

## MURRAY CITY MUNICIPAL COUNCIL COMMITTEE OF THE WHOLE

The Murray City Council met as the Committee of the Whole on Tuesday, March 17, 2020 in the Murray City Center Council Chambers, 5025 South State Street, Murray Utah.

### Council Members in Attendance:

Dale Cox - Chair	District #2
Kat Martinez	District #1
Diane Turner	District #4
Brett Hales	District #5

### Present Electronically:

Rosalba Dominguez – Vice Chair	District #3
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### Others in Attendance:

Blair Camp	Mayor	Janet Lopez	City Council Director
Jennifer Heaps	Chief Communications Officer	Pattie Johnson	City Council Office Admin.
Brenda Moore	Finance Director	Jennifer Kennedy	City Recorder
G.L. Critchfield	City Attorney	Jared Hall	CED
Melinda Greenwood	CED Director	Roger Timmerman	UTOPIA
Joey Mittelman	Fire – Battalion Chief	Josh Chandler	UTOPIA
Robert White	IT Director	Laurie Harvey	UTOPIA
Cory Wells	Public Works	Ben Ford	Public Works

Mr. Cox called the meeting to order at 4:30 p.m. and welcomed all; he made the following announcement to address the current COVID-19 (Coronavirus) situation:

We are glad you are here or watching the live video of our meeting. I want to assure you that Murray City is doing all it can to prevent the spread of the COVID -19 virus. We urge you to use a commonsense approach to prevent illness:

- Wash your hands frequently for at least 20 seconds.
- Avoid touching your face.
- Remember to elbow bump, air five, foot touch and other methods to greet people and avoid shaking hands.
- If you have been exposed to someone who has tested positive for the virus, please self-quarantine for 14 days.
- If you have traveled outside the US, depending on the country, you may also need to self-quarantine. (China, Iran and most of Europe widespread risk)
- If you develop a fever, cough, or have difficulty breathing, please contact your healthcare provider for medical advice.

During the meeting, if you want to make comments during the "Citizen Comment" period or on one of the "Public Hearings" you can email your comments to [Jlopez@murray.utah.gov](mailto:Jlopez@murray.utah.gov). These comments need to be less than 3 minutes, include your name and contact information and they will be read into the record.

**Approval of Minutes** – None scheduled.

**Discussion Items**

**Utah Telecommunications Open Infrastructure Agency (UTOPIA), and Utah Infrastructure Agency (UIA) Update.** - Ms. Moore introduced UTOPIA and UIA representatives; Executive Director, Mr. Timmerman; General Counsel, Mr. Chandler; and Chief Financial Officer, Ms. Harvey to review the remaining build out plan for Murray, and discuss subscriber and revenue information.

Mr. Timmerman confirmed UTOPIA was first created by 11 cities, including Murray, as founding members; these cities collectively pledged money to get initial projects started. UTOPIA was only an 11 city project for 18 years; however, UTOPIA quickly added new partnership cities that rapidly became involved. A power point was shared to analyze the following talking points: (See Attachment #1)

- UTOPIA / UIA fiber definition.
- Map - depicting current existing UTOPIA service locations.
- Timeline - Beginning in 2004; Phase-One when the first UTOPIA bond occurred; and up to 2019 – UIA Phase-Two and current position.
- Municipal Open Access Fiber – All shared existing infrastructure.
- UTOPIA fiber service options.
- Top political issues and benefits of having Open Access Fiber.
- Superior, future-proof Ethernet architecture.
- Enabling smart-city applications.
- Air Quality Sensor Network – UTOPIA fiber is the #1 provider of PurpleAir quality sensors in Utah, available live on [www.purpleair.com](http://www.purpleair.com) and KSL weather.
- Social media - UTOPIA customers' comments, and referrals.
- Net Promoter Score = Highest customer satisfaction.
- Google ratings.
- Keys to Success – Fastest internet in the country, top rated, and best value.
- Increasing demand, and total subscribers.
- Active/recent UIA projects.
- Murray details - Availability, subscribers, and take rate totals. (graph charts)
- Other updates:
  - Map of Murray, depicting available areas.
  - Internal goal – A conservative schedule was displayed to complete Murray buildout by 2022.
  - Current status:
    - Current UIA phase (\$45M) - Expected completion summer 2021.
    - Next UIA phase (\$45M) - Summer 2021 – December 2022.
  - Proposed OPEX Re-Payment:
    - FY2020 - \$119,691 offset.
    - FY2021 - \$149,945 offset.
    - FY2022 - \$221,736 payment.
  - UTOPIA bond obligations - Targeted at 20%-30% (dependent on performance) and then

increasing over time.

- Additional city partnership opportunities.
- For more details and any questions contact: Executive Director, Mr. Timmerman at [rtimmerman@utopiafiber.com](mailto:rtimmerman@utopiafiber.com), [www.utopiafiber.com](http://www.utopiafiber.com), 801-613-3855.

Mr. Hales noted remote areas where people now have UTOPIA service, like Morgan, Utah. Mr. Timmerman confirmed attaining new areas with high take-rates benefited Murray and the organization in the long run.

Ms. Turner reported complaints of residents' who don't have UTOPIA, but want it, and get no response when contacting UTOPIA. She asked why this occurred and how could it be resolved. Mr. Timmerman regretted contact was not made, and suggested people call him personally, or the office, or visit the website to verify scheduling, and availability and if it is a widespread problem, he needs to be made aware. He said spotty coverage was usually because UTOPIA cannot attain pole attachment permits, and this was a common problem in Murray.

Ms. Turner thought communication methods must have improved. Mr. Timmerman apologized that people were ignored, and confirmed inquiries on Facebook are addressed daily. He said work tickets get created by email, however, that process is not as effective- because email is not as visible.

Ms. Martinez expressed excitement that all of Murray would eventually get UTOPIA service, which was a frustration for residents in western Murray. She appreciated knowing UTOPIA was the reason Murray had many purple air sensors. Mr. Timmerman said they provide more sensors than any other organization.

Mr. Hales led a discussion about why Murray was last on the projected buildout list; he noted cities that joined UTOPIA after Murray- came first. He acknowledged Mr. Timmerman's length of employment, appreciated improved transparency, and complimented efforts of new UTOPIA staff; however, he wondered why this was.

Mr. Timmerman replied the common question was related to timing and financing. He said build outs are timed with revenue growth; therefore, bonds are purchased to finance new phases of construction. He confirmed UTOPIA does not have financing capacities - only build out capacities - so the schedule is based on the ability to get debt aligned with bond money. He explained this is what changed for Layton and Payson cities; both back stopped a separate bond, moved to the top of the buildout list, and stated this could happen for Murray, if avenues for funding were provided by Murray.

Mr. Hales confirmed Murray is faithfully paying a significant payment on the original UTOPIA bond; so, he would not assume Murray was being penalized; he asked if it was because Murray denied UTOPIA's request for more money at a later time, geared to help fund further operations and expenses. Mr. Timmerman said West Valley was in a similar situation, due to the timing of OPEX. He stated there was a time UTOPIA requested more money, in order to get Murray back in good standing with UTOPIA once again, although this was not the case anymore. He said at this point they don't care about the past and now all cities are considered in good standing. He explained the buildout is based on financing priority, timing, and resource availability; so the option is still there for Murray to fund the buildout completion. For example, if the cost was \$8 million to finish Murray, Murray would back stop a separate bond, pledge specific revenue for a 25-27 year commitment, enabling funds immediately. UTOPIA would then take on Murray projects sooner – by moving Murray up the projected list by two years. He said it was Murray's

choice, but the goal is to finish Murray's build out by 2022 – worst case 2024 at the latest.

Mr. Hales recalled his first year of service, and Murray's horrific relationship with UTOPIA, due to financial and other reasons; he thought it was a good sign that people were finding the UTOPIA experience, as a positive one. Mr. Timmerman confirmed the on-line schedule continues to update, the closer to finishing the buildout.

Ms. Turner affirmed if Murray provided more funding to UTOPIA, Murray would move up on the schedule. Mr. Timmerman said if Murray is interested, cost and terms could be discussed; if money is pledged, Murray would take priority over other city's projects like Payson City where construction is currently underway. He expounded, Murray would be pledging money, not be spending it; specified funds would be tied up in the buildout, so nothing else could be financed based on identified income, whether sales tax or franchise revenue. He explained after signing a pledge agreement, financing occurs, UTOPIA assumes the debt, the network is built, and customers are attained. The only risk to Murray would be insufficient revenue from the new incremental project to cover the debt service; so in that instance, Murray would be responsible to pay the short fall.

Ms. Dominguez said the biggest complaint she hears is that Murray was already paying UTOPIA way too much per citizen, as a result of the initial bond; she questioned if Murray was paying more than most cities. Mr. Timmerman explained UTOPIA debt obligations were relative to the population at the time of the initial bonding; he said Murray pays UTOPIA the equivalent of other cities the same size as Murray. The Active/Recent UIA projects list was analyzed to understand how other cities moved up the list to expedite buildouts.

Ms. Dominguez asked if the estimated cost at the start of the project was underestimated, which was why Murray was in this situation, and not all Murray residents had fiber. Mr. Timmerman confirmed initial feasibility study costs were estimated at \$500 million; and currently they are slightly short of that amount to build out all UTOPIA cities and others throughout Utah. He said misfortune came during Phase-One of the project, due to lack of revenue and low take rates, but this fortunately has changed.

Mr. Hales noted Layton was experiencing a third round of buildouts; and non-member cities, Payson and West Point are not obligated to pay on significant debt. Mr. Timmerman said it was a mutually beneficial arrangement, by letting cities take on all the risk, and guarantee UTOPIA a financial benefit in new partnerships. He stated new cities do not hold board membership, they have no voting privilege, they lack the same level of control and ownership like Murray, and they are not affected by UTOPIA's old debt. He added this was financially good for UTOPIA, and from a long-term perspective, new cities regret not being part of the original plan. Mr. Hales said humorously Murray would trade position with any of them.

Mr. Cox noted if nonmember cities function well, part of that revenue will pay off the original bond Murray was obligated to pay. Mr. Timmerman confirmed.

