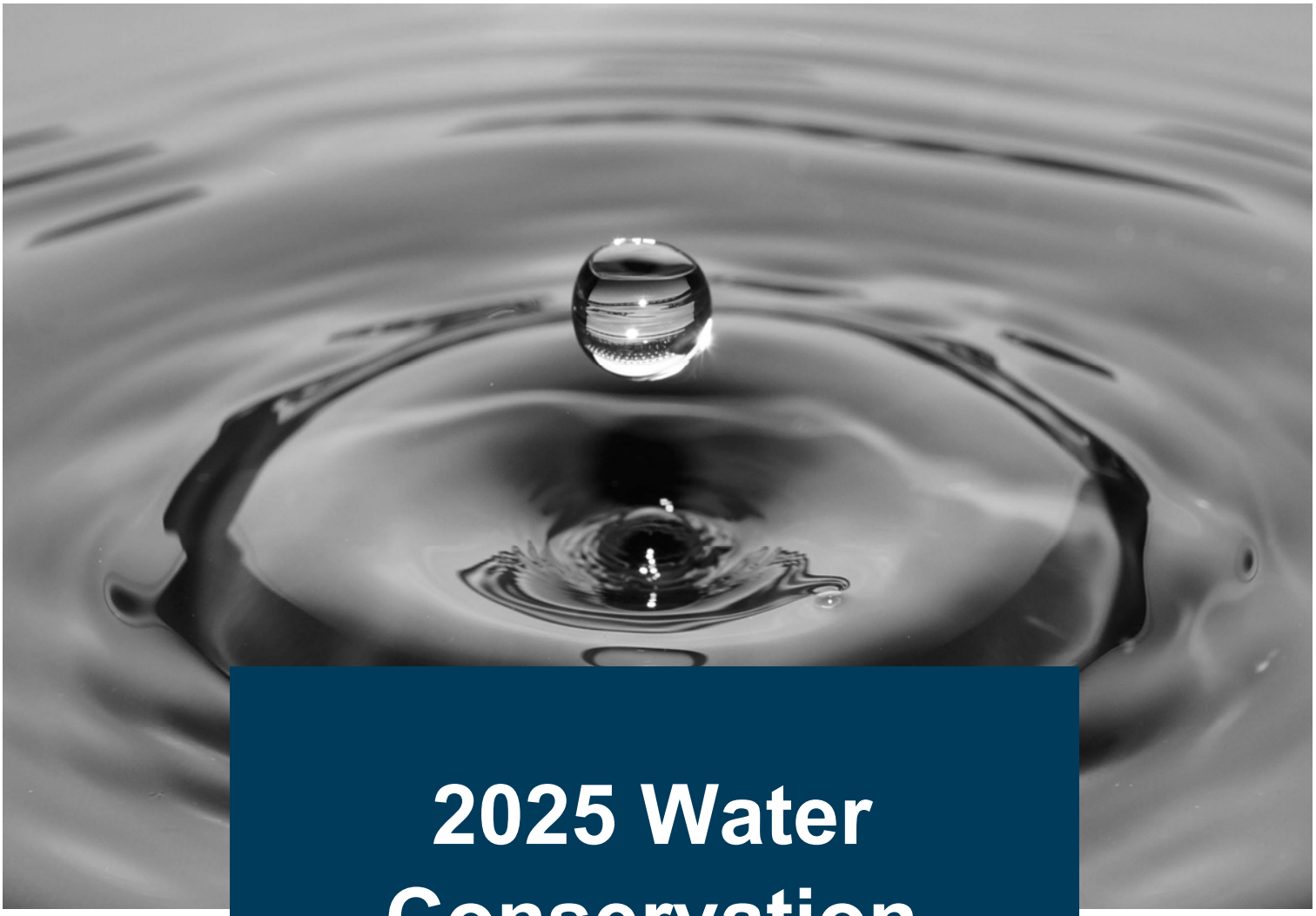

2025 Water Conservation Plan Update

Prepared by:

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Prepared for:

Holliday Water Company

2025
WATER CONSERVATION PLAN UPDATE

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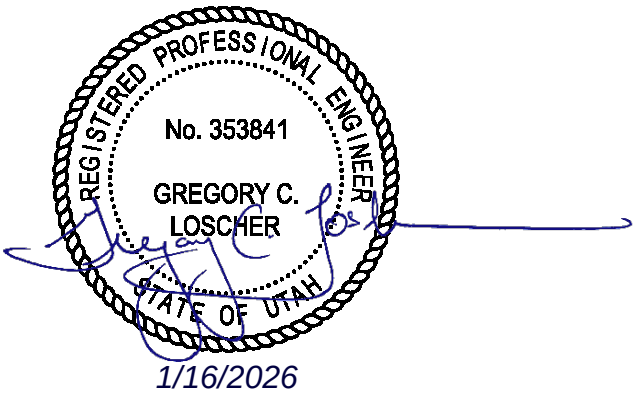

December 2025

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APPENDIX A – ADOPTION OF WATER CONSERVATION PLAN

INTRODUCTION

Officials at the State of Utah Division of Water Resources (UDWRe) recognize the potential of conservation programs to extend current water supplies. They have established regional conservation goals of reducing water use from levels measured in 2015 by the year 2030. For Holliday Water Company, this goal is an 11 percent reduction in total water use.

The Utah Water Conservation Plan Act (Utah Administrative Code, Title 73, Chapter 10, Section 32) requires that water providers with more than 500 connections maintain a Conservation Plan with regular updates. The UDWRe has been charged with administering the Utah Water Conservation Plan Act. In compliance with the Act, the Holliday Water Company (HWC, Company) maintains a Conservation Plan, most recently updated and submitted to the UDWRe in 2020. The HWC has retained Bowen, Collins & Associates (BC&A) to prepare this 2025 Conservation Plan Update.

Water conservation has different meanings to different people. People who have adopted a conservation ethic are likely to support a wide range of water conservation practices aimed at reducing water use. Others not so inclined often associate water conservation with inconvenience, deprivation and dry yards. From the HWC perspective, water conservation means increasing the efficiency of water use to sustain and optimize future water supplies to its customers. It does not mean dry flower beds and brown lawns, but rather a wise use of water to ensure that it is not needlessly wasted. With this in mind, HWC has adopted water conservation as a key element in its long-term master plan to serve its customers.

