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General Manager's Message

Innovation and Collaboration



Alan Packard
General Manager & CEO

On behalf of all the employees at Jordan Valley Water Conservancy District, I am pleased to share our 2024 Annual Report. The report highlights our consistent performance serving our current communities and the meaningful progress we're making toward ensuring a resilient and sustainable water supply for our future communities. I continue to be inspired by the dedication, collaboration, and innovation that define our organization.

In 2024, we officially launched our Strategic Plan—an ambitious and thoughtful roadmap that will guide our major decisions and investments through the end of the decade. Shaped by input from staff across the District and the leadership of our Board of Trustees, the plan reflects our continued commitment to excellence, sustainability, and community service. It builds on our newly updated Mission, Vision, and Values statements, which have already begun to shape how we approach our work every day.

While we welcomed the solid snowpack and water supply year, we remain focused on preparing for the future through consistent investments in expanding conservation programs, replacement of aging infrastructure, building new facilities, and strengthening partnerships with our member agencies and regional stakeholders. These efforts ensure we continue to provide safe, reliable water while also supporting long-term solutions for challenges like drought and the health of Great Salt Lake.

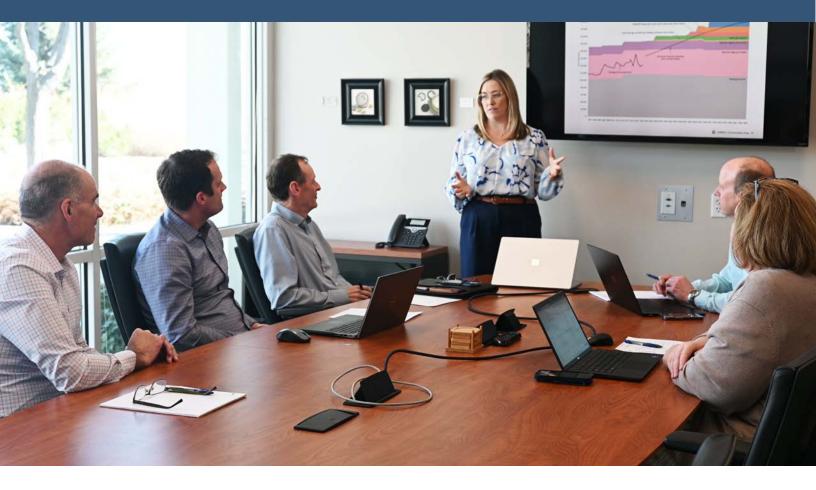
I want to thank our incredible staff and our many partners for their contributions over the past year. Your work is essential to our shared success, and I'm grateful for the expertise and passion you bring to this mission.

Sincerely,

Alan Packard

General Manager & CEO

achan



Executive Leadership



Jacob Young
Deputy General Manager
Business Analytics, Community
Engagement & Information Systems



Shazelle Terry *Assistant General Manager Operations & Maintenance*

Trustees



Corey L. Rushton
Chair



Karen D. Lang
Vice Chair



John H. Taylor *Finance Committee Chair*



Barbara L. Townsend *Conservation Committee Chair*



Zach Jacob



Andy Pierucci



Dawn R. Ramsey



John B. Richardson



Mick M. Sudbury

Member Agencies



City of Bluffdale

Mark Reid

City Manager

Draper City

Mike Barker

City Manager

Granger-Hunter Improvement District

Jason Helm

General Manager

Herriman City

Nathan Cherpeski

City Manager

Hexcel Corporation

Kristi Latteier

Finance Manager, SLC Fibers Hexcel

Kearns Improvement
District

Greg Anderson

General Manager

Magna Water District

Clint Dilley

General Manager

Midvale City

Matt Dahl

City Manager

Riverton City

Kevin Hicks

City Manager

City of South Jordan

Dustin Lewis

City Manager

City of South Salt Lake

Chris Merket

City Engineer

Taylorsville-Bennion Improvement District

Mark Chalk

General Manager

Utah DFCM

Andy Marr

Division Director

WaterPro, Inc.

