



2025

Annual Report



DEPARTMENT *of*
PUBLIC UTILITIES



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Definitions

- AWWA – American Water Works Association
- BRIC – Building Resilient Infrastructure and Communities
- CCWTP - City Creek Water Treatment Plant
- CEAB – Salt Lake City Employee Advisory Board
- CHP – Combined Heat and Power
- CIP – Capital Improvement Program
- CIPP – Cured-In-Place Pipe Lining
- CMMS – Computerized Maintenance Management System
- DPUEAB – Department of Public Utilities Employee Advisory Board
- EPA – Environmental Protection Agency
- GIS – Geographic Information Systems
- HOA – Homeowners Association
- IMS – Information Management System
- ISI – Institute for Sustainable Infrastructure
- IT – Information Technology
- MG – Million Gallons
- MGD – Million Gallons per Day
- MS4 – Municipal Separate Storm Sewer System
- NACWA – National Association of Clean Water Agencies
- PFAS – Per- and Polyfluoroalkyl Substances
- PMAA – Police Mutual Aid Association
- PUAC – Public Utilities Advisory Committee
- RAC – Rate Advisory Committee
- SLCDPU – Salt Lake City Department of Public Utilities (occasionally “the Utility”)
- WEAU – Water Environment Association of Utah
- WTP – Water Treatment Plant
- WRF – Water Reclamation Facility

Acronyms are defined at first use. A full list is provided above for reference.

Letter from the Director

“As we look ahead, we remain grounded in our core mission: to deliver essential services while protecting the environment and building trust within our community. Reinvestment in our infrastructure, in sustainability, and in one another remains at the heart of all we do.”



Meeting the challenges of the future begins with preparing today. At Public Utilities, we are investing in resiliency to help our community thrive and find opportunities as we grow, even as we face uncertainties associated with a changing climate, drought, regulatory demands, and economic conditions.

By definition, reinvestment is the act of putting returns back into what already exists, strengthening it for the future. For us, reinvestment is a guiding principle that shapes how we plan, decide, and act on behalf of the people we serve every day.

Our commitment to reinvestment is demonstrated through a diverse range of initiatives, programs, and infrastructure projects that strengthen essential public services for our community. We work to ensure the continued delivery of high-quality drinking water, wastewater collection and treatment, effective flood control and stormwater management systems, and operation and maintenance of street lighting services.

Reinvestment and resiliency must be supported by sound financial planning and implementation. As part of our commitment to good financial strategy, this July we adopted new rates for our utilities. These rates were developed through a deliberate, community-informed process to ensure our rates provide longer term revenue reliability, while meeting fairness, affordability, and conservation goals.

Every dollar collected directly supports operational costs as well as reinvestment into the critical infrastructure that underpins our community's quality of life, public health, and environmental quality. This includes the \$850 million replacement of the City's only wastewater treatment facility and major structural and mechanical upgrades to our drinking water treatment plants (WTP), including the \$168 million rebuilding of the 65-year-old City Creek Water Treatment Plant (CCWTP).

We are also investing programmatically in efforts that protect our water at its source and ensure equity in our service delivery. From ongoing source water protection initiatives in the Wasatch Canyons to the replacement of lead service lines, prioritizing schools, childcare facilities, and historically underserved neighborhoods, these projects embody our mission to serve with both responsibility and fairness.

The new rates reflect our dual commitment to sustainability and affordability. It ensures that we can maintain essential operations while continuing to encourage water conservation and protect vital ecosystems such as the Great Salt Lake.

Our rate study process began with a simple but important goal: to ensure our rates accurately reflect the true cost of providing safe, reliable, and sustainable utility services. I want to express deep gratitude to the members of our Rate Advisory Committee for their time, expertise, and thoughtful feedback, to the Public Utilities Advisory Committee, Mayor Erin Mendenhall, and the Salt Lake City Council for their guidance and support.



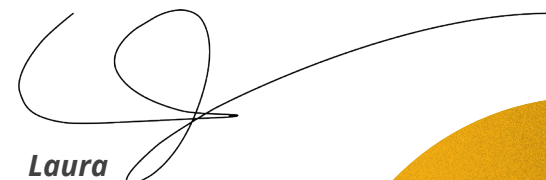
Director Laura Briefer gives a watershed presentation to the Salt Lake County Board of Health in September 2025

None of this progress would be possible without the dedication and professionalism of our Public Utilities team. Over the past year, our staff have demonstrated resilience, integrity, and a steadfast commitment to serving our community, even in challenging times. I am proud of their continued focus on innovation, stewardship, and public service.

As we look ahead, we remain grounded in our core mission: to deliver essential services while protecting the environment and building trust within our community. Reinvestment in our infrastructure, in sustainability, and in one another remains at the heart of all we do.

The new rates represent more than numbers on a bill. They represent our shared commitment to ensuring that Salt Lake City's water, wastewater, and stormwater are managed responsibly, sustainably, and equitably for generations to come.

Thank you,


Laura

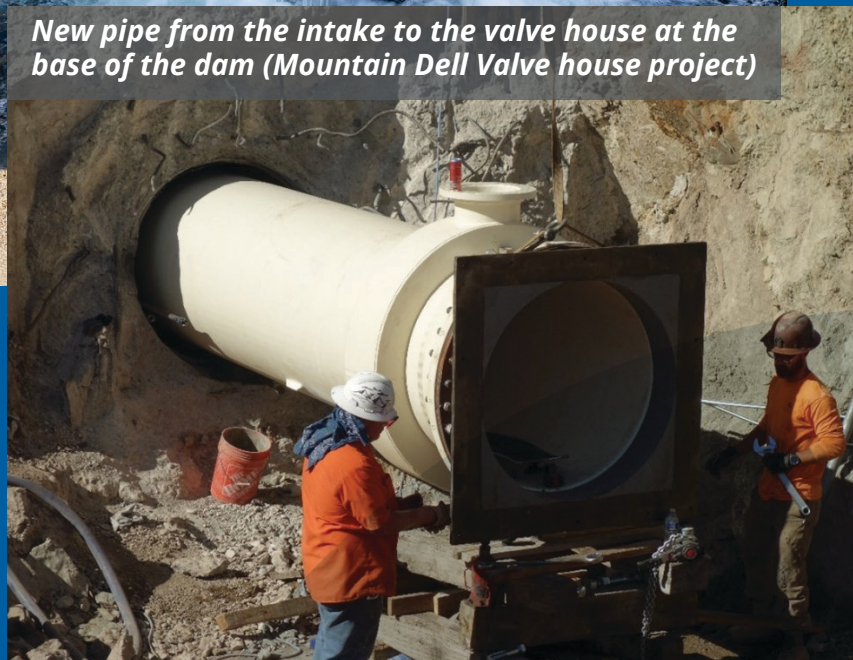
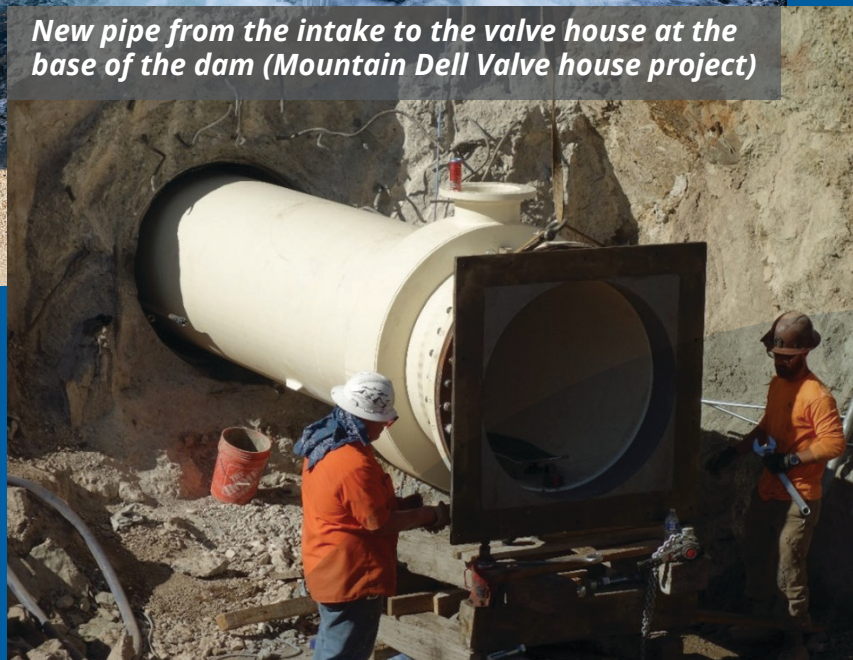


Water Utility

The Salt Lake City Department of Public Utilities (SLCDPU) is dedicated to delivering high-quality, great-tasting drinking water to nearly 400,000 residents, businesses, and institutions across Salt Lake City and neighboring communities, including Holladay, Cottonwood Heights, Millcreek, and parts of Midvale, Murray, and South Salt Lake. Water is sourced from protected mountain streams, reservoirs, and groundwater, treated at City-owned and operated facilities or obtained from wholesale suppliers, and monitored at every stage to ensure it consistently meets or exceeds all state and federal drinking water standards. SLCDPU maintains more than 1,300 miles of water mains and infrastructure, responds to emergencies around the clock, and supports water conservation. In addition to managing treatment and distribution, the Utility plans for long-term sustainability by addressing challenges like growth and climate change.