Water is no longer seen as an endless supply, but as a valuable commodity that needs to be managed carefully. With this shift in attitude, conservation is becoming a larger part of water suppliers' plans to meet future water needs. Many water suppliers throughout the country have adopted conservation programs. Benefits experienced as a result of these programs include:

- Using existing water supplies more efficiently
- Maximizing utilization of existing treatment, water conveyance and distribution facilities
- Deferring expensive construction of capital improvement projects
- Reducing the need for additional water supplies.

HWC recognizes the potential benefits of conservation efforts that will ultimately likely reduce costs to individual customers. Since sustained additional water conservation will be an important component in HWC's plans for future water use, this report will evaluate current conservation efforts within the Company and will discuss additional measures that will allow HWC to conserve water.

WATER SYSTEM PROFILE AND SUPPLY HISTORY

Background

HWC is a mutual water company serving the potable water needs of its shareholders. The Company serves a population of approximately 14,600[1] who live inside the boundary of a well-defined service area. Big Cottonwood Creek is the system's southern boundary, Upper Canal is the eastern boundary,

[1] Population value as reported on Utah Division of Water Rights Public Water Supplier Information website accessed October 9, 2025: https://waterrights.utah.gov/asp_apps/viewEditPWS/pwsView.asp?SYSTEM_ID=1104. Note that for the period from 1991 to 2023 the estimated population in the HWC service area has remained near constant at approximately 15,000.

Mill Creek stream channel is the northern boundary and Highland Drive is the western boundary. HWC By-Laws and Articles of Incorporation require that each meter connection in their system has a share of stock associated with the meter, without which water will not be supplied. All system service connections are metered, and water supplies can only be delivered to shareholders within the boundaries of the service area. Water supplied in the HWC service area is utilized for indoor (potable) use, fire protection and outdoor irrigation. There is no separate, pressurized, secondary irrigation system in the HWC service area.

The HWC operates and maintains approximately 61 miles of distribution pipelines in the service area. Main pipelines are made of cast iron or ductile iron pipe and range from 4 inches to 16 inches in diameter. Over the past two decades, the HWC has implemented an upgrade plan to replace nearly all of its 4-inch pipe and significant portions of 6-inch pipe with 8-inch pipe, and to upgrade nearly all of the fire hydrants in the service area to pumper-style hydrants with five-inch nozzles. As of 2024, HWC services 4,005 service connections[2], most of which are copper.

Current Population and Service Area

The current population for the service area is estimated by HWC at 14,578 permanent residents. The population has remained generally constant from year to year for more than three decades at approximately 15,000. The decrease in population in 2024 is solely attributed to a U.S. Census decrease in household size for Holladay City, i.e. there has been no associated decrease in number of service connections. The area was settled around 1850 and the area has been almost completely built out, with little or no opportunity for further expansion. The current service area is shown in Figure 1.

[2] As reported by Holliday Water Company for total number of existing services in 2024.