Darrin Jensen-Peterson

General Manager

City of West Jordan

Korban Lee

Chief Administrative Officer

White City Water Improvement District

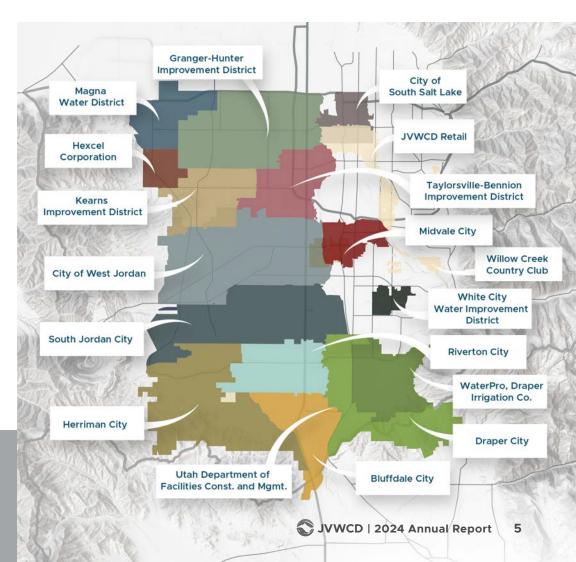
Paul Ashton

General Manager

Willow Creek Country Club

Tony Clark

General Manager



Executive Staff



Kurt Ashworth *Human Resources*



Gordon Batt *Operations*



Jason Brown
Information Systems



Brian Callister *Maintenance*



Travis Christensen Engineering



Kelly Good *Community Engagement*



Mindy Keeling
Executive Assistant



Dave Martin *Chief Financial Officer*



Brian McCleary
Controller



Ben Stanley *General Counsel*



Shane Swensen *Chief Engineer*



Lisa Wright *Administrative Assistant*

District Staff



Administration

Human Resources Laina McGinty Yvette Amparo Aubrey Menon

Accounting
Margaret Dea
Tim Rainbolt
Jackie Buhler

Data Analytics

Clifton Smith Sam Mingo Teja Johnson

Engineering Department

Drafting Marcelo Anglade Todd Peterson

Technical Program

David McLean

Engineering Group
Travis Christensen
Ellisa Demetsky
Conor Tyson
Ben Perdue
John Kahle
Jake Slater

Capital Planning & Project Management Kevin Rubow

Information Systems Department

Martin Feil Jake Reese David Gregory Lorrie Cowles Marshall Clark

Electronics & Instrumentation Robert Squire

Gage Stewart Jordan Tomsic Kyle Chapman Dustin Brusch Wayne Sims, II Chelsea Hunt

Community Engagement Department

Admin Assistant
Teresa Atkinson
Customer Services
Jeanette Perry
Becca White
Cheyenne Davis
Rebecca Bateman
Communications
Kyle Allcott
Brianne Dela Cruz
Madeline Sueltz

Conservation Programs Division

Courtney Brown

Admin Assistant

Cory Collins

Conservation Garden
Shaun Moser

Mike Lorenc Natalie Boyack

Conservation Programs

Erik Wermel Sophie Byde Christina Bennion Valerie Millette

Maintenance Department

Admin Assistant Lisa Kasteler Asset Management Mike Brinton Fleet & Equipment Maintenance
Eppie Trujillo
Caleb Kitchen
Mike Rasmussen

Facilities & Project Management Division

Brad Boren Keenan Robertson Dave Hyde *System Maintenance* Michael Brown

Spencer Anderson Ryan Jeffs Hayden Coziar Tolson Lyman Triston Tanner Francisco Martinez Ayden Hamilton Ace Elegante Ioe Reiser

Plant/HQ Maintenance

Glen McIntyre
Shay Green
Chase Pendleton
Cedric Greer
Brayden Jensen
Dan Claypool
Jason Harding
Emilio Medina

Pipeline Maintenance Division

Troy Tucker

Inspections & Locations
Steve Schmidt
Ryan Forsyth
Frank Smith
Otis Helmick
Regan Nordgren
Brad Perez

Troy Black Marcelo Del Rio

District Staff (cont.)

Transmission Pipeline Maint.

Jared Brace

Andy Adams

Clint Thurgood

Caleb Vincent

Brian Holsten

Jacob Adair

Kolton Reiter

Distribution Pipeline Maint.