#### **Wastewater Planning Program Report.** Cory Wells and Ben Ford

Mr. Wells explained the annual report required by the Utah DWQ (Division of Water Quality) is a condition of receiving State financial assistance loans for the City's wastewater collection system; and part of providing funding for the work taking place at CVWRF (Central Valley Water Reclamation Facility). Predetermined questions are asked that make up the 2019 MWPP (Municipal Wastewater Planning

Program) report, to be submitted back to the DEQ by April 15, 2020, upon Council approval.

Murray, Wastewater Superintendent, Mr. Ford conducted a lengthy presentation to review the overall status of the sewer system, and confirm answers to required questions. The following was highlighted from various sections of the report:

- General Questions, Operating Revenue, and Reserves:
  - Murray City is a Grade-3 System, has seven qualified operators, who achieved Grade-4 certification, which is above the requirement.
  - Anticipated revenue is adequate in handling services for the coming year.
  - Average cost to Murray citizens for sewer services: \$439.80 per year, or \$36.65 per month.
  - Murray property taxes are NOT used to pay for the sewer system.
  - Projected revenue will cover the next five years for operations and maintenance.
  - Staff is adequate for handling operations and maintenance needs for the next 5+ years.
  - Projected revenue is sufficient for handling operations and maintenance expenses for the next 5+ years.
- Capital Improvements – Projects, Revenues, and Reserves:
  - There is sufficient revenue to handle upcoming capital improvement projects.
  - There is adequate funding for capital improvement projects in the next five to ten years.
  - There is NOT sufficient funding to address projects in 20 years. (20 years is too far into the future to determine)
- Fiscal Sustainability Review, and Impact fees:
  - Current impact fee = \$1,372; current base rate = \$8.82, flow rate charge = \$2.62.
  - An impact fee study has been completed.
- Projected Capital Investment costs:
  - The Capital Facility Plan was updated within the last five years.
  - Plan of Operations, the Management Plan, and Standard Operations Procedures are all well maintained.
  - Asset Management System consists of using: spreadsheets, GIS, Accounting and GIS software.
  - Cost to replace Murray's sewer system = \$154,927,950. Includes capital assets and purchases.
  - There is adequate funding for CVWRF plant improvements and annual treatments up to 2024.
- System Description:
  - Largest pipe diameter = 48 inches.
  - Average depth = 8 feet.
  - Total length of sewer pipes in the system = 132 miles, with a total of 2,400 manholes.
  - Number of lift pump stations = 3.
  - Largest lift pump in the City - Fairbourne.
  - Largest peak = 1,100 gallons per minute, (average flow = 600 gallons per minute).
  - Collection system was constructed in 1917, and the largest pipe was installed in 1972.
- Discharges: Total SSO's (Sanitary Sewer Overflows) = 0. It was noted there were none this year, due to having the right equipment and tools to manage and maintain the sewer property properly.

- New Development:
  - Upcoming projects increasing the sewer system load or flow by 10% = 0.
  - Number of anticipated projects in the next 2-3 years that would increase system flow 25% or more = 0.
  - Number of new commercial connections throughout the year = 0.
  - Residential connections added last year = 109.
- Operator Certification:
  - Full-time employees = 8.
  - Service population = 36,800.
  - All Murray operators are qualified and certified - one step above the requirement.
- Facility Maintenance:
  - Inspections - Occur every five years.
  - Amount of sewer system mapped into place = 100%.
- SSMP (Sanitary Sewer Management Plan) Evaluation, and Narrative Evaluation:
  - SSMP plan was adopted by the Murray Council in 2015.
  - Annual Audits - Yes. The SOP (Standard Operating Procedure) is a living document that proves all maintenance in Murray has occurred and is up to date.
  - The SECAP (System Evaluation and Capacity Assurance Plan) is complete; defined by the Management Program, it is in place as part of the Management and Master Plan.
  - The City's collection system is in good operation. Existing trouble spots have been identified and are maintained on weekly basis; some analyzed monthly. Mr. Ford confirmed a priority list is in place for future repair projects.
  - Main issues: grease, root intrusion and manhole failures. Funding of approximately \$8,000 to \$10,000 is allocated each year to contract repair work, which comes with a warranty.
  - The City pays %100 of CEU (continuing education) for maintaining all training and certification.

Council Members appreciated knowing the City's sewer system is in good condition.

#### **Residential Neighborhood Business Text Amendment.** Jared Hall

Mr. Hall explained the R-N-B Zone was developed a number of years ago to provide a buffer for large residential areas adjacent to high traffic corridors; for example, parcels on 900 East and along Winchester Street that allow light duty commercial businesses, which close after 5:00 p.m. The applicant, Brad Reynolds Construction, made the request to allow twin homes in the R-N-B Zone. Mr. Hall confirmed when a text amendment is considered, it is not just for this one parcel, but applies to all R-N-B Zones. The great majority of R-N-B Zones occur on these two streets.

Mr. Hall shared a map to describe the area where the R-N-B Zone currently allows small-scale, limited businesses, single-family residential, and two-family residential duplexes as permitted uses. The proposal would add twin-homes as permitted residential. Mr. Hall explained the difference between a twin-home and a duplex, as follows: A duplex is a two-family dwelling built on a single lot. In contrast, a twin-home is comprised of two single-family dwellings built on two separate lots, where the dwellings share a single common wall- where the two lots meet.

Mr. Hall confirmed the amendment would have the same functional impact as a duplex, however, it allows owner occupied units. He reported the Murray Planning Commission held a public hearing on February 20, 2020, and voted 4-0 to send a recommendation of approval to the City Council. Murray Staff also recommended approval to amend the text.

Ms. Martinez affirmed twin homes were allowed in other zones, but this text amendment was specific to only this R-N-B Zone. Mr. Hall confirmed. The Council would consider the text amendment in a council meeting.

**Emergency Remote Participation for Council Meetings.** G.L. Critchfield

Mr. Critchfield led a discussion about confirming Mayor Camp's Declaration of the Existence of a Local Emergency, concerning the outbreak of COVID-19 (coronavirus disease); and consenting to continue and renew the declaration providing for special provisions for City Council meetings during that time.

He confirmed the Local Emergency was declared on March 13, 2020, which under State Law lasts 30 days, and can only be extended by Council approval. With the next council meeting on April 7, 2020, close to the expiration date, he thought it urgent to address the matter because Council Members would need to decide whether to continue the declaration. In addition during a Local Emergency, the Council meets remotely for council meetings; but under State Law and Murray's current ordinance, there is a requirement that a quorum be present at an anchor location to vote on such matters, before any future electronic meeting can be held. The council would consider the resolution in the council meeting.

Mr. Hales affirmed COVID-19 was still a concerning emergency situation. Mr. Critchfield agreed.

Ms. Martinez noted one resolution was formed to address both matters. Mr. Critchfield confirmed one resolution applied to the current emergency people are facing now – COVID-19. Ms. Martinez thought the situation might last much longer and wondered if voting again would be required- to extend the emergency even further. Mr. Critchfield explained when the Local Emergency was over, the Council would proclaim the resolution terminated.

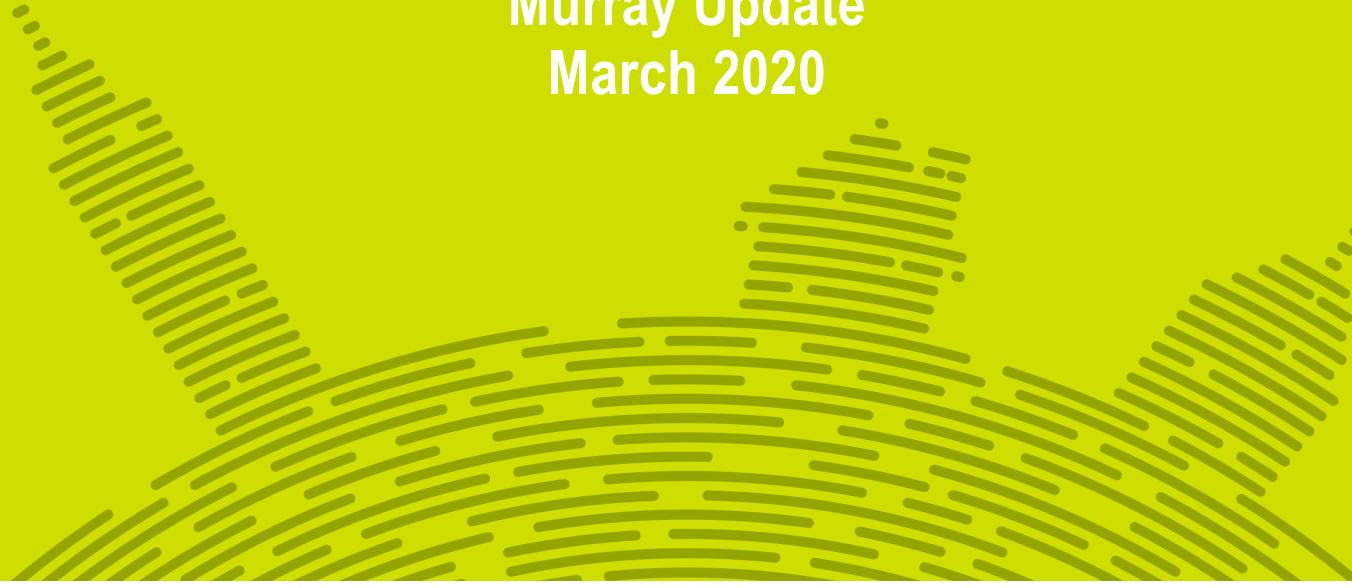
**Announcements:** Ms. Lopez made several announcements related to coming events for the council members.

