



DRIVEN BY

SERVICE



2024
Year in Review

Welcome Message

Driven by Service

With just over 475 employees who do everything from maintaining the transmission system, to operating the plant and engineering capital projects, to testing the river quality and protecting the river from discharges that harm water quality, Metro Water Recovery (Metro) upholds the health of both the community and the river's aquatic life. With water quality scientists, innovation teams, and keen operators, Metro is leading the way to solve challenging issues in support of a stringent regulatory environment. By using technological advances to provide direct and behind-the-scenes, state-of-the art wastewater treatment and resource recovery solutions, we protect public health and serve the community as true guardians of the river.

We are proud of the individuals at Metro who constantly strive to exceed in every aspect of our business. We, as an organization, are driven by service to protect our communities and improve water quality in our region. It takes all of us, with different types of expertise, to return more than 130-million gallons of treated water to the South Platte River every day. But this accomplishment comes from an unparalleled drive to provide exemplary service to our communities. And while most people may not realize how our employees positively impact their everyday lives, they show up with a commitment to get the job done so people don't have to think what life would be like without us.

On behalf of the Metro Board of Directors and staff, we thank you for being a part of our clean water community. We are honored to treat wastewater, recover valuable resources, and provide protection to the 2.2 million people in our service area while we protect and support the natural environment around us.

Sincerely,

- Sarah Niyork & William J. "Mickey" Conway



Sarah Niyork

Board Chair



**William J. "Mickey"
Conway**

Chief Executive Officer
(CEO)

Board Members in 2024

Curt Aldstadt

Westminster

Bonnie Baird

Alameda*

Greg Baker

Aurora*

Mike Barrett

Crestview

Cody Berg

Applewood**

Clint Blackhurst

Brighton

Travis Bogan

Denver

Philip Burgi

Wheat Ridge*

Nadine Caldwell

Aurora

John Chavez

Berkeley

David Councilman

Pleasant View

Deborah Crisp

East Lakewood

Clark Davenport

Northwest Lakewood

James DeHerrera

Aurora

Joe Drew

Wheat Ridge**

Mary Gearhart

Denver

Jo Ann Giddings

Aurora*

Joan Iler

Westridge

Sharon Israel

Arvada*

Andrew Johnston

Denver

Janet Kieler

Denver

Craig Kocian

Arvada

Laura Kroeger

Lakewood

Doug Lazure

Denver*

Bob LeGare

Aurora

Marena Lertch

Aurora

George Mazzotti, Jr.

North Washington**

Martin Majors

Fruitdale

Charlie Miller

Fort Lupton

Jamie Miller

North Table Mountain

Sarah Niyork

South Adams County

Josh Redman

Thornton

Thomas Roode

Denver

Robert Roth

Aurora**

Greg Sekera

Lakewood

Delbert Smith

Bancroft-Clover

Peter Spanberger

Denver

Mary Beth Susman

Denver

Amerigo Svaldi

North Washington Street*

Dennis Towndrow

North Pecos

Scott Twombly

Thornton

Jennifer Williams

Denver

Ronald Younger

Denver

*retired during 2024

**joined during 2024

Historic Second Creek Interceptor Project Complete

The largest transmission project in Metro Water Recovery's (Metro's) 60-year history, the Second Creek Interceptor Project was completed in July 2024. The new pipeline is expected to double wastewater flows to Metro's Northern Treatment Plant (NTP).

The groundbreaking project – which involved the installation of 17 miles of gravity-fed interceptor pipeline – extends Metro's service to connectors in the northeast Denver area, including Aurora, Brighton, City and County of Denver, Denver International Airport, and South Adams County Water and Sanitation District.

The first flows originated in June from eastern Aurora south of Denver International Airport and measured at 0.1 million gallons per day (MGD). After a series of final connections were completed in late July, Metro's NTP began to receive an expected 1-2 MGD from the new pipeline. Future connections from members will contribute to flow totals in 2025 and beyond.



17 miles of gravity-fed interceptor pipeline was installed.

Metro's NTP is expected to receive 1-2 MGD from the new pipeline.



A project of this scale naturally came with challenges. “We had to ... install through a golf course, a school property, and a siphon underneath the South Platte River. We had short windows to complete that work and all three of those milestones were met successfully,” said Jon Wicke, Principal Civil Engineer and project manager for the effort.

