



General Manager's Report

March 2023

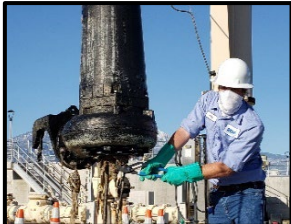


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APPENDIX A - Federal Update from Carpi & Clay

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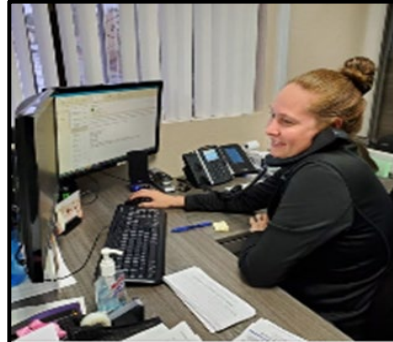
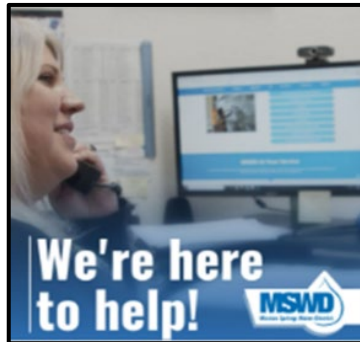
APPENDIX C – Public Affairs Information

ADMINISTRATION

Customer Service Department

MSWD Lobby Open

The MSWD lobby is open to the public for express bill pay and application assistance. MSWD Customer Service Representatives continue to assist our customers over the phone or in person by appointment for account review and billing inquiries.



Ways to Pay Bills

MSWD Customer Service continues to provide customers multiple options for bill payment.

- Customers can drop payments (check or money order) in the drop box
- Customers can pay at 7-11 or Walmart in Desert Hot Springs and must have their bills present. The addition of Walgreen's will be coming soon.
- Payment Portal on MSWD.org
- Customers can call in and pay through the IVR system, or with Customer Service Representative assistance
- Paypal, Google Pay, Apple Pay, and the QR code on the back of the bill. Customers can pay directly from their smartphone

MSWD
Mission Springs Water District

BILL PAY OPTIONS

ONLINE MSWD.org/Paperless	BY PHONE (760) 329-6448	BY MAIL 66575 Second Street Desert Hot Springs, CA 92240	IN PERSON Drop off

OTHER OPTIONS: Walmart Pay, PayPal, PayNearMe, YOUR BANK'S E-PAY PROGRAM

Disconnections Due to Non-Payment

After suspending disconnections the past two years due to the COVID pandemic, MSWD announced that it will resume disconnection of past due accounts beginning in April 2022. To avoid disconnection, customers who have past due balances are strongly encouraged to contact the District before March 31, 2022, to set up a payment plan and learn about available assistance programs. To assist residential and commercial customers with past due balances related to COVID, the District applied for and received funds from the California Water and Wastewater Arrearage Payment Program to cover past-due drinking water balances that were accrued between March 4, 2020, and June 15, 2021.

As of April 5, 2022, disconnections have resumed. The February 2023 monthly delinquency process began with 208 auto-dialer calls and 40 door hangers for accounts without phone numbers, and technicians were able to make contact with 89 customers to either pay, set up a payment plan with the office, or to get information for bill assistance to avoid disconnection. This process reduced delinquency disconnections to only 40 in February 2023 out of 13,810 accounts.

231 payment plans were set for MSWD customers with pending balance of payment plans totaling \$77,002.88.



Customer Bill Assistance Programs

The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance one billing period annually, paying \$100 per approved customer. United way assisted 10 customers in February 2023, and has assisted a total of 153 customers since January 1, 2022.

United Lift has assisted many customers and has exhausted current funding.

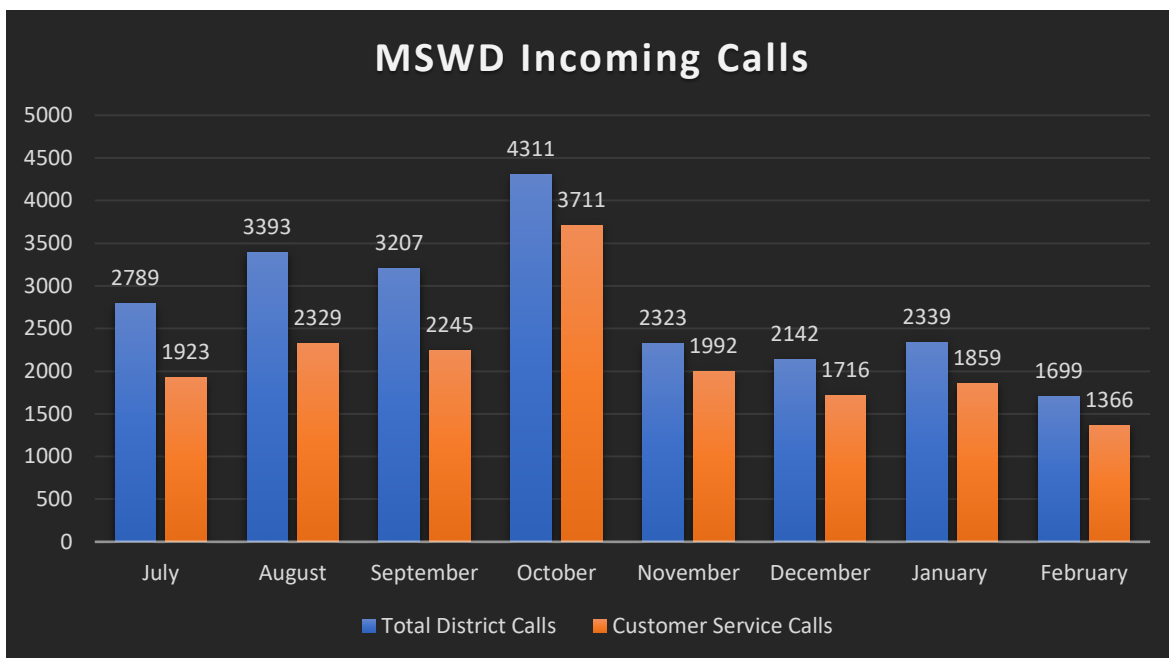
The State Arrearages Program provides a one-time payment and was applied to eligible accounts on January 24, 2022, totaling \$1,253,914.00.

Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program launched on June 2, 2022. This program provides customers with a one-time payment towards their water and/or sewer bill up to \$2,000. This program will only run through August 2023 with federal funding, but will continue at a state level in September 2023, and will include customers who are current on their bills and qualify for assistance. The program has started strong with LIHWAP paying \$58,136.27 in customer assistance since it opened to the public in June 2022 through February 2023.



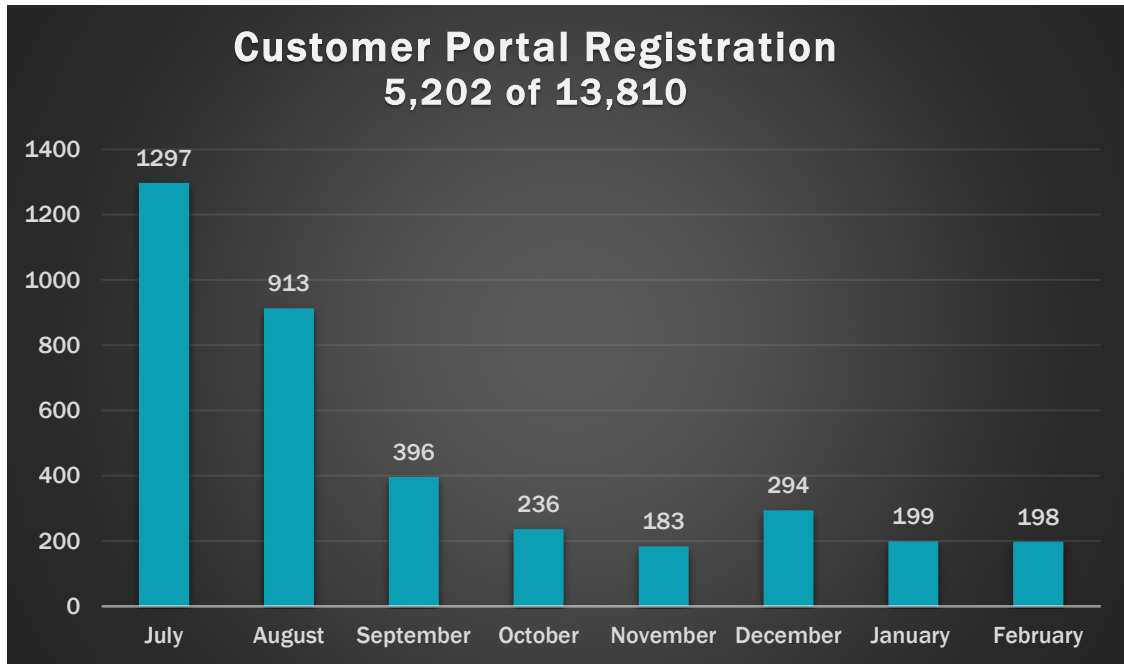
Calls into the Customer Service Department

The District is seeing a consistent decrease in the number of calls in the last four months. Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The chart below represents MSWD incoming calls and those received by the Customer Service staff. There were 125 roll-over/"new" customer accounts in February 2023.



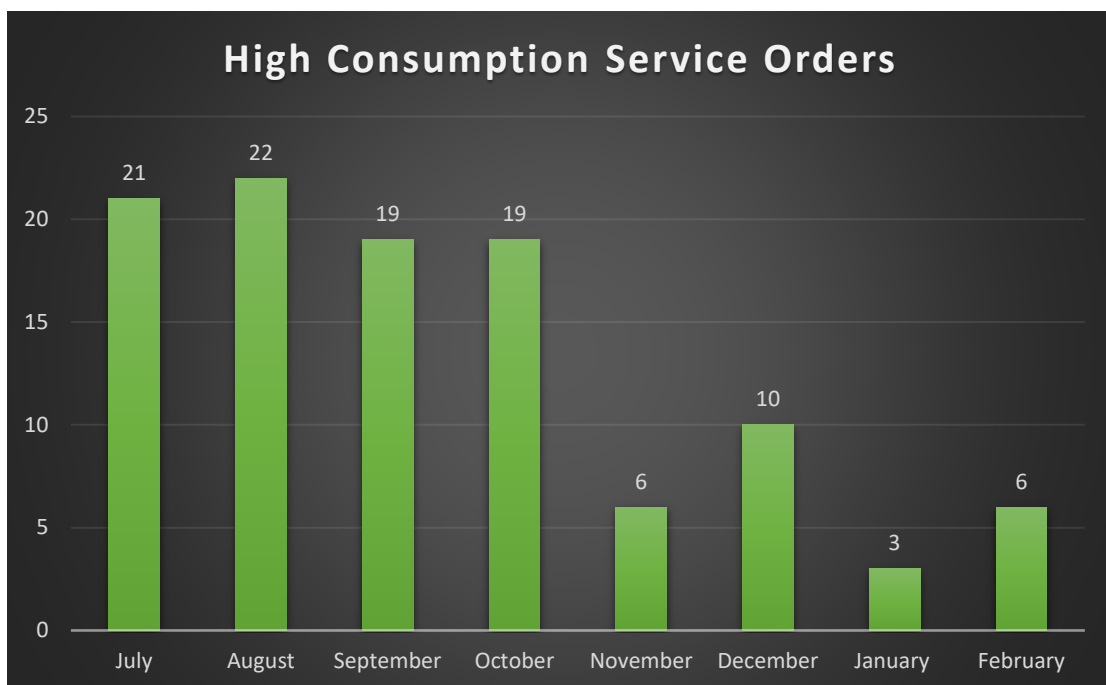
Customer Portal

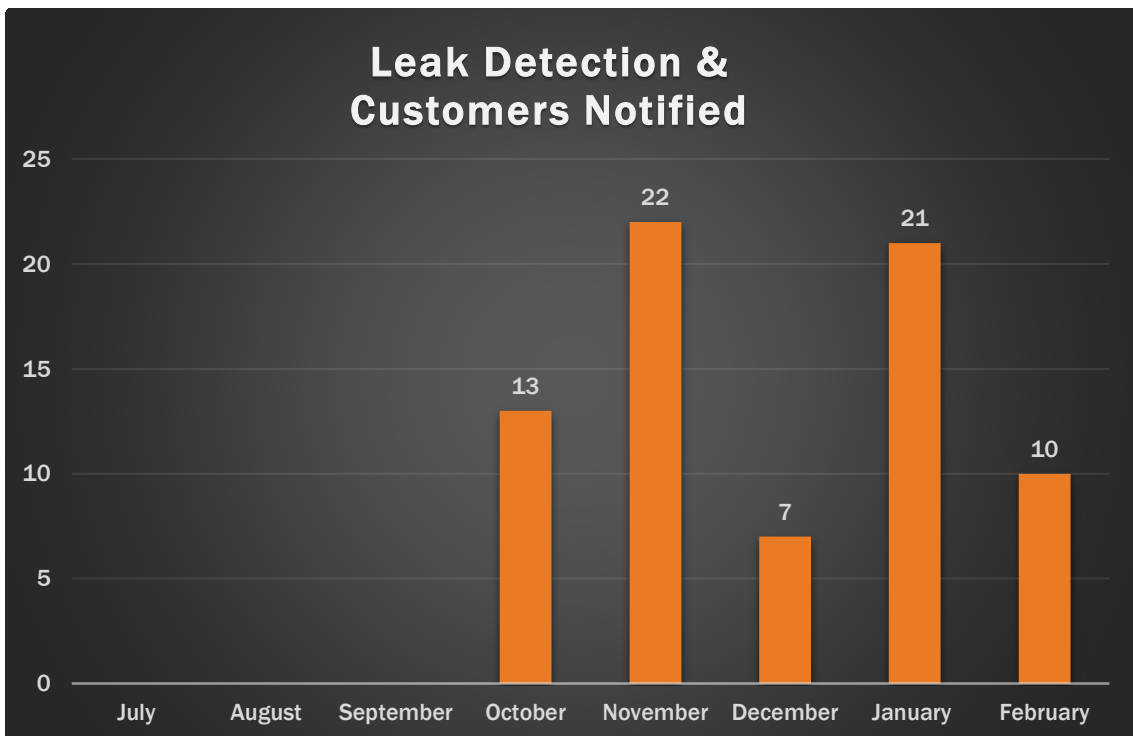
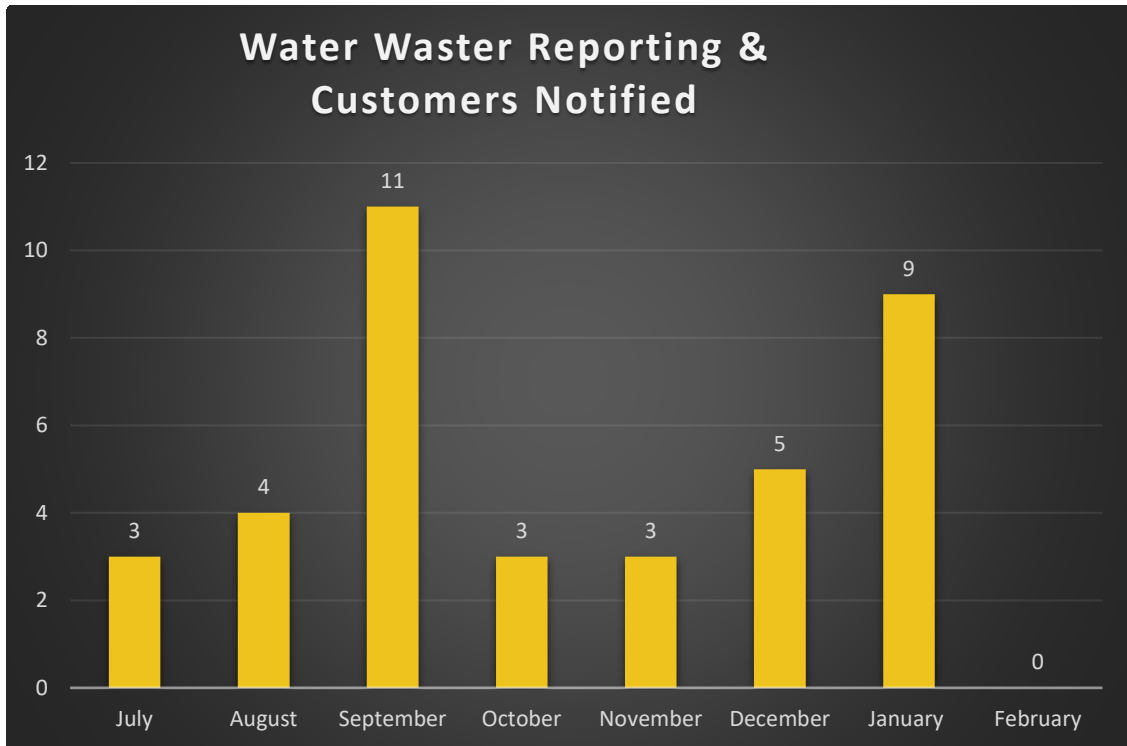
The District has implemented a new AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the portal bill and leak alerts. Customer adoption is trending about 4% per month since launching, reaching 38% or 5,202 customers registered so far.



