

# PUBLIC UTILITIES

## FY17 Budget Presentation



# 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.

# FY 2017 Budget Highlights

## ▣ Water

- \$2 increase to each account on the base rate
- 3% projected rate increase overall
- \$5,470,080 Water Purchases
- \$400,000 Zone 5 Transmission Line
- \$500,000 Phase 7 Meter Change out (Final Phase)
- \$971,720 Mainline Replacements
- \$28,000 Truck Replacement
- \$28,000 Truck Replacement
- \$37,000 Mini Excavater exchange

# FY 2017 Budget Highlights

- ▣ Storm Water
  - No rate increase
  - \$100,000 for Wildflower Pond Bypass Pipeline
  - Replace Truck \$33,000
  - Replace Truck \$40,000
  - 1/3 Vactor Replacement \$100,000

# FY 2017 Budget Highlights

- ▣ Street Light
  - No rate increase
  - \$120,405 For street light projects

# Department S.W.O.T Analysis

- ▣ Key Issues
  - Infrastructure
  - Revenues
  - Technology and Sustainability
  - Personnel and Staffing

# Infrastructure

- ▣ Strengths
  - Versatile well maintained water system
    - ▣ 470 Miles of pipe
    - ▣ 16 Wells (Functional)
    - ▣ 9 Tanks
    - ▣ 7 Booster Stations
  - Water supply from multiple sources
    - ▣ 8 Billion gallons produced annually

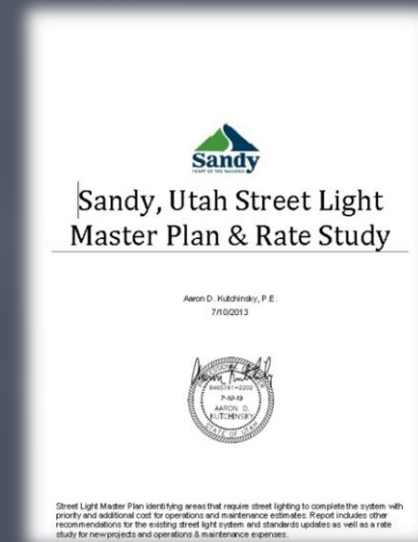
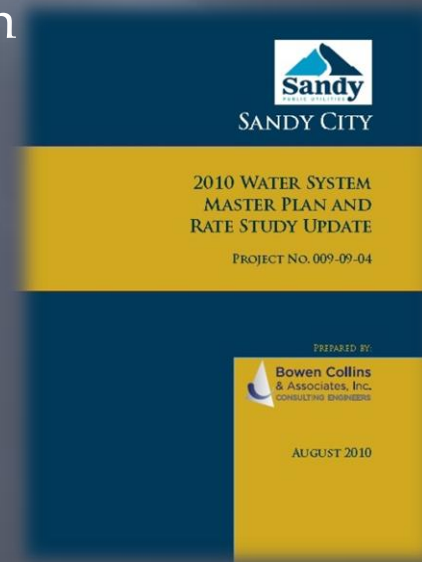




# Infrastructure

(Strengths)

- Consistent quality master planning
  - 2010 Water Master Plan (2014 in house update)
  - 2015 Water Rights Master Plan
  - 2010 Water Conservation Master Plan (2014 in house update)
  - 2013 Street Light Master Plan
  - 2009 Storm Water Master Plan

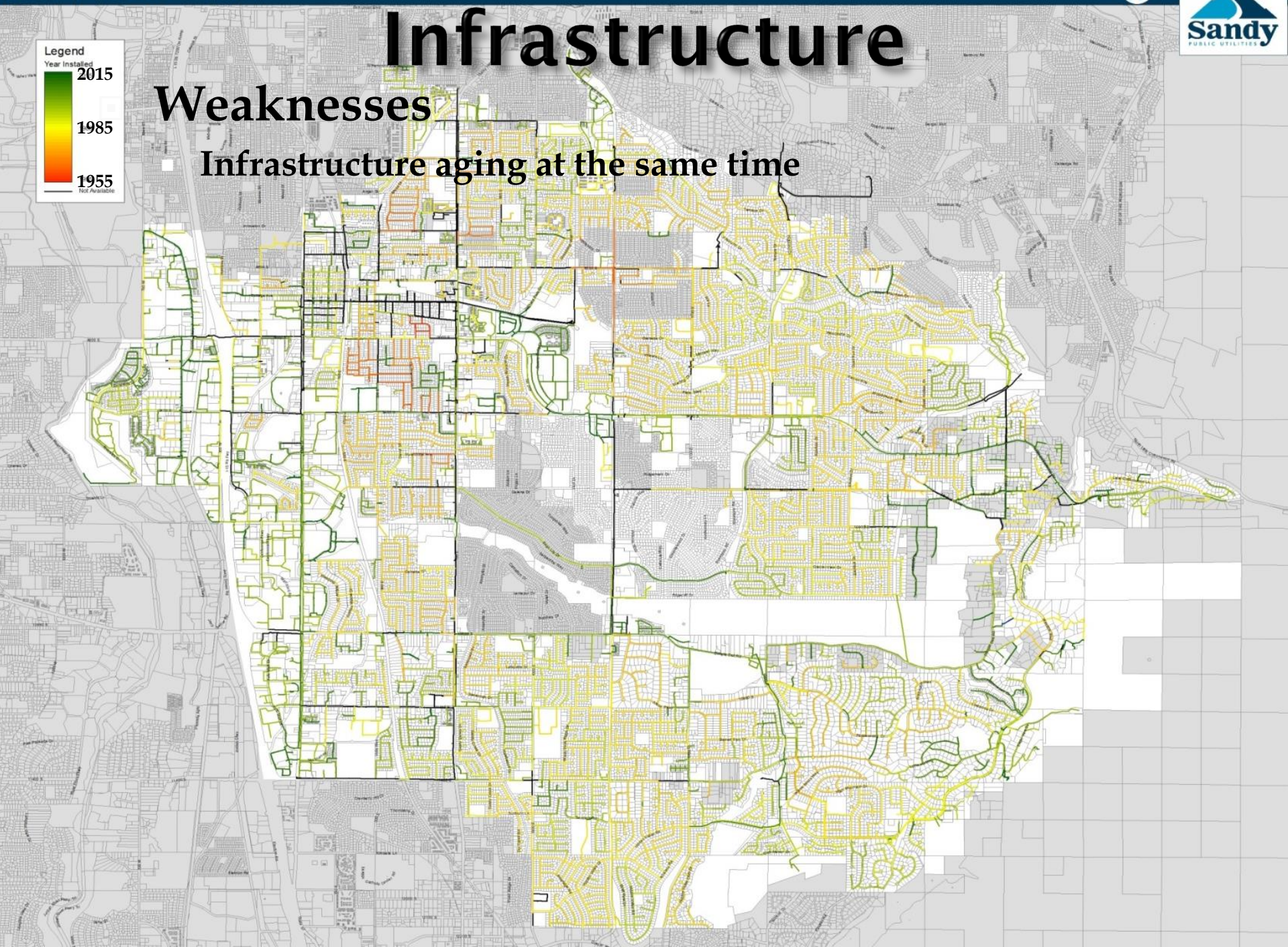
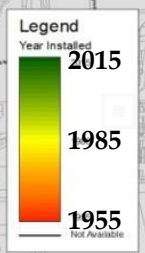




