

Summary of Operations 2021



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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.

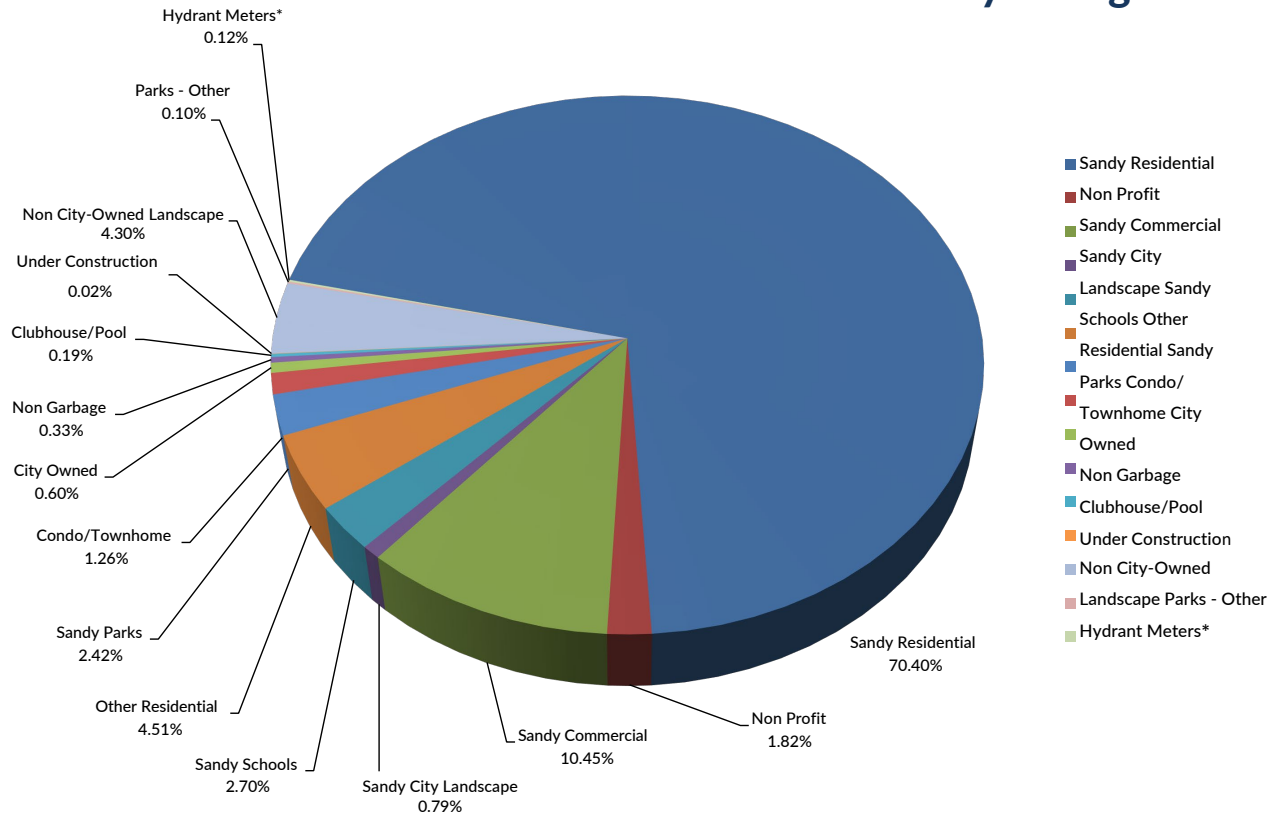
TEAM WORK – We are a team with individual strengths. We are committed to listen, respect, trust, value, and support each other in achieving common goals. We strive to enhance employee self worth and job skills.

Deliveries

Billing Code	2020		2021	
	Gallons	% of Total	Gallons	% of Total
Sandy Residential	5,905,946,000	71.41%	4,790,691,570	70.40%
Non Profit	226,980,000	2.74%	123,624,930	1.82%
Sandy Commercial	774,822,000	9.37%	710,820,110	10.45%
Sandy City Landscape	57,935,000	0.70%	53,811,570	0.79%
Sandy Schools	237,500,000	2.87%	183,648,770	2.70%
Other Residential	328,152,000	3.97%	307,047,670	4.51%
Sandy Parks	193,667,000	2.34%	164,574,110	2.42%
Condo/Townhome	94,947,000	1.15%	85,800,250	1.26%
City Owned	37,868,000	0.46%	41,045,100	0.60%
Non Garbage	23,413,000	0.28%	22,554,630	0.33%
Clubhouse/Pool	13,409,000	0.16%	12,724,870	0.19%
Under Construction	1,548,000	0.02%	1,630,390	0.02%
Non City-Owned Landscape	358,395,000	4.33%	292,343,640	4.30%
Parks - Other	10,672,000	0.13%	6,699,860	0.10%
Hydrant Meters*	5,448,000	0.07%	8,184,160	0.12%
Total	8,270,702,000	100.00%	6,805,201,630	100.00%

*Note: Hydrant Meter data was not calculated in our consumption numbers submitted to the State of Utah in 2020.

