



2023

**Annual
Report**



A Message from District Manager Abel Moreno

Another year has come and gone, and we offer the following highlights and milestones accomplished in 2023. The District made significant strides in multiple areas including finishing the design for the Klein Enhancement Project, undertaking the Williams Monaco Wastewater Facility (WMWF) facilities assessment, planning for remodels of the Klein Water Treatment Facility (KWTF) and WMWF. During all of this we continued to move forward our work on the strategic plan and focus on outreach and communication.

As mentioned, the Klein Enhancement Project completed design of the new ion exchange water treatment facility before the end of the year. With this achievement staff have been able to more accurately finetune our gameplan for submitting our funding applications, which will then help finalize the timeline for construction of this critical infrastructure project.

The WMWF has begun the groundwork for a facilities assessment of the liquids and solids operating processes in order to develop a “roadmap” for the future of the wastewater plant’s operations. This work includes the assessment of the current facility and evaluates opportunities for improvements allowing us to be situated in the best place possible to provide wastewater services for the community for years to come.

Staff have worked diligently on planning the workspace remodels at the KWTF and WMWF preparing a modern and functional workspace for our employees. The KWTF improvement project will convert the former chemical storage area to functional workspace for our growing water systems operation. This project should be completed by the end of the first quarter of 2024. The WMWF is revamping most of the office space with a more modern look for the plant staff. We expect this project will be completed by the end of the second quarter of 2024.

An emphasis on outreach and communication throughout 2023 positioned us closer to our vision to be recognized as a leading organization in our community through the role we play in the provision of high-quality water services. The outreach and communication we participated in the last year has fostered our relationships with stakeholders and the community we serve, and I am looking forward to how these relationships will grow in the coming years.

In 2023, we initiated the new Information Technology and Information Services Department with the hiring of a new IT/IS Department manager. This is significant given the amount of data the District is developing on an annual basis. This Department initiated a security assessment of the District’s operations, evaluated opportunities to improve and enhance technology in the District, and is working towards inventorying District hardware and components to get them on a more proactive replacement schedule.

2023 was the first year the District has tackled the goals and objectives of the Strategic Plan. Action items from multiple objectives have been initiated or completed including training needs assessments, development of a communication plan, continuation of the District cash flow model, inventory planning, development of a sustainability team, and increase use of technology to provide real time accurate information of system operations.

In the upcoming year, 2024, the District will continue to demonstrate its outstanding water and wastewater services to our valued ratepayers. I extend my heartfelt gratitude to the Board for their unwavering dedication and support to the District. Additionally, I appreciate the loyalty and exceptional service provided by our staff to our ratepayers.

