

Annual **MARCH** Shareholders Meeting **31**

Mark Your Calendar for Monday, March 31

The Holliday Water Company annual shareholders meeting is scheduled for the evening of **Monday, March 31 at 7 p.m.** at Holladay Library, 2150 E. Murray-Holladay Road, in the children's story room.

No candidates filed to run for a board position this year. As a result, board members Mark Allen, Darren Shepherd, Marlin Sundberg and Brad Wright, who were up for election, will continue to serve by acclamation of the board.

If you have any questions for the board, please call the office in advance at 801.277.2893 or email questions to management@hollidaywatercompany.com.

Holliday Water Company Board Members

Mark Allen, President;
Marlin Sundberg, Vice President;
Brad Wright; Darren Shepherd;
Michelle Anderson; Darren Putnam; and Trent Michie.

Water System Improvements Completed in 2024, Plans for 2025

System improvements to ensure reliable water service are a constant priority for the company. Here are some key projects from last year and plans for this year:

2024 Completed Projects:

- ◆ Replaced two main water pipelines along 2000 East (from Lincoln Lane to 3900 South) with a new pipeline.
- ◆ Replaced the main water pipeline along Wander Lane (from Blackburn Circle to Floribunda Drive).
- ◆ Completed system upgrade of all electronic meter-reading devices.
- ◆ Submitted our initial EPA-mandated service-line inventory showing the types of pipes customers have installed to their homes and businesses. (See "Get the Lead Out" story)



(Top) HWC employee, Nate, collects water sample for testing to ensure consumer protection.

(Bottom) HWC employee, Jeremy, connects copper service line to new 20th East pipeline.

2025 Planned Projects:

- ◆ Replace the remaining 1,000 feet of pipeline on Wander Lane (Floribunda Drive to Casto Lane)
- ◆ Replace the pipeline on Harper and Boyes streets including portions of Viewmont Street to Marilyn Drive.
- ◆ Replace the pipeline on Arbor Lane between Bonair and Viewmont Streets.
- ◆ Replace pipelines on the following circles: St. Francis, Matson, Blackburn, Briarcreek and Briarwood.
- ◆ Replace pipeline for Holladay Hills Apartments on Highland Drive.



Construction Ahead: Please Protect Our Employees

Driving safely through our water pipeline construction projects is crucial for everyone's safety. Adhere to all posted signs and follow delineators as they are in place to protect both workers and drivers.

Construction zones can be unpredictable, with changing road conditions and heavy machinery. By paying attention, reducing speed, and obeying directions, you can prevent accidents and ensure a safe environment for everyone.

How Your Company Share Works

Each house and business that is connected to the Holliday Water Company system is assigned at least one share or partial share of stock. That makes you a shareholder, an owner of the company with benefits.

Each share includes 60,000 gallons of non-billed water annually, which is allocated as follows:

- Quarter 1 (January, February, March) – 10,000 gallons;
- Quarter 2 (April, May, June) – 20,000 gallons;
- Quarter 3 (July, August, September) – 20,000 gallons; and
- Quarter 4 (October, November, December) – 10,000 gallons.

Rates for additional water usage are listed on our website.

Let's Protect Our Water

We have great-tasting water in Holliday. And best of all, nature keeps replenishing our local water sources. The last thing we want to see is contamination. Here are two ways to protect our drinking water:

First, protect water sources from contamination by knowing how to properly *use*, *store* and *dispose* of fertilizers, pesticides, cleaners, chemicals and oils. If these harmful products are not properly used, stored and disposed of, they can seep through the ground and into our water sources.



Second, make sure your household water lines are installed correctly, and install back-flow-prevention devices, if needed. These devices are designed to prevent the back-flow of contaminated water into your house piping and our distribution system if a line break or related incident occurs. These types of devices often are installed on sprinkler systems. Also make sure the end of your garden hose isn't in contact with stagnant water; a hose in a pond, buck or water-filled kiddie pool, which can act as a siphon and move contaminated water into your house and company's water system.

How to Detect a Leak?

Sometimes water leaks are hard to spot. Catching them early can help you save water and money. Here are a few signs you might have a water leak, and a few tips on what to do:

Sound of running water – check sink and tub taps, outdoor hoses, evaporative cooler, water softener, washing machine and toilets. Tighten handles, replace water hoses, adjust the tank float or clean or replace the toilet-tank drain flap.

