MOUNTAIN REGIONAL WATER

November 9, 2026

To: Administrative Control Board

From: Andy Garland

Re: 2026 Merit Bonus Request

According to the MRW Personnel Policies Manual, the Annual Bonus Program was established by the ACB to provide the opportunity for employee bonuses based on the District's annual evaluation of its goal accomplishment, subject to the availability of funding at year-end.

The District has sufficient funds available to support the Annual Bonus Program this year. In addition to financial capacity, I believe the District has had an exceptionally productive year and that our employees have demonstrated a strong commitment to operational excellence, customer service, infrastructure investment, and responsible stewardship of our water resources.

A Year of Progress and Accomplishment

It has now been one year since we moved into our new offices. The new facility has provided a more professional work environment and enhanced the District's appearance. More importantly, it has positively impacted employee satisfaction, morale, and our ability to serve the community.

Our new facility has also become a resource for the broader community. Over the past year:

- Several Summit County departments have utilized our conference room for meetings and other activities.
- The television show Marshals filmed an episode in our shop.
- In May, we had the opportunity to host the EPA Administrator.

These activities demonstrate the value of our new facility and the positive visibility it has brought to Mountain Regional Water.

Beyond the new facility, every department has continued to make meaningful progress on important projects and daily responsibilities. The following highlights represent only a portion of the work our employees accomplished throughout the year.

Department Accomplishments

1. ETM Department

Chris, Kadin, Mike

- Assisted with the rollout of the Enterprise Asset Management (OpenGov) system, including development of data structures and workflows for fleet management.
- Upgraded and replaced electrical transformers.

2. Transmission Department

Brandon, Dixon, Jake M., Brian

- Completed construction of the new shop.
- Installed a new transformer.
- Pulled, repaired, and replaced multiple pumps and motors throughout the District.
- Upgraded pumps at Old Ranch Road.

3. Customer Service Department

Anna, Jackie, Kimbre, John, Ryan H.

- Submitted 17 Landscape Incentive Program applications in 2026, with eight projects completed.
- Increased EyeOnWater customer adoption to 60%, with the majority of participating customers having Leak Alerts activated.
- Successfully recovered delinquent payments on properties with outstanding balances.
- Proactively managed water conservation by contacting customers with high water usage and excessive irrigation.
- Began actively utilizing OpenGov for work order management.
- Installed smart meters with pressure sensors in every tank zone.
- Successfully hosted a luncheon for local backflow testers.
- Maintained compliance across all irrigation assemblies.

4. Distribution Department

Ryan W., Cody, Jaxon, Chris S., Carsen, Richard, Rick, Brian

- Serviced 1,380 fire hydrants throughout the District.
- Cleaned and rebuilt 32 pressure-reducing valve (PRV) sites.

- Abandoned the Stagecoach Well.
- Installed a new valve at the Old Stone House to improve flow from the Atkinson pressure zone.
- Completed chlorination at Summit Park Well 7.
- Installed a new fire hydrant to improve draining and flushing capabilities at the Canyons waterline tank.
- Installed new master meters at Hidden Creek, Aspen Condos, and Home Depot to improve water accountability and identify potential system water loss.
- Assisted the EPA with investigative manganese sampling throughout the District's water system.

5. Treatment Plant

Brandt, Erik, Casey, Brian

- Dedicated much of the year to preparing for the treatment plant expansion.
- Gathered existing plant information, operational data, and equipment specifications to support the design and planning process.
- Upgraded a dedicated pump used for compliance monitoring and water sampling.

6. Safety

Brandt

- Implemented a new safety management program through HIS to improve the organization, accessibility, and tracking of Safety Data Sheets (SDS) and hazard communication information.

7. Finance

Steve, Lisa, Sharon

- Successfully completed the 2025 financial audit.
- Successfully closed the WIFIA loan.
- Secured additional funding necessary to complete the treatment plant expansion.

8. Human Resources and General Administration

Lisa

- Rolled out the new Paid Time Off (PTO) program.
- Completed several important policy updates, including bylaws, administrative policies, rules, and regulations.
- Incorporated practical applications of artificial intelligence (AI) to modernize agendas and assist with updating and standardizing older policy templates.
- Hosted the District's first-ever Employee Wellness Fair, bringing together benefit vendors and providing employees with the opportunity to receive DEXA body composition scans.

9. Engineering and Water Quality

Sam, Stacy, Jess

Capital Projects and Infrastructure

- Completed design, contractor prequalification, and bidding for the Signal Hill Water Treatment Plant.
- Began work on the Canyons Tank replacement.
- Successfully drilled the Old Ranch Well.
- Completed Atkinson Well 2 rehabilitation and pump replacement.
- Continued development of the Atkinson Aquifer Storage and Recovery (ASR) project.
- Advanced Lake Well rehabilitation, including column replacement.
- Updated the Upper Evergreen Water Line Replacement design and bid the project for completion in 2027.
- Updated the District's 10-year Capital Improvement Plan.
- Advanced impact fee updates in preparation for the 2027 Master Plan update.
- Continued improvements to the District's hydraulic modeling capabilities.

Water Rights, Planning and Asset Management

- Coordinated approval of a 531-acre-foot water right exchange, providing additional flexibility to utilize previously unutilized Spring Creek Spring water through East Canyon drainage wells.
- Continued implementation of OpenGov across departments.
- Completed criticality scoring for more than 200 District facilities.
- Standardized identifiers and core asset attributes for approximately 90 PRVs and updated pressure-zone mapping.
- Completed the annual water and energy supply and demand analysis.

Water Quality, Compliance and Community Outreach

- Continued regulatory and investigative sampling, achieving 100% completion.
- Advanced six subdivisions to Conditional Acceptance through inspections, testing, punch-list completion, and coordination with developers and contractors.
- Advanced recruitment for the 2027 Engineering Internship Program.
- Participated in two fifth-grade Sustainability Fairs, educating hundreds of local students about water conservation, energy, and District operations.

Recommendation and Conclusion

When we look back at the past year, Mountain Regional Water has accomplished a tremendous amount.

We have continued investing in critical water infrastructure, advanced major capital projects, strengthened our financial position, improved operational efficiency, modernized our technology, maintained regulatory compliance, and enhanced our customer service.

These accomplishments do not happen on their own. They result from employees who take pride in their work, support one another, and understand the importance of providing reliable, high-quality drinking water to the communities we serve.