After involvement in the planning and construction for more than seven years, Wicke is proud of how far the project has come. “This was a lengthy and challenging project. We were able to navigate these challenges and put the interceptor in the ground on schedule and within budget,” Wicke said.



Bottom: Kim Cowan (NTP Director of Operations and Maintenance), Travis Bogan (Board Member), Sarah Niyork (Board Chair), Mickey Conway (CEO), Jon Wicke (Principal Civil Engineer) pose for a photo during ribbon-cutting ceremony.



Metro celebrated the completion with a ribbon-cutting ceremony on July 15.

Over 50 employees, board members, contractors, consultants, and other stakeholders associated with the project gathered at the NTP Visitor Center. To conclude the event, Kim Cowan, NTP Director of Operations and Maintenance, accepted a plaque to commemorate the pipeline’s opening.



OUR PEOPLE

Thurber Receives Prestigious 2024 Board Chair Award

Board Chair Sarah Niyork presented Stan Thurber, Industrial Maintenance Supervisor, with the 2024 Board Chair Award during the December 17 Board of Directors meeting. Nominations for Thurber were submitted by multiple coworkers in the Operations and Maintenance departments.

A 15-year employee and the 13th recipient of the award, Thurber was recognized for the excellent and supportive ways he manages his crew.



The Board Chair Award recognizes Metro Water Recovery employees for consistently exceeding job expectations, working to meet department and division objectives, and collaborating with coworkers to complete tasks and create a positive work environment.



Left to right: Orren West (Director of Maintenance), Stan Thurber (Industrial Maintenance Supervisor), and Sarah Niyork (Board Chair).

Elevated Ops Wins Water Environment Federation's Technical Exhibition and Conference Operations Challenge

Every year, Operations Challenge teams – including Metro Water Recovery's (Metro's) Elevated Ops and Double Duty – compete in specialized events at the Water Environment Federation's Technical Exhibition and Conference (WEFTEC) against other industry teams around the globe. The events mimic day-to-day duties that wastewater employees take part in, but with a competitive spin.

The Operations Challenge competition is a showcase of excellence in wastewater treatment, where skilled teams of professionals compete in a series of timed events. Events simulate real-world challenges faced in the operation and maintenance of wastewater treatment facilities.

For years, Metro's Operations Challenge teams have shown their dominance at regional and national competitions. During WEFTEC 2024 in New Orleans, Louisiana, that streak continued.

Team Elevated Ops took home the top overall spot, earning them the title of Operations Challenge Champions (Division I). This is the third Division I championship for Elevated Ops. Double Duty also displayed a strong showing, placing seventh overall as they competed in Division I, for the first time.

Diego Navarro (Environmental Health and Safety Specialist), Michael Grengs (Senior Civil Engineer), and Adrian Quintana (Facilities Maintenance Supervisor) in action.



Elevated Ops Team Members:

Coach - Lance Wenholtz

Transmission Operations Supervisor

Jesse Turpin

Operations Supervisor

Kelsey Gedge

Senior Transmission Systems Engineering Manager

Matthew Duncan

Senior Treatment Plant Engineering Manager

Joshua Malloreay

Transmission Operations Supervisor

Double Duty Team Members:

Coach - Brenda Adams

Principal Civil Engineer

Adrian Quintana

Facilities Maintenance Supervisor

Michael Grengs

Senior Civil Engineer

Diego Navarro

Environmental Health and Safety Specialist

Mark Hofmeister

Principal Civil Engineer

Employees Shine at Leading Water Quality Conference

The Water Environment Federation's Technical Exhibition and Conference (WEFTEC) is the largest annual water quality exhibition in North America.

Several groups proudly represented Metro Water Recovery (Metro) at WEFTEC 2024 in New Orleans, Louisiana. Serving as ambassadors, employees competed and led presentations, workshops, and lectures.

Tanja Rauch-Williams Named Master Lecturer

Tanja Rauch-Williams, Chief Innovation Officer, earned the elite honor of being Master Lecturer at WEFTEC. The Water Environment Federation (WEF) and the Association of Environmental Engineering and Science Professors select a lecturer every year to speak on their achievements during the convention.

"Tanja's leadership in advancing resource recovery and her commitment to mentoring the next generation of water professionals make her an ideal choice for this prestigious lecture," Pusker Regmi, Chair of the selection group, told WEF.

