

Summary of Operations 2020



Table of Contents

<i>Public Utilities Mission Statement</i>	<i>1</i>
<i>Deliveries</i>	<i>2</i>
<i>Water Sources</i>	<i>3</i>
<i>Consumption & Bill Data</i>	<i>4</i>
<i>Budget Summary - Water</i>	<i>5</i>
<i>Budget Summary - Storm Water</i>	<i>6</i>
<i>Budget Summary - Street Lights</i>	<i>7</i>
<i>Main Line Breaks</i>	<i>8</i>
<i>Distribution - Wells</i>	<i>9</i>
<i>Distribution - Storage Tanks</i>	<i>10</i>
<i>Booster Stations</i>	<i>11</i>
<i>Safety</i>	<i>12</i>
<i>Flood Claims</i>	<i>13</i>
<i>Blue Stakes</i>	<i>14</i>
<i>Street Lights</i>	<i>15</i>
<i>Conservation</i>	<i>16</i>
<i>Volunteers and Visitors</i>	<i>17</i>
<i>AquaHawk</i>	<i>18</i>

Note: All data is reported by a calendar year time period, with the exception of the budget summaries, which are reported in a fiscal year time period.

Public Utilities Vision



**PROUDLY WORKING TOGETHER TO PROVIDE QUALITY UTILITY
SERVICES FOR OUR CUSTOMERS**

VALUES

SAFETY — We are committed to safety by protecting the lives and resources of our employees and customers. We will provide training, tools and equipment to promote safety as a way of life.

EFFECTIVENESS — We are committed to providing dependable, cost effective services that meet the needs of our customers through the use of modern technology and infrastructure, now and in the future.

EFFICIENCY - We are committed to providing maximum use of resources through evaluation of the best balance of cost and benefit while measuring progress to maintain long term sustainability.

INTEGRITY — We promote integrity by being honest, being accurate in the work we perform and becoming more knowledgeable in our area of responsibility.

RESPONSIVENESS — We will be prepared to respond in a timely, courteous and professional manner.

TEAM WORK — We are a team with individual strengths. We are committed to listen, respect, trust, value, and support each other in achieving common goals. We strive to enhance employee self worth and job skills.

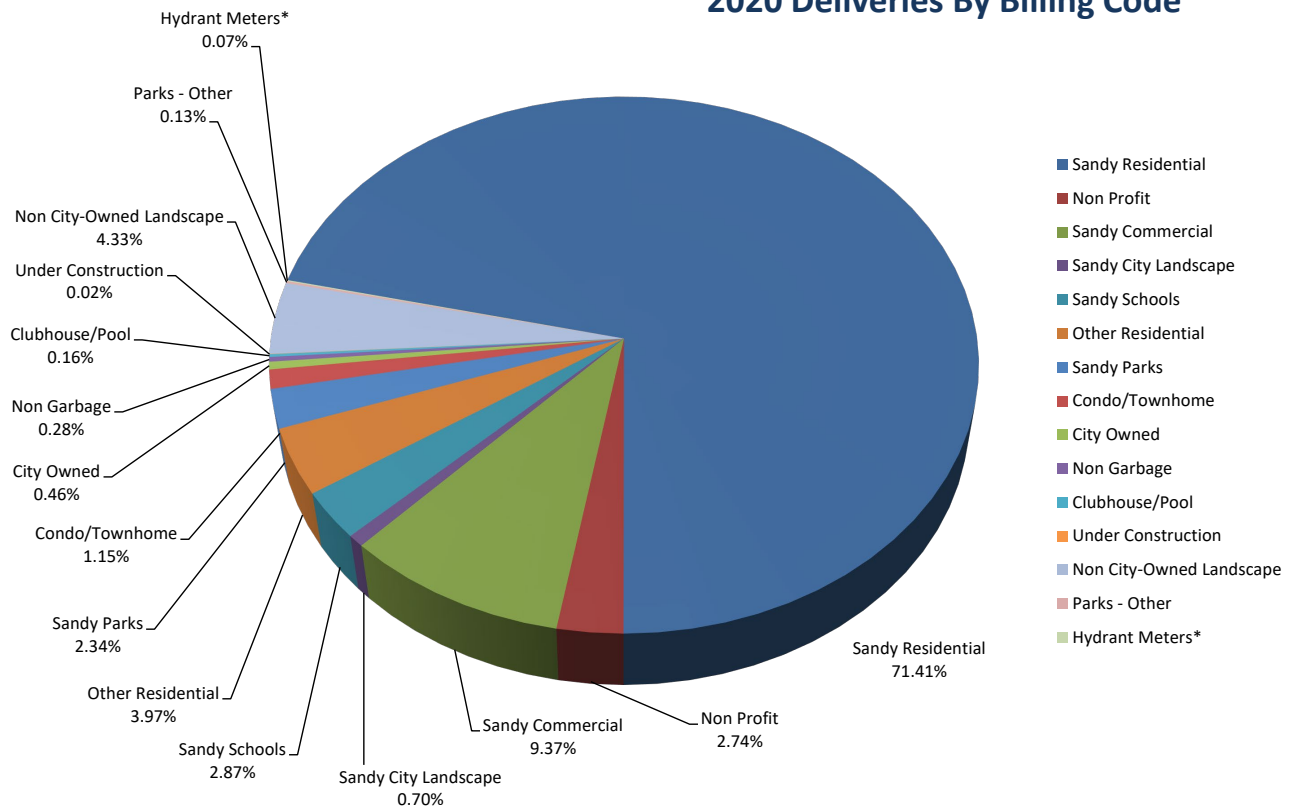
Deliveries



Billing Code	2019		2020	
	Gallons	% of Total	Gallons	% of Total
Sandy Residential	4,560,267,000	69.53%	5,905,946,000	71.41%
Non Profit	147,095,400	2.24%	226,980,000	2.74%
Sandy Commercial	728,216,400	11.10%	774,822,000	9.37%
Sandy City Landscape	321,424,520	4.90%	57,935,000	0.70%
Sandy Schools	187,106,900	2.85%	237,500,000	2.87%
Other Residential	298,458,800	4.55%	328,152,000	3.97%
Sandy Parks	162,496,600	2.48%	193,667,000	2.34%
Condo/Townhome	88,547,210	1.35%	94,947,000	1.15%
City Owned	30,145,740	0.46%	37,868,000	0.46%
Non Garbage	19,607,690	0.30%	23,413,000	0.28%
Clubhouse/Pool	14,574,120	0.22%	13,409,000	0.16%
Under Construction	486,180	0.01%	1,548,000	0.02%
Non City-Owned Landscape	271,455	0.00%	358,395,000	4.33%
Parks - Other	N/A	N/A	10,672,000	0.13%
Hydrant Meters*	N/A	N/A	5,448,000	0.07%
Total	6,558,698,015	100.00%	8,270,702,000	100.00%

*Note: Hydrant Meter data was not calculated in our consumption numbers submitted to the State of Utah.

