

BOARD OF TRUSTEES – WASATCH FRONT WASTE AND RECYCLING DISTRICT (WFWRD)
MONTHLY MEETING MINUTES

DATE/TIME	LOCATION	ATTENDEES
<p>Monday, April 28, 2025 9:00 a.m.</p> <p>Next Board Meeting Monday, May 19, 2025 9:00 a.m.</p>	<p>Public Works Building 604 West 6960 South Midvale, UT 84047</p>	<p><u>Board Members:</u> Greg Shelton (Chair)-White City, Emily Gray (Vice Chair)-City of Holladay, Keith Zuspan-Town of Brighton, Robert Piñon-Emigration Canyon, Diane Turner-Murray City, Mick Sudbury-Magna City</p> <p><u>Participating Electronically:</u> Tessa Stitzer-Town of Copperton, Thom DeSirant-Millcreek City, Marci Houseman-Sandy City (<i>arrived at 9:05 a.m.</i>), Patrick Schaeffer-Kearns City (<i>arrived at 9:20 a.m.</i>), Laurie Stringham-Salt Lake County, Sherrie Ohrn-Herriman City</p> <p><u>Excused:</u> Matt Holton-Cottonwood Heights, Anna Barbieri-City of Taylorsville,</p> <p><u>District & Support Staff:</u> Rachel Anderson, Legal Counsel Pam Roberts, General Manager/CEO Helen Kurtz, Finance Director/CFO David Ika, Operations Manager Hazel Dunsmore, Human Resources Manager Renee Plant, Administrative Manager Sione Tuione, Residential Recycling Collection & Sustainability Manager James Kelsey, Sustainability Coordinator Catarina Garcia, Executive Assistant/Board Clerk</p> <p><u>Public:</u> Abby Evans-Salt Lake County, Patrick Craig-Salt Lake County, Jennifer Kennedy-Murray City, Justun Edwards-Herriman City, John Taylor-Taylorsville City</p>

THE WASATCH FRONT WASTE AND RECYCLING DISTRICT BOARD OF TRUSTEES MEETING AGENDA

To be held Monday, April 28, 2025 at 9:00 a.m. at the District Offices located at 604 West 6960 South, inside the Salt Lake County Public Works Administration Building Training Room. This meeting will also be held electronically via Webex. Public login is:

<https://slco.webex.com/slco/j.php?MTID=m11ce3ad37b62a22e42bfb360484c63de>

Reasonable accommodations (including auxiliary communicative aids and services) for individuals with disabilities may be provided upon receipt of a request within five working days' notice. For assistance, please call V/385-468-6332; TTY 711. Members of the Board may participate electronically.

Call to Order: Greg Shelton, Board Chair
Roll Call: Catarina Garcia, Board Clerk

1. **Consent Items (*Approval Requested*)**

- 1.1 March 24, 2025, Board Meeting Minutes
- 1.2 Annual Request from the Salt Lake County Property Tax Committee for the Release of Properties from Tax Sale

2. **Meeting Open for Public Comments**

(Comments are limited to 3 minutes) Public wishing to submit a comment to the Board of Trustees may do so by submitting their comment to the Board Clerk at cgarcia@wasatchfrontwaste.org before Sunday, April 27, 2025, 9:00 p.m. All comments must include the name and address of the individual making the comment. These comments will be read at the meeting as if the individual were present. Public comments can also be made in person or via Webex during this time.

3. **Business Items:**

- 3.1.2025 1st Quarter Financial Report: Helen Kurtz, Finance Director (***Information/Direction***)
- 3.2.General Manager's Report: Pam Roberts, General Manager (***Information/Direction***)
 - Financial Stewardship, Staffing, SCRP Briefing
- 3.3.Request to Move to Monthly Billing Update: Pam Roberts, General Manager, and Helen Kurtz, Finance Director (***Direction/Approval Requested***)
- 3.4.Report on URS Audit: Helen Kurtz, Finance Director, and Hazel Dunsmore, Human Resources Manager (***Information***)

4. Closed Session Reasons as Provided by Utah Code Annotated §52-4-205: Discuss Pending or Reasonably Imminent Litigation

Open: Motion and Approve for Closed Session to Discuss Pending or Reasonably Imminent Litigation

Close: Motion and Approve to Close the Closed Session and Reconvene Regular Meeting

5. Other Board Business:

This time is set aside to allow Board Members to share and discuss topics.