Big Cottonwood Intake from powerhouse discharge



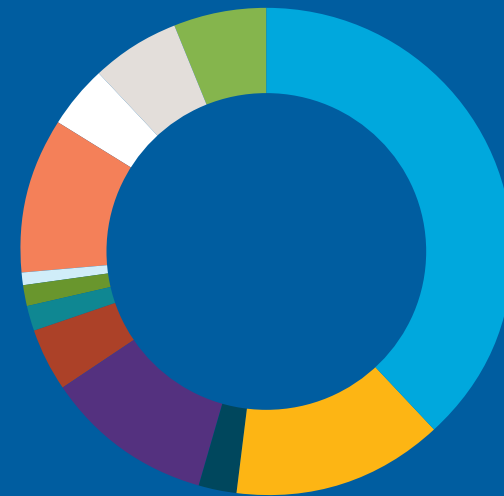
Water Utility Sources



- Customer Charges - \$151,823,995
- Other Income - \$6,259,812
- Interest Income - \$8,306,775
- Contributions - \$2,358,246
- Other Nonoperating Income - \$14,849,441
- Transfer In - \$0
- Bond Proceeds - \$100,465,352
- From Reserves - (\$106,436,674)

Total - \$176,446,267

Water Utility Uses



- Capital - \$67,310,043
- Operations and Maintenance - \$24,539,115
- Administration - \$4,694,140
- Finance - \$19,408,541
- Water Quality - \$7,334,661
- Engineering - \$3,125,341
- GIS and IT - \$2,069,293
- Water Reclamation - \$0
- Water Resources - \$1,510,583
- Water Purchases - \$18,479,440
- Metropolitan Water Assessments - \$7,022,012
- Amounts Paid to City - \$10,462,693
- Debt Service - \$10,490,405

Total - \$176,446,267

Water Treatment Facilities

We own and operate three water treatment plants and are investing in upgrades to these facilities to ensure the continued sustainability of the water resources. These investments will provide lasting benefits to the communities we serve by allowing us to continue to provide high-quality drinking water.

Parleys Water Treatment Plant provides approximately 17–20% of the City's drinking water. The plant treats up to 38 million gallons/day (MGD)

FY 2024-2025:

- ◆ Completed Dam Liner Drainage Project at Mountain Dell Reservoir
- ◆ Continued work on the replacement of intake gates and valves
- ◆ Maintained uninterrupted service using new pipeline from Little Dell Reservoir
- ◆ Maintained flood control measures on two reservoirs

Big Cottonwood Water Treatment Plant provides approximately 24% of the City's drinking water. Planning is underway for a complete rebuild in 2034

FY 2024-2025:

- ◆ Treated 24,300 acre-feet of water (7.9 billion gallons)
- ◆ Earned the Director's Award from the Environmental Protection Agency (EPA) and American Water Works Association (AWWA) Partnership for 16 years of delivering high-quality drinking water
- ◆ Replaced bearings on flocculators
- ◆ Began replacement of 1990s leaf screens
- ◆ Upgraded the south sedimentation basin sludge collection system

Big Cottonwood Water Treatment Plant, constructed between 1957 and 1959



City Creek Water Treatment Plant is Utah's first municipal water treatment plant, providing approximately 25% of the City's drinking water

FY 2024-2025:

- ◆ \$168 million dollar reconstruction continued with completion expected May 2027
- ◆ Incorporated disaster-resilient design for flood and earthquake protection
- ◆ 90% of construction waste was diverted from landfills

Upper deck of the future clearwell of the new CCWTP



More than
60%
of Salt Lake City's drinking
water supply comes from
the Wasatch Mountains

Watershed

In 2025 our Watershed Program reinvested community resources directly into improving watershed health, water quality, and wildlife habitat. By combining science-based restoration with volunteer engagement, our efforts promoted healthier streams, more resilient landscapes, and stronger community connections to the land.

FY 2024–2025:

1.

Native Habitat Restoration: Nearly 25 acres restored with native plants and 25 Beaver Dam Analogs constructed to improve stream resilience, enhance water storage, reduce erosion, and create habitat for fish and wildlife
2.

Community Engagement: 114 volunteers contributed 300 hours across 10 events, strengthening stewardship, and supporting long-term restoration success
3.

Noxious Weed Control: 145 acres treated with approximately 2,470 labor hours invested, protecting native plants, preventing the spread of invasive species, and reducing fire risk
4.

Stream and Habitat Work: Two acres of stream restoration completed, 43 acres newly surveyed/mapped, and approximately 180 total acres of habitat improved



Members of the Watershed team reinstall an interpretive signpost along the Silver Lake Boardwalk in Brighton

145 acres treated

2,470 labor hours invested



Watershed Special Projects Coordinator Nicole Smeeding

Watershed Rangers install a buck and rail fence at Little Dell Recreation Area



Cross-Connection Control Program

In 2025, we enhanced our Cross-Connection Control Program to protect the public water supply from potential contamination. The Utility oversaw the installation, inspection, and annual testing of backflow prevention assemblies to prevent reverse flow and ensure water safety. We also conducted thorough surveys and hazard assessments of industrial, commercial, and institutional properties to identify risks and implement effective safeguards, reinforcing our commitment to water quality and public health.

FY 2024-2025:

Oversaw 10,556 testable backflow preventers, adding 630 new assemblies	Conducted 314 hazard assessments, including 110 for new construction	Identified and corrected 56 violations	Zero backflow contamination events
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Water Quality Coordinator Taylor Knorr performs annual backflow preventer testing to help keep our culinary water safe

Drinking Water Monitoring and Compliance

The Water Quality Sampling team conducts rigorous tests of all water throughout the distribution system, ensuring Salt Lake City's water consistently meets or exceeds state and federal standards. Monitoring provides essential data to maintain high water quality and consumer confidence.



More than **200** contaminants tested



More than **21,400** lab results analyzed



Nearly **3,000** routine bacteria tests, with **zero positive for E. coli** detections and only **0.1% present** for total coliform



117 customer water quality inquiries addressed

Note: Recent state legislation to discontinue fluoride addition prompted extensive public outreach and monitoring of naturally occurring fluoride levels for customer awareness.



Water Quality Technician Cristian Hernandez conducts water sampling from a tap



Lead and Copper Program

We have continued efforts to eliminate lead from the water system by refining our inventory of public and private service line materials and providing a transparent, interactive map for residents to check or report potential lead service lines. In partnership with the State of Utah, the Utility secured a \$39.7 million grant (over half forgivable) to replace lead service lines on both public and private properties. City-owned line removals are ongoing, with private-side replacements set to begin in early 2026. We remain committed to public health, environmental equity, and safe, reliable drinking water for all.