2020 Deliveries By Billing Code

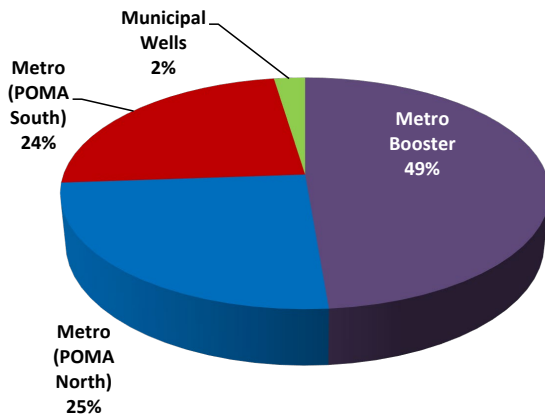


Water Source Supplies

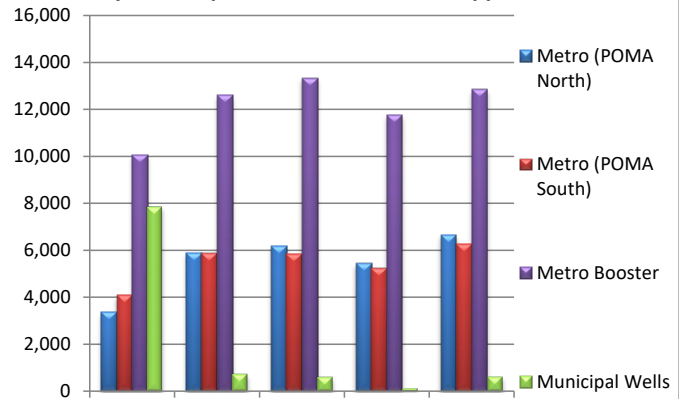


	CY 2016 (AF)	CY 2017 (AF)	CY 2018 (AF)	CY 2019 (AF)	CY 2020 (AF)	5 Year Avg.	
Metro Booster	10,047	12,592	13,340	11,765	12,845	12,118	48%
Metro (POMA North)	3,343	5,884	6,178	5,434	6,646	5,497	22%
Metro (POMA South)	4,079	5,869	5,849	5,239	6,261	5,459	22%
Municipal Wells	7,842	749	625	135	633	1,997	8%
Total Acre Footage Supplied*	25,310	25,094	25,992	22,573	26,385	25,071	100%

Water Sources 2020

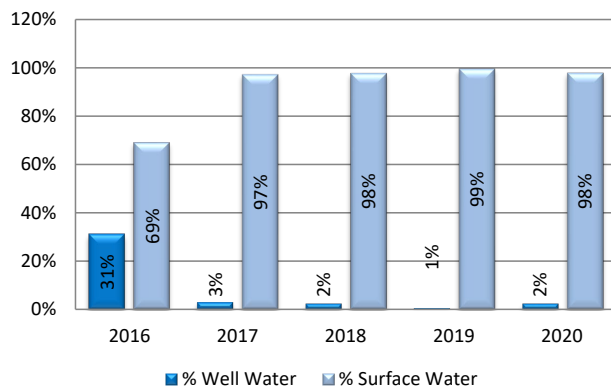


5 year Comparison Water Sources Supplies

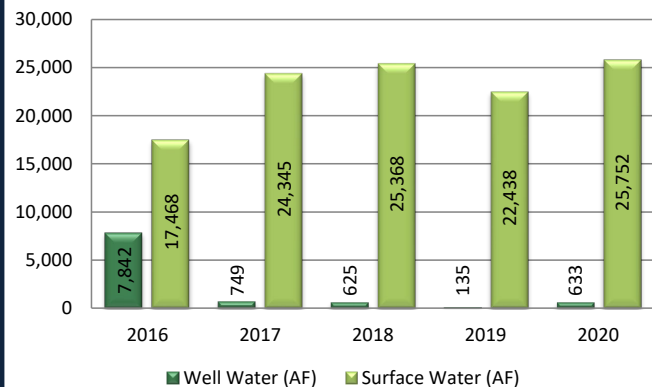


	Well Water (AF)	% Well Water	Surface Water (AF)	% Surface Water	Annual Total (AF)
2016	7,842	31%	17,468	69%	25,310
2017	749	3%	24,345	97%	25,094
2018	625	2%	25,368	98%	25,992
2019	135	1%	22,438	99%	22,573
2020	633	2%	25,752	98%	26,385

**Well Water - Surface Water
Annual Percentage**



**Well Water - Surface Water
Annual Volume**



Consumption and Bill Data



Water Rate Structure (Overage costs = Per 1,000 gallons)

	Meter Size	2016	2017	2018	2019	2020	Block Tier Rates (3/4")
Monthly Minimum Base Rate	3/4"	\$20.40	\$11.74	\$13.74	\$14.43	\$14.43	Block 1 \$1.64
	1"	\$27.63	\$15.89	\$17.89	\$18.78	\$18.78	Block 2 \$2.53
	1 1/2"	\$34.85	\$20.04	\$22.04	\$23.14	\$23.14	Block 3 \$2.98
	2"	\$54.71	\$31.45	\$33.45	\$35.12	\$35.12	Block 4 \$3.42
	3"	\$200.96	\$115.47	\$117.47	\$123.34	\$123.34	
	4"	\$255.13	\$146.58	\$148.58	\$156.01	\$156.01	
	6"	\$381.51	\$219.19	\$221.19	\$232.25	\$232.25	
	8"	\$525.96	\$302.18	\$304.18	\$319.39	\$319.39	
	10"	\$724.57	\$416.28	\$418.28	\$439.19	\$439.19	

Day and Per Capita Consumption

	Annual Consumption	Annual Gallons Per Capita	Annual Consumption (acre-feet)*	GPD	GPD per Capita
2016	7,745,441,870	84,221	23,770	21,220,389	231
2017	7,829,867,950	84,463	24,029	21,451,693	231
2018	7,547,476,527	80,507	23,162	20,678,018	221
2019	6,558,376,530	69,175	20,127	17,968,155	190
2020	8,265,253,830	86,204	25,365	22,644,531	236