Monitoring of 13,810 Accounts

The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks.





Finance and Accounting Department

The Finance and Accounting Department continues to work with its vendors to complete the yearly and necessary tasks to meet State and Federal reporting requirements and the strategic goals established by the MSWD Board of Directors. Below are project highlights and summaries for February 2023.

Current Work Priorities

The accounting team continued to provide documentation and coordinate with TKE Engineering to prepare reimbursement claims to the State for the Regional Water Reclamation Facility grant agreement.

The Long-Range Financial Plan RFQ bid period was completed and responses were reviewed and evaluated.

The Finance Department continues to update the procurement policy to meet District needs while ensuring it meets State and Federal laws.

The Accounting Department went live with the Wells Fargo payment manager program as of January 1, 2023. Vendors opting to participate can now be paid via credit card or ACH, in addition to paper checks, as part of the standard workflow.

The Accounting Department has transitioned to the new Wells Fargo portal for credit card activity and continues to provide training as needed to all departments on how to use the new portal. The department has also begun the process of importing credit card purchase activity directly into the financial system, which will reduce the time spent by other departments and accounting staff manually entering activity.

Annual payment coupons for retirees on the District's medical plan were sent out by the department.

The Accounting Department continues to support other departments as needed.

Human Resources

- Processed new and separated employees.

Information Technology

- Continue to evaluate the migration from Unidata to another ERP system.
- Work with IT on continuous receipts of phishing emails. Most have been added to a spam list and have stopped for the most part, however, they continue to get through under different credentials.

Customer Service

- Provided several corrections to customer service for customer accounts.
- Began work on letter preparation for the Fiscal Year 2023-2024 Sewer Fee prepayment period.

Public Relations

- Finance continues to work with Public Relations on customer outreach related to delinquent accounts and ways to get help to pay for their past due water bills.
- Finance continues to work with Public Relations to answer customer questions related to assessment districts and questions about property tax statements.

Engineering and Construction and Maintenance

- Two new reimbursable jobs were requested by Engineering.
 - Greed Day Village – tiny homes and strip mall
 - DHS Corporate Walk – community park improvements
- Accounting department continued to update the retention payment process for contractors opting to hold retention in escrow accounts.

Operations

- The Director of Finance prepared financial data needed for the annual water loss audit reported to the State.

Budget

Budget transfers in February 2023 amounted to \$61,806 for solar field maintenance, turf rebate program, health department monitoring, and repair materials.

Audit

The Fiscal Year 2021-2022 audit fieldwork and virtual fieldwork continued into February with final selection testing and draft preparation.

Payroll

The Payroll Department continues to work with other departments to ensure timecards are prepared accurately.

Cash

Total cash receipts for the month of February 2023 amounted to \$1,304,280 with the majority being mainly from normal bill payments.

Cash disbursements for the month of February 2023 amounted to \$2,284,216.58 with the largest payments going to:

- Desert Water Agency - \$323,010.37
- US Bank Corporate Trust Services - \$291,895.28
- Southern California Edison Company - \$241,607.20

- City of Desert Hot Springs - \$219,980.77
- California Public Retirement System - \$108,104.20
- ACWA-JPIA Health Benefits Authority - \$107,466.12
- Net Payroll – \$259,934.97
- Payroll Taxes - \$104,240.39

Innovation and Technology Department

The Innovation and Technology (IT) Department continues to work with staff and vendors to achieve technological enhancement and meet innovation goals established by the MSWD Board of Directors. Below are project highlights and summaries for February 2023.

Technology Improvements

The IT Department completed network setup for the Horton Plant North Building.

The IT Department setup a demonstration server and camera at the Horton Plant to fully test and begin learning the surveillance system to be used at the Regional Water Reclamation Facility. Feedback from staff has been positive as we plan additional surveillance expansion as upgrades are required.

The District continues its push toward paperless operations with the expansion of Laserfiche forms which staff are currently using for managing budgets and submitting overtime. Additional forms are in development along with continuous improvements in current forms.

Improvements continue to be made in data management, enabling staff to perform functions digitally as well as securely from mobile devices.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continues as needed.

On-Going Cyber Security Training

The IT Department continues the monthly anti-phishing training scenarios with staff and Board members. Staff has been diligent in reporting suspicious emails or contacting the IT Manager for review of suspicious emails before acting.

Purchasing Department

Staff continues to source sanitization supplies to ensure wipes, hand sanitizer, and disinfectants are available to all District buildings and vehicles for the safety of the staff.

Price increases and supply chain issues continue to surface within our industry. Specifically, PVC pipe and fittings, ductile iron pipe and service brass fittings, restraints, hydrants, and

valves, as well as many other products, are experiencing significant shortages that could lead to extended lead times. Along with these supply chain problems, pricing continues to escalate. These problems exist with both domestic and import materials. Staff will continue to monitor the situation and perform due diligence in getting all the material that is needed to maintain the water systems.

Inventory was issued for use by field crews that totaled \$37,862.27.

The District has received the order for 160 of the Neptune 3/4-inch meters on February 14, 2023. The current lead time for Neptune meters is 40 weeks. Staff will revisit the meter inventory in July 2023 as to when the next order will be placed.

Staff continued the clean-up and reorganization of the Corporate Yard. All scrap metal, recycled copper and brass bins have all been picked up. The trash roll-off bin was received on February 7, 2023 and was filled with debris and hauled away.

The order for the 128 DFW meter boxes and lids that was placed on June 29, 2022 was received on February 27, 2023. The current lead times for DFW meter boxes and lids is 8-10 months.



ENGINEERING AND OPERATIONS

Engineering Department

Below is a list of Capital Projects and status updates for February 2023.

Well 42 Project

Construction is still on-hold due to revisions to the pumping and electrical equipment.

The contractor is in the process of procuring the well motor and pump assembly.

The design engineer, AECOM, is preparing revisions to the electrical sheets based on the motor horsepower change and will issue a bulletin in the coming weeks.

Construction will likely be on-hold for several more weeks while the equipment submittals are processed and the equipment is ordered, fabricated, and delivered to the site for construction and installation.

AD-18 – GQPP Sewer Project Areas “H” & “I”

Staff continued to negotiate with the property owner at the south end of Hildago Street for an easement needed to complete the proposed sewer pipe alignment.

Well 22 Rehabilitation

Following Board approval of a change order last month, the well contractor, L.O. Lynch, mobilized to the site in preparation for additional well rehabilitation efforts.

Staff completed the Categorical Exemption environmental clearance for the project and it was approved by the Board in February 2023. Documents have been submitted to the County and State.

Staff anticipates bidding the remaining well rehabilitation items following successful completion of the downhole rehabilitation efforts.

Water and Wastewater System Comprehensive Master Plan Updates

Staff is in the process of reviewing the draft water and sewer master plans.

Engineering and Operations staff are evaluating the breadth and depth of the proposed water CIP.

AD-18 GQPP Sewer Project Area “D3-1”

DWR has approved repurposing the grant funding for this project and combining with other grant funding for the Area D3 construction. Staff plans to prepare a grant amendment in the coming weeks.

Horton Effluent Filtration System

Staff is completing the plan check of the 100% design submittal received from TKE Engineering. Once complete, the final bid package will be prepared.

AD-18 – GQPP Sewer Project Areas “A” & “G”

The design consultant, Genterra, continued progress on the 60% construction plans and specifications.

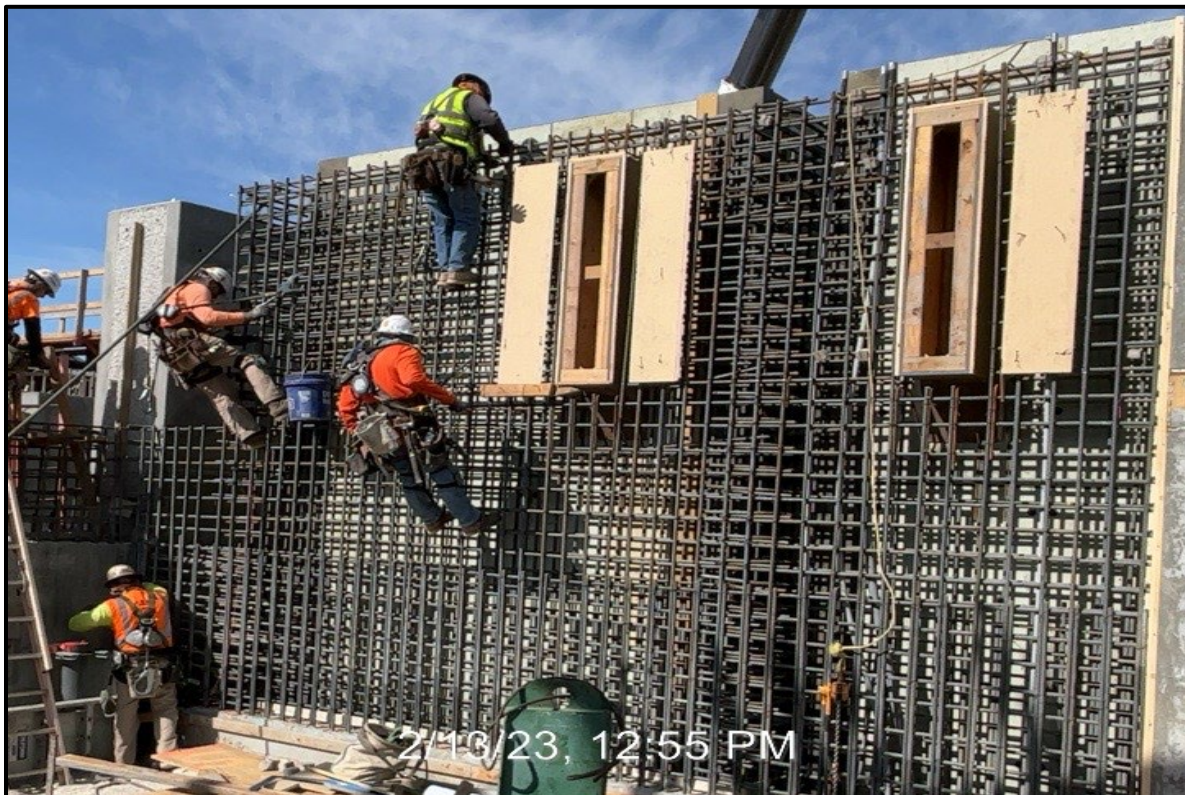
Backup Generators for Well Sites 27-32 and 37 Projects

Staff have completed an internal review of the project plans and has returned them to the consultant for corrections. Staff sent a template for the specifications to the consultant to return for staff review prior to proceeding to bid advertisement.

Regional Water Reclamation Facility

The project team continued processing submittals and responding to RFIs submitted by J.F. Shea Construction.

J.F. Shea Construction continued construction on the Regional Water Reclamation Facility forming and pouring the south half SBR tank walls with only one wall pour remaining, erecting the steel operations building, and forming and pouring of the Influent Pump Station and Headworks walls and channels.



Staff continued the process of contacting property owners to acquire right-of-way along 20th Avenue to construct the third required monitoring well, to be constructed at a later date.

Staff continues to monitor progress on the SRF/Grant funding application with the SWRCB. The SWRCB is processing the Final Budget Approval. Once approved, staff will prepare the reimbursement request.

Regional Water Reclamation Facility Conveyance Line

Staff and the consultant, TKE Engineering, have prepared a draft easement document and are working with the CVCC for approval. Once signed by the CVCC, it will be brought to the Board for approval.

The project team continued processing submittals and responding to RFIs submitted by Downing Construction, Inc.

Downing Construction has mobilized on-site, established their construction yard, and began receiving pipeline materials for construction.



Area M2 Sewer Collection System (AD-15)

Staff has completed coordination with Riverside County regarding pavement rehabilitation requirements and potential cost share partnership. The County will be a cost share partner on a portion of overlapping work along Bubbling Wells Road.

Staff has completed checking the draft design package and will be returning it to the design consultant, AECOM, to finalize in the coming weeks.

Operations & Maintenance

Construction & Maintenance

Water Line Locations

Staff completed approximately 502 water line location requests. Staff continues to use iPads with the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Replacement

Staff replaced nine water service lines with copper, repaired 13 service line leaks, repaired six mainline leaks, and replaced three fire hydrants.



A section of mainline was abandoned due to aging pipe and leaks.



Water System Maintenance

Staff continues to implement routine maintenance programs, consisting of ground valve exercising, blow-off flushing, air-release valves, Cla-Val automatic control valves, and fire hydrant flushing/painting. There were 150 ground valves exercised, 55 fire hydrants were flushed and maintained, zero air-release valves were inspected and/or rebuilt, zero Cla-Val valves were inspected, and 69 blow-offs were flushed.



CMMS Workorder Program

A total of 32 work orders were processed in February 2023 using the CMMS program.

New Water Meter Service Installation

Staff installed 22 new water service lines in February 2023.

Fire Flow Testing

Staff continues performing field fire flow tests for the Engineering Department. Nine fire flow tests were conducted in February 2023.

Permanent Paving Repair

B-81 Paving has been working on the current paving patch list and completed 28 permanent asphalt patches in February 2023.



Fleet and Facility Maintenance

Janitorial Services

All District buildings continue to be cleaned and disinfected weekly, Tuesday through Friday, by our janitorial company. Disinfection is completed four times per week and routine janitorial services are completed twice a week (Wednesday and Friday).

Building Maintenance

- Replaced several light bulbs and fixtures in various locations throughout the Administration Building and Accounting Modular
- Replaced water filter at the water fill station at the Corporate Yard

Standby Generator Monthly Maintenance Program

This testing ensures the generators are functioning correctly and ready to be used when needed. During routine testing, staff discovered the portable 230 KW Cummins generator is not producing power. The generator repair technician discovered multiple operating functions to be concerning and suggested the generator be taken out of service.