6. Requested Items for the Next Board Meeting, Monday, May 19, 2025, at 9:00 a.m.

- Adoption of Resolution 4434 Expressing Appreciation to Retiring Operations Supervisor Bill Hobbs
- 2024 Independent Audit Report: Kyle Green, CPA, Squire & Company
- General Manager's Report: Environmental Stewardship

7. Possible Closed Session Reasons as Provided by Utah Code Annotated §52-4-205: Discuss Personnel Matters

Open: Motion and Approve for Closed Session to Discuss Personnel Matters.

Close: Motion and Approve to Close the Closed Session and Reconvene the Regular Meeting

8. Adjourn Regular Board Meeting

TOPICS/ OBJECTIVES	KEY POINTS/ DECISIONS	ACTION ITEMS WHO – WHAT – BY WHEN	STATUS
Call to Order / Roll Call			
	Board Chair Shelton called the meeting to order, and Catarina conducted the roll call.		
1. Consent Items (Approval Requested)			
1.1 March 24, 2025, Board Meeting Minutes	There were no questions or comments on the minutes.	Motion to Approve: Board Member Zuspan Second: Vice Chair Gray Vote: All in favor (no opposing or abstaining votes).	Approved April 28, 2025
1.2 Annual Request from the Salt Lake County Property Tax Committee for the Release of Properties from Tax Sale	There were no questions or comments on the Release of Properties from Tax Sale.		
2. Meeting Open for Public Comments			
	There were no public comments.		
3. Business Items			
3.1.Board Member Training Certifications: Pam Roberts, General Manager, and Catarina Garcia, Board Clerk (Information/Direction)	<p>Pam turned the time over to Catarina who reported that the State requires Board Member Certification Training from the State Auditor’s Office for new Board Members during their first year on the Board, and for other Board Members every four years. She will touch base with the Board Members who have training due.</p> <p>Rachel commented that the training can be completed online through the State Auditor’s website and the UASD hosts a Board Member Training at their annual convention in early November.</p> <p>Board Chair Shelton commented that it is a good time and good opportunity to network.</p>		

	<p>Rachel explained for Board Member Turner that it is the Utah Association of Special Districts (UASD) that has an annual convention in early November. It is a two and a half day event. Wednesday is the half day of just Board Member Training, Thursday and half of Friday are reviewing local government district law and matters. In most recent years it has been held at the Davis Conference Center in Layton.</p> <p>Pam replied to Board Member Turner that while she is unsure of the cost, the District will sponsor Board Members for the Early Bird registration pricing in September.</p> <p>Rachel concluded that it is open state-wide, and it is a great opportunity to network with districts across the state. Board Chair Shelton added that he stays overnight (at his own expense), and the rates are reasonable.</p>		
<p>3.2.2025 1st Quarter Financial Report: Helen Kurtz, Finance Director <i>(Information/Direction)</i></p>	<p>Helen reported on the 2025 1st Quarter Financial Report with the following highlights:</p> <p>Revenues: Customers received their first bill that includes the new rates. Accrued Residential Waste Collections revenue and Green Curbside revenue increased 31% and 20% respectively over the same period in 2024. This matches the rate increase for those items. We billed almost \$7.3M for Residential Waste Collections, and in 2024 for the same quarter it was \$5.56M. We were 25% of the way through the year in March and revenues are approximately 25.8% so everything looks okay there.</p> <p>Personnel Expenses: Wages/Salaries are up 6.38% primarily due to the Board-approved 4% COLA for 2025. The remaining increase is a combination of</p>		

employee merit increases on their anniversaries and PTO payouts for separated employees.

Operating Expenses: We are at 17.5% spent through March so there are no concerns there. Fuel and Maintenance costs for the period are \$104,500 less than 2024, which is due to the timing of invoices from County Fleet. We expect it to catch up next quarter as they had some billing and software issues. Some things were billed incorrectly, and it is being corrected.

Pam noted that the SCRP started in April so we will see that seasonal trend as well for personnel and operational costs in the second quarter report.

Maintenance: Maintenance costs are down slightly from the same time in 2024. This is due to the timing of receiving and paying invoices and not receiving any replacement trucks in the first quarter 2025. We received replacement trucks in the first quarter of 2024 which is always an increased cost putting them into service.

Fuel: Fuel expenses are less compared to this time in 2024 due to the price of fuel decreasing for both CNG and diesel. The price per gallon comparisons for CNG and Diesel are pending reports from our vendor. Helen noted that we left out the price per gallon in this report because we want to provide accurate information, and we know the rates were not accurate due to Fleet's billing problem which will be corrected next quarter.

WFWRD Commodity Tons Collected and Costs as of March 31, 2025: Garbage and Recycling Tonnages decreased slightly from the first quarter of 2024.

