



Public
Utilities

ANNUAL REPORT

2024

EDITOR'S NOTE

This report uses several acronyms. We've made an effort to define each acronym the first time it appears on a page. A complete list of acronyms is provided below for reference.

AMI	Advanced Metering Infrastructure
CEAB	Salt Lake City Employee Advisory Board
DEQ	State of Utah Department of Environmental Quality
DPUEAB	Salt Lake City Department of Public Utilities Employee Advisory Board
EA	Environmental Analyst
EI&C	Electric, Instrumentation & Control technicians
EPA	Environmental Protection Agency
FEMA	Federal Emergency Management Agency
GIS	Geographic Information Systems
IT	Information Technology
IMS	Information Management Systems
MWDSLS	Metropolitan Water District of Salt Lake & Sandy
OSHA	Occupational Safety & Health Administration
PLL	Permits, Licensing, and Land Management (a software platform which helps public agencies manage permits, inspections, projects, and other activities related to planning, development review, and business regulation)
PUAC	Public Utilities Advisory Committee
SLCDPU	Salt Lake City Department of Public Utilities
SSO	Sanitary Sewer Overflow
UPDES	Utah Pollutant Discharge Elimination System
UWRI	Utah Watershed Restoration Initiative
WRF	Water Reclamation Facility
WTP	Water Treatment Plant



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Stewardship

GAYLORD NELSON, FORMER GOVERNOR OF WISCONSIN AND THE FOUNDER OF EARTH DAY, ONCE SAID THAT “THE ULTIMATE TEST OF OUR CONSCIENCE MAY BE OUR WILLINGNESS TO SACRIFICE SOMETHING TODAY FOR FUTURE GENERATIONS WHOSE WORDS OF THANKS WILL NOT BE HEARD.”

As I contemplate the past year, Salt Lake City Department of Public Utilities’ (SLCDPU) commitment to stewardship stands out. Stewardship is not merely a concept; it is a core value that guides the planning, decisions, and actions we undertake on behalf of the residents we serve. It means we are committed to managing resources responsibly and ensuring the sustainability of our utilities for future generations.

In 2023, SLCDPU introduced our revised mission statement, with values which serve as our organization’s guideposts. One of those values is stewardship. Incorporating stewardship into our mission statement signifies its pivotal role in shaping our Department’s values and service delivery. We strive to uphold these principles daily, fostering a culture that prioritizes environmental responsibility and community engagement. I see evidence of our commitment to stewardship when I look back on some of our accomplishments this past year.

★ **Our 1800 North Sewer Realignment team** kicked off the year in style by constructing a 550,000 lb. sewer tie-in structure above ground (rather than in place, as is more common). It took a tandem crane lift to move this massive structure into its final location below ground. This feat of design, engineering, and construction was a significant milestone in a project to upgrade sewer capacity on the north side of Salt Lake City, supporting our growing community.

★ **In March 2024, Salt Lake City was honored** with a visit from Doug Emhoff, Second Gentleman of the United States, and Tom Perez, Senior Adviser to the President and Director of the White House Office of Intergovernmental Affairs. We celebrated a \$39+ million grant to eliminate lead service lines throughout our City. Our team put forth significant effort to secure this Bipartisan



Salt Lake City Department of Public Utilities’ Director Laura Briefer plays pickleball with a Guadalupe School 6th grade student. *September 2024*

Infrastructure Bill funding which will provide for lead-free drinking water for tomorrow’s Salt Lakers. Hosting this celebration at the City Creek Water Treatment Plant, where major upgrades are underway to ensure Salt Lake City’s continued ability to safely and efficiently treat drinking water for generations to come, further underscored our commitment to stewardship. The visit ended on an inspirational note when a party of leaders from Salt Lake City, Salt Lake County, the State of Utah, and the Northwestern Band of the Shoshone Nation, joined our esteemed guests to discuss issues facing the Great Salt Lake.

★ **This summer, we initiated a comprehensive rate study.** A committee including industry, commercial, and residential representatives and Salt Lake City staff endeavored to assess the current public utility rate structure and to identify ways in which we can improve it to be more reflective of our shared values. The process to balance revenues sufficient to support our operational costs while also ensuring that rates are affordable, equitable, and easy to understand was a delicate one. Thanks to the committee’s thoughtful questions and productive discussions, I am confident that the proposed structure will speak to our community’s values and will enable us to maintain our obligation to financial stewardship.

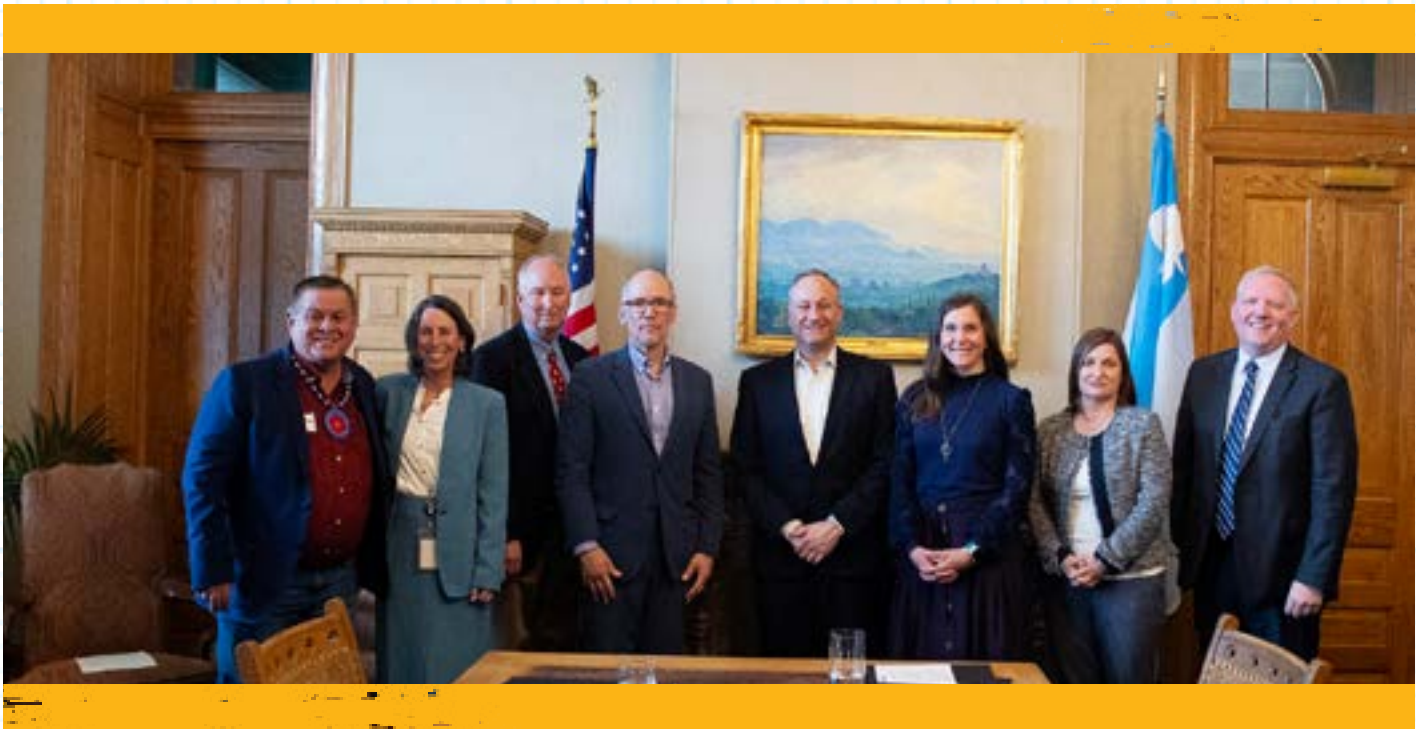
★ **September 2024** found us marking the opening of Salt Lake City’s newest pickleball courts at Rosewood Park. This celebration is noteworthy in its rarity: why on earth is SLCDPU in the pickleball business? One impact of our 1800 North Sewer Realignment project was the demolition of Rosewood Park’s tennis courts. Early in the design process, we asked the Rose Park community their preference: restore the tennis courts or replace them with pickleball? Community engagement worked exactly as it’s intended. At the grand opening event, we learned how much truth lives in the quote “if you build it, they will come.” While unusual, this event was an unmatched opportunity to connect with young people and to be reminded how our actions today impact the individuals who will lead Salt Lake City tomorrow. Learning to play pickleball with a Guadalupe School sixth grader might be one of the more unique ways I’ve been reminded of how important our fidelity to stewardship truly is.

Salt Lake City is fortunate in a history of long-term planning and water supply management. Promoting stewardship validates our commitment to quality while simultaneously honoring that fine tradition. I hope you will find our dedication to stewardship evident in the pages to follow. We take seriously our responsibility to protect our natural resources and to ensure our ability to continue providing our essential services to Salt Lake City today, tomorrow, and for years to come.

Sincerely,



Laura



Representatives from Salt Lake City, Salt Lake County, the State of Utah, and the Northwestern Band of the Shoshone Nation joined the Second Gentleman of the United States and the White House Senior Advisor and Assistant to the President and Director of the Office of Intergovernmental Affairs.