*Does not include appx. 2,000 AF/year supplied to Midvale

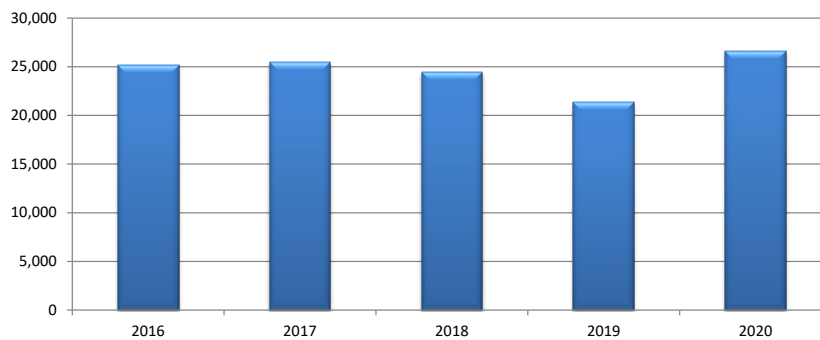
Average Water Bill

	Connections	Annual Water Revenue	Avg. Annual Bill	Avg. Monthly bill	Avg. Monthly Use (gallons)
2016	25,607	\$18,432,555	\$719.82	\$59.99	25,206
2017	25,607	\$19,991,007	\$780.69	\$65.06	25,481
2018	25,736	\$22,262,800	\$865.05	\$72.09	24,439
2019	25,603	\$21,974,403	\$858.27	\$71.52	21,346
2020	25,902	\$23,555,583	\$909.41	\$75.78	26,591

Service Population

2016	91,966
2017	92,702
2018	93,749
2019	94,809
2020	95,880

5 - Yr Average Monthly Use



Budget Summary - Water

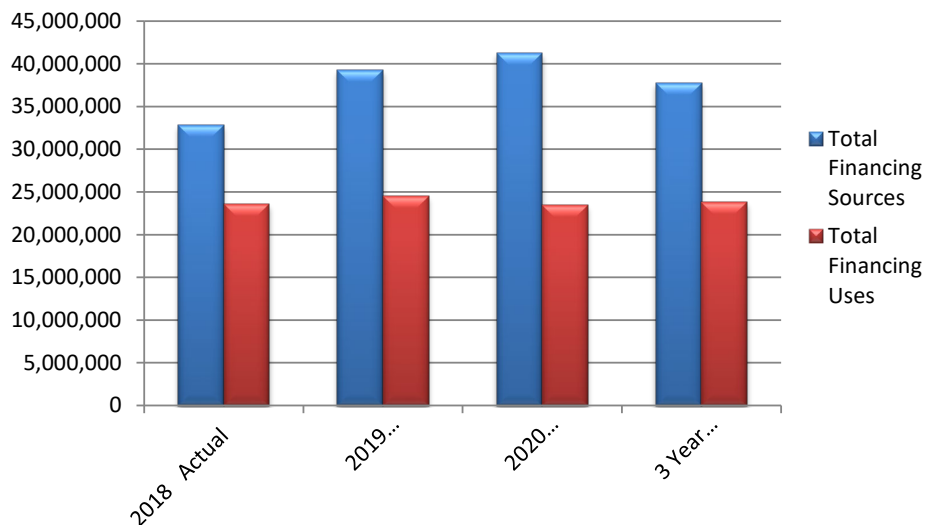
Fiscal Year



Water Fund	2018 Actual	2019 Actual	2020 Actual	3 Year Average
Financing Sources:				
Charges for Sales & Services	22,281,593	21,838,407	23,555,583	22,558,528
Miscellaneous Revenue	590,892	574,114	354,882	506,629
Fees from Developers	612,785	568,688	483,238	554,904
Other Income	47,208	489,908	156,324	231,147
Transfer from Reserves	9,315,458	15,774,595	16,655,840	13,915,298
Total Financing Sources	32,847,936	39,245,712	41,205,867	37,766,505

Financing Uses:				
Personnel Services	2,111,746	2,233,449	2,343,172	2,229,456
Materials & Supplies	369,018	650,563	512,768	510,783
External Services	390,134	868,034	1,002,887	753,685
Internal Services	1,425,918	1,585,033	1,612,298	1,541,083
Cost of Sales & Services	6,256,238	6,389,193	6,489,359	6,378,263
Equipment and Improvements	25,364	14,863	15,522	18,583
Capitalized Labor	1,171,021	1,276,162	1,290,561	1,245,915
Capitalized Material & Supplies	3,207	3,180	5,893	4,094
Capitalized Internal Services	134,083	220,878	202,211	185,724
Capital Outlays	9,842,843	9,379,918	8,182,319	9,135,027
Debt Service	1,820,533	1,835,051	1,796,534	1,817,373
Total Financing Uses	23,550,105	24,456,325	23,453,524	23,819,984

3 - Year Water Fund Summary



Budget Summary - Storm Water

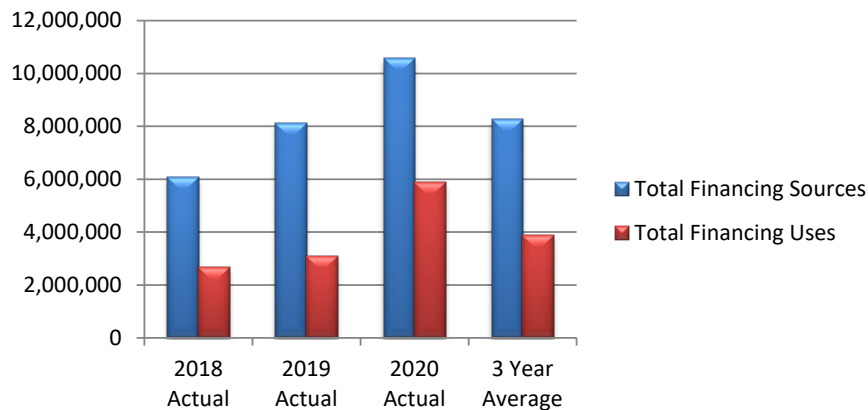
Fiscal Year



Storm Water Fund	2018 Actual	2019 Actual	2020 Actual	3 Year Average
Financing Sources:				
Charges for Sales & Services	4,000,962	4,086,414	4,136,800	4,074,725
Miscellaneous Revenue	38,004	0	93,553	43,852
Fees from Developers	363,200	476,108	295,206	378,171
Inter-Governmental Revenue	0	0	502,030	167,343
Other Income	9,154	121,184	410,836	180,391
Transfer from Reserves	1,666,764	3,435,339	5,132,405	3,411,503
Total Financing Sources	6,078,085	8,119,044	10,570,830	8,255,986