The average garbage tip fee is \$35.67 per ton, with per ton fees for Trans-Jordan at \$41.00, Salt Lake Valley (SLV) Transfer Station \$37.00, and SLV Landfill \$29.00. The price and proximity model saved \$186,792 in garbage tip fees by delivering waste from Magna and Kearns to the landfill versus the SLV Transfer Station (\$8.00 per ton difference).

Recycling fees decreased \$27.00 per ton in the first quarter of 2025 versus 2024. (2024: \$60.50 versus 2025: \$33.50, which is less than garbage.)

Subscription Green Waste began in mid-March with a slight uptick in tonnages from 2024. Green waste processing fees increased from \$17.00 to \$20.00 per ton in 2025.

Customer Refunds for the First Quarter 2025:

If a customer pays through Xpress Bill Pay, the refund comes from them, or we cut them a check. There were 34 refunds totaling \$12,215. Several were paid in error which is primarily people who are paying monthly rather than quarterly. They see their quarterly bill and put that amount in their monthly bill-pay system and pay the same amount monthly rather than quarterly.

There were refunds on payments from closed accounts, and one with no additional can and we were overbilling them for a can they didn't have. Pam commented that on the additional can, we go back four years. If they tell us they have had the additional can for 10 years and we were never billing them, the Board set a policy with a limit of four years going by state statute. We can only back-bill and refund for four years. It is up to the resident to pay attention to their bill.

	<p>Helen continued her report with Capital Purchases 2025 1st Quarter Actuals and Adjustments for Side Loads: We purchased one new hook lift truck chassis for \$117,882. The total cost for that truck is expected to be \$192,822 after we purchase the body. This is slightly over budget as we had budgeted \$180,000. In January we ordered eight <u>diesel</u> side load trucks at \$409,456 per unit for a total of \$3,275,648 versus budgeted amounts (\$217,152 less than budget). The trucks ordered in 2023 for 2024 are expected to arrive in the second quarter of this year.</p> <p>Pam noted the eight trucks we have on order will likely not arrive until 2026. There are still big delays with the equipment.</p> <p>Cash Balances 2016-2025: As requested, Helen added more years [of history], back to 2016, to the cash balances. The patterns are similar throughout the years until we see the dip in 2024. Because she added the additional years, she added a note that between 2016 and 2024, operating expenses increased 35.8% and cash balances decreased -38.1%.</p>		
<p>3.3.General Manager’s Report: Pam Roberts, General Manager (<i>Information/Direction</i>)</p>	<p>Pam began her report with Earth Day, which was Tuesday, April 22nd. She reminded the Board that WFWRD has programs in place to help with stewardship of Earth Day and our goals for environmental stewardship with recycling, curbside green waste, green trailer rentals and anything we can do to encourage people to subscribe to curbside green waste and curbside glass recycling, and we also provide central glass collection sites.</p> <p>Pam prepared cost saving measures WFWRD is taking for her report. As we know we had the 33% fee increase in 2025, our team is always striving to curb</p>		

costs wherever we can. Last year staff briefly reviewed one of WFWRD's Goals for Financial Stewardship that is centered around what we call "go-backs", and we are verifying an actual missed can. Residents call us every day saying we missed their can. Staff did two separate tests of two weeks each to see what we really missed. The dashcam tool on the trucks is very helpful for many things, and helps us verify if we really did miss, or if it was a late set, etc.

Our findings were that 46% were false claims. We considered this the low-hanging fruit for saving money because we put in a very conservative estimate of six miles per miss that we can save. The fully-loaded cost is \$25.50 per mile; fuel, maintenance, wages, overhead, etc. In verifying first quarter go-backs we saved close to \$24,000, which Pam believes is a conservative estimate. She gave a big shout out to the Customer Service Team because they are the ones going back to review the dashcam footage when they have time. The SCRP has started and they are busy but are still dedicated to taking the time to verify misses, so it is surely worth it.

Vice Chair Gray stated that the Board is very grateful for their efforts because that is a lot of extra work and is very beneficial. Pam agreed, saying that the team receives a lot of kudos from her and the managers.

Pam went on to report on Employee Satisfaction. We currently have two driver vacancies and it has been a long time since we have been this fully-staffed, which is amazing. Part of that is contributed to the Apprentice Program. One of those vacancies will be filled with an apprentice and the other will be filled with a current SCRP driver when that season ends.

Pam then talked about the accounting position, formerly the Controller/Treasurer. Staff evaluated the position to determine what the District really needs, and she asked Helen to touch on the topic.