Calin Perry

Kasey Newbold

Roberto Archuleta

Vai Eteaki

Brayden Cluff

Gabe Allen

Hunter Sexton

Thomas Christensen

Operations Department

Admin Assistant
Alisha Kimmerle

Treatment Operations Division

Steve Blake

IVWTP Operations

Nick McDonald

Jeremy Toone

Braxton Myler

Steve Hansen

Rylan Walker

Brendan Jarvinen

Andrew Malmstrom

SERWTP Operations

Josh Shrewsbury

Eric Poulsen

Caleb Christensen

Eduardo Cracchiolo

Danny White

Shaun Proctor

SWGWTP Operations

Bryan Smith

Terrance Cook

System Operations Division

Matt Hinckley

System Operations

Nathan Talbot

Kolby Parman

Jeff Small

Jared Vigil

Sheldon Sharrard

Justin Spainhower

Brandon Bancroft

Spencer Barlow

Trevor Smith

Kailob Szarek

Jared Ward

Raymon Garcia

Meter Section

Casey Cannon

Nick Bourdos

Brandon Lindberg

Kevin Bell

Water Quality Division

Ion Hilbert

Laboratory

Paul Mattinson

Lorena Purissimo

Savidtri Thanasilp

Kim Castelan

Annette Mills

Hollie Pelch

Water Quality

Tanner Palmer

Heidi Nilsson

Tia Frahm

Mercedes Amavizca

Safety and Security

Jeff King

Jeff Betton

Alex Mitchell

Water Supply

Wade Tuft

Thank you and farewell to our 2024 Retirees!

Ann Mecham

Customer Service Representative

Beverly Parry

Executive Assistant

Dave Beratto

Pipeline Maintenance Supervisor

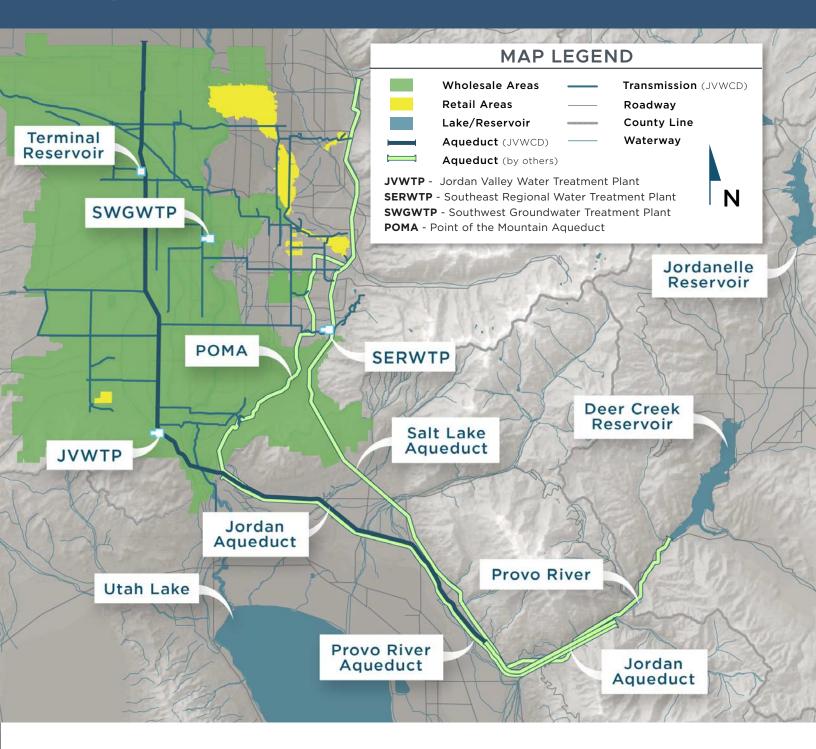
Mike Gonzales

Meter Service Technician



System and Service Area





Jordan Valley Water Conservancy District provides water to nearly 775,000 customers in the Salt Lake Valley, including retail and wholesale customers. The District's extensive network of water infrastructure is the result of decades of forward-thinking planning and implementation.

Strategic Plan Update and Phase 1 Implementation Progress

In January 2024, Jordan Valley Water Conservancy District adopted its Strategic Plan to guide operations into the next decade. This forward-looking plan is more than just a checklist — it's a comprehensive framework designed to maximize the District's strengths, navigate evolving challenges, and ensure a resilient, efficient, and responsive utility for the communities we serve.

The development of the plan was rooted in collaboration across departments and informed by extensive analysis of internal performance and external pressures. As Utah continues to grow and water resources face increasing stress from population demands and climate variability, the District recognized the need for a guiding document that could both provide long-term direction and adapt to emerging needs.

At its core, the plan is structured around a nested hierarchy of goals that build on one another:

- Core Imperatives provide foundational principles that help the District stay aligned with its mission while responding to shifting conditions and new opportunities.
- Effective Utility Management (EUM) Attributes, developed by the Environmental Protection Agency, offer a nationally recognized framework for utility excellence.