Financing Uses:				
Personnel Services	917,328	941,084	951,571	936,661
Materials & Supplies	147,899	138,151	143,326	143,125
External Services	5,824	8,604	44,409	19,612
Internal Services	229,543	262,458	191,643	227,881
Cost of Sales & Services	11,414	18,102	18,107	15,874
Equipment and Improvements	1,188	5,209	3,367	3,255
Capitalized Labor	359,263	373,752	408,517	380,511
Capitalized Material & Supplies	30,344	31,649	37,255	33,083
Capitalized Internal Services	204,873	223,561	1,046,909	491,781
Capital Outlays	248,053	591,117	2,658,584	1,165,918
Debt Service	506,962	507,485	383,555	466,000
Total Financing Uses	2,662,691	3,101,172	5,887,243	3,883,702

3 - Year Storm Water Fund Summary



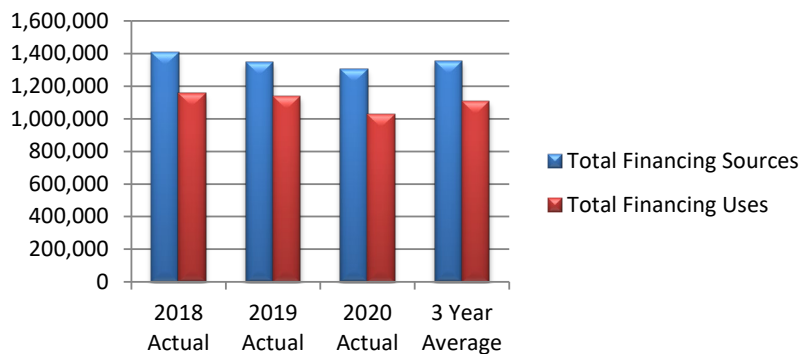
Budget Summary - Street Lights

Fiscal Year



Street Light Fund	2018 Actual	2019 Actual	2020 Actual	3 Year Average
Financing Sources:				
Miscellaneous Revenues	3,777	5,266	4,046	4,363
Charges for Sales & Services	1,057,675	1,069,431	1,082,665	1,069,924
Other Income	31,419	19,277	9,961	20,219
Transfer In - General Fund	0	0	0	0
Prior Year Carryover	317,251	253,951	209,024	260,075
Total Financing Sources	1,410,122	1,347,924	1,305,696	1,354,581
Financing Uses:				
Personnel Services	193,729	214,758	222,185	210,224
Materials & Supplies	436,947	436,669	408,361	427,326
External Services	0	687	8,715	3,134
Internal Service	137,615	175,578	179,979	164,391
Equipment & Improvements	12,015	8,855	3,358	8,076
Capitalized Internal Services	0	161,276	0	53,759
Capital Outlays	375,866	141,076	207,877	241,606
Total Financing Uses	1,156,172	1,138,899	1,030,475	1,108,515