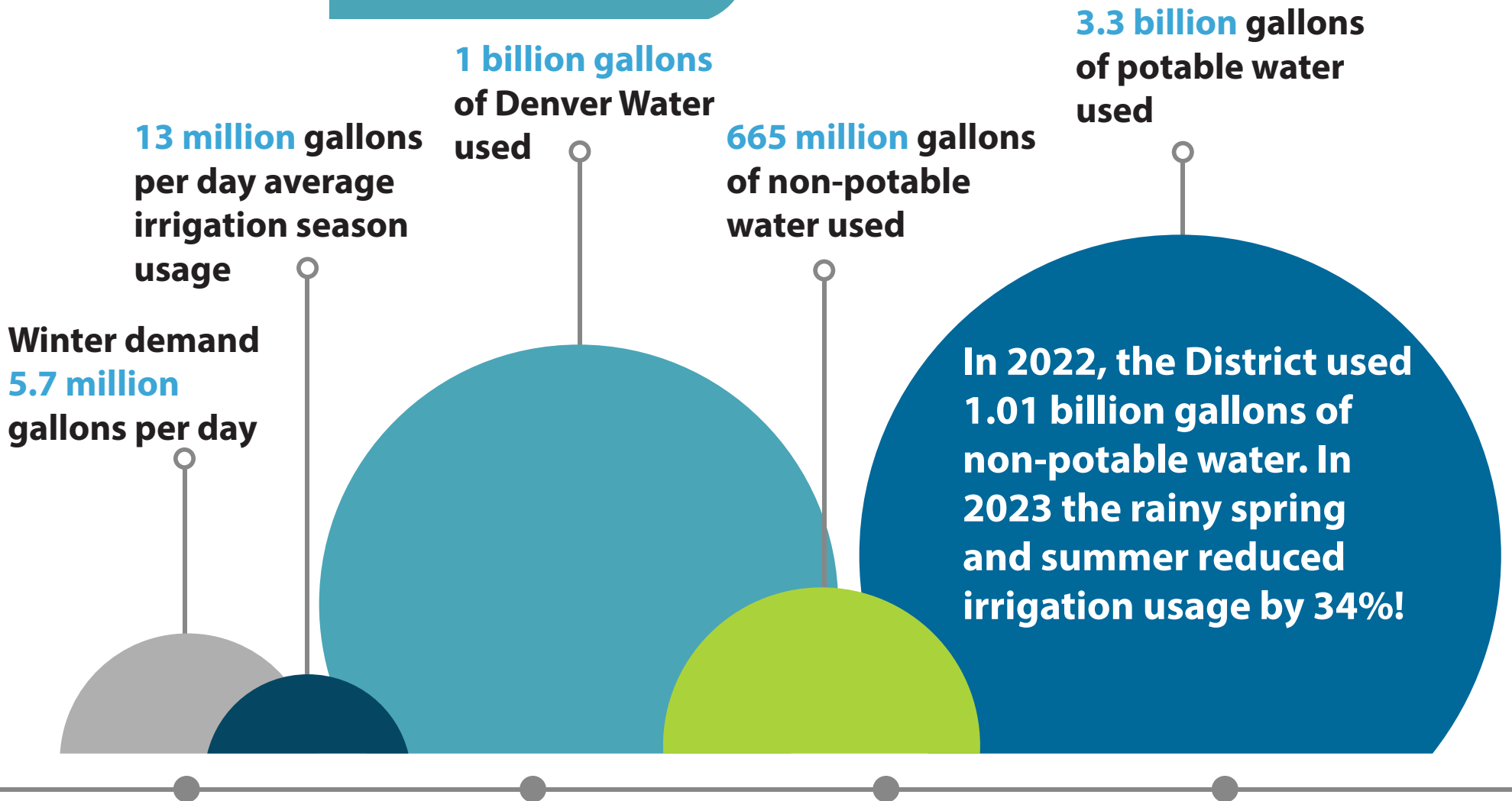
Abel Moreno
District Manager
South Adams County
Water & Sanitation District



Water Systems Demand



In 2023 1.8 billion gallons of water delivered to augment our well depletions



Water Quality

The WQ Lab performed almost 11,000 tests on our water – distribution, irrigation, process control and source waters. These 11,000 tests generated over 35,000 data points!



Total Hardness: The WQ Lab analyzed over 500 distribution system samples for total hardness with an average of 106 mg/L.



The WQ Lab analyzed almost 600 samples for PFAS. If submitted to a commercial lab, this would have cost the District approximately \$240,000 in analytical fees.

The number of samples and tests performed broken down:
Distribution > 6,000
Irrigation > 1,000
Process Control > 3,500
Source Waters > 150



In 2023 the lab purchased a dual ion chromatograph. It can monitor anions and cations – fluoride, nitrate, sodium, and calcium. and replaces 15-year-old instrumentation. The machine also has the ability to develop standards for testing purposes



Rendering of new Ion-Exchange treatment plant

In late 2023, the District completed design of the new ion-exchange treatment plant. Construction is expected to begin by the end of the first quarter of 2024.

Klein Enhancement Project

Wastewater Renewed



1.33 Billion gallons of wastewater treated

Total pounds of Biological Oxygen Demand (BOD) treated 4,150,848---
98.88% removal

Total pounds of Ammonia (NH3) treated 317,673---
70.99% removal

Total pounds of Total Suspended Solids (TSS) removed 4,203,352---
96.93% removal

10,020.72
Tons of Biosolids
composted!
A 23.8% increase
from 2022!