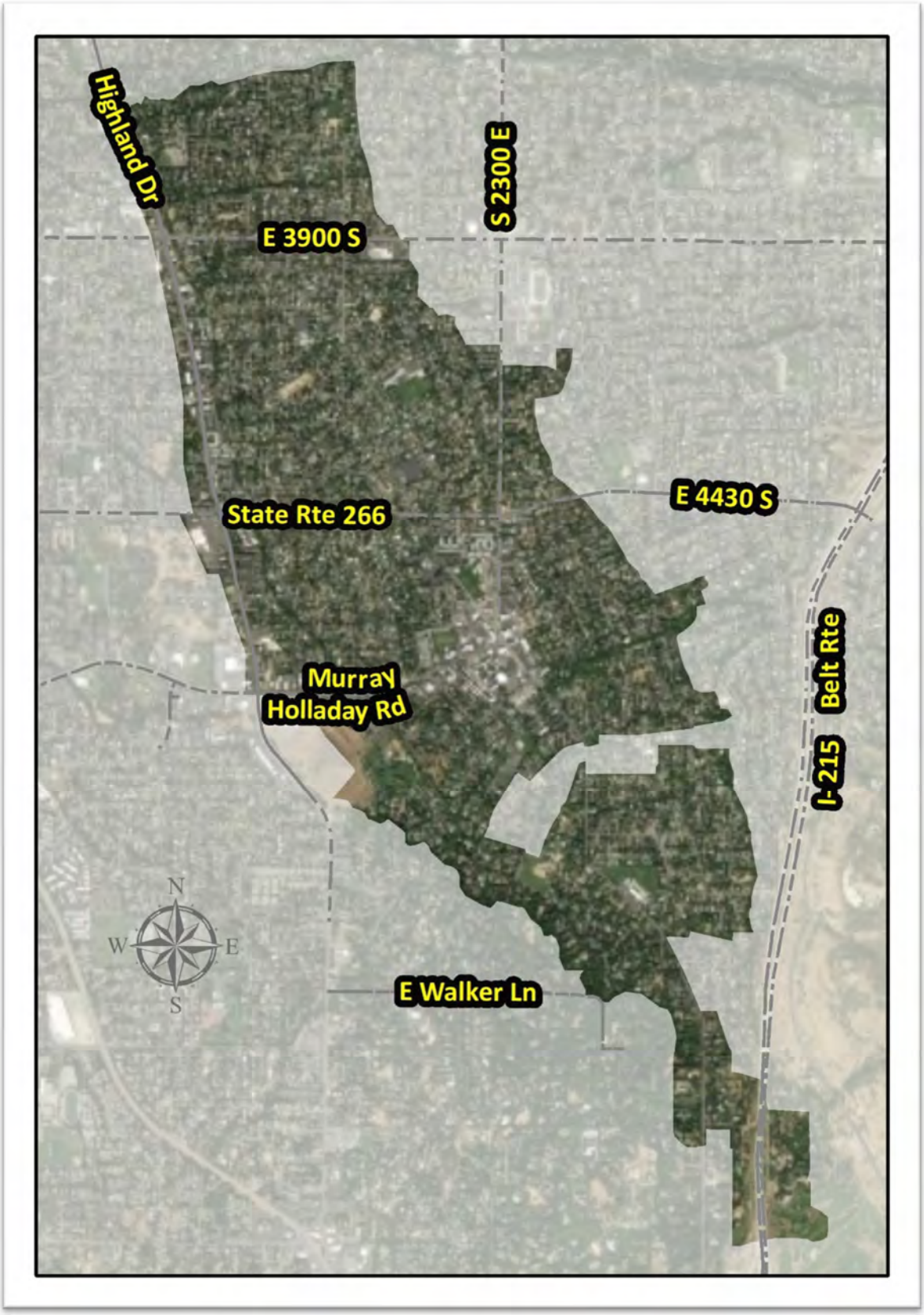


Figure 1 - HWC Service Area 2025

The Holliday Water Company service area does not coincide with municipal boundaries. In general, HWC services portions of Holladay City and Millcreek City. For this reason, it is challenging to directly estimate population for the HWC service area. As reported in HWC's annual public water supplier information provided to the Utah Division of Water Rights, HWC's estimated population for their service area is 14,578. The University of Utah Kem C. Gardner Policy Institute provides population estimates for the municipalities of Holladay City and Millcreek City as shown in Figure 2. These estimates indicate that the average growth of these areas in the last 10 years has been small and that Holladay City has had no net growth since 2015. In fact, both areas have seen a slight decrease in population since 2020. While Millcreek City saw a larger increase in 2020 compared to Holladay City, Millcreek City is only a fraction of the service area. These estimates support HWC's estimate of no population growth in recent years.

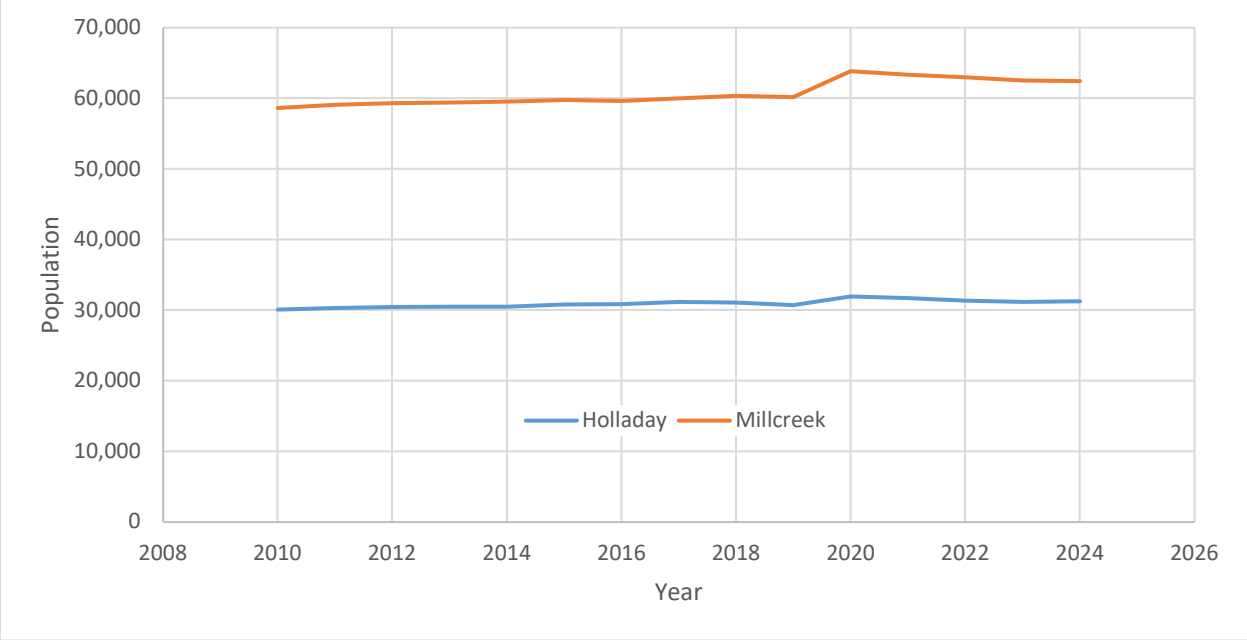


Figure 2 - Holladay and Millcreek Population Estimates

In the past year, HWC has gathered information to assist them in better estimating the population served. Using residential connections and multi-family housing units together with U.S. Census average household size (2.63 persons per household for Holladay City[3]) results in an estimated population of 14,578. This number has decreased from previous estimates as the Census has reported a decrease in the household size in the area from 2.75 to 2.63.

On average over the last five years, the HWC has maintained the same number of service connections per connection type[4]. Many of the homes in the service area have large lawns, gardens, and other landscaped areas. The service area continues to see redevelopment in both residential and commercial zones as older homes and buildings are replaced with newer and generally larger homes.

3 https://censusreporter.org/data/table/?table=B25010&geo_ids=16000US4936070&primary_geo_id=16000US4936070, accessed November 5, 2025.

4 In summary, there has been a total of 27 connections added and 28 connections removed between 2020 and 2024.

Existing Water Users

The HWC has 4,005 metered water service connections, 94 percent of which are residential customers, 5 percent are commercial customers, and the remaining 1 percent are institutional customers. There are no industrial or unmetered connections in the system. Connections categorized by customer class for 2015 through 2024 are shown in Table 1.

Table 1
Number of Connections per Customer Class

Year	Residential	Commercial	Institutional	TOTAL
2015	3782	140	40	3962
2016	3788	140	40	3968
2017	3782	158	40	3980
2018	3790	159	39	3988
2019	3796	160	39	3995
2020	3777	185	44	4006
2021	3767	182	44	3993
2022	3782	185	44	4011
2023	3770	187	44	4001
2024	3777	186	42	4005

Existing Water Supply

HWC relies on two surface water and four groundwater sources to supply water to its customers. The two surface water sources are perennial water sources for the HWC service area. They provide water from:

1. Spring Creek
2. Big Cottonwood Creek (via exchange with Salt Lake City).

The HWC's Spring Creek Water Treatment Plant (WTP) has a nominal peak capacity of 2.5 MGD; however, the actual plant production depends on available flow from the spring, which fluctuates in wet and dry years. HWC staff indicate that the target flow rate from the WTP for much of the year is approximately 1,400 gpm maximum (to avoid overtaxing the spring). Records show that the reliable safe yield from this source is approximately 80 percent of this target (1,120 gpm). Note that the Spring Creek WTP has capacity to be expanded to 3.0 MGD in the future if needed, by adding more filters. Water from the Spring Creek source is currently treated at the Spring Creek WTP, while water from Big Cottonwood Creek is treated by Salt Lake City at the Big Cottonwood Creek WTP and delivered to HWC via interconnections.