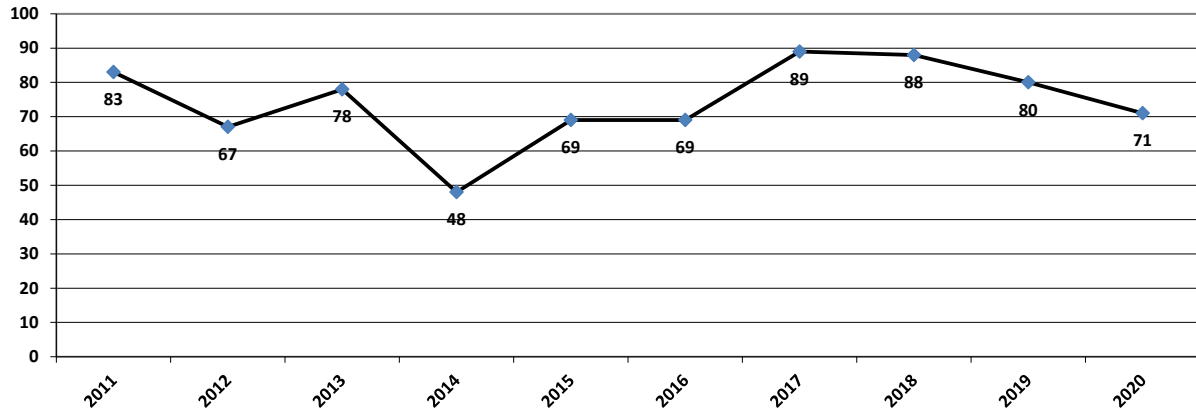
3 - Year Street Light Fund Summary



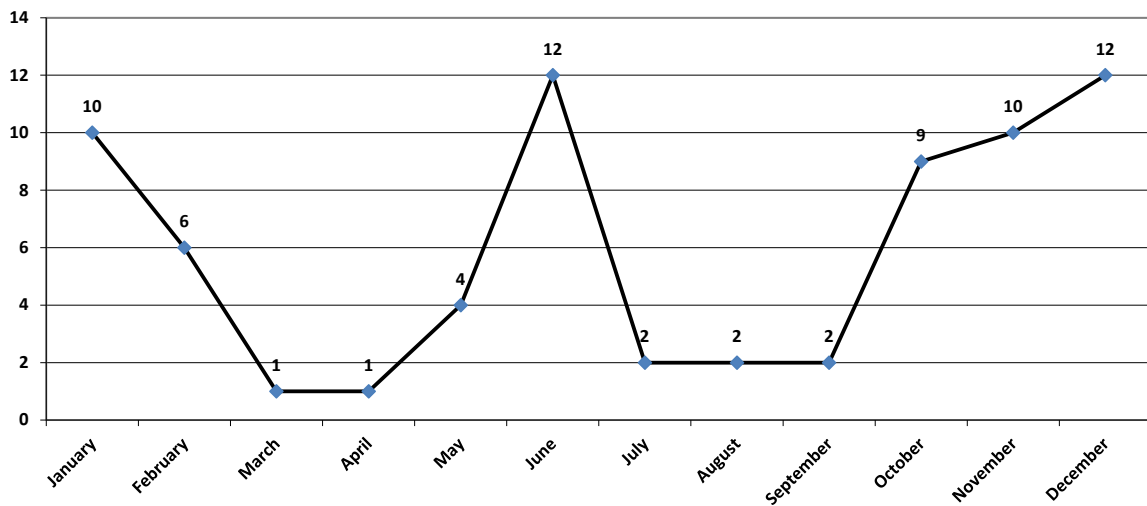
Main Line Breaks



10 - Year Main Line Pipe Break History



2020 Main Line Pipe Breaks - 71 Total

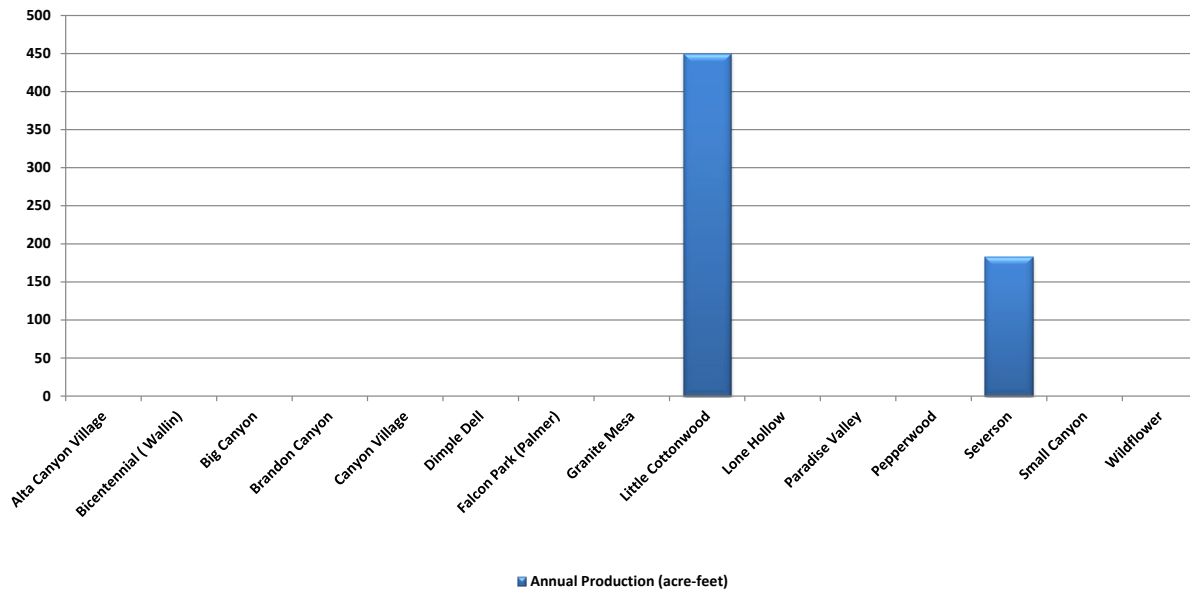


Distribution



Active Wells 2020					
Name	Well Capacity (mgd)	Well Condition	Zone Pressure	Horse Power	Annual Production (acre-feet)
Alta Canyon Village	2.88	Good	116	450	0
Bicentennial (Wallin)	4.32	Fair	90	450	0
Big Canyon	1.44	Fair	10	75	0
Brandon Canyon	1.5	Good	114	250	0
Canyon Village	2.59	Good	131	450	0
Dimple Dell	5.76	Excellent	80	1,250	0
Falcon Park (Palmer)	3.02	Good	36	400	0
Granite Mesa	1.87	Good	70	250	0
Little Cottonwood	2.52	Good	140	400	450
Lone Hollow	2.23	Excellent	124	600	0
Paradise Valley	2.88	Excellent	86	600	0
Pepperwood	4.32	Good	27	1,000	0
Severson	2.30	Excellent	70	500	183
Small Canyon	0.86	Good	N/A	40	0
Wildflower	2.88	Good	107	500	0
Total Annual Production					633

2020 Municipal Wells Production



Storage Tanks



Pressure Zone	Tank	Construction		Year & Condition
		Capacity (mg)	Type	
1	A-1	0.65	Concrete	1982 - Good
1	High Bench	4.5	Concrete	1998 - Good
2	Granite	5.0	Concrete	2009 - Excellent
2	Pepperwood	3.0	Concrete	2014 - Excellent
3	Hand	4.0	Concrete	1979 - Good
3	Southeast	4.0	Concrete	1984 - Good
4	New Flat Iron	5.0	Concrete	2019 -Excellent
5	Zone 5	8.0	Concrete	1990 - Good
6	Granite Mesa	3.0	Concrete	1979 - Fair
		37.15		



Booster Stations



BOOSTER NAME	DESIGN (GPM)	CAPACITY (MGD)	ZONE	PUMP SIZE IN (HP)	PUMP TYPE
A-1 BOOSTER	1,000	4.3	1 AND 1-B	100	LINE SHAFT
BOOSTER #1	4,500	6.4	2	200	LINE SHAFT
GRANITE MESA	2,500	3.6	4	100	LINE SHAFT
HIGH BENCH	6,000	8.6	1	350	LINE SHAFT
METRO BOOSTER	12,520	18.0	2 / 3	200 / 300	LINE SHAFT
FALCON PARK	2,100	3.0	3	100 / 200	LINE SHAFT
PEPPERWOOD	9,000	12.96	2	300	LINE SHAFT

Safety



Calendar Year	Avg # of Employees	Number of Employee Hours Worked ^a	Workers Compensation Claims				Days of Restricted Work	Total Incurred Costs of Workers Comp. Claims
			Lost Work Day Cases ^b	Cases w/o Lost Work Days ^c	Total Cases	Total Lost Work Days ^d		
2010	53	97,520	0	5	5	0	45	\$ 14,769
2011	57	104,880	0	3	3	0	0	\$ 7,411
2012	58	106,720	0	4	4	0	6	\$ 1,643
2013	63	115,920	0	2	2	0	0	\$ 231
2014	58	106,720	0	9	9	68	68	\$ 4,305
2015	64	117,760	0	3	3	0	0	\$ 468
2016	64	117,760	0	3	3	0	0	\$ 2,197
2017	64	117,760	1	5	6	2	12	\$ 1,189
2018	64	117,760	0	1	1	0	0	\$ 74
2019	64	117,760	0	2	2	0	35	\$ 3,609
2020	59	108,560	0	1	1	0	0	\$ 165