**Adjournment:** 5:37 p.m.

**Pattie Johnson**  
**Council Office Administrator II**



Murray Update  
March 2020



# WHAT IS UTOPIA FIBER?

UTOPIA is a Utah Interlocal Entity and political subdivision of the State of Utah

## Founding Members

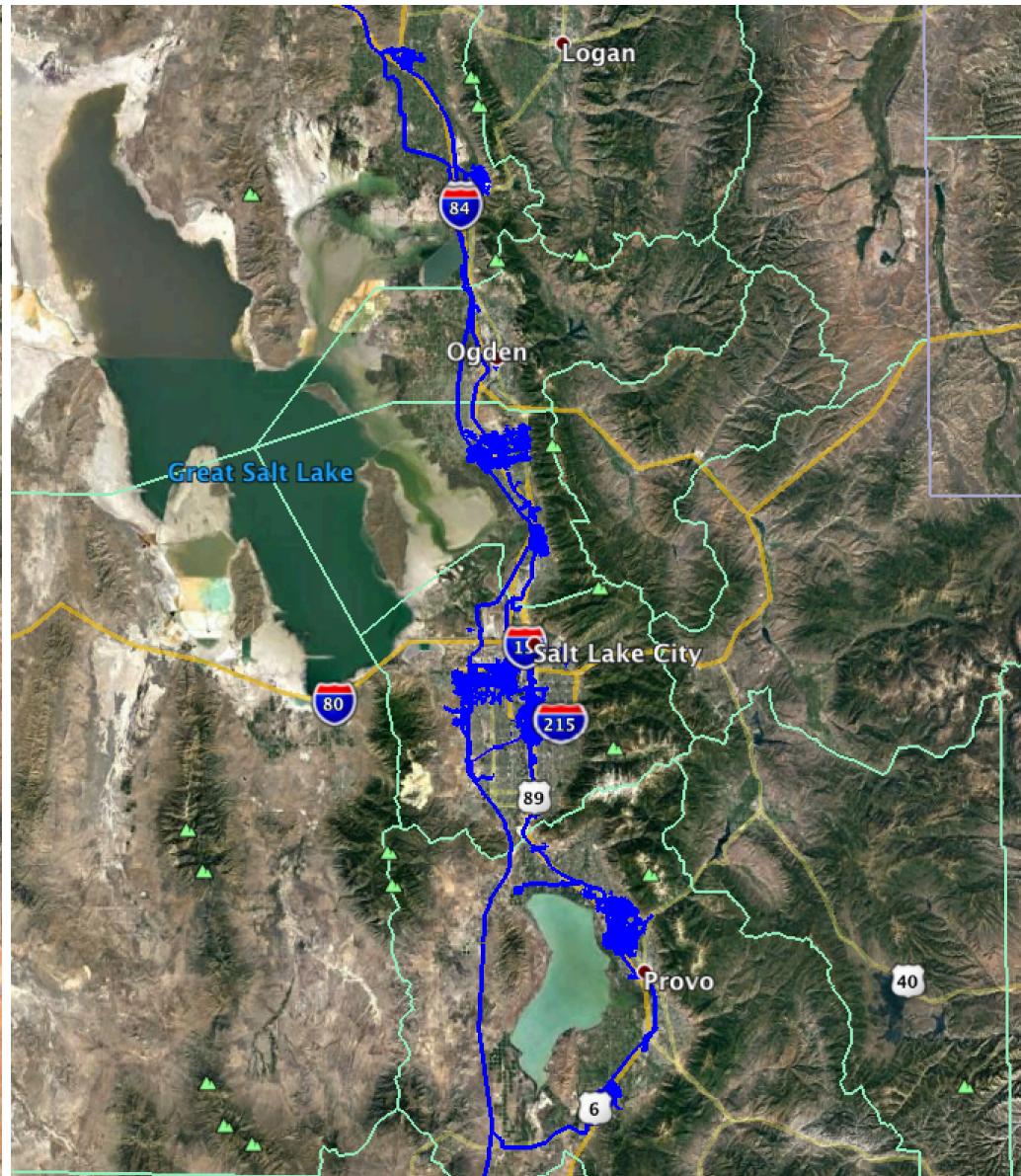
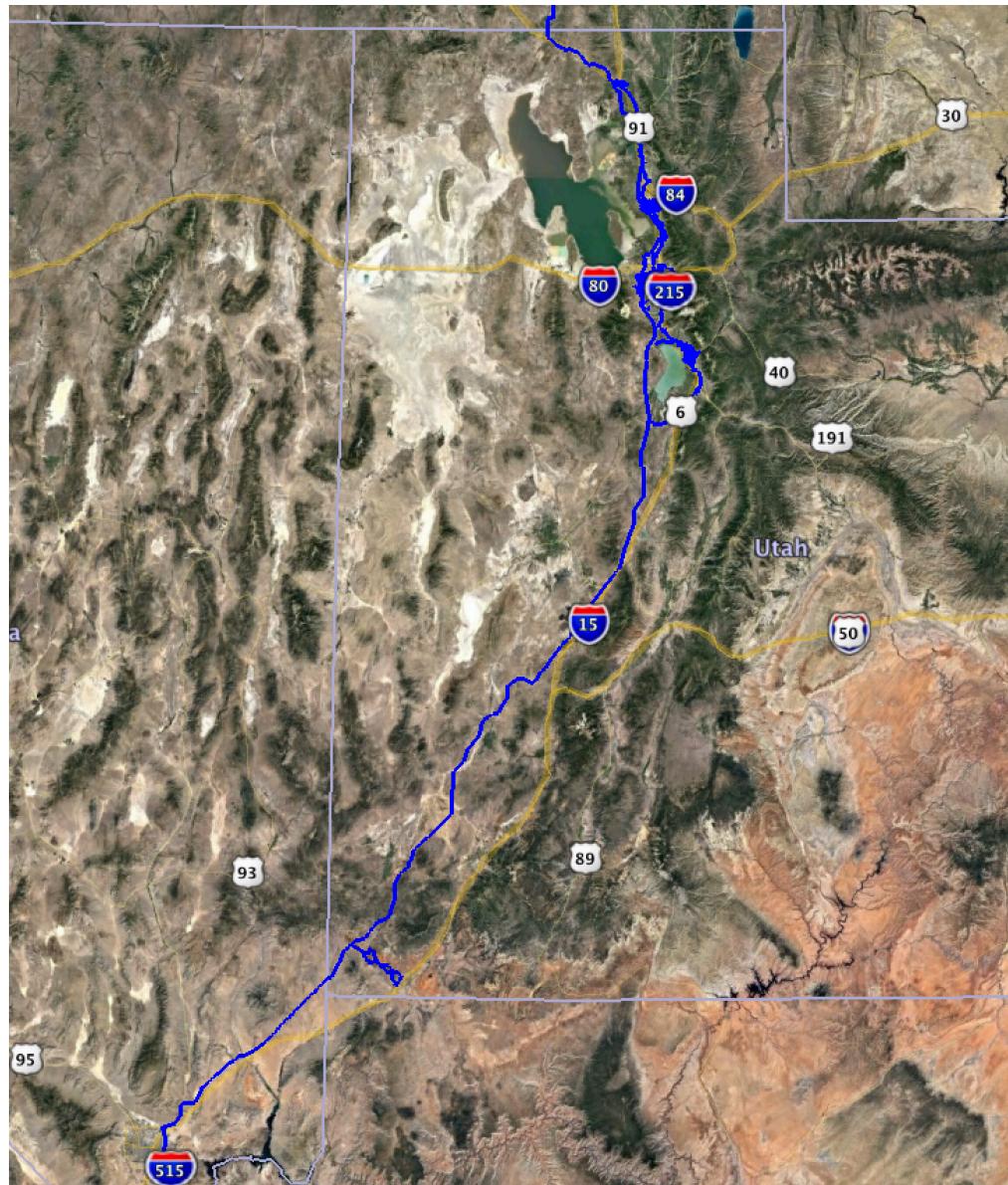
Brigham City	Centerville
Layton	Lindon
Midvale	Murray
Orem	Payson
Perry	Tremonton
West Valley City	

## New Partner Cities

Woodland Hills	Idaho Falls
Morgan City	West Point
*****	*****
*****	*****

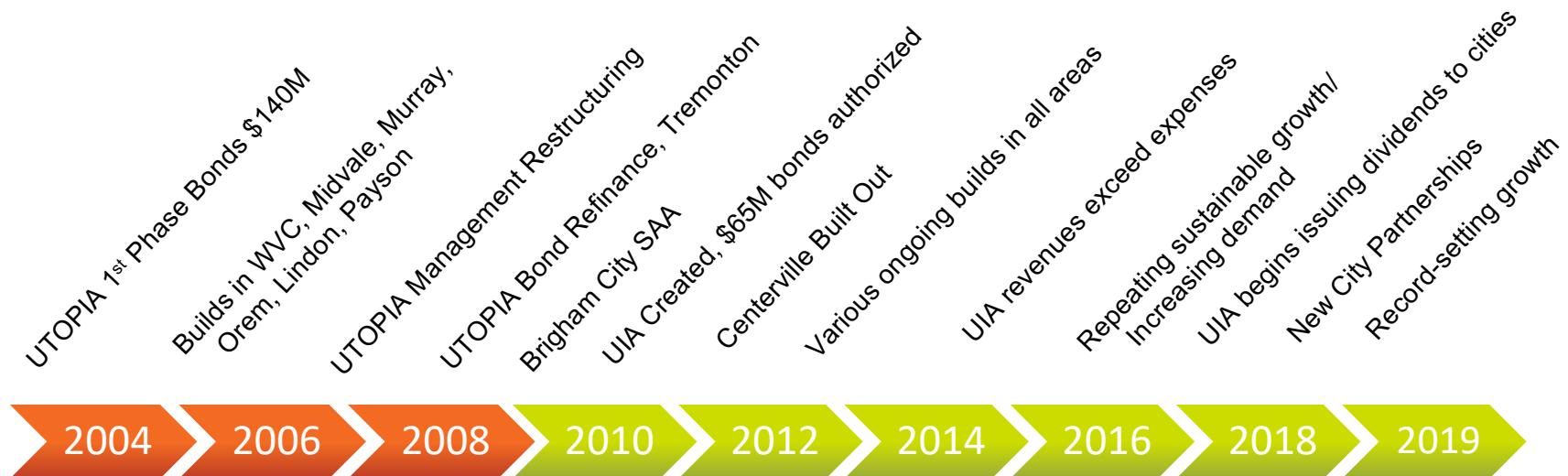


# WHAT IS UTOPIA FIBER?



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# WHAT IS UTOPIA/UIA FIBER?