FY 2024-2025:

- ◆ Comprehensive public education and outreach
- ◆ Proactive lead service line identification, replacement, and mitigation
- ◆ Financial assistance for qualifying homeowners
- ◆ Prioritization of historically undeserved areas

Metrics:

Lead and Copper Program	2025	2024
Filters Distributed	39	52
Samples	681	128
Customer Surveys Received	4,250	578

Service Line Data	2025	2024
Inspections	1,201	256
Privately-owned lead lines identified	10	18
Total known private lead lines	135	125
Unknown privately-owned service lines	23,856	28,736
City-owned unknown service lines	3,273	4,343
City-owned lead lines replaced	1	8
Total known City-owned lead lines	0	0



Water Quality team (From left to right: Ryan Draney, Cristian Hernandez, Dustin White, Josh Shafizdeh, Margaret Williams, Taylor Knorr, Robbie Giles; Team members not pictured: Byron Hennen and Michael Kocik)



Water Quality Technicians Robbie Giles and Margaret Williams prepare an educational display for identifying pipe material with a lead sampling kit

Water Conservation

We offer a comprehensive water conservation program designed to promote the efficient use of our most vital resources. Key components of the program include educational outreach, free water checks, a low-water-use grass seed initiative, and the innovative WaterMAPS software, which helps customers manage outdoor water use more effectively. These efforts support the City’s overarching goal of ensuring long-term water supply reliability while fostering a culture of sustainability and responsible water stewardship.

While water conservation remains a core element of utility operations and reflects the values of our community, water use this year was slightly higher compared to the three-year average. However, it’s important to note that the previous 3 years marked historically low usage due to extreme drought conditions and the resulting impacts on the Great Salt Lake. Despite this year’s modest increase, overall water use continues to trend downward compared to the year 2000, our established benchmark, highlighting the long-term success of our conservation efforts.

Water Use Per Capita

2000
285 MG*

2024
182 MG*

Peak Day Demand

2000
216 MG*

2024
157 MG*

*Million Gallons

Water Conservation Plan
open house, September 2025



Conservation Manager Stephanie Duer gives an interview to KSL TV about how conservation measures can help to save Great Salt Lake in June 2025



FY 2024-2025:

- ◆ To date, over 1,000 households have participated in SLC TurfTrade and Landscape Transformation. Commercial, institutional, and Homeowners Associations (HOA) properties also joined
- ◆ We replaced nearly 150 acres of high-water bluegrass with our select low-water mix
- ◆ Over 700 acres of landscapes have been transformed with the support of Central Utah Water Conservancy District rebates
- ◆ Public Utilities partnered with South Salt Lake to expand the rain barrel program. More than 300 barrels were sold in Spring 2025
- ◆ Water Checks conducted:
 - 155 residential
 - Eight HOAs
 - Eight institutional properties, including elementary schools, public offices, and parks

Sustainability

Our Sustainability team is committed to responsible resource management by improving the efficiency of Salt Lake City’s water and wastewater services. Grounded in stewardship, conservation, and the integration of sustainable practices into infrastructure projects, our work continues to deliver measurable results, including over \$16 million in financial savings as of August 2025.

Looking ahead, we are advancing key initiatives, including finalizing Envision certification for the new Water Reclamation Facility (WRF) and submitting the CCWTP upgrade for Envision certification and verification. We are also completing site characterization and planning for remediation at the Police Mutual Aid Association (PMAA) site, while continuing to prioritize and strengthen sustainability efforts across the Utility.

FY 2024-2025:

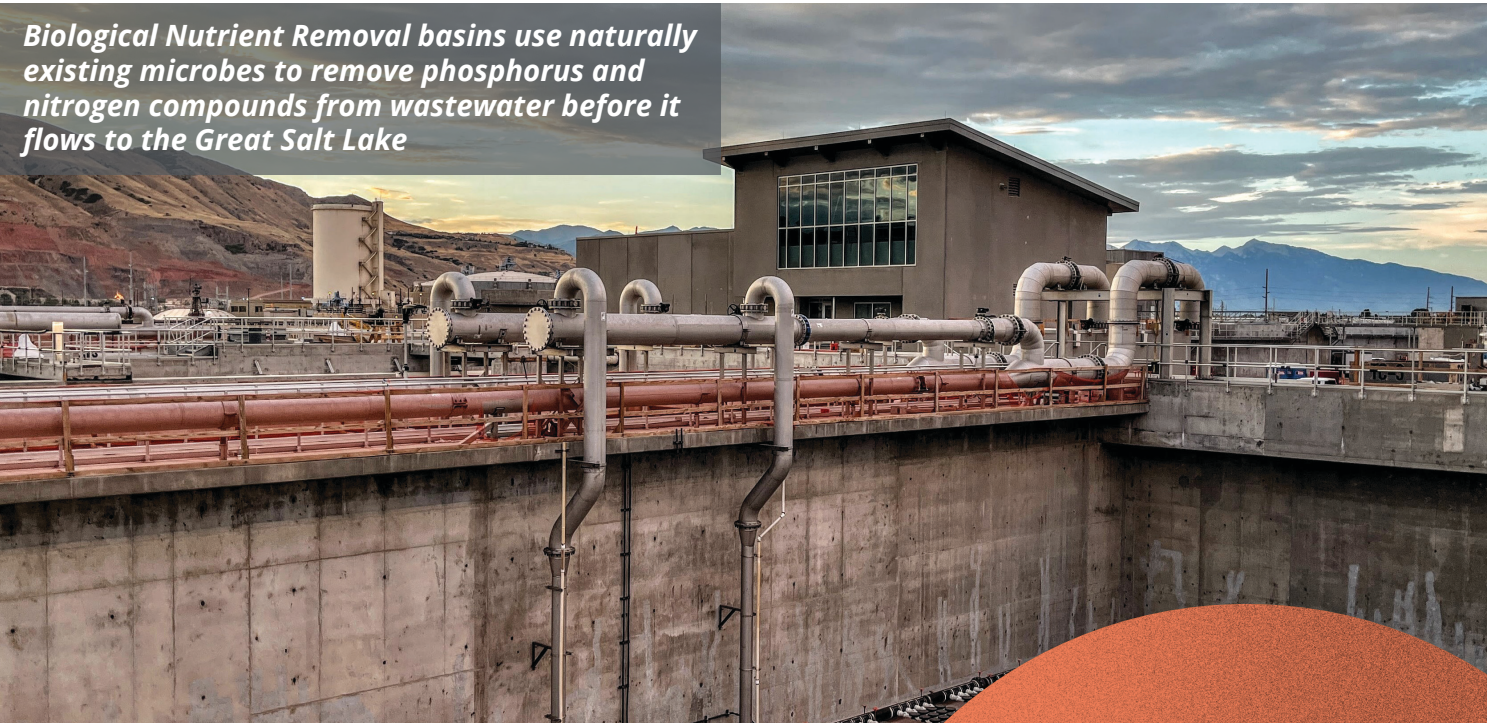
- Submitted our first-ever Institute for Sustainable Infrastructure (ISI) Envision project: the new WRF is under review, and we are addressing comments for final award
- Continued progress on Envision certification for the CCWTP, which is officially registered with ISI
- Maintained ongoing sustainability planning across current and future projects
- Coordinated efforts with other City departments on cross-departmental initiatives as co-chair of the City’s Sustainable Infrastructure Committee



Vertical construction underway at the new City Creek Treatment Plant, with rebar for the new filers (right) and the serpentine channel for the future disinfection process

New WRF – Sustainability Achievements:

- ✓ **Envision Certification:** Submission complete and under review
- ✓ **Recycled Materials in Construction:**
 - 82,838 tons used
 - 36% of total materials (exceeds 25% “Superior” Envision level)
- ✓ **Construction Waste Reduction:**
 - 1,898,640 tons diverted from landfill
 - 99% of construction waste recycled (exceeds 50% “Enhanced” Envision level)
- ✓ **Balanced Earthwork:**
 - 100% of excavated materials reused within 25 miles
 - 18% is reused onsite
 - 65% is reused within 5 miles



Biological Nutrient Removal basins use naturally existing microbes to remove phosphorus and nitrogen compounds from wastewater before it flows to the Great Salt Lake

1,898,640 tons
of Construction Waste

Diverted From
Landfill

Water Resources and Hydrology

Water Year 2025 (October 2024-September 2025) began reasonably well. Reservoirs across the system were full, including Utah Lake, and snowpack in the Central Wasatch was slightly above average. Creek base flows were also strong. Despite these early signs of optimism, the Great Salt Lake remained at critically low levels, which continued to decline through the summer months.

Winter temperatures fluctuated between normal and well above normal, which adversely affected overall snowpack accumulation and led to below-average runoff in the spring. Summer was marked by unusually dry conditions with very little precipitation. Some relief came at the end of August, but it was not enough to significantly offset the summer deficit. As a result, reservoir storage ended the year at approximately 67% of capacity.