Fleet Maintenance/Repairs

- Repaired windshield due to a crack from a rock in the road on Unit 421
- Rebuilt hydraulic tongue jack and replaced seal on the tank door on Unit 385
- Replaced internal transmission filter on Unit 391 at dealership that was causing check engine light to come on and putting unit into limp mode
- Replaced leaky transmission lines on Unit 391
- Replaced battery on Unit 362
- Unit 117 was taken to RDO Equipment for electrical repairs that caused the unit not to turn over and start

Wastewater Collections

Sanitary Sewer Overflows (SSOs)

There were no Sanitary Sewer Overflows (SSOs) in the collection system during February 2023.

Dos Palmas Lift Station

No problems occurred at the Dos Palmas Lift Station. The operators continued to visit the site each day to check proper pump operation, ensure the SCADA system is working properly, and check site security.

Staff vacuumed out rags and grease from the Dos Palmas Lift Station and from the outfall box on aeration tanks 4 and 5.



Sewer Line Locations

Staff completed 500 sewer line location requests. Staff continues to use iPads with the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

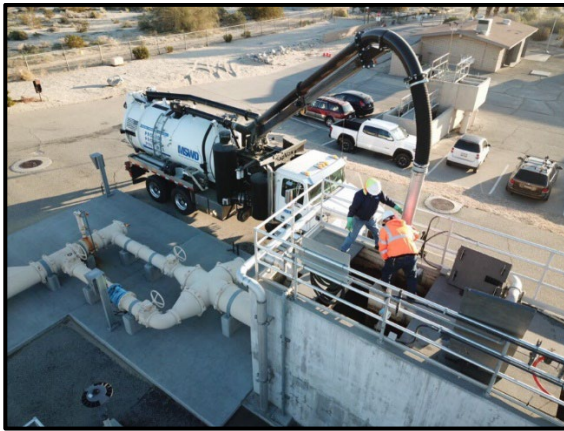
Staff did not complete any CCTV inspections. Staff cleaned approximately 7.08 miles of sewer mainline AD-11 and AD-12 during February 2023.

Wastewater Treatment

Plant Maintenance

Staff spent a combined 516-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 167-man hours operating the sludge belt filter press, including filling and removing zero trailers of sludge from the Horton and Desert Crest WWTPs.

Staff used the GapVax truck to remove grit that had accumulated in the headworks channel.



At the main gate of the WWTP, a water line that feeds the laboratory and north building had sprung a leak under the asphalt. Staff hydro excavated a new trench due to the depth of the broken pipe and replumbed a new service line at a more manageable height.



Staff has been working on a replacement sludge hauler and until this is completed, staff will be storing sludge in the asphalt beds.



Sampling

Staff collected 42 samples and spent 63-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both wastewater treatment plants are producing an effluent that meets the District's permit discharge requirement.

Staff continues to perform monthly groundwater sampling and sound water levels at the groundwater monitoring wells for the RWRF.

Pond Maintenance

Staff cleaned and rehabilitated Ponds 1, 3, 6, 7, and 8 in February 2023. Ponds 1 and 6 were cleaned twice.



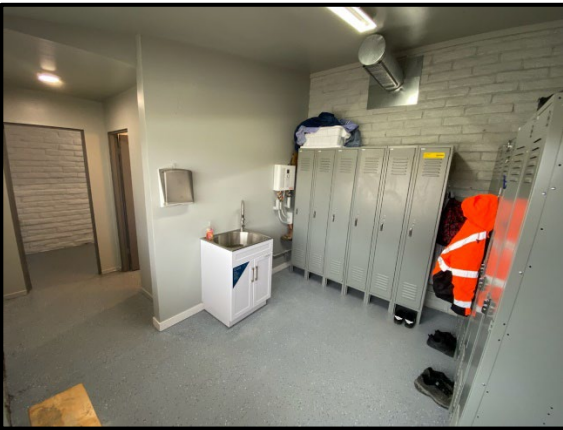
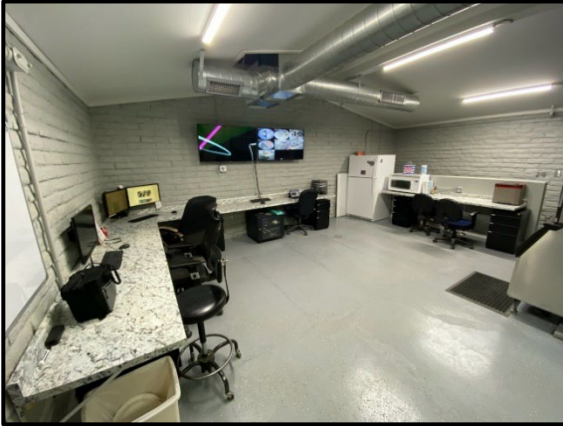
Training

Staff continues to conduct a weekly department "Wastewater Training" program. These trainings are intended to provide all operators with consistent knowledge and a better understanding of processes, including operating equipment in a more proficient manner. This training also aids in keeping operators safe when completing maintenance. This month's training included:

- NIST Traceable Certificates
- Belt Press Minimum Start Up Expectations
- Backflowing Influent Pumps at the Headworks
- Confined Space Permit

Horton WWTP North Building Rehabilitation Project

Staff completed the work on the North Building new office, breakroom, and locker room.



Through continued development in the Desert Hot Springs area, and at the request of new consumers, sanitary services are always being added to the collection system. Below is a summary of new sanitary service connections by month.

New Sanitary Service Connections to Collection System

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
July	4	18	8	7	9	51	2
Aug.	26	20	4	1	8	53	2
Sep.	20	20	5	2	12	8	11
Oct.	13	36	9	4	8	12	4
Nov.	8	29	50	10	9	7	7
Dec.	8	12	9	3	3	64	1
Jan.	35	14	21	7	1	16	8
Feb.	4	7	23	5	1	42	0
Mar.		17	48	1	0	23	5
Apr.		7	18	3	3	15	30
May		16	17	11	3	20	45
June		2	21	7	3	6	70
Annual Total	118	198	233	61	60	317	185

Additional sanitary service connection information is provided in Appendix B.

The following table shows the average daily flow and peak daily flow for the Horton and Desert Crest WWTPs.

Monthly Wastewater Flows

WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.	1.954007	2.142796	0.043181	0.048220
Feb.	1.917610	2.093768	0.041724	0.056170
Mar.				
Apr.				
May				
June				

Additional wastewater flow information is provided in Appendix B.

Water Production

Water Pumped/Produced

During the month of February 2023, the District's three water systems produced the following quantity of water:

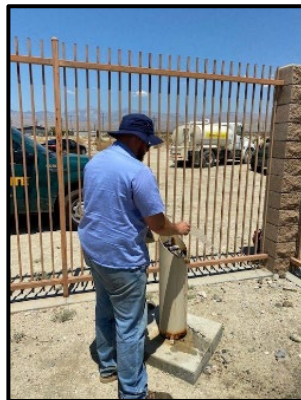
- MSWD (CA3310008) – 479 Acre Feet (156.33 MG)
- Palm Springs Crest (CA3310081) – 3.55 Acre Feet (1.16 MG)
- West Palm Springs Village (CA3310078 – 7.10 Acre Feet (2.31 MG)

Water Sampling/Testing

Staff collected 62 routine bacteriological (Bac-T) samples and six general physical samples in February 2023 (total of all three systems).

The MSWD Monthly Coliform Monitoring Report for February 2023 was sent to the State Water Resources Control Board on March 10, 2023.

The regular monthly uranium sampling at Well 26A was completed on February 6, 2023.



Chlorination System Updates

Staff continues to conduct routine chlorine pump maintenance and inspections at all well sites, making necessary adjustments to all chlorine pumps and/or their related equipment, ensuring proper operation and repairing/rebuilding as needed. All chlorinators are functioning properly in February 2023, with only typical preventative maintenance for these pumps. However, staff made a repair to the chlorinator at Well 24 on February 28, 2023. The chlorinators in ID-E were cleaned on February 3, 2023.

Staff is currently working on completing and installing two additional automatic chlorine analyzers. Water Production Operator, Adam Wagner, has begun the



build of these two analyzer cabinets. Staff is trying to find an opportunity to install one of these analyzer cabinets in March 2023.

During the month of February 2023, staff checked and documented the chlorine residuals throughout the distribution system a total of 90 times. The average chlorine residual of these 90 readings is 0.92 ppm. (Reflects data in DHS and ID-E systems)

During the month of February 2023, staff checked and documented the chlorine residuals at all the wells that are in-use a total of 96 times. The average chlorine residual of these 96 readings is 0.88 ppm. (Reflects data in DHS and ID-E systems)

During the month of February 2023, staff injected and documented a total of 1,111 gallons of chlorine (12.5% solution strength) into the distribution system at the production facilities. (Reflects usage in DHS and ID-E systems)

Well Soundings

Staff continues to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff usually strives to complete the soundings early in the month to be able to identify any abnormalities. Staff completed the soundings by February 23, 2023.



Production Facility Updates

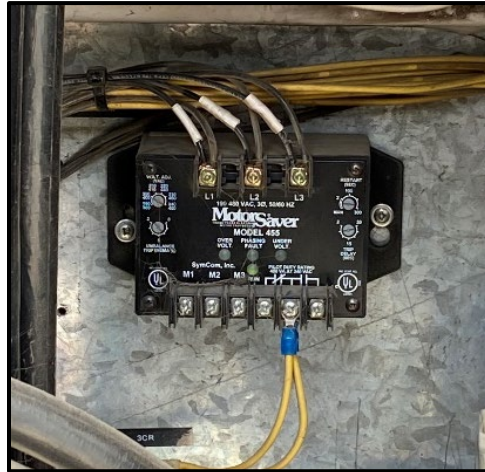
Staff continues to oversee all water production sites making necessary adjustments. Staff routinely climbs reservoirs and conducts monthly overflow maintenance as needed. Staff also conducts reservoir roof inspections using a drone.

Well 33 Rehabilitation

The chemical rehabilitation and redevelopment pumping for Well 33 has been completed. The contractor's, L.O. Lynch, next step is to disinfect the well and install the test pumping equipment. The well will be fitted with a submersible pump/motor instead of the previous verticle turbine setup due to the excessive wind and sand at that location. Kyle Groundwater confirmed that the target pumping rate will be 850 gpm.

Motor Savers

There are currently 17 motor saver units that still need to be installed. There's been a backorder delay on these units, but the installations are scheduled to start the first week of March 2023.



Reservoir Inspection and Cleaning

During the month of February 2023, nine of the reservoirs were cleaned and inspected by Inland Potable Services, a Colorado based contractor. The reservoirs that were serviced included High Desert #1 & #2, Highland, Annandale, Two Bunch #1,, Mission Lakes, Little Morongo, Quail, and Vista. All reservoirs are in good condition except for Vista. Vista should be rehabilitated/replaced within the next five years. Staff is still waiting on the final reports from the contractor.

Well 24 Electrical Rehabilitation Project

The electrical rehabilitation at Well 24 is still incomplete. Staff is working with the contractors and their subcontractors to complete the outstanding corrections/repairs. As of now, there is one remaining item: the replacement of the bypass contactor current transducers (CTs). The contractors believe these CTs are faulty and are causing the motor saver to throw a fault code, thus preventing the proper operation of the well. Staff anticipates the replacement of these CTs to be completed in March 2023. Additionally, staff had one of the 800A fuses blow (Phase B), and another fuse (Phase A) had excessive electrical resistance. Both fuses were replaced in February 2023 by the R.I.C. Construction electrician. Staff has a full set of backup fuses on hand.

Overhill MCC

Staff replaced a faulty motor control center door security sensor at the Overhill MCC on February 23, 2023 to ensure continued site security.

Gateway Fire Pump

The Gateway Fire Pump was tested by staff on February 8, 2023. The pump and controls are properly operating.

Well 22 Rehabilitation

L.O. Lynch has been selected to perform the rehabilitation of Well 22. The target completion date is April 2023. Staff held a pre-rehabilitation meeting onsite with the contractor on January 25, 2023. This meeting confirmed the following:

- The first task is the Electromagnetic Defectoscope Multi-String (EMDS) Survey and is planned for the week of January 30, 2023. The EMDS Survey measures the wall thickness of the well casing and this information is needed to calculate the proper acid treatment plan.
- The well will be outfitted with at least a 2,000 GPM test pump (may be 2,200 GPM). The well has been video inspected, brushed and bailed (they removed nearly 16 feet of sediment and approximately 40 feet of 1/2-inch PVC that was down the well), and the focused intake test pump has been installed. This test pumping will begin during the second week of March 2023, and rehabilitation is expected to be completed by the end of March 2023.



Terrace Booster Station

The Terrace Booster Station is scheduled to be pulled on March 7, 2023.

Well 29 Perimeter Fencing

The perimeter wrought iron fencing at Well 29 was stolen on January 13, 2023. Staff temporarily repaired the opening with chain-link fencing. Staff three quotes for repairs and Patton Enterprises Inc., was awarded the work. Staff anticipates the repairs to be completed by the end of March 2023.

Well 29 Motor Failure

The motor at Well 29 failed in the early morning hours of February 28, 2023. Staff responded immediately to ensure that necessary production could be maintained with this well down. L.O. Lynch removed the motor by the end of the day while staff searched for a motor replacement. A new motor was purchased and installed on March 3, 2023. The well is back in operation.

SCADA Communication Improvements

Staff expanded and improved the SCADA communications network by adding new ubiquity ethernet radios/antennas at Well 27/31, Valley View, and Overhill. This improvement will not only increase network capacity (speed and redundancy), but will also improve existing control strategies and redundancies, and allow for the future installation of more site security video cameras.

Well 26A

The uranium treatment filter bags at Well 26A were changed out on February 17, 2023.

Landscaping

Staff continues to oversee the landscape contract with Urban Habitat for 36 sites throughout the District. Staff has seen improvement in their service. Also, staff has asked them to clean up the cell tower area located east of the Administration Building. This cleanup work should begin in March 2023.

Chlorine Delivery

With the help of Construction & Maintenance, staff is working on improving the methods of delivering chlorine to the well sites. Staff has acquired a new tank, pump, and hose reel for this project, and staff is working on welding up a pump skid to slide into the bed of the trucks. Photos will be provided when the work is completed.

Production Staffing Update

The department is looking to hire a person for the WPO I/II position. Interviews are scheduled for Wednesday, March 22, 2023.

MSWD Water Bottling

Staff assisted with the bulk water pickup at Well 31 for the annual MSWD water bottling project on February 8, 2023.

Well 33 Solar Site

Staff continues to monitor the solar site. There is no performance report being provided this month. Staff has reached out to Total Energies countless times over the past several months after the performance team confirmed that performance reports were incorrect. Total Energies' performance team passed this on to the data analytics team to rectify the issue, however, there has been no response to the multiple inquiries. Staff is reaching out to their management team.



Through continued development in the Desert Hot Springs area and at the request of new customers, water services are always being added. Below is a summary of new water services added each month.

New Service Connections to the Water System

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
July	6	18	7	4	5	7
August	28	19	6	10	5	3
September	22	23	18	2	14	4
October	16	33	13	3	21	8
November	10	27	10	16	4	0
December	9	9	2	17	3	3
January	26	14	15	6	3	20
February	14	8	13	8	5	11
March		19	16	2	3	6
April		6	11	1	3	7
May		19	15	12	5	11
June		1	24	11	2	8
Annual Total	131	196	150	92	73	88
Avg./ Mo.	10.92	16.33	12.50	7.67	6.08	7.33

Additional water service connection information is provided in Appendix B.

As expected, the new water services increase the amount of water needed to be pumped; however, the weather and water conservation continue to be the primary factor in MSWD water production. The following table summarizes the MSWD water production for each month.