# Infrastructure

## Weaknesses

- Infrastructure aging at the same time

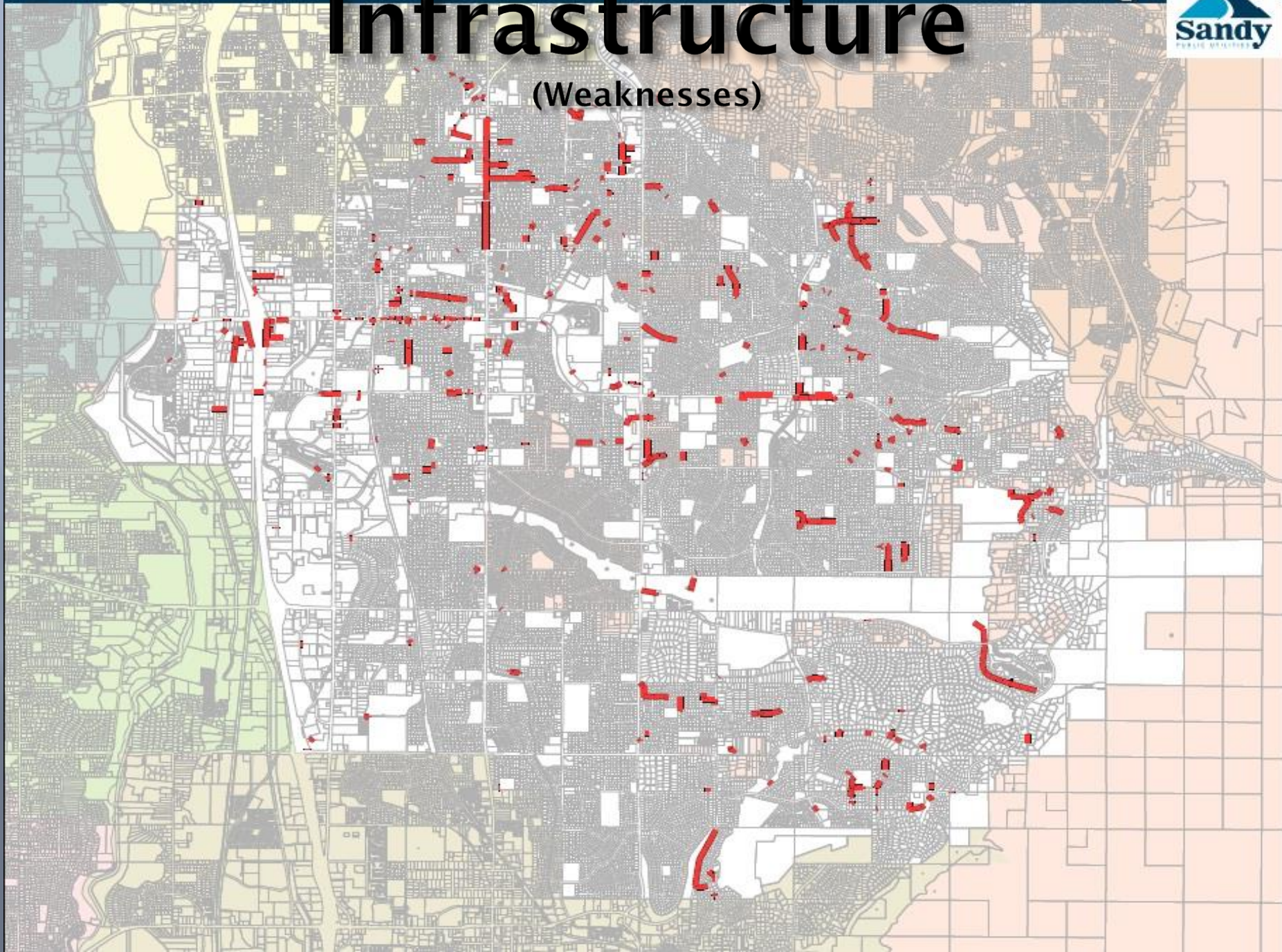






# Infrastructure

(Weaknesses)

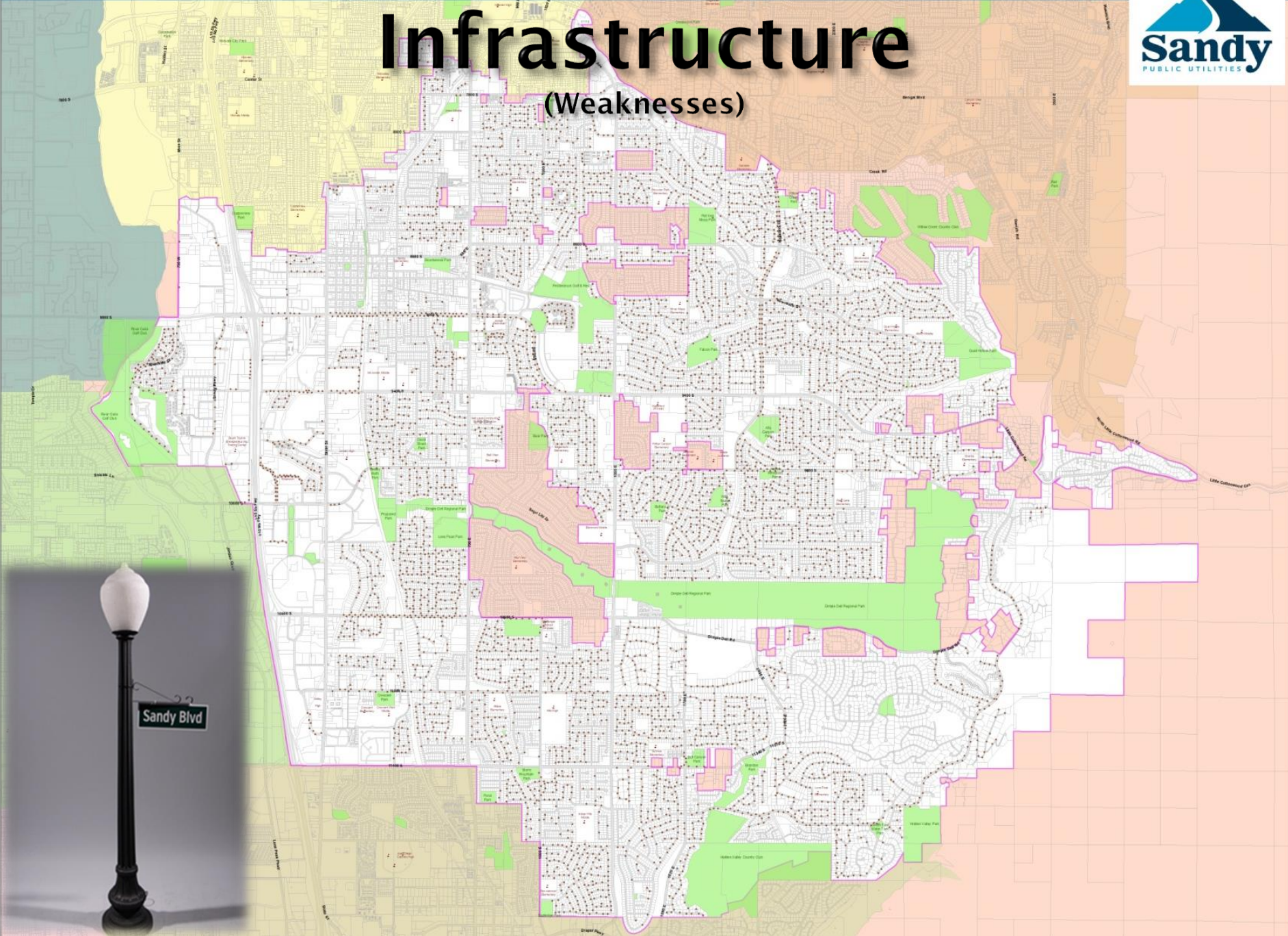






# Infrastructure

(Weaknesses)