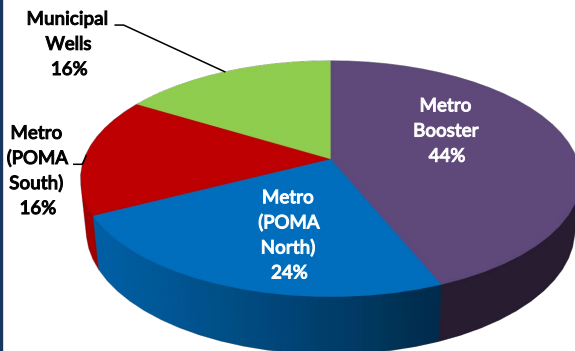
2021 Deliveries By Billing Code



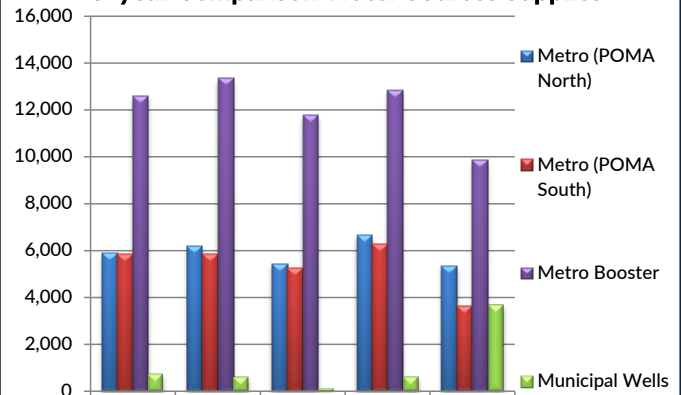
Water Source Supplies

	CY 2017 (AF)	CY 2018 (AF)	CY 2019 (AF)	CY 2020 (AF)	CY 2021 (AF)	5 Year Avg.	
Metro Booster	12,592	13,340	11,765	12,845	9,852	12,079	49%
Metro (POMA North)	5,884	6,178	5,434	6,646	5,324	5,893	24%
Metro (POMA South)	5,869	5,849	5,239	6,261	3,649	5,373	22%
Municipal Wells	749	625	135	633	3,671	1,163	5%
Total Acre Footage Supplied*	25,094	25,992	22,573	26,385	22,496	24,508	100%

Water Sources 2021

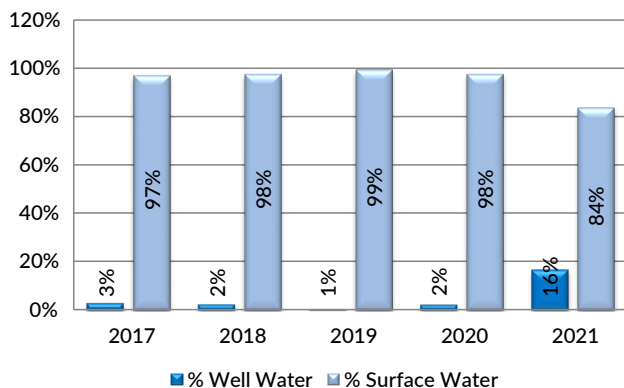


5 year Comparison Water Sources Supplies

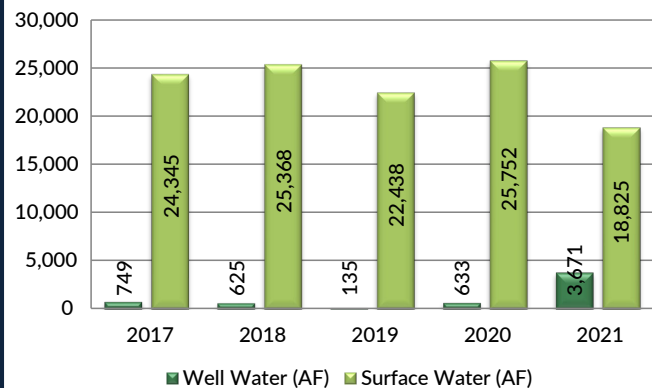


	Well Water (AF)	% Well Water	Surface Water (AF)	% Surface Water	Annual Total (AF)
2017	749	3%	24,345	97%	25,094
2018	625	2%	25,368	98%	25,992
2019	135	1%	22,438	99%	22,573
2020	633	2%	25,752	98%	26,385
2021	3,671	16%	18,825	84%	22,496

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	2017	2018	2019	2020	2021	Block Tier Rates (3/4")
Monthly Minimum Base Rate	3/4"	\$11.74	\$13.74	\$14.43	\$14.43	\$14.43	Block 1 \$1.64
	1"	\$15.89	\$17.89	\$18.78	\$18.78	\$18.78	Block 2 \$2.53
	1 1/2"	\$20.04	\$22.04	\$23.14	\$23.14	\$23.14	Block 3 \$2.98
	2"	\$31.45	\$33.45	\$35.12	\$35.12	\$35.12	Block 4 \$3.42
	3"	\$115.47	\$117.47	\$123.34	\$123.34	\$123.34	
	4"	\$146.58	\$148.58	\$156.01	\$156.01	\$156.01	
	6"	\$219.19	\$221.19	\$232.25	\$232.25	\$232.25	
	8"	\$302.18	\$304.18	\$319.39	\$319.39	\$319.39	
	10"	\$416.28	\$418.28	\$439.19	\$439.19	\$439.19	

Day and Per Capita Consumption

	Annual Consumption	Annual Gallons Per Capita	Annual Consumption (acre-feet)*	GPD	GPD per Capita
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
2021	6,805,201,630	70,183	20,884	18,644,388	192

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

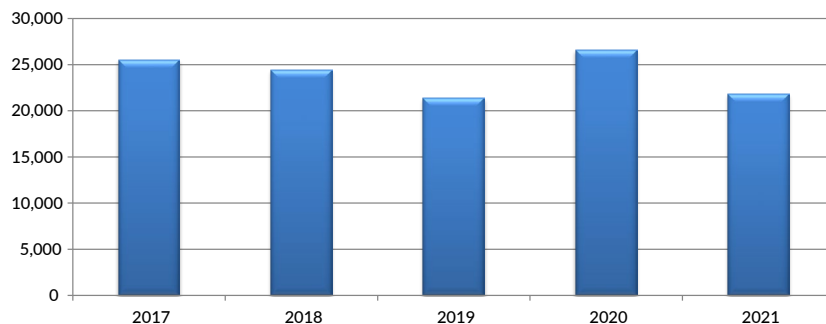
Average Water Bill

	Connections	Annual Water Revenue	Avg. Annual Bill	Avg. Monthly bill	Avg. Monthly Use (gallons)
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
2021	25,954	\$23,555,583	\$907.59	\$75.63	21,850