Water use this summer was higher than in each of the previous 4 years, a period that included both extremely dry and unusually wet conditions. This increase in use underscores the variability and ongoing pressure on our water resources.

The month of October saw record rainfall in the Salt Lake City area. October 4th had a daily record of 2.47 inches, contributing to a total of 5.12 inches for the month. This substantial rainfall has helped ease drought conditions, improving Salt Lake County's drought category from "severe drought" to "abnormally dry." Looking ahead, the hope is that this early-season precipitation sets the stage for strong and efficient spring runoff across the service area.

City Creek Ridge Line



In FY 2024-2025:

- ◆ Continued collaborative work with the University of Utah on a snow metering project in Parleys Canyon to enhance snowmelt prediction models for regional watersheds
- ◆ Installed a new streamflow metering site on Lambs Creek to expand monitoring capabilities
- ◆ Completed critical flow management work in coordination with engineering and watershed teams, including replacing a valve stem at Mountain Dell Dam
- ◆ Advanced the State's General Adjudication process for east Salt Lake County; ongoing efforts continue in Utah and Wasatch Counties, with preparation underway for the West Salt Lake County addendum

Helicopter support during the Dry Creek fire, September 2025



Debris removed from Twin Lakes

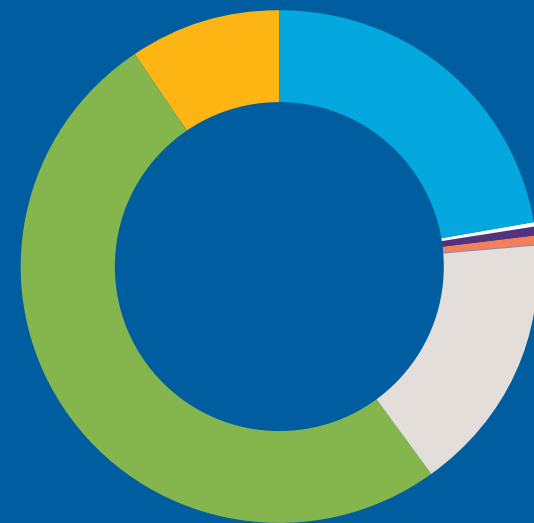




Wastewater Utility

The past year at the Salt Lake City WRF was defined by operational excellence, workforce development, innovation, and resilience. While preparing for the commissioning of the new facility in 2026, the WRF team has continued to protect public health and the environment, while proudly maintaining one of the nation's longest streaks of National Association of Clean Water Agencies (NACWA) Peak Performance Awards, earning the Platinum Peak Performance Award for the 31st consecutive year of 100% compliance.

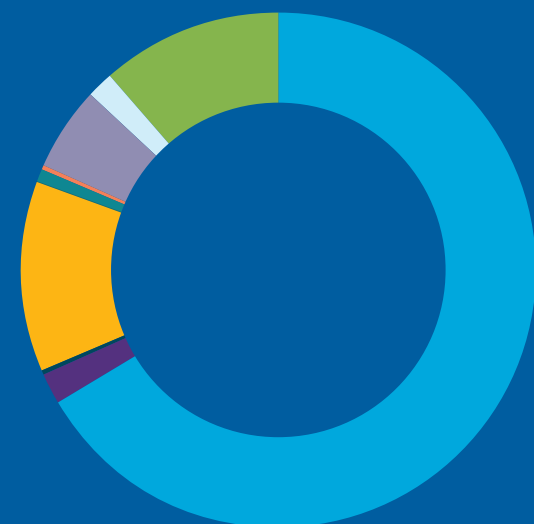
Sewer Utility Sources



Customer Charges	- \$94,676,470
Other Income	- \$1,482,980
Interest Income	- \$2,499,309
Contributions	- \$2,375,310
Other Nonoperating Income	- \$1,527
Transfer In	- (\$68,980,003)
Bond Proceeds	- \$213,820,071
From Reserves	- \$39,781,283

Total - \$284,635,434

Sewer Utility Uses



Capital	- \$189,417,276
Operations and Maintenance	- \$5,769,312
Administration	- \$625,093
Finance	- \$33,744,670
Water Quality	- \$27
Engineering	- \$2,702,075
GIS and IT	- \$851,235
Water Reclamation	- \$14,376,953
Amounts Paid to City	- \$5,235,654
Debt Service	- \$31,913,140

Total - \$284,635,434



Construction team celebrates 2 million hours of work

FY 2024-2025:

Administration

Worked to strengthen employee development, engagement, and process improvement

Expanded training via Workday, boosting participation through blended online/in-person learning

Partnered with Asset Management and Warehouse teams to streamline inventory and invoice processes using Workday and NexGen

Industrial Wastewater Pretreatment Program

- ◆ Responded to illicit discharges (fats, oils, grease, chemicals) causing sewer blockages
- ◆ Issued 150 noncompliance actions for ordinance violations
- ◆ Monitored hundreds of industrial/commercial dischargers
- ◆ Evaluated emerging contaminants (e.g., per and polyfluoroalkyl substances [PFAS])
- ◆ Inspected more than 1,200 food service establishments, educating on pollutant prevention



Biological Nutrient Reactor at the New WRF

WRF Operations

- ◆ Maintained compliance and operational reliability of an aging facility during active construction
- ◆ Prepared staff for WRF transition through training and practical process control workshops
- ◆ Competed in the Water Environment Association of Utah (WEAU) Operators Challenge, boosting technical skills and team collaboration

WRF Laboratory

- ◆ Passed EPA Audit (WP-366) and all monthly Biomonitoring Essays
- ◆ Maintained high-quality testing during construction
- ◆ Added advanced microscope for aeration basin monitoring
- ◆ Supported staff development via WEAU Conference attendance

WRF Maintenance

- ◆ Upgraded Cogen engine controls, extending Combined Heat and Power (CHP) system life at low cost
- ◆ Rebuilt grit removal system to maintain facility reliability
- ◆ Continued training to prepare for new WRF commissioning

Aerial view of the new WRF being constructed adjacent to the existing WRF



WRF Laboratory Manager Cas Knies

WRF Asset Management

- ◆ Integrated 1,500 of 5,000 planned assets (including spare parts and project manager tasks) into NexGen Computerized Maintenance Management System (CMMS) for the new WRF

WRF Storehouse

- ◆ Ongoing construction of new WRF warehouse (with completion expected January 2026) for consistency with CCWTP
- ◆ Improved item tagging, purchasing, and tracking to support Operations and Maintenance teams



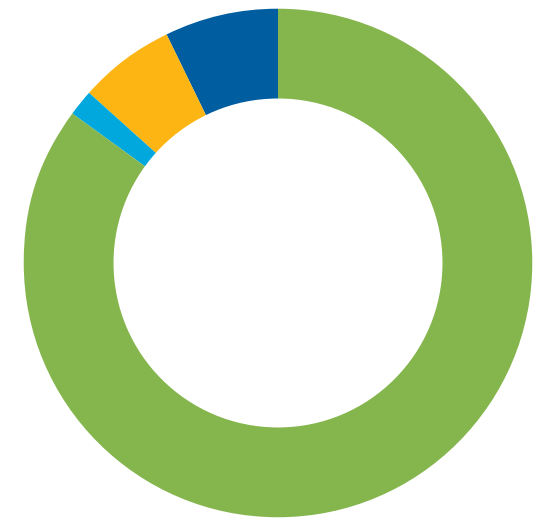
Water Reclamation Team



Stormwater Utility

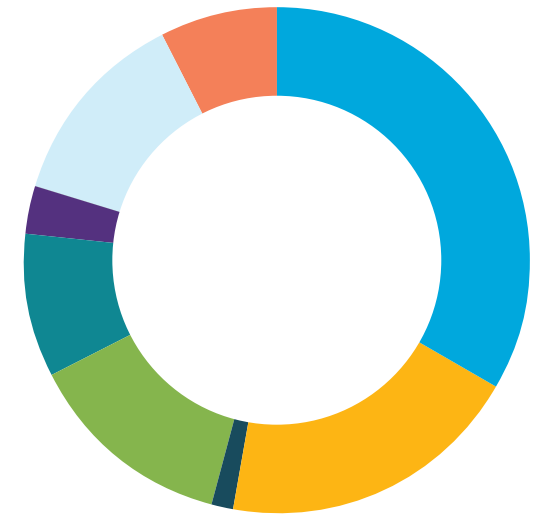
We reinvested in the health of local streams and lakes through the City's Municipal Separate Storm Sewer System (MS4) permit program. By meeting state requirements for the MS4 permit, we combine municipal pollution prevention, education, and enforcement to reduce pollutants from neighborhoods, businesses, and construction sites. This year, our investments in community partnerships, regulatory oversight, and staff training led to measurable reductions in stormwater pollution, protecting water quality for the people, wildlife, and ecosystems that depend on it.