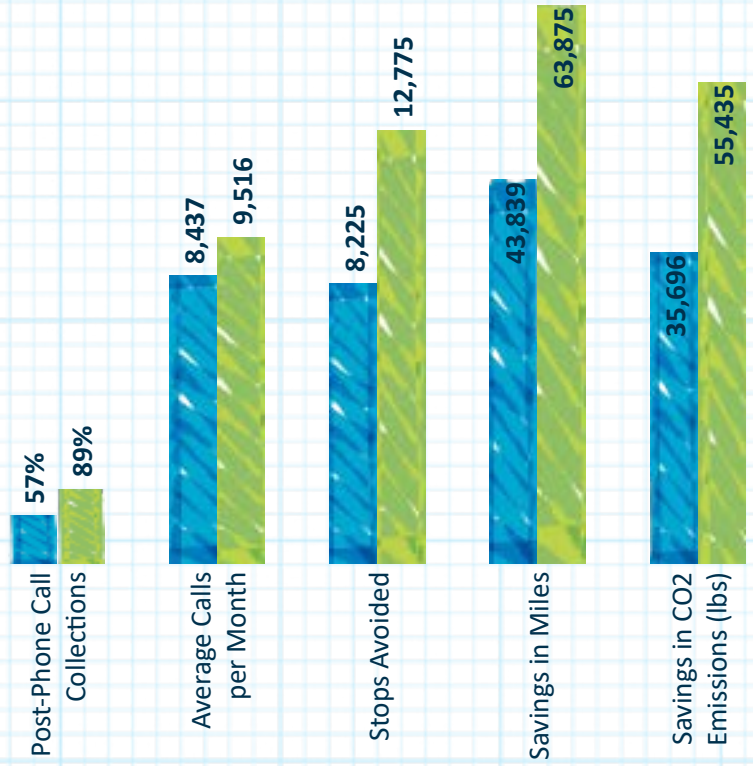
Pictured above, left to right: Darren Parry, Laura Briefer, Kevin Perry, Tom Perez, Doug Emhoff, Erin Mendenhall, Jenny Wilson, Brian Steed
 March 2024

LETTER FROM THE DIRECTOR

In 2022, we began utilizing phone calls and remote meter reading to replace physical meter access in some cases. Notifying customers of past due balances by phone enabled us to increase our successful collections while also avoiding physical driving, stops, and water shut offs. This evolution continues to increase our employee efficiency, most clearly illustrated by comparisons of a few key statistics shown in the chart at right.

Data shown below and at right for August 1 - July 31 for 2023 (shown in blue) and 2024 (shown in green).

NET COST SAVINGS
\$740,250 2023
\$1,149,750 2024



CUSTOMER SERVICE & METER READING



Lori Johanson (center) pictured here with (left to right) Salt Lake City Council Members Eva Lopez-Chavez, Sarah Young, and Alejandro Puy, and Mayor Erin Mendenhall (far right) was recognized as one of Salt Lake City's Employees of the Year. September 2024

We are proud to announce that Lori Johanson, Customer Service representative, was recognized as one of Salt Lake City's Employees of the Year for 2024 at the City's Employee Luncheon in September. Salt Lake City Mayor Erin Mendenhall, along with Council Members Eva Lopez-Chavez, Sarah Young, and Alejandro Puy, awarded Lori for her exceptional efforts as highlighted in her nomination: "In early 2024, Lori recognized a system error in SLCDPU's equal pay billing program that resulted in over \$350,000 in past-due charges needing collection. She promptly brought this error to the attention of her supervisor and developed a plan to resolve it. Lori reviewed the list of impacted customers and worked with them to help determine the best way to resolve their past-due balances. For those unable to repay the entire balance in one payment, she created monthly repayment plans. After over four months of coordination with customers and other SLCDPU representatives, the past-due balance is now just over \$25,000. Lori's efforts helped identify the issue and collect over \$300,000."

In August 2024, we added new functionality that allows customers to leave a voicemail requesting a callback without losing their place in line, rather than remaining on hold while waiting for the next available representative. This voicemail-callback feature is particularly convenient for our customers and representatives during periods of higher-than-normal call volumes.



Director Laura Briefer visits with David Ward, one of SLCDPU's Customer Service representatives.
September 2024

Advanced Metering Infrastructure (AMI) technicians are trained to operate and maintain an efficient, technologically-driven meter reading system. Our technicians and meter readers ensure the ongoing functionality of both the manual and AMI systems, which consist of 87,000 water meters. These professionals are the heart of the Department's revenue collection efforts. This year, the Meter Reading & Repair team focused on installing new smart meters after being unable to do so for an extended period due to parts and supply chain issues. Additionally, the team continued to read, repair, and inspect meters. Evolving technology enables us to read an increasing number of meters remotely, as evidenced in the numbers below, making our meter reading program more efficient.

	2023	2024		2023	2024
TOTAL METER READS	89,849	86,135	METER REPAIRS	4,865	6,050
WALKING METER READS	15,789	14,277	METER REPLACEMENTS	128	805
DRIVING METER READS	21,962	15,142	NEW SERVICE INSTALLS	149	82
REMOTE / FLX METER READS	52,098	56,716	INSPECTIONS	39	456

CUSTOMER SERVICE & METER READING

Wildfires are a significant threat to the water supply of our service area. We have been working with partners to reduce the threat and severity of these wildfires. In 2024, the Department continued joint efforts with federal, state and local governments along with nonprofit partners to continue in protecting our drinking water sources from catastrophic wildfires. Much of this work was funded by generous grants from the Utah Watershed Restoration Initiative (UWRI), which benefits from both federal and state funding. A unique partnership, the UWRI very effectively applies funds where needed to practically address the growing threats of wildfire to the drinking water supply.

Beaver Dam Analogues (BDA)



Volunteers coordinated by Sageland Collaborative installed this beaver dam analogue in Parleys Creek. *September 2024*

A keystone species, beavers are the architects of natural infrastructure which enhance watershed protection. Their work helps build streamside corridors known as riparian areas. Vigorous riparian corridors contribute to drinking water source protection by naturally filtering contaminants. Additionally, riparian areas can serve as firebreaks and protect waterways from sedimentation after a fire. In the absence of actual beaver infrastructure, beaver dam analogues (BDAs) can be manually installed to achieve similar results. Working with the Utah Division of Wildlife Resources, SLCDPU along with Sageland Collaborative and volunteers from Dedicated Hunter installed BDAs on both City Creek and Parleys Creek. Future BDA installations are planned on tributaries in Big Cottonwood Canyon.

34 BDAs BUILT

Noxious Weed Mitigation

If left unchecked, noxious weeds will become the predominant plant in the area, creating a monoculture that raises the danger of wildfires by increasing the amount of potential wildfire fuel and amplifying soil erosion. During the field season, SLCDPU's Watershed staff teams with agency partners such as Salt Lake County, the State of Utah, the US Forest Service (USFS), the nonprofit Cottonwood Canyons Foundation, and others to replace these invasive plants with native vegetation.

50 ACRES SURVEYED for INVASIVE WEEDS

73 ACRES TREATED for INVASIVE WEEDS

22 ACRES GARLIC MUSTARD PULLED

23 ACRES BROADCAST with NATIVE SEED

8 VEGETATION TRANSECTS MONITORED

Fuels Reduction



2021 Parleys Canyon Wildfire

The intent of fuels reduction is to slow the speed and reduce the severity of wildfires. Last summer, working in partnership with the USFS, the Utah Division of Forestry, Fire and State Lands, and the Utah Division of Wildlife, we assisted in the completion of fuels reduction on SLCDPU lands in Parleys Canyon south of I-80. A large concern after the fire of 2021, you can expect to see continued fuels work in this area.

192 ACRES TREATED with
CUT-PILE-BURN

Years of wildfire suppression across the West have resulted in significant build up of wildfire fuels in many coniferous forests. This year, in partnership with the USFS and the State of Utah, we thinned and piled overgrown conifers near Summit Park in Parleys Canyon on lands managed by both the USFS and SLCDPU. Conifers are strategically cut and piled, then burned in a controlled and monitored manner. This helps to slow future wildfires and reduces their severity.



Fuels reduction work in Parleys Canyon

Runoff from rain and snowmelt flowing over urban surfaces, such as roads, sidewalks, parking lots, and green spaces, can pick up and transport pollutants to downstream waterways. In large, unexpected, or unnatural quantities, even dirt can be considered a pollutant. However, trash, litter, gasoline, oil, metals, soaps, solvents, paints, pesticides, herbicides, landscape waste, and pet waste are just some of the many contaminants our team closely monitors. Identifying and controlling pollution sources can be challenging, but the Stormwater Quality team employs various methods to monitor and reduce pollutants in an effort to protect our local water bodies.

★ **Permitting**

JULY 1, 2023 - JUNE 30, 2024



★ **Incident Response**

A combination of new reporting tools and increased public awareness has made it easier than ever for our Salt Lake City community to inform our team about potentially illicit discharges. Illicit Discharge Detection and Elimination (IDDE) investigations provide an opportunity for our team to identify issues and educate the individuals and businesses responsible for them.



IDDE investigations, like that of oil in the storm drain pictured above, help our team to determine how pollutants make their way to Salt Lake City’s stormwater system.

September 2024



★ **Education**

Educating our community about the impacts of stormwater pollution and the prevention practices that anyone can employ is a key component of maintaining the health of our local water bodies. Salt Lake City’s Adopt a Storm Drain program provides an opportunity for community members to learn about stormwater protection. By adopting a storm drain, Salt Lakers can actively participate in safeguarding our stormwater resources.

99 Salt Lake City residents have adopted

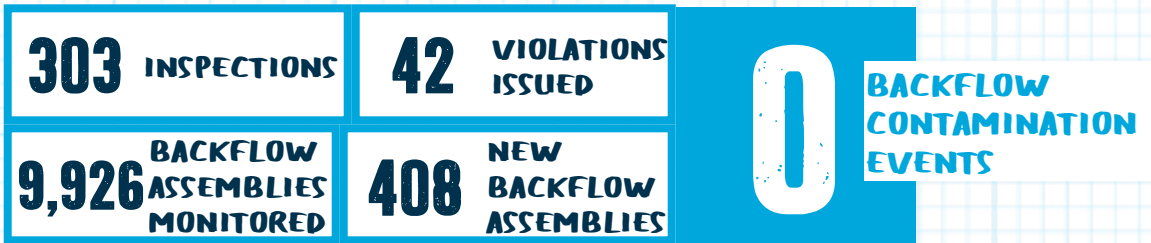
168 storm drains and have removed

835 lbs. of debris in

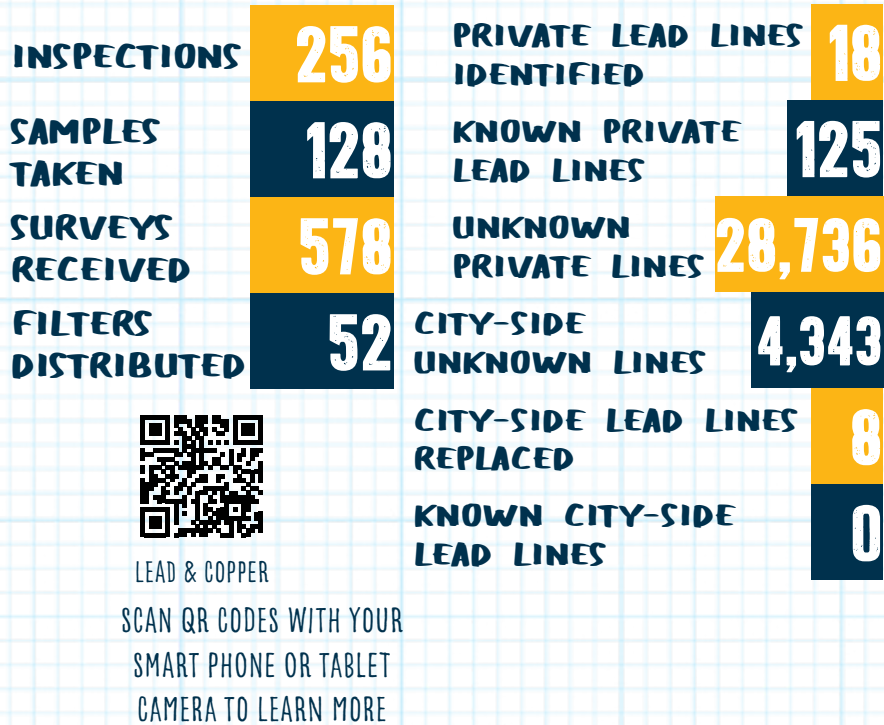
91 reported cleanings.