Monthly Water Production

	FY 2022/23	Variance from prior year		FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19
	AF	AF	%	AF	AF	AF	AF
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16
January	530.39	-49.89	-8.6%	580.28	537.96	553.20	570.20
February	490.41	-36.93	-7.0%	527.34	495.61	520.85	415.49
March		0.00	0.0%	601.44	625.80	557.73	490.92
April		0.00	0.0%	624.07	649.34	573.02	635.08
May		0.00	0.0%	745.36	723.62	698.99	598.36
June		0.00	0.0%	730.02	761.63	806.02	710.39
TOTAL		-208.83	-3.9%	8094.17	8356.13	7981.79	7617.30

Additional water production information is provided in Appendix B.

Water Resources

Below is a list of water resources related activities for February 2023:

Integrated Regional Water Management Planning

The Coachella Valley Regional Water Management Group (CVRWWMG) met to discuss on-going grant funded projects and upcoming grant opportunities. The CVRWWMG implements the Integrated Regional Water Management (IRWM) Plan for the Coachella Valley IRWM Region.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

The 2022 Alternative Plan Update for the Mission Creek Subbasin is still with the DWR for review, however, DWR doesn't anticipate completing reviews of alternative plans until 2024.

The consultant, WSP, completed the Final Mission Creek Subbasin SGMA Annual Report for Water Year 2021-22. The final report will be uploaded to DWR's SGMA Portal prior to the deadline of April 1, 2023.

San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance

DWR is currently reviewing the 2022 Groundwater Sustainability Plan for the San Geronio Pass Subbasin.

The consultant, Provost & Pritchard, began preparing the San Geronio Pass Subbasin SGMA Annual Report for Water Year 2021-22. The final report is due to DWR by April 1, 2023.

Indio Subbasin Sustainable Groundwater Management Act Compliance

The 2022 Alternative Plan Update for the Indio Subbasin is still with the DWR for review, however, DWR doesn't anticipate completing reviews of alternative plans until 2024.

Salt and Nutrient Management Planning

Staff attended the monthly Coachella Valley Salt and Nutrient Management Plan (CV SNMP) Update meeting. The CV SNMP Agencies completed the selection process for the independent technical expert, a role critical to the overall technical guidance of the SNMP Update.

The consultant, West Yost, completed the stakeholder outreach plan, with the Stakeholder Kickoff Workshop scheduled for March 22, 2023 at 10:00 AM at CVWD.

Staff continued coordinating with CVWD in preparing the Annual SNMP Monitoring Report, including review and comment on the draft report. The final monitoring report is due to the RWQCB by March 31, 2023.

PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

Past and Upcoming Sponsorships / Events

Palm Springs Air Museum Fundraising Dinner: February 18, 2023

MSWD was once again a proud sponsor of the Palm Springs Air Museum. This year's fundraising dinner honored women in aviation while raising funds to support local educational programs.



MSWD Blood Drive: Wednesday, February 22, 2023

Recognizing the continued need in our community, MSWD partnered with LifeStream to host an employee/community blood drive. While the cold may have prevented some from donating, the drive was still successful, helping the local blood supply, which is currently perilously low.

Water Efficiency Workshop with Master Gardener Burt Boss: February 23, 2023

MSWD hosted a Water Efficiency Workshop with UCCE Master Gardener Burt Boss, who shared his experiences and techniques for creating a desert oasis using water efficient irrigation and landscaping techniques.



Desert Hot Springs Women's Club Fashion Show: March 5, 2023

MSWD was a proud program sponsor of the Desert Hot Springs Women's Club Annual Fashion Show, with proceeds from the event funding college scholarships for the local Desert Hot Springs High School. The fashion show is one of the club's largest fundraisers of the year.



MSWD Water 101: March 9, 2023

MSWD hosted community members for the first of four Water 101 sessions at the Desert Hot Springs Library. The first session featured the MSWD water delivery system and covered water quality and testing topics. Sessions 2-4 will be held on April 6, May 25, and June 22, 2023.

Upcoming Sponsorships / Events

Mountain View by Mission Lakes Community Event: March 18, 2023

MSWD will be attending a special community event in the Mountain View community this month, promoting programs and services offered by the District.

Desert Hot Springs Little League Opening Ceremony: Saturday, March 25, 2023

The Desert Hot Springs Little League is dedicated to building character and providing fair and challenging activities to our Desert Hot Springs youth. Once again, MSWD is a proud sponsor of the league.



31st Annual Senior Inspiration Awards: March 30, 2023

MSWD is again proud to be a part of the 31st Annual Senior Inspiration Awards. The event honors seniors from each of the Coachella Valley cities and the County of Riverside and celebrates the accomplishments of some of our most-valued community members.



CORBS Dinner: April 8, 2023

MSWD will be attending the Colorado River Basin Section, California Water Environment Association annual dinner in April 2023. CWEA empowers wastewater professionals as they protect California's water. MSWD will receive two awards at the event, plant of the year, and special community engagement honors for our Protect Your Pipes campaign.



CWEA Awards Presentation: April 19, 2023

On the heels of the Colorado River Basin Section dinner, MSWD will attend the State meeting, where we will once again receive community engagement honors.

Desert Hot Springs Big Hearts Award: April 20, 2023

The Desert Hot Springs Rotary presents the Big Heart Awards annually to honor individuals and local businesses for doing good in our community. This year's MSWD Person of the Year is Engineering Technician II Mike Platt, who has been active in the Desert Hot Springs community for many years.



If any other events occur throughout the month, they will be communicated either from the Public Affairs team or Dori Petee.

Public & Media Outreach

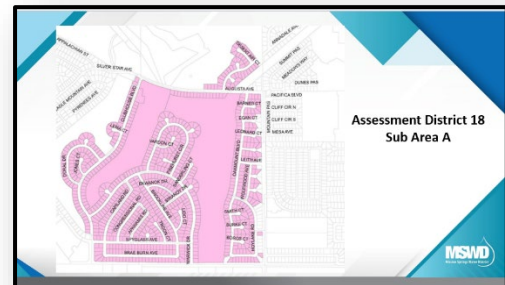
Protect Your Pipes: FOG & Wipes

Throughout the past year, the MSWD Public Affairs Department has been working to educate the public about the dangers associated with flushing wipes or other non-flushable bathroom products and disposing of greasy foods down the drains. In addition, knowing that Desert Valley Disposal was working on a new green can initiative that was rolling out this winter, we have integrated complementary messaging into our program materials and website. Most recently, the District developed a new billboard that can be seen on Palm Drive just South of Dillon Road and a bill insert promoting the proper disposal of food scraps.



Mission Lakes Country Club Assessment District Update

On March 7, 2023, Public Affairs and members of the Engineering team met with the Futures Committee at Mission Lakes Country Club to provide a status report on the septic to sewer project in the area. Specific items covered included grant funding opportunities, design status, private connection needs, and the need for ongoing community engagement, which MSWD has already been working on through the Club's Communications Committee.



CV Water Counts Academy

The Water Counts Academy is designed for current and emerging leaders in the Coachella Valley who want to learn about the lifeblood of our valley, its water resources. Participants are required to attend five classes to receive a certificate. The sessions cover a variety of topics including: The History of Water, Groundwater, Streams, Imported Water, Colorado River, Recycled Water, Water Quality and Regulations, The Drought, Conservation in the Coachella Valley – A Way of Life, Agriculture, Golf, Cannabis, Building & Development, Water Efficiency, and Sustainability and Groundwater.



The five week online class started on February 3, 2023, and has approximately 60 individuals who have been regularly attending. MSWD hosted week three and will provide the group a virtual tour and overview of our operations during the fifth and final session.

MSWD Digital Advertising

The District featured four Google and Facebook/Instagram ads promoting Free Conservation Kits, Pipe Protection, and Bill Assistance Options. Our Google campaign was successful, garnering over 325,648 impressions and 972 link clicks. Our Facebook ads had more than 79,000 impressions and 344 link clicks. A full report is included in Appendix C.



Social Media

A copy of the February 2023 social media report can be found in Appendix C. This report highlights activities and posts on the District's social media platforms. While our total engagement was down, we gained 25 new followers/audience members. Our three posts with the highest reach were our Cabot Elementary Career Day post, on of our 70th Anniversary posts, and a pictorial post promoting the beauty surrounding our Alan L. Horton WWTP.

3 Highest Reach Posts		
	Today was Career Day at Cabot Yerxa Elementary! MSWD Fiel...	1,312
	70 year celebration tnr We're celebrating 70 years of service to the community, a...	788
	+2 It's a beautiful morning in Desert Hot Springs! Check out...	330

CV Water Counts

The ad campaign netted more than 330,000 impressions on social media, websites, video viewers, and applications during February 2023. Of those, more than 73,000 were views of the Splash videos on YouTube. The website had 5,150 pageviews during the month, with Conservation Tips and Rebates being the most viewed pages. The overall number of users visiting the site was way up from February 2022, with 2,645 visiting during the month, up from 1,912 one year ago.



Legislative Update

A copy of the February 2023 Federal Legislative Update is included in Appendix A. Following are some of the key highlights:

- Senator Dianne Feinstein (D-CA) announced that she will not seek re-election at the end of her current term in 2024. Feinstein has served in the Senate for over three decades since her first Senate election in 1992. To date, three Democratic House Members, Representatives Adam Schiff, Katie Porter, and Barbara Lee have all announced they running for Feinstein's seat.
- On Tuesday, February 7, 2023, the President delivered his second State of the Union address to a joint session of Congress. Marking roughly the halfway point of President Biden's first term, the speech focused heavily on economic and domestic issues.
- Last year, the Bureau of Reclamation Commissioner Camille Touton told Congress that the seven Colorado River Basin states needed to reach a deal to save up to 4 million acre-feet in 2023 to have enough water in the system to protect power generation at Glen Canyon Dam. The initial deadline to reach this goal was last summer, which came and went without a deal.

In the fall, the Department of the Interior (DOI) announced it would seek to revise the 2007 Colorado River Interim Guidelines, which provide Lake Powell and Lake Mead operating criteria. As a result, six of the Colorado River Basin states (Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming) sent a proposal in early February to DOI Assistant Secretary of Water and Science Tanya Trujillo and Reclamation Commissioner Touton to significantly reduce reliance and usage of Colorado River water.

Absent from signing onto this proposal is the seventh basin state, California. Under the proposed plan, California could see a reduction of up to 32 percent of its Colorado River allocation or 1.4 million acre-feet. In response, California submitted its own proposal to DOI and Reclamation. Under the California proposal, the State would agree to give up 400,000 acre-feet annually for the Colorado River system while asking Arizona to give up 560,000 acre-feet annually and Nevada 40,000 acre-feet annually. Additionally, should the worst-case scenario occur, and Lake Mead reaches dead pool (895 feet), California would give up an additional 950,000 acre-feet annually. California's proposal also clarifies that it will not forfeit its senior water rights status to Arizona or Nevada.

DOI will consider both proposals as it seeks to update the Colorado River Interim Guidelines. It is expected to produce a supplemental environmental impact statement this spring, with a final record of the decision due this summer. The six-state proposal can be found [HERE](#), and the California proposal can be found [HERE](#).

Rebates & Conservation

The Public Affairs team continued to promote rebates and conservation throughout our service territory during February 2023.

Toilet Rebates

Staff funded two new toilet rebate applications in February 2023 for four toilets, totaling \$400.

Turf Rebates

Staff funded one turf rebate application in February 2023, totaling \$3,000. In addition, staff a total of six pending applications totaling \$89,175.50.

Conservation Kits

Staff received 11 requests totaling 24 kits in February 2023. One request including 14 kits for an apartment complex.

Bottled Water Tracking Report

Water Donations for February 2023

Date Supplied	Requests Filled	Event or Purpose	# Cases Requested
2/6/2023	City of DHS	Council/Commission Meetings/Walk-in Guest	25
2/8/2023	Mission Lakes CC	Ladies Golf Tournament	4
2/9/2023	DHS High School	Family Night	10
2/9/2023	DHS Palleteers Art Club	Art Club	2
2/10/2023	Two Bunch Palms School	PSUSD Wellness Fair	9
2/15/2023	Miracle Springs Resort	Road Hiking Church Group	8
2/23/2023	Bella Vista Elem. School	Jog-a-thon	12
	Total Cases		70

APPENDIX A – Federal Update from Carpi & Clay

Senator Feinstein Announces She Will Not Seek Re-election in 2024

Senator Dianne Feinstein (D-CA) announced that she will not seek re-election at the end of her current term in 2024. Feinstein has served in the Senate for over three decades since her first Senate election in 1992. To date, three Democratic House Members, Reps. Adam Schiff, Katie Porter, and Barbara Lee have all announced they are running for Feinstein's seat.

President Biden Delivers State of the Union Address

On Tuesday, February 7th, President Joe Biden delivered his second State of the Union address to a joint session of Congress. Marking roughly the halfway point of President Biden's first term, the speech focused heavily on economic and domestic issues.

Colorado River Update

Last year, Bureau of Reclamation (Reclamation) Commissioner Camille Touton told Congress that the seven Colorado River Basin states needed to reach a deal to save up to 4 million acre-feet in 2023 to have enough water in the system to protect power generation at Glen Canyon Dam. The initial deadline to reach this goal was last summer, which came and went without a deal. Last fall, the Department of the Interior (DOI) announced it would seek to revise the 2007 Colorado River Interim Guidelines, which provide Lake Powell and Lake Mead operating criteria.

As a result, six of the Colorado River Basin states (Arizona, Colorado, Nevada, New Mexico, Utah, and Wyoming) sent a proposal in early February to DOI Assistant Secretary of Water and Science Tanya Trujillo and Reclamation Commissioner Touton to significantly reduce reliance and usage of Colorado River water. Absent from signing onto this proposal is the seventh basin state, California. Under the proposed plan, California could see a reduction of up to 32 percent of its Colorado River allocation or 1.4 million acre-feet. In response, California submitted its own proposal to DOI and Reclamation. Under the California proposal, the state would agree to give up 400,000 acre-feet annually for the Colorado River system, while asking Arizona to give up 560,000 acre-feet annually and Nevada 40,000 acre-feet annually. Additionally, should the worst-case scenario occur, and Lake Mead reaches dead pool (895 feet), California would give up an additional 950,000 acre-feet annually. California's proposal also clarifies that it will not forfeit its senior water rights status to Arizona or Nevada.

DOI will consider both proposals as it seeks to update the Colorado River Interim Guidelines and is expected to produce a supplemental environmental impact statement this spring, with a final record of decision due this summer. The six-state proposal can be found [HERE](#), and the California proposal can be found [HERE](#).

EPA Begins to Rollout Greenhouse Gas Reduction Fund

The Environmental Protection Agency (EPA) is beginning to roll out more information about the \$27 billion included in the Inflation Reduction Act (IRA) for the Greenhouse Gas Reduction Fund (GGRF). GGRF is the largest non-tax incentive program included in IRA and is intended to help fund projects in communities nationwide to reduce greenhouse gas emissions. The \$27 billion is divided into two programs: 1) General and Low-Income Assistance Program (aimed at funding projects by non-profits) and 2) Zero Emission Technology Fund Program (aimed at funding projects by states and local governments). The IRA requires that EPA obligate \$27 billion in funding by September 30th, 2024. EPA has set a target date of summer 2023 to release guidance on how to apply for both programs. EPA also launched a [website](#) to house all information about GGRF.