In addition to surface water sources, HWC also relies on four wells to provide seasonal water demands to its customers. Water from the wells does not require any treatment. Wells #2 and #3 meet the majority of seasonal demands, while Wells #1 and #4 are used during peak demand periods. Table 2 summarizes the Company's water supply portfolio. Reliable capacity is estimated based on

a number of factors including available water rights, equipped mechanical capacity, and safe yield based on historical average and peak production of sources.

Table 2
Water Supply Portfolio

Source	Type	Reliable Capacity (gpm)
Wells #1 – 1885 E 4500 S	Groundwater	1,357 (combined)
Well #2 – 1993 E Gundersen Ln	Groundwater	
Well #3 – 4360 S Wander Ln	Groundwater	
Well #4 - Live Oak Circle	Groundwater	
Spring Creek	Surface Water	1,120
Big Cottonwood Creek	Exchange	681
	Total Supply	3,158

HWC owns water rights to provide for use of all of its surface water and underground sources of supply. Some of these water rights date back to the 1890s. The Spring Creek source has been used from the early pioneer days. Water rights for the Spring Creek and groundwater well sources have been consolidated.

Water Use Projections

Consistent with the regional goals identified in the Utah DNR Report published in November 2019, the Company's goal is to reduce water usage by 11 percent between 2015 and 2030 and continuing thereafter. Target conservation goals on a per capita demand basis are shown in Table 3 through 2030. Figure 3 illustrates a projection of HWC water use to 2060 alongside the reduction goal. Reliable supply from HWC sources is also graphed for reference.

Table 3
HWC Per Capita Potential Demand Reduction through 2030

Year	Per Capita Demand w/ Conservation (gpcd) 2025 Updated Goal
2015 -2019*	222
2025	218
2026	214
2027	210
2028	206
2029	202
2030	197

** Baseline for 2030 target. Average of use for 2015 to 2019.*

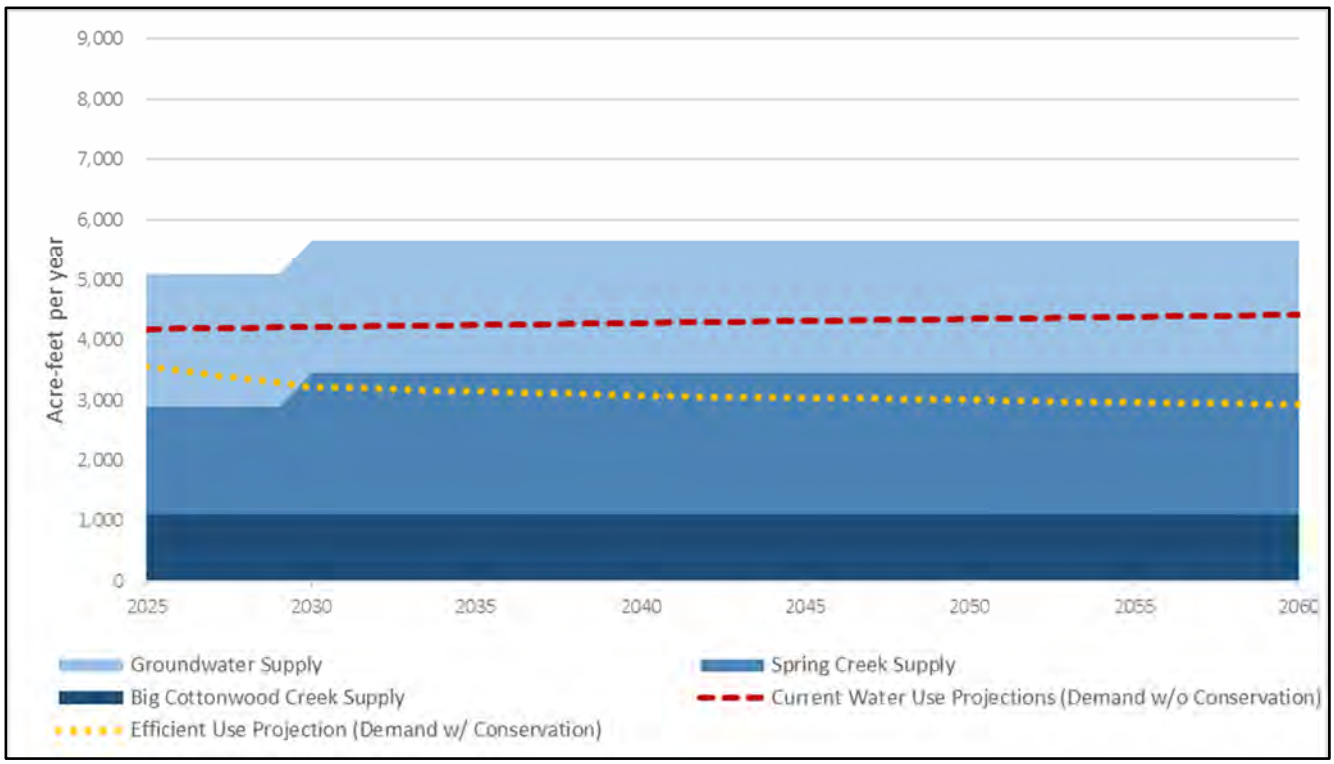


Figure 3 - Projected Water Use, Conservation, and Supply

Groundwater Depletion, Aquifer Recharge and Storage and Recovery

The service area of the HWC is positioned over the Salt Lake Valley aquifer system. While there are no artificial recharge projects within the service area, recharge to the aquifer occurs naturally along the eastern edge of the valley, in the watershed of the Wasatch Range.