Stormwater Utility Sources



- Customer Charges - \$17,613,531
- Other Income - \$310,586
- Interest Income - \$1,285,513
- Contributions - \$1,454,576
- Other Nonoperating Income - \$0
- Transfer In - \$0
- Bond Proceeds - \$0
- Reserves - \$0
- Total - \$19,967,154**

Stormwater Utility Uses



- Capital - \$6,681,631
- Operations and Maintenance - \$3,865,292
- Administration - \$291,548
- Finance - \$2,652,195
- Water Quality - \$0
- Engineering - \$1,869,562
- GIS and IT - \$610,455
- Water Reclamation - (\$120)
- Amounts Paid to City - \$2,530,218
- Debt Service - \$1,466,373
- Total - \$19,967,154**



Water Quality Supervisor Matthew Hendrix monitors foam discharge from a stormwater outfall at Forest Dale Golf Course in October 2024 *

**Note: Foam is a common sight after rain and is caused by natural and man-made surfactants that rapidly wash into waterways.*

FY 2024–2025:



97 volunteers adopted **164** storm drains, removing **866 lbs.** of debris



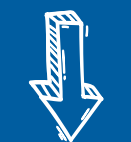
Staff investigated **120 illicit discharge reports**, issued 33 enforcement actions, and screened 39 outfalls for pollution



1,846 inspections ensured compliance on **120 active construction projects**



12 industrial facilities were inspected for compliance, and **620 businesses received educational materials** on pollution prevention



Monitoring shows pollutant levels in runoff have **decreased over the past 5 years**



311 City employees trained in stormwater best practices



Collaborated across departments to reduce bacteria from waterfowl and pet waste affecting the Jordan River



Updated the Construction Site Runoff Control Program to meet 2025 revisions to **state code requirements**



Expanded public outreach to raise awareness and protect local waterways



Water quality team Matthew Hendrix, Greg Archuleta, and Chris Aragon deploy Wet Weather Monitoring equipment before a rain event in September 2024



Matthew Hendrix conducts field analysis of water samples pulled from the same Forest Dale outfall before taking them to the laboratory for further analysis



Street Lighting Utility

Our Street Lighting team remains dedicated to delivering cost-effective, sustainable, and community-focused solutions to enhance street lighting throughout Salt Lake City. However, copper wire theft and vandalism continue to present significant challenges for the Utility. While collaboration with other municipalities and power providers has generated promising strategies, the high costs of implementing these solutions remain a major obstacle. The ongoing repairs have also stretched the capacity of our maintenance contractors and City staff.

To combat these issues, we have begun installing theft-deterrent measures to better protect our street light infrastructure. A key step includes securing in-ground utility boxes to prevent wire theft. Maintaining reliable street lighting is essential for the safety of both motorists and pedestrians navigating Salt Lake City's streets.

We are actively developing an Implementation Plan to guide the application of the standards outlined in the new Street Lighting Master Plan. This Plan will prioritize projects based on the Master Plan's core principles: Equity, Responsibility, Safety, and Character. These values will shape all future lighting-related projects. We have already started requiring new developments to comply with these standards, and we are excited to launch projects across all City Council districts to improve lighting citywide.

FY 2024-2025



73% of Salt Lake City's 16,000+ street lights are energy efficient



Continued efforts to install Dark Sky-compliant fixtures, which benefit our night skies and local wildlife



Utilized modern lighting technology that allows for the use of lower-wattage fixtures with warmer color temperatures



The City routinely inspects each street light to ensure they're functioning properly to keep the City's streets lit

Contractor works on downtown street light

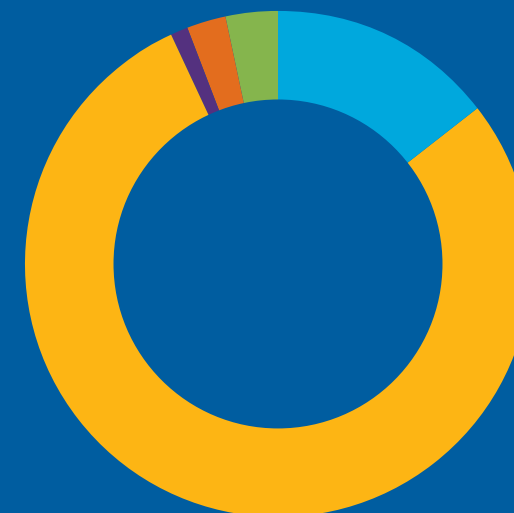
Street Lighting Utility Sources



Customer Charges	- \$5,428,320
Other Income	- \$227
Interest Income	- \$201,488
Contributions	- \$0
Other Non Operating Income	- \$0
Transfer In	- \$1,901,253
Bond Proceeds	- \$0
Reserves	- (\$2,075,208)

Total - \$5,809,507

Street Lighting Utility Uses



Capital	- \$840,554
Operations and Maintenance	- \$0
Administration	- \$4,581,418
Finance	- \$51,960
Amounts Paid to City	- \$142,048
Debt Service	- \$193,527

Total - \$5,809,507



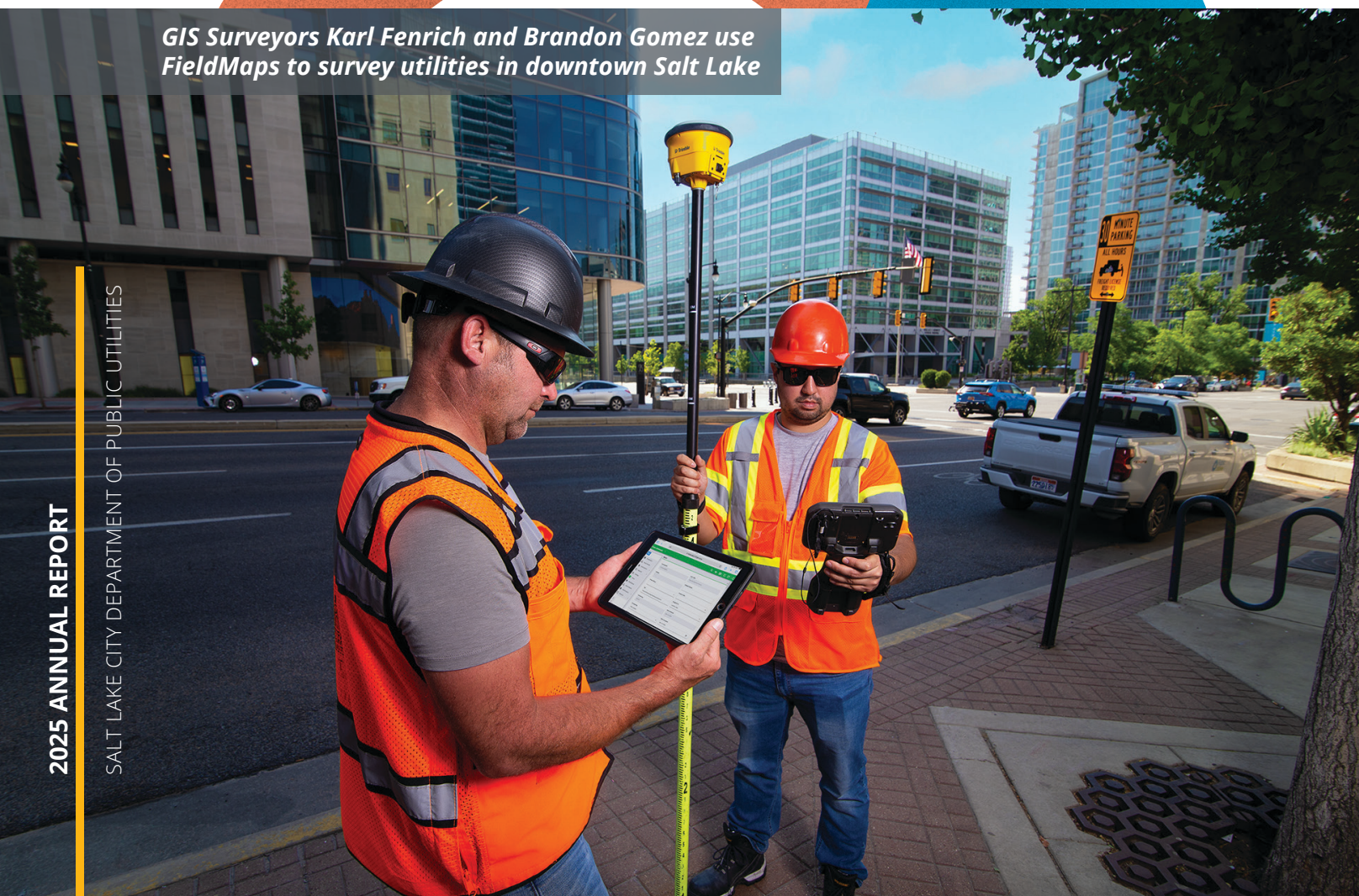
Geographic Information System and Information Technology