STORMWATER QUALITY

Cross-connections, which can contaminate drinking water distribution lines, are a major concern. A potential cross-connection is formed at any point where a drinking water line connects to equipment, systems containing chemicals, or water sources of questionable quality. Contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line. Community water supplies are jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. Our team surveys industrial, commercial, and institutional facilities to identify potential cross-connections and ensure they are either eliminated or protected by a backflow preventer. We also inspect and require annual testing of these devices, ensuring they provide maximum protection. This year, we completed several initiatives to safeguard our drinking water system from the risk of cross-connections.

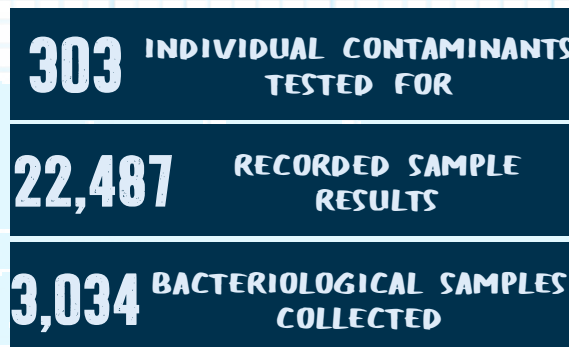


Our **Lead & Copper** team continues to survey drinking water pipes throughout our service area in accordance with the Environmental Protection Agency's (EPA) rule. In 2024, we introduced an interactive map to familiarize the public with the locations of lead or unknown water service lines. Salt Lake City also received a \$39+ million grant, over half of which is forgivable, to assist community members with replacing lead service lines in their homes. We are partnering with the State of Utah to administer the program and anticipate sharing with residents the process by which they can apply for this much-needed assistance.



LEAD & COPPER
SCAN QR CODES WITH YOUR SMART PHONE OR TABLET CAMERA TO LEARN MORE

Our Water Quality Sampling team continues a rigorous program to sample and test drinking water throughout our system.



DRINKING WATER QUALITY

City Creek Water Treatment Plant

In 2022, we secured a \$36.7 million federal grant to fund significant upgrades to the City Creek Water Treatment Plant, Utah’s first municipal water treatment facility, originally built in 1955. The transformation is well underway, starting with the 2023 installation of a temporary direct filtration plant. This innovative solution ensures that Salt Lake City continues to provide high-quality drinking water to its residents during the rebuild. We are on track to complete this transformative project by 2027, ensuring a modernized, reliable water supply for future generations.

SCAN QR CODES WITH YOUR SMART PHONE OR TABLET CAMERA TO LEARN MORE



BIG COTTONWOOD



CITY CREEK



COTTONWOODS CONNECTION



Demolition of the flocculation and sedimentation basins at City Creek Water Treatment Plant
September 2024

Parleys Water Treatment Plant



Infrastructure improvements at Mountain Dell Dam ensure efficiency at Parleys Water Treatment Plant
September 2023

The Parleys Water Treatment Plant has been a focal point for several key infrastructure improvements from 2022 to 2023, driven by flood control efforts and essential maintenance. A cofferdam was installed in 2022 at Mountain Dell Reservoir, enabling the removal of sediment and the application of a new waterproof membrane on the dam’s face, completed in 2023. In 2024, we launched the Mountain Dell Reservoir Outlet Gates project, which will modernize the outlet gates and valves, enhancing our ability to bring water into the plant for treatment. Despite these large-scale projects, Parleys Water Treatment Plant continues to operate efficiently, thanks to a new water line (installed in 2021) which connects Little Dell Reservoir directly to the treatment plant without first conveying water through Mountain Dell Reservoir.

WATER TREATMENT PLANTS

Big Cottonwood Water Treatment Plant

The Big Cottonwood Water Treatment Plant (BCWTP), originally constructed between 1957 and 1959, is entering an exciting phase of redevelopment to address aging infrastructure. A successful pilot study in 2022 provided valuable insights into the best methods for upgrading the plant. These small-scale studies help engineers and operators refine designs to ensure the success of larger projects. We are also enhancing system redundancy through a partnership with the

Metropolitan Water District of Salt Lake and Sandy (MWDSLS), which involves constructing a new pump station and pipeline. This will allow MWDSLS to treat Big Cottonwood Creek water while the BCWTP is being rebuilt, ensuring uninterrupted service. In addition, routine maintenance remains a priority, with repairs to the flocculation basins collection system to be completed in early 2025, keeping the plant operating smoothly.

2024 accomplishments

★ Finalized a Site Characterization Plan for our Voluntary Clean-Up Agreement with the Department of Environmental Quality (DEQ) for the Police Mutual Aid Association (PMAA) Gun Range site for lead remediation and will be finalizing a clean-up plan.

★ Registered the Water Reclamation Facility and the City Creek Water Treatment Plant Upgrades projects with Envision – the first projects registered in the State. Envision Sustainability is a system of criteria and performance objectives intended to aid decision-makers and to help project teams identify sustainable approaches during the planning, design, and construction of infrastructure projects with the expectation that these practices will continue throughout the project’s operations, maintenance, and end-of-life phases. It is anticipated that the WRF project will be submitted for Envision’s Platinum-level verification at the end of 2024 or early 2025.

★ Co-chaired the Citywide Sustainable Infrastructure Committee and worked to upgrade the City Sustainable Infrastructure policy to include Envision as a verified pathway for third-party certification to confirm sustainable elements in major City projects.

BIG COTTONWOOD CANYON PROTECTED WATERSHED

Salt Lake City Department of Public Utilities was recognized as ‘Water Company of the Year’ at the June 2024 Sustainability Delivery Summit led by Environmental Analyst (EA). The annual Sustainability Delivery Summit focuses on convening sustainability leaders with the aim of “translating goals into action.” The Sustainability Delivery Awards, presented during the Summit, recognize innovation, achievement, and leadership, and celebrate organizations advancing sustainable transformation. A nomination submitted by AECOM, Engineering Design contractor for the New Water Reclamation Facility (WRF), highlighted SLCDPU’s focus on sustainability in the New WRF and City Creek Water Treatment Plant Upgrades projects. Pictured at right, Holly Lopez, SLCDPU’s Policy & Public Affairs Administrator, and Will Peterson, AECOM’s West Water Strategy & Growth Lead, attended the Summit.



SLCDPU received the Water Company of the Year award at the 2024 Sustainability Delivery Awards.
June 2024

SUSTAINABILITY

Administration

The Water Reclamation Facility (WRF) Administration team is doing an excellent job of both educating facility staff of the City procurement process and ensuring the process is followed. There were zero procurement violations last year. We also are helping facility staff to utilize Workday for travel requests and expense reporting.

Employee Development

We have created a structured onboarding process which helps new hires ease into their new positions. Employee onboarding is more involved than just an employee's first day. It's about the entire process of gaining new employees, from when an offer letter is signed until their first day of employment and beyond. We want our new WRF team members to feel excited, empowered, and eager to start

prepared, thanks to a foundation of trust and knowledge built during onboarding.

We continue to work with all WRF divisions to develop required training plans and execute the best method to deliver the training. We utilize the Workday Learning system to assign, deliver, and properly track trainings.

Laboratory

The WRF Laboratory staff continued to deliver high-quality analytical services as they collected and analyzed thousands of samples, providing over 24,000 data points needed to inform operational adjustments and demonstrate regulatory compliance with our Utah Pollutant Discharge Elimination System (UPDES) permit requirements. The analytical service provided by the SLCWRF Laboratory limits the need for outsourcing costly analytical services and delivers significantly faster turn-around-time data needed for timely process control management.



WRF Laboratory staff left to right: Cas Knies, Jon Yonk, Ben Jordan, and Madi Crezee
September 2024

Pretreatment

The goal of our Wastewater Pretreatment Program (Pretreatment Program) is to provide for the health, safety, and welfare of the community and City employees, the sanitary sewer system, and the environment. Our team has diligently worked to meet this goal and to ensure the City's compliance with federal, state, and local regulations related to

the discharge of commercial and industrial process wastewater into the sanitary sewer system. We help businesses understand and provide evidence of compliance with established wastewater discharge pollution limits.

Peak Performance AWARDS

NATIONAL ASSOCIATION OF CLEAN WATER AGENCIES (NACWA)

Peak Performance Awards recognize NACWA member agency facilities for excellence in permit compliance. Platinum Awards recognize 100% compliance with permits over a consecutive five-year period.

30TH PLATINUM AWARD

Maintenance

The WRF Maintenance staff (consisting of mechanics, electricians, and Instrumentation & Control [E I&C] technicians) works tirelessly maintaining the wastewater treatment equipment. The mechanical staff members took on and accepted more responsibility while we struggled with staffing issues. Now staffed with seasoned veterans and a few newcomers, the maintenance mechanics keep the aging equipment in service while expanding their knowledge base of new and improved process equipment.