# Infrastructure

(Weaknesses)

- Areas prone to ponding  
(Bay Meadows mitigated 2015)



# Infrastructure

## (Weaknesses)

- Incomplete arterial street lighting system

Arterial Roadways (MA Mounting, unless noted otherwise)							
21	1300 E (Longdale Dr to Hidden Valley Drive to Draper	7,454	200	86'	76	\$6,780	\$515,280
22	8600S (700E to Newcastle Dr)	9,710	200	86'	99	\$6,780	\$671,220
23	700E (7800S to 9400S)	11,424	170	108'	136	\$7,330	\$996,880
24	700E (11400S to Aloha Lane) Both Sides	7,005	170	108'	84	\$7,330	\$615,720
25	700E (Aloha Lane to Camation Drive) West Side Only	2,012	180	108'	12	\$7,330	\$87,960
26	11400S (700E to 1700E) 8 Existing Poles	8,647	170	108'	103	\$7,330	\$754,990
27	11400S (State St. to 700E) North Side Only	4,100	170	108'	26	\$7,330	\$190,580
28	Highland Dr (9400S TO 9800S) West Side Only (PT Mounting)	2,805	210	108'	15	\$3,600	\$54,000
29	State St (10800S and 11400S)	3,473	175	108'	41	\$7,330	\$300,530
30	Little Cottonwood Rd (Raintree to Chylene) (9400S, 2200E)	5,260	200	86'	54	\$6,780	\$366,120
31	9000S (West of State Street)	680	160	108'	10	\$7,330	\$73,300
32	9000S (West of I-15)	1,015	170	108'	13	\$7,330	\$95,290
33	Sego Lily Drive (1300E and Petunia Way)	853	210	86'	10	\$6,780	\$67,800
34	Dimple Dell Rd (1700E and Highland Dr) Staggered LED	2,607	200	86'	28	\$6,780	\$189,840
<b>Total Arterial Roadway to light</b>		<b>67,045</b>	<b>Arterial Poles</b>		<b>707</b>	<b>\$4,979,510</b>	

# Infrastructure

- ▣ Opportunities
  - Pristine Aquifer
  - Sustainable Long Term Water Supply
    - ▣ Annual ground water supply: 18,000 Acre-Feet
    - ▣ Annual surface water supply: 19,700 Acre-Feet
      - Metro Water (Deer Creek): 7,940 AF
      - Metro Water (Little Cottonwood): 7,880 AF
      - Metro Water (Ontario Drain Tunnel): 3,000 AF
      - Bell Canyon: 800 AF





# Infrastructure

- ▣ Threats
  - Natural disasters
  - Watershed infringement



The Great  
Utah  
**Shake  
Out**  
Be  
Ready  
Utah



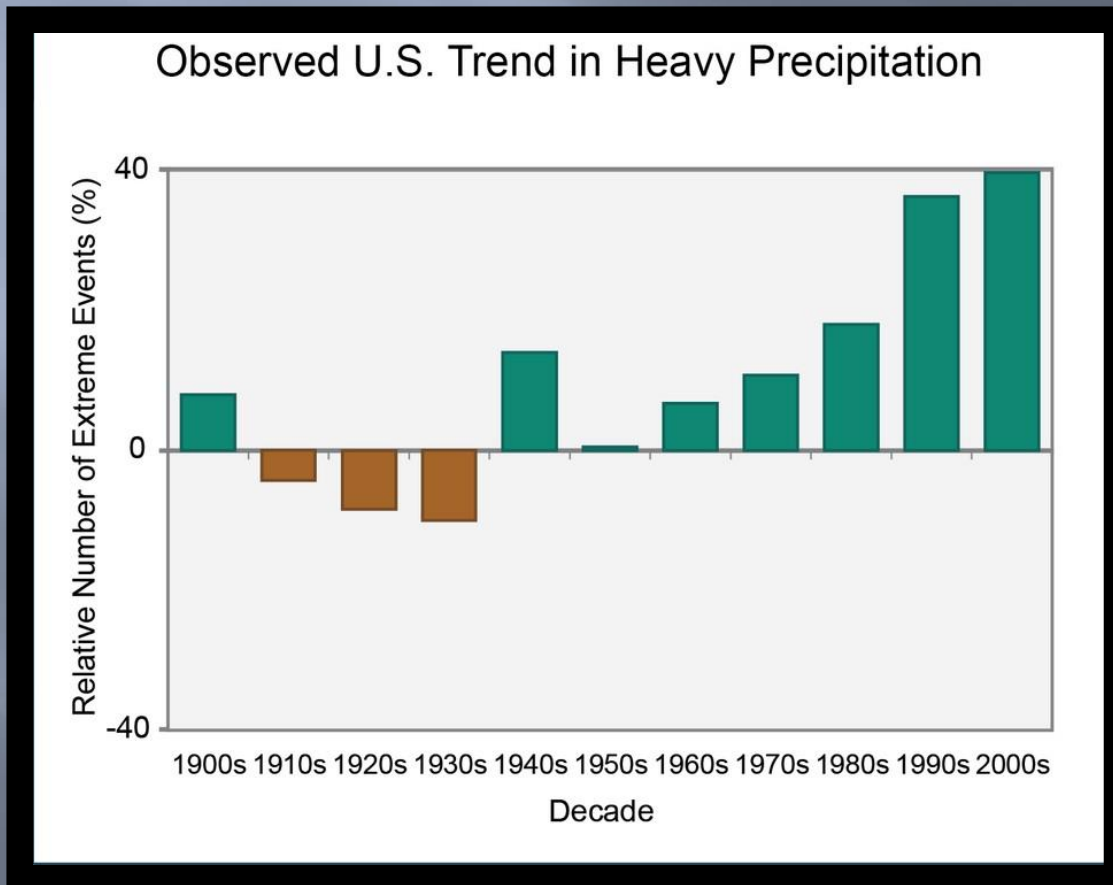
# Infrastructure

(Threats)

