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General Manager’s Message

Water is a 24/7 Business

As the new General Manager of the Jordan Valley Water Conservancy District, I am honored to lead a team of dedicated professionals who are unified in our commitment to fulfill the critical mission of providing a safe and reliable water supply to the Salt Lake Valley.

I would like to take this opportunity to recognize our previous General Manager Bart Forsyth who retired in January 2023. His dedication, leadership, and hard work built upon and expanded Jordan Valley’s strengths and positioned the organization for continued success. We are grateful for his service.

Severe drought conditions persisted during 2022, which necessitated implementing a Level 1 water supply restriction condition throughout our service area. Our communities responded to the call to conserve and protect our water sources in impressive fashion. Despite a summer season which was hotter and dryer than normal, water usage was down by 12% and these collective efforts to use water responsibly provided much-needed relief to our reservoirs and aquifers.

This year’s Annual Report showcases the important work that each of JVWCD’s departments and divisions undertake to ensure that our customers receive a safe and reliable water supply. We understand that water is a 24/7 business that often goes unnoticed until something goes wrong. We hope that highlighting the behind-the-scenes work performed by our dedicated employees bringing high quality water from the mountains to your tap will help underscore the significance of this work for our community.

Thank you for your continued interest in Jordan Valley Water Conservancy District. We are committed to serving you and look forward to continuing to deliver quality water and services every day.

Sincerely,

Alan Packard
General Manager, CEO
Executive Leadership

Jacob Young
Deputy General Manager
Engineering, Business Analytics, & Special Projects

Shazelle Terry
Assistant General Manager
Operations & Maintenance

Matt Olsen
Assistant General Manager
Communications, Conservation, & Information Systems
Trustees

Corey L. Rushton  
Chair

Karen D. Lang  
Vice Chair

John H. Taylor  
Finance Committee Chair

Sherrie L. Ohrn  
Conservation Committee Chair

Dawn R. Ramsey

A. Reed Gibby

Mick M. Sudbury

Zach Jacob

Barbara L. Townsend
Wholesale Member Agencies

City of Bluffdale
Mark Reid
City Manager
Trustee Representative
Sherrie L. Ohrn

Draper City
David Dobbins
Administrative Director
Trustee Representative
A. Reed Gibby

Granger-Hunter Improvement District
Jason Helm
General Manager
Trustee Representatives
Corey L. Rushton & Karen D. Lang

Herriman City
Nathan Cherpeski
City Manager
Trustee Representative
Sherrie L. Ohrn

Hexcel Corporation
Joe DeMartino
Environmental Engineer
Trustee Representative
Mick M. Sudbury

Kearns Improvement District
Greg Anderson
General Manager
Trustee Representative
Mick M. Sudbury

Magna Water District
Clint Dilley
General Manager
Trustee Representative
Mick M. Sudbury

Midvale City
Matt Dahl
City Manager
Trustee Representative
A. Reed Gibby

Riverton City
Ryan Carter
Interim City Manager
Trustee Representative
Sherrie L. Ohrn

City of South Jordan
Gary Whatcott
City Manager
Trustee Representative
Dawn R. Ramsey

City of South Salt Lake
Dennis Pay
City Engineer
Trustee Representative
Barbara L. Townsend

Taylorsville-Bennion Improvement District
Mark Chalk
General Manager
Trustee Representative
John H. Taylor

Utah Dept. of Facilities & Construction Mgmt.
Jim Russell
Division Director
Trustee Representative
A. Reed Gibby

WaterPro, Inc.
Darrin Jensen-Peterson
General Manager
Trustee Representative
A. Reed Gibby

City of West Jordan
Korban Lee
Chief Administrative Officer
Trustee Representative
Zach Jacob

White City Water Improvement District
Paul Ashton
General Manager
Trustee Representative
Barbara L. Townsend

Willow Creek Country Club
Alex Nicolaidis
General Manager
Trustee Representative
Barbara L. Townsend

Jordan Valley Water Conservancy District supports some of the fastest-growing areas in the state through its sustainable water supply. Created in 1951, the District delivers wholesale water supplies to 17 member agencies, including cities, improvement districts and private industry.
Executive Staff