- Areas of Strategic Focus are tailored to JVWCD's unique context and draw a direct line between the Core Imperatives and the operational areas that most need attention.
- Operational Objectives bring the strategy to life with measurable, actionable goals that shape daily priorities and guide staff at all levels.

To ensure the plan remains actionable and appropriately paced, Operational Objectives are organized into three implementation phases:

- Phase 1: January 2024 June 2025
- Phase 2: July 2025 June 2028
- Phase 3: July 2028 June 2030

While the plan offers structure and accountability, it is also designed to adapt. As objectives are achieved or new challenges emerge, the Strategic Plan allows for realignment to maintain relevance.

Measuring What Matters

In 2024, one of the District's first major efforts under the plan was developing a new enterprise-level Key Performance Indicator (KPI) scorecard. Presented monthly to the Board of Trustees, the scorecard tracks progress across key functional areas. Each KPI aligns with an EUM attribute, providing a clear snapshot of both operational health and long-term performance:

- Product Quality and Operational Optimization:
 Achievement of water quality goals
- Customer Satisfaction and Stakeholder Support: KPI in development
- Employee and Leadership Development: Employee turnover rate
- Financial Viability: Water sales and property tax revenue
- Infrastructure Strategy and Performance: Breaks per 100 miles of pipe
- Enterprise Resiliency: KPI in development
- Water Resource Sustainability: Acre-feet of water delivered

- Community Sustainability: Weather-adjusted gallons per capita per day (GPCD)
- Safety: OSHA recordable injury rate

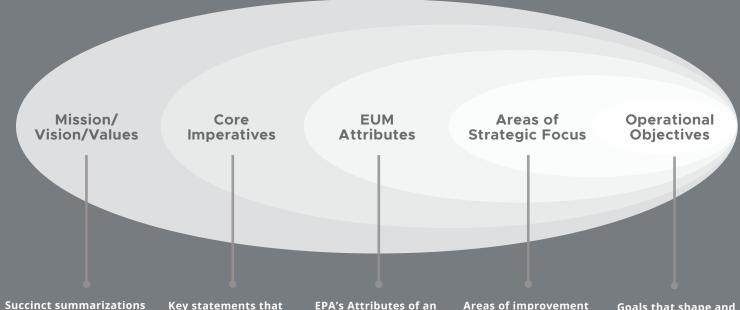
These KPIs help ensure transparency, track efficiency, and hold the District accountable to its goals.

Progress on Strategic Initiatives

In addition to the KPI framework, cross-District working groups have launched, and in some cases completed, several initiatives aligned with Phase 1 objectives. These efforts span JVWCD's operations, from internal processes and emergency preparedness to environmental stewardship and public outreach. Highlights include:

- Completion of a Five-Year Staffing Plan to support long-term workforce planning
- Launch of a Public Health Stewardship Training Program, equipping staff with tools to protect community health
- Updates to Water Quality Goals to reflect the latest research and regulations

Strategic Plan Structure



EPA's Attributes of an Effectively Managed Utility and keys to management success. Areas of improvement within each attribute based on evaluations and core imperatives.

Goals that shape and define priorities in each area of strategic focus that direct action.

- Development of an improved Customer Response System to enhance how we track and respond to public inquiries
- Progress on an updated Asset Registry and Strategic Asset Management Plan to better manage the infrastructure lifecycle
- Creation of a Critical Parts Inventory Strategy to strengthen supply chain resilience
- Steps taken toward improved emergency preparedness, including:
 - New Emergency Response Service Agreements
 - An updated Emergency Training Plan
 - Enhanced access to critical emergency information

Other forward-looking projects in progress include the implementation of a Water Budget Policy applicable to lands within JVWCD boundaries, advancement of the Great Salt Lake Integrated Plan, and the implementation of a Communications Plan to strengthen internal and external messaging.

"It is exciting to see several of the Phase 1 elements of the plan approach completion through the out-