Service Population

2017	92,702
2018	93,749
2019	94,809
2020	95,880
2021	96,964

5 - Yr Average Monthly Use



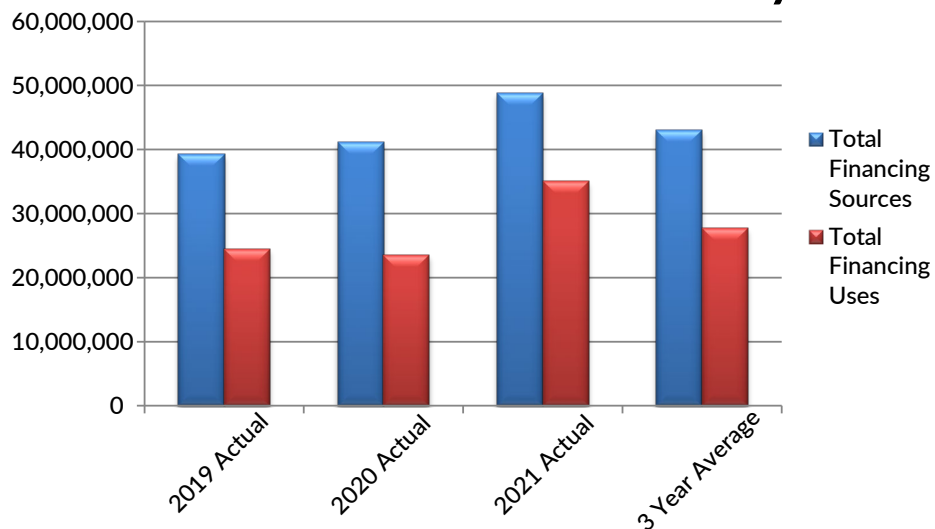
Budget Summary - Water

Fiscal Year

Water Fund	2019 Actual	2020 Actual	2021 Actual	3 Year Average
Financing Sources:				
Charges for Sales & Services	21,838,407	23,555,583	24,757,017	23,383,669
Miscellaneous Revenue	574,114	354,882	136,455	355,150
Bond Proceeds	-	-	8,401,624	2,800,541
Fees from Developers	568,688	483,238	393,939	481,955
Other Income	489,908	156,324	19,396	221,876
Transfer from Reserves	15,774,595	16,655,840	15,102,507	15,844,314
Total Financing Sources	39,245,712	41,205,867	48,810,938	43,087,506

Financing Uses:				
Personnel Services	2,233,449	2,343,172	2,372,277	2,316,299
Materials & Supplies	650,563	512,768	478,483	547,271
External Services	868,034	1,002,887	833,901	901,607
Internal Services	1,585,033	1,612,298	1,814,797	1,670,709
Cost of Sales & Services	6,389,193	6,489,359	6,564,365	6,480,972
Equipment and Improvements	14,863	15,522	24,160	18,182
Depreciation	-	-	4,853,598	1,617,866
Capitalized Labor	1,276,162	1,290,561	1,285,811	1,284,178
Capitalized Material & Supplies	3,180	5,893	5,021	4,698
Capitalized Internal Services	220,878	202,211	30,248	151,112
Capital Outlays	9,379,918	8,182,319	6,164,803	7,909,013
Debt Service	1,835,051	1,796,534	10,665,982	4,765,856
Total Financing Uses	24,456,325	23,453,524	35,093,446	27,667,765

3 - Year Water Fund Summary



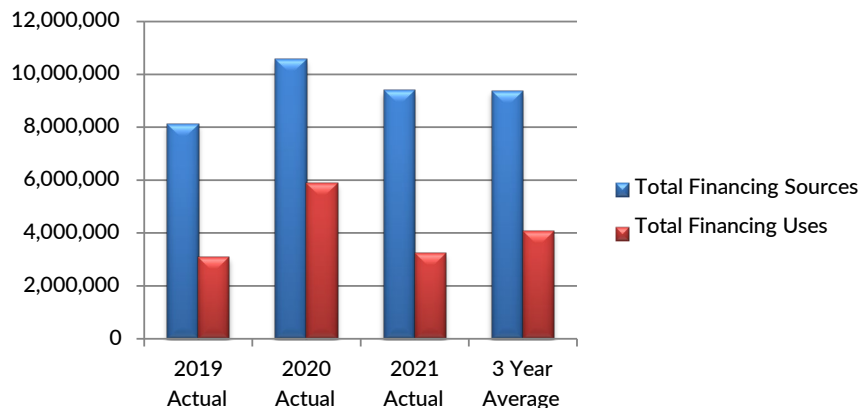
Budget Summary - Storm Water

Fiscal Year

Storm Water Fund	2019 Actual	2020 Actual	2021 Actual	3 Year Average
Financing Sources:				
Charges for Sales & Services	4,086,414	4,136,800	4,125,709	4,116,308
Miscellaneous Revenue	-	93,553	36,330	43,294
Fees from Developers	476,108	295,206	484,175	418,496
Inter-Governmental Revenue	-	502,030	50,000	184,010
Other Income	121,184	410,836	3,700	178,573
Transfer from Reserves	3,435,339	5,132,405	4,683,587	4,417,110
Total Financing Sources	8,119,044	10,570,830	9,383,501	9,357,792

Financing Uses:				
Personnel Services	941,084	951,571	1,018,597	970,417
Materials & Supplies	138,151	143,326	150,776	144,084
External Services	8,604	44,409	38,951	30,655
Internal Services	262,458	191,643	160,458	204,853
Cost of Sales & Services	18,102	18,107	18,112	18,107
Equipment and Improvements	5,209	3,367	6,896	5,157
Capitalized Labor	373,752	408,517	412,876	398,382
Capitalized Material & Supplies	31,649	37,255	35,033	34,646
Capitalized Internal Services	223,561	1,046,909	428,277	566,249
Capital Outlays	591,117	2,658,584	512,299	1,254,000
Debt Service	507,485	383,555	460,200	450,413
Total Financing Uses	3,101,172	5,887,243	3,242,475	4,076,963