## UTOPIA - Phase 1

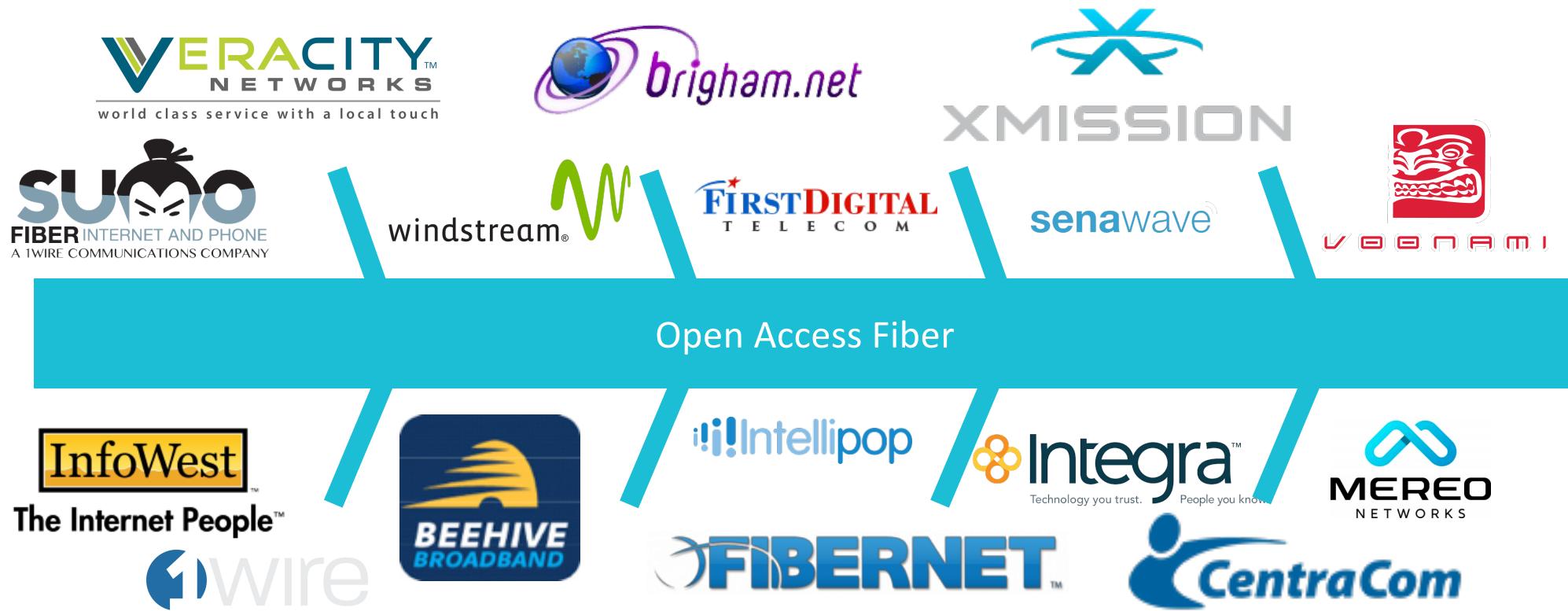
- Core Backbone Built
- Revenues lagged
- Higher expenses
- Few service providers

## UIA - Phase 2

- Revenues exceeding debt service
- Sustainable buildouts
- Lower material and electronics costs
- Strong service provider competition

# MUNICIPAL OPEN-ACCESS FIBER

Shared Open-access Municipal Fiber Infrastructure



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# UTOPIA FIBER SERVICE OPTIONS

PROVIDER	INTERNET			PHONE*		VIDEO*			
 <b>BEEHIVE BROADBAND</b>	250 Mbps \$34.95	1 Gbps \$49.95		Beehive Phone - Self Installation \$19.95	Beehive Phone - Technician Installation \$19.95	Lifeline Video Package \$34.95	Family Package \$64.95	Entertainment Package \$74.95	Total Video Package \$114.95
 <b>Brigham.net</b>	250 Mbps \$35.00	1 Gbps \$54.95	10 Gbps \$199.99	Brigham.net Phone: Voice line includes 500 minutes Free Long Distance, Caller ID, Call Waiting, Call Forwarding, Voicemail, Follow me & E-911 services. \$24.95		Yondoo TV (Contact Yondoo for pricing and plan details 877-309-4462 ) \$0.00			
 <b>CentraCom</b>	250 Mbps \$34.95	1 Gbps \$49.95		CentraCom Phone \$15.00					
 <b>FIBERNET DATA CENTERS</b>	250 Mbps \$35.00								
 <b>InfoWest</b>	250 Mbps \$35.00	1 Gbps \$48.00		InfoWest Phone \$20.00		Yondoo TV (contact Yondoo for details 877-309-4462 ) \$0.00			
 <b>Intellipop</b>	250 Mbps \$34.95								
 <b>senawave</b>	250 Mbps \$32.98	1 Gbps \$37.80		Standard Calling \$17.99	Premium US48 \$27.98				
 <b>SUO FIBER INTERNET AND PHONE</b>	250 Mbps \$35.00	1 Gbps \$48.00	10 Gbps \$200.00	Unlimited Local Calling \$5.00	International Plan \$20.00	National Plan (Lower 48 States) \$10.00	Yondoo TV (Contact Yondoo for pricing and plan details 877-309-4462 ) \$0.00		
 <b>VERACITY NETWORKS</b>	250 Mbps \$34.99	1 Gbps \$54.99	10 Gbps \$199.99	Veracity Phone \$9.99		Total Vision (Basic) \$59.99	Beyond Vision (Expanded) \$76.99	Premier Vision (Expanded) \$114.99	
 <b>voonomi</b>	250 Mbps \$34.95	1 Gbps \$54.95		Local Calling Plan \$4.95	National Calling Plan \$9.95				
 <b>XMISSION</b>	250 Mbps \$37.00	1 Gbps \$50.00	10 Gbps \$250.00	XMission Phone \$15.00		Yondoo TV (Contact Yondoo for pricing and plan details 877-309-4462 ) \$0.00			

## WHY OPEN ACCESS FIBER?

### Top Political Issues – Benefit from municipal open access fiber

- **Air Quality and Environment**
- **Transportation and Traffic**
- **Education**
- **Government Spending**
- **Jobs and Economy**
- **Healthcare Taxes**
- **Gas and Energy Prices**
- **Ethics of Elected Officials**
- **States vs. Federal Government Rights**



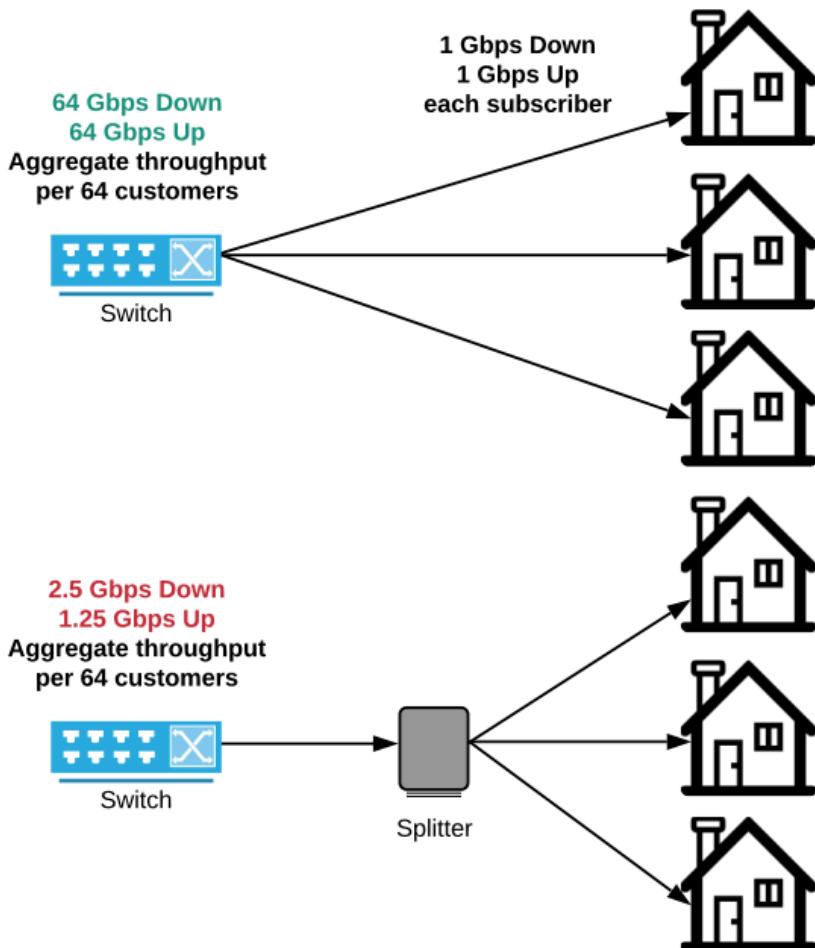
# SUPERIOR, FUTURE-PROOF ETHERNET ARCHITECTURE

- Supports dedicated capacity per customer
- 10 Gbps now available across UTOPIA Fiber, 100 Gbps for businesses



## Ethernet

Dedicated fiber capacity for every home/business



## Other Fiber Providers

- Google Fiber
- CenturyLink

## GPON

Shared capacity, uses timeslots and splitters to connect groups of customers on shared fiber