Helen reported that we have determined that the Controller portion of that position is not necessary in an entity of our size that also has a Finance Director. Staff agree that the District needs more of a senior-level Accountant with more experience, government experience would be fantastic. She believes that would fit our needs better and be more of what we are looking for. This will also save money as the classification would be less than the Controller position. The Controller/Treasurer was supervising two other employees of the five member department. They have since been reporting directly to Helen, which will give her the opportunity to get to know them and their processes better; a closer watch on everything that is happening in their department. Helen feels really good about this change, and Pam agreed, expressing her 100% support.

Pam explained the plan is to finalize the job description, review with our Compensation Consultant later this week, then post the position. This should save some money. She also gave a shout out to Operations Manager David Ika for taking on some of the tracking and is really a “whiz-kid” with Excel, as is Helen, and created a live dashboard for Managers to track their program cost accounting.

Pam’s last topic in this section was about the upcoming Supervisor retirement in May. With the changes with the SCRP, having containers on the street required a lot of labor and oversight. Now that

containers are placed in driveways, we have the opportunity to determine if we still need five full-time Supervisors. Bill Hobbs, a veteran Supervisor, has the ability to retire at the end of May. There will be a recognition resolution for him in the May meeting for Board approval. Bill has 28 years of public service with the county transitioning to WFWRD. He is a very dedicated soul who will be missed. Pam said that she calls him the “truth-teller” and someone who takes over needs to speak the truth (which everybody does, don’t get her wrong) but Bill is just black and white and lets her know how it is and she loves it. David is spearheading the evaluation with Sione and Justin (Operations Managers), and Andy King, Asset Manager, who has a Supervisor on his team. They will determine if we can absorb the position with other Supervisors and staff. More to follow.

Pam then reported on the Seasonal Container Reservation Program (SCRP) which started in April. We are doing the reservation system a little different this year and learned what to include on the website related to opt-out confusion in Murray. The information was pulled immediately to prevent confusion. Board Member Turner expressed her appreciation to Pam for responding to the complaints right away.

Pam stated that we started the season with 10 CDL drivers, which is the most we’ve had at the start but unfortunately, we lost three in the first week due to performance issues. There is a new SCRП driver starting today and we are doing this season without the “ground crew”. Previously there was a person in the cab that helped tarp the container before it was loaded on the truck. David and Sione looked to determine if

	<p>we really needed ground crew. We have slowed down the drivers to ensure they know that six to seven containers (each) per day is plenty and there is no rush because they also have to tarp the container on their own. So far it has been going okay, it was just the others that had issues when loading the container on the truck. They just didn't have enough experience, and it is tricky.</p> <p>Pam showed the SCRP calendar and rotation which is done clockwise starting in Holladay and Murray this year. Next year we will start the rotation in White City/So East and Cottonwood Heights.</p> <p>Board Chair Shelton said that the last time he reserved a container, he thought it indicated that he was supposed to tarp the container but half the time there is not a tarp on the trailer. Pam replied that on the trailer rentals, there is a tarp that rolls which we as residents are supposed to tarp. Residents are not responsible for tarping the roll-off (SCRP) containers. David confirmed that our drivers will tarp the containers. Board Chair Shelton recommended that verbiage is added to tarp if a one is available.</p> <p>With no other questions or comments, Pam continued on to the next business item.</p>		
<p>3.4.Request to Move to Monthly Billing Update: Pam Roberts, General Manager, and Helen Kurtz, Finance Director <i>(Direction/Approval Requested)</i></p>	<p>Pam began by thanking Helen for diving into this information while taking on the Controller/Treasurer duties, and she thanked David for helping with that as well. She recapped that the information is what the Board requested at the last Board Meeting and personally feels that this is a compelling case to move to monthly billing. In looking at the numbers and graphs and everything Helen has compiled, as she mentioned before, she really likes the healthy cash</p>	<p>Motion to Approve: Board Member Turner Second: Vice Chair Gray Vote: All in favor (no opposing or abstaining votes).</p>	<p>Approved April 28, 2025</p>

flow. Everything we reviewed in the first quarter financial report was based on accrued revenue, meaning we booked it, but it didn't hit until this month, and a part will be in May. Those millions of dollars really don't hit and we try to keep up in the meantime with any residual cash we may have from the previous year-end. Pam believes what they will see will help and she would like to move to a decision today. She turned the time over to Helen.

Helen showed the chart she has presented before noting that she changed the interest rate revenue from 4% to 3% based on the 10-year PTIF interest rate average. This will leave a \$776,047 annual cost increase.