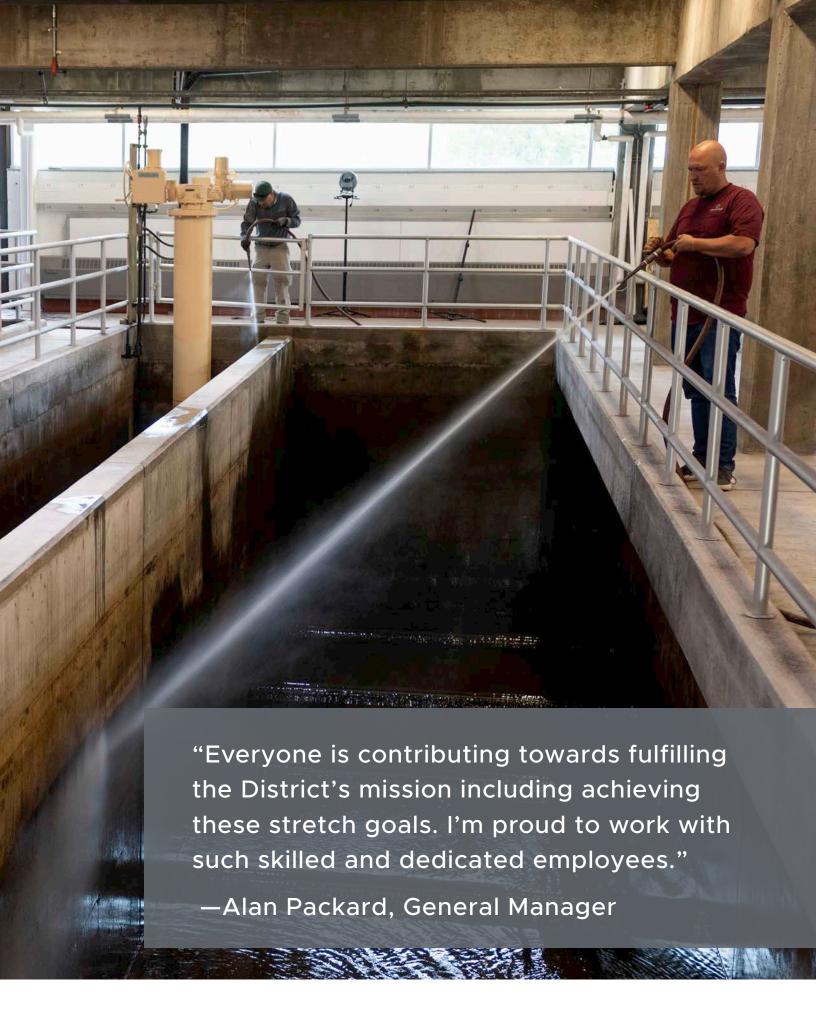
standing efforts of employees throughout the organization" said Alan Packard, General Manager. "Everyone is contributing towards fulfilling the District's mission including achieving these stretch goals. I'm proud to work with such skilled and dedicated employees."

Looking Ahead

JVWCD's Strategic Plan is already making a tangible difference in how it operates and communicates, setting a clear course for smart investments, improved service, and dedicated environmental stewardship. With measurable goals, cross-departmental collaboration, and a commitment to continuous improvement, the District is poised to meet future challenges head-on, and with the confidence that comes from careful planning.

As Phase 1 continues through mid-2025, our focus remains on executing key objectives, refining performance metrics, and listening to the communities we serve. Because planning for the future isn't just about what comes next — it's about what we're doing today to get there.





Operations

In 2024, JVWCD

delivered

111,324 acre feet of water

that's

36 BILLION gallons,

enough water for more than

2 billion showers

and an average of

99 million gallons per day.





Water Sources

Source	2024	2023
Municipal & Industrial	Acre Feet	Acre Feet
Jordanelle Reservoir (Central Utah Project)	45,217	18,996
Deer Creek Reservoir (Provo River Project)	2,631	18,660
Upper Provo River reservoirs	2,094	1,534
Echo Reservoir	2,336	1,900
Provo River (unstored flows)	35,575	41,360
Weber River (unstored flows)	0	0
Central Water Project	13,303	10,117
Salt Lake County mountain streams	2,132	2,237
Culinary water treated by MWDSLS	925	880
Salt Lake County groundwater (wells)	5,153	5,204
Southwest Groundwater Treatment Plant	4,008	3,304
Bingham Canyon Water Treatment Plant	3,577	3,151
Subtotal for Municipal & Industrial sources	116,950	107,342
Irrigation		
Jordanelle Reservoir (Central Utah Project)	0	0
Deer Creek Reservoir (Provo River Project)	0	0
Upper Provo River reservoirs	0	0
Echo Reservoir	0	0
Provo River (unstored flows)	7,454	8,165
Weber River (unstored flows)	0	0
Utah Lake	17,532	16,324
Subtotal for irrigation sources	24,986	24,489
Total	141,936	131,831

Operations (Cont.)