- ▣ Increasingly severe storms



2013 Study by NOAA



# Revenue

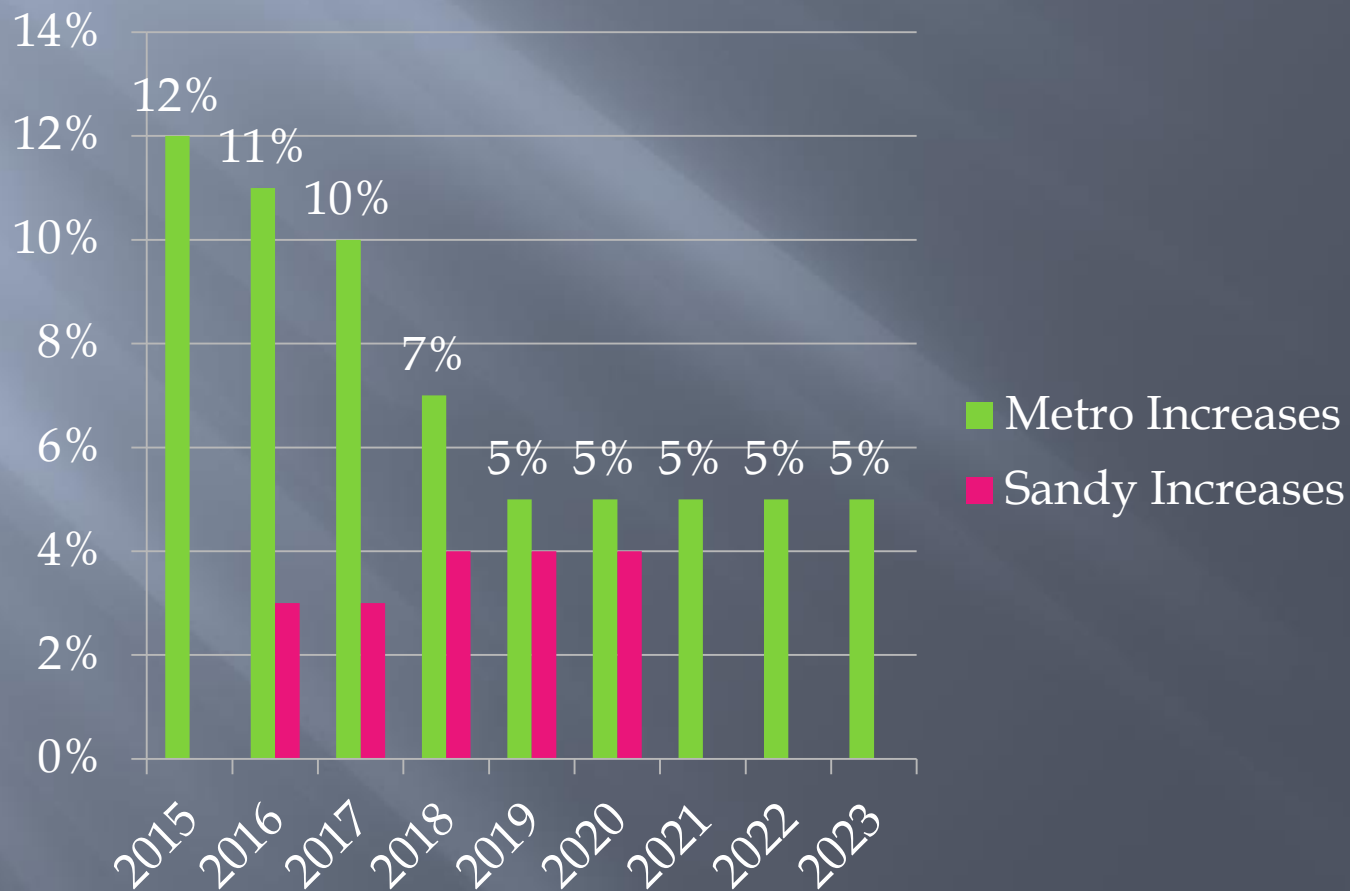
## ▣ Strengths

- New water rate structure
- Storm Water Fund stability
- Supportive Citizen Advisory Board, Administration, and City Council



# Revenue

## Weaknesses

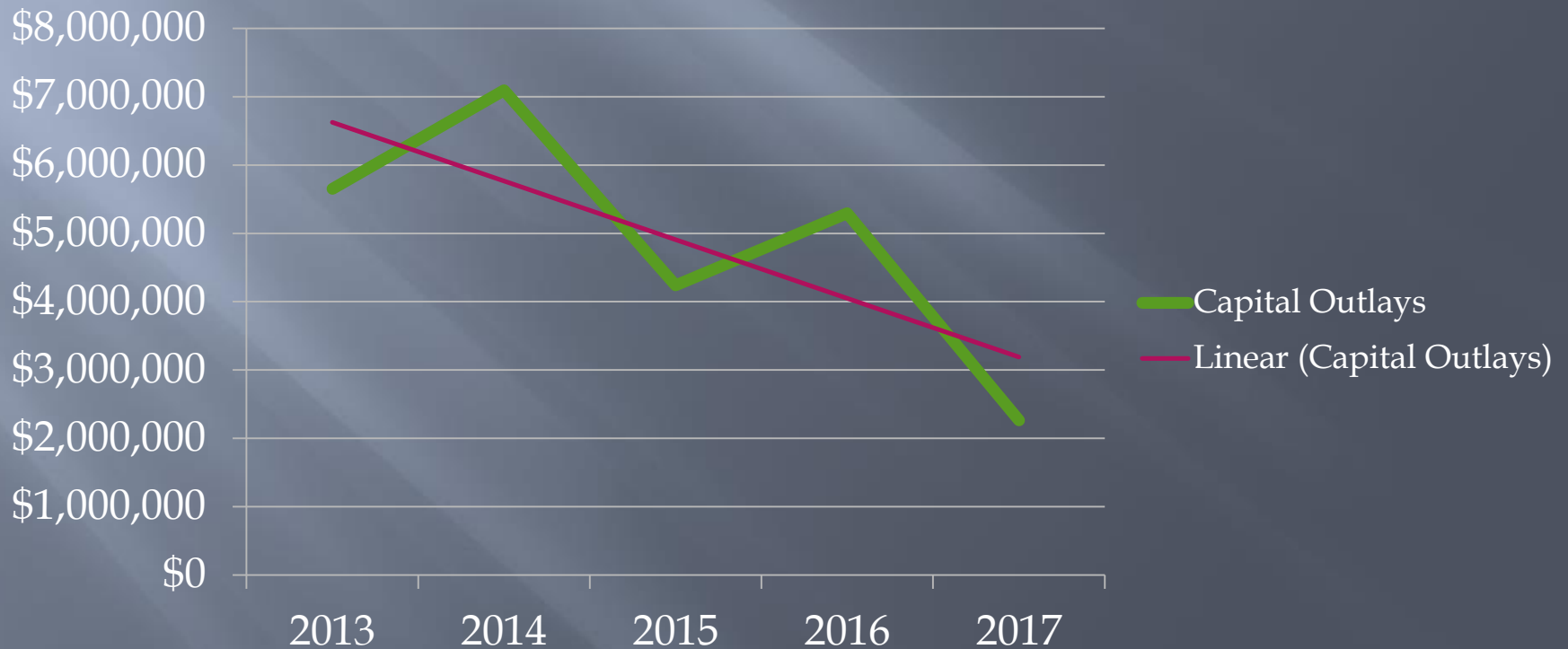


# Revenues

(Weaknesses)

- Declining funding for water capital projects

## Water Capital Outlays



# Revenue

(Weaknesses)