Kurt Ashworth  
Human Resources

Gordon Batt  
Operations

Jason Brown  
Information Systems

Brian Callister  
Maintenance

Kelly Good  
Communications

Mindy Keeling  
Administrative Assistant

Dave Martin  
Chief Financial Officer

Brian McCleary  
Controller

Beverly Parry  
Executive Assistant

Alicia Sekiller  
Administrative Assistant

Mark Stratford  
General Counsel

Shane Swensen  
Engineering
## Exceptional Employees

### Accounting
- Jackie Buhler
- Margaret Dea
- Timothy Rainbolt

### Analytics
- Clifton Smith

### Communications
- Kyle Allcott
- Teresa Atkinson
- Cynthia Bee
- Preston Mitchell

### Conservation
- Natalie Boyack
- Courtney Brown
- Cory Collins
- Michael Lorenc
- Valerie Millette
- Shaun Moser
- Amanda Strack
- Madeline Sueltz
- Erik Wermel

### Customer Service
- Cheyenne Breyfield
- Ann Mecham
- Jeanette Perry
- Emma Pratt Ferguson

### Electronics & Instrumentation
- Dustin Brusch
- Kyle Chapman
- Robert Squire
- Gage Stewart
- Jordan Tomsic
- Hunter Lasko
- Rodney Sims, II

### Engineering
- Marcelo Anglade
- Travis Christensen
- Ellisa Demetsky
- David McLean
- Benjamin Perdue
- Todd Peterson
- Kevin Rubow
- Conor Tyson

### Human Resources
- Yvette Amparo
- Laina McGinty
- Aubrey Menon

### Information Systems
- Marshall Clark
- Lorrie Cowles
- Martin Feil
- David Gregory
- Joshua McDougall

### Maintenance (cont.)
- Steve Crawford
- Allen Curtis
- Marcelo Del Rio
- FuaVai Eteaki
- Ryan Forsyth
- David Garcia
- Troy Garrett
- Shay Green
- Michele Guy
- Dave Hyde
- Ryan Jeffs
- Brayden Jensen
- Lisa Kasteler
- Francois Musicien
- Braxton Myler
- Kasey Newbold
- Brad Perez
- Calin Perry
- Mike Rasmussen
- Matthew Roberts
- Keenan Robertson
- Steve Schmidt
- Hunter Sexton
- Franklin Smith
- Garrett Starley
- Clint Thurgood
- Epimenio Trujillo
- Troy Tucker
- Vikia Vainuku
- Christian Vasquez
- Caleb Vincent

### Maintenance
- Andrew Adams
- Spencer Anderson
- Roberto Archuleta
- Dave Beratto
- Troy Black
- Bradley Boren
- Jared Brace
- Michael Brown
- Danny Claypool
- Brayden Cluff
- Hayden Coziar
- Justin Cracroft

### Operations (cont.)
- Steve Blake
- Kimberly Castelan
- Caleb Christensen
- Terrance Cook
- Eduardo Cracchiolo
- Raymon Garcia
- Stan Grundy
- Steve Hansen
- Roy Helmick
- Jonathan Hilbert
- Matthew Hinckley
- Alisha Kimmerle
- Paul Mattinson
- Nick McDonald
- Annette Mills
- Alex Mitchell
- Heidi Nilsson
- Tanner Palmer
- Kolby Parman
- John Poulsen
- Shaun Proctor
- Lorena Purissimo
- Sheldon Sharrard
- Joshua Shrewsbury
- Daniel Siaperas
- Jeffrey Small
- Bryan Smith
- Justin Spainhower
- Kailob Szarek
- Nathan Talbot
- Savidtri Thanasilp
- Jeremy Toone
- Wade Tuft
- Jared Vigil
- Rylan Walker
- Daniel White
Thank You, Bart

After 38 years of exceptional service to the Jordan Valley Water Conservancy District, Bart Forsyth, the District’s fourth general manager, retired in January 2023. Bart began his career in May 1985 as a staff engineer and worked his way up to become one of the foremost water conservation policy experts in the state of Utah. During his career, Bart skillfully fulfilled the District’s mission, from increasing its firm water supply to establishing it as a recognized leader in water conservation.