BILLING

The four-tiered, graduated rate schedule adopted by the HWC is designed to encourage conservation by requiring higher-use shareholders to pay higher rates. All HWC connections are metered. Meters are read three times annually, in March, June and September. Customers are billed quarterly in January, April, July and October, with January billing including only the minimum base rate charge. The current minimum quarterly charges are summarized in Table 4, and the current Usage Rates are summarized in Table 5.

Table 4
HWC 2024 Quarterly Minimum Charges

Meter Size	Minimum Charge
3/4"	$90.00
1"	$120.00
1 1/2"	$150.00
2"	$270.00
3"	$900.00
4"	$1,200.00
6"	$1,800.00

Table 5
HWC 2024 Usage Rates

Tier	Rate
First 30,000 gallons	$1.84 per 1,000 gallons
Next 30,000 gallons	$2.28 per 1,000 gallons
Next 30,000 gallons	$2.86 per 1,000 gallons
All additional usage	$3.42 per 1,000 gallons

Most of HWC's operational costs remain constant regardless of whether shareholders use more or less water. When customers use less, revenues to conduct operations are reduced without a corresponding reduction in operating costs. When water use drops substantially over an extended period, it may be necessary to raise rates to meet operational costs. Due to the unusual nature of some of HWC surface water sources, the Company believes that long-term conservation may cost shareholders more than it would save from an economic viewpoint. Despite this, HWC will continue to pursue practices of conservation and education in order to exercise wise stewardship of limited water resources.

SYSTEM WATER LOSS

All systems experience some water loss. It is in the best interest of HWC to minimize loss, which represents lost revenue and resources. HWC has implemented measures to reduce loss, including leak repairs, a regular program of pipeline replacement, and meter upgrades.

Leak Detection and Repair Methods

From 2023 to 2024, the HWC replaced all of their meters. As standard practice, the Company notifies individual users when their meter indicates abnormal usage. This notification alerts users and assists in confirming if there are leaks in their system. If a leak is suspected, the HWC sends out resources to assist in finding and repairing the leak (depending on location). Simple repair methods include, first

identifying the leak, excavating the break area, replacing the pipe, then testing and flushing the system. The HWC is responsible for the main water line and service up to the meter. The property owner is responsible for the water service line from the meter to their home and associated landscape irrigation systems.

Water and Revenue Losses

The total amount of water supplied and metered from all sources of supply typically does not equal the total amount of water measured (i.e. sold) at the points of use. The difference in these measurements is the water loss for the system. Water loss can also be referred to as non-revenue water because it is water going out from the sources that the Company is not being paid to supply. Non-revenue water can be attributed to limitations of measuring accuracy, data and accounting errors, system leaks, hydrant flushing, or illicit unmetered use.

Non-revenue water still costs the Company money to pump, treat, purchase, distribute, and deliver. These operating expenditures and lost potential revenue can add up quickly from seemingly small but recurring causes.

Table 6 summarizes the non-revenue water and theoretical associated revenue loss for HWC.

Table 6
HWC Water and Revenue Loss

Year	Percent Loss of Total Water Pumped (%)	Volume Lost (ac-ft/yr)	Theoretical Revenue* Lost ($/yr)
2020	7.26%	339	$377,353
2021	13.21%	557	$620,495
2022	8.05%	296	$330,247
2023	9.53%	370	$412,201
2024	11.65%	504	$561,632

**Theoretical revenue loss is estimated at highest usage rate for comparison only. Some portion of actual water loss, if recovered, would likely be at lower rates.*

While this apparent revenue loss is significant, it is important to understand that not all of the lost water is a real loss and not all of the real loss is economically or physically recoverable. For example, water lost to leakage or main breaks is not water that would otherwise be sold. There is also a portion of loss that is not preventable because of the physical limitations in wet infrastructure. In addition, the Spring Creek source is a spring that runs continuously, so the measures that HWC has taken to reduce water use during the day during peak summer demand allow a considerable volume of this water to drain to the Great Salt Lake, where it can no longer be treated to drinking water standards.

Non-revenue water of less than 10 percent is generally considered to be acceptable for a public water system. Regardless, it is the Company's goal to minimize losses to the maximum extent practical.

As noted in HWC annual water use reports, there are 46 homes that potentially use some portion of Spring Creek overflow water (i.e. water that is not treated) for secondary garden or landscape watering purposes. HWC does not have an effective means to measure this water use, which fluctuates depending on season and availability and may or may not be used.

Water Measurement Methods and Practices

As noted earlier, 94 percent of the Company's connections are residential, 5 percent are commercial, and 1 percent are institutional. All connections in the HWC service area are metered connections, with meter readings occurring quarterly. This allows the HWC to monitor usage, identify unusually high usage or leaks, and charge for water use according to a graduated rate schedule. Each new connection is installed with a meter.

HWC upgraded all meters in its system between 2023 and 2024 to Automated Meter Reading or AMR meters. These meters automatically collect water consumption and status data from water meters. They can be read during a drive-by. HWC reviews meter readings regularly to identify irregularities and replace meters as needed. Since the recent comprehensive upgrade, there has not been a need to replace additional meters; however, it is recognized that long-term, meters will need to be replaced based on an average meter design life of 20 years. There has not been a formal meter accuracy analysis; however, measurements of water supplied each year agree well with total metered water sold each year. The meters are adaptable to convert to Advanced Metering Infrastructure or AMI meters, able to gather real time flow data. This would require towers to be installed, a significant investment but also a future goal of the HWC.

WATER USE AND MEASUREMENT

Total Water Deliveries

Total water delivered to HWC customers is shown in Table 7, organized by customer class for the years 2005 to 2024.