Street Light Fee is insufficient for capital needs

COST TO FINISH ARTERIAL STREET  
LIGHTS AND REPLACE ACORNS

ANNUAL REVENUE FOR CAPITAL  
PROJECTS

\$9,779,510



\$120,405





# Revenue

- ▣ Threats
  - Water Conservation Media



## Salt Lake County leaders urge water conservation

By Brett Prettyman The Salt Lake Tribune

First Published May 11 2015 05:03PM • Last Updated Jul 07 2015 02:29 pm



News Sports Brandview TV Radio Live Weather 64°

Deseret News

Utah U.S. & World Sports Moneywise Opinion Faith Family

## Heavy rains in Utah fail to wash away drought

By Amy Joi O'Donoghue, Deseret News  
Follow @amyjoi16

Published: Thursday, May 28 2015 4:40 p.m. MDT

Print | Font [+][-] | 24 Comments »



Kristin Murphy/Deseret News

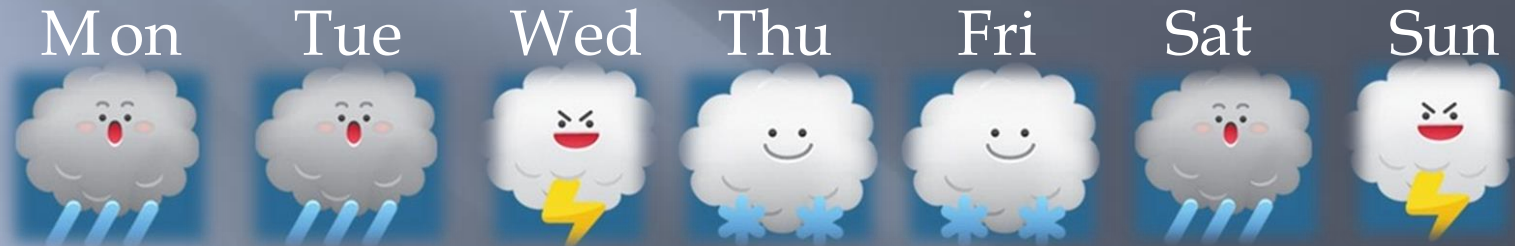
## Utah's May rain helps; drought still looms

# Revenue

(Threats)

## ▣ Weather Patterns

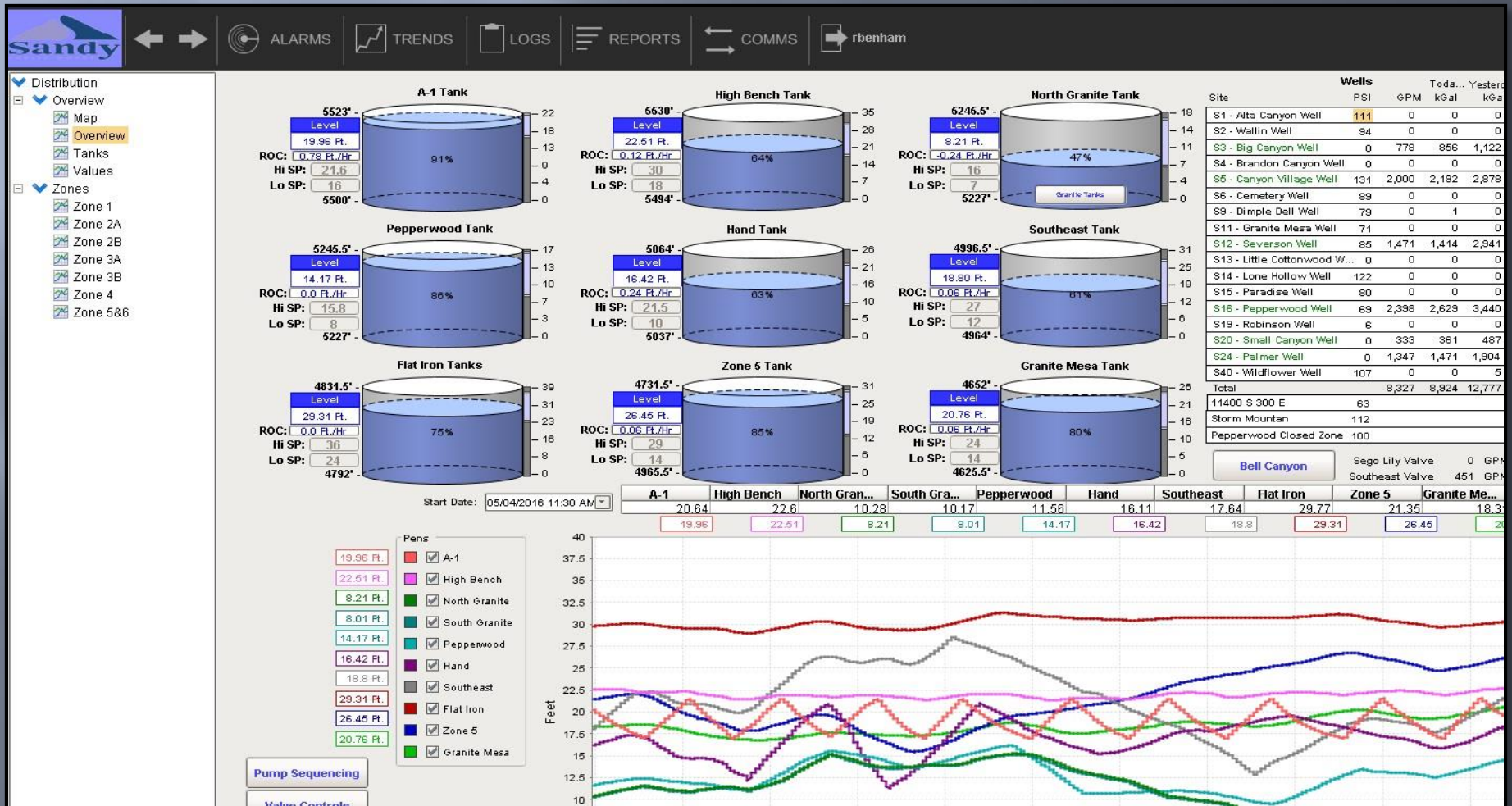
### 7 Day Forecast



# Technology

## Strengths

- In house water and storm water modeling
  - System analysis
- Remote system controls through SCADA system





# Technology

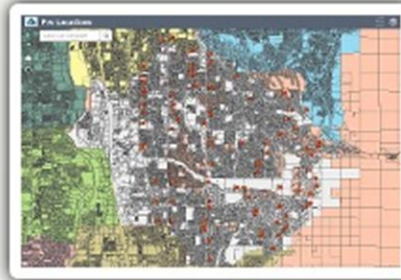
(Strengths)

- Robust GIS System

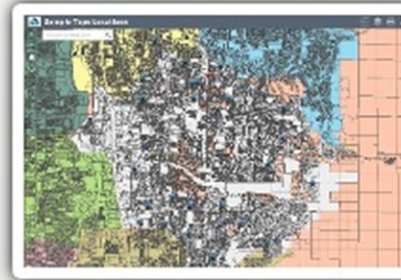
## Sandy City



**Drinking Water Source  
Protection Zones**



**Prv Locations**



**Sample Taps**



**Sandy City Blue Stakes**


Located at the base of the Wasatch Mountains, Sandy City, the sixth-largest city in Utah, offers many amenities to our residents. With great volunteer opportunities, plenty for senior citizens to do, and crucial construction projects to improve the infrastructure of our city, Sandy is the ultimate city destination as well as place to reside. Highlights include South Towne Center shopping, Jordan Commons entertainment, events galore at South Towne Exposition Center, and Real Salt Lake's home, Rio Tinto Stadium.