With the assistance from mechanics and the E I&C staff, one of the cogeneration engines was removed from service and sent offsite to be overhauled. After the engine was returned, we repeated the process and assisted in removing the second engine to be sent for overhaul. We then switched to the installation and startup of the newly-overhauled engine.

The WRF Maintenance staff members installed a new influent pump force main, 24-inch ball valve. This valve is crucial in providing flow from the pump plant to the main treatment facility.

The electricians assisted a contracted vendor in performing preventive maintenance testing of all electrical breakers on both the pump plant and main facility.



WRF electricians Ryan Hendrickson and Allen Yerke
September 2024

WATER RECLAMATION

Operations

One of the major accomplishments for the Operations group this year was increasing the number of certified wastewater treatment operators on the team. Obtaining a wastewater treatment certificate from the State of Utah can be challenging, requiring considerable effort to prepare for the exam. The operations group currently has: nine team members who hold Wastewater Treatment Grade IV certificates, one with a Wastewater Treatment Grade III certificate, and 10

with Wastewater Treatment Grade II certificates. Certified wastewater treatment operators will enable a smooth transition when it's time to move to the new facility. Our Process Control Analyst (both current and former) and our team of supervisors and operators deserve all the credit for this remarkable accomplishment. We look forward to the coming years and will continue to work with the team to grow the number of Wastewater Treatment IV-certified Operators.

Projects

- ★ Continued progress on implementation of a new computerized maintenance management system for the New WRF Project with over 7,000 new assets.
- ★ Created new position of storehouse supervisor to liaise between workgroups and storehouse needs.
- ★ Cleared 9,000 sq ft of on-site storage to create 15 additional parking spots for plant staff.
- ★ Installed new air compressor in the Energy Management building.
- ★ Implemented non-stock approval processes with our computerized maintenance management system and a 100% paperless purchasing process.
- ★ Continued identifying and tagging warehouse items that will remain with the new WRF.
- ★ Designed project to remove and reinstall yard lighting to increase plant safety.
- ★ Overhauled one cogeneration engine.
- ★ Installed new video management system for site cameras.
- ★ Contracted biosolids hauling partner for additional five years.
- ★ Worked with Engineering on the design and construction of the New WRF and establishing and prioritizing future needs.

2,126
IN-PERSON TRAINING HOURS DELIVERED

Our Safety team continued in-person training on a variety of topics. In-person training remains the preferred method because its engagement is unmatched compared to other formats. Over the past year, the Department provided training on safety topics such as First Aid & CPR, Confined Space, and Trenching & Shoring, as well as technical training for tasks including Rigging & Lifting and Forklift Operation. We also hosted an Occupational Safety and Health Administration (OSHA) Recordkeeping Class for other City departments responsible for maintaining injury and illness statistics. We are excited to welcome a new safety professional to

our team: Janet Cassel, who joined us in November 2023. She helps develop training programs, schedule and conduct workplace inspections, and enhance the Department’s overall safety presence.

In addition to First Aid & CPR and AED Training for employees, this year’s available safety courses included ‘Stop the Bleed’ training. ‘Stop the Bleed’ training empowers individuals to respond in the event of a traumatic injury. Those completing the course learn three, quick techniques designed to help save an injured person’s life before they bleed out. Techniques include: 1) how to use your hands to apply pressure to a wound; 2) how to pack a wound to control bleeding; 3) how to correctly apply a tourniquet. We partnered with Salt Lake City Emergency Management to train 300 of our employees in these lifesaving skills.



SLCDPU employees participate in Stop the Bleed training, hosted by Salt Lake City Emergency Management
June 2024



SLCDPU’s Safety team delivered every employee a heat prevention kit to equip staff to safely work outdoors during the summer.
June 2024

Timely safety messages shared with employees throughout the year have helped remind teams of specific hazards they may face and the best ways to work safely around them. There was an overwhelmingly positive response to the heat prevention kits distributed throughout the Department during the summer. The kits included a hat, sunscreen, tinted safety glasses, a cooling towel, and other items to help employees safely manage heat exposure.

The Geographic Information Systems (GIS) & Information Technology (IT) division continues to grow as it provides much-needed support to all of our programs, projects, and initiatives. The GIS and IT fields are dynamic as technology advances. Our professional team relies on skills, expertise, and experience to determine how to responsibly incorporate new and developing technologies to the benefit of all.



The Utah Legislature's annual Maps on the Hill event is an important showcase for SLCDPU's GIS & IT division.
February 2024

★ **Mobile Device Management**

The GIS & IT team manages mobile devices for individual employees and provides key staff access to our maps live in the field, via their mobile device. Last year, we added one full-time employee responsible for managing mobile devices and identifying opportunities for cost-savings while still maintaining our level of service.

★ **Technical Support**

During the last year, GIS & IT coordinated with Salt Lake City's central Information Management Systems (IMS) to make necessary upgrades to hardware, software, and network security.

★ **Locators**

In response to increased new construction and growth throughout SLCDPU's service area, one full-time employee was added to the locator team. Locators work to find, record, and map the locations of our assets for future reference.

★ **Lead & Copper Program**

Partnering with SLCDPU's Lead & Copper team, we worked to develop mapping and inventory tools to identify and record the locations of lead pipes throughout our drinking water system. These resources will be invaluable as the Lead & Copper team works to implement a replacement program in keeping with the Environmental Protection Agency's (EPA) new Lead & Copper ruling.

★ **Utility Network GIS Model**

The new Utility Network model is ready to deploy and will provide our crews with the ability to trace contamination and flow through our different utilities.

★ **New Software**

New permitting and inspection software integrates with our work order management software, allowing our Department to centralize our data and processes to improve efficiency and move us to a more paperless environment.

★ **New GIS Portal**

We are implementing our new Portal Enterprise which integrates new and improved mapping and application features. These improvements will allow our teams to fully leverage GIS both in the office and out in the field. With real-time access, users can view, edit, and capture data directly from the field, maximizing efficiency and productivity.

Copper Wire Theft

This year, the City’s street lighting infrastructure saw an unprecedented amount of vandalism and wire theft. It’s a nation-wide trend that has made its way into Salt Lake City. Repairs have come at a slow pace and have been very costly. Upcoming, newer technologies are being developed to help protect our power source infrastructure. We are locking down in-ground boxes to protect copper wire from theft. Protecting our lighting is paramount to help motorists and pedestrians travel about the City streets.



Dave Pearson, Street Lighting Program Manager, discussed the impact of copper wire theft on Salt Lake City’s street lighting with Fox13. *May 2024*

Street Lighting Implementation Plan

We contracted with Clanton and Associates to assist in writing an Implementation Plan to begin applying the standards set forth in the new Street Lighting Master Plan. This Implementation Plan will provide a list of projects based on priorities and the guideposts in the Master Plan. These guideposts of Equity, Responsibility, Safety, and Character will be forefront in all lighting-based projects moving forward. We have already asked developers to adhere to these standards for new construction. We’re excited to begin projects throughout all Council districts to help better illuminate Salt Lake City.

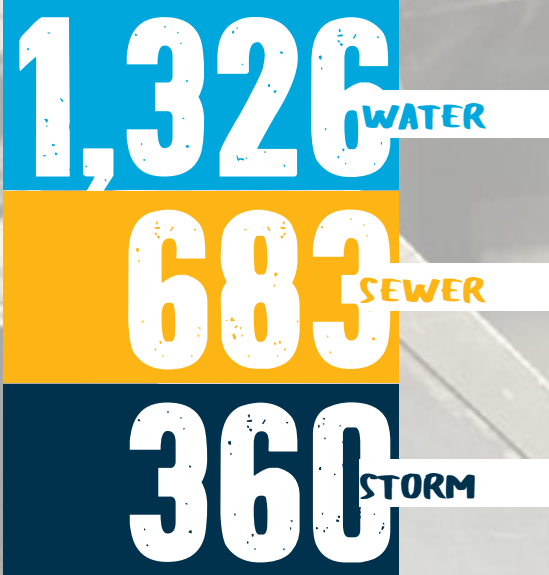


Salt Lake City community representatives joined us for an outdoor lighting demonstration at which they were able to view and compare different lighting characteristics. *April 2024*

Outdoor Lighting Demonstration

In April 2024, we installed test lights at Indiana Avenue and 600 North to showcase to the public the different characteristics of the street lights proposed for installation. Smart lighting controls also were installed on these lights. These lighting controls will allow us to provide some customization to certain lights. They also will provide maintenance data for more efficient operations and maintenance of the lights. The public was asked to provide feedback on these test lights to better understand needs and wants for each neighborhood.

UTILITY PIPE IN MILES



Over the past year, our Operations & Maintenance team has made significant strides in enhancing service reliability and efficiency. By regularly maintaining and supporting our infrastructure throughout the service area, we extend its longevity, reduce the need for emergency repairs, and minimize potential negative impacts on our community. We also are partnering with our Communications & Engagement team to improve our messaging strategies during emergencies and service disruptions. By educating our community about our response efforts, we empower them to better prepare for such situations. Overall, our commitment to innovation, efficiency, and quality service enables us to fulfill the Department’s mission to the best of our ability.

WATER

In fiscal year 2024, the Water Operations & Maintenance team achieved a significant milestone by reducing the total number of water main breaks to 399, marking the lowest figure in the past five years. This improvement reflects our proactive maintenance efforts and commitment to enhancing the reliability of our water infrastructure. Diligent work not only minimizes service disruptions but also reinforces our dedication to providing safe and dependable water service to the community.