WOTUS Rule Update

In response to the Army Corps of Engineers and EPA's recent release of an updated Waters of the United States (WOTUS) rule, Republicans in both the House and the Senate have introduced a resolution to use the Congressional Review Act to try to prevent the rule from being implemented. Additionally, twenty-four states, led by West Virginia Attorney General Patrick Morrisey, filed a lawsuit challenging the rule. The United States Supreme Court is scheduled to consider a case during its next term that could have further implications on implementing the new rule in *Sackett v. EPA*.

Congressional Letters

California Members Urge Reclamation to Lift Desalination Funding Cap. California Senators Dianne Feinstein, Alex Padilla, and Representative Mike Levin sent a letter to the Reclamation urging the agency to lift the \$30 million per-project cap for desalination projects. The letter states that lifting the cap would give Reclamation more flexibility to administer the \$250 million authorized by the Bipartisan Infrastructure Law (BIL) for desalination projects. The letter can be found [HERE](#).

Senators Urge Biden Administration to Address PFAS Contamination in Upcoming Budget Request. Thirty-six senators, including Senator Padilla, sent a letter to President Biden urging him to include funding in the Administration's upcoming budget request for fiscal year (FY) 2024 to comprehensively address per- and polyfluoroalkyl substances (PFAS) contamination. The letter requests funding to close gaps in available PFAS data and research, bolster testing and cleanup efforts, and support regulations that protect people and the environment from contamination. The letter can be found [HERE](#).

House Oversight Republicans Request Information on EJ Grants. Chair of the House Committee on Oversight and Accountability James Comer (R-KY) and Chair of the Oversight Committee's Economic Growth, Energy Policy, and Regulatory Affairs Subcommittee Pat Fallon (R-TX) sent a letter to EPA Administrator Michael Regan requesting documents and a staff briefing on environmental justice (EJ) grants administered by the agency. The letter requests EPA records on the \$30 million Environmental Justice Collaborative Problem-Solving (EJCPS) program and the \$70 million Environmental Justice Government-to-Government (EJG2G) program to "account for [EPA's] ability to effectively prevent waste, fraud, and abuse of funding." The letter can be found [HERE](#).

Federal Funding Opportunities/Announcements

White House Releases Open and Upcoming Infrastructure NOFOs Calendar. The White House released a calendar detailing current and upcoming notices of funding opportunities (NOFOs) related to infrastructure. More information can be found [HERE](#).

EPA Issues RFI for \$3 Billion Environmental and Climate Justice Program. EPA issued an RFI seeking comments on its \$3 billion Environmental and Climate Justice (ECJ) program authorized by the IRA. The program will provide grants and technical assistance to disadvantaged communities for climate and environmental justice projects. EPA is seeking input on program design, project types, reducing application barriers, reporting and oversight, and technical assistance. Comments are due by March 17th and more information can be found [HERE](#).

EPA Announces Availability of \$2 Billion for EC-SDC Grant Program. EPA announced the availability of \$2 billion in grant funding through its Emerging Contaminants in Small or Disadvantaged Communities (EC-SDC) Grant Program to address PFAS in drinking water. The funding was authorized by BIL to promote access to safe and clean water in small, rural, and disadvantaged communities through infrastructure upgrades, source water treatment for pollutants, and water quality testing. EPA will release the grant application timeline in the coming weeks and more information can be found [HERE](#).

EPA Announces Availability of \$550 Million for EJ Grants. EPA announced the availability of \$550 million in grant funding through the new Environmental Justice Thriving Communities Grantmaking program. This program will fund up to 11 entities to serve as grant makers to community-based projects that reduce pollution. EPA intends to award up to 11 cooperative agreements for up to approximately \$50 million each to be funded incrementally over a 3-year period. The deadline to apply is May 31 and more information can be found [HERE](#).

EPA Announces CWSRF Funding Allocation. EPA announced the allocation of \$2.4 billion from the Bipartisan Infrastructure Law for the Clean Water State Revolving Fund (CWSRF) to states, Tribes, and territories. This represents the second allotment of CWSRF funding from BIL (the first allocation was \$1.9 billion). A link to the state allocations can be found [HERE](#).

Reclamation Announces \$728 Million for Western Drought Resilience. Reclamation announced \$728 million in funding authorized by BIL to improve water systems impacted by drought conditions in Western states. The funding will support clean drinking water projects for rural and tribal communities, water conservation in the Upper Colorado River Basin, and projects to improve water supply reliability. The list of projects funded can be found [HERE](#).

Federal Agency Personnel/Regulatory Announcements

President Biden Issues EO on Racial Equity and Support for Underserved Communities. On February 16th, President Biden issued Executive Order (EO) 14091 entitled “Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government.” The EO adds to the Biden Administration’s previous actions to promote equity initiatives and requirements at federal agencies. The text of the EO can be found [HERE](#).

President Biden Announces New White House Director of Public Engagement. Former Mayor of Atlanta Keisha Lance Bottoms announced she will leave her role as Director of the White House Office of Public Engagement next month. President Biden announced former Columbia, SC, Mayor Steve Benjamin will assume the Director role following the departure of Bottoms.

OIRA Issues Recommendations on Broadening Public Engagement in the Federal Regulatory Process. The White House Office of Information and Regulatory Affairs (OIRA) released recommendations to broaden public engagement in the federal regulatory process. OIRA is seeking stakeholder feedback on the recommendations and is hosting a listening session on March 7th at 3:00 pm ET. Comments are due by March 10th. Registration for the listening session and more information on the recommendations can be found [HERE](#).

OMB Proposes Buy America Revisions for Guidance on Grants and Agreements. The Office of Management and Budget (OMB) issued a proposed rule to revise guidance on grants and agreements to support implementation of Build America, Buy America Act provisions included in the IRA. Comments are due by March 13th and more information can be found [HERE](#).

EPA Announces CERCLA PFAS Enforcement Listening Sessions. EPA announced that it will be holding two public listening sessions to seek input on concerns about enforcement under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) for per- and polyfluoroalkyl substances (PFAS) contamination. There will be opportunities to provide verbal input during the listening sessions and written input submissions in a separate form. The listening sessions will be held on March 14th and March 23rd. More information, as well as registration information, can be found [HERE](#).

EPA Announces Regional Listening Sessions on PFAS Roadmap. EPA announced it will host regional listening sessions in February, March, and April on its [PFAS Strategic](#)

Roadmap. In each EPA region, listening sessions will be from 6:00 – 8:00 pm local time. A list of the listening sessions and registration information can be found [HERE](#).

EPA Releases Updated CWA FCA Guidance. EPA released its updated Clean Water Act Financial Capability Assessment (FCA) Guidance to assist communities with Clean Water Act (CWA) compliance. The FCA Guidance describes financial information and formulas that EPA uses to assess a community's financial resources and ability to comply with CWA. More information can be found [HERE](#).

EPA Announces Water Workforce Webinar on Diversity, Equity, and Inclusion. EPA is hosting a Water Workforce Webinar on March 21st at 2:00 pm ET, entitled “It Really Matters: Ensuring Diversity, Equity, and Inclusion in the Water Workforce.” The webinar will feature Sharise Horne from the Louisville Metropolitan Sewer District and Julianne Jones from the Water Environment Foundation. Registration can be found [HERE](#).

Reclamation Issues NOPR on Public Access Conduct on Agency Lands. Reclamation issued a notice of proposed rulemaking (NOPR) seeking comments on proposed updates to regulations and definitions for public access and conduct on Reclamation lands, waters, and facilities. Reclamation is proposing updates to existing definitions for aircraft usage, firearm possession, and camping, swimming, and winter recreation regulations. Comments are due by April 17th and more information can be found [HERE](#).

##

APPENDIX B – Wastewater and Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY											
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	4	18	8	7	9	51	2	1	139	2	0
Aug.	26	20	4	1	8	53	2	4	214	4	0
Sep.	20	20	5	2	12	8	11	2	90	2	1
Oct.	13	36	9	4	8	12	4	21	65	8	2
Nov.	8	29	50	10	9	7	7	1	52	18	7
Dec.	8	12	9	3	3	64	1	0	86	22	11
Jan.	35	14	21	7	1	16	8	3	27	3	11
Feb.	4	7	23	5	1	42	0	3	5	46	6
Mar.		17	48	1	0	23	5	0	31	16	2
Apr.		7	18	3	3	15	30	0	8	95	14
May		16	17	11	3	20	45	7	13	98	3
June		2	21	7	3	6	70	4	4	72	2
Annual Total	118	198	233	61	60	317	185	46	734	386	59

Connections to Sewer Collection System:

As of June 30, 2022

8665

Plus YTD

118

Total Sewer Connections =

8783

WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.	1.954007	2.142796	0.043181	0.048220
Feb.	1.917610	2.093768	0.041724	0.056170
Mar.				
Apr.				
May				
June				

WASTEWATER FLOW MGD				
2021/22	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.987088	2.104457	0.042128	0.058130
Aug.	2.059728	2.224424	0.052436	0.064940
Sep.	2.061448	2.234327	0.049729	0.066370
Oct.	2.081568	2.223453	0.046618	0.051660
Nov.	2.084749	2.213652	0.048180	0.053880
Dec.	2.024843	2.311905	0.051887	0.068500
Jan.	1.984410	2.131439	0.048326	0.054720
Feb.	2.009623	2.139096	0.045334	0.052130
Mar.	2.028970	2.171029	0.045059	0.055840
Apr.	1.980131	2.131250	0.041919	0.046130
May	1.975843	2.097045	0.039858	0.047940
June	1.966058	2.095268	0.037201	0.047720

WATER REPORT

WATER CONNECTION SUMMARY														
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10
July	6	18	7	4	5	7	2	0	0	1	0	0	0	1
August	28	19	6	10	5	3	2	2	0	1	0	0	2	1
September	22	23	18	2	14	4	13	3	0	2	2	0	0	1
October	16	33	13	3	21	8	3	20	0	5	1	1	4	2
November	10	27	10	16	4	0	7	3	0	1	0	1	1	5
December	9	9	2	17	3	3	2	0	0	2	0	0	0	0
January	26	14	15	6	3	20	1	1	2	2	0	0	1	1
February	14	8	13	8	5	11	1	0	1	0	1	0	0	1
March		19	16	2	3	6	5	0	12	0	0	4	5	0
April		6	11	1	3	7	11	2	7	0	1	4	1	12
May		19	15	12	5	11	9	8	2	0	1	2	0	0
June		1	24	11	2	8	2	10	1	0	0	0	1	1
Annual Total	131	196	150	92	73	88	58	49	25	14	6	12	15	25
Avg./ Mo.	10.92	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00	1.25	2.08

Connections to Water System:

As of June 30, 2022 13,337
 Plus YTD 131
Total Water Connections = 13,468

WATER PRODUCTION														
	FY 2022/23	Variance from prior year		FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14	FY 2012/13	FY 2011/12
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82	911.87	838.49
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60	853.85	959.02
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20	723.92	826.46
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09	788.55	789.71
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05	672.3	654.77
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09	520.3	575.27
January	530.39	-49.89	-8.6%	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86	609.45	616.19
February	490.41	-36.93	-7.0%	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87	507.31	561.24
March		0.00	0.0%	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89	559.02	583.70
April		0.00	0.0%	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05	744.77	645.93
May		0.00	0.0%	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18	786.79	763.12
June		0.00	0.0%	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96	780.86	794.00
TOTAL		-208.83	-3.9%	8094.17	8356.13	7981.79	7617.30	8017.06	7476.47	6,903.75	7,798.69	8,385.66	8,458.99	8,607.90

APPENDIX C – Public Affairs Information



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

February, 2023

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESSIONS
CV WATER COUNTS

259,672

 SEARCH AD IMPRESSIONS
CV WATER COUNTS

1,638

 VIDEO IMPRESSIONS
CV WATER COUNTS

73,149

 CLICKS
CV WATER COUNTS

2,302

 CTR
CV WATER COUNTS

0.69%

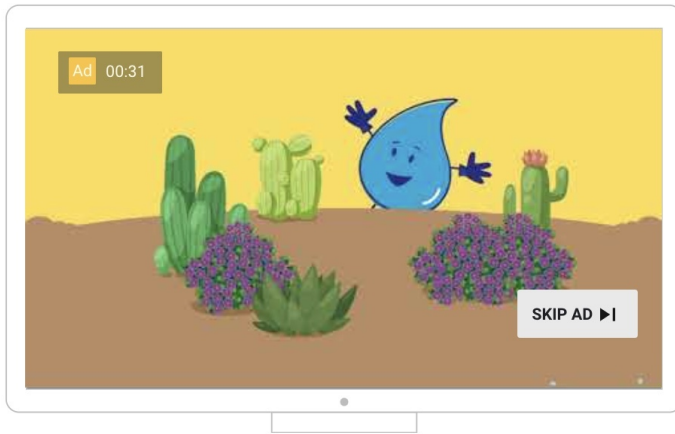
 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CV Water Counts Feb 2023	1,040	155,161
Use a Broom	559	79,713
Check for Rebates	481	75,448
CV Water Counts Feb 2023 Spanish	873	104,511
Use a Broom	652	72,875
Check for Rebates	221	31,636
	1,913	259,672



 GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	73,149	27,871	13,579	157
CVWC Water Saving Tips YouTube Spanish Feb 2023	34,060	14,929	9,131	56
CVWC Water Saving Tips English YouTube Feb 2023	39,089	12,942	4,448	101
	73,149	27,871	13,579	157



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaign 2022	232	1,638
	232	1,638


KEYWORDS PERFORMANCE

CV WATER COUNTS

Account name	Clicks	Impr.	CTR
CV Water Counts	178	1,346	13.22%
water rebates	71	373	19.03%
water service	21	400	5.25%
water agency	21	226	9.29%
grass removal rebate	19	117	16.24%
water company	13	83	15.66%
washing machine rebate	9	44	20.45%
toilet rebate	9	40	22.5%
water service provider	6	22	27.27%
water rebate program	5	23	21.74%
turf removal rebate	4	18	22.22%
	178	1,382	12.88%

Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE
HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>Save Water - Use a Broom cvwatercounts.com Use a broom instead of a hose to clean your patio, sidewalk and driveway. Click for more water saving tips.</p>	498	68,221	21,473	3.18	535
	498	68,221	21,473	3.18	535

Website Information

PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER ...

5,150

NEW VISITOR

CV WATER - CV WATER COUNTS - CV WATER ...

2,339

RETURNING USERS

CV WATER - CV WATER COUNTS - CV WATER ...

687

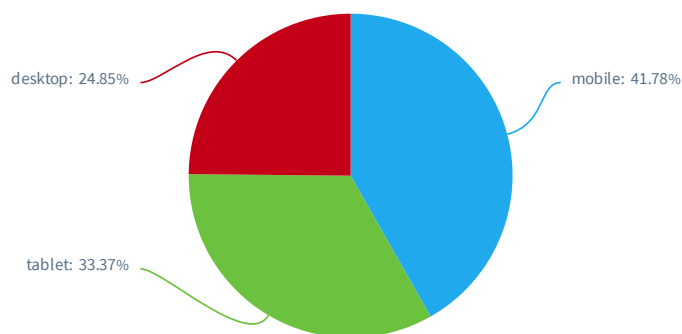
PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER COUNTS

Page Title	Pageviews
Conservation Tips - CVWater Counts	2,176
Rebates - CV Water Counts	1,169
CV Water Counts	423
CV Water Counts Water Counts Academy - CV Water Counts	202
Coachella Valley Water Conservation Water Rebate Map - CV Water Counts	194
Academy Class Recordings - CV Water Counts	93
Water Counts Academy 2023 is Coming! Apply by January 31 - CV Water Counts	81
Academy Class Presentations - CV Water Counts	79
About - CV Water Counts	62
Learn - CV Water Counts	54
	5,150

SESSIONS / DEVICE CATEGORY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



PAGES / SESSION

CV WATER - CV WATER COUNTS - CV WATER ...

