



To: Mountain Regional Water Administrative Control Board Members

From: Lisa Hoffman, Assistant General Manager

Date: September 10, 2026

Re: Communications and Human Resources Update

COMMUNICATIONS

OVERVIEW OF PAST MONTH:

- Received an email from Weber Basin about having landscaping classes in Summit County. The customer service team and I did some brainstorming on content and timing and we took the those ideas back to Weber Basin.
- Held a debrief with the MRW team and Weber Basin on how the Landscape Lawn Exchange (LLE) Program was going this year.
- Met with Weber Basin to discuss content and timing of landscape classes. Tentatively planning for a class specific to the LLE Program and then another class about general irrigation practices. Also brought up a few of the technical website issues customers have been having with the application process for the LLE. Weber Basin is working to address.
- Toured the upper Provo and upper Weber watersheds with Summit County, US Forest Service and World Resource Institute (WRI) all members of the Weber River Watershed Resilience Fund. Phase 1 of the project has finished, and Phase 2 is in the initial stages.
- Continued working on updates to the District's Safety Policies.
- Messaged to customers that usage was down over 11% as compared to last summer and over 35 million gallons of water was saved!

FOCUS FOR NEXT MONTH:

- Work with WRI and Weber Basin to provide estimated costs associated with post-fire scenarios in the Weber watershed. This will feed into some economic modeling work done by WRI.
- Continue promoting the Landscape Lawn Exchange program and working with Weber Basin on the landscaping classes.
- Continue analyzing policy management software and working on privacy initiatives
- Have follow-up meetings with Summit County and Basin Rec staff to review two policy management software tools.
- Continue working on the customer data and privacy policy initiatives for the GDPR.

HUMAN RESOURCES

OVERVIEW OF PAST MONTH:

- Met with our current Lead Tech candidate Jake Olderman and went through the Personnel Policies with an emphasis on supervisory duties and the annual review process.

- The two remaining seasonal employees have completed their last day on September 3rd. The District is back to its regular staffing levels of 30 full-time employees.
- Planning for MRW's first annual cornhole tournament after the quarterly in-person safety meeting on September 23rd.
- Met with Moreton to discuss benefit renewal rates for 2027. MRW health insurance rates will be going up 12%. Dental is estimated at 10-15% increase.

FOCUS FOR NEXT MONTH:

- Start preparing for 2027 open enrollment. The annual Open Enrollment meeting for staff will be held on November 11th.
- Meet with managers for a refresher on the annual review process to be completed in December.
- Start planning for our final Q4 wellness activities.

U.S. Drought Monitor

Utah

September 8, 2026

(Released Thursday, Sep. 10, 2026)

Valid 8 a.m. EDT

Drought Conditions (Percent Area)

	None	D0-D4	D1-D4	D2-D4	D3-D4	D4
Current	0.00	100.00	100.00	92.16	33.06	0.32
Last Week <i>09-01-2026</i>	0.00	100.00	100.00	93.44	35.34	0.32
3 Months Ago <i>06-09-2026</i>	0.00	100.00	100.00	94.26	43.34	0.00
Start of Calendar Year <i>01-06-2026</i>	0.00	100.00	93.50	42.25	2.99	0.00
Start of Water Year <i>09-30-2025</i>	0.00	100.00	100.00	77.51	14.44	0.00
One Year Ago <i>09-09-2025</i>	0.00	100.00	100.00	78.20	17.54	0.00

Intensity:

 None	 D2 Severe Drought
 D0 Abnormally Dry	 D3 Extreme Drought
 D1 Moderate Drought	 D4 Exceptional Drought

The Drought Monitor focuses on broad-scale conditions. Local conditions may vary. For more information on the Drought Monitor, go to <https://droughtmonitor.unl.edu/About.aspx>

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