Bart’s career at JVWCD started in the Engineering Department where he was instrumental in designing and managing over 350 engineering projects. His portfolio spans across large diameter water transmission pipelines, pump stations, and underground wells.

In 2001, he took the reins as the Assistant General Manager. During his tenure, he showcased his leadership in overseeing the operations, communications, and water conservation initiatives. He was instrumental in managing water supply resources, ensuring the continuity and reliability of our services.

He became General Manager in 2020 and continued to shape JVWCD into a recognized leader in water conservation, forging a path that others have since followed. His unwavering dedication was critical for establishing water conservation as a key service for the District.

Bart’s strong commitment to water conservation came through numerous initiatives, leading to a 25% reduction in per capita water use since 2000. Notably, under his stewardship, Conservation Garden Park was created and expanded. The Jordan Valley Conservation Garden Foundation was established to support expansion of the Conservation Garden Park and construction of the Education Center. He also contributed to the development of water efficiency standards for new land development and incorporated block rates into the District’s wholesale water policies which will result in significant water savings across the District.

Celebrating Bart’s 38 years of distinguished service to JVWCD, we honor an impressive legacy. His contributions in water supply and delivery, water conservation, leadership and planning, among other areas, will continue to benefit the District and the state of Utah for generations to come.

Thank you, Bart, for your outstanding service.
Thank you and farewell to our 2022 District Retirees

Mike Axelgard
Water Quality Technician

Ellen Bolliger
HR Assistant

Linda Townes Cook
Public Information Manager

Kevin Crane
Facilities/Equipment Maint. Division Manager

Karen Karriker
Administrative Assistant/ Receptionist

Reid Lewis
General Counsel

Dave Mecham
Treatment Plant Operator

Dave Spackman
Electronics & Instrumentation Technician

Ray Stokes
Treatment Plant Operations Manager, SERWTP
Delivering Quality Every Day®
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.
The Operations Department diligently oversaw management and operation of critical infrastructure and systems, embodying the District’s mission to provide quality water and service.

Treatment

In 2022, the treatment plants reorganized into the Treatment Division. Part of the restructure provided the addition of a supervisor at each treatment plant. This change allowed for a much-needed depth of knowledge at each plant, reducing the amount of overtime required and facilitating a more sustainable workload for treatment plant operators. Additionally, each plant undertook different projects to increase the efficiency of our operations:

**Jordan Valley Water Treatment Plant**

The pilot plant program collected very meaningful data that will be presented to the Utah Division of Drinking Water with a request to increase the filtration rate to 10 gpm/SF, up from the current 5.92 gpm/SF.

**Southeast Regional Water Treatment Plant**

A clearer understanding of disinfection time was gained by performing tracer studies and exploring mechanical mixing of the finished water reservoir at the SERWTP.

**Southwest Groundwater Treatment Plant**

Much effort has been made to rehabilitate the District’s deep wells feeding the SWGWT. When all wells are producing consistently, the plant will be able to treat more groundwater.
# Operations by the Numbers

<table>
<thead>
<tr>
<th>METERS</th>
<th>Meters</th>
<th>WATER QUALITY</th>
<th>Water Quality</th>
<th>SYSTEM OPS</th>
<th>System Ops</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Response System Calls logged</td>
<td>276</td>
<td>Compliance with drinking water rules and regulations</td>
<td>100%</td>
<td>Grade IV Certification maintained by tenured operators for distribution and/or treatment.</td>
<td>100%</td>
</tr>
<tr>
<td>Wholesale meter transmitters upgraded</td>
<td>40</td>
<td>Violations issued or missed samples</td>
<td>0</td>
<td>Lead or copper sampling exceedances</td>
<td>0</td>
</tr>
<tr>
<td>Wholesale/internal meters (6” to 30”) replaced</td>
<td>13</td>
<td>Backflow issues.</td>
<td>0</td>
<td>Shutdown/pressure-up projects (Reservoirs &amp; transmission pipelines)</td>
<td>27</td>
</tr>
</tbody>
</table>