3 - Year Storm Water Fund Summary

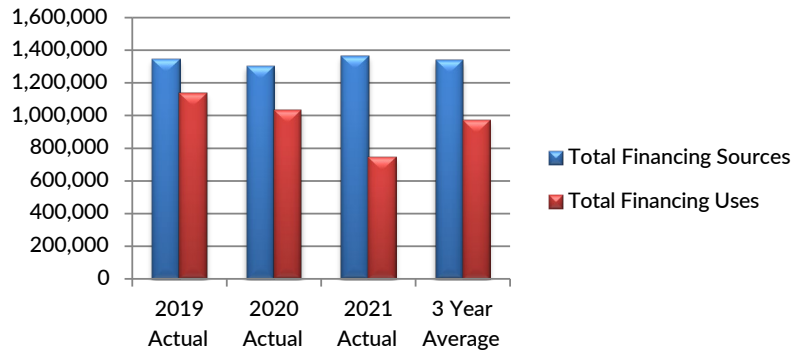


Budget Summary - Street Lights

Fiscal Year

Street Light Fund	2019 Actual	2020 Actual	2021 Actual	3 Year Average
Financing Sources:				
Miscellaneous Revenues	5,266	4,046	1,902	3,738
Charges for Sales & Services	1,069,431	1,082,665	1,076,955	1,076,350
Other Income	19,277	9,961	11,181	13,473
Transfer In - General Fund	-	-	-	-
Prior Year Carryover	253,951	209,024	275,222	246,066
Total Financing Sources	1,347,924	1,305,696	1,365,260	1,339,627
Financing Uses:				
Personnel Services	214,758	222,185	215,494	217,479
Materials & Supplies	436,669	408,361	299,552	381,527
External Services	687	8,715	8,173	5,858
Internal Service	175,578	179,979	164,115	173,224
Equipment & Improvements	8,855	3,358	5,621	5,945
Capitalized Internal Services	161,276	-	-	53,759
Capital Outlays	141,076	207,877	49,569	132,841
Total Financing Uses	1,138,899	1,030,475	742,524	970,633