Biological Oxygen Demand (BOD) is a measure of the amount of oxygen required to remove waste organic matter from water in the process of decomposition by aerobic bacteria (those bacteria that live only in an environment containing oxygen).

Total Suspended Solids (TSS) refers to waterborne particles that exceed 2 microns in size. This could be anything that floats or "suspends" in water, including sand, sediment, algae and bacteria.

Ammonia (NH3) is a common toxicant derived from wastes, fertilizers and natural processes. High levels of ammonia can have negative effects to aquatic life and the treatment process.



Wastewater Laboratory

The wastewater laboratory staff performed over **14,000** analyses in 2023! These tests were made up of the below samples.

11 daily sample locations

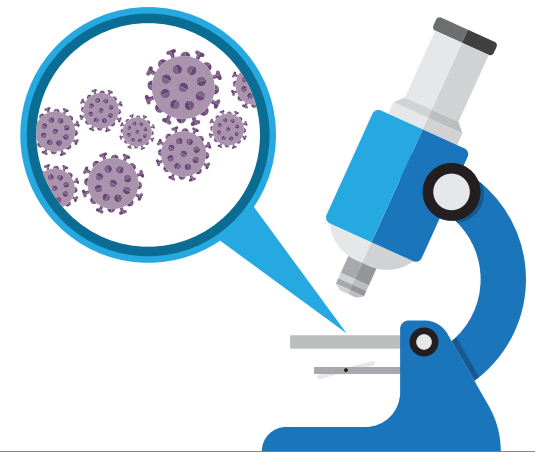


Quarterly biosolids samples

2 monthly sample locations

In 2023, Wastewater Operations & Maintenance Supervisor, Jordan Tate, and Chemist, Michael Haxby, received the “intermediate variable certification” allowing the District to continue wastewater’s deployment of the WIMS database and begin implementation of the RIO cloud service

Protecting the South Platte River!



The wastewater laboratory acquired a new microscope to better monitor the microbiological population in our process sludge with plans to livestream process sludge to the facilities newly remodeled reception area.

Industrial Pretreatment

25 Permitted User Inspections

228 Industrial User Inspections

The Pretreatment team has improved their monitoring of compliance with interceptor maintenance mandated by the District. They've developed a comprehensive tracking list for businesses subject to pretreatment requirements, regularly updating it throughout the year. In 2023, an Automatic Email Tracking System was implemented. This system now automatically sends emails to facilities that fall out of compliance, prompting them to either schedule interceptor pumping or submit their waste hauling records to the District. This streamlined process has notably cut down on the time the pretreatment department used to spend chasing waste hauling manifests, resulting in an 85% compliance rate.

2022

Jet Operations

2023

577,300 Feet Total Feet of Sewer Lines Cleaned 752,507 Feet

112,624 Feet Total Feet of Sewer Lines Televised 48,836 Feet

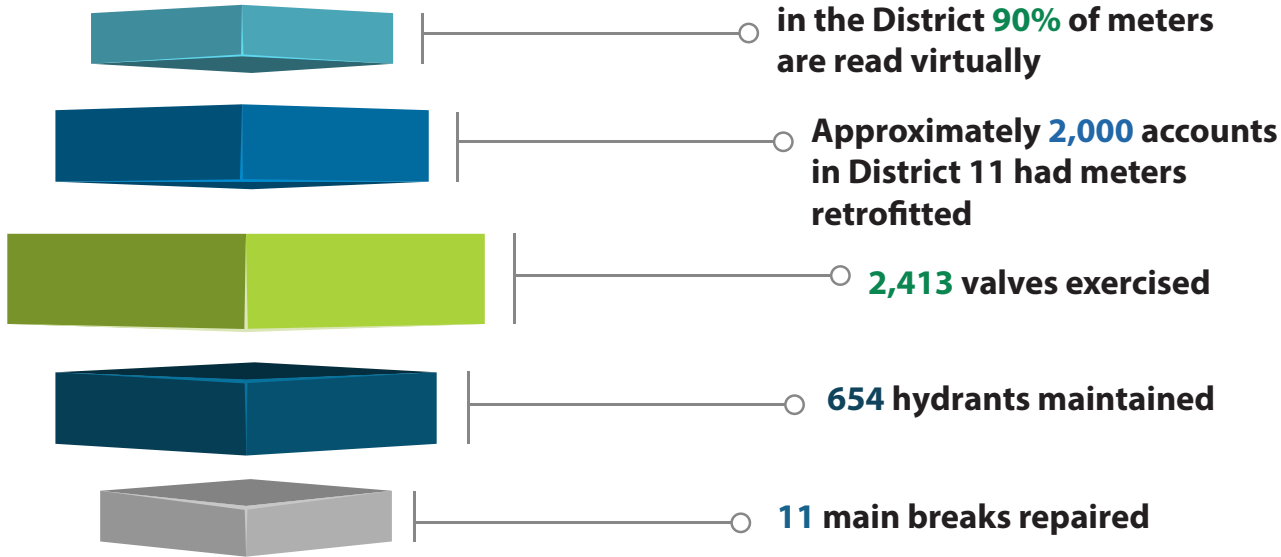
720,739 Gallons Total Water Usage 799,422 Gallons