The GIS/IT team played a critical role in supporting all work groups across the organization. This team of 27 dedicated professionals was responsible for surveying, mapping, and locating all water, sewer, stormwater, and street lighting infrastructure within our service area. The data they collected is essential for hydraulic modeling, asset management, and the development of advanced artificial intelligence models. In addition to providing maps, models, surveys, and Blue Stakes services, the team worked closely with every division within Public Utilities, collaborated with other City departments, and served as a liaison to the City's IT department for technology integration and cybersecurity support.

FY 2024-2025:

- Created over 1,300 maps for contractors and the public
- Ran over 400 water and 100 sewer hydraulic models
- Surveyed 475 water, sewer, and storm drain projects, including lateral connections
- Supported over 50 software systems specific to Public Utilities
- Maintained over 450 mobile devices for department staff
- Purchased a new state and federally compliant drone for inspecting dams, reservoirs, canals, and watershed areas
- Nine locators marked 41,447 Blue Stakes ("call before you dig") tickets
- Maintained over 65 specialized mapping applications, surveys, and dashboards in the online portal
- Implemented the new GIS Utility Network model in collaboration with a consultant
- Developed an app to monitor lab results and help the sewer pretreatment team trace pollutants
- Supported a mapping app for the watershed weeds program to aid in data collection, habitat restoration, and invasive species control

GIS Surveyors Karl Fenrich and Brandon Gomez use FieldMaps to survey utilities in downtown Salt Lake



Utilities Planner and Development Coordinator Ali Gee conducts new development review with permitting software





Customer Service and Meter Technologies

Our Customer Service and Meter Technologies division plays a vital role in managing the City's water, sewer, stormwater, and street lighting services. The Customer Service team assists residents and businesses with account setup, billing inquiries, service changes, and payment options, ensuring that customers receive accurate and timely support. Meanwhile, the Meter Technologies team is responsible for collecting precise data on water usage by reading meters across the City, either manually or through an automated system. This information is essential for accurate billing and for monitoring water usage to support conservation efforts. Together, these teams help ensure reliable utility service and responsive support for Salt Lake City's residents.

Customer Service

January 2024 - December 2024



114,631

Calls Taken



9,553

Average Monthly Calls



96

Calls Dropped



90%

Post Phone Call Collections

TRUCK ROLLS AVOIDED BY MAKING COLLECTION CALLS

- ♦ Stops avoided - 52,974
- ♦ Miles saved - 264,870
- ♦ Savings in CO₂ pounds - 229,907
- ♦ Net cost savings - \$4,767,600



Customer Service Collector/
Investigator Utilities Specialists
Sandy Bellazetin and Will Howe



Water Meter Maintenance
Supervisor Kory Johansen

Metering Technologies

September 2024 - September 2025



1,049,472

Total Meter Reads



5,094

Meter Repairs



4,942

Meter Replacements

Large Meter Shops

- ♦ New services built and delivered: 109
- ♦ General maintenance and tests on meters 3" and larger: 182
- ♦ 1.5" - 2" meters tested and replaced: 1,172



Operations and Maintenance

With a team of nearly 200 people both in the field and in the office, our Operations and Maintenance Division has worked around the clock to keep the Utility up and running. Over the past year, our team has done an outstanding job managing the ongoing operation and upkeep of our critical infrastructure, a demanding responsibility given the size of our service area and the age of many systems.

Despite these challenges, the team consistently delivered essential services with minimal disruption. Their professionalism, determination, and resourcefulness ensured that residents receive reliable water, stormwater, and sewer services.

FY 2024-2025:

Drinking Water

- ◆ Maintained 1,327 miles of water pipe
- ◆ Responded to 459 water main breaks

Stormwater / Drainage

- ◆ Maintained 169 miles of storm drain
- ◆ Answered 223 trouble calls
- ◆ Cleaned 156 miles of pipe, gutter, and ditch
- ◆ Cleaned 53,427 boxes
- ◆ Inspected 56 miles of pipe
- ◆ Televised 24 miles of pipe

Irrigation

- ◆ Maintained 32 miles of irrigation, including 47,359 piped feet and 122,767 non-piped feet
- ◆ Mowed 56 miles
- ◆ Inspected 48 miles

Sewer

- ◆ Maintained 686 miles of pipe
- ◆ Responded to five sanitary sewer overflows
- ◆ Responded to 562 trouble calls
- ◆ Cleaned 316 miles of pipe
- ◆ Televised 209 miles of pipe

Note: The service requests are a portion of the total number of calls that are handled by the Dispatch team. Their calls range from priority calls (water breaks, storm response, sewer backups) to helping constituents get to the correct department or outside agency.



Operators inspect each fire hydrant, test its functions, and flush it to maintain good water quality for our customers

Responded to
5,090
service requests

Safety

Our Safety Department ensures the health and well-being of employees, the public, and the environment across all utility operations. They develop safety protocols, conduct training, perform inspections, and respond to incidents to maintain compliance and prevent future issues. Overseeing all divisions including water, sewer, stormwater, and street lighting, they promote a strong safety culture to support reliable service delivery.

Safety training covers a wide range of job-specific needs. For example, Watershed employees attend Wilderness Basic Life Safety classes, while Water and Sewer crews receive training in confined space entry and traffic flagging. These are just a few examples of how the department equips staff to work safely and effectively.

FY 2024-2025:

In just the first 6 months of 2025, the Safety team surpassed the total training hours completed in all of 2024, logging 2,279 hours by June compared to 2,126 hours in the entire previous year

A week-long training session was held in partnership with the manufacturer of the Utility's chainsaws and cut-off saws. 83 crew members participated in both classroom instruction and hands-on training

As a direct result of this training, the Utility enhanced employee safety by upgrading to more advanced protective helmets for use with high-risk equipment

By the end of 2025, more than 350 employees will have been certified in CPR, First Aid, and AED use, demonstrating the Utility's commitment to life-saving skills well beyond the minimum training requirements

This year, the Utility was honored with the Utah Safety Council's Achievement of Safety Award in recognition of its outstanding employee training efforts

SLCDPU crews were also featured in a Fox 13 news story highlighting the challenges of working in extreme summer heat, bringing attention to the Utility's focus on worker safety under harsh conditions



The Safety team hosts a variety of training sessions, including CPR certification



Development Services

Our Development Services Division provides essential services such as construction review, permitting, and policy development. Our team of permit specialists, engineers, and planners ensures compliance with federal, state, and city regulations for water, sewer, storm drains, and street lighting across Salt Lake City.

As a front-facing office, they work closely with residents, developers, contractors, and city staff, prioritizing exceptional customer service and tailored support. Whether helping homeowners improve their properties or supporting affordable housing projects, our work drives positive community change.

With Salt Lake City's continued residential and commercial growth, permit demand is rising. Looking ahead, Development Services is proud to support major initiatives like the creation of the Sports, Entertainment, Culture, and Convention District, the Jordan River Fairpark District, and preparations for the 2034 Olympics. We are excited to help shape the City's future.