Table 7
Annual Water Deliveries per Customer Class (acre-ft)

Year	Residential	Commercial	Institutional	TOTAL
2005	3,108	444	144	3,695
2006	3,415	488	158	4,060
2007	3,717	459	162	4,339
2008	3,391	473	176	4,041
2009	3,242	453	169	3,864
2010	3,368	470	175	4,013
2011	3,176	529	159	3,864
2012	3,803	633	190	4,626
2013	3,418	569	171	4,159
2014	3,433	586	167	4,186
2015	3,153	219	211	3,583
2016	3,349	245	170	3,764
2017	3,352	233	231	3,817
2018	3,497	219	250	3,966
2019	3,060	220	233	3,513
2020	3,835	264	226	4,325

Year	Residential	Commercial	Institutional	TOTAL
2021	3,234	261	162	3,658
2022	3,000	236	152	3,388
2023	3,074	247	190	3,510
2024	3,378	242	200	3,821

As is apparent in Table 7, total water usage in 2022 was lower than average. HWC has confirmed that this total is correct. The decreased usage was a result of unusually wet and cool periods of the year when very little water was used for outdoor irrigation. The rise in 2020 can be attributed to the COVID-19 pandemic, with additional residents staying home and an associated increase in residential water use.

Estimated per capita usage for the years 2005 to 2024 is shown in Table 8. From year to year, the per capita usage fluctuates as more or less water is used for irrigation depending on average temperatures and annual rainfall.

A significant factor in the variation in per capita use estimates is the population estimate for the Holliday Water Company service area. As noted previously, the service area is built out, and the estimated population served has been relatively constant since 1991. The apparent decrease in population in 2024 (and associated apparent increase in per capita use) is solely attributable to a U.S. Census decrease in household size. There has been no associated decrease in connections served.

Table 8
Per Capita Demands by Customer Class[5] (gpcd)

Year	Residential	Commercial	Institutional	TOTAL	5-Year Average
2005	185	26	9	220	-
2006	203	29	9	242	-
2007	221	27	10	258	-
2008	202	28	10	240	-
2009	193	27	10	230	238
2010	200	28	10	239	242
2011	189	32	9	230	239
2012	226	38	11	275	243
2013	203	34	10	248	244
2014	204	35	10	249	248
2015	188	13	13	213	243
2016	199	15	10	224	242
2017	200	14	14	227	232
2018	208	13	15	236	230
2019	182	13	14	209	222
2020	228	16	13	257	231
2021	191	15	10	215	229
2022	176	14	9	199	223
2023	181	15	11	207	217
2024	207	15	12	234	222

Water Efficiency Progress

A review of the data for total water sold year by year from 2015 to 2024 reveals a downward trend (dashed line) in all categories but commercial. Commercial has the second lowest usage volume of all categories (about 6 percent of overall usage). All of the water that the HWC utilizes is potable. The following charts summarize this data.

More than half of HWC's water use is outdoor use, so total water use varies from year to year based on environmental factors including temperature and precipitation. For this reason, it is also useful to look at rolling averages of water use. Table 8 includes a rolling five-year average (i.e. the average of a given year and the four previous years). This demonstrates a general decrease in annual per capita water use. From 2015 to 2024, the five-year average use has decreased by 8.5 percent.

[5] Values in Table 3 are rounded. In a few cases the values in the column titled "Total" will not match a direct summation of the values as they appear in the preceding columns.

Figure 4 (Parts A through D)
Metered Usage Trends by Connection Type

Based on a relatively constant population from year to year, these numbers indicate a trend of conservation. Note also that the four years of record with the lowest per capita use have come after 2015, when HWC first adopted its conservation plan. The current mix of conservation practices appears to be effective, and as such, will be continued into the foreseeable future.

Table 9 lists the current per capita use in gpcd by type and use for the calendar year 2024. During this year, 88 percent of water consumption came from residential users, 6 percent from commercial users and 5 percent from institutional users.

Table 9
Current (2024) per Capita Water Use (gpcd)

	Indoor (Winter Use)	Potable (Outdoor)	Non-Potable (Secondary)	Total
Residential	92	115	0	207
Commercial	7	8	0	15
Institutional	5	7	0	12
Industrial	0	0	0	0
Total	104	130	0	234

WATER CONSERVATION PRACTICES

Successes and Challenges for Conservation Efforts

HWC's 2020 Conservation Plan Update identified a conservation goal of 205 gpcd by 2030. HWC achieved an average of 222 gpcd for 2020 to 2024, which still represents a more than 8 percent reduction relative to pre-2015 usage. HWC has implemented a program of water conservation and has had success in this effort, however yet not to the scale of achieving the 2030 conservation goal. Challenges of implementing conservation for the HWC include the fact that as a private mutual water company, the HWC does not have the authority to adopt an ordinance, nor do they have enforcement authority to compel shareholders to comply with recommended conservation practices. The service area is fully developed and the opportunity to reduce demands through new development standards is limited to redevelopment of individual lots or small areas. Redevelopment does occur, but much more slowly than new development. While this means there is little demand increase due to growth, it also means there is less opportunity to improve the per capita usage. Despite these challenges, HWC continues to encourage users to conserve through education and other best management practices.

FUTURE CONSERVATION MEASURES

Potential additional conservation measures that could be implemented by the HWC are discussed in this section. Due to the interrelated nature of conservation measures, the amount of water that will be saved by any individual program cannot be estimated accurately. However, the combined effect of these programs can be monitored by the HWC relative to its conservation goals. As necessary, conservation measures can be added or modified to improve performance.

Conservation Newsletters

HWC will consider increasing the frequency in which they send out their newsletter, which is currently sent out on an annual basis. The newsletter will include information regarding rebates that are offered for Utah residents such as landscape incentives and smart controller incentives from Utah Water Savers. Over half of the water used in the system is for outdoor irrigation. By promoting the use of xeriscaping and the associated rebates, a reduction could be seen in the largest demand on the system.

The increased frequency of the newsletter would be implemented following the first quarter of the 2026 year. Annual checks will be performed to evaluate the effectiveness of this measure in encouraging conservation.

WaterSense Program

The "WaterSense" partnership program developed by the Environmental Protection Agency provides free access to media materials, public service announcements, fact sheets, brochures, and bill stuffers with water-efficiency messages. The HWC may consider becoming a WaterSense partner to obtain relevant information and encourage conservation. There is no cost to HWC for a WaterSense partnership.

Given there is not any barrier to entry in joining the program, this change can be executed within the following year. The information can be paired with bills that are sent out. Effectiveness can be gages using an evaluation process similar to the newsletter.

District Services Booths

The HWC will seek opportunities to host a booth at community functions to help citizens learn more about the HWC and the HWC Water Conservation Plan. Booths can be set up with water conservation suggestions, information about the current water supply situation, and other activities that teach about wise use of limited water resources. The primary cost associated with this practice is the cost to staff the booth.

