



White City Water Improvement District

999 E. Galena Drive

Sandy, UT 84094

Fax: 801-571-2688

E-mail: info@wcwid.org

Website: www.wcwid.org

Paul H. Ashton, J.D.

General Manager

Board of Trustees

Paulina Flint, Chair

Robert Johansen, Vice Chair

Christy Seiger Webster, Clerk,

Garry True Treasurer

Cody Cutler

OPERATIONS MANAGER REPORT

As I was working out of my home office the other day, due to "social distancing" requirements caused by the COVID-19 pandemic, the earth began to shake and move as a result of the March 18, 2020 Earthquake centered near Magna, Utah. When the quake stopped, I told my wife we were living in "interesting times."

"May he live in interesting times." Like it or not, we live in interesting times.

*They are times of danger and uncertainty; but they are also the most creative of any time in the history of mankind". **

**It was first used by Sir Austen Chamberlain in 1936, and later popularized through a speech by Robert F Kennedy in 1966. The phrase "live in interesting times" dates at least to the late 19th century.*

In troubled times it is important to focus on the good things and not get anxious about things beyond our control. When the earthquake hit, the White City Water Improvement District ("WCWID") immediately activated its emergency plan for that situation. Water operators determined that all wells, booster pumps and pipes were in good working order. They did so through use of computer systems (SCADA) that continuously monitor the water distribution system and by physically inspecting critical infrastructure. Because WCWID already had in place an emergency response plan in the event of an earthquake, it was simply a matter of activating it and letting our trained staff implement it. Thank you to all the staff for dealing so promptly with the event.

Another emergency protocol WCWID has put into place is responding to the COVID-19 pandemic and the Emergency Declarations of the President, Governor and Mayors of the County and Municipalities.

The continued providing of a safe and reliable water supply to our residents is of supreme importance to WCWID and its elected Board of Trustees, especially during these times.

To ensure that result we have implemented an alternating work schedule, so our water operators do not risk becoming sick at that same time. Thus, one team works Monday, Wednesday and Friday and the other team the other days. Office staff is also rotated with employees taking turns to work from home. **(All employees** are encouraged to use time away from the office to continue their education in

emergency management by taking online courses.) This approach encourages proper social distancing while, at the same time, ensuring the system and residents are taken care of.

The Office remains open during regular business hours, but **WCWID encourages you to not pay your bills at the office, but to use the "drop off" box, pay online or mail a check.** If possible do not pay with cash, although WCWID is still accepting cash if that is all you have. If you have any questions, please call the office from 8:00 AM to 5:00 PM at 801-571-3991. WCWID's website is also a source of useful information. See <https://wcwid.org> Please be patient with us if you call and it takes a little longer to get to you.

I understand that several of our residents are, or will be, facing financial hardships because of the COVID-19 emergency declarations. Because of this, we have temporarily suspended water service disconnections or shutoffs for delinquent and/or non-payment. At the same time, please contact us about your water bills, if you cannot pay so we can work out a payment plan with you.

Water is an essential service and our commitment is to work with all our customers to provide it using cost-based rates and no property tax. If we all work together, we will get through these times. In the meantime, remember the words of Abraham Lincoln: "We are happy as we decide to be." Take care of yourself and look after your neighbors, even if it only takes a phone call.

On a different topic, spring is that time of year when WCWID reaches out to its customers to talk about "backflow" prevention and protection of the culinary water supply we all depend upon.

WCWID takes protecting its water very seriously, as the water which is pumped from a deep aquifer, is pure and pristine that requires no "treatment" nor addition of chemicals such as chlorine, prior to consumption. One protective measure is enforcement of the "backflow prevention" program.

By law, anyone who puts in a new sprinkler system or materially upgrades an existing sprinkler system must have in place an "APPROVED" backflow prevention assembly to ensure contaminated water does not flow back from sprinkler heads etc. into the distribution system. Also, **backflow assemblies must be tested annually by a State of Utah Certified Technician** and the results of the test be delivered to the office. (If WCWID is already aware of a customer that has a backflow assembly, a letter will be sent to them reminding them of this need.) To find an approved Technician, the following link will allow you to access a list provided by the State of Utah: <https://waterlink.utah.gov/deqWater/public/publicBackflowComm>