As requested, Helen added more years to the line graph of Bank Balances versus Cash Expenditures. The previous graph went from 2021 to 2025. She added back to 2016 and projected out through 2026 for monthly billing.

The blue line in her graph is the cash balances each month, the yellow line at the bottom are expenditures, actual cash outlays, and the orange line is the projected expenditures with quarterly billing through 2026. The black dotted line is what cash balances would be if we had switched to monthly billing in January 2023. The red dotted line is cash expenses under the same circumstances and includes the increased costs on a monthly basis which is \$776,000 divided by 12 which she believes is \$62,484 added per month. The monthly [billing] basis is not enough to lift the line, but it totals out to \$776,000.

Helen's next slide was the same graph but a close up from the years 2022 through the end of 2026. It makes it clear to her the benefit on a cash flow basis going to monthly billing. The black line shows a much healthier, more comfortable spot for cash balances as we go forward through the years. We can see that in 2025, we are projecting that our capital expenditures [four diesel side load trucks] based on what the vendors have told us will come in in the summer of 2025. The blue and gold lines are not going to cross based on these projections, but as timing changes, they could. Going in to 2026, we have done our best to project cash outlays based on our [truck] order for this year. The lines get, in her opinion, dangerously close to the other. This demonstrates to her that monthly billing is necessary in her opinion. Based on what we see.

Pam pointed out that the assumptions of a 4% increase in operational costs was Zions' recommendation for at least for another year. We had previously used a 3% increase expenditures and a 1% revenue. We stayed with the 1% revenue and went with Zions' recommendation. She also pointed out that the revenue does not include the recommended \$1.50 per home per month increase in 2026.

Helen's next slide were tables of actual numbers, as requested and as presented in the line graphs above. There was also a request to have the high number and low number. High numbers in each column are highlighted green while low numbers are yellow. She thinks there is not really much of a pattern. The first row is on a quarterly billing basis and the next row is on a monthly billing basis had we started monthly billing in 2023. The last columns are the difference

between any cash balance for the month minus the next month's operating expenses.

Helen's new chart is Cash Available for Unexpected Expenses, also known as "emergency cash". The calculation is on a monthly versus quarterly billing. The cash balance of the month, minus the operating expenses for that month, minus the total cash capital outlay projected for the year. It is sporadic and we don't know exactly when those [trucks] will come in, so she took them out completely to show what cash is available in that month. In the summer of 2024, we did not have the money to pay for all the capital expenses had they all come in at the same time, much less have anything left over for anything unexpected that might occur.

The green graph bars are monthly billing, and the blue bars are quarterly billing. Again, we can see that just from an emergency or unexpected expense basis, monthly billing helps us there as well.

Pam stated that she had Helen clarify for her own sanity is that dropping that low does not mean we are out of business. Helen agreed that there is not a negative cash balance at that point because she has removed the entire capital expenditures project.

Helen clarified for Vice Chair Gray that it is just assuming if all the capital expenditures came in in any of those months, that's where we would be. Helen then showed tables of the data depicting the graphs on her previous slide.

Helen's last slide is if the Board approves of going to monthly billing, the potential timeline and plan.

- The first bill in 2026 would be sent in February for January 2026 services.
- If we implement the cost savings measures we discussed in previous Board Meetings, she would like to see the transaction fee for credit card payments implemented in January of 2026.
- We would do an RFP for online payments portal, which is now Xpress Bill Pay, starting in June of 2025. If after review we determine to move to a new vendor, we could start and complete that process before January. This is something we will do anyway regardless of whether we go to monthly billing, but it will definitely help mitigate costs.
- The contract with the Data Center (now mailing.com) who we use for our bill print and mail services does not expire until December of 2026 so we can't pursue that until that time. Next summer we will start an RFP process for that.
- Lastly, we would do an e-bill campaign to encourage customers to enroll in e-bill. Helen spoke with Xpress Bill Pay who actually would assist us with no extra charge. There was a question at the last meeting about the cost for them to send an e-bill to a customer in lieu of a paper bill, and there is not a separate charge for that, it is included in our monthly maintenance and support base fee.

Helen replied to Board Chair Shelton that there would not be a "discount" [to enroll in e-bill], but the savings in the fact that we are not printing and mailing but there is not a discount. It is not a savings for Xpress Bill Pay, in fact it might cost them a bit more for the extra e-bills, but they don't charge us for that. She reiterated the savings in not having to pay for printing

and mailing and agreed that it is a significant savings to go to e-bill.