105 Million Gallon Per Day Flow at JVWTP – J. King

JVVTP Backwash Clarifier Start-up Testing – D. Martin
# Water Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Municipal &amp; Industrial</strong></td>
<td>Acre Feet</td>
<td>Acre Feet</td>
</tr>
<tr>
<td>Jordanelle Reservoir (Central Utah Project)</td>
<td>38,475</td>
<td>42,625</td>
</tr>
<tr>
<td>Deer Creek Reservoir (Provo River Project)</td>
<td>11,023</td>
<td>11,170</td>
</tr>
<tr>
<td>Upper Provo River reservoirs</td>
<td>1,392</td>
<td>2,121</td>
</tr>
<tr>
<td>Echo Reservoir</td>
<td>0</td>
<td>998</td>
</tr>
<tr>
<td>Provo River (unstored flows)</td>
<td>19,257</td>
<td>10,068</td>
</tr>
<tr>
<td>Weber River (unstored flows)</td>
<td>1,833</td>
<td>1,291</td>
</tr>
<tr>
<td>Central Water Project</td>
<td>10,996</td>
<td>12,674</td>
</tr>
<tr>
<td>Salt Lake County mountain streams</td>
<td>1,569</td>
<td>1,381</td>
</tr>
<tr>
<td>Culinary water purchased from MWDSLS</td>
<td>844</td>
<td>951</td>
</tr>
<tr>
<td>Salt Lake County groundwater (wells)</td>
<td>15,908</td>
<td>16,748</td>
</tr>
<tr>
<td>Southwest Groundwater Treatment Plant</td>
<td>3,127</td>
<td>3,896</td>
</tr>
<tr>
<td>Bingham Canyon Water Treatment Plant</td>
<td>3,538</td>
<td>2,717</td>
</tr>
<tr>
<td><strong>Subtotal for Municipal &amp; Industrial sources</strong></td>
<td>107,961</td>
<td>106,639</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Source</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Irrigation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jordanelle Reservoir (Central Utah Project)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Deer Creek Reservoir (Provo River Project)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Upper Provo River reservoirs</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Echo Reservoir</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Provo River (unstored flows)</td>
<td>2,635</td>
<td>0</td>
</tr>
<tr>
<td>Weber River (unstored flows)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Utah Lake</td>
<td>20,517</td>
<td>25,140</td>
</tr>
<tr>
<td><strong>Subtotal for irrigation sources</strong></td>
<td>23,152</td>
<td>25,140</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>131,113</td>
<td>131,779</td>
</tr>
</tbody>
</table>
# Water Deliveries