49,908 Feet Cleaned Monthly Hot Spots 49,908 Feet Cleaned

30% Increase in sewer lines cleaned in 2023!



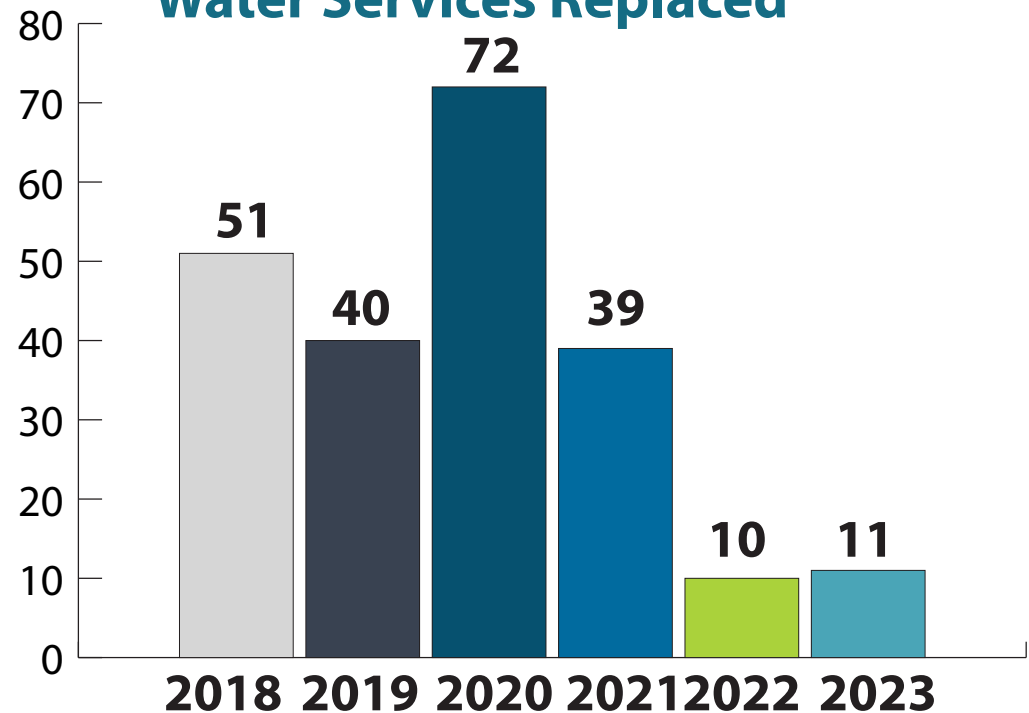
2023 Maintenance & Meters



The District has seen a reduction in water service line replacements since 2021. This decrease can be contributed to the implementation of the Ennis Water Softening process and the work completed through the District's proactive Repair & Replacement maintenance program.



