated in media training, preparing clear communicate during routine and emergency water events.
- Mark Sarvela completed the AWWA Leadership Program, aligning his development with national standards in water sector leadership.

Industry Engagement and Conferences

- Sonya Shepherd attended the SHRM Conference, bringing back best practices in human resources and workplace development.
- Gordon Cook, Steve Slack, and Gardner Olson represented us at ACE24 and the AWWA Intermountain Section Conference, contributing to regional collaboration.
- Jake McGill, Mark Sarvela, and Franklin Hughes joined peers at the AWWA Midyear Conference, and Taylor Workman attended the AWWA Annual Conference, both critical forums for shaping the future of water management.
- Jake McGill also attended the Rural Water Association of Utah Conference, deepening our understanding of rural water needs.
- Breana Jackson attended the Utah PIO Annual Conference, sharpening our communication strategies and resources during routine tasks and emergencies.
- Darin Klemin, Ryan Nicholes, and Michael Whiteley attended cyber security trainings, focusing on opportunities for improvement.
- Josie Taber attended Water Quality Technology Conference, learning about the available technology upgrades and water quality improvements.
- Ammon Allen attended the Water and Wastewater CIP Forum and and the opportunity to tour Denver Water's new Northwater Treatment Plant.
- Metro Water hosted its Drop of Water Tour for staff over the course of three days, allowing them to learn more about our expansive sources and systems.



What Next?

2024 was marked by significant strides in organizational development, facility improvement, staff training, and long-term strategic planning. Through collaboration, innovation, and a people-first approach, Metro Water is positioned to continue building a strong and resilient future. Each department's efforts have contributed to making our system more efficient, reliable, and ready to meet the challenges ahead.

As we move into 2025, Metro Water is focused on strengthening internal systems, aligning efforts with long-term priorities, and continuing to invest in staff development. Each department has embraced this direction by setting goals that emphasize collaboration, professional growth, and strategic resource planning. In working toward these goals, we hope to create a unified approach to building a more resilient, responsive, and forward-thinking organization.

Financials

Balance Sheet Summary for fiscal years ended June 30th			
	2024	2023	2022
Assets			
Current	160,002,010	98,324,619	96,639,468
Capital Assets	414,432,464	414,584,147	417,544,206
Deferred outflow of resources	15,566,238	17,407,815	19,494,231
Total assets and deferred outflow of resources	\$ 590,000,712	\$ 530,316,581	\$ 533,677,905
Liabilities & Net Assets			
Current Liabilities	24,113,424	25,676,903	22,379,754
Long-term Liabilities	296,102,853	257,205,624	272,234,354
Deferred inflow of resources	23,314,531	14,125,298	18,291,528
Fund Net Assets	246,469,904	233,308,756	220,772,269
Total Liabilities & Net Assets	\$ 590,000,712	\$ 530,316,581	\$ 533,677,905

Income Statement for fiscal years ended June 30th			
	2024	2023	2022
Revenues			
Water Sales	23,779,958	23,087,338	22,414,891
Water Treatment	875,110	1,206,095	1,290,843
Property Tax Revenues	13,395,297	13,063,352	13,229,145
Special Assessment Revenue	11,875,272	11,857,145	11,386,542
Other Revenues	5,955,365	4,009,700	563,214
Total Revenues	\$ 55,881,002	\$ 53,223,630	\$ 48,884,635
Expenses			
Cost of Sales and Services	16,795,870	16,163,505	13,735,321
General & Administrative	8,631,525	7,423,246	6,041,485
Depreciation & Amortization	11,124,877	11,108,204	11,047,487
Non-Operating Interest Expense	5,325,180	5,032,660	4,225,822
Other Non-Operating Expenses	0	145,995	486,923
Contributions to Other Governments	842,402	813,533	945,938
Total Expenses	\$ 42,719,854	\$ 40,687,143	\$ 36,482,976
Net Income	\$ 13,161,148	\$12,536,487	\$ 12,401,659

Water Sources & Deliveries

Water Sources for water years ended October 31st			
Acre Feet			
	2024	2023	2022
Little Cottonwood Creek	24,000	16,975	17,739
Bell Canyon Creek	33	160	221
Ontario Drain Tunnel	4,298	3,372	2,778
Provo River Project	42,319	40,895	44,226
Central Utah Project M&I	20,000	20,000	20,000
Central Utah Project Utah Lake System	3,100	3,100	3,100
Total:	90,650	81,402	84,964
Utah Lake Distributing Exchange Agreement for water years ended Oct 31st			
Acre Feet			
	2024	2023	2022
From Provo River Aqueduct	10,322	9,109	8,640
From Jordan River	15,494	10,901	14,300
Total:	25,816	20,010	22,940
Water Deliveries for fiscal years ended June 30th			
Acre Feet			
	2024	2023	2022
Salt Lake City Department of Public Utilities	50,746	53,146	48,810
Sandy City Department of Public Utilities	19,953	20,502	16,546
Other agencies finished water	901	894	799
Other agencies raw water	8,121	10,905	9,186
Total:	79,721	85,447	75,341

Contact Us



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