Water Deliveries

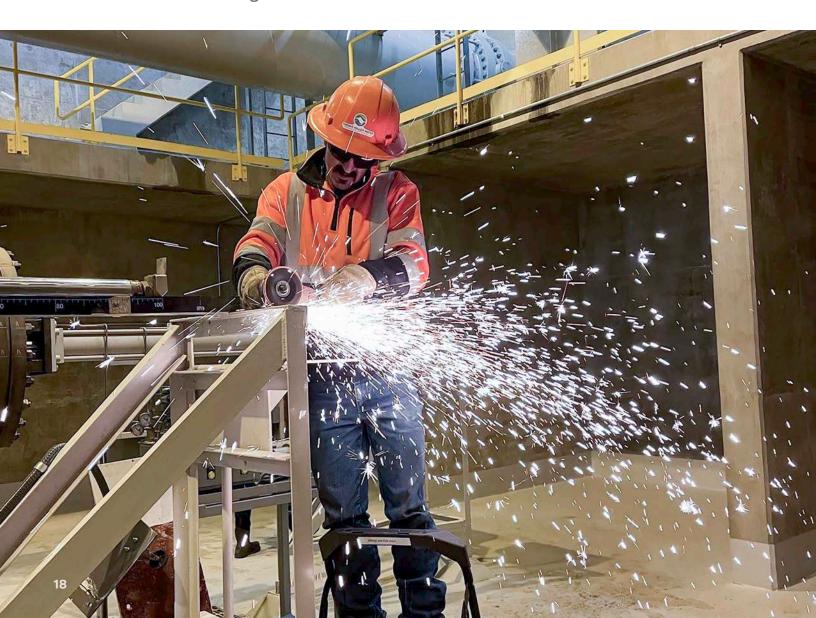
Recipient	2024	2023
Municipal & Industrial	Acre Feet	Acre Feet
City of Bluffdale	3,734	3,369
Copperton Improvement District	0	11
Draper City	4,675	4,198
Granger-Hunter Improvement District	18,628	18,292
Herriman City	8,234	6,013
Hexcel Corporation	1,051	1,012
Kearns Improvement District	8,445	7,185
Magna Water District	805	813
Midvale City	3,352	3,053
Riverton City	6,209	5,476
City of South Jordan	18,291	16,372
City of South Salt Lake	998	1,150
Taylorsville-Bennion Improvement District	4,700	4,701
Utah Division of Facilities Construction and Management	24	182
WaterPro, Inc. (Treated)	1,684	1,256
WaterPro, Inc. (Raw)	0	0
City of West Jordan	22,099	20,089
White City Water Improvement District	0	0
Willow Creek Country Club	331	275
Subtotal for wholesale deliveries	103,259	93,449
JVWCD retail service areas (Holladay, Murray, Sandy, South Salt Lake and unincorporated county)	8,065	7,482
Subtotal for total municipal deliveries	111,324	100,931
JVWCD system non-revenue water (use & loss)	5,627	6,411
Subtotal for deliveries, use and loss	116,950	107,342
Irrigation	_	
Welby Jacob Water Users Co.	24,986	24,489
Subtotal for irrigation sources	24,986	24,489
Total	141,936	131,831



Maintenance

The Maintenance Department continued to effectively manage a broad range of critical infrastructure, including over 350 miles of pipelines, three major treatment plants, 40 deep wells, multiple pump stations, 33 large tanks, 72 vehicles, various facilities, structures, equipment, and related mechanical systems and components.

A major area of progress this year was the continued development of the District's comprehensive strategic asset management program. District teams have laid a strong foundation for this long-term initiative, leveraging modern tools and best practices to improve infrastructure performance, enhance reliability, and support the sustainable management of District assets.





Maintenance by the Numbers



well/pump stations rehabilitated



driveway/curb and gutter/ sidewalk repairs/pours



large pipeline dewatering projects



large reservoirs inspected, cleaned and repaired



252

preventative services

fleet and mobile equipment



GPS shots taken and documented (pipeline infrastructure)



roof replacements



construction inspections (pipeline crossings, borings, etc.).