# Technology

(Strengths)

- AquaHawk, UtiliSync, and Cityworks software
  - Managing massive amounts of data
  - Custom Alert Settings

Sandy City Public Utilities (801) 568-7110



## AquaHawk ALERTING!

**It's Free**


This billing Alert System is a service for municipal water customers that will enable them to efficiently manage their water usage and lower their monthly bills. Customers who are interested in the service must register to create a new account to receive notifications.

Note: All features of the AquaHawk portal may not be available for all residents until the meter change out program concludes in the Fall of 2016.

1. View your water consumption
2. Set monthly water budget
3. Receive timely leak alerts
4. Control your expenses

### Leak Detection & Notification

After you register, Sandy City will analyze your water usage with the customer portal and can notify you of the following after you set your alert thresholds.



[Click here to view a sample online account](#)

AquaHawk allows you to specify an amount of water (gallons) or an estimated bill amount (dollars) that you don't want to exceed. If your water consumption or bill amount has exceeded or is projected to exceed the threshold value, AquaHawk will send you a notification.

**RETURNING** **NEW**

**Sign In**

User Name or Email:

Password:

**Sign In**

[Forgot your Password?](#)

**Register**

Please register to access your account information.

**Register**

(Fast and Easy!)

### Alert Settings

ACCOUNT # 28329-01 METER # 57955363 (Water-Comrr)

#### Billing Period Thresholds (Account)

Estimated Bill Alert Threshold  Current  Projected

Water Use Alert Threshold  Current  Projected

#### Water Use Thresholds (Meter)

1 Hour	<input type="text" value="Water Use (gallons)"/>	1 Week	<input type="text" value="Water Use (gallons)"/>
1 Day	<input type="text" value="Water Use (gallons)"/>	1 Month	<input type="text" value="Water Use (gallons)"/>

Continuous Hourly Use Limit

Alert Sensitivity

**Apply** **Cancel**



# Technology & Sustainability

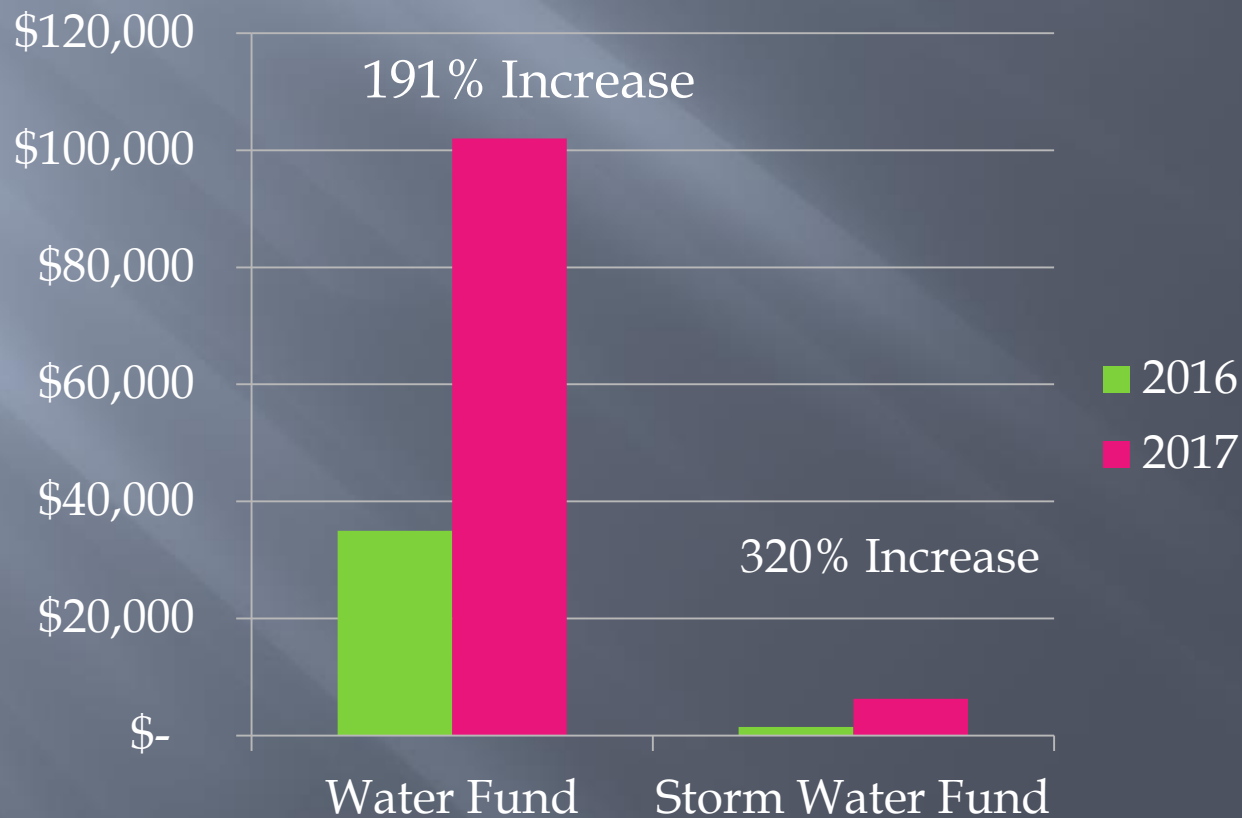
## (Strengths)

- ▣ Education
  - Water Conservation
  - Storm Water
  - Watershed Protection



# Technology

- Weaknesses
  - Cost of ongoing software (SAAS)



# Technology

- ▣ Opportunities
  - LED Technology and retrofit kits
  - More accurate analytical data
- ▣ Threats
  - Data and System security
    - ▣ Residential, commercial and system data at risk





# Personnel & Staffing

(Strengths)