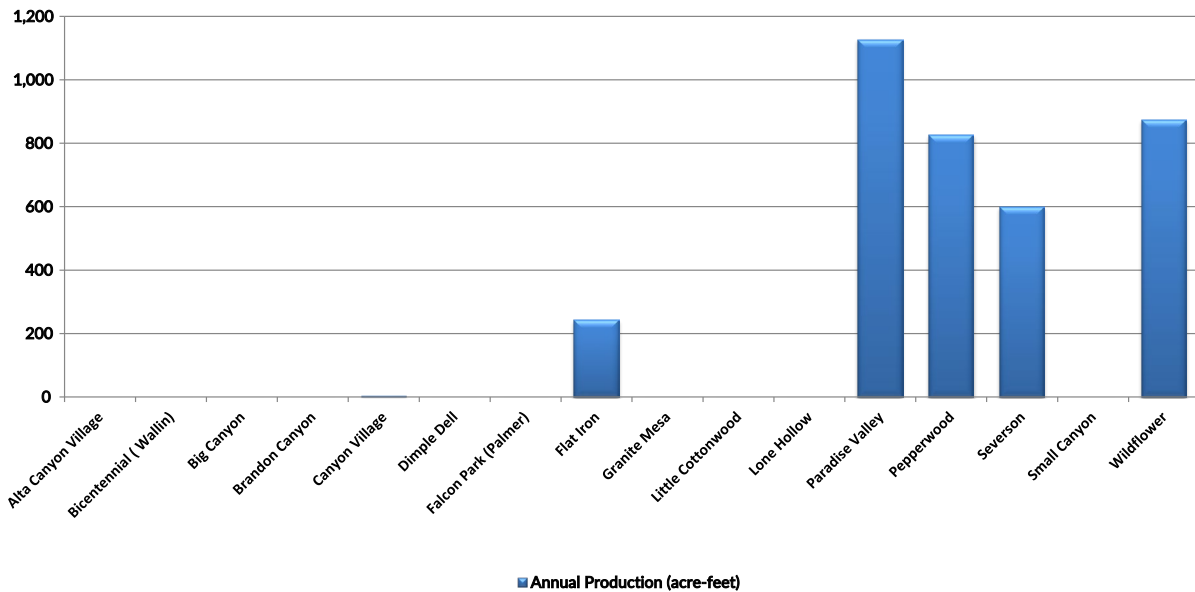
3 - Year Street Light Fund Summary



Distribution

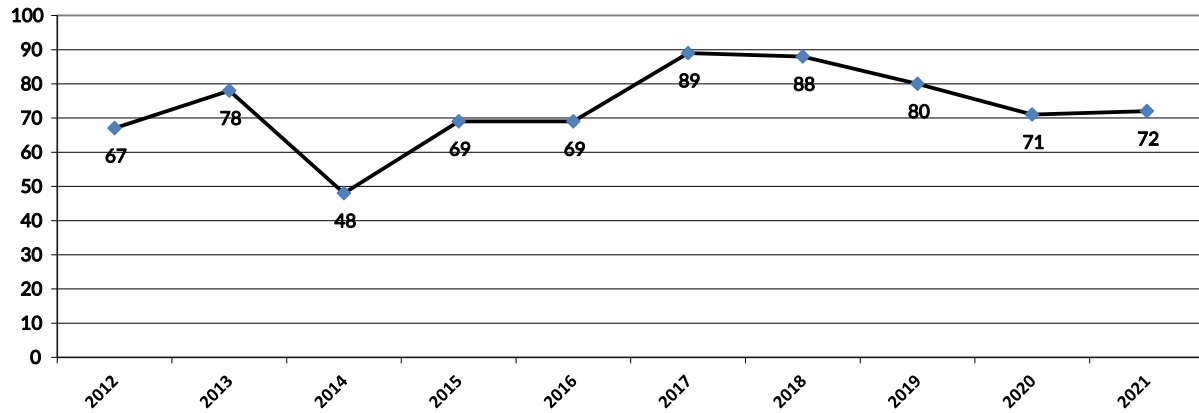
Active Wells 2021					
Name	Well Capacity (mgd)	Well Condition	Zone Pressure	Horse Power	Annual Production (acre feet)
Alta Canyon Village	2.88	Good	116	450	0
Bicentennial (Wallin)	4.32	Fair	90	450	0
Big Canyon	1.44	Fair	10	75	0
Brandon Canyon	1.50	Good	114	250	0
Canyon Village	2.59	Good	131	450	3
Dimple Dell	5.76	Excellent	80	1,250	0
Falcon Park (Palmer)	3.02	Good	36	400	0
Flat Iron	2.16	Excellent	4	400	242
Granite Mesa	1.87	Good	70	250	0
Little Cottonwood	2.52	Good	140	400	0
Lone Hollow	2.23	Excellent	124	600	0
Paradise Valley	2.88	Excellent	86	600	1,127
Pepperwood	4.32	Good	27	1,000	825
Severson	2.30	Excellent	70	500	599
Small Canyon	0.86	Good	N/A	40	0
Wildflower	2.88	Good	107	500	875
Total Annual Production					3,671

2021 Municipal Wells Production

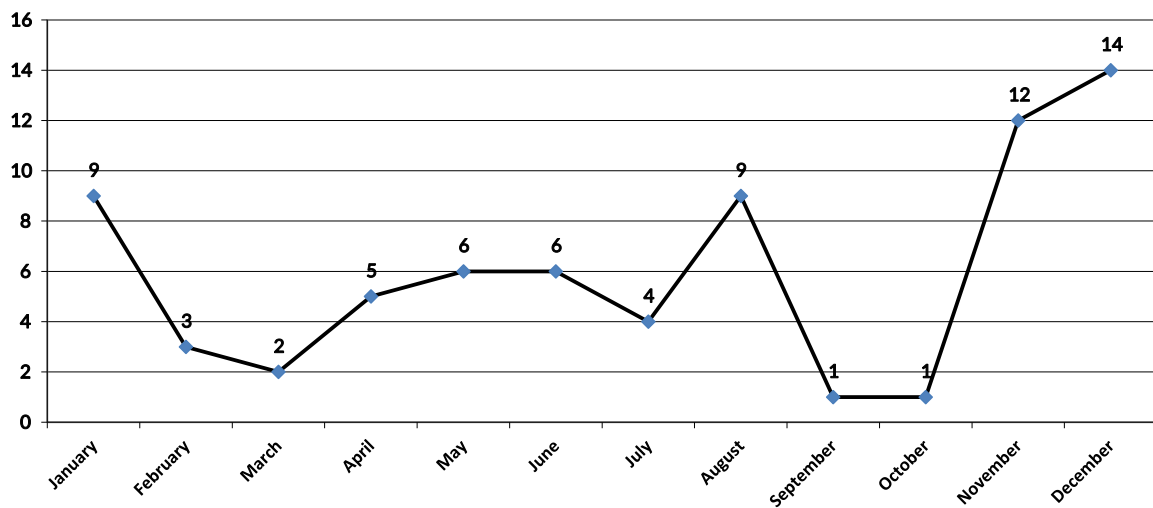


Main Line Breaks

10 - Year Main Line Pipe Break History



2021 Main Line Pipe Breaks - 72 Total



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	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		
2012	58	106,720	0	4	4	0	6	\$ 1,643
2013	63	115,920	0	2	2	0	0	\$ 174
2014	58	106,720	0	9	9	68	68	\$ 3,915
2015	64	117,760	0	3	3	0	0	\$ 468
2016	64	117,760	0	2	2	0	0	\$ 1,271
2017	64	117,760	0	5	7	2	12	\$ 1,189
2018	64	117,760	1	1	1	0	0	\$ 74
2019	64	117,760	0	2	3	0	35	\$ 3,170
2020	59	108,560	0	1	1	0	0	\$ 165
2021	66	121,440	0	0	0	0	0	\$ -

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

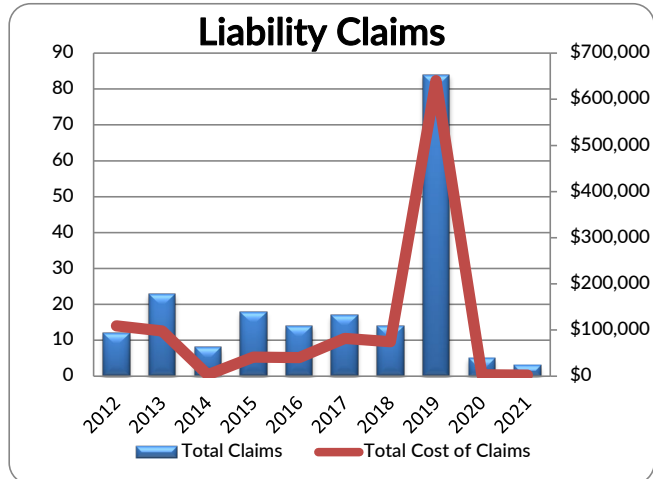
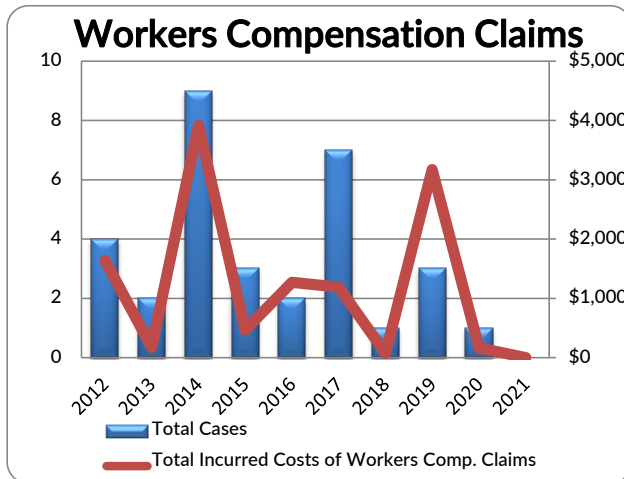
b- Cases where employees missed work due to a work-related injury.