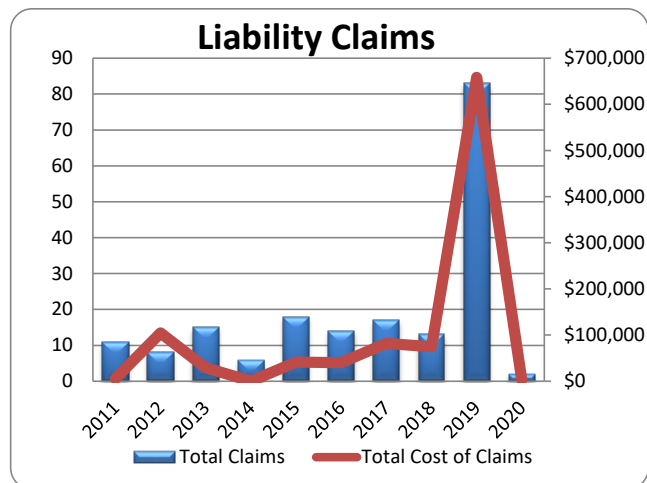
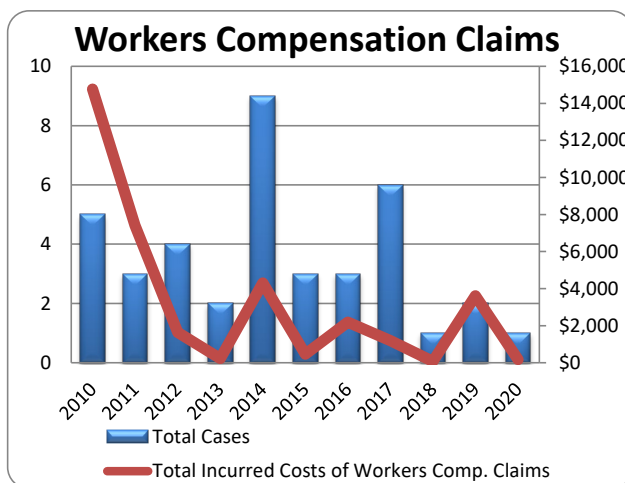
a- Number of employees x1840 (1840 hours is the average # of hours an employee works per year).

b- Cases where employees missed work due to a work-related injury.

c- Cases where injury did not stop an employee from coming to work.

d- Days away from work + days of restricted activity.

Liability Claims		
2011	11	\$5,875
2012	8	\$104,819
2013	15	\$29,176
2014	6	\$287
2015	18	\$41,175
2016	14	\$40,332
2017	17	\$81,708
2018	13	\$74,826
2019	83	\$658,383
2020	2	\$3,172
Totals	187	\$1,039,753



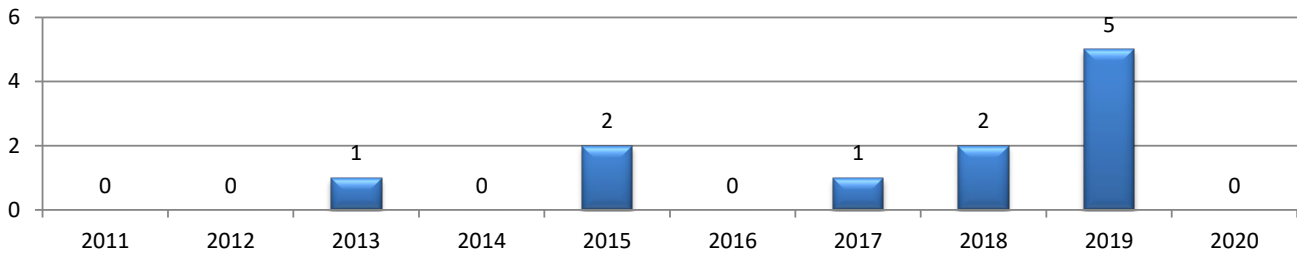
Flood Claims



Year	# of Storm Flood Claims	Cost of Flood Claims	Average Cost of Claim
2011	0	\$0	-
2012	0	\$0	-
2013	1	\$11,367	\$11,367
2014	0	\$0	-
2015	2	\$26,884	\$13,442
2016	0	\$0	-
2017	1	\$953	\$953
2018	2	\$3,691	\$1,846
2019	5	\$212,352	\$42,470
2020	0	\$0	-
Totals	14	\$421,150	\$30,082



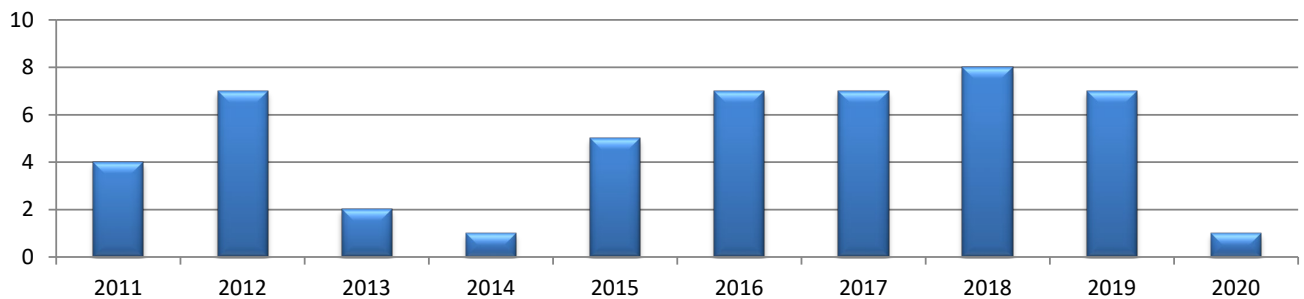
Number of Storm Flood Claims



Year	# of Line Break Flood Claims	Cost of Flood Claims	Average Cost of Claim
2011	4	\$2,363	\$590.75
2012	7	\$104,720	\$14,960.00
2013	2	\$4,990	\$2,495.00
2014	1	\$0	\$0.00
2015	5	\$11,757	\$2,351.44
2016	7	\$36,810	\$5,258.63
2017	7	\$76,086	\$10,869.41
2018	8	\$71,001	\$8,875.18
2019	7	\$333,900	\$47,699.94
2020	1	\$915	\$915.00
Totals	49	\$642,542	\$13,113



Number of Water Line Break Flood Claims



Blue Stakes Requests

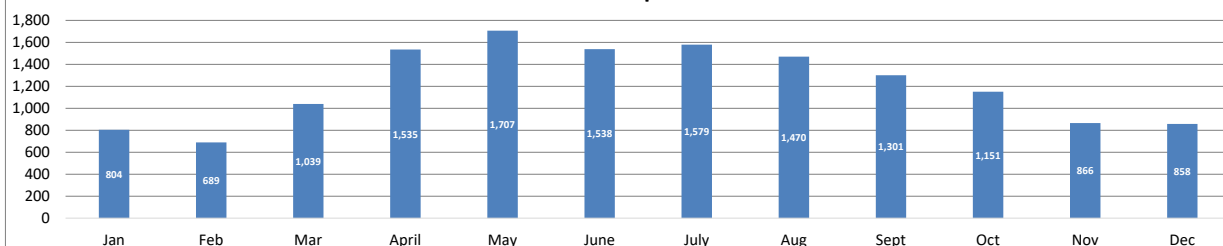


Monthly Blue Stakes Requests 2020

Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
804	689	1,039	1,535	1,707	1,538	1,579	1,470	1,301	1,151	866	858