**Shane Pace**  
**Public Utilities**  
**Director**



**Richard Benham**  
**Engineering Manager**



**Scott Ellis**  
**Assistant Director/Operations Manager**



**Kim Bell**  
**Support Services Manager**



Scott Ellis  
Operations Manager



Mike Campbell  
Assistant Operations Manager



Trevor Larsen  
Field Services Supervisor



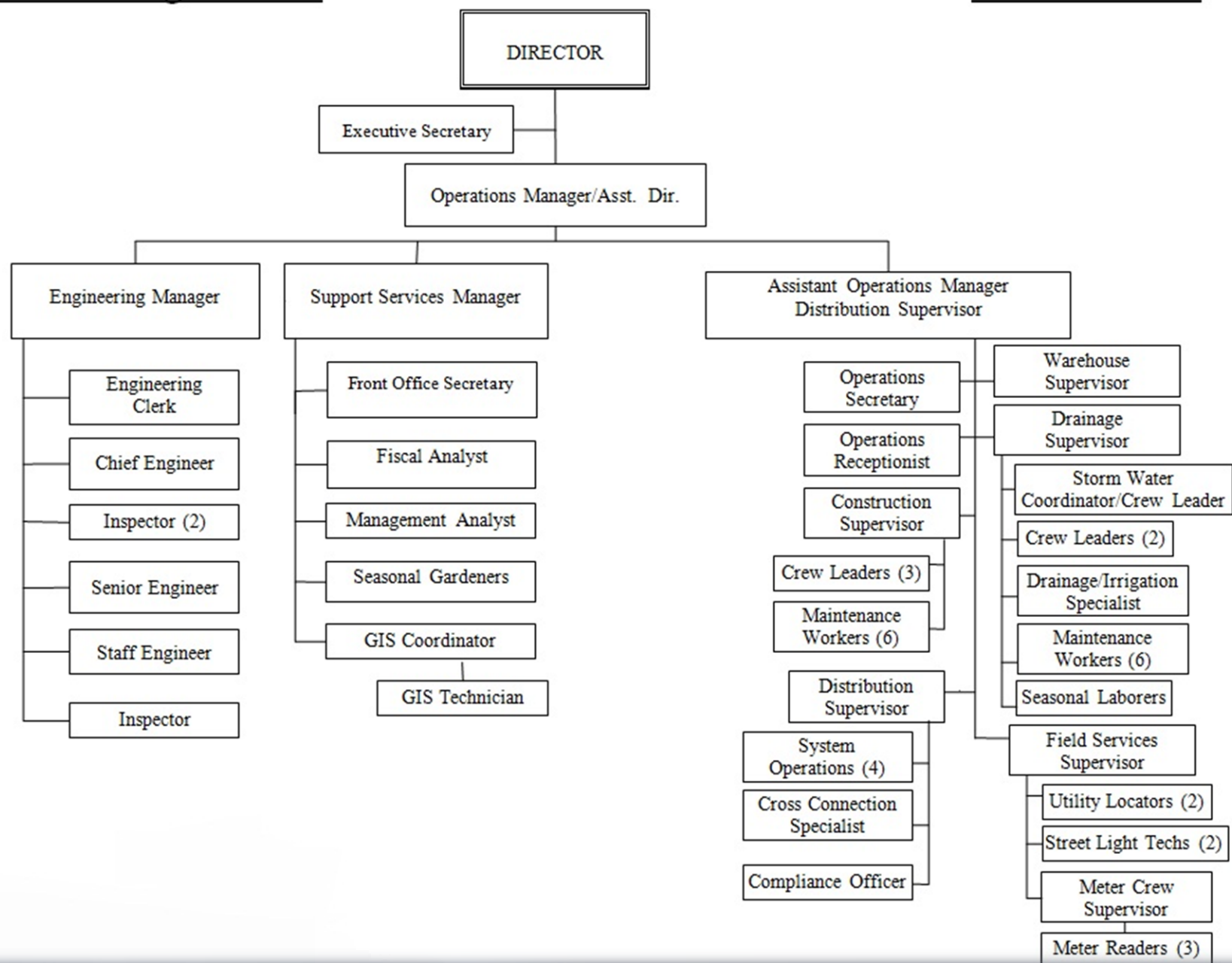
Jason Desmarais  
Construction Supervisor



Ted Ketten  
Drainage Supervisor

# Department Organization

# Public Utilities



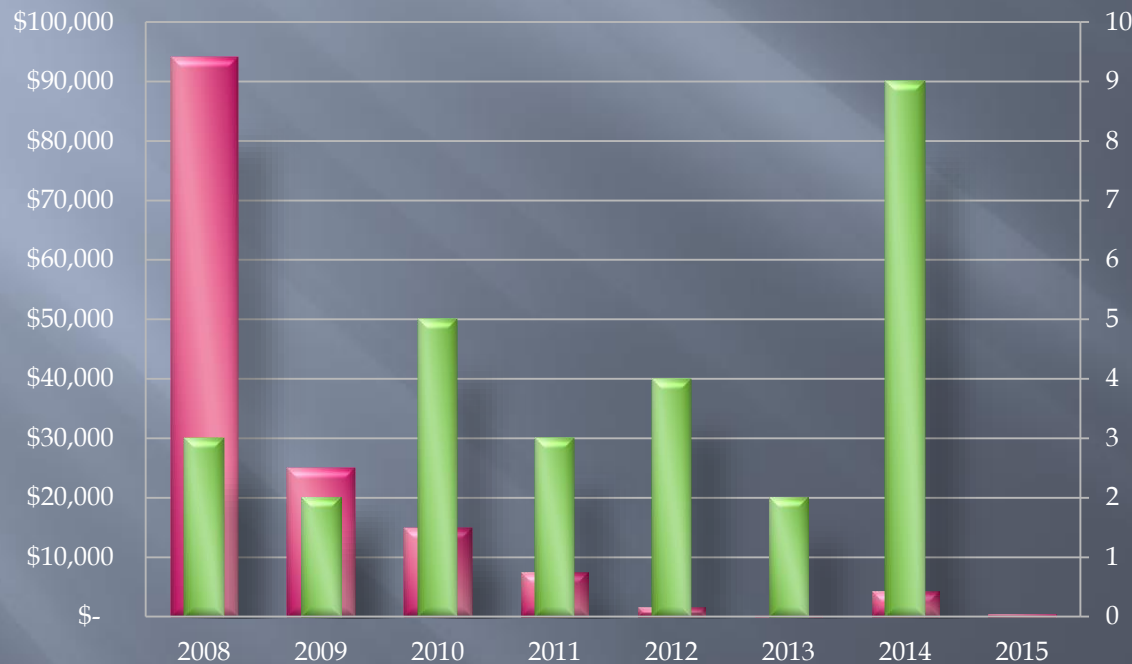


# Personnel & Staffing

(Strengths)

- Safety record

## Workers Compensation Claims



**804,212 hours since an employee missed work due to a work-related injury.**

■ Total Incurred Costs of Workers Comp. Claims    ■ Total Cases

# Personnel & Staffing

## ▣ Weaknesses

- ▣ Employee recruitment – Entry level wages are lower than competing cities

JOB TITLE	PERCENT BELOW MARKET
▣ Water Operator	<b>-10.04%</b>
▣ Maintenance Crew Leader	<b>-3.34%</b>
▣ Executive Secretary	<b>-4.80%</b>
▣ Meter Technician	<b>-5.66%</b>

# Personnel & Staffing

- ▣ Opportunities
  - Training opportunities for young professionals and staff
  - Increase cross training and succession planning
- ▣ Threats
  - Losing Institutional Knowledge