Helen explained our plan for that is to put an insert in the bills that go out in the second and third quarter that are mailed in July 2025 and October 2025 respectively. Xpress Bill Pay has some suggested wording and will help us in that endeavor as well. They will send, at no extra charge, emails to customers that we have their email address trying to encourage the same thing. Again, this is something we want to do regardless if we go to monthly billing.

Vice Chair Gray commented that while she doesn't want to dive into this too much today because there is a lot to cover, but she remembered Board Member Holton mentioning at the last meeting just requiring new customers to enroll in e-bill.

Pam replied that it is something staff can explore. There has been a lot of thought and labor put into this. She is obviously not fond of increasing costs, however, looking at the information and the plan, it makes good business sense to move to monthly billing. She previously mentioned hind-sight and wishes we had done this from the get-go, and we wouldn't have to have this discussion. For her running the business, the cash flow and having a steady cash flow coming in every year and a healthier year-end balance is extremely desirable to ensure we are solvent.

Pam gave another shout out to Helen who has done a lot of work. She is very skilled, and Pam is very grateful that she walked through our doors. Board Chair Shelton agreed wholeheartedly.

Vice Chair Gray stated she finds the data incredibly compelling especially when looking at the emergency cash situation. People would not want their business or personal budgets to look like this. Several also agreed with Board Member Turner that it leaves us vulnerable.

Vice Chair Gray stated that she believes that every decision we are making, looking at when people retire, do we need this? Can we adjust this? Pam runs the organization very frugally and is always trying to look at cost savings. When she is requesting something that would increase expenses, she also has a reputation of not spending money where it is not needed, that is compelling and awesome.

Board Member Turner agreed and believes it also provides a better service for our patrons. Her citizens [Murray City] like the idea of budgeting and being able to have a monthly bill rather than trying to figure it out. She believes it is a positive thing for them.

While Board Member Ohrn does not disagree with any of the advantages, she stated that her hiccup has been and will always be the cost. It is substantial. She is curious why we have been able to maintain a budget for well over a decade now with quarterly billing and still figure out how to maintain an adequate cash balance and now we can't figure it out. She asked for help understanding that.

Helen responded that part of it is the increased operating costs of 35% over that time period, and the cash balance decreased over that time period. We have increased costs, and she doesn't believe we have had consistent fee increases, noting that she is coming in

late in the game. Her understanding is that our fee increases haven't really been consistent, and the increases haven't been keeping up with that [increased costs], which catches up eventually, and it is catching up with us now. She said that on her line graph, the cash balance stayed somewhat consistent but there has been such a delay in receiving our capital equipment. This is holding that cash balance up, but if it had been paid with the timing we wanted, the cash balance would have dropped a lot sooner than 2024. Because of those delays, the amounts have been holding the cash balances up.

Pam added that she really appreciates very much Helen's objective eyes coming in and looking at the history. As she previously mentioned, we were on target to raise rates in 2022 and because we had such a delay on trucks coming in, the information looked as though we could postpone. Hind-sight is always 20/20. We have always been on target, three to four years, to raise rates. The information was presented and staff and the Board felt like we were okay to wait until 2023, and it looked like \$2.50 [per home per month] would have been enough. We are a small enough organization that something unforeseen like that, is that something we could rebound from? The only way we could rebound from that is to raise rates 33%. That is higher than it is double than what we have needed to do in the past.

Pam said to Board Member Ohrn that she had a valid question and she thinks that we are in unique times. Will costs come down? I doubt it, but Pam hopes they stop from escalating the high percentage that we've had. The idea is to keep the rates where residents can manage them. She mentioned Herriman's decision to

go out to shop [RFP] based on the last fee increase. That is concerning as well. What can we do? Pam believes we can absorb the majority of the increased costs, and we will report back as we go.

Board Chair Shelton added that not to mention the delay with the money sitting in the account, when we had to pay the bill for the trucks, it was higher, right? Pam replied yes, that is true. Board Chair Shelton talked about unexpected cash, and Pam said that a lot of unexpecteds have happened.

Board Member Ohrn stated that while she does not disagree with what is being said, it is just odd to her that the cash was not unexpected. We budgeted for those trucks so that should have been clearly articulated on any kind of cash balance thing, it should have shown all along that here is our cash balance, but in reality, here's our cash balance because this is already taken.

Vice Chair Gray commented that it sounds like what Board Member Ohrn is saying is that she would have liked this chart that shows the emergency cash where Helen took out the capital for trucks, that we weren't doing that before. If we had been looking at this data, we probably would have seen those trends sooner.