Water Services Replaced



Business & Development



2023
2,948 backflow preventers monitored

100% COMPLIANCE



3.5% Increase in backflow preventers monitored

2022
2,848 backflow preventers monitored

100% COMPLIANCE

2023 Development Overview

186 projects reviewed

27 projects in construction phase

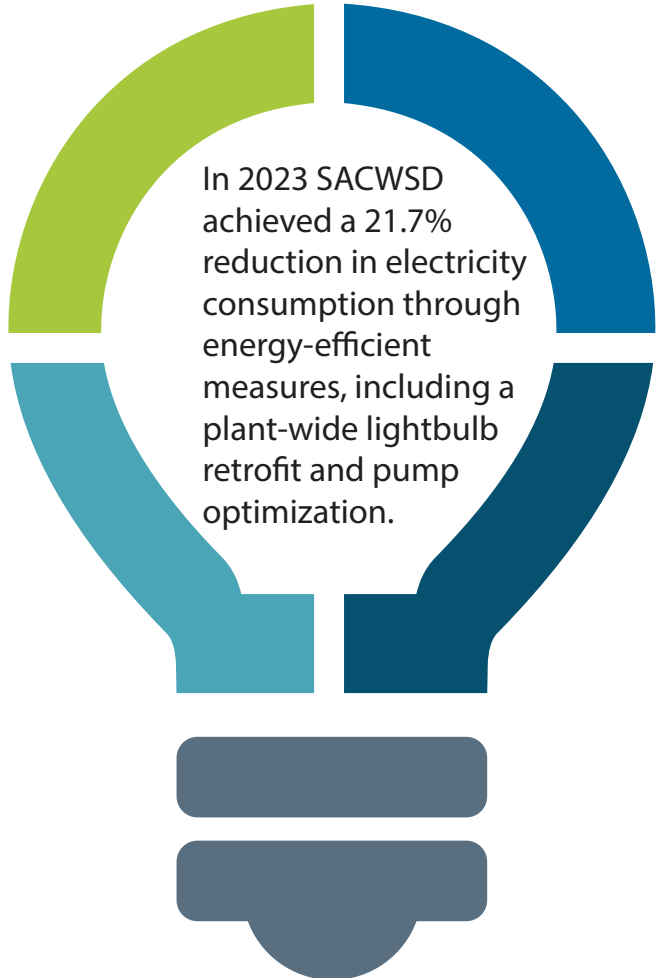
15,768 locates performed

1,241 meters placed at 682 addresses
682 potable 653 non-potable





Fleet & Facilities

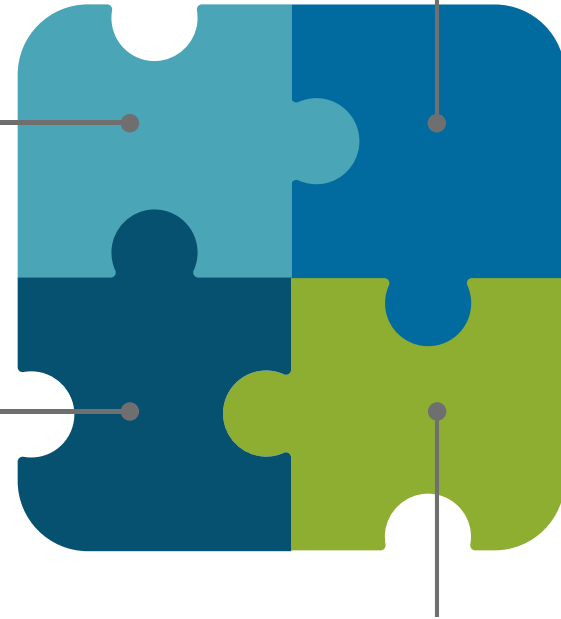


New additions to the fleet!

added new L23 mini loader for maintenance staff and snow removal (Klein)

3 Hybrid Ford Mavericks

replaced two skid steer loaders (DCD and Williams Monaco)



added new sewer bypass pump and trailer for fast response to potential sewer backups (DCD Maintenance)

Upcoming in 2024!

Generator Replacement : 77th and Pontiac generator planning completed, removing old generator and underground fuel tank.

