

# *Happy Holidays from Magna Water District*

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## **2021 Year In Review And 2022 Look Ahead**

### *Happy Holidays from Magna Water District*

Season's greetings - the holiday season is well under way, and we hope your celebrations are full of good cheer and filled with holiday spirit. We appreciate your business! We work hard to ensure 24/7 delivery of safe, cost-effective water and wastewater services to every home and business within our service area.

The municipal water industry is complex and the rules and regulations by which we are governed at the local, State and Federal level are constantly evolving. We also face more frequent and extreme periods of drought which pose a substantial threat to the quantity and quality of water supplies across the State and requires more stringent permitting of wastewater receiving waters to maintain beneficial uses for downstream users. Fortunately, we are well equipped to face these challenges with a very experienced and dedicated team of certified water and wastewater operators, a diverse portfolio of water supplies (multiple drinking water wells, a wholesale connection, secondary shallow wells, secondary canal water and forthcoming wastewater reuse for secondary water), and recent wastewater treatment plant improvements that make it possible to reduce nutrient loads in our discharge.

### *2021 Year in Review*

Although we were happy to close the door on 2020, 2021 has felt like Groundhog Day with the ongoing pandemic and feverish pace of housing construction on the west side of the valley. The labor market has also tightened this year which has made filling open job positions more difficult. Supply chain disruptions have resulted in shortages and price increases in key construction materials such as lumber, concrete & asphalt, and common stock items such as pipe, valves, fittings, & meters. Inflation neared 7% in November with significant increases to power and gas anticipated into 2022. On top of all that, worsening drought conditions created significant challenges for water providers this year as many reservoirs in the state reached critically low levels and most agencies implemented some form of water conservation requirements and/or restrictions on outdoor watering.

Despite these challenges, we remain optimistic & committed to continue providing round the clock safe, cost-effective water & wastewater services to our customers through sound master planning & rate studies, continuing education & training programs for our operators, drought mitigation through water conservation, diversification of water resources & secondary water expansion, identification & implementation of operational & process improvements, strategic purchasing of critical materials & stock items, & fiscal responsibility, accountability & transparency.

The District completed a yearlong master planning effort along with impact fee & rate studies in early 2021. Master planning serves as a roadmap & identifies priority & cost for system improvements necessary to maintain our current level of service while accommodating future



growth. It also ensures that new growth pays for these improvements through impact fees so that these costs are not passed on to existing rate payers. The rate study ensures O&M and system replacement projects are adequately funded over the next several years. Upon completion of the study, we found that modest annual increases would be necessary to fund District operations and required system replacement projects. Out of concern for the financial burden of the pandemic on our customers, rate increases were not implemented in 2020 or 2021. However, beginning in 2022, an annual rate increase between 4 to 5% on water & sewer rates will take effect. This translates to about a \$2.24 increase to a typical monthly minimum bill for water & sewer service going from \$48.93 to \$51.17 which will be reflected in February 2022 billing. Please note if you are struggling to pay your bill there is still 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.

Considerable progress was made in 2021 toward improving system reliability with the completion of a major waterline replacement along 3500 South, sandblasting & painting our steel water storage tanks, & sewer collection repairs in 8400 West. We also made a substantial investment in staffing in 2021 with the addition of 2 new water operator positions & 1 new sewer collections operator position. As a result of these strategic hires, we anticipate a significant decrease in leak response & repair times, an increase in preventative maintenance of our systems, & improved customer service.

In response to the ongoing drought, the District moved from our default Level 1 Voluntary Conservation to Level 2 Mandatory Conservation this year. Although this change was not as restrictive as some agencies, it was still a burden for many of our customers. We want to extend our sincere thanks for your sacrifice this year. We feel it was very successful and were able to save approximately **200 Million Gallons** of water that we kept in our aquifers when comparing the irrigation season in 2021 to 2020 which even includes all the new growth!

### *2022 Look Ahead*

We look forward to 2022 and the many challenges it will bring. The only constant in life is change and that can be difficult, however we can do big things when we all do them together. The conservation success in 2021 is proof! We will remain in our current Level 2 Mandatory Water Conservation going into the Spring 2022 irrigation season however we are hopeful that drought conditions will improve with an increase in soil moisture levels this fall & recent snowstorms adding to the mountain snowpack. We will keep you posted of any changes to conservation actions as we get closer to next year's irrigation season.

We have several projects planned for 2022 including waterline replacements, a pump station upgrade, a new sewer trunkline, & the start of two large multiyear projects including a new influent lift station at the WWTP & the water reuse project. We plan on hosting an open house in May of 2022 to highlight the reuse project & answer any questions or concerns. We'd like to make this fun & informative for the whole family. Additional details will be provided in the coming months. We hope you join us for this event. Happy New Year from all of us at Magna Water District!