The timing for implementation of the booth is dependent on the frequency of community functions. At a minimum HWC would like to host one booth in 2026 at a community event.

Water System Audit

The HWC will consider conducting a formal water system audit. This would include evaluating the accounting, management and operations practices of the company. The purpose would be to identify inefficiencies and recommend course corrections. A formal audit of the HWC system could cost anywhere from $30,000 to $50,000.

The audit is expected to be implemented before the submission of the next Water Conservation Plan. Effectiveness of the audit in promoting conservation will depend on the result of the audit. Depending on results of the primary audit, a secondary audit may be required for a more in-depth investigation.

Leak Detection Survey and Repairs

The HWC will consider commissioning a leak detection study. These studies consist of numerous field tests, main and valve potholing or excavation, and additional system metering to identify potential system leaks. Once identified, the leaks would be placed on a prioritized repair schedule. A leak detection survey for the HWC service area may cost anywhere from $25,000 to $35,000. The cost of the repairs depends on what issues are discovered and where they are located.

Following a leak detection study, the Company can consider implementing a regular leak detection program depending on the severity of the results. HWC replaces nearly a mile of old and undersized pipeline each year, and closely monitors the condition of existing pipes and meters. Known leaks are always addressed as quickly as possible.

Expanded Telemetry and Automated System Operations

The HWC continues to upgrade their SCADA system to remotely monitor flow and pressure, and will consider installing additional pressure and flow sensors throughout the system with automated reporting capabilities. This would allow the company to have a better pulse on the system and identify potential problems sooner. Remote sensing and reporting can cost approximately $30,000 per site for capital costs, installation, and programming. There will also be long-term operations, maintenance, and replacement costs.

The SCADA upgrade is expected to be implemented and commissioned within the next two years.

CURRENT CONSERVATION BEST MANAGEMENT PRACTICES

With each update to the HWC Conservation Plan, HWC has been able to report progress in conservation and successful implementation of conservation best management practices. The following paragraphs summarize measures that have been taken since the HWC adopted their first

Conservation Plan. Focus in the next five years will continue to be on educating water users regarding conservation through web-based information, public events, and annual reports.

Water Conservation Coordinator

To measure the success of conservation efforts and tracking for the overall conservation goal, HWC will continue to estimate per capita water demands on an annual basis based on yearly production data, updated numbers of system connections, and population estimates.

HWC has designated Mr. Darren Shepherd as the solely responsible Conservation Coordinator. He can be reached at (801) 277-2893.

Water Conservation Plan

HWC maintains and regularly updates its Water Conservation Plan to comply with the Utah Water Conservation Plan Act. This plan allows the HWC to proactively encourage conservation, to implement conservation strategies, and to measure the success of implementation on a regular basis.

Public Awareness

Conservation messaging has increased on bills issued by HWC as well as on the annual newsletter to customers. In addition, HWC posts a list of conservation tips on their website as well as links to additional conservation information at Water - Use It Wisely.

Water Conservation Ordinances and Standards

As previously stated, HWC does not have the authority to adopt an ordinance, nor do they have enforcement authority to compel shareholders to comply with recommended conservation practices. All of the conservation efforts, therefore, must be voluntary actions from users or systemic approaches that can be managed and controlled by HWC.

A resolution was adopted by the Company on April 15, 2004, to prohibit the use of culinary water for irrigation purposes during the day from 10:00 a.m. to 6:00 p.m. to help conserve water and to reduce losses to evaporation during the hotter parts of the day.

Water Pricing

A graduated rate schedule was adopted as of July 1, 2004. This rate schedule added two new tiers to the former two-tier schedule and reduced the size of the tiers to encourage high usage customers to reduce their consumption. The four-tiered rate schedule has also been updated since 2020 to reduce the volume of usage blocks (see Table 5). To encourage conservation, the rates have been modified four times in the past five years.

Control Practices to Minimize Loss

The wells in the system are continuously metered. The Spring Creek WTP is also continuously metered and monitored via SCADA. All Salt Lake City Public Utilities exchange connections are metered. Water system pressures can be remotely monitored at various locations in the system. Critical system elements are equipped with alarms to quickly notify an on-call operator of problems.

Strategic Source Utilization

HWC makes every effort to maximize the usage of surface water sources (i.e. Spring Creek and Big Cottonwood Creek via exchange with Salt Lake City Public Utilities) prior to utilizing underground sources. The greater the usage from surface water sources the less need there is to pump from wells

and the greater the volume of water that can be conserved in the aquifer. Conversely, unused spring water drains to the Great Salt Lake where it is no longer usable as drinking water. Water not utilized from the Salt Lake City Public Utilities exchange agreement is used by Salt Lake City's customers at the expense of HWC shareholders, so it is in the Company's best interest to prioritize optimal use of surface water sources.

Meter Testing/Replacement Program. HWC's program of regularly reading meters throughout the year allows them to easily identify meters that are no longer working. These meters are replaced immediately. Between 2023 and 2024, HWC invested in new meters for all 4,000 customers. The new meters can be read from a device as the operator drives down a road, reading the data locally. In the future, these meters can be upgraded to provide real-time data on water consumption. This will provide HWC instant access to meters which may leak or otherwise fail.

IMPLEMENTING AND UPDATING THE WATER CONSERVATION PLAN

HWC discussed and adopted the 2025 Water Conservation Plan Update as part of their January 15, 2026 Board Meeting. HWC provides public notice of all Board Meetings via their website. Documentation of discussion and adoption of the Conservation Plan at the January 15, 2026 Board Meeting is included as an appendix.

APPENDIX

Holliday Water Company

Jan. 16, 2026

To whom it may concern,

On Jan. 15, 2026, Holliday Water Company board of directors reviewed and accepted the 2025 Water Conservation Plan Update, which was prepared by Bowen Collins engineering firm. Board acceptance of the Water Conservation Plan is recorded in the company's Jan. 15, 2026 board meeting minutes. The company will inform water users of the board's acceptance of the plan going forward. The following message (and related messages) will be shared with water users via newsletters, website, bills and community events where the company's participation is requested.