Rauch-Williams shared her pathway to the water industry, from humble beginnings as a curious child in Germany to becoming one of the foremost innovators in environmental engineering.

Rienna Nuber Attends WEFTEC as Communication Scholar

Rienna Nuber, Senior Communications Manager, was one of several professionals selected to serve as a Communications Scholar at WEFTEC. The Scholar program aims to build a communication presence throughout an event that has been long associated with technical staff. During the conference, Nuber participated in a communication-specific agenda and reported on events and competitions. In return, Nuber received conference registration, travel, hotel accommodations and an entire new network of peers.



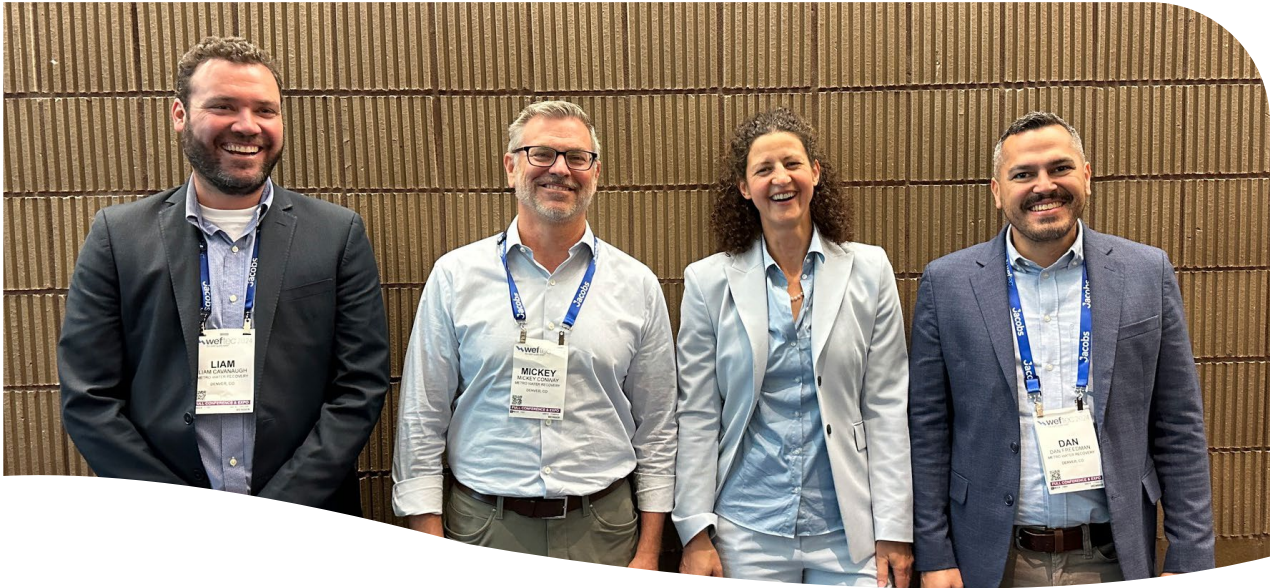
Metro employees pose for a photo during WEFTEC.



Rienna Nuber (Senior Communications Manager) poses for a photo outside the WEFTEC convention center.



Left to right: Jeffrey Hlad (Senior Wastewater Process Engineering Manager), Natalie Love (Laboratory Research Manager), and Rienna Nuber (Senior Communications Manager).



Metro Water Recovery Receives National Award for Workforce Development Program

Metro Water Recovery (Metro) earned the prestigious Workforce Development Award during the National Association of Clean Water Agencies' (NACWA) Winter Conference.

The Workforce Development Award is one of NACWA's National Environmental Achievement Awards and honors a project or program embodying effective, sustainable solutions that address the need for a qualified, diverse, and knowledgeable utility workforce.



Middle-left: Orren West (Director of Maintenance) and middle-right: Linden Ellis (Mechanical Maintenance Manager) accept the award

Left to right: Liam Cavanaugh (Deputy CEO/Chief Operating Officer), Mickey Conway (CEO), Tanja Rauch-Williams (Chief Innovation Officer), Dan Freedman (Director of Technology and Innovation) pose for a photo during WEFTEC.