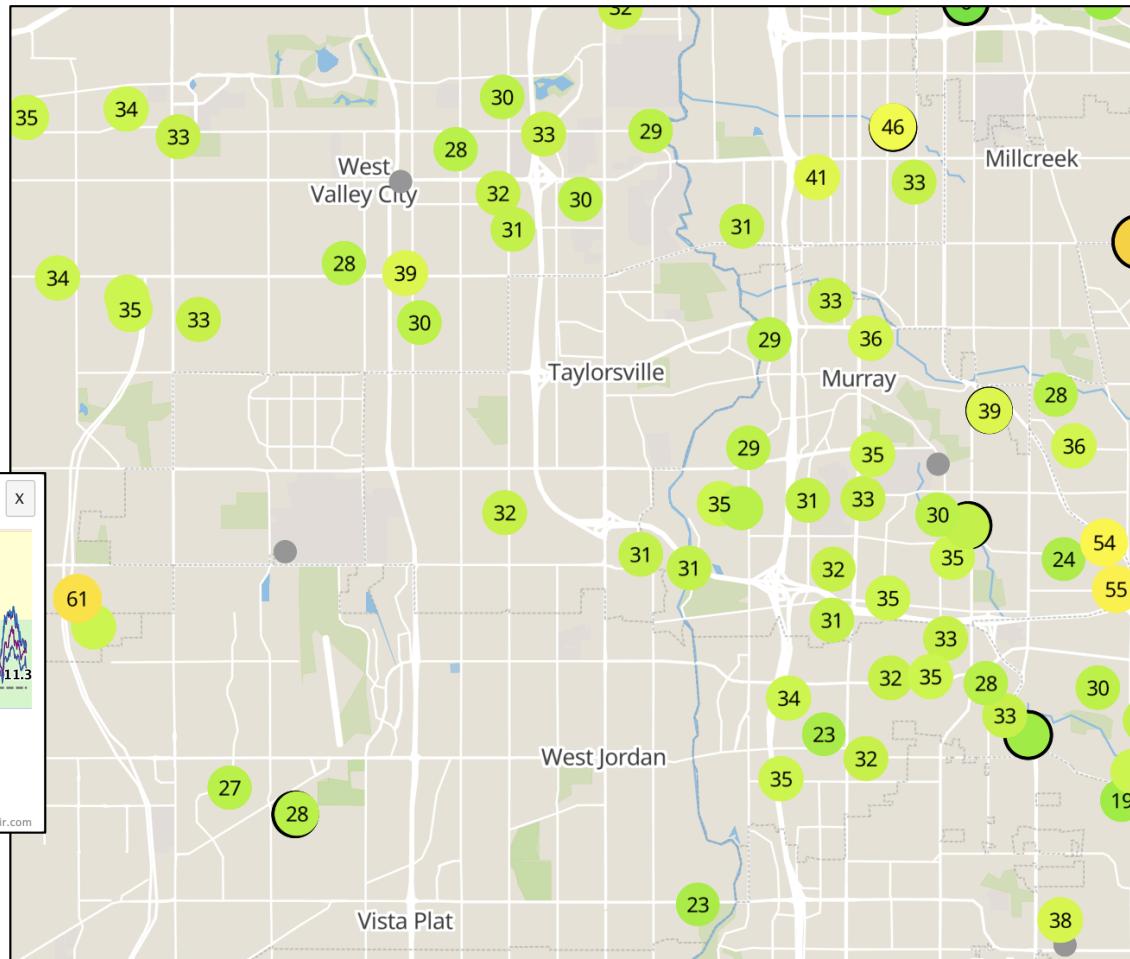
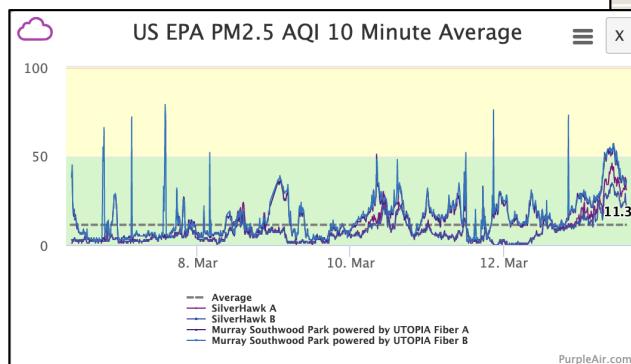
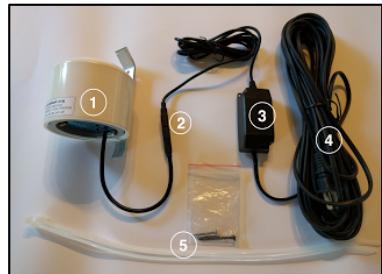
# WHY OPEN ACCESS FIBER?

## Enables Smart City Applications

- Video Surveillance
- Automated Metering Interface (AMI)
- SCADA
- Smart Irrigation
- Traffic Control
- Air Quality Monitoring
- Park Wi-Fi / Downtown Wi-Fi
- City Meetings
- Disaster Recovery
- Smart Parking
- Smart Facilities
- Wildfire Detection/Mitigation



# SMART CITY APPLICATIONS - Air Quality Sensor Network



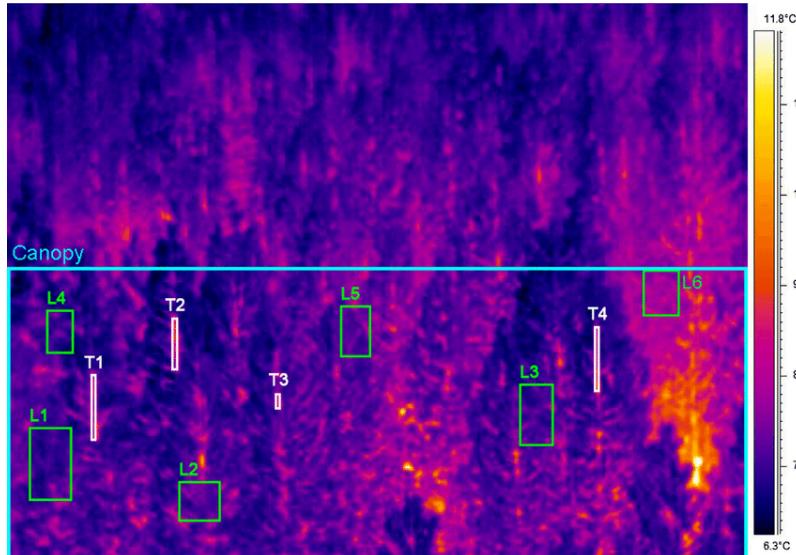
**UTOPIA Fiber is #1 provider of PurpleAir air quality sensors in Utah, available live on [purpleair.com](http://purpleair.com) and KSL weather.**



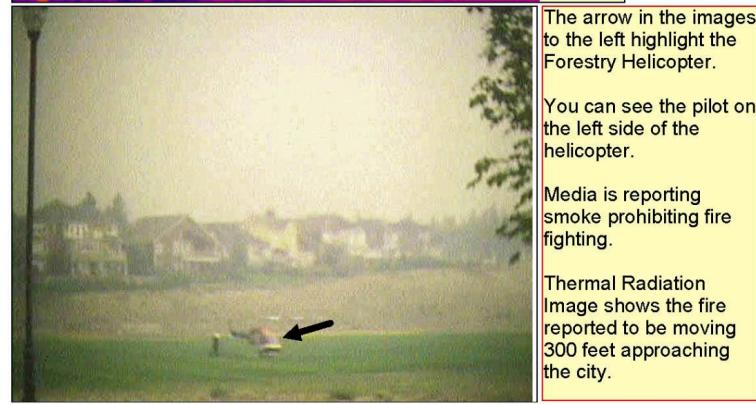
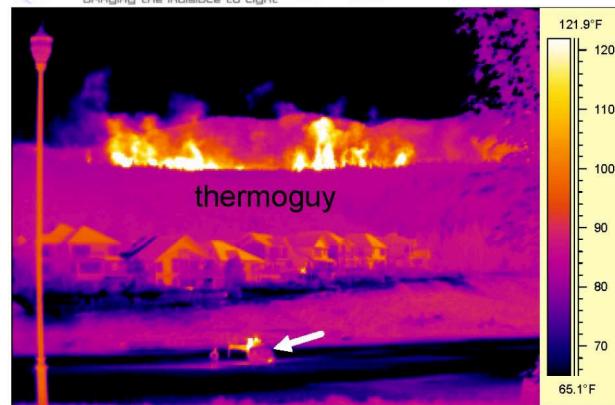
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# EARLY WILDFIRE DETECTION SYSTEM

## Thermal Imaging Examples



thermoguy  
bringing the invisible to light



<https://www.researchgate.net/publication/267287486> Canopy temperature of a ponderosa pine forest The relationship with environmental drivers and forest metabolism

<https://thermoguy.com/forest-fires/>

# CURRENT OPTIONS IN CITY

**ars** TECHNICA

BIZ & IT TECH SCIENCE POLICY CARS GAMING & CULTURE

AND PRICE HIKES, AN ICONIC DUO —

promised not to raise prices—  
guess what happened next

accused of reneging on "lifetime" price promise in Google Fiber city.

JON BRODIN - 9/19/2019, 11:59 AM

PHILADELPHIA BUSINESS JOURNAL

Where Philadelphia's top chefs are eating in 2020 >

Media & Marketing

Media & Marketing

to pay \$15.5M to settle class-action lawsuit over set-top box rentals

By Michelle Caffrey — Reporter, Philadelphia Business Journal

Sep 25, 2019, 1:42pm EDT

## FierceTelecom

AI TELECOM TECH PLATFORMS

Operators

to pay \$8.9 million in fraudulent billing case

by Martha DeGrasse | Jan 10, 2020 10:30am

## StarTribune

BUSINESS

agrees to \$1.1 million in refunds in deceptive practices lawsuit

AG, cable giant settle deceptive-practices suit.

By Mike Hughlett Star Tribune | JANUARY 15, 2020 — 7:18PM

NEWSWATCH

**KDRV.COM**  
Watching Out For You

OREGON REACHES \$4 MILLION SETTLEMENT WITH FOLLOWING CONSUMER COMPLAINTS

The Attorney General's office said that it had received more than 1,200 customer complaints about [REDACTED] prompting the suit.

Posted: Dec 31, 2019 3:57 PM  
Updated: Dec 31, 2019 4:06 PM  
Posted By: Jamie Parfitt

HOME NEWS WEATHER SPORTS VIDEO FEATURE



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# UTOPIA FIBER CUSTOMERS



**Michele Schaub**

March 1 at 10:18 AM

...

Really tired of the price I'm paying for Xfinity. Anyone know of something better? I've had Centurylink in the past and wasn't impressed. Thanks!!