service line repairs





fire hydrants replaced



vehicle, trailer, pump, and motor mechanical repairs



hauled off from treatment plants



facilities relandscaped with waterwise landscaping



pipeline vaults rehabilitated



cubic yards of sludge



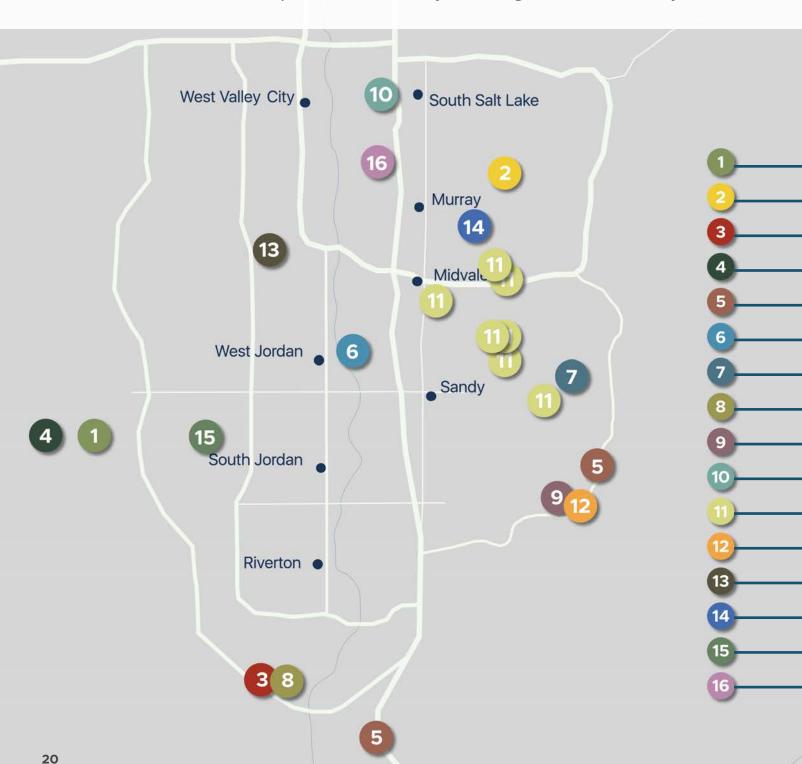
equipment/facility fabrication mods/repairs



larger asphalting projects.

Engineering

In 2024, our Engineering Department successfully managed and delivered a wide range of capital improvement projects across JVWCD facilities, focusing on infrastructure resilience, operational efficiency, and long-term sustainability.





2024 Capital Projects

Install Pump #1 at Old Bingham Pump Station

Distribution Pipeline Replacements - Redmaple Area

JVWTP Sedimentation Basins 3-6 Equipment Replacement

Zone "D" Reservoir Erosion Control Plan

JA-1 and Southeast Collection Line Condition Assessment,

Southwest Groundwater Well Improvements

1590 East Well Development

JVWTP Boilers Replacement Project

SERWTP Boilers and Controls Upgrade

3300 South Pipeline Replacement - Phase I

Multi-Site Re-landscaping Project

SERWTP Asphalt Replacement

6180 South 3200 West Suction Vault Upgrades

Distribution Pipeline Replacements - Old Farm Area

AC Mitigation and Monitoring Project

Vault Improvement Project



Distribution Pipeline Replacements - Redmaple Area



Refurbished Vault at 2200 W and 6200 S



JVWTP Sedimentation Basins Equip. Replacement



Zone "D" Reservoir Erosion Control Plan

Conservation

Jordan Valley's conservation staff worked with member agencies, businesses, and individual homeowners to reduce water use. Working collaboratively to conserve helps the community forge a conscience connection with water.

Member Agency Grant Participation



Water Efficiency Standards Supplemental Grant



- Water system leak detection project
- Conservation calendars
- Conservation welcome packets
- Conservation promotional materials



- Water Efficiency Standards Supplemental Grant
- Herriman Main Street Turf Conversion Project



- Production of animated conservation films and short video clips for public education
- AMI purchase and installation



Water-Efficiency Standards Supplemental Grant



- Water-efficient Toilet Rebate Program
- Water-efficient Indoor Water Fixtures Rebate Program
- Turf Conversion Rebate Program
- Water Efficiency Standards Supplemental Grant