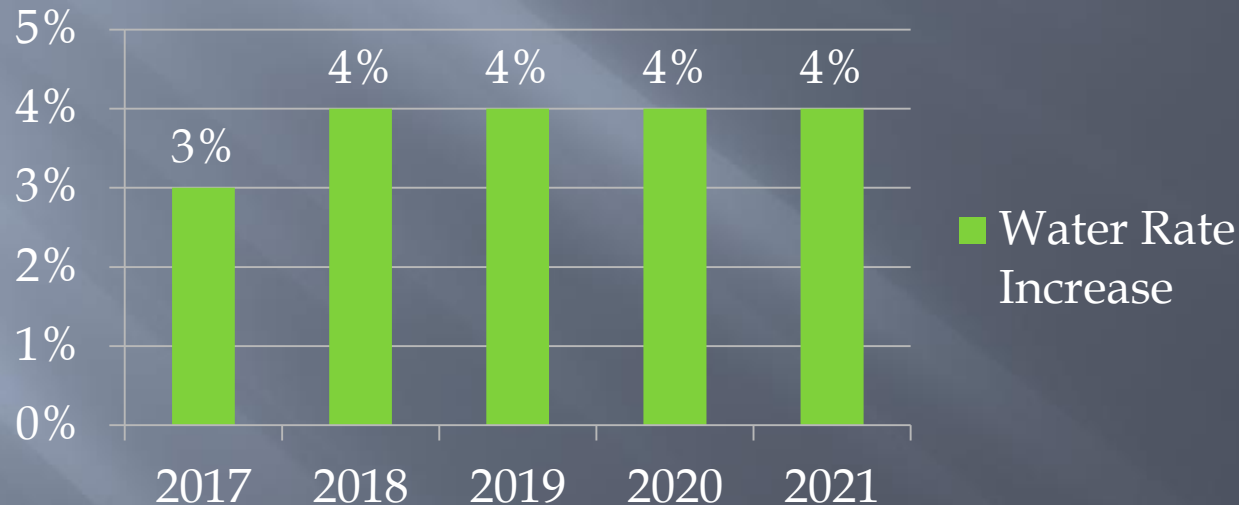


# 5 Year Vision

## Water Fund

### ▣ Revenues

#### Water Rate Increases



- Increase mainline replacement line item to \$1,500,000
- Maintain \$5,000,000 in fund balance

# 5 Year Vision

## Water Fund

- ▣ Infrastructure
  - Sego Lily 700 East to Trax
  - Replace Flat Iron Tanks and Well
  - Granite Mesa Well and Tank Modifications
  - Zone 5 Transmission Line
- ▣ Personnel
  - Full Time Water Education Coordinator

# 5 Year Vision

## Storm Water Fund

### Infrastructure

- Increase corrugated metal pipe replacement
- Build Wildflower Bypass pipeline

### Personnel & Staffing

- Hire full-time UPDES Program Coordinator

# 5 Year Vision

## Street Light Fund

- ▣ Revenues
  - \$1 Rate Increase
    - ▣ Would generate an additional \$351,960 annually



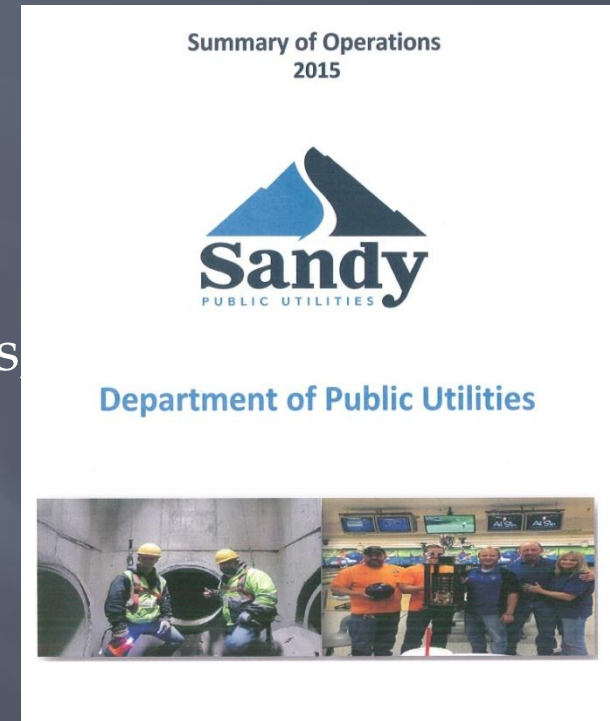
# 5 Year Vision Street Light Fund

- ▣ Infrastructure
  - Commence work on arterial street light projects
  - Begin replacing Acorn lights (approx 5,200)



# Evaluation Metrics

- ▣ Internal Metrics
  - Annual Summary of Operations
    - ▣ GDP Per Capita, Production, Consumption, Loss Percentage, Main Line Breaks, Accidents, Injuries Flood Claims, Blue Stakes, Repairs
  - Monthly Budget Reports
  - Citizen Advisory Board Meetings



# Evaluation Metrics

- ▣ External Metrics
  - Participation in benchmarking survey
  - AE2S Utility Rate Study

## TYPICAL WATER UTILITY BILL



## 2015 - 2016 Water Rate Comparison

Rank	Entity	Yearly Average
1	Draper City Zones 1,2,3	\$925.07 - \$1,221.17
2	Kearns	\$936.88
3	South Jordan (Areas A,B,C)	\$821.89 - \$860.24
4	Magna	\$935.46
5	Salt Lake City (County Resident)	\$849.06
6	Riverton City	\$775.89
7	Sandy City (County Resident)	\$767.27
8	White City	\$752.40
9	Herriman City	\$739.95
10	Midvale City (Areas 1,2,3)	\$459.02 - \$676.85
11	Water Pro (Areas 1,2,3,4,5)	\$586.16 - \$654.32
12	SANDY CITY BLOCK	\$653.17
13	Salt Lake City	\$631.05
14	Sandy City	\$624.41
15	Jordan Valley Water (Willow Creek)	\$595.18
16	Granger-Hunter	\$591.98
17	Bluffdale City	\$589.90
18	West Jordan City	\$575.43
19	Jordan Valler Water (Riverton)	\$562.28
20	Jordan Valley Water	\$517.63
21	Taylorsville-Bennion	\$482.45
22	Murray City	\$465.72

# Evaluation Metrics

## ▣ Customer Metrics

- Survey satisfaction
- Customer feedback and comments:

July 2, 2015 – Mary Hutchings called to follow-up with us. She had low pressure. She said Karen went well beyond the usual help. She took and explained everything and how it worked.

Corrected the problem for her and then, Mary told her about the problem her widow neighbor was having and Karen went over and spoke to her and fixed her problem. She wants the City to know how much she appreciated Karen's help and how very knowledgeable and helpful Karen was.

# Evaluation Metrics

- ▣ July 23, 2015 - Yesterday, I got myself in a very bad situation. After shopping at Costco, I was loading my car and somehow my keys slipped off the seat and down into a city grate. There was absolutely no way I was going to be able to get my keys out by myself. I called Sandy City and they sent out a couple of gentlemen, Rocky and Mick who got the keys out in less than five minutes. They absolutely saved my day. I was trying to prepare a dinner for a family whose daughter had died the day before. I had to get the dinner prepared by 6:00 pm, and I felt that losing my keys would really put me in a time crunch.
- ▣ I really want these two men to get the kudos they deserve. Thank You so much from Valerie Fletcher.



# Department Merit Based Raise Guidelines

- ❑ Employees are reviewed on their adherence to the Department's Vision, Values, etc.
- ❑ Performance and safety goals are established during annual evaluations.
- ❑ During evaluations overall performance, safety and any ongoing concerns are discussed.
- ❑ Mid-term reviews provide feedback on areas of improvement and guidance for areas of concern.
- ❑ Merit raises are based on overall performance.
- ❑ Policy infractions, accidents and other performance issues can reduce or eliminate potential raises.
- ❑ On average 10% of employees receive reduced or no merit increases.