1 Like

41 Comments

Like

Comment

Share



**Yvonne Argyle** They all suck!!!!

Like · Reply · 2w

1



**John Park** Utopia! It's the BEST!

Like · Reply · 2w

6



**Michele Schaub** John Park I checked my address and it said they aren't here yet??

Like · Reply · 2w

1



**Travis Nay** Utopia is great!

Like · Reply · 2w

2



**Michele Schaub** Travis Nay said my address doesn't have coverage. Thought I'd call tomorrow to double check

Like · Reply · 2w

1



**Judith Jones** I've had XMission for years and the price has remained \$50/month and has never changed & no problems with the service

Like · Reply · 2w

6



**Raydon DeChene** Just do streaming. Between hulu, prime, netflix, and disney plus you will have more tv than you will know what to do with and all together is like \$40

Like · Reply · 2w

4



**Lexi Keller** I found there is broadband fiber optics available in some parts of Murray! The cost is almost the same, but you have to buy your own router. It makes internet faster and more consistent so you get better service for the same money when you stream Hulu, Vudu, Netflix, Prime, etc...

Like · Reply · 2w

3



**Melody McCann** Utopia

Like · Reply · 2w

2



**Tommy Maras** Utopia

Like · Reply · 2w

1



**Fred Hansen** Antenna = FREE

Like · Reply · 2w

2



**Steven Adams** Been using century link for a few years. Like it more than the comcast I had about 4 years ago

Like · Reply · 2w

1



**Stacey Oliver Garcia** We're just doing internet and subscribing to hulu, Netflix and we already have Roku and Amazon Prime. Best decision.

Like · Reply · 2w

1



**Michele Schaub** Stacey Oliver Garcia who do you have for internet? That's my plan as well

Like · Reply · 2w



**Stacey Oliver Garcia** Michele Schaub I just go through Xfinity since we already had it.

Like · Reply · 2w

1

View 2 more replies



**Barbara Hawkins Hiatt** I'm campaigning for Utopia. I keep getting told that it's not available yet on my street.

Like · Reply · 2w

2



**Margaret Allen Richards** I have utopia, if it's available it's really fast and a lot cheaper.

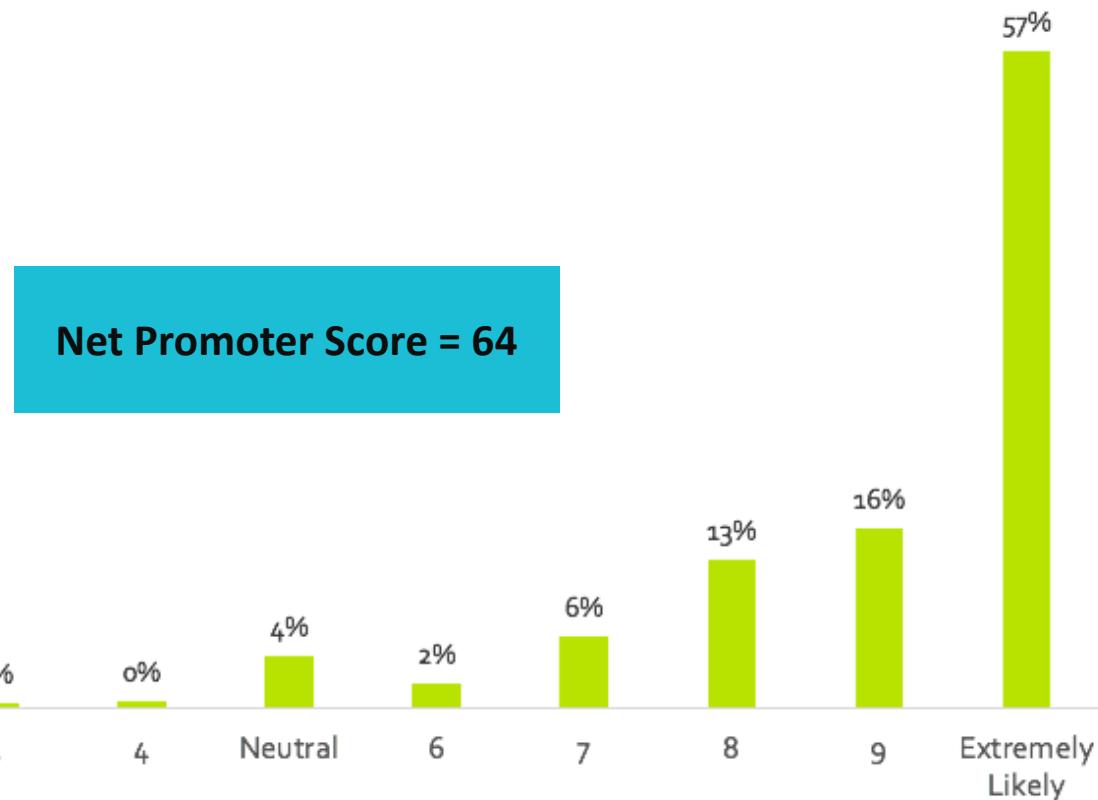
Like · Reply · 2w

2

# NET PROMOTER SCORE

## Highest customer satisfaction

How likely are you to recommend UTOPIA to a friend or colleague?



Third-party survey conducted August 2018 by Boncom

# GOOGLE RATINGS

UTOPIA Fiber is the #1 rated provider in region

Provider	Score	Source
All West	2.2	<a href="https://goo.gl/maps/DKr99kKBxAk">https://goo.gl/maps/DKr99kKBxAk</a>
Beehive Broadband*	4.2	<a href="https://goo.gl/maps/ha5s3zSCNZ72">https://goo.gl/maps/ha5s3zSCNZ72</a>
Comcast	3.1	<a href="https://goo.gl/maps/e2B7BfDLVyB2">https://goo.gl/maps/e2B7BfDLVyB2</a>
Centracom*	3.1	<a href="https://goo.gl/maps/b9y29wadCrR2">https://goo.gl/maps/b9y29wadCrR2</a>
Centurylink	1.4	<a href="https://goo.gl/maps/fNjf6TwPj2U2">https://goo.gl/maps/fNjf6TwPj2U2</a>
Emery Telcom	1.9	<a href="https://goo.gl/maps/A76PxhYsfEx">https://goo.gl/maps/A76PxhYsfEx</a>
Google Fiber	3.7	<a href="https://goo.gl/maps/xEksEoo3ob12">https://goo.gl/maps/xEksEoo3ob12</a>
<b>UTOPIA Fiber</b>	<b>4.5</b>	<a href="https://goo.gl/maps/8xeqhDQ6KU82">https://goo.gl/maps/8xeqhDQ6KU82</a>
Xmission*	4.5	<a href="https://goo.gl/maps/DXF6Uw3mcYv">https://goo.gl/maps/DXF6Uw3mcYv</a>