FY 2024–2025:



4,426
Permit
Reviews



2,472
Public Utility
permits issued



4,426
New Permit
Applications



150
Demolition
Permits



3,824
Work
Orders



13,888
Phone Calls
Handled



1,466
Walk-In
Customers

Developer-Funded Infrastructure

WATER MAINS
14,184 LF*
(\$6.6 Million)

SEWER MAINS
7,659 LF*
(\$1.05 Million)

STORM DRAINS/SWALES
13,667 LF*
(\$2.5 Million)

*Linear Feet

Process Improvements

Automated submissions for Certificate of Occupancy, Bond Release, and Dry Utility Reviews

Enhanced processes for Water Availability Letters, Variance Requests, Permit Prescreening, and Riparian Corridor Permits

Reorganized Division to clarify roles, balance workloads, and add a position for legislative coordination with Building Services

Members of the Development Services team: Sydnee Brinton (left), Stefani James (center), and Administrator Krissy Beitel





Engineering and Construction

In 2025, the Engineering and Construction Division continued their critical role in delivering Salt Lake City's most important infrastructure investments. The Division plans, manages, inspects, and oversees capital improvement projects that maintain, rehabilitate, and enhance the City's water, sewer, and storm drain systems. In 2025, our work centered on strengthening system resilience, improving service reliability, and extending the lifespan of existing assets. Through strategic Capital Improvement Program (CIP) planning and close coordination with maintenance and operations teams, we successfully delivered essential projects across the City's culinary water systems, sewer networks, storm drains, treatment plants, dams, canals, and reservoirs.

FY 2024-2025:

Culinary Water Program

Major Project: CCWTP Upgrades

- ♦ Up to 80 workers were on-site daily, with the team maintaining a strong focus on safety and construction quality
- ♦ The majority of the Building Resilient Infrastructure and Communities (BRIC) grant funding has been received, strengthening the project's financial foundation

Sanitary Sewer Program

- ♦ The sewer system includes 650 miles of pipe, much of it aging. In 2025, approximately 1% of the system was replaced or rehabilitated

System Rehabilitation Summary

- Pipe Bursting: 8,006 LF
- Open-Cut Replacement: 7,068 LF
- Cured-In-Place Pipe Lining (CIPP): 14,344 LF
- Total: 29,418 LF upgraded

Key Projects:

- 2100 South and South Temple: Upsizing using pipe bursting to reduce surface impacts
- 700 North: Nearly 11,500 LF rehabilitated via CIPP
- 1800 North: Open-cut replacement resolving long-standing capacity issues



Construction of the 5300 West Lift Station

Storm Drain Program

- ♦ Granary District Floodplain Mitigation: Capacity and Environmental Enhancements
- ♦ 1100 East Biofilter: Improves stormwater quality using green infrastructure
- ♦ Emigration Creek and 1700 South Rehabilitation: Increased capacity and reduced localized flooding

Capital Program Delivery and Asset Stewardship

- ♦ Delivered \$314 million in infrastructure investment (final figure pending)
- ♦ Leveraged BRIC and other external funding to reduce ratepayer burden
- ♦ Integrated asset management data to improve CIP planning and risk-based prioritization



Installing a new 24" sewer main in North Temple



Installation of a valve on the 18" water main in North Temple





Property and Records Management

Our Property and Records Management group provides essential services to both the public and internal departments, supporting the operations and infrastructure needs of the organization.

Records Management

Records Management for the Public Utilities Administration focuses on transitioning all current and active files into a new, more efficient physical filing system. In addition, timely filing of new documents, scanning of historical records, and indexing of archived materials is prioritized—thus maintaining accessibility and compliance for the Utility's extensive records.

Property Management

Property Management functions as both an independent division and a vital support service to other departments, including Administration, Development Services, Engineering, and Maintenance. This Division is responsible for a broad range of duties critical to the operation and expansion of our infrastructure. Key responsibilities include:

- ◆ Acquisition of property and facilities
- ◆ Procurement of easements for infrastructure projects
- ◆ Issuance and oversight of land use agreements
- ◆ Management of water use permits
- ◆ Coordination of canyon development reviews
- ◆ Purchase of watershed lands, water rights, and water shares to protect water quality

In addition to these duties, the team manages existing lands and facilities necessary to deliver water, sewer, stormwater, and street lighting services. Through these efforts, the Property Management Division ensures the long-term sustainability and functionality of essential public utilities.



Communications and Engagement

Communication and community engagement are at the heart of the Utility's commitment to inform customers, provide transparency, and engage our stakeholders. We strive to create meaningful, two-way dialogue with our customers, promoting open participation and awareness in the decisions that shape our work.

Over the past year, we have remained highly visible in the public sphere through local and national media interviews on a range of important topics. These included:

- ◆ Fluoride removal from the water supply
- ◆ CCWTP rebuild
- ◆ WRF construction
- ◆ Water conservation initiatives
- ◆ The Lead and Copper Rule compliance program

One of our most complex initiatives this year was the rollout of a new water rate structure. Recognizing the sensitivity of this change, we prioritized clear, accessible communication through a robust outreach campaign that included:

- ◆ Bill inserts, fliers, and postcards
- ◆ Social media and earned media coverage
- ◆ Community presentations
- ◆ A virtual town hall
- ◆ A dedicated phone line for questions and feedback

We deepened our collaboration with the Citywide Communications and Engagement team, aligning with new branding standards and co-creating educational materials. This included outreach related to the City's new artificial turf restrictions, helping to inform residents and promote compliance.

In-person outreach continues to be a cornerstone of our strategy. This year, our staff actively participated in several key community events to connect directly with residents:

- ◆ Avenues Street Fair
- ◆ Fire and Safety Fair
- ◆ Salt Lake County Watershed Symposium
- ◆ Rose Park Community Street Festival

We also enhanced our social media strategy, producing more engaging and informative video content to better connect with the community online.



Growth Highlights: July 2024-Present

- ◆ Instagram: 1,716 followers (+283 | 45% increase)
- ◆ Facebook: 2,000 followers (+249)
- ◆ Total new followers across platforms (including X): 495



Engagement Metrics

- ◆ Total impressions: 470,512 (times content was displayed to users)
- ◆ Total engagements: 17,836 (likes, shares, comments, clicks)



Finance 2025

Revenues and Expenditures

Our Finance Division manages our budgeting, accounting, and financial planning to ensure responsible use of public funds. They oversee rate setting, billing, and revenue collection for water, sewer, stormwater, and street lighting services. The team also handles financial reporting, grant management, and capital project funding, ensuring compliance with local, state, and federal regulations. Their work supports the long-term financial health and sustainability of our operations and infrastructure investments.

- ✓ Completed a comprehensive rate study for water, sewer, and stormwater
- ✓ Continued work on an Impact Fee Analysis and Impact Facilities Fee Plans in coordination with Engineering, Development Services, and GIS teams
- ✓ Continued work on our billing system replacement project. This includes work with Finance, Billing, Customer Service, Metering Technologies, GIS/IT, Information Management Services (IMS), and Waste and Recycling
- ✓ Issued \$199,000,000 of Public Utilities Revenue Bonds
- ✓ Maintained AAA, Standard and Poor's, and Aa1 Moody's bond ratings
- ✓ Initiated a street lighting rate study

Salt Lake City Water, Sewer, Stormwater, And Street Lighting Utilities

Year End June 30, 2025

	Water Utility	Sewer Utility	Stormwater Utility	Street Lighting Utility	Combined
Operating Revenues					
Water sales	\$144,610,307				\$144,610,307
Charges for sewer services		90,756,749			90,756,749
Stormwater fees			16,968,299		16,968,299
Street lighting fees				5,230,066	5,230,066
Other	6,075,564	1,716,881	310,585	226	8,103,256
Total operating revenues	150,685,871	92,473,630	17,278,884	5,230,292	265,668,677
Operating Expenses					
Cost of sales and services	60,071,399	22,135,958	5,793,264	4,286,598	92,287,219
General and administrative	22,117,161	5,946,134	2,542,913	245,211	30,851,419
Depreciation	13,299,624	12,463,543	4,014,498	749,744	30,527,409
Total operating expenses	95,488,184	40,545,635	12,350,675	5,281,553	153,666,047
Operating Income (Loss)	55,197,687	51,927,995	4,928,209	(51,261)	112,002,630
Non-operating Revenue (Expense)					
Interest and financial charges	(7,164,885)	(19,704,263)	(469,148)	(67,906)	(27,406,202)
Investment income, net	8,876,077	2,167,016	1,288,924	201,648	12,533,665
Gain on disposition of property and equipment	89,150	9,170	7,893		106,213
Net non-operating revenue (expense)	1,800,342	(17,528,077)	827,669	133,742	(14,766,324)
Capital Contributions and Grants	26,044,980	8,073,519	3,379,050	217,350	37,714,899
Changes in Net Position	83,043,009	42,473,437	9,134,928	299,831	134,951,205
Net Position					
Beginning of the year	523,365,347	406,243,860	138,056,602	12,101,970	1,079,767,779
End of the year	\$606,408,356	\$448,717,297	\$147,191,530	\$12,401,801	\$1,214,718,984



Public Utilities Administration

Over the past year, we have made significant progress on several key initiatives designed to enhance service, increase transparency, and ensure the long-term sustainability of our operations. From updating our rate structure and investing in new technologies to advancing generational infrastructure projects that strengthen water security, we are proactively planning for a dynamic and rapidly changing future. Through these efforts, our focus remains the same: serving our community efficiently, equitably, and responsibly.