An overflowing stop-and-waste valve – If the valve is partially open or broken, close it all the way or replace it.

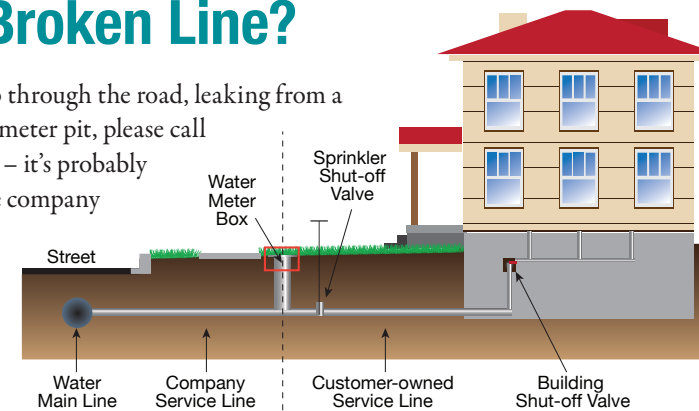
Spongy, lifting lawn – Check for a broken sprinkler line. If water is leaking from a sprinkler head, check to see if a zone valve is stuck or broken. Repair broken line. Replace zone valve if unable to fix.

A high water bill – Check the above signs to make sure none is occurring. Turn off all water sources in the house and open the water meter lid to see if water is going through the meter. Call our office to check for potential billing error or further investigative review. Call a licensed contractor.



Who's Responsible for Fixing the Broken Line?

If you see water coming up through the road, leaking from a fire hydrant or filling up a meter pit, please call Holliday Water Company – it's probably a broken pipe or valve. The company repairs and maintains all company-owned facilities and pipelines right up to, and including, the meter at your house or business.



The water pipes between the company's meter and your premises belong to you. These pipes include sprinkling systems and indoor plumbing for your house or business. If one of these pipes breaks, you would be responsible for fixing the problem or hiring a licensed plumber/landscaper.

Fluoride in the Water

Holliday Water Company does not add fluoride to its water; however, because fluoride is a mineral that occurs naturally, it does release from rocks into our water supply.

The company also receives treated water from Salt Lake City as part of a 100-year-old, water-exchange agreement. This water is fluoridated and enters our system on the north and south borders where our pipes interconnect with Salt Lake City's water pipes. As a result, some of our customers are receiving water treated with fluoride. A fluoride map is posted on our website so customers can see which parts of the system have added fluoride.

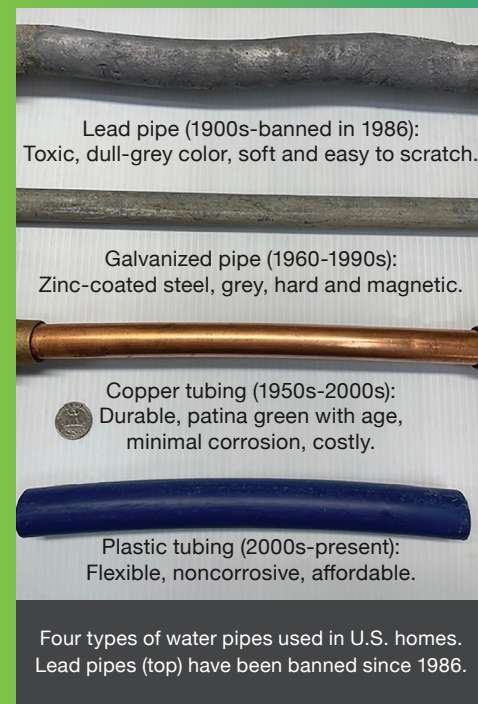


What is the 'Minimum Charge' on My Bill?

The "minimum charge" on the bill helps cover fixed costs associated with providing water service. It is billed to everyone, even if no water is used.

Many utilities have similar charges that are called by different names such as "service fee," "basic service fee" and "basic charge."

Please note: We bill quarterly, so our minimum charge covers three months. For information on water charges appearing on the bill, visit our website.



Lead pipe (1900s-banned in 1986): Toxic, dull-grey color, soft and easy to scratch.

Galvanized pipe (1960-1990s): Zinc-coated steel, grey, hard and magnetic.

Copper tubing (1950s-2000s): Durable, patina green with age, minimal corrosion, costly.