<table>
<thead>
<tr>
<th>Recipient</th>
<th>2022</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Municipal &amp; Industrial</strong></td>
<td>Acre Feet</td>
<td>Acre Feet</td>
</tr>
<tr>
<td>City of Bluffdale</td>
<td>3,379</td>
<td>3,428</td>
</tr>
<tr>
<td>Copperton Improvement District</td>
<td>29</td>
<td>2</td>
</tr>
<tr>
<td>Draper City</td>
<td>4,245</td>
<td>4,549</td>
</tr>
<tr>
<td>Granger-Hunter Improvement District</td>
<td>19,330</td>
<td>17,698</td>
</tr>
<tr>
<td>Herriman City</td>
<td>5,866</td>
<td>5,734</td>
</tr>
<tr>
<td>Hexcel Corporation</td>
<td>837</td>
<td>601</td>
</tr>
<tr>
<td>Kearns Improvement District</td>
<td>7,379</td>
<td>7,822</td>
</tr>
<tr>
<td>Magna Water District</td>
<td>789</td>
<td>803</td>
</tr>
<tr>
<td>Midvale City</td>
<td>3,092</td>
<td>3,113</td>
</tr>
<tr>
<td>Riverton City</td>
<td>5,004</td>
<td>4,820</td>
</tr>
<tr>
<td>City of South Jordan</td>
<td>16,535</td>
<td>16,423</td>
</tr>
<tr>
<td>City of South Salt Lake</td>
<td>926</td>
<td>889</td>
</tr>
<tr>
<td>Taylorsville-Bennion Improvement District</td>
<td>4,700</td>
<td>4,700</td>
</tr>
<tr>
<td>Utah Department of Corrections</td>
<td>355</td>
<td>422</td>
</tr>
<tr>
<td>WaterPro, Inc. (Treated)</td>
<td>1,234</td>
<td>1,134</td>
</tr>
<tr>
<td>WaterPro, Inc. (Raw)</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>City of West Jordan</td>
<td>20,780</td>
<td>20,066</td>
</tr>
<tr>
<td>White City Water Improvement District</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Willow Creek Country Club</td>
<td>302</td>
<td>305</td>
</tr>
<tr>
<td><strong>Subtotal for wholesale deliveries</strong></td>
<td>94,781</td>
<td>92,509</td>
</tr>
<tr>
<td>JVWCD retail service areas (Holladay, Murray, Sandy, South Salt Lake and unincorporated county)</td>
<td>7,184</td>
<td>7,636</td>
</tr>
<tr>
<td>JVWCD system non-revenue water (use &amp; loss)</td>
<td>5,996</td>
<td>6,467*</td>
</tr>
<tr>
<td><strong>Subtotal for deliveries, use and loss</strong></td>
<td>107,961</td>
<td>106,612*</td>
</tr>
<tr>
<td><strong>Irrigation</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Welby Jacob Water Users Co.</td>
<td>23,152</td>
<td>27,705*</td>
</tr>
<tr>
<td><strong>Subtotal for irrigation sources</strong></td>
<td>23,152</td>
<td>27,705*</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>131,113</td>
<td>134,316*</td>
</tr>
</tbody>
</table>

*These numbers have been updated to reflect complete data collection.
In 2022, the Maintenance Department kept up with all preventive work orders, planned/prioritized corrective work and reactive work, all while being short staffed. These efforts helped ensure District facilities, equipment, vehicles, pipelines, and associated infrastructure functioned properly to deliver quality water every day.

**Noteworthy Projects:**

- Replaced several wholesale meters
- 47 mainline water break repairs
- 33 service repairs
- Multiple large pipeline repairs
- Several pipeline inspections
- Marked 13,466 blue stake tickets
- Inspected hundreds of boring and pipeline crossing projects
- Inspected/documented multiple pipeline extensions/relocations
- Completed nine vault rehabilitation projects
- Completed two major pipeline replacement projects
- Cleaned and inspected eight large reservoirs
- Rehabilitated four well sites
- Repaired seven pump motors and rehabilitated piping/fittings in 13 vaults and two well sites
- Maintained nearly 70 fleet vehicles.
- Repaired several HVAC units/boilers
- Completed chemical feed system repairs and reconfiguration
- Completed several treatment plant basin and pump/motor repairs
The treatment process at the Jordan Valley Water Treatment Plant removes solid material from the raw water through filtration. Filter backwash water is settled to concentrate the solids. Reclaimed water is circulated back to the beginning of the treatment process.

This project upgraded the backwash solid handling system, routing “first water” via a “scalping” vault for storage in the sludge lagoons. The project also added concrete liners to the backwash basins which improved reclaim water quality, allowed for more efficient use of existing filters, decreased reclaim basin drying time, and resulted in easier dry-solids handling due.

The JVWTP Reclaim Water project saved millions of dollars of capital expenditures which would have otherwise been required to expand the over-loaded reclaim basins.
Reservoir Chlorine Boosters

Utah Division of Drinking Water regulations require a detectable chlorine residual at all points within the District’s system. The chlorine residual tends to be lower at the far ends of the system including the 2300 East 9800 South and the 5600 West 14500 South (Rosecrest) reservoirs. District staff have successfully operated portable chlorination trailers at these locations which will now have permanent chemical feed facilities.