\*UTOPIA Fiber partner provider

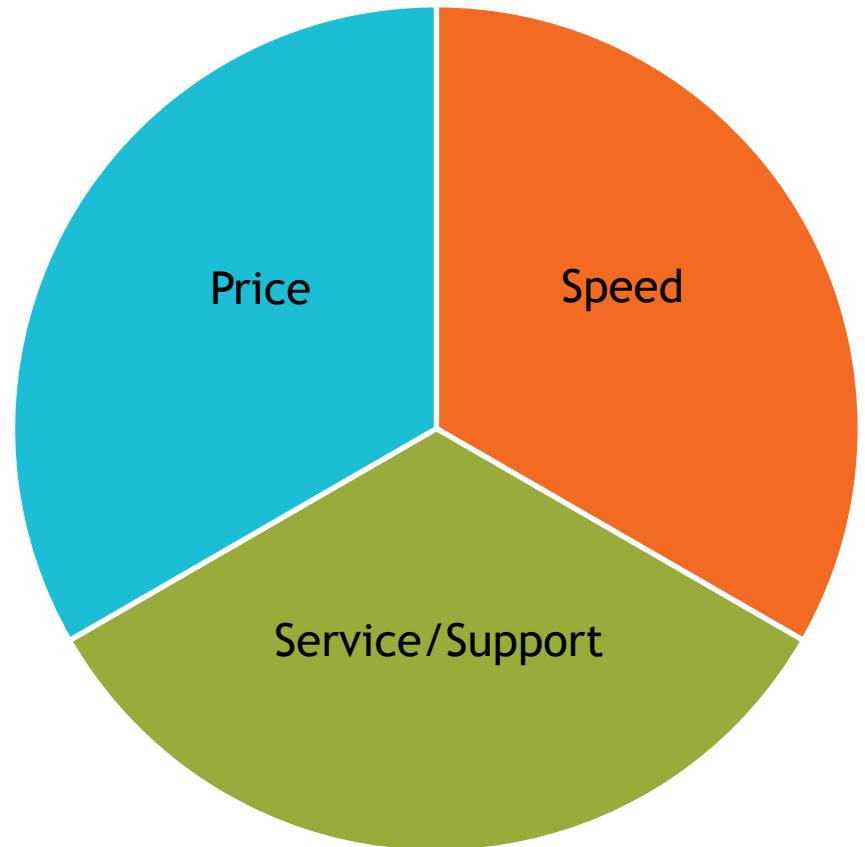


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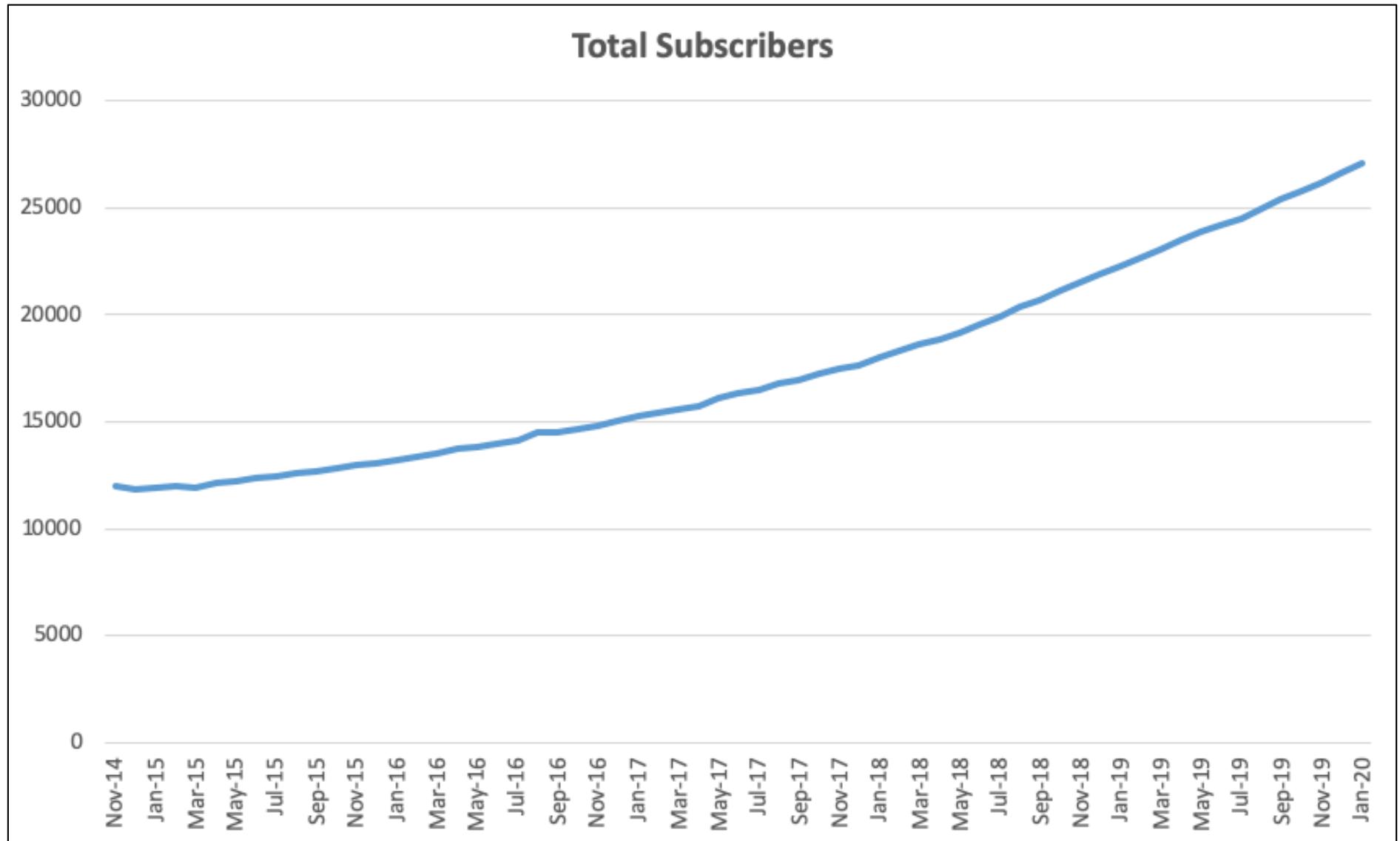


# UTOPIA FIBER - KEYS TO SUCCESS

- Fastest in country
  - 10 Gbps Residential
  - 100 Gbps Business
- Top Rated
  - Net Promoter Score = 64
  - Google Rating - 4.5 Stars
- Best Value
  - 250 Mbps - \$65
  - 1 Gbps - \$78



# Increasing Demand

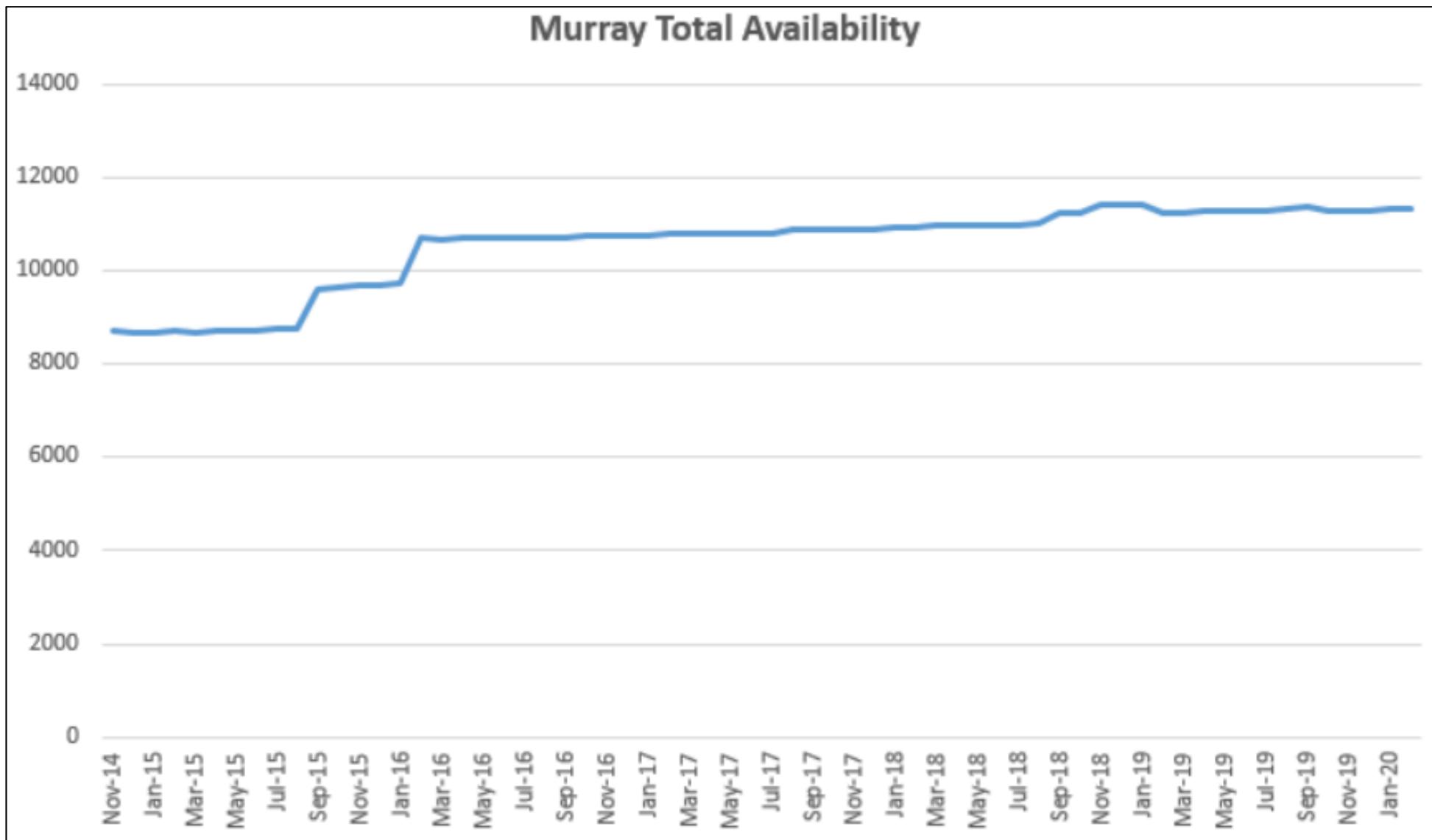


# ACTIVE/RECENT UIA PROJECTS

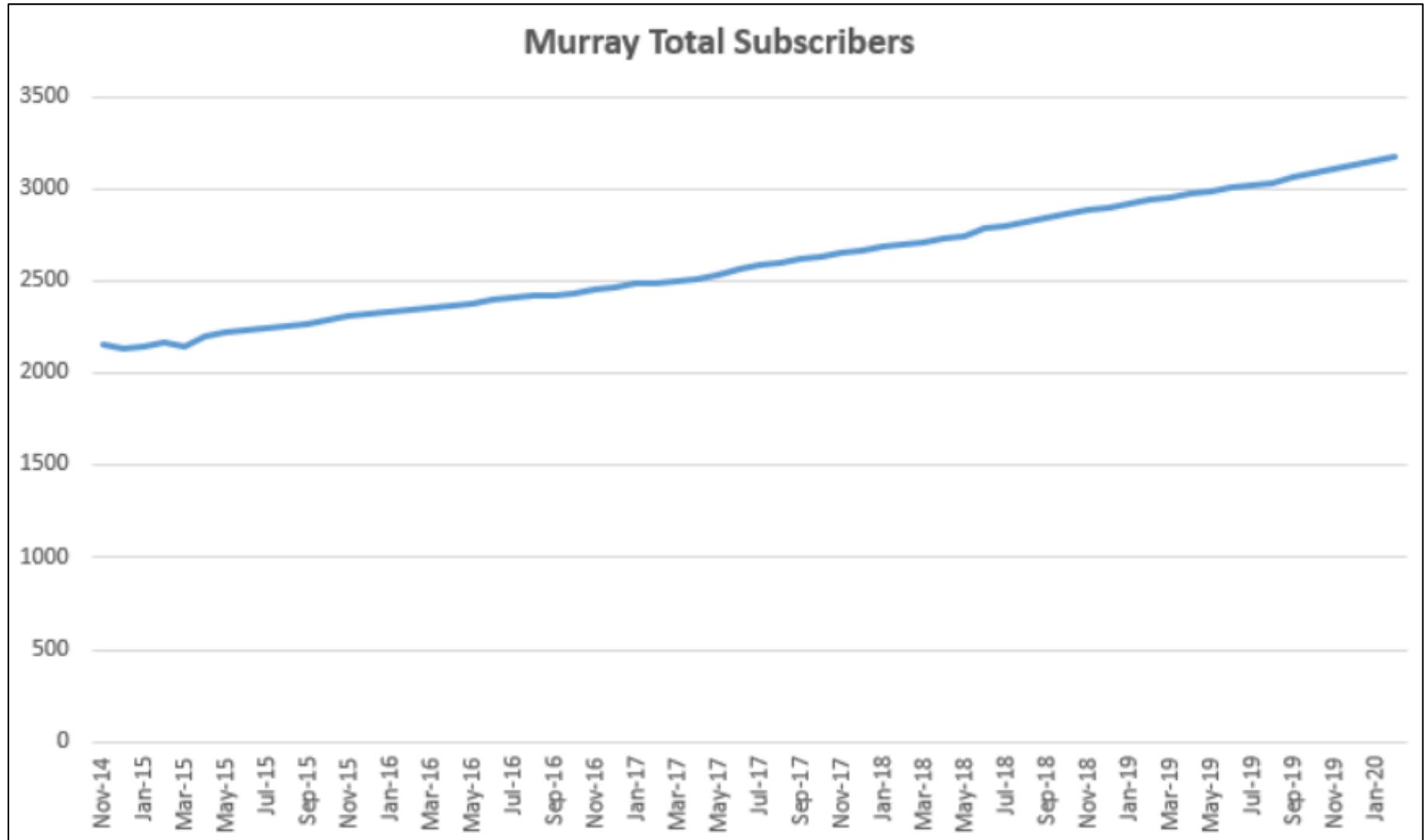
- General UIA Projects (Current \$45M phase )
  - Revenues are exceeding debt service for all projects
  - Expansion in Orem, West Valley, Midvale, Murray
- Layton City 2<sup>nd</sup> Half (\$23M)
  - Contract Approved - July 2018
  - Buildout nearing Completion
  - Revenues exceeding debt service with 6 months remaining on capitalized interest period
- Woodland Hills
  - Contract Approved - October 2018
  - Construction Completed March 2019
  - Current Take-rate (of actual homes) - **70%**
- Morgan City (\$2.5M)
  - Contract Approved – January 2019
  - 1/3 Construction Completed
  - Take-rate of 25% after 1 month
- Payson City 2<sup>nd</sup> Half (\$3.5M)
  - Currently under construction
- West Point (\$7.2M)
  - Currently under construction