Web copy and newsletter notice:

HWC board approves water conservation plan

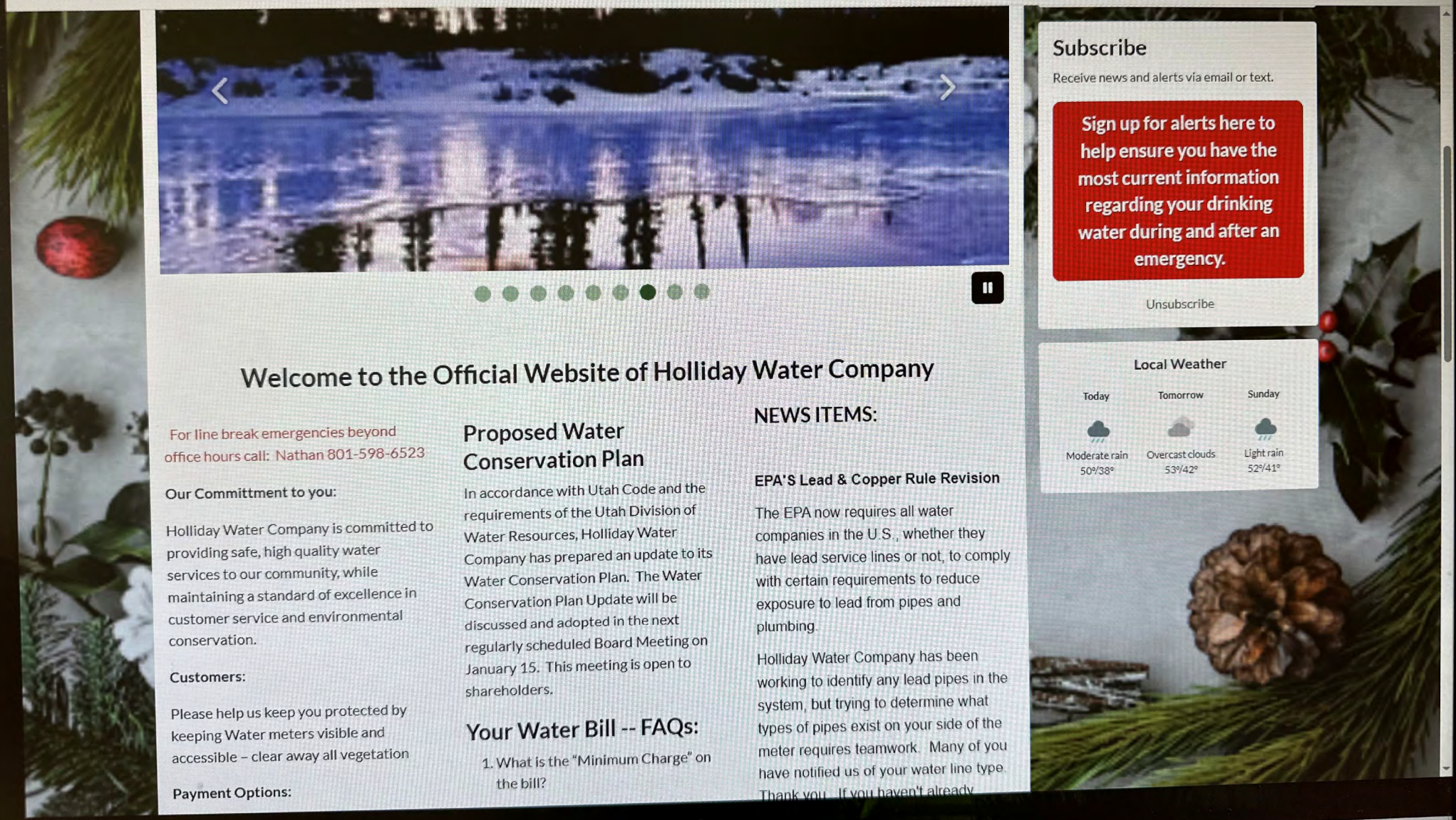
Holliday Water Company board of directors approved a water conservation plan, Jan. 15, 2026, to help reduce total water usage by more than 10 percent by 2035.

The comprehensive plan is the result of the Utah Water Conservation Plan Act requiring water providers our size to maintain a plan with regular updates. Some of the conservation measures include:

- Continued use of our four-tier pricing schedule;
- Promote use of time-efficiency tools (e.g., automatic and smart-sprinkling systems), high-efficient showerheads and faucets, and ongoing conservation messages;
- Encourage landscape watering between the hours of 6 p.m. to 10 a.m.
- Provide conservation info booth for community events; and

For more information about the company's commitment to water conservation, contact Darren Shepherd, Holliday Water Company, 801-277-2893.

Darren Shepherd,
General Manager and Board Member



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Water Quality - Salt...

Welcome to the Official Website of Holliday Water Company

For line break emergencies beyond office hours call: Nathan 801-598-6523

Our Committment to you:

Holliday Water Company is committed to providing safe, high quality water services to our community, while maintaining a standard of excellence in customer service and environmental conservation.

Customers:

Please help us keep you protected by keeping Water meters visible and accessible – clear away all vegetation

Payment Options:

Proposed Water Conservation Plan

In accordance with Utah Code and the requirements of the Utah Division of Water Resources, Holliday Water Company has prepared an update to its Water Conservation Plan. The Water Conservation Plan Update will be discussed and adopted in the next regularly scheduled Board Meeting on January 15. This meeting is open to shareholders.

Your Water Bill -- FAQs:

1. What is the "Minimum Charge" on the bill?

NEWS ITEMS:

EPA'S Lead & Copper Rule Revision

The EPA now requires all water companies in the U.S., whether they have lead service lines or not, to comply with certain requirements to reduce exposure to lead from pipes and plumbing.

Holliday Water Company has been working to identify any lead pipes in the system, but trying to determine what types of pipes exist on your side of the meter requires teamwork. Many of you have notified us of your water line type. Thank you. If you haven't already

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Local Weather

Today	Tomorrow	Sunday
Moderate rain	Overcast clouds	Light rain
50°/38°	53°/42°	52°/41°

41°F Cloudy
11:16 AM
1/2/2026

Get in Touch

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bowencollins.com

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