Landmark irrigation repairs and landscape improvements (designed by Denver Botanical gardens) to be completed in 2024.

Renovations at Williams Monaco Wastewater Facility, Klein Water Treatment Facility & Stevenson Administration Office

Finance & Administration



**Moody's
Financial Rating
Aa2**

**S&P
Finance Rating
AA**

**961
Water ERUs sold
in 2023**

**811
Sewer ERUs sold
in 2023**

**256,994
Payments
made in 2023**

**25,062
Phone calls
answered in 2023**

**1,273 Service
requests created
in 2023**

**8,075 Work
orders completed
in 2023**



**93% of calls were
answered in a minute
or less!**

**Average answer
time of 23 seconds!**

Communication & Outreach

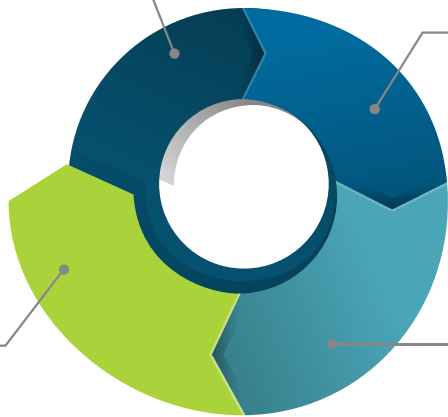
The District increased its presence on social media over 2023 and the result was an increase in followers on all platforms

8.6% Increase in followers on Facebook.
The District also expanded into the Meta suite and joined Instagram

17.4% Increase in followers on X (Twitter)

149% Increase in followers on LinkedIn

1,519 additional households reached on Nextdoor



In 2023, the Klein Water Treatment Facility hosted 15 tours & staff participated in 14 outreach events & 2 public meetings!

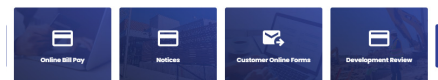
The Art on Fire Program was a hit with the community!



EVENT SPOTLIGHT!
The District hosted our first National Night Out!



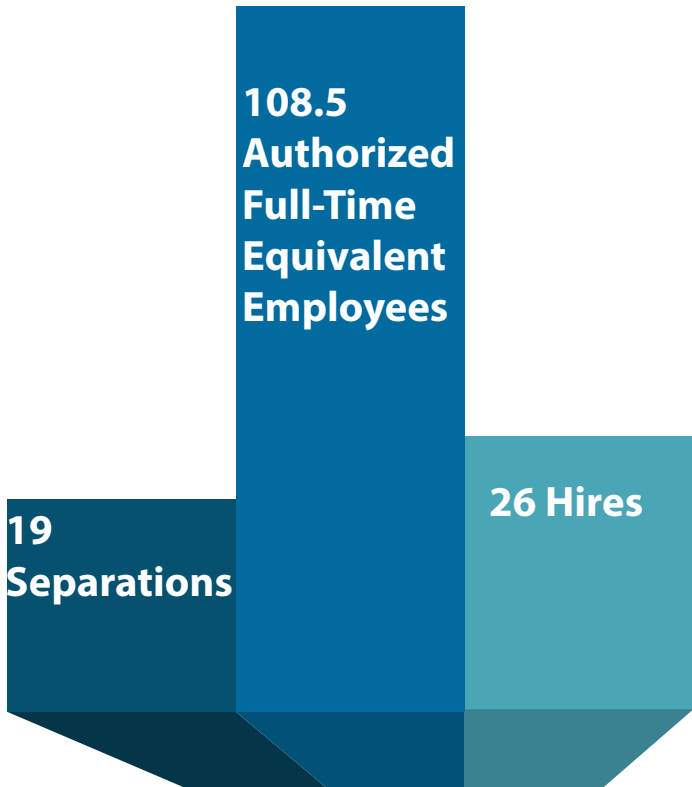
The District's new website launched in June 2023 with our new URL SouthAdamsWaterCO.Gov