14537 Annual Requests

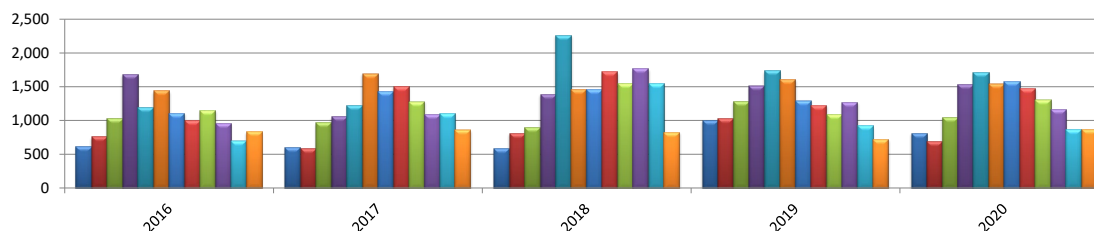
Blue Stakes Requests 2020



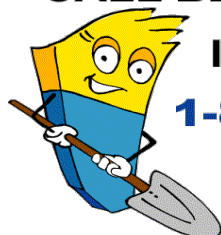
Blue Stakes Requests Processed Monthly

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
2016	612	755	1,027	1,678	1,190	1,433	1,098	999	1,142	956	695	827	12,412
2017	601	576	958	1,051	1,224	1,689	1,423	1,498	1,283	1,086	1,101	856	13,346
2018	577	810	887	1,381	2,253	1,454	1,450	1,714	1,542	1,762	1,548	824	16,202
2019	1,000	1,024	1,279	1,510	1,730	1,603	1,292	1,222	1,087	1,265	916	721	14,649
2020	804	689	1,039	1,535	1,707	1,538	1,579	1,470	1,301	1,151	866	858	14,537
Avg.	719	771	1,038	1,431	1,621	1,543	1,368	1,381	1,271	1,244	1,025	817	14,229

5- Year Blue Stakes Requests Summary



**CALL BEFORE YOU DIG.
IT'S FREE &
IT'S THE LAW.**



(TOLL-FREE)

**1-800-662-4111
208-2100**

(SALT LAKE METRO)

**205 WEST 700 SOUTH, SUITE 101
SALT LAKE CITY, UTAH 84101**



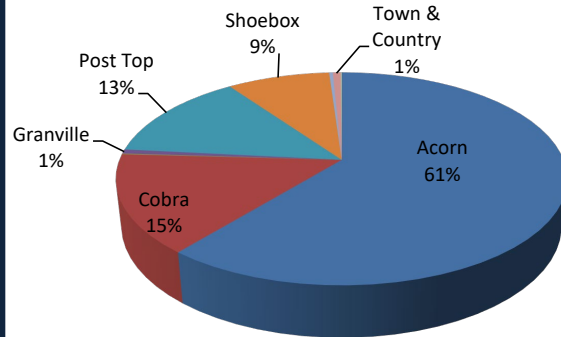
Street Lights



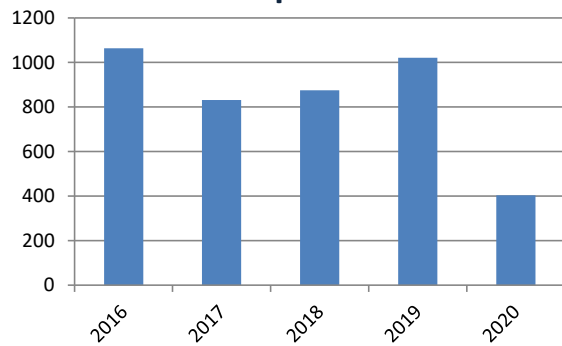
Variety	Count	% of Type
Acorn	5,068	60.93%
Cobra	1,244	14.96%
GE	8	0.10%
Granville	55	0.66%
Post Top	1,127	13.55%
Shoebox	727	8.74%
Tear Drop	26	0.31%
Town & Country	56	0.67%
Arlington	7	0.08%
Total Count	8,318	100.00%

LED Lights	Count	% of Type
LED retrofit 4000k	431	5.18%
LED retrofit 3000k	3,805	45.74%
LED non-retrofit	1,737	20.88%
Total Count	5,973	71.81%

Types of Street Lights

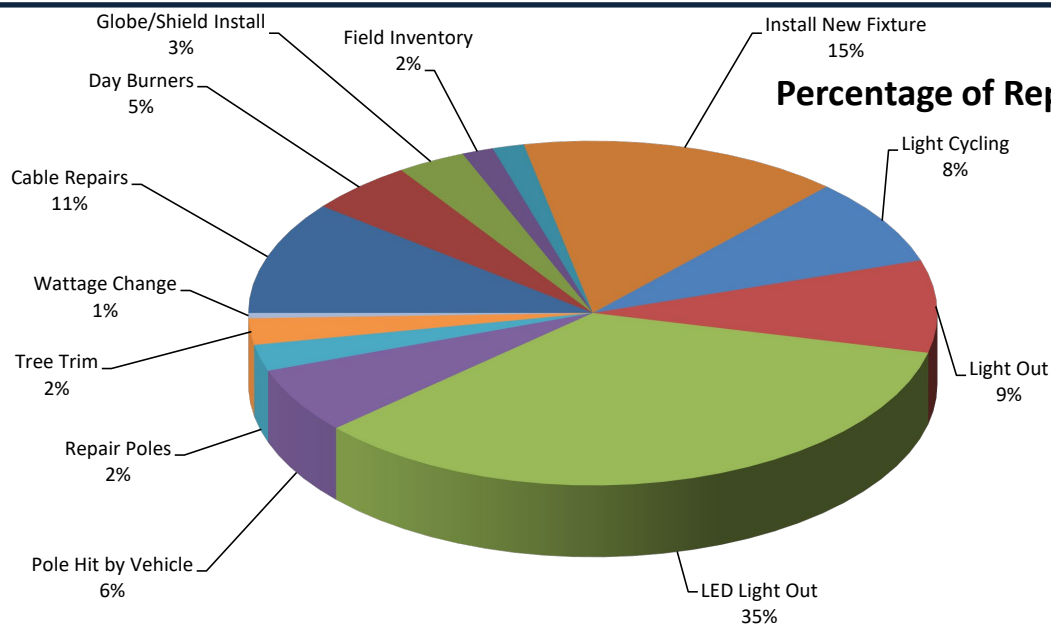


5-Year Total Repair Comparison



2020 Major Repairs	Count	Cost of Repairs	Average Cost per Repair
Cable Repairs	43	\$ 8,621.03	\$ 200.49
Day Burners	20	\$ 574.49	\$ 28.72
Globe/Shield Install	13	\$ 1,078.63	\$ 82.97
Field Inventory	6	\$ 1,550.12	\$ 258.35
Install New Pole	6	\$ 9,262.84	\$ 1,543.81
Install New Fixture	61	\$ 25,963.23	\$ 425.63
Light Cycling	33	\$ 5,669.03	\$ 171.79
Light Out	35	\$ 3,646.32	\$ 104.18
LED Light Out	140	\$ 6,766.56	\$ 48.33
Pole Hit by Vehicle	25	\$ 35,525.15	\$ 1,421.01
Repair Poles	10	\$ 1,870.01	\$ 187.00
Tree Trim	10	\$ 1,170.97	\$ 117.10
Wattage Change	2	\$ 59.62	\$ 29.81
Total	404	\$ 101,758.00	\$ 251.88