Plastic tubing (2000s-present): Flexible, noncorrosive, affordable.

Four types of water pipes used in U.S. homes. Lead pipes (top) have been banned since 1986.

Get the lead out!

Thanks to a good number of customers who told us what type of water pipes they own between the water meter and their houses, we were able to meet an EPA deadline. It's all part of an effort to eliminate lead water pipes throughout the U.S. to help protect consumers.

EPA is mandating that all water companies and utilities survey each customer's service lines to find out if the pipe between the meter and house is copper, plastic, galvanized or lead.

We need every customer to check the main water shut-off valve in the house, and to identify the type of pipe going into that shut-off valve. Is it copper, plastic, galvanized or lead? If a lead service line is found, you may qualify for some federal funding to help you replace the lead pipe with a safer alternative.

Please go to our website: www.hollidaywatercompany.com and click our "Lead and Copper Survey." It includes a short instructional video on how to find your pipe, six simple questions to answer and a link to submit a pipe photo for our EPA record. Thank you for your assistance with this regulatory requirement.

Warning! There's a Buried Pipe Below



Before you dig holes for new trees, shrubs, fence posts or other landscaping jobs, dial 811. It's the law.

The free call can help protect you against accidentally hitting a buried utility line, which could be expensive and even fatal. When you call 811, the Blue Stakes of Utah operator will take your address and notify all the utility providers in your area of your plan to dig. These utilities will dispatch personnel – at no cost to you – to mark their lines so you can dig safely.

After you call 811, wait three business days before you dig. Doing so will allow the utility companies adequate time to mark their line locations.

Include Water in Your Emergency-Preparedness Plan

Here are five important things that you should know:

- ◆ Show your family where the main water shut-off valve is located in your house;
- ◆ Clear away any lawn, shrubs, trees and landscaping so the meter is visible and accessible at all times;
- ◆ Make sure the meter lid is tight so the meter and water line don't freeze in the winter;
- ◆ Have a good supply of water in case water service is interrupted; and
- ◆ For quick information about water service during and after an emergency, sign up for "alerts" at www.hollidaywatercompany.com. Click the red alert box and provide us with your name, email, and phone number, and we will send alerts to help keep you informed.

Holliday Water Company
1887 E. 4500 South
Holladay, UT 84117

Mark Your Calendar for our
Annual Shareholders Meeting Details Inside



Water Conservation Tips

- ◆ Fix the leaky faucets and toilets;
- ◆ Wash full loads – this goes for the dishwasher and clothes washer;
- ◆ Take a shower instead of filling a bathtub;
- ◆ Start the year off with a healthy lawn. It takes less water to keep a lawn reasonably green than to revive a brown lawn;
- ◆ Upgrade the hose and manual sprinklers with an automatic sprinkling system;
- ◆ Only water before 10 a.m. and after 8 p.m.;
- ◆ Don't water if it's windy;
- ◆ Install a smart sprinkling system. It will manage the previous two bullets and more.
- ◆ Lastly, make sure your sprinkling system isn't set for multiple times during the day.

Make Utilities Part of Your Emergency Planning

An impressive amount of work goes into providing utility services that make life enjoyable. The systems that help deliver these services are incredibly reliable and safe but they are not perfect. Accidents can happen. Water, gas, power, and sewer lines can fail resulting in flood, fire, biohazards, smoke, and toxins. To help protect your home, minimize damage and reduce stress, consider installing the following items:

- ◆ Landscaping, drains, and berms to keep water away from your home;
- ◆ Water sensors inside your home to notify you of a water leak;
- ◆ Smoke and gas detectors;
- ◆ A sewer-line check valve to stop sewage from back flowing into your home;
- ◆ An excess-flow valve on the gas line; and
- ◆ Surge protectors to protect appliances.

Equally important is to make sure your homeowner insurance policy is adequate to cover your assets. If a utility accident occurs, confirm coverage and approval with your homeowner insurance company and file a claim. Insurance companies will investigate the cause and damages and reach out to the various utilities involved. If the claim is denied, request a signed letter.

Regardless of who is liable, homeowners have a duty to mitigate their own damages including cleanup, containment and prevention of further damage. With this in mind, beware of unscrupulous contractors who may steal your money, leave you with substandard repairs that won't last, and may fail to pay suppliers who may put liens on your house.