Board Member Ohrn responded that that is the thing that is troubling. It doesn't make sense because it's not like unexpected things that popped up, these were budgeted items that were intended to come out of that balance. It's odd that it has drawn down our cash balance because its coming out, but it was already supposed to come how so why wasn't it reflecting?

Those are the things that are hard and frustrating in making this kind of decision.

Board Member Ohrn was not able to comment when there were discussions about some of our cost savings but said great job of just looking back and seeing these cost savings, where we can cut costs here. She loves the go-back initiative staff has been working on, great job on all that stuff. The only thing she hates to see is that now we just spend all the cost savings on monthly billing, and it all goes away, it just covers it. It never drives costs down, it just covers an additional cost we take on.

Board Chair Shelton definitely agreed with Board Member Ohrn and heard what she was saying. It sounds like this is just a mistake we could learn from. Now we know how to report on expected expenses coming up. These should be deducted from our cash balance reports, even if it is just in another color, to see that yes, we haven't spent this money, but it is earmarked for capital expenses. This will allow everybody to be able to plan a lot better and more efficiently so that we don't have this issue going forward. Every mistake that happens, hopefully you learn from it, which is the best we can do right now is to learn from something that happened in the past.

Board Member Houseman added that something that could potentially be helpful, hopefully, as we understand what has been shared around the concern that the effort we've made to save costs is somewhat being negated by moving to monthly billing, there is a couple things to consider that maybe we have not yet "unpacked". One is the customer experience. As discussed in our last meeting, there is a benefit of

efficiency for the customer, just knowing that it is now monthly billing, knowing what to expect. Pam reported on refunds we had to give because people inadvertently set up auto-pay and were doing quarterly payments monthly, so we ended up sending them a refund, which of course is the right thing to do. She has hopes that the decision to move to monthly [billing] will allow us to measure the benefits with a cost/benefit analysis so to speak. It is not just a good financial move in terms of what has been explained on our end, she believes we will also perhaps see an improvement with the customer experience. That it is just going to be consistent, they're planning their monthly budget, they know what to plan for with the switch to monthly billing. Board Member Houseman believes there are some benefits that also support moving forward with this.

Board Member Shaeffer asked about the timeline of the roll out notifying residents that we are moving to monthly billing. Helen responded that if the request is approved today, staff want to start notifying residents immediately. Put notice on the website, on the bill, obviously we do not want it to be a surprise to anybody.

Vice Chair Gray requested the Board is provided with the information for them to share with their respective City Manager's to put on their streams as well. Board Chair Shelton recommended a very large, bold "2026".

Board Member Shaeffer stated that sooner the better would be the best if the request is approved.

Board Member Stringham suggested that we also push people hard to go to paperless billing, so we can get

them managed and taken care of in the best, most efficient, cost-effective way possible and keep your rates down. If you sell it that way, she believes it will help and will save us a lot.

Board Member Turner believes it will really be appreciated going monthly and motioned to approve staff's request to move to monthly billing as planned with a second by Vice Chair Gray. Board Member Piñon asked to include the start date in the motion. Board Chair Shelton stated that "as planned" is included and the motion carried.

Board Chair Shelton apologized for all the extra work and wringer the Board put staff through, but it is their job to ensure all the ducks are in a row and we need to spend a significant amount of money, and it is definitely warranted.

Pam added that one thing she loves about this Board is that it is not a "Bobble Head Board". Asking questions, looking at things, and she appreciates that. It is totally understandable that the Board wanted more information, because it is an increase in cost, and she respects that.

Board Chair Shelton responded that it is easy to spend an extra \$0.60 on a box of paper clips but this is a significant amount of money and like Board Member Ohrn's concerns, and a lot that other Board Members have voiced, they are here to try to keep the cost down for all of our customers and residents. It is definitely a hard decision to make, but the Board does understand the benefits that come with it and hopefully it will make us more fiscally and financially healthy. He

	expressed his appreciation to staff and moved on to the next business item.		
3.5.Report on URS Audit: Helen Kurtz, Finance Director and Hazel Dunsmore, Human Resources Manager (<i>Information</i>)	<p>Hazel began by explaining that WFWRD recently went through a compliance audit with URS. The timeline they audited was January 01, 2023 through February 08, 2025. Typically, URS audits every three to five years to ensure we are consistently administrating funds correctly in accordance with state law. They review our policies and procedures and check our records to ensure we are following them.</p> <p>Hazel reviewed the ABC's of the audit:</p> <p>A. Documentation Required Under Title 49: We comply in accordance with our Personnel Policy Chapter 9 of our District Policy Manual.</p> <p>B. Status Notifications: We are required to add new employees to URS and when an employee separates from WFWRD, we go back into URS and report that as well. It is included on both the New Hire and Separation Checklists. We comply with this section.</p> <p>C. Contribution Reporting: There is a 30-day timeframe for reporting changes of status for an employee. We did that in accordance with state law, we also comply with this section.</p> <p>With no questions, Hazel turned the time over to Helen to report on the findings.</p> <p>Findings: Helen explained the two finding were process improvements related to correct reporting of retirement eligible compensation, and process</p>		

improvements related to correct reporting of termination payouts.