FY2024 WATER MAIN BREAKS BY MONTH

JUL. 2023 49	AUG. 2023 41	SEP. 2023 33	OCT. 2023 17
NOV. 2023 29	DEC. 2023 39	JAN. 2024 46	FEB. 2024 16
MAR. 2024 17	APR. 2024 24	MAY 2024 36	JUN. 2024 52

TOTAL WATER MAIN BREAKS BY FISCAL YEAR



OPERATIONS & MAINTENANCE

IRRIGATION

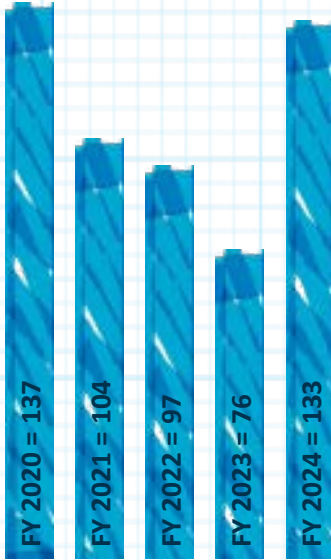
Salt Lake City’s irrigation and canal system is a vital part of our infrastructure, ensuring the delivery of water to our neighbors while honoring decades-old water rights. Our Irrigation & Canal System team is responsible for monitoring and maintaining this essential system. Their work is diverse, ranging from landscaping to inspections, and is critical to fulfilling Salt Lake City’s obligations and supporting our maintenance efforts. Regular assessments of canal conditions, repairs to prevent blockages or erosion, and proactive measures to maintain water flow during varying seasonal demands are just a few of the activities helping to ensure the system operates efficiently and remains resilient for years to come.



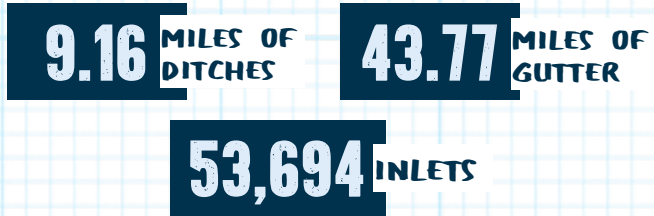
STORM WATER

Last year, the Stormwater Maintenance team made impressive progress by cleaning 701,665 feet of main line, the second highest total in the past five years. This substantial effort has significantly improved our stormwater management capabilities, helping to prevent localized flooding and ensure effective drainage during storm events. Their dedication to maintaining and enhancing our stormwater infrastructure reflects our ongoing commitment to protecting the community and the environment.

TOTAL MILES DRAINAGE MAIN LINE CLEANED BY FISCAL YEAR



STORMWATER INFRASTRUCTURE MAINTENANCE

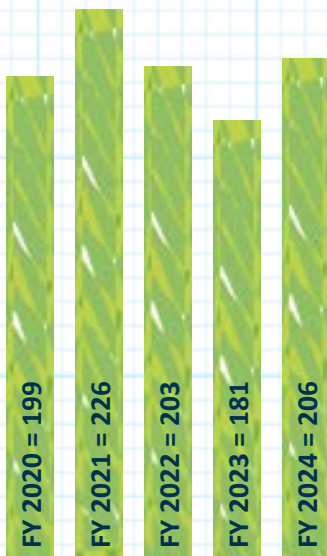


SEWER

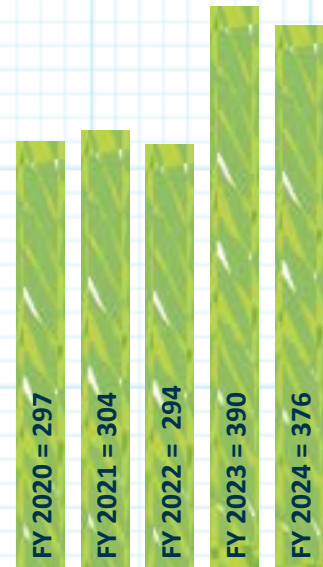
Over the past year, the Sewer Maintenance team addressed five sanitary sewer overflows (SSOs), a regrettable but sometimes unavoidable aspect of our operations. Even when an SSO is caused by a party external to SLCDPU (such as a contractor), these incidents occur in our sewer system and we are the responsible party of record. Despite these challenges, the team successfully responded to and mitigated 371 emergency call-outs, demonstrating our commitment to maintaining the integrity of the sewer system and minimizing disruptions to the community. Our efforts ensure that we continue to provide reliable service even in the face of unforeseen issues.



TOTAL MILES SEWER MAIN LINE TELEVIEWED BY FISCAL YEAR



TOTAL MILES SEWER MAIN LINE CLEANED BY FISCAL YEAR



OPERATIONS & MAINTENANCE

Public outreach is critical to the Department’s ability to raise awareness about issues facing our industry, inform customers, and gather stakeholder feedback. The Communications & Engagement team strategically approaches messaging to ensure clarity, conciseness, and consistency. Over the past year, we have reaffirmed our commitment to transparency, excellent customer service, and equitable participation in the Department’s decision-making process.

The City Creek Water Treatment Plant (CCWTP) Upgrades project team hosted a news conference in May 2024 to discuss public safety restrictions during construction. The Haskell Company, the contractor for the CCWTP project, partnered with SLCDPU to outline the potential risks and the measures taken to ensure public safety while allowing continued recreational use of City Creek Canyon. Pictured at right, Bryan Bedell (Vice President of The Haskell Company; left) and Jesse Stewart (Deputy Director of SLCDPU; center) discuss CCWTP safety concerns with local media representatives.



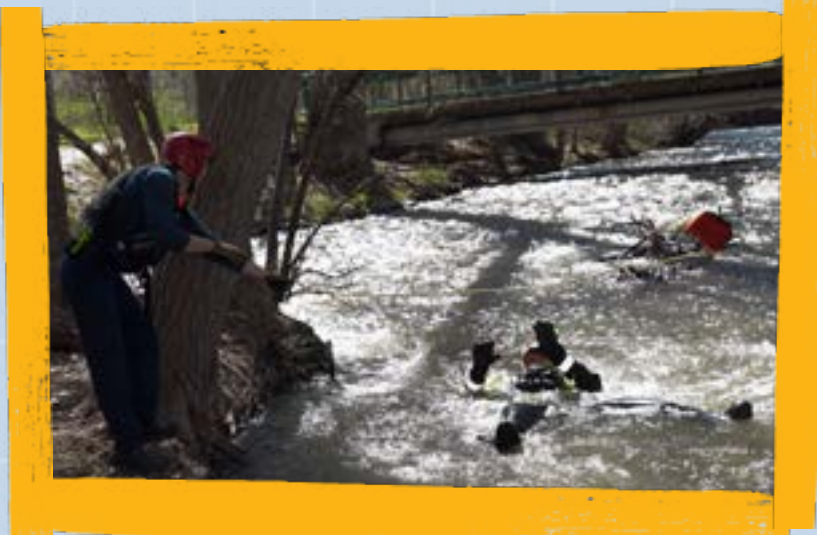
COMMUNICATIONS & ENGAGEMENT



When SLCDPU’s project to realign the sewer trunk line below the tennis courts at Rosewood Park commenced, a decision had to be made: restore the tennis courts or replace them with new pickleball courts, a community favorite? Given the choice, Rose Park residents made their voices heard. In September 2024, Salt Lake City celebrated the installation of new pickleball courts at Rosewood Park. The Diehard Pickleballerz, a local pickleball club, along with sixth graders from the Guadalupe School, joined Mayor Erin Mendenhall and SLCDPU Director Laura Briefer to mark the occasion.

The events highlighted here demonstrate the **strong relationships** we maintain with members of Salt Lake City’s local media. These relationships are key to our ongoing efforts to educate the community about the importance of our work. In 2024, SLCDPU was featured in 86 news stories—many of which resulted directly from strategically pitching story ideas or hosting project- and program-specific events.




Collaboration with other City departments allowed us to amplify our common messaging this year. We partnered with the Salt Lake City Mayor’s Office, City Council, Fire Department, Parks and Public Lands, and Emergency Management to share important information with the public.



In April 2024, we hosted a joint news conference with the Salt Lake City Fire Department to highlight the dangers to the public when in or around our local waterways, especially during spring runoff.

As **communication technologies** continue to evolve, we embrace a variety of media to inform our customers. Our efforts have paid off; since May 2023, we’ve added more than 200 new followers to our combined audiences from Facebook, Instagram, and X.

Data shown at right for January 1 - October 31 for 2023 (shown in gold) and 2024 (shown in dark blue).

	2023	2024
 Facebook	1,866	1,892
 Instagram	1,385	1,512
 X	2,146	2,201
TOTAL FOLLOWERS	5,397	5,608

COMMUNICATIONS & ENGAGEMENT



We incorporated trends and audio-visual elements to connect with new and broader audiences via social media. Evaluating the success of specific post types allows us to better direct our messaging for maximum impact.

Salt Lake City continues to prioritize water conservation, a value evident in our water use statistics. That ongoing commitment to conservation was also a driver to success in sales of SLC TurfTrade grass seed and rain barrels.

Peak Day Demand was 30% lower in 2024 compared to 2000.

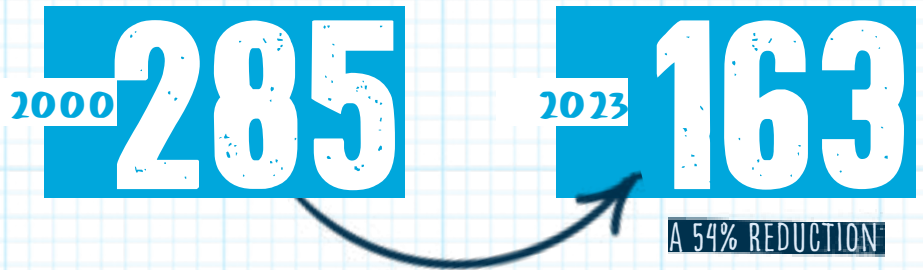
36% Reduction in total water sales since 2000.

Since 2000, the population in our service area has **grown by** 12%.



Stephanie Duer, Water Conservation Program Manager, presenting at the annual Salt Lake County Watershed Symposium November 2023

WATER USAGE
GALLONS PER CAPITA
PER DAY



2,975
RAIN BARRELS SOLD



WATER CHECKS remain a steadfast method to help our community develop personal plans to reduce their water use. This year, we performed water checks for residences, homeowners' associations, churches, and Salt Lake parks & public buildings (including SLCDPU's main campus).