Metro received the award for the Journeyman Trainee Program. The four-year learning program combines on-the-job training, college courses, and additional outside training for Mechanical Industrial Technicians and Electrician Instrumentation Technicians.



OUR WORK

Streamlining Metro Water Recovery's Future through Asset Management

Metro Water Recovery (Metro) is undergoing a transformation, quietly revolutionizing how it manages assets that keep essential services running. At the heart of this effort is an innovative Asset Management (AM) program designed to improve efficiency, make data-driven decisions, and ensure long-term sustainability.

AM is about managing Metro's valuable resources – like equipment, infrastructure, and inventory – in a systematic, cost-effective way. AM will lead to many benefits across the organization, including faster access to asset data, streamlined processes for managing assets, smarter decision-making, and safer, cleaner work environments for employees.

A large, coordinated effort, Metro's AM team made significant progress in 2024, laying the groundwork for a fully integrated AM system that benefits employees and the community alike.



Key members of the AM implementation team.

Information Technology Swiftly Responds to CrowdStrike Attack

Working overnight to recover Metro's critical systems from a crippling Information Technology (IT) CrowdStrike update, Metro's CrowdStrike Team restored over 300 impacted machines. Thanks to swift action displayed by the entire IT team – including Service Delivery, Infrastructure, and Cyber Security – infrastructure and machines were restored by the next day. This event highlighted the dedication and effort of Metro's IT professionals.



Metro's CrowdStrike team

Metro Water Recovery Receives Peak Performance Awards

Each year, the National Association of Clean Water Agencies (NACWA) recognizes NACWA public utility members for excellence in National Discharge Pollutant Elimination System (NPDES) permit compliance through its Peak Performance Award program.

The awards recognize three different levels of facility compliance for the prior calendar year: Platinum, Gold and Silver. Platinum-level awards are given to facilities that have had 100% compliance for five consecutive years. Gold-level awards recognize one year with zero permit violations and silver-level awards are given to facilities with no more than five permit violations in the calendar year.

Metro Water Recovery (Metro) received a Platinum-level Award for the Robert W. Hite Treatment Facility (RWHTF) and the Gold-level Award for the Northern Treatment Plant (NTP) in 2023. Metro was honored at the 2024 NACWA Utility Leadership Conference in Buffalo, New York.

“Receiving these awards is a significant achievement that would not be possible without our dedicated employees. This highlights our collaborative efforts to ensure nearly 140 million gallons of water discharged into the South Platte River daily are suitable for agriculture, aquatic life, recreation and water supply,” said Liam Cavanaugh, Chief Operating Officer.

Some of Metro's Operations team.



Left to right: Dawn Ambrosio (Chief Strategy Officer), Mickey Conway (CEO), and Emily Jackson (Chief Legal Officer) accept the award.



Receiving these awards is a significant achievement that would not be possible without our dedicated employees.

- Liam Cavanaugh
Chief Operating Officer

In 2024, Metro accepted several awards for performance in 2023:



Platinum-level
Award
**Robert W. Hite
Treatment Facility**



Gold-level
Award
**Northern
Treatment Plant**



In 2024, Metro was honored at the NACWA Utility Leadership Conference.

Celebrating 50 Years of Resource Recovery and Reuse

Metro Water Recovery (Metro) proudly celebrated the 50th anniversary of its Resource Recovery and Reuse (RR&R) Department, established in 1974 by William “Bill” Martin. Over the five decades, RR&R has evolved into a cornerstone of Metro’s mission.

From humble beginnings, RR&R now operates a fleet of 20 tractor trailers and employs 22 operators who deliver 31,000 dry tons of biosolids annually to over 300 farms across Colorado. Beyond biosolids transport, RR&R plays a crucial role in supporting Metro’s entire fleet of vehicles, from electric vehicles and trucks to tour vans and farm equipment.



RR&R was established in **1974** by William “Bill” Martin, who served as Director from 1974 until 1999, when he retired.

In the **25 years** since Bill’s retirement, RR&R has had seven different directors, including the current director, Patrick Stanley.



In **1980**, RR&R purchased three new trucks, tanker trailers, and two spreader trucks (TerraGators®) to inject biosolids into the ground.



Before 1980, biosolids were hauled to lagoons on the old Lowry bombing range to spread and incorporate into the ground.



