

# "Ring Out the Old, Ring In the New"

Happy New Year to all our customers! We appreciate your business & look forward to continuing to provide 24/7 delivery of safe, cost-effective water & wastewater services to every home & business within our service area. We think the words of Alfred, Lord Tennyson from the poem "Ring Out, Wild Bells" capture the feeling of the new year quite well:



*"Ring out, wild bells, to the wild sky,  
The flying cloud, the frosty light:  
The year is dying in the night;  
Ring out, wild bells, and let him die*

*Ring out the old, ring in the new  
Ring, happy bells, across the snow:  
The year is going, let him go;  
Ring out the false, ring in the true."*



## 2022 in Review

### Growth

Housing construction continued at a fast pace on the west side of the valley in 2022 despite continued challenges with a tight labor market, supply chain disruptions & historic inflation levels hovering near 8% at year end. The Federal Reserve's raising of interest rates appears to be rebalancing the housing market which should slow some of the record growth we have been experiencing.

### Drought

Drought conditions worsened in 2022. After a promising start to the water year in Fall of 2021, there was a dry spell in Winter/Spring of 2022 with very little precipitation. Hot & dry summer & fall conditions followed which significantly depleted ground water storage & reservoir levels across the state with critically low levels reached at the Great Salt Lake & Colorado River dams. Fortunately, the 2023 water year is off to a great start with continuous, significant winter storms in November, December & January. MWD groundwater levels continue to remain resilient & in good shape in comparison to statewide conditions.

### Level 2 Mandatory Conservation

Although we hope this wet winter weather pattern continues, the District intends on remaining in Level 2 Mandatory Conservation for the 2023 irrigation season as drought conditions will likely improve but not resolve in a single winter. MWD customers were able to save an additional **80 Million Gallons** in 2022 on top of the **200 Million Gallons** that were saved in 2021. That is over **280 Million Gallons** of water we kept in our aquifers when comparing year over year irrigation seasons in 2022 vs 2021 & 2021 vs 2020 (including all the new growth).

### Engineering & Construction

In 2022, MWD completed installation of 20 new drinking water sampling stations throughout the service area along with a new sewer main line in Freeport West & major sewer trunkline in 2100 South. MWD also began construction & is nearing completion on several other projects including replacing old waterlines in Florence & Edith Drives, a new Zone 3 Secondary Water Pump Station, an



expansion of the existing Zone 3 Drinking Water Pump Station, & a major well rehabilitation with improved well efficiency & restoration of the original well's pumping capacity.

### **Staffing**

We are pleased to report that MWD closed out 2022 fully staffed with 32 employees. In an ongoing effort to improve service to our customers, we continued strategic expansion of our team in 2022 with two key positions including 1) a new Customer Service Meter Technician dedicated to improving efficiency & communication between our office staff, contractors, operators & customers & 2) expansion of our leadership team with the hiring of a full time in house Human Resources Manager with extensive HR experience along with specialized expertise in collective bargaining & union labor, safety & training programs, health & wellness programs, community engagement & leadership.

## **2023 Look Ahead**

### **Reuse Project**

MWD held an Open House for our Reuse Project in June of 2022 with a great turnout from the community. This project is currently in the bidding process with construction of the new filtration & pump station facilities scheduled to begin this Spring, with delivery of reuse water to the secondary water system starting next year. This project will increase drought resiliency & improve water quality & reliability of our secondary water system, which in turn reduces the need to use treated drinking water for irrigation.

### **Engineering & Construction**

In addition to the Reuse project, we have several other projects planned for 2023 including waterline replacements in 8850 & 9000 West, sewer collection system spot repairs, a new sewer trunkline in 8000 West between 2100 South & 201 HWY, & design of a new influent lift station at the WWTP.

### **Rate Increase**

In accordance with the District's Master Plan & rate studies that were adopted in 2021 & implemented in 2022, an annual rate increase between 4 to 5% on water & sewer rates will take effect again this year. This translates to about a \$2.28 increase to a typical monthly minimum bill for water & sewer service increasing from \$51.17 to \$53.45 which will be reflected in February 2023 billing. Please note if you are struggling to pay your bill there may be assistance available through the HEAT program administered by the State of Utah. Please go to our website at [www.magnawater.com](http://www.magnawater.com) or call our office for more information at (801) 250-2118.

### **Expansion of Online Payment Services**

Although we will continue to provide a variety of convenient payment options to our customers including mail in, drop box, drive thru, in person, & online bill payment, automatic bill payment (currently through Xpress bill pay) is the most efficient form of payment for MWD operations. As such, MWD is exploring ways to increase customer participation in automatic bill payment & is reviewing other online payment service providers to expand the services & flexibility of payment options we can provide our customers.