Repairs on Five Concrete Reservoirs

This project evaluated five concrete reservoirs constructed between 1962 and 2010. The material used to seal the joints in these concrete structures needed to be repaired or replaced to prevent leakage and water intrusion, as well as protect the integrity of adjacent concrete. The reservoirs were evaluated, joint sealant and roof deck membranes were replaced, and other necessary improvements made.

Upper Headquarters Paving Improvements

This project consisted of site improvements to the District’s Headquarter Campus in West Jordan including site drainage, pavement replacement, stream culvert replacement, irrigation ditch modifications, gas line relocation, water-efficient landscaping updates and Beckstead Lane improvements.

Additional Capital Projects

- 1516 W. 14600 S. Well Improvements
- 4700 S. 5600 S. West Vault Improvements
- 10200 S. Bangerter Highway Casing
- Deep Well Number 6 Improvements
- Hazard Mitigation Plan
- Jordan Aqueduct/Alpine Aqueduct Blowoff Drains
- JVWTP Landscaping Improvements
- Four Wells Rehab Project
- 8418 S. 960 E. Well Pump Replacement
- 10200 S. Zone B Pipeline
- Bron Breck Pipeline Repair
- SERWTP Fluoride Room Upgrades
- SERWTP Effluent Flow Meter
The Information Systems (IS) Department works quietly in the background to ensure our technology services are secure, up to date and reliably running 24/7, 365 days a year. Some of the other systems the IS Department is responsible for include networks, phones, servers, websites, software, databases, and GIS. They had a busy year full of upgrades and work orders. Notably, they also made progress in further integrating the District’s GIS and asset management programs.

Furthermore, the IS Department’s Instrumentation staff has the responsibility of troubleshooting and repairing items such as automated instrumentation and process control systems, motor controls, electrical power distribution systems, electrical switch gear, UPS power, engine/generators, security equipment, fiber optics, remote radio telemetry systems, Programmable Logic Controllers (PLC), and Supervisory Control and Acquisition Data (SCADA) system. To maintain the District’s high water quality standards, the Instrumentation staff is also responsible for performing preventive maintenance, repair, and calibration of various process instrumentation, as well as inspections and cleaning of treatment and distribution process instrumentation equipment. This work is vital for the District to provide reliable and high-quality water to the public.

<table>
<thead>
<tr>
<th>27</th>
<th>3256</th>
<th>40+</th>
<th>3000+</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upgraded wholesale meters</td>
<td>Completed work orders</td>
<td>Upgraded servers &amp; applications</td>
<td>Additional GIS to Asset Management connections</td>
</tr>
</tbody>
</table>
The Communications team played a critical role in educating the public about the importance of water conservation during the drought. The team used a variety of communication channels, including social media, email newsletters, and public events to reach a wide audience across our member agencies to promote water-saving practices.

Meanwhile, the Analytics team conducted a thorough analysis of water usage and weather patterns from 2020 to 2022. The team discovered that the District’s drought messaging campaign in 2021 led to a plateau in water usage, which dropped to an all-time low in 2022 due to continued messaging efforts. In addition, the team found that while 2022 weather patterns were similar to 2020, water usage was significantly lower than the two previous years.

By working together, the Communications and Analytics teams implemented data-driven solutions to ensure that water resources were used efficiently and sustainably, despite the drought conditions.

Comparison of end usage per capita for 2020-2022 demonstrating voluntary drought response by JVWCD customers
Human Resources

JVWCD’s Human Resources team had a busy year, processing 31 new, full-time hires; 36 internal promotions/transfers; 17 temporary employee hires; and 9 retirements. The District would not be able to function without our personnel, and the HR team keeps this very important piece of the wheel moving.

Employee retention is also vital to providing quality services. As such, the District retained an independent compensation consulting firm to review the competitiveness of our compensation program. The review included updating all 95 job descriptions and doing a market analysis of all positions at the District. A number of changes were recommended including the adjustment of multiple positions to higher pay grades.

In 2022, the District also purchased a Learning Management System (LMS). An LMS is a software-based platform that supports the creation, management, organization, automation, and delivery of educational courses, training programs, and learning and development programs for our employees. The system also provides over 2,400 courses, upload capabilities of District-owned training, on-demand courses, reporting features and more.