81 RESIDENTIAL	2 CHURCHES
3 HOAs	15 PARKS & PUBLIC BUILDINGS

WATER CONSERVATION

20,450 POUNDS

SLC TurfTrade Low-water Grass Seed sold to date. Our low-water grass seed is helping households to save an average of **20,000** gallons of water each year. Four other communities / water providers have joined us in promoting this conservation-friendly initiative to their constituents.



Deputy Director Jesse Stewart speaks during a news conference.
April 2024



Director Laura Briefer (right) visits with SLC Council Member Dan Dugan (left) during SLCDPU's Employee Appreciation luncheon.
September 2024



Utility Revenue Operations Manager Audree Ketchum (left) poses with Customer Service representative William Howe (right).
June 2024



Deputy Chief Engineer Mike Guymon presenting at the annual Salt Lake County Watershed Symposium.
November 2023

Development Services is home to several of the Department’s key functions: Development Review and Services, Property Management, Records Management, and Water Use Contracts. Across these many functions, the group provides several integral services to the public, including construction review and permitting, property acquisition and management, records management, and standards/policy development. Contracts technicians, review engineers, records specialists, and property managers work side by side to ensure all federal, state, and city regulations are

met for water, sewer, storm drain, and street lighting projects throughout Salt Lake City. This year Development Services is excited to have implemented a new online permitting software program that interfaces with the public, who reside outside the City’s municipal boundary but to whom we serve water, to help streamline our permits and reviews process. This program interfaces with our existing work order and GIS system for a more comprehensive permit process.

Development Services has a new look! Find more information on pg. 36.

Development Services is a front-facing office that interacts daily with residents, property owners, developers, contractors, engineers, and various Department and City personnel. Our team prioritizes these



Deputy Director Jason Brown (right) is pictured with Chien Hwang (left), one of SLCDPU’s Development Review Engineers
September 2024

personal interactions and strives to provide exemplary customer service to whoever is in need of assistance. The work completed by Development Services varies vastly from customer to customer, but contributes to positive change for our community. From helping a homeowner who wants to improve their family home to assisting in providing affordable housing opportunities and increased amenities for our growing City, we support the individual applicant with their specific needs. Salt Lake City continues to see both residential and commercial growth, and this is reflected in the increasing number of permits issued by our office.

DEVELOPMENT SERVICES

CUSTOMER INTERACTIONS



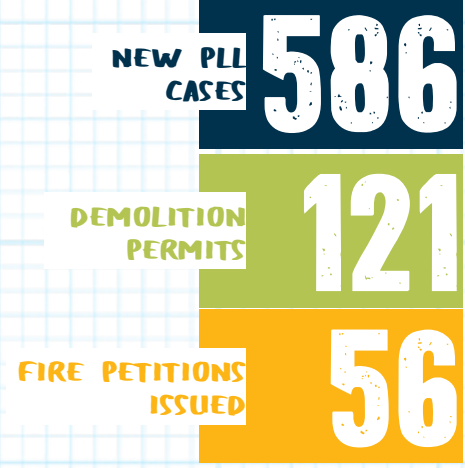
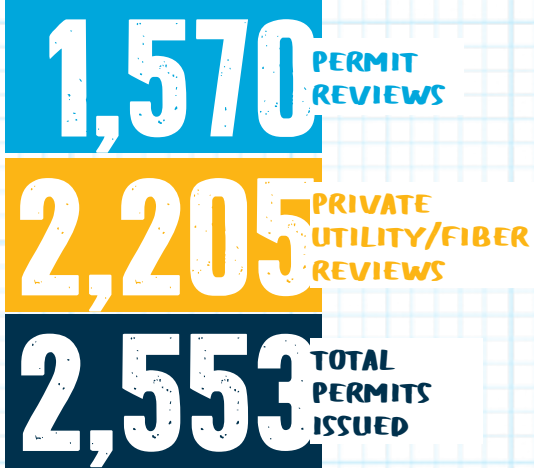
JULY 1, 2023 - JUNE 30, 2024

Records Management is currently being done by one person, Patricia (Pat) Denning. Pat has transformed the Department’s records program and is currently moving all current and active files to a new physical file system, while also keeping current the filing of new and active files, scanning historic records, and indexing the archive records for the Department.

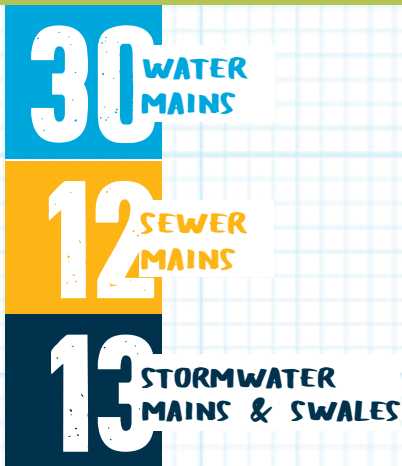


DEVELOPMENT REVIEW BY THE NUMBERS

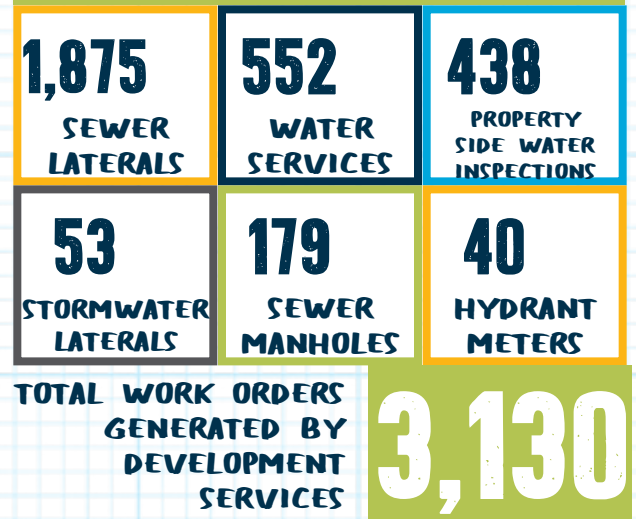
JULY 1, 2023 - JUNE 30, 2024



NEW DEVELOPMENT PROJECTS



WORK ORDERS GENERATED



Manager Karryn Greenleaf (left), Bella Leopardo (center), and Nikole Bench (right) form SLCDPU's Property Management team
September 2024

Property Management is a standalone team as well as a support system for other divisions such as Development Services, Engineering, and Maintenance. This division is responsible for purchasing property, procuring easements, issuing land use and water agreements to facilitate critical infrastructure projects, and purchasing watershed lands for protection of water quality in our system. This team also manages existing lands for all facilities utilized to provide water, sewer, stormwater, and street lighting services.

DEVELOPMENT SERVICES

The **Utility Capital Improvement and Asset Management Program** encompasses a comprehensive strategy designed to ensure the optimal operation, maintenance, and sustainability of critical infrastructure assets. This program serves as a systematic approach to manage assets such as culinary water systems, sanitary sewer networks, storm water channels, treatment plants, dams, canals, and reservoirs. With

aging infrastructure, it is important to identify, prioritize and plan for replacement of all assets. Overall, the Utility Capital Improvement and Asset Management Program functions as a robust, data-driven framework designed to sustain vital water and wastewater infrastructure while enhancing operational efficiency, reliability, and environmental stewardship.

Key Features of the Program

★ **Asset Inventory and Classification:** The program begins with a detailed inventory and classification of all assets, categorizing them by type, location, age, condition, and criticality. This includes pipelines, pumping stations, treatment facilities, storage tanks, outfalls, and structural components of dams and reservoirs.

★ **Condition Assessment and Monitoring:** Continuous or periodic assessments are conducted to evaluate the physical and operational state of each asset. This involves using advanced diagnostic tools, such as sensors and remote monitoring systems, to detect wear, corrosion, blockages, or structural vulnerabilities.

★ **Preventive Maintenance and Targeted Replacement:** The program prioritizes preventive maintenance schedules and analytics to reduce unplanned outages and extend the lifespan of key infrastructure. Replacement of assets as they lose integrity, quality, and capability is an important part of the program.

★ **Risk Management and Mitigation:** Comprehensive risk analysis identifies assets most likely to impact service delivery if compromised. Mitigation strategies, such as reinforcement and rehabilitation projects, system redundancy, and asset replacement are implemented to ensure resilience.

★ **Resource Allocation and Financial Planning:** The program integrates asset lifecycle costing to support informed budgeting and resource allocation. This involves forecasting capital and operational expenses, helping prioritize projects based on risk and criticality.

★ **Regulatory Compliance:** The program ensures that all utility assets meet local, state, and federal regulations regarding safety, water quality, wastewater treatment, and environmental impact. This includes maintaining permits, adhering to standards, and preparing for audits.

★ **Sustainability and Environmental Stewardship:** The program incorporates sustainable practices to minimize environmental impacts, such as reducing water loss, enhancing treatment efficiency, and protecting natural water bodies. It supports initiatives like green infrastructure and energy-efficient operations.

★ **Data Management and Reporting:** A central data management system integrates Geographic Information System (GIS) mapping, asset databases, and Supervisory Control and Data Acquisition (SCADA) data for real-time tracking and analysis.

★ **Community Engagement and Communication:** Proactive communication plans are embedded within the program to keep the community informed about service interruptions, ongoing projects, and public safety information, ensuring transparency and trust.



The 2100 South Sewer Upgrades project, completed in September 2024, is one example of targeted asset replacement.

INFRASTRUCTURE ASSET HIGHLIGHTS	1,326 MILES OF WATER MAIN IN SERVICE
27 WATER STORAGE TANKS	3 WATER TREATMENT PLANTS
683 MILES OF SEWER PIPELINE	46 ACTIVE SEWER LIFT STATIONS
360 MILES OF STORM DRAIN PIPELINE	26 ACTIVE STORM DRAIN LIFT STATIONS

Major projects under way or continuing in 2024 are the New Water Reclamation Facility (WRF) and rehabilitation and replacement of the City Creek Water Treatment Plant (CCWTP) and large transmission water mains providing increased capacity, redundancy, and resilience.

Other than the ongoing WRF and CCWTP projects, there were four new sewer projects, 11 new water projects, and four new storm drain projects. These projects have an estimated, combined cost of more than \$43 million.

Fourteen projects received substantial completion in 2024. These projects were at a combined total budget cost of nearly \$39 million.

