

Message from Utility & Operations Manager Audree Ketchum



As Utility Revenue Operations Manager, I am responsible for SLCDPU's customer service, billing, and meter technology teams. Given the range of our operations, it should come as no surprise that my staff perform a variety of critical functions.

We install, read, and repair the meters which measure the output of water delivered to each customer within SLCDPU's water service area. We process all customer payments, billing history, and associated questions to ensure SLCDPU has the necessary funding. We talk with customers to help them understand their own water usage, programs which might benefit them, and to generally familiarize them with SLCDPU's operations.

These are just a few broad ways in which our team works to serve our community every day. We know that the things we do have the potential to directly impact our neighbors and we take pride in our mission of service.

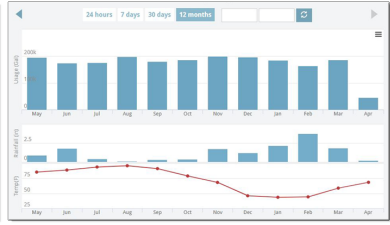
Over the years, we have incorporated technology to help us provide better service for our customers. Utilizing new and more accurate meter technology, for example, enables us to more precisely measure the water delivered to our customers. The latest technologies also help us to become more efficient. Advanced metering technology saves time and increases our productivity.

The best innovations help our customers to better understand their own water usage, and to leverage that information to prevent high water use and to use water wisely. The combination of Smart Meters and SLCDPU's Customer Portal allow customers to monitor their water usage in real time. Our customers using the Customer Portal can set their own alerts which notify them of unexpected water flows.



THE PIPELINE

COMMUNITY NEWSLETTER



Customers using the Customer Portal have shared with us that it helps them to dial in their water usage. The chart pictured here is just one example of the type of information our customers can access via the Customer Portal. Data like that pictured here enables customers to see the history of their own water usage, which helps them to determine whether they are making progress toward conserving water. Historical usage can also help our customers to see if unexpected increases in water usage appear, which may indicate a leak or other inefficiency on the property. We know that identifying and repairing leaks as quickly as possible can help save our customers money on their water bills, but it also ensures that the water being delivered to your property is used as efficiently as possible.

It would be impossible to completely stop using water. We need it to live. However, we can take steps to better use the water we have. SLCDPU's Customer Portal is a great way to make knowledgeable choices about your own water usage.

Kip's Learning Corner

Droplet is taking a break this month to allow Kip an opportunity to tell us about the City Creek Water Treatment Plant!



The project team working on upgrades to the City Creek Water Treatment Plant recently hit their first of many milestones when they completed the shotcrete wall.

[Learn more about the CCWTP project!](#)

Get Involved!

- **Join the team!** We're hiring. Explore career opportunities and submit your application on [Salt Lake City's Careers website](#).
- **Did you know the Public Utilities Advisory Committee (PUAC) meets monthly?** These meetings are open to the public. Visit [their webpage](#) to learn more about these meetings and the function of our PUAC.
- **Follow SLCDPU on social media!** Find us on [Facebook](#), [X](#), and [Instagram](#).

Join SLCDPU's Team



Our team is invested in ensuring we have the right tools to complete tasks safely, productively, and efficiently. Our newest valve exerciser truck (pictured here) is just one such tool.

Project Updates

Salt Lake City's Department of Public Utilities manages a number of construction projects to maintain and improve our system. Many of these projects are smaller in scale but we've highlighted a few of our larger projects below. If you're interested in learning more about other SLCDPU projects, please [visit our website](#).

- **Salt Lake City Water Use Efficiency** : Salt Lake City Department of Public Utilities (SLCDPU) has completed its report on water use efficiency at City properties, identifying ways the City can further conserve and use our finite water resources wisely. With a vast array of municipal facilities to support the City's services, including recreation spaces, buildings, fleet operations, and fire stations, water consumption at City properties represents about 4.45% of annual water use across the City's regional water service area. This equates to slightly more than one billion gallons of water used annually to support City functions. Salt Lake City's Water Use Efficiency Report identified potential water savings of at least five million gallons annually by implementing best management practices at City facilities and during City operations.



Salt Lake City Department of Public Utilities | Salt Lake City

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