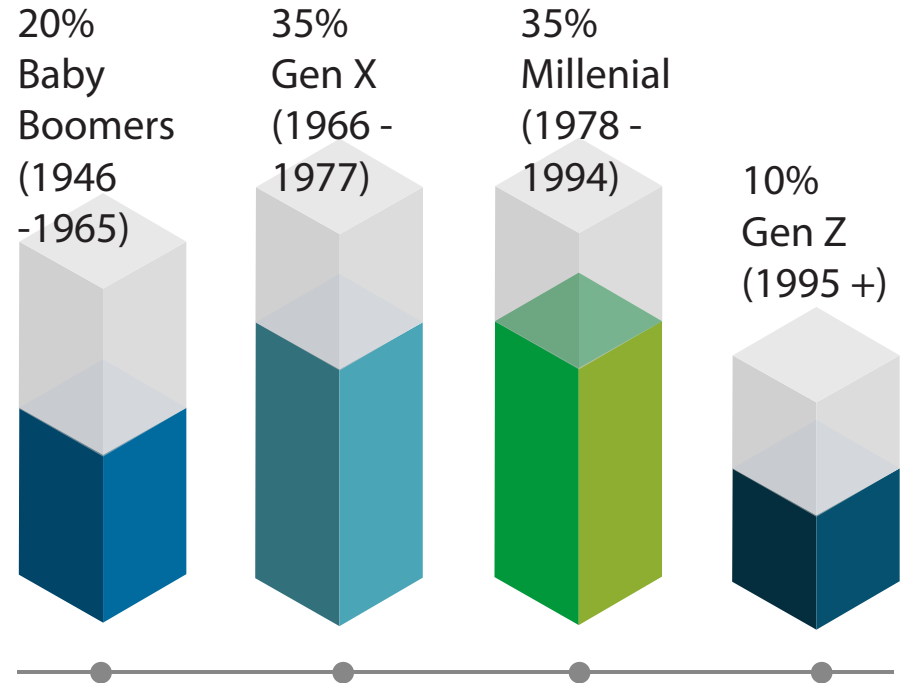


Human Resources

2023 Overview



Employee Generation Demographics



17.5% Turnover YTD



Information Systems & Technology



The District created the first Information Systems & Technology Department in 2023. This new department signifies a significant step forward, enabling the District to enhance the utilization of data for informed decision-making and to monitor our technology infrastructure, ensuring the adoption of the most effective systems.

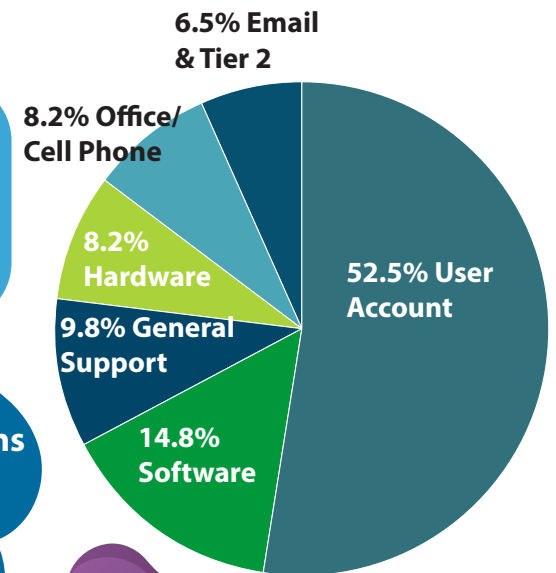
Notable Projects

Wireless Network Rebuild- IT replaced all of the access points throughout the District providing much better WIFI coverage at all facilities. This work also modernized tools for management of the devices to use in the future.

Park Place Entuity Roll-Out- IT began the process of transitioning managed services from Envision to Parkplace Technology. Parkplace will provide more comprehensive monitoring and management of our servers and network infrastructure.

Cyber Security Assessment Start- IT worked with Point Solutions Group to start a technology security assessment, and audit of policies and practices. This work will guide us on how to repair any vulnerabilities and make sure we continue to minimize cyber security risks.

Breakdown of IT Service tickets requested by category



17 Days 1 Hr 10 Mins
Ticket Close Time
Average

583 Total IT Service
Tickets Requested

4 Hr 24 Min
First Response
Time





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