In **1986**, a compost facility was built along with a new maintenance shop at the Robert W. Hite Treatment Facility (RWHTF).

In **1987**, the TerraGators® were converted from liquid injection systems to spreader boxes, allowing the cake to be applied year-round, switching to the solids application. This resulted in \$500,000 in annual savings and launched Metro’s beneficial reuse program.





The first part of the METROGRO Farm was purchased in March of **1993** from Tom Thompson. The rest of the 55,000 acre farm in Deer Trail was purchased in 1997.

In **1998**, RR&R participated in the mine tailings remediation project near Leadville.

In **2016**, the Transmission Division joined RR&R.



The construction of the Farm shop began in **2002**.



Composting operations were shut down in late **2008** in preparation for the South Secondary Improvements Project at RWHTF.

In **2020**, employees moved into the new RR&R Biosolids and Fleet Services Building. The new \$12.4 million building features a 10,000 square foot administration area and a 20,000 square foot shop.

Metro Water Recovery's Applied Research Center Now Open

Innovation at Metro Water Recovery (Metro) reached yet another milestone to help the organization meet environmental regulations. In late February, the Technology & Innovation Department (TID) and Environmental Services laboratory employees began their first water quality analyses in Metro's Applied Research Center (MARC), a new repurposed facility in the Transmissions Building at RWHTF. The MARC occupies approximately 1,000 square feet in the northeast corner.

This research space allows employees to conduct critical piloting and testing as they vet technologies to meet approaching compliance deadlines. "Through our historical work, we have learned certain lessons and understand the importance of having a dedicated lab space," said Dan Freedman, Director of TID.

Freedman anticipates the MARC will also present a broader opportunity to attract partnerships with technology providers, academics, and others. These partnerships could augment Metro's capabilities and resources and build employee knowledge and skills.





OUR COMMUNITIES

Digital Accessibility for All

Signed into law in 2021, House Bill 21-1110 ensures that Colorado governmental entities, including Metro Water Recovery (Metro), provide accessible services to all individuals, including those with disabilities. The bill mandates full digital accessibility, making it a civil rights violation for government agencies to exclude individuals due to accessibility barriers.

In 2024, Metro's Organization Communications Division made significant progress toward compliance, working with the Viscardi Center to address hundreds of accessibility issues on Metro's public website.

Moving forward, the team will continue to focus on achieving full website compliance and turn their attention to Metro's intranet and internal communication channels.

Working towards an accessible website involved:



Remediating 154 pages, 121 PDFs, and reviewing over 1,200 photo/graphic elements



Website Accessibility Audit



Creating Metro's Accessibility Resolution Team



Producing a Plan to Remove Accessibility Barriers



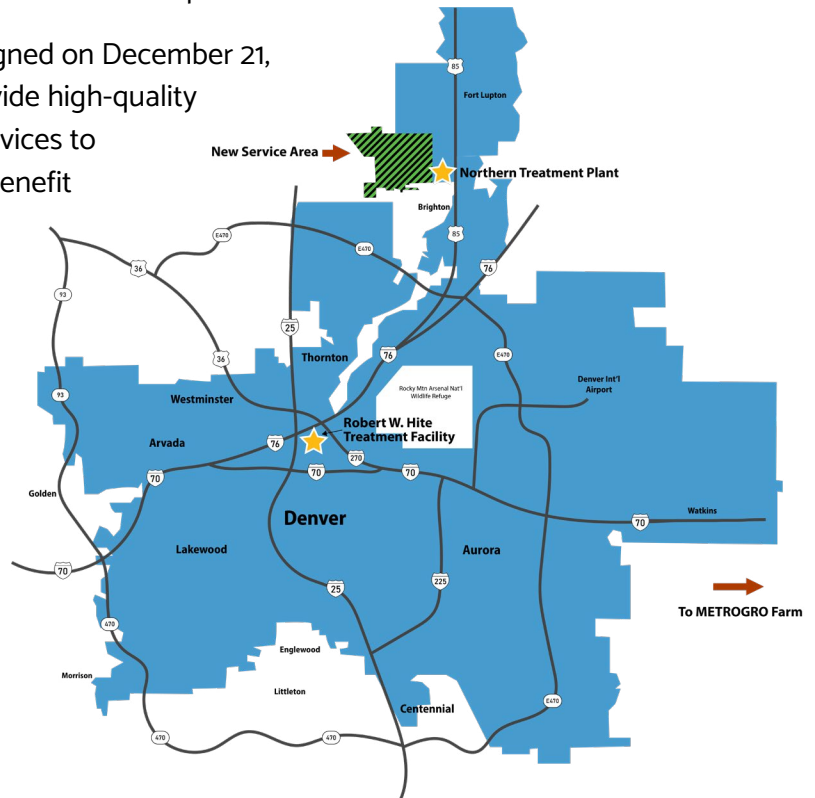
Brad Bagby (Digital Communications Specialist) resolves accessibility problems on Metro's website.