Parleys Water Treatment Plant (PWTP):

Engineering efforts at the PWTP have focused on designing new raw water intake and control facilities, along with priority improvements such as a new electrical building and significant upgrades to the electrical system. These enhancements are intended to increase the resiliency and reliability of both the WTP and the Mountain Dell Dam - Little Dell Dam system. This project is being included in an application for a Federal Emergency Management Agency (FEMA) grant to further strengthen the reliability of our drinking water supply.

Cottonwood Water Treatment Plants (WTPs):

In coordination with the Metropolitan Water District of Salt Lake and Sandy (MWDSL), it was agreed that the upgrades and expansion of the Little Cottonwood Water Treatment Plant (LCWTP) will be designed and constructed prior to the rebuild of the Big Cottonwood Water Treatment Plant (BCWTP). As a result, several smaller projects are anticipated at the BCWTP to maintain plant operations until the rebuild is completed. These projects include replacing the intake screens and upgrading the solids collection systems in the sedimentation basins. Additionally, a new pipeline (the Cottonwoods Connection project) is being constructed to convey water from Big Cottonwood Creek to the LCWTP for treatment. This pipeline, along with the alternative treatment location, will ensure that creek water can continue to be treated in the event that the BCWTP is offline—either due to significant equipment failure or during the rebuild, which is currently scheduled to begin in 2034. We are also in the process of designing a



Small projects, such as replacing the concrete creek channel pictured above, will extend the lifespan of the BCWTP until it can be rebuilt.

October 2024

pump station to supply water to the Cottonwoods Connection. Funding requests for this pump station and for the rebuild of the Big Cottonwood Creek concrete channel adjacent to the BCWTP (shown in the image at bottom left) are included in a FEMA grant application.



A sitewide view of progress at the New WRF
October 2024

New Water Reclamation Facility (WRF):

Construction of the New WRF is ongoing, having commenced in 2020, and is approximately 65% complete. The project includes liquid and solids treatment trains. Recent milestones include the force main connection from the new pump station to the main plant, completion of the dewatering building (with internal building elements currently being finalized), and the completion of major structural concrete. The project is expected to reach substantial completion in the summer of 2026.

City Creek Water Treatment Plant (CCWTP): The

CCWTP Upgrades project is underway to rebuild aging facilities and upgrade process equipment to enhance the plant’s reliability, resiliency, and efficiency. Due to the critical nature of these improvements, FEMA awarded the City a \$36.7 million grant for the project. Modifications to the CCWTP were made to allow continued plant operation while the rebuild is carried out from 2024 to 2027. A new operating permit was issued to allow the plant to operate using direct filtration while the new facilities are constructed in the footprint of the demolished flocculation and sedimentation basins. Plant performance and regulatory compliance were verified during the commissioning of the interim direct filtration system.

Our Finance team is integral to Departmental operations, collaborating closely with staff across all divisions to manage expenditures, revenues, budgeting, and other essential processes. Fostering strong partnerships with various teams ensures that financial practices align with Departmental goals and priorities. We continue to incorporate Workday® into our daily operations, which enhances our efficiency and data accuracy. This year, we initiated a comprehensive rate study. The insights gained from this study will be instrumental in guiding our future rate-setting decisions, ensuring that they are both fair and sustainable while meeting the needs of the community. Additionally, we are in the procurement phase to replace our billing system. This multi-year effort will involve collaboration among our Finance, Customer Service, and IT teams to design and implement a solution that enhances customer experience and improves operational efficiency. Through these initiatives, our Finance team plays a crucial role in supporting the Department’s mission and driving continuous improvement across all operations.

WATER

STORM
WATER

STREET
LIGHTING

SEWER

UTILITIES

Enterprise Funds of Salt Lake City Corporation

COMBINED STATEMENT OF REVENUES, EXPENSES, AND CHANGES IN NET POSITION

June 30, 2024 (with comparative information for 2023)

	Water Utility	Sewer Utility	Stormwater Utility	Street Lighting Utility	Combined	
					2024	2023
OPERATING REVENUES:						
Water sales	\$ 108,901,068	\$ -	\$ -	\$ -	\$ 108,901,068	\$ 87,539,609
Charges for sewer services	-	81,664,901	-	-	81,664,901	69,251,092
Stormwater fees	-	-	15,401,464	-	15,401,464	13,848,374
Streetlighting fees	-	-	-	4,766,960	4,766,960	4,288,019
Other	5,445,487	1,545,057	449,605	250	7,440,399	6,389,882
Total operating revenues	114,346,555	83,209,958	15,851,069	4,767,210	218,174,792	181,316,976
OPERATING EXPENSES:						
Cost of sales and services	55,619,659	20,401,737	5,065,411	3,827,275	84,914,082	76,949,884
General and administrative	14,304,132	4,958,958	3,251,649	242,956	22,757,695	22,121,510
Depreciation	11,276,130	10,053,362	3,279,520	739,716	25,348,728	23,829,923
Total operating expenses	81,199,921	35,414,057	11,596,580	4,809,947	133,020,505	122,901,317
OPERATING INCOME (LOSS)	33,146,634	47,795,901	4,254,489	(42,737)	85,154,287	58,415,659
NONOPERATING REVENUE (EXPENSE):						
Interest and financial charges	(5,277,832)	(17,388,040)	(491,868)	(73,181)	(23,230,921)	(23,559,478)
Investment income, net	7,338,110	9,147,742	1,325,721	239,534	18,051,107	13,077,136
Gain on disposition of property and equipment	169,365	14,678	14,429	-	198,472	488,150
Net nonoperating expense	2,229,643	(8,225,620)	848,282	166,353	(4,981,342)	(9,994,192)
Transfers in	200,000	-	-	-	200,000	2,300,000
Legal settlement	-	-	-	-	-	5,780,176
Capital contributions and grants	3,593,322	2,469,467	2,922,035	-	8,984,824	10,918,953
CHANGES IN NET POSITION	39,169,599	42,039,748	8,024,806	123,616	89,357,769	67,420,596
NET POSITION:						
Beginning of the year	484,195,748	364,204,112	130,031,796	11,978,354	990,410,010	922,989,414
End of the year	\$ 523,365,347	\$ 406,243,860	\$ 138,056,602	\$ 12,101,970	\$ 1,079,767,779	\$ 990,410,010

Current year (2024) numbers are not yet audited

REVENUES & EXPENDITURES

STREET LIGHTING UTILITY

REVENUES: \$5,564,065

Customer Charges	\$4,568,705
Other Income	\$250
Interest Income	\$0
Contributions	\$0
Other Non-operating Income	\$0
Transfers In	\$0
Bond Proceeds	\$0
Reserves	\$995,109

EXPENDITURES \$5,564,065

Capital	\$1,105,397
Operations & Maintenance	\$0
Administration	\$4,071,514
Finance	\$111,076
Amounts Paid to City	\$82,518
Debt Service	\$193,560

WATER UTILITY

REVENUES: \$127,463,912

Customer Charges	\$99,645,641
Other Income	\$6,140,192
Contributions	\$1,866,032
Interest Income	\$5,749,102
Other Non-operating Income	\$7,132
Transfers In	\$200,00
Bond Proceeds	\$0
Reserves	\$13,855,813

EXPENDITURES: \$127,463,912

Capital	\$34,044,893
Operations & Maintenance	\$20,213,259
Administration	\$3,398,389
Finance	\$17,044,199
Water Quality	\$7,528,076
Engineering	\$3,469,757
GIS & IT	\$2,157,891
Water Reclamation	\$0
Water Resources	\$1,413,408
Water Purchases	\$17,965,793
MSDSL Assessment	\$7,022,012
Amounts Paid to City	\$5,719,881
Debt Service	\$7,486,356

SEWER UTILITY

REVENUES: \$291,184,930



EXPENDITURES: \$291,184,930

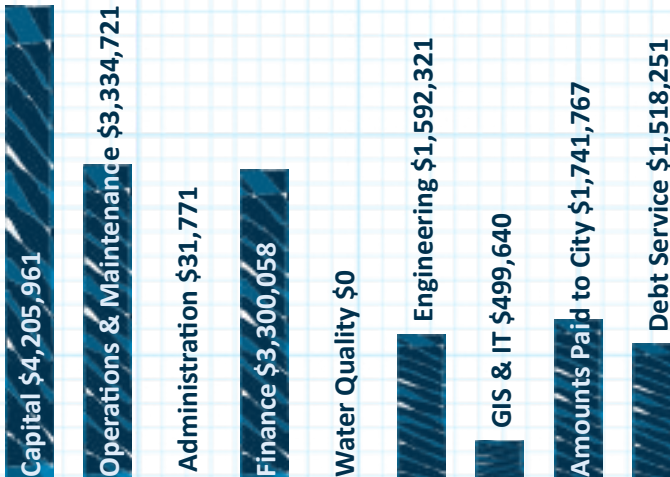


STORM WATER UTILITY

REVENUES: \$16,224,489



EXPENDITURES: \$16,224,489



REVENUES & EXPENDITURES

Following Salt Lake City’s lead, the Department formed the Public Utilities’ Employee Advisory Board (DPUEAB) in 2024. The mission of the DPUEAB is to represent SLCDPU employees. The DPUEAB is obligated to promote peace, order, and harmony among our employees, encourage civility and goodwill among coworkers, and ensure equal treatment and opportunities for all employees. The DPUEAB coordinates with, but is independent of, Salt Lake City’s Employee Advisory Board (CEAB).

Members of the DPUEAB represent employees from all of the Department’s workgroups. DPUEAB members pictured from left to right:

Austen Tingey, Water Quality Technician;
 Chris Aragon, Water Quality Coordinator;
 Anthony Garcia, Water Service Coordinator;
 Jesse Killinger, Public Relations Coordinator;
 Connor Hansen, Water Reclamation Facility Process Control Analyst;
 Adriana Vialpando, Customer Service Collector / Investigator;

EAB members not pictured:

Moriah Gamache, Engineer IV
 Chien Hwang, Engineer V
 Holly Lopez, Policy & Public Affairs Director
 Isaac Myers, Engineer III



The DPUEAB planned and executed this year’s Appreciation Luncheon for all SLCDPU employees. Held in September 2024, event programming was updated from previous years to encourage greater attendance. An estimated 300 employees attended, and the enthusiastic feedback during and after the event indicates it was well-received. The DPUEAB anticipates incorporating even more suggestions to further increase employee engagement in future events.