1.35

AVG. SESSION DURATION

CV WATER - CV WATER COUNTS - CV WATER ...

57s

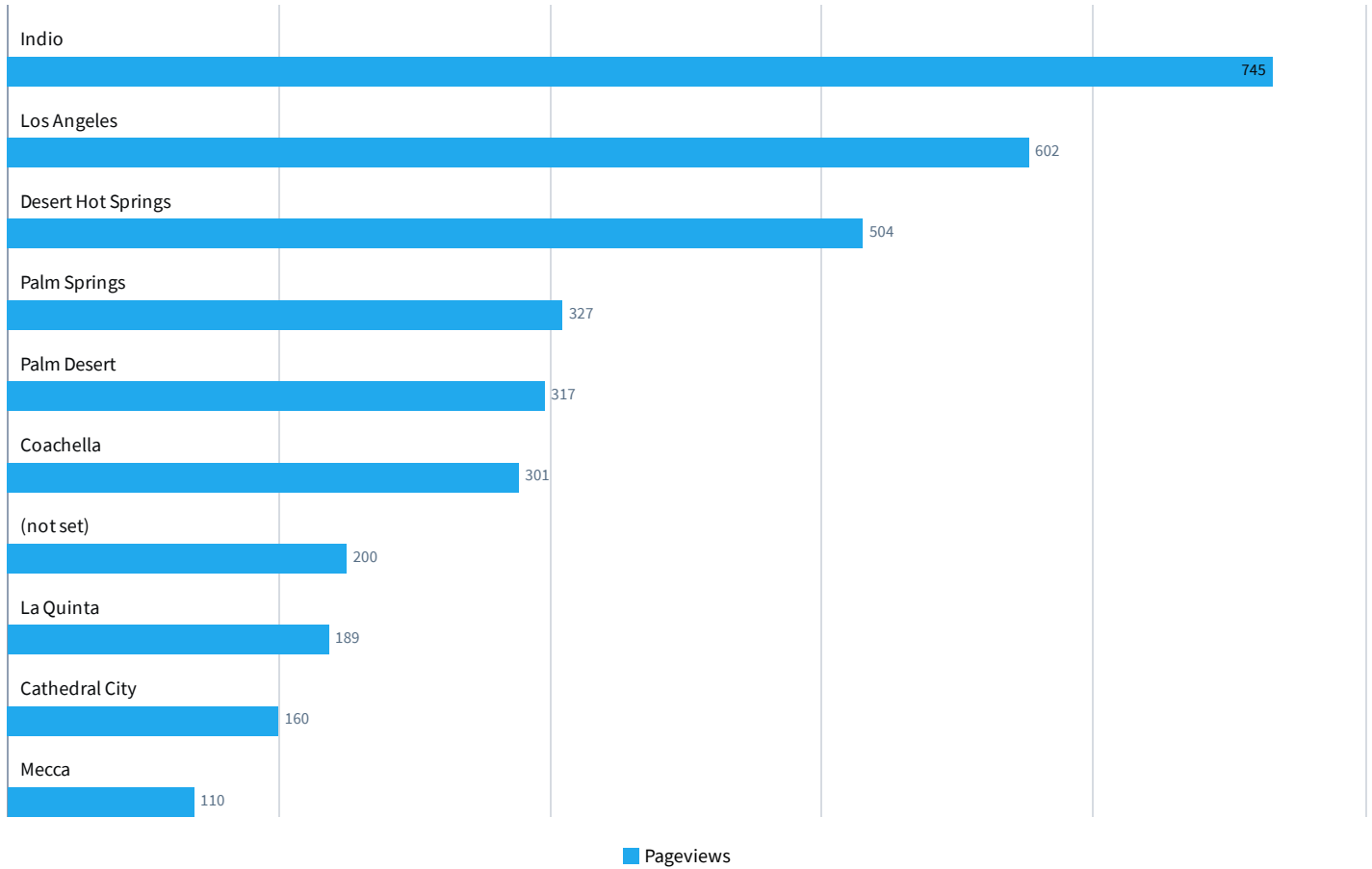
BOUNCE RATE

CV WATER - CV WATER COUNTS - CV WATER ...

82.36%

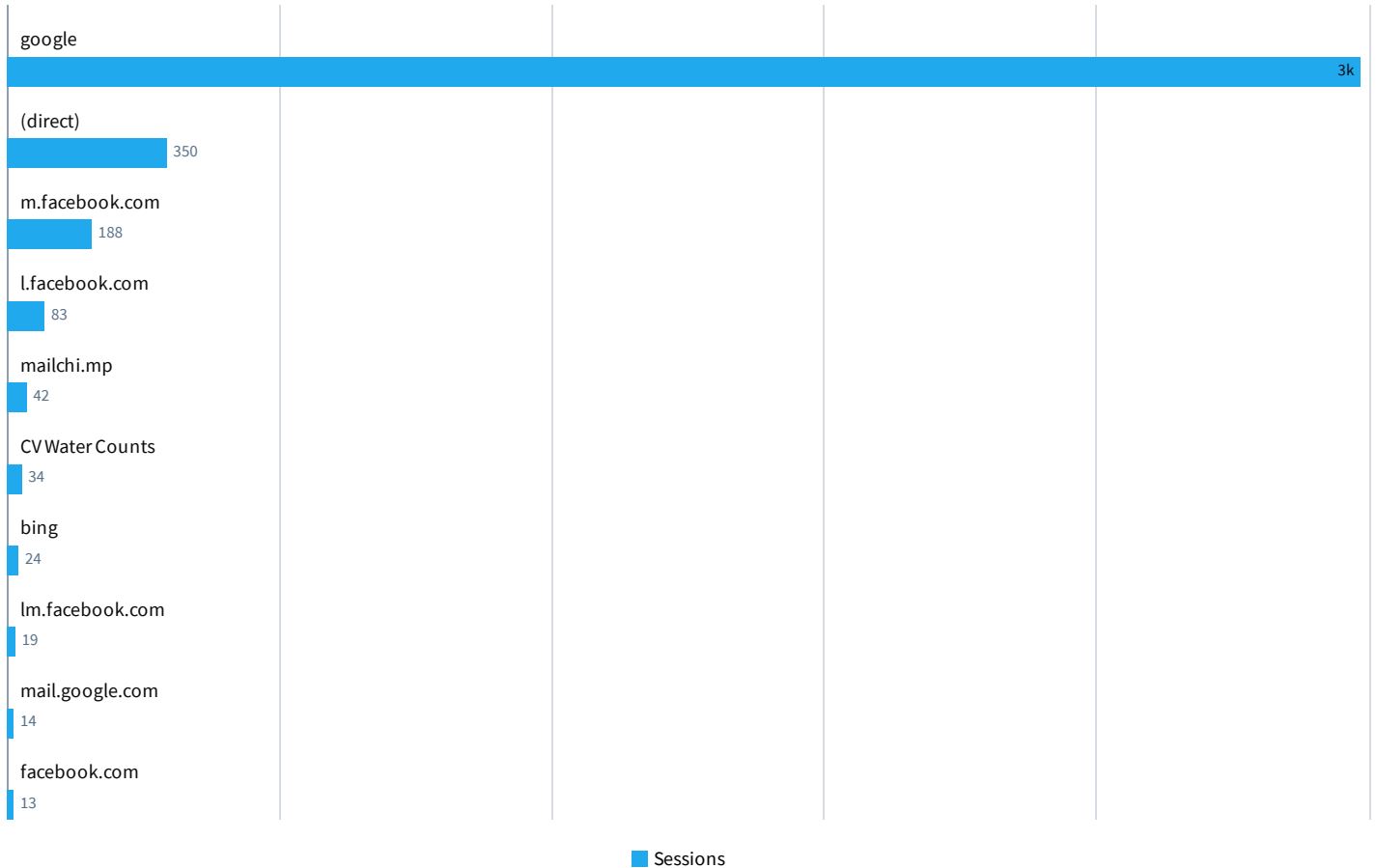
PAGEVIEWS BY CITY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



USER REFERRERS

CV WATER - CV WATER COUNTS - CV WATER COUNTS



HISTORY

PAST 13 MONTH: CV WATER - CV WATER COUNTS - CV WATER COUNTS

Month	Sessions	Users	Pageviews	Pages / session	Avg. session duration	Bounce rate	% new sessions
February 2023	3,815	2,645	5,150	1.35	57s	82.36%	61.31%
January 2023	5,074	3,683	6,499	1.28	45s	83.43%	67.76%
December 2022	3,426	2,450	4,498	1.31	47s	83.71%	65.21%
November 2022	3,280	2,204	4,220	1.29	46s	84.24%	59.91%
October 2022	3,879	2,601	5,210	1.34	51s	81.75%	60.58%
September 2022	3,589	2,482	4,931	1.37	46s	83.03%	64.11%
August 2022	3,752	2,617	4,926	1.31	48s	83.96%	64.37%
July 2022	4,831	3,293	6,855	1.42	53s	80.23%	65.16%
June 2022	2,927	2,203	3,959	1.35	50s	83.64%	71.47%
May 2022	3,491	2,715	5,002	1.43	46s	71.7%	68.81%
April 2022	3,383	2,545	5,096	1.51	36s	63.38%	71.5%
March 2022	2,476	1,859	3,453	1.39	42s	83.04%	69.55%
February 2022	2,654	1,912	3,625	1.37	44s	81.2%	67.48%
	46,577	30,864	63,424	1.36	47s	80.49%	65.73%

Organic Search

TOP KEYWORDS CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
lake cahuilla	1,309	2	0.15%	9.1
cleveland sage	480	0	0%	1.9
water pledge	449	0	0%	9.53
cv water	391	7	1.79%	5.74
trailing lantana	339	4	1.18%	6.18
lantana ground cover	326	2	0.61%	3.59
acacia redolens	251	3	1.2%	15.91
myoma water	233	1	0.43%	2.85
lantana montevidensis	215	0	0%	2.22
indio water	161	0	0%	4.91
	4,154	19	0.46%	6.19

TOP PAGES CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevidensis/	2,258	25	1.11%	13.36
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	1,884	16	0.85%	10.19
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	961	5	0.52%	6.23
https://cvwatercounts.com/wp-content/uploads/2019/02/Golf-and-Recycled-Water.pdf	844	15	1.78%	29.65
https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/	841	19	2.26%	10.34
https://cvwatercounts.com/save-water-pledge/	827	3	0.36%	6.75
https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/	734	2	0.27%	20.1
https://cvwatercounts.com/	714	33	4.62%	7.97
https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/	667	2	0.3%	46.43
https://cvwatercounts.com/cv-water-counts-water-counts-academy-program-graduates/	601	1	0.17%	18.51
	10,331	121	1.17%	16.95

Facebook Information

f IMPRESSIONS
CV WATER COUNTS

66,338

f REACH
CV WATER COUNTS

21,080

f NEW PAGE LIKES
CV WATER COUNTS

1

f ENGAGED USERS
CV WATER COUNTS

642





f PAGE VIEWS
CV WATER COUNTS







190






f LIFETIME PAGE LIKES
CV WATER COUNTS

4,018

f POSTS
CV WATER COUNTS

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>If you or someone you...</p>	February 27, 2023	78	2	3%	2	0
 <p>Have you taken our W...</p>	February 22, 2023	26	3	12%	3	0
 <p>One way to save water ...</p>	February 19, 2023	39	2	5%	2	0
 <p>February 19 to 25 is Na...</p>	February 19, 2023	30	3	10%	3	0
		1,474	62	4%	41	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Do you know where o...</p>	February 17, 2023	33	3	9%	2	0
 <p>Avoid running the tap ...</p>	February 16, 2023	84	3	4%	2	0
	February 14, 2023	41	3	7%	3	0
 <p>Today's the Tour de Pa...</p>	February 11, 2023	93	5	5%	5	0
 <p>A real traffic-stopper, t...</p>	February 10, 2023	28	3	11%	2	0
 <p>The 7th annual CV Wat...</p>	February 9, 2023	59	5	8%	5	0
		1,474	62	4%	41	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Plan your landscape t...</p>	February 9, 2023	38	2	5%	2	0
	February 5, 2023	58	5	9%	4	0
 <p>Mission Springs Water ...</p>	February 2, 2023	36	2	6%	2	0
 <p>We're in a drought. We ...</p>	February 1, 2023	831	19	2%	2	0
 <p>CV Water Counts upda...</p>	February 1, 2023	0	2	0%	2	0
		1,474	62	4%	41	0

Instagram Information

 **IMPRESSIONS**
CV WATER COUNTS

515






 **LIKES**
CV WATER COUNTS




17

 **FOLLOWERS (TOTAL)**
CV WATER COUNTS

233

 **MEDIA PERFORMANCE**
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>Today's the Tour de Pa...</p>	39	5	34	0	0
 <p>The 7th annual CV Wat...</p>	22	4	19	0	0
 <p>Plan your landscape t...</p>	16	1	14	0	0
	15	4	12	0	0
 <p>Have you taken our W...</p>	14	1	13	0	0
	141	18	121	0	0

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>February 19 to 25 is Na...</p>	14	1	13	0	0
 <p>We're in a drought. We ...</p>	13	1	10	0	0
	8	1	6	0	0
	141	18	121	0	0

Twitter Information

Feb 2023 • 28 days

TWEET HIGHLIGHTS

Top Tweet earned 52 impressions

Today's the Tour de Palm Springs. If you're planning to be part of the event, have fun, good luck, and be sure to stay hydrated!

#TourDePalmSprings #PalmSprings
pic.twitter.com/gri58uF25Z



♥ 2

[View Tweet activity](#)

[View all Tweet activity](#)

Top media Tweet earned 49 impressions

pic.twitter.com/gQWIsurRYY



🔄 1 ♥ 5

[View Tweet activity](#)

[View all Tweet activity](#)

Top Follower followed by 431 people



ARYAN AGGARWAL

@AryanWater FOLLOWS YOU

Hello !!!!!!! I am Aryan Aggarwal a 13 year old trying to be water activist living in New Delhi,India.Except that i play chess,basketball and do shooting.#WATER

[View profile](#)



FEB 2023 SUMMARY

Tweets

14

Tweet Impressions

315

Profile visits

29

New followers

0

E-Blast Information

📧 CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts February 2023	Wednesday, February 1, 2023 6:00 PM	565	582	57.17%	16.7%	49	4.96%	0.82%	2	2
		565	582	57.17%	16.7%	49	4.96%	0.82%	2	2



MSWD Digital Marketing and Website Report

Website, Social, and Marketing Performance

February, 2023

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

IMPRESSIONS
MSWD

325,648

CLICKS
MSWD

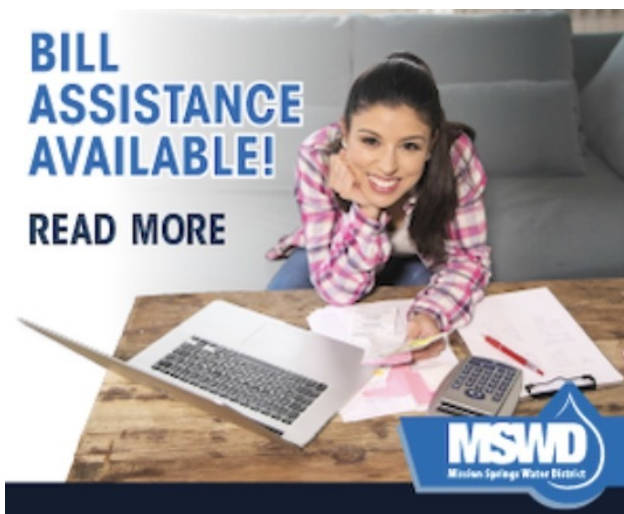
972

CTR
MSWD

0.3%

GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Fog / Bin Campaign	135,935	792	0.58%
MSWD Conservation Kits	104,687	85	0.08%
MSWD Bill Assistance (Woman)	40,447	49	0.12%
MSWD Bill Assistance (Man)	44,579	46	0.1%
	325,648	972	0.3%



Facebook Ad Campaigns

Includes ad campaign information for all campaigns, excluding anniversary event

FACEBOOK AD GROUP PERFORMANCE

MSWD

Ad	Campaign Name	Link Clicks	Impr.	Reach	Frequency	Page Likes
Conservation Kits Feb 2023	Conservation Kits Feb 2023	224	33,157	6,823	4.86	0
MSWD FOG Feb 2023	MSWD FOG Feb 2023 Two	59	27,550	24,862	1.11	0
MSWD Bill Assistance Video - Feb 2023	MSWD Bill Assistance Video - Feb 2023	47	10,600	2,470	4.29	0
MSWD FOG Feb 2023	MSWD FOG Feb 2023 #1	14	8,316	5,422	1.53	0
		344	79,623	28,119	2.83	0

Mission Springs Water District ... X
Sponsored · 🌐

Click to learn more about the various resources that may be able to help you pay your water and other utility bills and expenses.