Metro Water Recovery Welcomes Todd Creek as Special Connector

As a wholesale wastewater treatment provider, Metro Water Recovery (Metro) proudly serves local governments—including municipalities and special districts—that we call connectors. In late 2023, Metro announced Todd Creek Village Metropolitan District (TCVMD) as Metro's newest special connector.

The Special Connectors Agreement was signed on December 21, 2023. “With this agreement, Metro will provide high-quality water treatment and resource recovery services to people in the Todd Creek area, which will benefit the region and the environment,” Mickey Conway, CEO, said.

Metro will be accepting TCVMD's flows at the Northern Treatment Plant (NTP) via two new connections, which have yet to be constructed, to Metro's Todd Creek and South Platte interceptors. Flows via the Todd Creek Interceptor are expected to begin in late 2025. Flows to NTP started slowly with the connection of the TCVMD office building, with the potential to increase to 6.8 million gallons per day (MGD).



The NTP outfalls.



With this agreement, Metro will provide high-quality water treatment and resource recovery services to people in the Todd Creek area, which will benefit the region and the environment.

– Mickey Conway
CEO

Metro Water Recovery Earns National Award for Virtual Classroom Program

On February 14, at the National Association of Clean Water Agencies' Winter Conference, Metro Water Recovery (Metro) was presented with a National Environmental Achievement Award in the category of Public Information & Education. The award honors agencies for their inventive efforts to educate the public on the effects of wastewater treatment and pollution control on the environment.

Metro received the award for its virtual classroom program. The virtual classroom experience is delivered using Zoom, typically lasts about 30 minutes, and is followed by a real-time question and answer session. Metro virtually engaged with about 25 classrooms during the 2024 school year. "The virtual experience allows us to present to groups that are too large to host in person," said Kelley Merritt, Senior Public Information Manager.

Dawn Ambrosio (Chief Strategy Officer) accepts the award.



Tour Program Educates and Inspires

Metro's Public Information Division leads a tour program that welcomes members of the public to experience the sights, sounds, and smells of wastewater treatment at our facilities. These tours allow visitors to learn the basics of wastewater treatment and understand how treatment serves a critical role in the water cycle.



A Girl Scout group poses for a photo at the NTP Visitor Center.



Amy Lovatt and Maritza Franco (Public Information Specialists) lead a public tour at NTP.



Over the course of 2024, the Division led **50 tours** which welcomed **365 people** to our facilities. We are proud to have welcomed a wide range of visitors, including:

- City of Arvada
- Colorado Governor Jared Polis and his staff
- Girl Scout Brownie troops
- Groundwork Denver
- Lenzburg, Switzerland Wastewater Treatment Plant
- Metro employee relatives
- Rocky Mountain School of Expeditionary Learning
- City of Thornton
- Trinidad Wastewater Treatment Plant

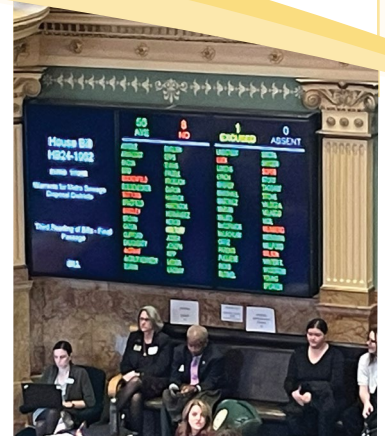


Governor Jared Polis (third from the left) and his staff toured Metro's Robert W. Hite Treatment Facility.