Customer Service

Jordan Valley’s Customer Service Staff interacts with our customers more than any other group at the District. They are often the first voices heard/ faces seen when someone has a problem or question.

In 2022, the Customer Service team focused on continuous flows (also called leak detection). Working with our Analytics Team, they were able to identify 1,133 instances of continuous flows and contact the affected customers. This represents 227 gallons/day saved per account!

The Christmas Card shown was received this year from one of many satisfied customers validating their hard work. The card represents the success of team efforts across the District to create tools and resources customers need to manage their use and find/resolve leaks or other issues quickly.

Customer Service also worked with multiple teams across the District on the Customer Service Leak page on the District website, which provides methods and guides to help find and fix leaks.

jvwcd.org/findaleak
In 2022, the Board of Trustees implemented its first ever official water supply restriction in response to the historic and continuing drought. As part of our Level 1 restriction, we invited our communities to voluntarily curb their water usage by 10%.

Not only did our communities meet this target, they surpassed it. Together, we achieved a remarkable 12% reduction in water usage compared to the previous year. A heartfelt thank you goes out to each and every individual who embraced this cause. Such collective effort exemplifies our ability to respond when water supplies are limited.

Conservation Division

The Conservation Division now has nine full-time staff members, plus 10-15 seasonal staff. In addition to garden maintenance, tours, and classes, conservation staff provides water use assessments for businesses, grants for Member Agencies and commercial landscape improvements, and incentives for homeowner landscape projects through Utah Water Savers.

2022 Leadership Grant Program

This grant program worked with local businesses to replace their lawn with water-efficient landscaping.

• 15 Projects completed
• $289,316 rebated
• 448,325 ft² of lawn replaced with water-efficient landscaping
Utah Water Savers

372 residential water-wise landscape projects were completed in 2022 with a total of $406,103 provided in funding through Utah Water Savers landscape incentive programs.

Conservation Garden Park

Garden staff installed landscaping in the new Administration Building parking lot, designed landscape projects at other District facilities, and began working with a landscape architecture firm to expand the garden in the remaining undeveloped area west of the stream.

The old JVWTP landscaping included extensive areas of turf grass that required regular irrigation and maintenance. The newly installed landscaping will save water and maintenance time and provide a demonstration of water-wise landscaping to JVWTP visitors. The Conservation Garden Park staff designed the new landscaping which includes water-wise plants, rock mulch and drip irrigation.

We asked our communities to reduce water by 10%, and they went above and beyond our call to action.
## Financial Stewardship

### Balance Sheet Summary as of June 30, 2022

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assets</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td>$ 74,204,697</td>
<td>$ 71,777,333</td>
<td>$ 62,022,286</td>
<td>$ 54,590,332</td>
<td>$ 54,213,600</td>
</tr>
<tr>
<td>Restricted</td>
<td>$ 44,290,444</td>
<td>$ 7,912,690</td>
<td>$ 26,756,562</td>
<td>$ 69,266,250</td>
<td>$ 57,497,690</td>
</tr>
<tr>
<td>Capital</td>
<td>$ 549,335,434</td>
<td>$ 546,720,363</td>
<td>$ 547,183,564</td>
<td>$ 526,273,827</td>
<td>$ 497,515,098</td>
</tr>
<tr>
<td>Other</td>
<td>$ 19,116,474</td>
<td>$ 16,707,372</td>
<td>$ 18,891,468</td>
<td>$ 19,566,111</td>
<td>$ 19,136,178</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>$ 686,947,049</td>
<td>$ 642,517,758</td>
<td>$ 654,853,880</td>
<td>$ 669,696,520</td>
<td>$ 628,362,566</td>
</tr>
<tr>
<td><strong>Liabilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current</td>
<td>$ 19,480,183</td>
<td>$ 17,943,938</td>
<td>$ 19,913,783</td>
<td>$ 18,216,397</td>
<td>$ 16,676,945</td>
</tr>
<tr>
<td>Noncurrent</td>
<td>$ 320,028,395</td>
<td>$ 291,357,946</td>
<td>$ 319,841,344</td>
<td>$ 356,952,015</td>
<td>$ 333,001,188</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>$ 339,508,578</td>
<td>$ 309,301,884</td>
<td>$ 339,755,127</td>
<td>$ 375,168,412</td>
<td>$ 349,678,133</td>
</tr>
<tr>
<td><strong>Total Liabilities and Net Position</strong></td>
<td>$ 686,947,049</td>
<td>$ 642,517,758</td>
<td>$ 654,853,880</td>
<td>$ 669,696,520</td>
<td>$ 628,362,566</td>
</tr>
</tbody>
</table>