BILL ASSISTANCE PROGRAMS

mswd.org
MSWD Bill Assistance Programs [Learn more](#)

👍 Like 💬 Comment ➦ Share

Mission Springs Water District
Published by Casey Dolan · February 27 at 10:51 AM · 🌐

Fats, oils and grease (FOGs) can quickly build up on the sides of pipes, solidify, and block flow. Keep your pipes clear by using your recycling bin and not putting these substances down the drain.




AVOID FOG CLOGS!
Toss food scraps and leftovers in your new organic recycling bin instead of down the drain

MSWD.ORG
MSWD - Avoid FOG Clogs [Learn more](#)
You may not know it, but every time you pour fat, oil, or grease (FOG) do...

Mission Springs Water District ... X
Sponsored · 🌐

At Mission Springs Water District, Value is Our Mission. Click to learn more about how your household can receive a free conservation kit to help save water and lower your water bill.



Conservation Kit
Get your free kit today!
Click Here!

mswd.org
Free Conservation Kits Available [Learn more](#)

👍 Like 💬 Comment ➦ Share

Website Information

📊 PAGEVIEWS

WWW.MSWD.ORG - HTTP://WWW.MSWD.O...

20,143

📊 NEW VISITOR

WWW.MSWD.ORG - HTTP://WWW.MSWD.O...

4,592

📊 USERS

WWW.MSWD.ORG - HTTP://WWW.MSWD.O...

1,791

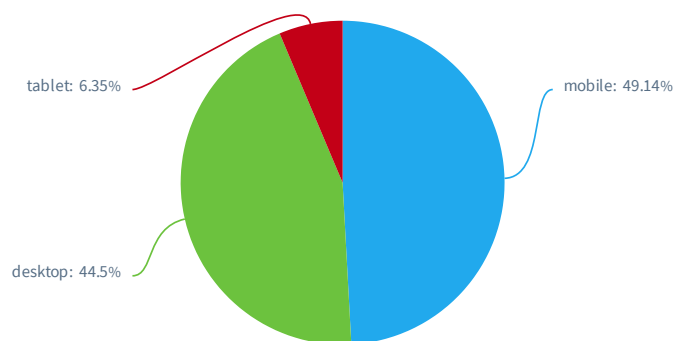
📊 PAGEVIEWS

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - MSWD

Page Title	Pageviews
New Customer Portal Mission Springs Water District CA	6,598
Mission Springs Water District Home Page Mission Springs Water District CA	5,107
Protecting Your Pipes Mission Springs Water District CA	1,102
Bill Pay Options Mission Springs Water District CA	963
Job Opportunities Mission Springs Water District CA	630
Application for Water Service Mission Springs Water District CA	328
FREE Conservation Kit Mission Springs Water District CA	319
Search Mission Springs Water District CA	283
Careers Mission Springs Water District CA	280
Bill Assistance and Resources Mission Springs Water District CA	274
	20,143

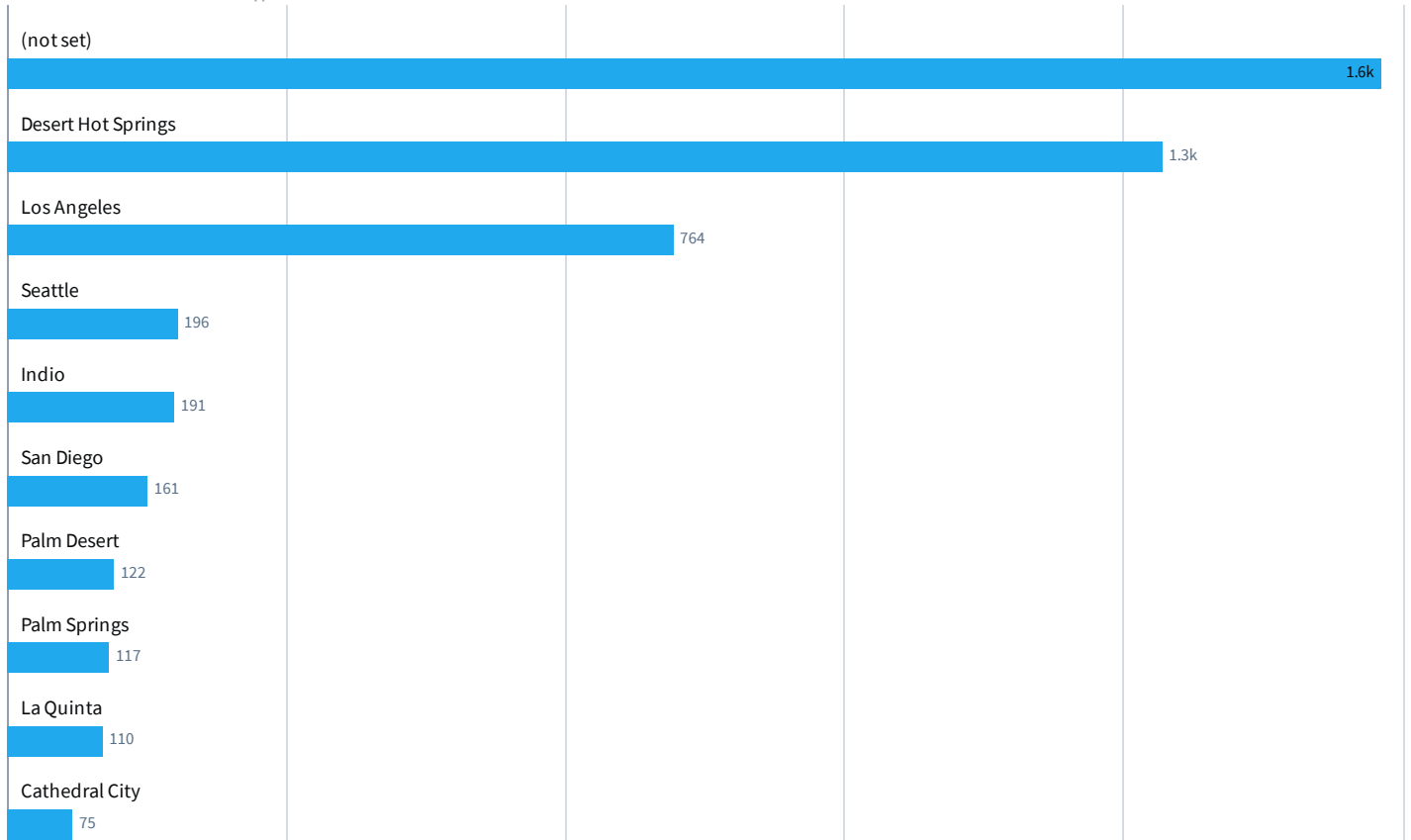
📊 SESSIONS / DEVICE CATEGORY

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - MSWD



USERS BY CITY

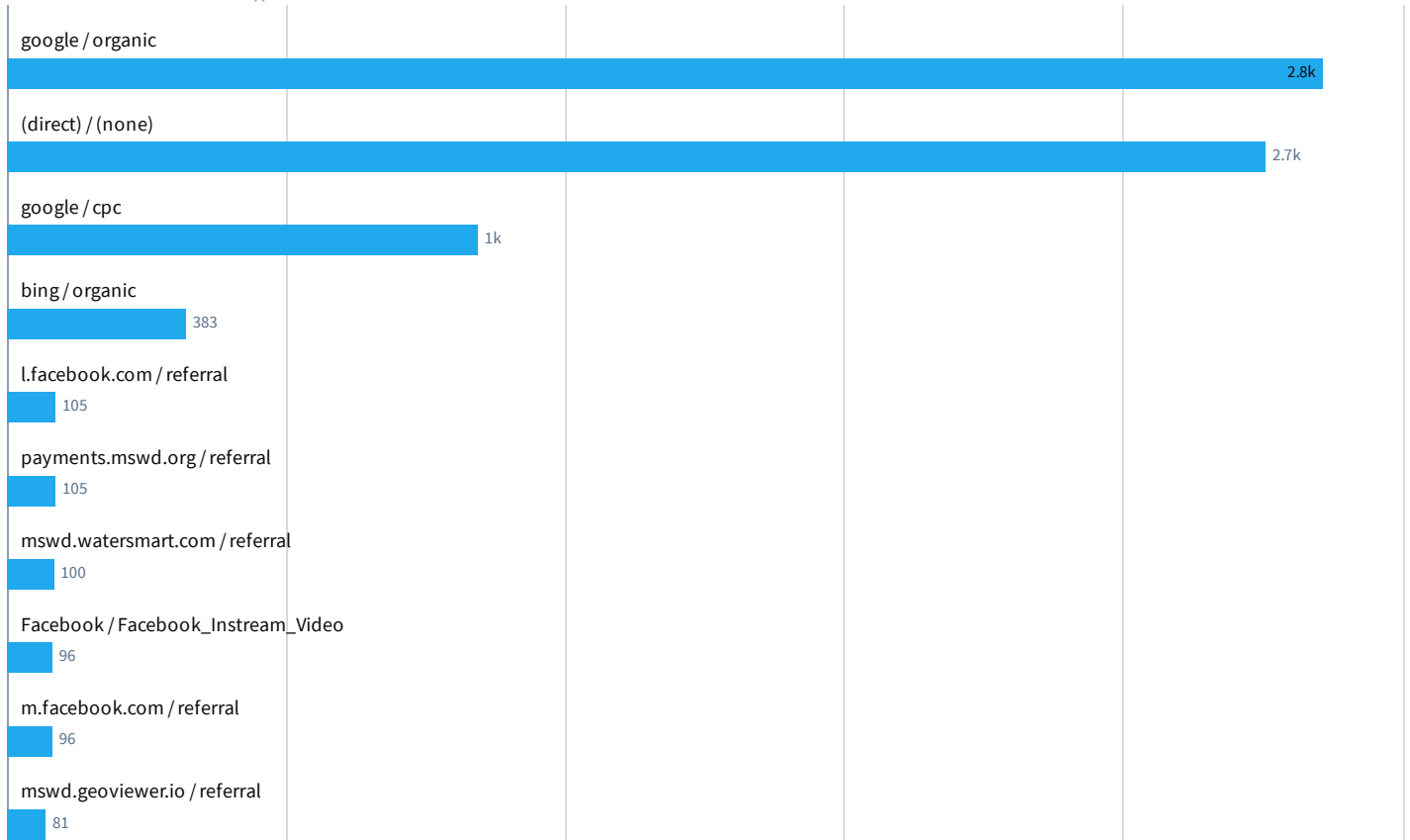
WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - MSWD



■ Users

USER REFERRERS

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - MSWD



■ Sessions

AVG. SESSION DURATION

WWW.MSWD.ORG - HTTP://WWW.MSWD.O...

1m 39s

PAGES / SESSION

WWW.MSWD.ORG - HTTP://WWW.MSWD.O...

2.58

BOUNCE RATE

WWW.MSWD.ORG - HTTP://WWW.MSWD.O...

34.5%



February 2023 Social Media Analytics

MSWD February Cross Platform Analytics

<i>Engagement Metrics</i>	<i>Totals:</i>	<i>% Change:</i>
Total Engagements	2871	-41.01%
Twitter	12	-40.00%
Facebook	2,740	-41.74%
Instagram	99	0.00%
LinkedIn	20	-55.56%

<i>Audience Metrics</i>	<i>Total Followers</i>	<i>Total gained:</i>	<i>% Change:</i>
Cross-Platform Audience	1812	25	1.38%
Twitter	96	6	6.25%
Facebook	1,286	4	0.31%
Instagram	265	12	4.53%
LinkedIn	165	3	1.82%

<i>Impressions Metrics</i>	<i>Total:</i>	<i>% Change:</i>
Total Impressions	93511	-6.09%
Facebook	69,417	-28.32%
Instagram	23,818	982.14%
LinkedIn	276	-45.88%

Facebook Account Overview (February 1 - 28, 2023)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">16</p> <p style="color: red; font-size: 12pt;">-2 -11.1%</p>	<p>Total Likes</p> <p style="font-size: 24pt; font-weight: bold;">1,210</p> <p style="color: green; font-size: 12pt;">+3 0.2%</p>	<p>New Likes</p> <p style="font-size: 24pt; font-weight: bold;">4</p> <p style="color: red; font-size: 12pt;">-1 -20.0%</p>	<p>Unlikes</p> <p style="font-size: 24pt; font-weight: bold;">2</p> <p style="color: red; font-size: 12pt;">+2</p>	<p>Engaged People</p> <p style="font-size: 24pt; font-weight: bold;">2,740</p> <p style="color: red; font-size: 12pt;">-1,403 -33.9%</p>
<p>Total Reach</p> <p style="font-size: 24pt; font-weight: bold;">54,196</p> <p style="color: red; font-size: 12pt;">-14,356 -20.9%</p>	<p>Organic Reach</p> <p style="font-size: 24pt; font-weight: bold;">5,764</p> <p style="color: green; font-size: 12pt;">+1,713 42.3%</p>	<p>Paid Reach</p> <p style="font-size: 24pt; font-weight: bold;">48,986</p> <p style="color: red; font-size: 12pt;">-16,080 -24.7%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">69,417</p> <p style="color: red; font-size: 12pt;">-27,427 -28.3%</p>	<p>Video Views</p> <p style="font-size: 24pt; font-weight: bold;">9,512</p> <p style="color: red; font-size: 12pt;">-5,265 -35.6%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Presidents Day Our offices will be closed Monday, February 20, 2023, in ...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>24.0%</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Please help us welcome Elaine Kawaii, who is joining MSWD...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>22.58%</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Mission Springs Water District would like to thank everyo...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>21.37%</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Today was Career Day at Cabot Yerxa Elementary! MSWD Fiel...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>1,312</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>70 year celebration tmr We're celebrating 70 years of service to the community, a...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>788</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>+2 It's a beautiful morning in Desert Hot Springs! Check out...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>330</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>70 year celebration tmr We're celebrating 70 years of service to the community, a...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>6</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Today was Career Day at Cabot Yerxa Elementary! MSWD Fiel...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>5</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Master Gardner Workshop Trying to create a more beautiful and water-efficient lan...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>1</p> </div> </div>