Metro Water Recovery Leads Effort to Pass State Legislation

On April 17, Governor Polis signed House Bill 24-1062, Concerning Administrative Inspection Warrants for a Metropolitan Sewage Disposal District. This final act capped off nearly 18 months of work by Metro Water Recovery (Metro) and our partners. The new statutory change will allow Metro, if needed, to directly seek an administrative warrant to fulfill its obligations under the federal Clean Water Act's National Pretreatment Program.

This is the first time Metro led a legislative campaign from concept to signature, with Board Chair Sarah Niyork testifying in support. The bill was sponsored by then State Representative Gabe Evans, State Representative Brianna Titone, State Senator Kevin Priola, and State Senator Bob Gardner. The change will result in a new streamlined inspection process, allowing Metro to address health and safety concerns related to industrial wastewater more effectively.



The warrant authority legislation in action at the Colorado capitol.



FINANCIAL OVERVIEW

Metro Water Recovery (Metro) ended the year in a strong financial position. Inflation stabilized in 2024 and operating costs were less than budgeted at year end. Metro staff continues to optimize resources to keep costs as low as possible with continued economic uncertainty.

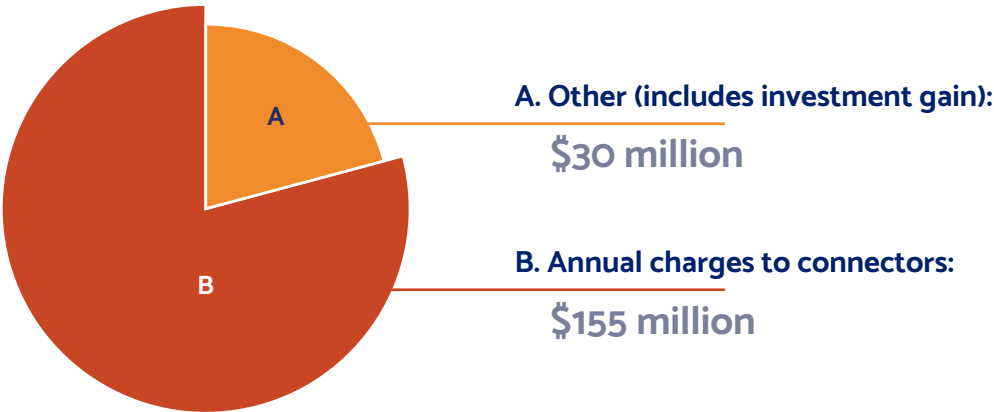
To successfully perform our mission, Metro must maintain reliable assets by sustaining current systems, replacing aging assets as needed, and adding new assets to address changing regulatory requirements. To that end, Metro is expected to spend over \$1.3 billion on capital asset replacement and new construction over the next ten years.

Major highlights:

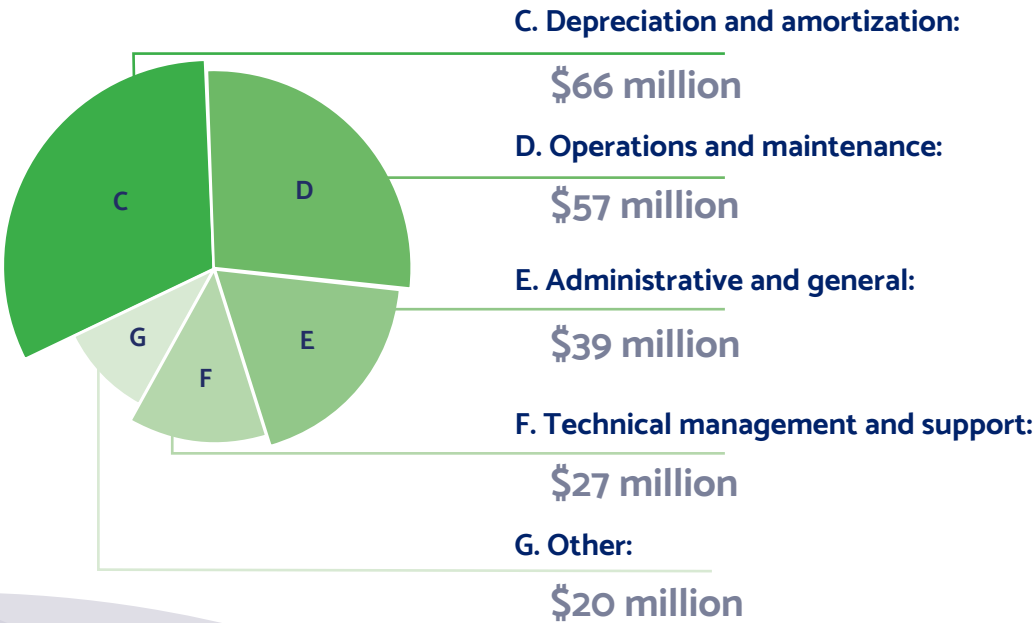
Sewer connection charges:
\$58 million

2024 ending net position:
\$1.1 billion

2024 total revenue:
\$185 million



2024 total expenses:
\$209 million



Metro’s net capital assets increased by \$66 million and include treatment plants, pipelines, buildings, vehicles, machinery, and equipment. Metro completed a major milestone project in 2024, the Second Creek Interceptor, which was placed into service in mid-2024, according to Molly Kostelecky, Chief Financial Officer. This 17-mile gravity pipeline connecting Metro’s Northern Treatment Plant to several communities in the northeast service area, diverts flow from other interceptors, eliminates costly lift stations, and accommodates growth in the east and north areas.

As Metro plans to spend more than \$1.3 billion on capital assets through 2035, Metro is planning a potential bond issue in 2026. Metro’s long-term debt at year-end was \$537 million, and its credit ratings are excellent – Standard & Poor’s AAA and Moody’s Aa1.

Total capital expenditure:
\$125 million

Electrical Transmission Service Substation

\$32 million

Peracetic Acid Disinfection System

\$13 million

South Thornton Lift Station

\$12 million

North Secondary Upgrades

\$10 million

Other projects

\$19 million

Total net capital assets:
\$1.4 billion

Plant in service

\$1.2 billion

Vehicles and equipment

\$750 million

Construction in progress

\$164 million

Land, land improvements, and water rights

\$52 million

RTU equipment and subscriptions

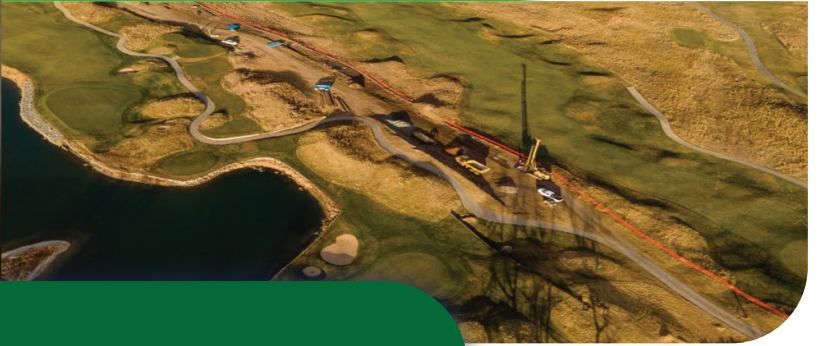
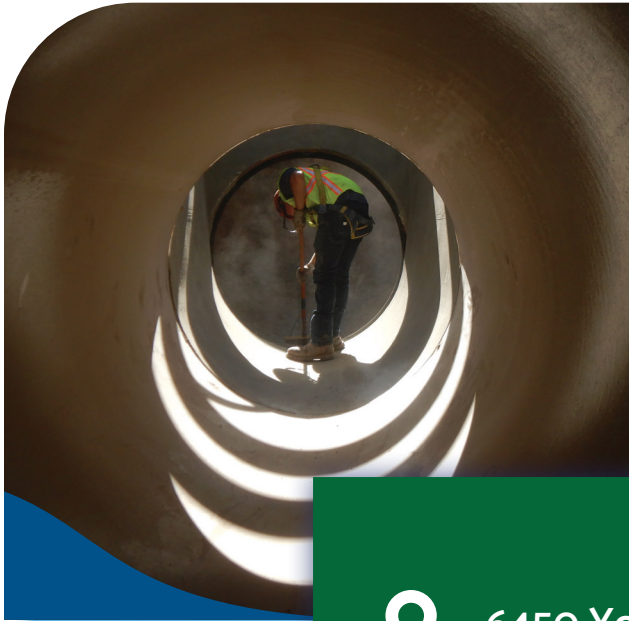
\$8 million

Increase in net capital assets:

\$66 million

Depreciation and amortization:

\$772 million



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