Water-Efficiency Standards Supplemental Grant



Water awareness and conservation promotion programs



Future water savings each year 19,600,000 gallons

Utah Water Savers

Landscape Incentive Program

318 projects completed

\$1,719,573 funding provided

815,461 ft²

lawn replaced or prevented

American Rescue Plan Act Grant

19

projects completed

\$494,394

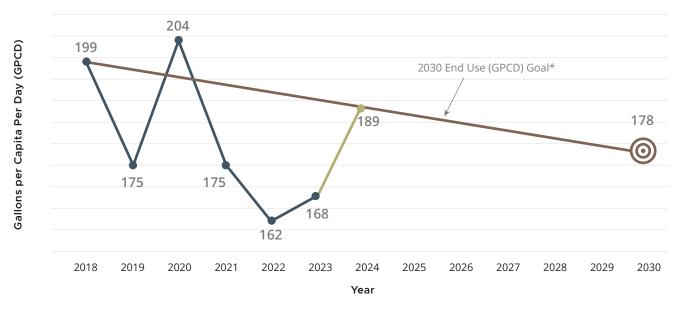
funding provided

164,798 ft²

lawn replaced

Water-use Behavior

Water use jumped from 168 gallons per capita per day (GPCD) in 2023 to 189 GPCD in 2024. We are still below the trend line needed to reach our conservation goal in 2030, however the Community Engagement Department is continuing to manage a variety of programs which lead our community to use water wisely.



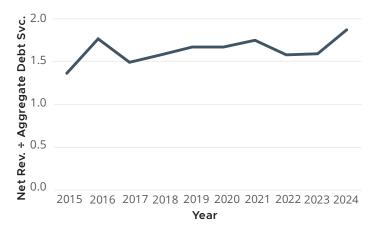
^{*2030} End Use Goal was updated to 178 GPCD by 2030 in the 2024 Conservation Plan Update

Finance

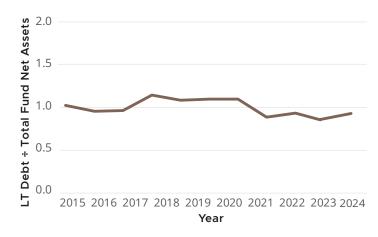
		Balance Sh	nee	t Summary a	as (of June 30 th				
		2024		2023		2022		2021		2020
Assets										
Current	\$	97,370,202	\$	81,147,226	\$	74,204,697	\$	71,177,333	\$	62,022,286
Restricted		93,360,774		10,117,845		44,290,444		7,912,690		26,756,562
Capital	6	508,899,171		578,896,926		549,335,434		546,720,363		547,183,564
Other		13,125,573		12,858,461		19, 116,474		16,707,372		18,891,468
Total Assets	\$ 8	312,755,720	\$	683,020,458	\$	686,947,049	\$	642,517,758	\$	654,853,880
Liabilities										
Current	\$	27,706,551	\$	21,384,264	\$	19,480,183	\$	17,943,938	\$	19,913,783
Noncurrent	3	390,976,548		304,635,860		320,028,395		291,357,946		319,841,344
Total Liabilities	4	418,683,099		339,508,578		309,301,884		339,755,127		339,755,127
Total Net Position	39	94,072,621		357,000,334		347,438,471		333,215,874		315,098,753
Total Liabilities and Net Position	\$ 81	12,755,720	\$	683,020,458	\$ (686,947,049	\$	642,517,758	\$ (554,853,880
Income Statement Summary for fiscal year ended June 30 th										
Revenues										
Operating (water sales)	\$	65,492,143	\$	58,260,194	\$	55,902,375	\$	62,726,943	\$	60,659,921
Property taxes		29,868,863		26,373,984		24,204,336		21,133,800		20,281,934
Interest		6,611,115		3,468,438		584,237		638,942		1,900,885
Intergovernmental		201,528		683,093		234,671		92,155		75,331
Non-operating		16,152,137		1,675,285		94,155		922,603		325,763
Total Revenues	1	118,325,786		90,460,994		81,019,774		85,514,443		83,243,834
Expenses										
Operating	\$	65,632,451		61,143,127		54,433,824		55,172,384		53,035,299
Interest		13,926,867		12,390,616		12,690,790		11,757,534		13,090,260
Non-operating		735,947		42,783		926,432		487,243		-
Total Expenses		80,295,265		73,576,526		68,051,046		67,417,161		66,125,559
Net Income Approximate Contribution to Capital Expenses and Reserves	\$ 3	38,030,521	\$	16,884,468	\$	12,968,728	\$	18,097,282	\$	17,118,275
Othe	er cas	h flow Info	rm	ation for fisc	al :	year ended .	Jur	ne 30 th		
		26 422 000	\$	41,666,035	ф	14252007	d	11,466,398	\$	21 020 021
Capital Improvements	\$	36,432,809	₽	41,000,035	\$	14,253,907	\$	11,400,390	Ψ	31,928,931



Debt Service Coverage Ratio



Long-term Debt to Equity







8215 South 1300 West • West Jordan, UT 84088 (801) 565-4300

www.jvwcd.gov