### Income Statement Summary for fiscal years ended June 30, 2022

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Revenues</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating (water sales)</td>
<td>$ 55,902,375</td>
<td>$ 62,726,943</td>
<td>$ 60,659,921</td>
<td>$ 53,222,432</td>
<td>$ 53,670,981</td>
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<tr>
<td>Property taxes</td>
<td>$ 24,204,336</td>
<td>$ 21,133,800</td>
<td>$ 20,281,934</td>
<td>$ 20,063,290</td>
<td>$ 18,203,887</td>
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<tr>
<td>Interest</td>
<td>$ 584,237</td>
<td>$ 638,942</td>
<td>$ 1,900,885</td>
<td>$ 2,260,091</td>
<td>$ 1,651,609</td>
</tr>
<tr>
<td>Intergovernmental</td>
<td>$ 234,671</td>
<td>$ 92,155</td>
<td>$ 145,669</td>
<td>$ 1,182,207</td>
<td></td>
</tr>
<tr>
<td>Non-operating</td>
<td>$ 94,155</td>
<td>$ 922,603</td>
<td>$ 4,610,393</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td>$ 81,019,774</td>
<td>$ 85,514,443</td>
<td>$ 83,243,834</td>
<td>$ 80,301,875</td>
<td>$ 73,529,214</td>
</tr>
<tr>
<td><strong>Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operating</td>
<td>$ 54,433,824</td>
<td>$ 55,172,384</td>
<td>$ 53,035,299</td>
<td>$ 50,315,995</td>
<td>$ 48,251,373</td>
</tr>
<tr>
<td>Interest</td>
<td>$ 12,690,790</td>
<td>$ 11,757,534</td>
<td>$ 13,090,260</td>
<td>$ 12,984,228</td>
<td>$ 11,599,419</td>
</tr>
<tr>
<td>Non-operating</td>
<td>$ 926,432</td>
<td>$ 487,243</td>
<td></td>
<td>$ 281,244</td>
<td>$ 1,182,207</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td>$ 68,051,046</td>
<td>$ 67,417,161</td>
<td>$ 66,125,559</td>
<td>$ 63,581,467</td>
<td>$ 60,832,999</td>
</tr>
<tr>
<td><strong>Net Income - Approximate Contribution to Capital Expenses and Reserves</strong></td>
<td>$ 12,968,728</td>
<td>$ 18,097,282</td>
<td>$ 17,118,275</td>
<td>$ 16,720,408</td>
<td>$ 12,696,215</td>
</tr>
</tbody>
</table>

### Other cash flow information for fiscal years ended June 30, 2022

<table>
<thead>
<tr>
<th></th>
<th>2022</th>
<th>2021</th>
<th>2020</th>
<th>2019</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Capital Improvements</td>
<td>$ 14,253,907</td>
<td>$ 11,466,398</td>
<td>$ 31,928,931</td>
<td>$ 41,562,334</td>
<td>$ 36,367,448</td>
</tr>
<tr>
<td>Debt Service Payments</td>
<td>$ 21,891,591</td>
<td>$ 22,040,296</td>
<td>$ 22,003,217</td>
<td>$ 20,365,220</td>
<td>$ 20,437,815</td>
</tr>
</tbody>
</table>

### Debt Service Coverage Ratio

![Debt Service Coverage Ratio Chart](chart1.png)

### Long-term Debt to Equity

![Long-term Debt to Equity Chart](chart2.png)
Removing pump equipment at Newbury Well