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

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

Liability Claims		
2012	12	\$109,288
2013	23	\$97,983
2014	8	\$2,968
2015	18	\$41,175
2016	14	\$40,332
2017	17	\$81,708
2018	14	\$74,826
2019	84	\$640,473
2020	5	\$3,172
2021	3	\$2,364
Totals	198	\$1,094,289

* Safety claim information has been updated. Previous years data may have changed.

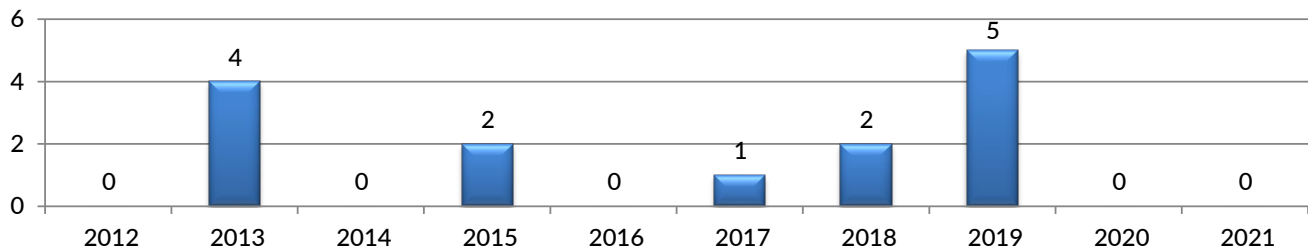


Flood Claims

Year	# of Storm Flood Claims	Cost of Flood Claims	Average Cost of Claim
2012	0	\$0	-
2013	4	\$41,317	\$10,329
2014	0	\$0	-
2015	2	\$26,884	\$13,442
2016	0	\$0	-
2017	1	\$953	\$953
2018	2	\$3,691	\$1,846
2019	5	\$253,965	\$50,793
2020	0	\$0	-
2021	0	\$0	-
Totals	17	\$492,713	\$28,983



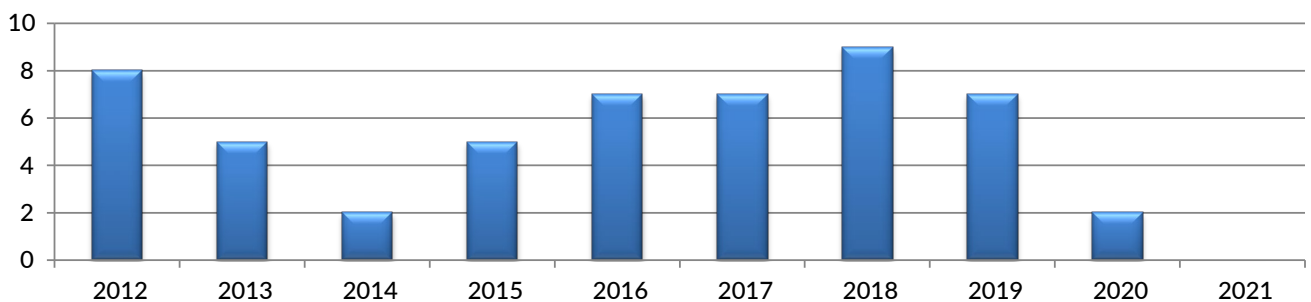
Number of Storm Flood Claims



Year	# of Line Break Flood Claims	Cost of Flood Claims	Average Cost of Claim
2012	8	\$106,583	\$13,322.88
2013	5	\$42,139	\$8,427.80
2014	2	\$2,681	\$1,340.50
2015	5	\$11,757	\$2,351.40
2016	7	\$36,810	\$5,258.57
2017	7	\$76,086	\$10,869.43
2018	9	\$71,001	\$7,889.04
2019	7	\$217,442	\$31,063.14
2020	2	\$915	\$457.50
2021	0	\$0	-
Totals	52	\$565,414	\$10,873



Number of Water Line Break Flood Claims



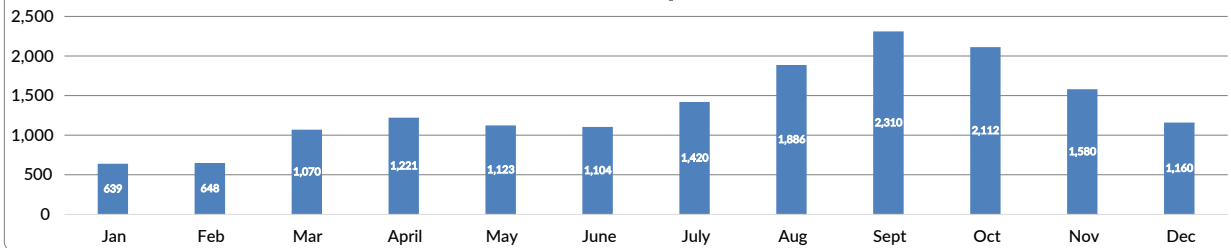
* Flood claim information has been updated. Previous years data may have changed.