# MURRAY DETAILS

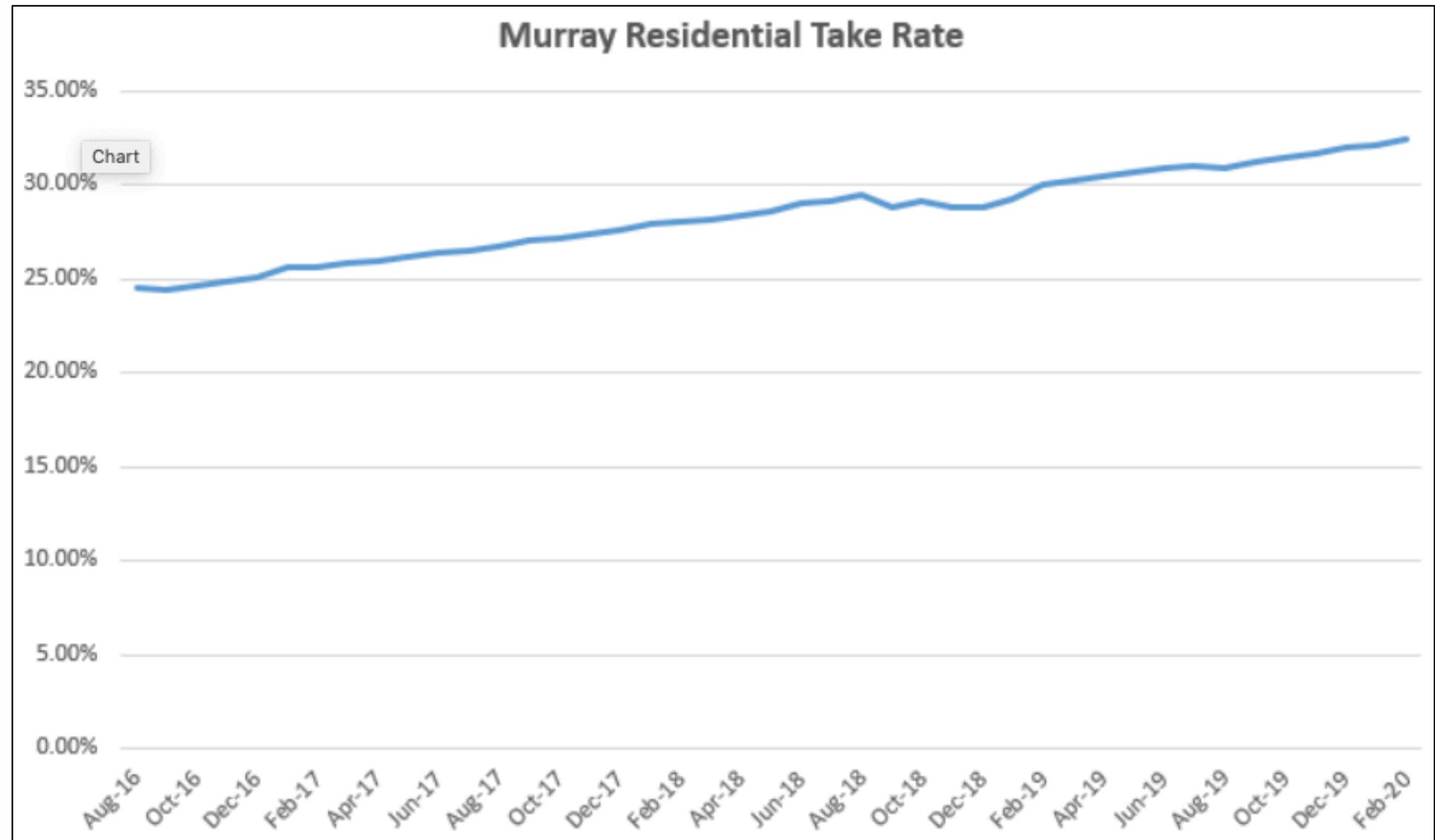


# MURRAY DETAILS

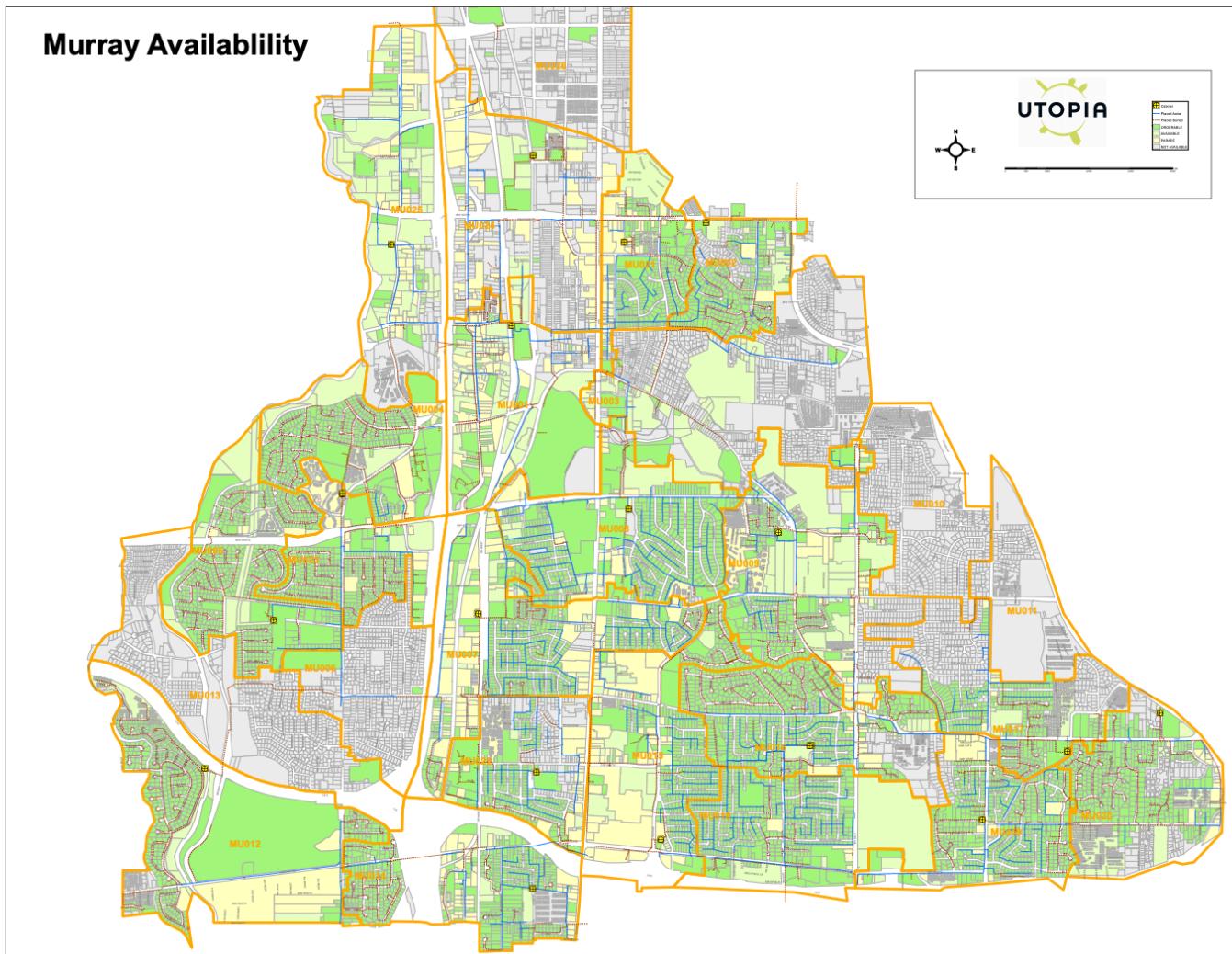


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# MURRAY DETAILS



# MURRAY – Other Updates



# MURRAY – Other Updates

Conservative Schedule – Posted to website  
Internal goal to complete buildout by end of 2022

Footprint	# of Addresses to be Completed	Estimated Completion Time
MU022	86	2nd Quarter 2020
MU013	692	4th Quarter 2020
MU001	27	4th Quarter 2021
MU011	89	4th Quarter 2021
MU008	15	3rd Quarter 2022
MU009	146	3rd Quarter 2022
MU010	531	3rd Quarter 2022
MU003	726	4th Quarter 2022
MU016	54	4th Quarter 2022
MU017	334	1st Quarter 2023
MU002	80	2nd Quarter 2023
MU006	600	2nd Quarter 2023
MU019	22	2nd Quarter 2023
MU020	121	4th Quarter 2023
MU025	9	2nd Quarter 2024



# MURRAY – Other Updates

## Current Status

- Current UIA phase (\$45M) expected completion summer 2021
- Next UIA phase (\$45M) summer 2021 – Dec 2022

## OPEX Re-Payment (proposed, subject to approval)

- FY2020 - \$119,691 offset
- FY2021 - \$149,945 offset
- FY2022 - \$221,736 payment

## UTOPIA bond obligations

- Targeted 20-30% FY2023 (dependent on performance) and then increasing over time

## Additional city partnership opportunities



# Questions?

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