EMPLOYEE ADVISORY BOARD

The DPUEAB is tasked with updating SLCDPU’s Awards & Recognition program, aiming to implement a revised policy and encourage increased employee participation for FY2026. While the new policy is developed, the DPUEAB coordinated with our administrators to recognize the employees listed at right for their excellent performance. Selecting a group of employees for recognition was challenging, given that our team is filled with individuals who consistently go above and beyond in service to our community. We are excited to roll out a new Awards & Recognition program, designed to identify and celebrate outstanding contributions across our workforce.

MICHELLE BARRY	RYAN DRANEY	JACOB JORGENSEN	DALLIN STETTLE
AARON BENZON	JEREMY DUMARS	TOM LANGFORD	LORENZO TERZO
CODY CHRISTENSEN	ALI GEE	JAKE NELSON	THUAN TRUONG
DANNA CHRISTENSEN	MIKE GILES	JEFF RUIZ	BRITTON WALTER
RANDY DAVIS	KARRYN GREENLEAF	STEVE SCHIRMER	JOHN WELLS

475 FULL TIME POSITIONS

423 FILLED FULL TIME POSITIONS

28 SEASONAL HOURLY POSITIONS

50 EMPLOYEES HIRED IN 2024

9 RETIREMENTS IN 2024



The Administration, Director Laura Briefer (center) and Deputy Directors Jason Brown (far left) and Jesse Stewart (far right) are pictured with SLCDPU’s Operations & Maintenance staff. *September 2024*

RETIREMENTS

Richard Flores retired in December 2023 after 39 years of service

Dennis Leroy retired in December 2023 after 31 years of service

Kevin Kranendonk retired in December 2023 after 46 years of service

Robyn Lindsey retired in December 2023 after 24 years of service

Russell Williams retired in January 2024 after 28 years of service

Julianne Justice retired in April 2024 after 26 years of service

Bradley Argentos retired in July 2024 after 29 years of service

Craig Dodge retired in August 2024 after 28 years of service

Michael Peglau retired in September 2024 after 19 years of service



— SLCDPU employees Tamara Prue, Jeff Grimsdell, and Wes Ing at the 2023 PUAC holiday luncheon *December 2023*



Director Laura Briefer (center) pictured with Deputy Directors Jason Brown (left) and Jesse Stewart (right) September 2024

We created a new **Development Services Division** this year to elevate and consolidate the development review and permitting process within the Department. Led by Kristeen Beitel, Development Services Administrator, this team will support Salt Lake City’s continued growth and development, while preparing for long-term initiatives such as the downtown Entertainment District, the Power District, Major League Baseball, and the 2034 Olympics.

We secured over \$39 million, nearly half of which is forgivable, for lead service line inventory and replacements throughout our service area, resulting in **significant savings for our ratepayers** while making critical improvements to our drinking water system.

In alignment with Mayor Mendenhall’s goals, we completed a report detailing **water use efficiency** at Salt Lake City’s properties and identifying opportunities for further conservation.

In partnership with Salt Lake City’s Office of Access & Belonging, we hosted **Language Access Training** for our staff. This training introduced resources to assist in communicating with all community members, regardless of their English proficiency.

As our City continues to grow, **understanding the changing demographics of our community** ensures we can more effectively serve everyone.

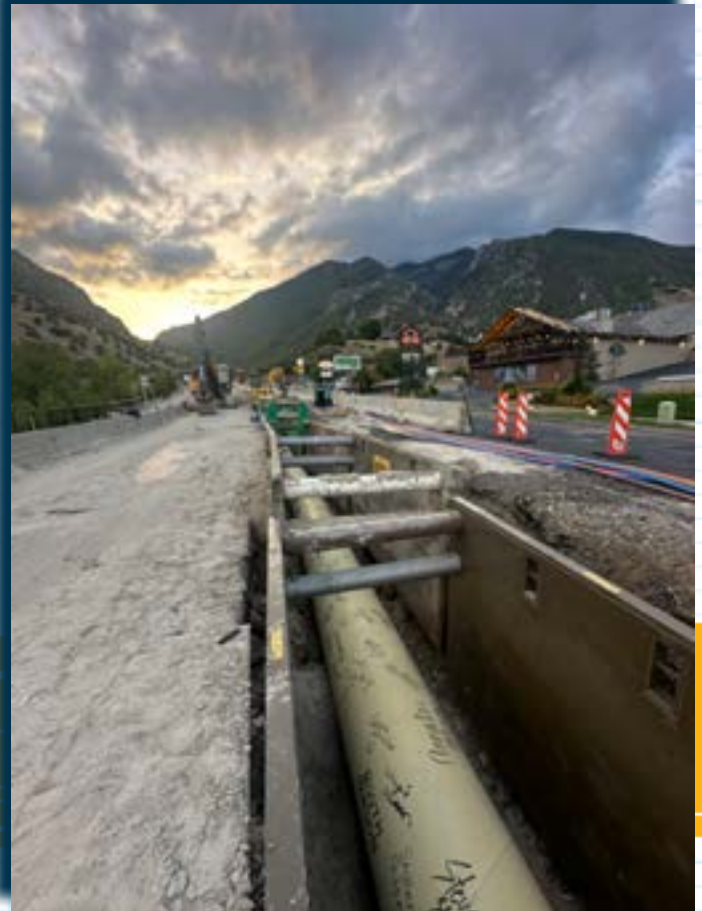
Salt Lake City hosted the annual conference for the

National Association of Floodplain Managers, with Chief Engineer Jason Draper playing a key role in **planning and executing** the event, which drew stormwater professionals from across the country.

In July, City Creek Canyon, including SLCDPU’s water treatment staff, was evacuated when a wildfire, later named the Sandhurst Fire, ignited in the Ensign Peak area. The fire was **quickly contained** after burning 200 acres north of the Utah State Capitol Building.

Several SLCDPU staff attended the groundbreaking event for the Cottonwoods Connection project, hosted by the Metropolitan Water District of Salt Lake and Sandy (MWDSL), in August. This project will connect the water supplies of the Big and Little Cottonwood Water Treatment Plants, allowing for untreated water to be transferred between locations for treatment. Once complete, the Cottonwoods Connection will **significantly enhance Salt Lake City’s resiliency**.

PUBLIC UTILITIES ADMINISTRATION



A section of the Cottonwoods Connection pipe, signed by those who attended the groundbreaking event, after installation. September 2024



LAURA BRIEFER
DIRECTOR



JESSE STEWART
DEPUTY DIRECTOR



JASON BROWN
DEPUTY DIRECTOR



LISA TARUFFELLI
FINANCE ADMINISTRATOR



KRISTEEN BEITEL
DEVELOPMENT SERVICES
ADMINISTRATOR



JASON DRAPER
CHIEF ENGINEER



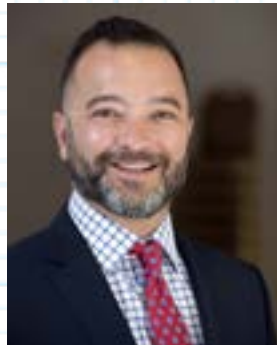
TERESA GRAY
WATER QUALITY & TREATMENT
ADMINISTRATOR



JEFF GRIMSDSELL
OPERATIONS & MAINTENANCE
SUPERINTENDENT



WES ING
SAFETY PROGRAM MANAGER



MARK KITTRELL
DEPUTY CITY ATTORNEY



HOLLY LOPEZ
POLICY & PUBLIC AFFAIRS DIRECTOR



CHLOE MORRONE
COMMUNICATIONS & ENGAGEMENT
MANAGER



TAMARA WAMBEAM
GIS/IT ADMINISTRATOR



JAMEY WEST
WATER RECLAMATION ADMINISTRATOR

PUBLIC UTILITIES ADMINISTRATION

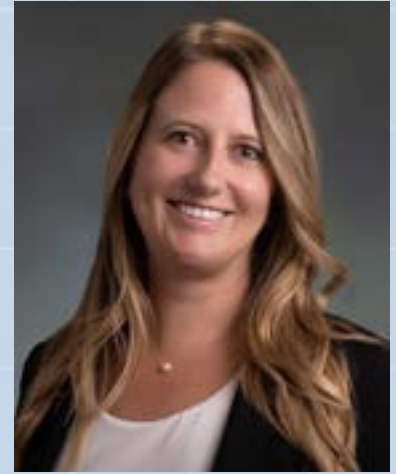
PUBLIC UTILITIES ADVISORY COMMITTEE



ALEX LOVELL
CHAIR



KATHRYN FLOOR
VICE CHAIR



DANI CEPERNICH



TOM GODFREY



ROGER PLAYER



TED BOYER

MEMBERS NOT PICTURED

TERRY MARASCO

CHRISTOPHER SHOPE

The Public Utilities Advisory Committee (PUAC) meets monthly to provide guidance and oversight on Departmental operations and budget, rate schedules, legislative issues, and policy decisions. PUAC meetings are open to the public. Members serve as volunteers for four-year terms. Representing SLCDPU rate payers across our service area, PUAC members are nominated by the Department Director and appointed by the Mayor and City Council.



PUAC members Christopher Shope (right) and Roger Player (left) at the 2023 holiday luncheon.
December 2023

SALT LAKE CITY ADMINISTRATION

Erin Mendenhall	Mayor
Rachel Otto	Chief of Staff
Lindsey Nikola	Deputy Chief of Staff
Jill Love	Chief Administrative Officer
Megan Yuill	Deputy Chief Administrative Officer
Katherine Lewis	City Attorney
Cindy Lou Trishman	City Recorder
Marina Scott	City Treasurer



SALT LAKE CITY COUNCIL

Victoria Petro

District 1

Alejandro Puy

District 2

Chris Wharton

District 3

Eva Lopez Chavez

District 4

Darin Mano

District 5

Dan Dugan

District 6

Sarah Young

District 7



Salt Lake City Department of Public Utilities
1530 S. West Temple Street
Salt Lake City, UT 84115

www.SLC.Gov/Utilities