First, WFWRD had not been including longevity merit increases, or in our case, the lump sum amounts when an employee is topped out or redlined on their salary, they receive a \$2,000 or \$2,500 lump sum in lieu of the 2% merit increase. Those had not been reported as eligible compensation to URS. Staff were instructed to go back to March of 2021 to compile the data for those who fell under this category and correct it. There were 43 employees at \$12,287 that was not reported. We have corrected this error.

The second finding is that PTO cashouts at separation and severance agreements were being reported in the eligible contribution which should not have been included. Payments were made when they should not have been. This included 38 employees in the same time period of March 2021 through January of 2025, for \$15,957 of overpayments. WFWRD received a credit back for these, so the net difference is a credit back from URS of \$3,670. Financially it turned out fine.

Helen further explained that she inquired with URS about employees and their pensions and how it would affect them. They responded that it would not affect employees, they will be held harmless.

Helen spoke with our Payroll Technician Lori McAllister about going through all the codes to ensure they are set up correctly with the documentation we have for what is eligible and what is not, and she was already in the process of doing that. She was proactive and jumped in to do it.

	<p>D: Employer Training: The other suggestion from URS is that WFWRD attend their employer training, which we will continue to do, and we are registered for their May training.</p> <p>With no questions, Pam expressed her thanks to Hazel, Helen, and Lori for spearheading this.</p> <p>Board Chair Shelton commented that it is great that it turned out to be a benefit for us and not cost us extra due to reporting inconsistencies.</p>		
4. Closed Session Reasons as Provided by Utah Code Annotated §52-4-205: Discuss Pending or Reasonably Imminent Litigation			
	<p>Board Chair Shelton entertained a motion and approval to open the closed session to discuss pending or reasonably imminent litigation. Catarina conducted the roll call and stopped the recording.</p> <p>Board Chair Shelton entertained a motion and approval to close the closed session.</p>	<p>Motion to Open: Board Member Piñon Second: Board Member Sudbury</p> <p>Vote: All in favor (no opposing or abstaining votes).</p> <p>Motion to Close: Vice Chair Gray Second: Board Member Turner</p> <p>Vote: All in favor (no opposing or abstaining votes).</p>	<p>Approved April 28, 2025</p> <p>Approved April 28, 2025</p>
5. Other Board Business			
	There was no other Board business.		
6. Requested Items for the Next Board Meeting Monday, May 19, 2025			
	Board Chair Shelton reviewed the items for the next Board Meeting:		

	<ul style="list-style-type: none"> • Adoption of Resolution 4434 Expressing Appreciation to Retiring Collections Supervisor Bill Hobbs • 2024 Independent Audit Report: Kyle Green, CPA, Squire & Company • General Manager's Report <ul style="list-style-type: none"> ○ Environmental Stewardship 		
7. Closed Session Reasons as Provided by Utah Code Annotated §52-4-205: Discuss Personnel Matters			
	<p>Board Chair Shelton entertained a motion and approval to open the closed session to discuss personnel matters. Catarina conducted the roll call, stopped the recording, and was excused.</p> <p>Board Chair Shelton entertained a motion and approval to close the closed session.</p>	<p>Motion to Open: Vice Chair Gray Second: Board Member Sudbury</p> <p>Vote: All in favor (no opposing or abstaining votes).</p> <p>Motion to Close: Board Member Zuspan Second: Vice Chair Gray</p> <p>Vote: All in favor (no opposing or abstaining votes).</p>	<p>Approved April 28, 2025</p>
8. Adjourn Board of Trustees Meeting			
	With no further business, Board Chair Shelton entertained a motion to adjourn.	<p>Motion to Adjourn: Board Member Zuspan Second: Vice Chair Gray</p> <p>Vote: All in favor (no opposing or abstaining votes).</p>	<p>Approved April 28, 2025</p> <p><i>Meeting end time: 10:40 a.m.</i></p>