Percentage of Repairs 2020

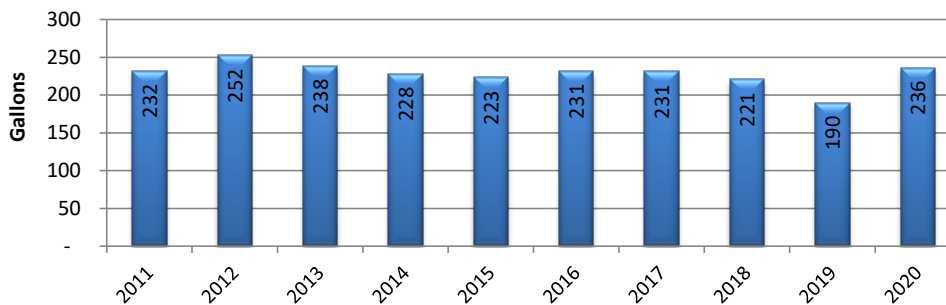


Conservation



Gallons per Capita per Day (GPCD)			
YEAR	Service Population*	System Consumption	GPCD
2006	99,587	8,131,937,556	224
2007	100,675	8,462,350,470	230
2008	101,414	8,953,733,778	242
2009	102,340	7,721,691,147	207
2010	93,388	6,899,569,074	202
2011	84,871	7,192,495,600	232
2012	85,217	7,852,960,000	252
2013	86,030	7,477,646,610	238
2014	86,791	7,211,673,544	228
2015	90,642	7,393,299,410	223
2016	91,666	7,745,441,870	231
2017	92,702	7,829,867,950	231
2018	93,749	7,547,476,527	221
2019	94,809	6,558,376,530	190
2020	95,880	8,265,253,830	236

10-Year Summary Gallons per Capita per Day



Sandy City Rebates

YEAR	Smart Controllers	Toilet	Total
2020	241	48	289

Sego Lily Gardens Volunteers and Visitors

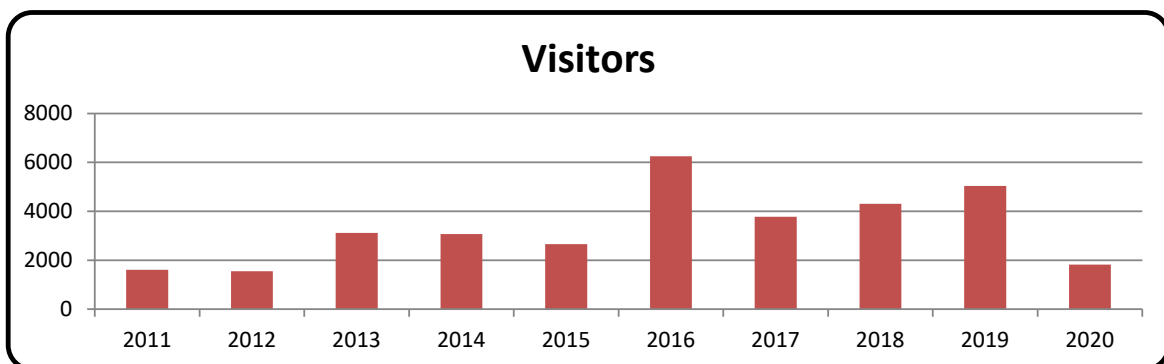
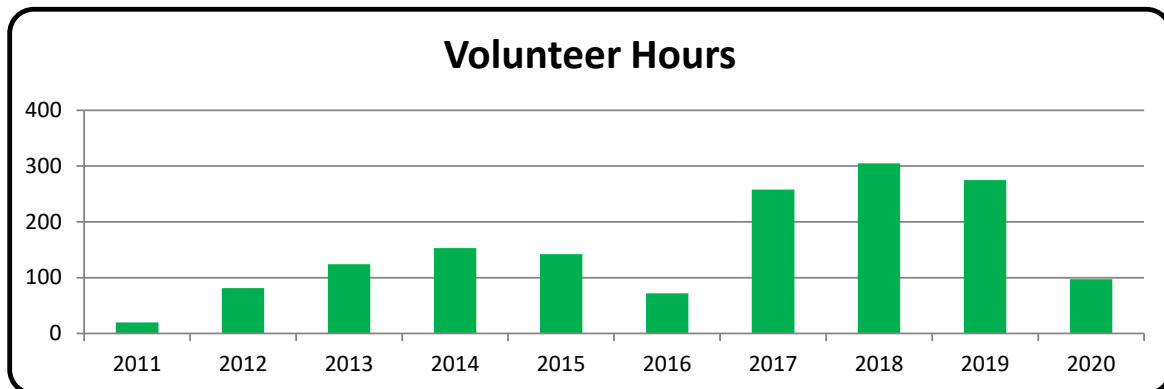


Volunteers at Sego Lily Gardens	
Year	Hours
2011	20
2012	81
2013	124
2014	153
2015	142
2016	72
2017	258
2018	305
2019	275
2020	97
Total	1,527

Group Visitors to Garden		
Organization/Company	Visitors	Date
Visit to bench for Doris Richards	40	7/18/2020
USU MPSH student tour	3	8/6/2020

Month	Visitors
April	0
May	0
June	558
July	546
August	383
September	340
Total	1827

****Note:** Due to COVID-19, Sego Lily Gardens was closed until June.



Customer Notifications 2020				
Month	Email	Phone	Text	Total
January	166	7	146	319
February	190	7	178	375
March	204	10	133	347
April	480	18	271	769
May	1,735	54	704	2,493
June	1,427	41	581	2,049
July	1,870	53	781	2,704
August	2,442	71	1,018	3,531
September	1,560	48	628	2,236
October	918	32	450	1,400
November	362	13	176	551
December	336	9	161	506
Total	11,690	363	5,227	17,280

