

## Annual Shareholders Meeting

Mark Your Calendar for Monday, March 25

The Holliday Water Company annual shareholders meeting is scheduled for Monday, March 25 at 7 pm 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 Michelle Anderson, Darren Putnam and Trent Michie, 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 your questions to management@hollidaywater-company.com.

## Holliday Water Company Board Members

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

## Major Accomplishments in 2023, and Planned Projects for 2024

Infrastructure improvements to ensure reliable water service continue to be a priority for the company. Some of the past and future projects are highlighted below.

### 2023 Completed Projects:

- ◆ Purchased Emergency Generator – This 13-ton, diesel-powered portable generator is located at one of our main wells and can be used to power a 300 hp pump motor to supply water in the event of a prolonged power outage. The generator also can be moved to two other wells if necessary.
- ◆ Drained, inspected and repaired a 1-million gallon steel tank and a 4-million gallon concrete reservoir to ensure system integrity.
- ◆ Replaced 2,000 feet of water main lines on the following streets – Regency Ct. (from Casto Ln. to Regency St.), Lincoln Ln. (from 2000 E. to Cumberland Rd.) and Murray-Holladay Rd. (from 1850 E. to Highland Dr.)
- ◆ Implemented EPA-mandated service-line inventory to identify and eliminate lead pipes. We are requesting all customers to take photos and inform us of the type of water service line they own from the meter to the house (see related “Get the lead out!” story).
- ◆ 95-percent completed on upgrading electronic devices on all meters to improve meter-reading efficiency.



Company employees test run the portable power generator, which would be used to ensure well-water operation in the event of a prolonged power outage.



Officials inspect the company's 1-million gallon tank.

### 2024 Planned Projects:

- ◆ Replace two main water pipelines along 2000 East (from Lincoln Ln. to 3900 South) with a new 12-inch diameter pipeline. Construction is planned from March through June.
- ◆ Replace the main water pipeline along Wander Ln. (from Blackburn Cir. to Floribunda Dr.)
- ◆ Complete EPA-mandated service-line inventory by Oct. 16. (“Get the lead out!” story)

## 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 printed on our website.

## Let's Protect Our Water

We have great-tasting water in Holladay. 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.

## 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."

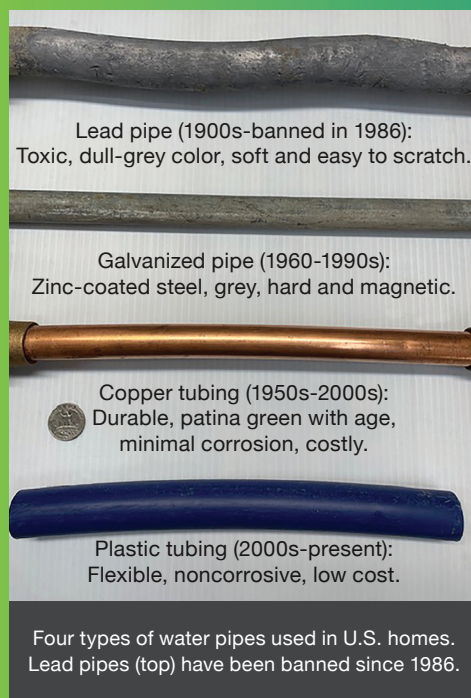
**Please note:** We bill quarterly, so our minimum charge covers three months. For information on water charges appearing on the bill, visit our website.

## Get the lead out! Send a photo of your service line.

We are working hard to meet EPA's Oct. 16 deadline to identify the types of service lines that go into and out of the water meter. The purpose is to eventually eliminate all lead pipes in the U.S. to help protect consumers.

Holliday Water Company has a good idea of the types of pipes going to meters and so far no lead pipes have been discovered. What we don't know, however, is the type of pipe buried between the meter and your house. That's why we need your help.

We sent a mailer a few months ago asking each 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. We need to know if it is copper, plastic, galvanized or lead. If a lead service line is found, let us know. Some federal funding may be available to help you replace it with a safer alternative.



Please go to our website: [www.hollidaywatercompany.com](http://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.



## Do I Have a Water 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 sprinkler 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.

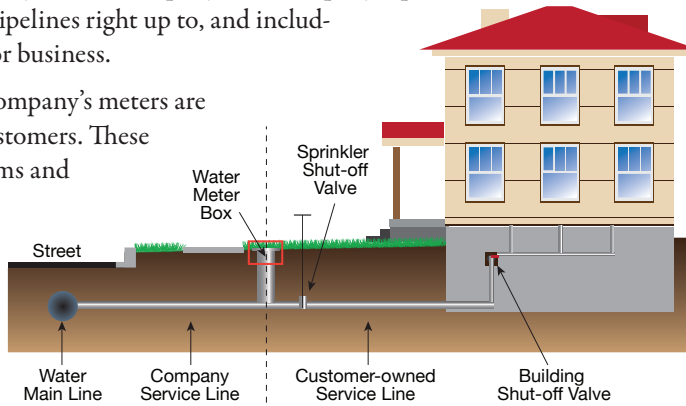
**A high water bill** – Check the above signs to make sure none is occurring. Turn off all water sources in the house and open the water meter lid to see if water is going through the meter (some meters have dials others are digital – look for dial movement or increasing digital numbers.) Call our office to check for potential billing error or further investigative review. Call a licensed contractor.



## Who's Responsible for the Broken Line?

If you see a water pipeline break in the street, leaking water from a fire hydrant or meter pit full of water, please call Holliday Water Company. The company repairs and maintains all company-own facilities and pipelines right up to, and including, the meter at your house or business.

All water lines that exit the company's meters are owned and maintained by customers. These lines include sprinkling systems and indoor plumbing for houses and businesses. If leak or break occurs, customers are responsible for fixing the problem or hiring a licensed plumber/landscaper.



## Fluoride in 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.

We also receive 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.

## Warning! There's a Buried Pipe Below



**Before digging holes for new trees, shrubs, fence posts or other landscaping jobs, dial 811.**

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 two 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 six important things that you should know:

- ◆ Show your family where the main water shut-off valve is located in your house;
- ◆ Locate the water meter in your yard;
- ◆ Make sure the meter lid is tight so the meter and water line don't freeze in the winter;
- ◆ Clear away any lawn, shrubs, trees and landscaping so the meter is accessible;
- ◆ 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](http://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 am and after 8 pm;
- ◆ Don't water if it's windy;
- ◆ Install a smart sprinkling system. It will manage the previous two bullets and more; and
- ◆ Lastly, make sure your sprinkling system isn't set for multiple times during the day.

## Dealing With Utility Accidents

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 carbon-monoxide 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 electrical 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.