This year, we completed a comprehensive 9-month Rate Study to ensure our rates are fair, equitable, and reflective of the true cost of service. Guided by a diverse Rate Advisory Committee (RAC) of community members, business leaders, and customers, the study involved reviewing data, setting funding priorities, and shaping recommendations for a new rate structure. Alongside the RAC's work, we conducted extensive public outreach to explain the need for new rates and their impact on customers.

We continued to prioritize employee safety and professional development throughout the year. Our team successfully completed several safety training programs, including an intensive week-long saw training that resulted in upgraded safety equipment across our operations. In April 2025, our front-line employees also participated in a comprehensive de-escalation training program, strengthening their ability to handle customer concerns with empathy, patience, and professionalism.

Following a competitive procurement process, we selected a new utility billing software system. This system represents a significant step forward in efficiency and customer service and will streamline billing operations, improve account management, and provide customers with more modern online tools.

We also implemented recommendations from the 2024 staffing and pay assessment. That assessment aimed to ensure that our compensation practices remain competitive, equitable, and aligned with industry standards.

Collaboration remained central to our mission over the past year as we worked with numerous stakeholders. For example, we have been working with Salt Lake City Department of Public Lands, Utah State Parks, the U.S. Forest Service, and the University of Utah on collaborative management of the Salt Lake City foothills that account for diverse use (e.g., recreation, infrastructure, ecosystems) and with an eye for buffering our protected watershed.

Through our partnership with the Metropolitan Water District of Salt Lake and Sandy, we also made great progress on the Cottonwoods Connection Project, which will link the Big and Little Cottonwood Water Treatment Plants. This will allow the transfer of untreated water between facilities, ensuring a continuous and reliable water supply during upgrades or maintenance.

In 2025, we continued work on our Water Conservation Plan, outlining strategies to promote efficient water use, improving drought resilience, and strengthening long-term supply reliability. The Plan aligns with state and federal conservation goals and supports broader regional sustainability efforts.

Over the past year, we successfully delivered 53 design projects and awarded 27 construction projects. We also reached substantial completion on 27 projects, representing a total investment of \$134 million. In addition, we made significant progress on two major generational investments, the new WRF and the CCWTP rebuild. Both projects remain on schedule for completion in 2026, with full commissioning of the WRF planned for 2027.

Key milestones include:

At the CCWTP, more than 4,800 cubic yards of concrete have been poured

At the WRF, approximately 93,000 cubic yards of concrete have been poured

Workers have logged more than 2 million labor hours at the WRF site

The Utility's leadership maintained an active presence in critical regional and state partnerships. Director Laura Briefer and Deputy Director Jesse Stewart served on numerous committees and commissions, advancing collaborative efforts to protect and enhance Utah Lake, the Jordan River, the Great Salt Lake, and other key water resources.

We successfully delivered 53 design projects and awarded 27 construction projects



Employee Advisory Board

The Department of Public Utilities Employee Advisory Board (DPUEAB) is committed to fostering peace, order, and harmony among employees by promoting civility, goodwill, and mutual respect in the workplace. In alignment with this mission, the Board advocates equal treatment and opportunities for all employees. While the DPUEAB coordinates with Salt Lake City's Employee Advisory Board (CEAB), it operates independently to address the specific needs of our staff. The Board is composed of representatives from work groups within the Utility. Board members facilitate conversations, address impacts on individual work groups, mitigate challenges, and promote overall employee morale.



Employee Advisory Board. From left: Lauralyn White, Chris Aragon, Anthony Garcia, Adriana Vialpando, Holly Lopez. September 2025

NOT PICTURED:

Austin Tingey
Isaac Myers
Connor Hansen
Chien Hwang
Moriah Gamache

FY 2024-2025:

Successfully planned and hosted the 2025 Employee Appreciation Luncheon, held in the spring for the first time. Over 300 employees attended.

Designed custom employee appreciation gifts.

Updated the Awards and Recognition Statement, ensuring it aligns with our current goals and values. The new statement was approved.

Implemented a new recognition nomination system, including:

- QR codes for easy access
- A streamlined submission process open to all staff
- Regular review by DPUEAB members to ensure nominations are thoughtfully considered and aligned with policy

Coordinated with Administration to recognize outstanding employee performance, including:

- Distribution Crew nomination
- Five individual employee nominations
- Three citywide nominations submitted for the CEAB/Mayor's Awards



Our People

We're thrilled to announce that three of our outstanding team members were recognized as Salt Lake City Employees of the Year for 2025, all from our Drinking Water Quality team!

Congratulations to:



Dustin White
Water Quality
Program Manager



Dustin Gilgen
Water Treatment
Plant Manager



Jason Mietchen
Water Treatment Plant
Facility Manager

These dedicated individuals were honored at the City's Employee Luncheon held in September at Smith's Ballpark in Salt Lake City.

Dustin White, Dustin Gilgen, and Jason Mietchen consistently go above and beyond to ensure that our community enjoys high-quality, great-tasting drinking water. Their commitment to excellence plays a vital role in protecting public health and maintaining the trust of our residents.

Thank you for your hard work,
professionalism, and unwavering
dedication. We're proud to have you
on our team!



Mayor Erin Mendenhall and Council Chair Chris Wharton present the Employee of the Year award to Water Treatment Plant Facility Manager Jason Mietchen, and Water Treatment Plant Manager Dustin Gilgen.

482

Full-Time Positions

442

Full-Time Employees

28

Part-Time/Seasonal Positions

9

Part-Time/Seasonal
Employees

50

Employees Hired Since
1/1/2025 (still employed)

Retirees

28 years - Michael Henroid
15 years - David Halladay

26 years - Edward Hernandez
38 years (7-year break) - Richard Webb



Public Utilities Advisory Committee

The Public Utilities Advisory Committee (PUAC) holds a monthly public meeting to provide guidance and oversight on departmental operations and budget, rate schedules, legislative issues, and policy decisions. Members serve as volunteers for 4-year terms. Representing SLCDPU ratepayers across our service area, PUAC members are nominated by the Department Director and appointed by the Mayor and City Council.

Thank you PUAC members both past and present for your service and dedication. You have helped shape the important work we do, and we are grateful for your commitment.

Current PUAC Members



Kathryn Floor
(Chair)



Chris Shope
(Vice Chair)



Kamiron Anderson



Ted Boyer



Dani Cepernich



Tom Godfrey



Sean McKelvie



Roger Player

FORMER PUAC MEMBERS FY 2024-2025:

Terry Marasco (served
until June 2025)

Alex Lovell (served until
October 2024)

SALT LAKE CITY ADMINISTRATION

Erin Mendenhall - Mayor
Rachel Otto - Chief of Staff
Lindsey Nikola - Deputy Chief of Staff
Jill Love - Chief Administrative Officer
Megan Yuill - Deputy Chief Administrative Officer
Mark Kittrell - City Attorney
Keith Reynolds - City Recorder
Marina Scott - City Treasurer

CITY COUNCIL MEMBERS

Victoria Petro - District 1
Alejandro Puy - District 2
Chris Wharton - District 3
Eva Lopez Chavez - District 4
Darin Mano - District 5
Dan Dugan - District 6
Sarah Young - District 7