Blue Stakes Requests

Monthly Blue Stakes Requests 2021

Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21
639	648	1,070	1,221	1,123	1,104	1,420	1,886	2,310	2,112	1,580	1,160
16,273 Annual Requests											

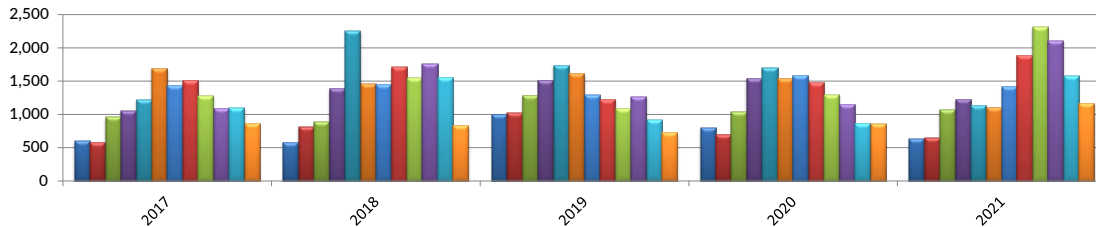
Blue Stakes Requests 2021



Blue Stakes Requests Processed Monthly

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
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
2021	639	648	1,070	1,221	1,123	1,104	1,420	1,886	2,310	2,112	1,580	1,160	16,273
Avg.	724	749	1,047	1,340	1,607	1,478	1,433	1,558	1,505	1,475	1,202	884	15,001

5- Year Blue Stakes Requests Summary



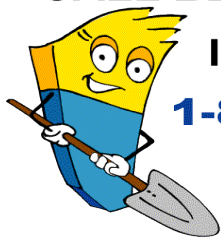
**CALL BEFORE YOU DIG.
IT'S FREE &
IT'S THE LAW.**

(TOLL-FREE)

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

(SALT LAKE METRO)

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

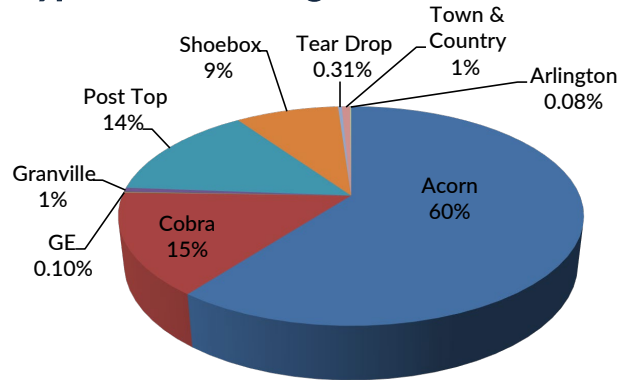


Street Lights

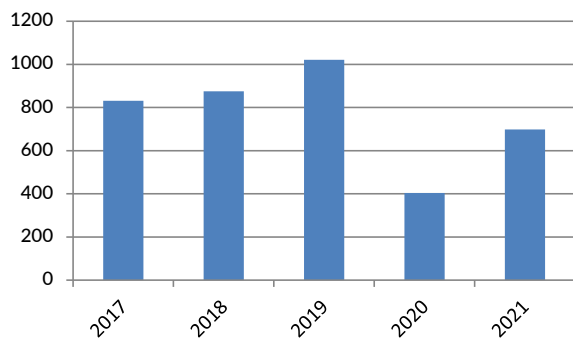
Variety	Count	% of Type
Acorn	5,056	60.42%
Cobra	1,258	15.03%
GE	8	0.10%
Granville	55	0.66%
Post Top	1,183	14.14%
Shoebox	717	8.57%
Tear Drop	26	0.31%
Town & Country	58	0.69%
Arlington	7	0.08%
Total Count	8,368	100.00%

LED Lights	Count	% of Type
LED retrofit 4000k	5,291	63.23%
LED retrofit 3000k	638	7.62%
LED non-retrofit	1,842	22.01%
Total Count	7,771	92.87%

Types of Street Lights

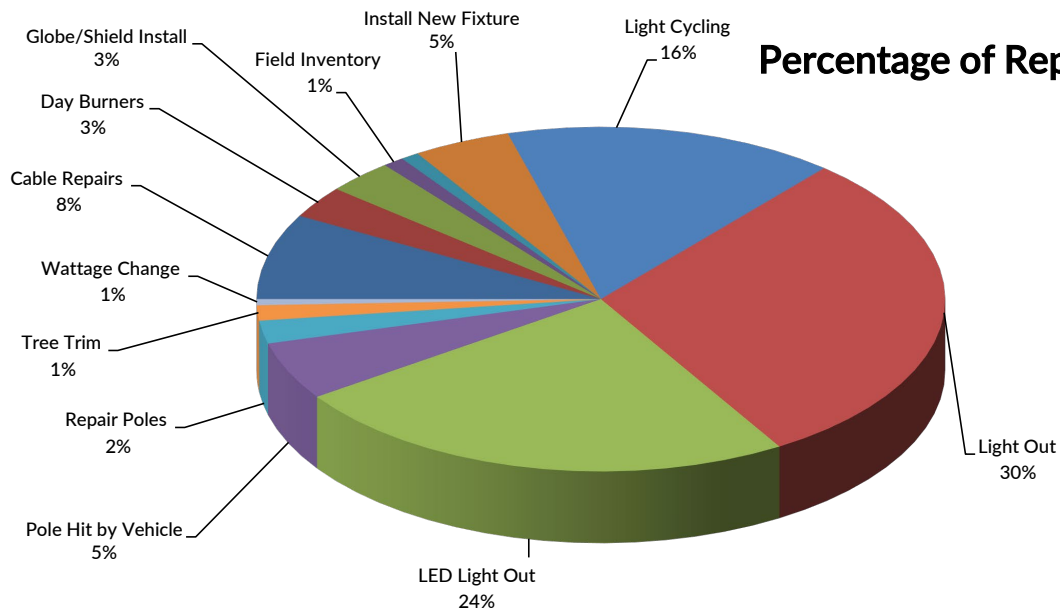


5-Year Total Repair Comparison



2021 Major Repairs	Count	Cost of Repairs	Average Cost per Repair
Cable Repairs	56	\$ 8,331.66	\$ 148.78
Day Burners	21	\$ 581.34	\$ 27.68
Globe/Shield Install	22	\$ 300.26	\$ 13.65
Field Inventory	7	\$ 195.82	\$ 27.97
Install New Pole	6	\$ 6,806.54	\$ 1,134.42
Install New Fixture	32	\$ 11,624.72	\$ 363.27
Light Cycling	109	\$ -	\$ -
Light Out	210	\$ -	\$ -
LED Light Out	168	\$ 6,986.16	\$ 41.58
Pole Hit by Vehicle	38	\$ 60,430.00	\$ 1,590.26
Repair Poles	15	\$ 5,494.53	\$ 366.30
Tree Trim	10	\$ 927.54	\$ 92.75
Wattage Change	4	\$ 155.44	\$ 38.86
Total	698	\$ 101,834.01	\$ 145.89

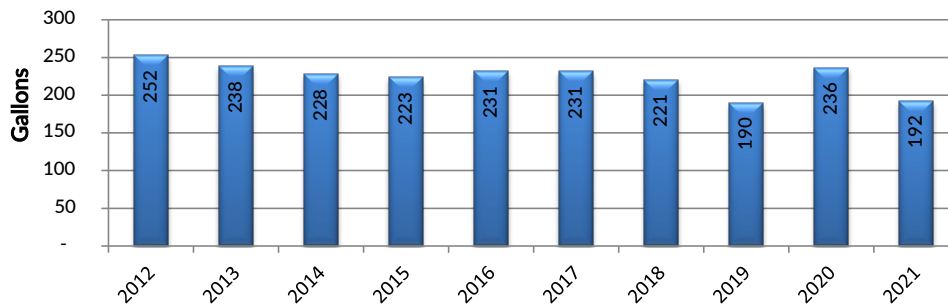
Percentage of Repairs 2021



Conservation

Gallons per Capita per Day (GPCD)			
YEAR	Service Population*	System Consumption	GPCD
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
2021	96,964	6,805,201,630	192

10-Year Summary Gallons per Capita per Day



Sandy City Rebates

Year	Smart Controllers	Flip Your Strip	Localscapes	Toilet	Total
2020	241	-	-	48	289
2021	296	6	2	55	359

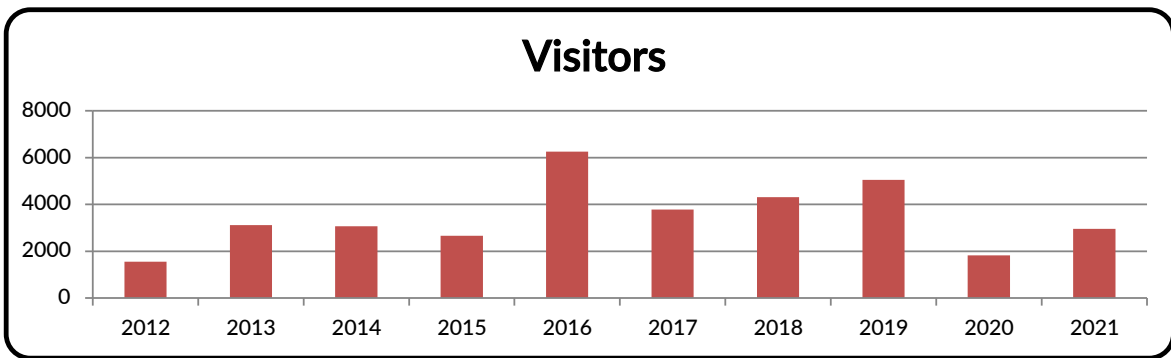
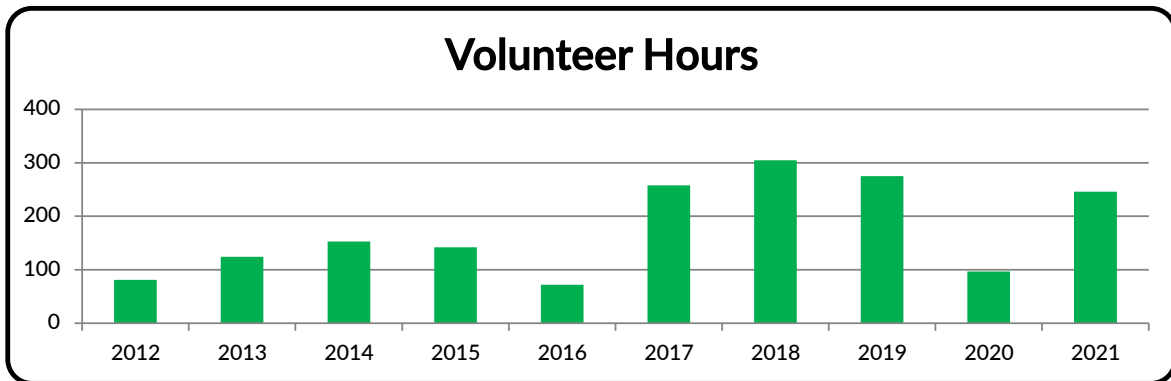
Sego Lily Gardens



Volunteer Hours at Sego Lily Gardens	
Year	Hours
2012	81
2013	124
2014	153
2015	142
2016	72
2017	258
2018	305
2019	275
2020	97
2021	246
Total	1,753

Group Visitors to Garden		
Organization/Company	Visitors	Date
Youth Group Tour	15	7/1/2020
Pond Tour	60	8/14/2021
Church Service Group	45	9/18/2021

Month	Visitors
April	186
May	451
June	418
July	558
August	536
September	810
Total	2,959



Customer Notifications 2021				
Month	Email	Phone	Text	Total
January	424	11	320	755
February	353	8	223	584
March	381	10	219	610
April	488	12	253	753
May	1,736	59	750	2,545
June	1,990	72	855	2,917
July	1,934	66	827	2,827
August	1,811	53	791	2,655
September	1,315	48	542	1,905
October	634	13	285	932
November	393	9	163	565
December	344	7	192	543
Total	11,803	368	5,420	17,591