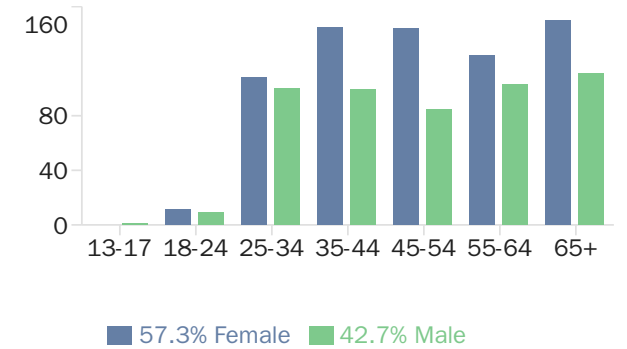
Likes By Country

1. United States of America (1,181 likes)
2. Mexico (13 likes)
3. France (4 likes)
4. Canada (2 likes)
5. Sierra Leone (1 like)

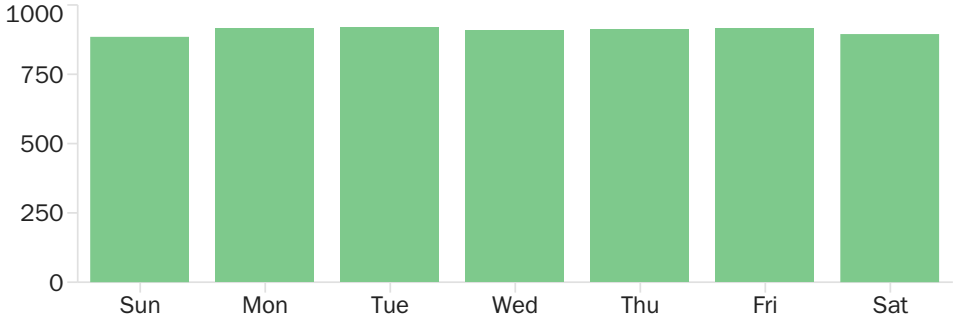
Likes By City

1. Desert Hot Springs, CA (577 likes)
2. Indio, CA (66 likes)
3. La Quinta, CA (53 likes)
4. Palm Springs, CA (51 likes)
5. Palm Desert, CA (49 likes)

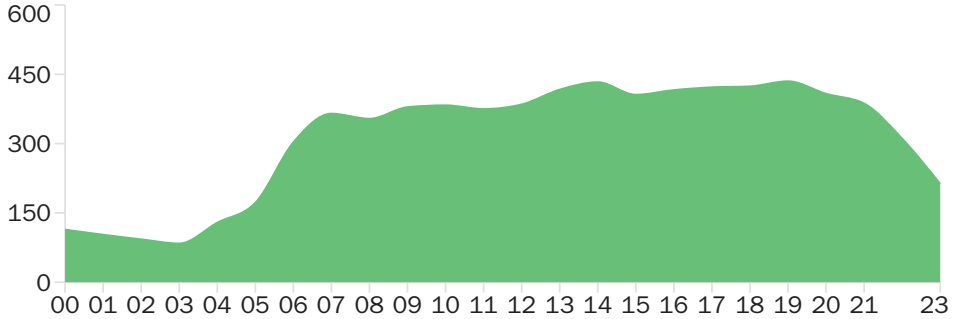
Likes by age & gender











Days your fans are online



















Hours fans are online











Facebook Post Metrics (February 1 - 28, 2023)

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
February 27, 2023 15:30 PST	 Image	 <p>Conservation Leaks Did you know a leaky toilet can waste up to 6,000 gallons of water each month? Simple repairs can help you avoid draining your toilet and your bank account. You can check your toilet for leaks all ...</p>	40	6	15.0%	6	0	1	0	0
February 27, 2023 13:41 PST	 Image	 <p>Please help us welcome Elaine Kawaii, who is joining MSWD as an Associate Engineer. In this role, Elaine will perform a variety of civil engineering work in the research, design, and construction o...</p>	217	49	22.58%	34	0	1	38	0
February 25, 2023 14:00 PST	 Link	 <p>Understanding Your Bill Confused by your water bill? We can help! Check out this short video to understand how easy it is to track your water use and pay your balance. https://loom.ly/lbXDTzo #MSWD #WaterBill #EasierThan...</p>	53	7	13.21%	5	0	1	1	0
February 24, 2023 09:56 PST	 Multi-Image	 +2 <p>It's a beautiful morning in Desert Hot Springs! Check out this birdseye view of the Alan L. Horton Wastewater treatment plant. #MSWD #OnlyInDHS #mswdcares</p>	330	51	15.45%	15	0	0	58	0

February 23, 2023 11:26 PST	 Video	 Raise the roof, because construction on MSWD's new Regional Water Reclamation Facility is moving fast! Once complete, the new plant will treat an additional 1.5 million gallons of wastewater per da...	86	12	13.95%	8	0	1	9	34
February 20, 2023 10:01 PST	 Image	 Presidents Day Our offices will be closed Monday, February 20, 2023, in observance of the #PresidentsDay holiday. #MSWD	25	6	24.0%	6	0	0	0	0
February 17, 2023 16:00 PST	 Image	 Follow Us We want to keep you in the loop! You already follow us here on Facebook. Did you know that you can also follow us on other social media? Check out our Instagram, Twitter, Facebook, LinkedIn, and Yo...	68	7	10.29%	5	0	1	2	0
February 14, 2023 10:02 PST	 Image	 Valentines Day Happy Valentine's Day! Remember that conservation is an act of Love! Mirna T. from Painted Hills Middle School depicted this beautifully in her piece "Save Water!" To see Mirna and other students' ...	89	9	10.11%	8	0	0	1	0




<p>February 12, 2023 10:15 PST</p>	 Image	 <p>Superbowl Are you ready for the big bowl matchup? It is important for fans and players to stay hydrated on game day! Avoid fumbling the drinks and remember that tap water is always the MVP! #MSWD #WaterWin ...</p>	105	9	8.57%	7	0	0	2	0
<p>February 08, 2023 11:47 PST</p>	 Multi-Image	 +1 <p>#DYKWe take an active role in protecting our community during fires? Our field crews can often be seen hard at work maintaining fire hydrants, ensuring they are available for firefighters in the ev...</p>	307	18	5.86%	11	0	1	10	0
<p>February 06, 2023 18:01 PST</p>	 Video	 <p>Mission Springs Water District would like to thank everyone who came out and celebrated our 70th anniversary last Friday! We couldn't have done it without the support of our community partners, ele...</p>	131	28	21.37%	16	0	1	37	64
<p>February 06, 2023 10:01 PST</p>	 Image	 <p>Master Gardner Workshop Trying to create a more beautiful and water-efficient landscape? Sign up for our Master Gardner Workshop! This will be the perfect opportunity to learn how to create beautiful, desert-friendly land...</p>	103	6	5.83%	7	0	1	0	0

February 04, 2023 12:00 PST	 Image	 New Green Can Avoiding FOG clogs is now easier than ever! Desert Hot Springs residents should now have a brand-new Green Can for green waste such as lawn clippings and food scraps! This is a great way to help ou...	73	6	8.22%	6	0	0	0	0
February 03, 2023 11:00 PST	 Image	 70th Anniversary We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE event tomorrow, Feb 3, from 4-7 P.M. at Mission Springs Park. We will have everyt...	108	9	8.33%	8	0	0	1	0
February 02, 2023 10:00 PST	 Image	 70 year celebration tmr We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE event tomorrow, Feb 3, from 4-7 P.M. at Mission Springs Park. We will have everyt...	788	36	4.57%	23	0	6	18	0
February 01, 2023 11:42 PST	 Image	 Today was Career Day at Cabot Yerxa Elementary! MSWD Field Operations Technician II Alex Nine had the pleasure of sharing the tools of his trade and his love of all things water with several third-...	1,312	156	11.89%	111	0	5	114	0
Total			3,835	415		276	0	19	291	98
Average			239.7	25.9	10.82%	17.3	0.0	1.2	18.2	6.1




Twitter Account Overview (February 1 - 28, 2023)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
11	12	0	96 +6 6.7%	99













3 Most Retweeted Posts











	70 year celebration tmr We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE... ..	0
	70th Anniversary We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE... ..	0
	New Green Can Avoiding FOG clogs is now easier than ever! Desert Hot Springs residents should now have a brand-new Green Can for... h...	0

3 Most Liked Posts

	Valentines Day Happy Valentine's Day! To see students' artwork in the 2023 Conservation and Groundwater Protection Calendar, emai... ..	2
	70 year celebration tmr We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE... ..	1
	70th Anniversary We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE... ..	1

Twitter Post Metrics (February 1 - 28, 2023)




Date	Format	Post	Retweets	Likes
February 27, 2023 14:01 PST	 Link	 Conservation Leaks Did you know a leaky toilet can waste up to 6,000 gallons of water each month? You can check your toilet for leaks... https://t.co/I77HAXeMwn	0	1
February 25, 2023 14:00 PST	 Link	 Understanding Your Bill Confused by your water bill? We can help! Check out this short video to understand how easy it is to track your wat... https://t.co/rZntFrMHsN	0	1
February 20, 2023 10:02 PST	 Link	 Presidents Day Our offices will be closed Monday, February 20, 2023, in observance of the #PresidentsDay holiday. #MSWD https://t.co/GluvPx75j5	0	1
February 17, 2023 16:00 PST	 Link	 Follow Us We want to keep you in the loop! You already follow us here on Twitter. Did you know that you can also follow us on... https://t.co/oBvoe903sp	0	1
February 14, 2023 10:03 PST	 Link	 Valentines Day Happy Valentine's Day! To see students' artwork in the 2023 Conservation and Groundwater Protection Calendar, emai... https://t.co/ZdxAKbljsC	0	2
February 12, 2023 10:15 PST	 Link	 Superbowl Are you ready for the big bowl matchup? It is important for fans and players to stay hydrated on game day! Avoid fu... https://t.co/amOuQSRx8R	0	1

February 11, 2023 10:30 PST	 Link	 History Video We're celebrating our 70th anniversary all year long! Curious about our origin story? Check out this video to learn... https://t.co/30TXWm7PeS	0	1
February 06, 2023 10:02 PST	 Link	 Master Gardner Workshop Trying to create a more beautiful and water-efficient landscape? Sign up for our Master Gardner Workshop! Visit... https://t.co/p3GROIWOWP	0	1
February 04, 2023 12:01 PST	 Link	 New Green Can Avoiding FOG clogs is now easier than ever! Desert Hot Springs residents should now have a brand-new Green Can for... https://t.co/9KLIgnuTGP	0	1
February 03, 2023 11:01 PST	 Link	 70th Anniversary We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE... https://t.co/NlwNImVYkl	0	1
February 02, 2023 10:02 PST	 Link	 70 year celebration tmr We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE... https://t.co/KlvhHCwEqq	0	1
Total			0	12
Average			0.0	1.1




Instagram Account Overview (February 1 - 28, 2023)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
15	265	12	23,818	16,329	71
-1 -6.3%	+9 3.5%	+5 71.4%	+21,617 982.1%	+14,761 941.4%	+16 29.1%







3 Most Liked Posts







	It's a beautiful morning in Desert Hot Springs! Check out this birdseye view of the Alan L. Horton Wastewater treatme...	14
	Today was Career Day at Cabot Yerxa Elementary! MSWD Field Operations Technician II Alex Nine had the pleasure of sha...	13
	Mission Springs Water District would like to thank everyone who came out and celebrated our 70th anniversary last Fri...	13







3 Most Commented Posts







	Mission Springs Water District would like to thank everyone who came out and celebrated our 70th anniversary last Fri...	1
	It's a beautiful morning in Desert Hot Springs! Check out this birdseye view of the Alan L. Horton Wastewater treatme...	1
	Today was Career Day at Cabot Yerxa Elementary! MSWD Field Operations Technician II Alex Nine had the pleasure of sha...	0







Instagram Post Metrics (February 1 - 28, 2023)

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
February 27, 2023 15:30 PST	 Image	 <p>Conservation Leaks Did you know a leaky toilet can waste up to 6,000 gallons of water each month? Simple repairs can help you avoid draining your toilet and your bank account. You can check your toilet for leaks all ...</p>	8	0	42	33	8	24.24%	0	
February 27, 2023 13:41 PST	 Image	 <p>Please help us welcome Elaine Kawaii, who is joining MSWD as an Associate Engineer. In this role, Elaine will perform a variety of civil engineering work in the research, design, and construction o...</p>	8	0	43	34	8	23.53%	0	
February 24, 2023 09:56 PST	 Carousel	 <p>It's a beautiful morning in Desert Hot Springs! Check out this birdseye view of the Alan L. Horton Wastewater treatment plant. #MSWD #OnlyInDHS #mswdcares</p>	14	1	65	54	15	27.78%	0	

<p>February 23, 2023 11:25 PST</p>	 Video	 <p>Raise the roof, because construction on MSWD's new Regional Water Reclamation Facility is moving fast! Once complete, the new plant will treat an additional 1.5 million gallons of wastewater per da...</p>	3	0	30	29	3	10.34%	0	11
<p>February 20, 2023 10:04 PST</p>	 Image	 <p>Presidents Day Our offices will be closed Monday, February 20, 2023, in observance of the #PresidentsDay holiday. #MSWD</p>	1	0	29	23	1	4.35%	0	
<p>February 17, 2023 16:01 PST</p>	 Image	 <p>Follow Us We want to keep you in the loop! You already follow us here on Instagram. Did you know that you can also follow us on other social media? Check out our Instagram, Twitter, Facebook, LinkedIn, and Y...</p>	3	0	30	26	3	11.54%	0	

<p>February 14, 2023 10:05 PST</p>	 Image	 <p>Valentines Day Happy Valentine's Day! Remember that conservation is an act of Love! Mirna T. from Painted Hills Middle School depicted this beautifully in her piece "Save Water!" To see Mirna and other students' ...</p>	3	0	27	26	3	11.54%	0	
<p>February 12, 2023 10:15 PST</p>	 Image	 <p>Superbowl Are you ready for the big bowl matchup? It is important for fans and players to stay hydrated on game day! Avoid fumbling the drinks and remember that tap water is always the MVP! #MSWD #WaterWin ...</p>	6	0	44	40	6	15.0%	0	
<p>February 08, 2023 11:47 PST</p>	 Carousel	 <p>#DYKWe take an active role in protecting our community during fires? Our field crews can often be seen hard at work maintaining fire hydrants, ensuring they are available for firefighters in the ev...</p>	1	0	13	9	1	11.11%	0	







<p>February 06, 2023 18:02 PST</p>	 Video	 <p>Mission Springs Water District would like to thank everyone who came out and celebrated our 70th anniversary last Friday! We couldn't have done it without the support of our community partners, ele...</p>	13	1	85	72	14	19.44%	0	35
<p>February 06, 2023 10:05 PST</p>	 Image	 <p>Master Gardener Workshop Trying to create a more beautiful and water-efficient landscape? Sign up for our Master Gardener Workshop! This will be the perfect opportunity to learn how to create beautiful, desert-friendly land...</p>	6	0	36	30	6	20.0%	0	
<p>February 04, 2023 12:02 PST</p>	 Image	 <p>New Green Can Avoiding FOG clogs is now easier than ever! Desert Hot Springs residents should now have a brand-new Green Can for green waste such as lawn clippings and food scraps! This is a great way to help ou...</p>	7	0	39	34	7	20.59%	0	

February 03, 2023 11:03 PST	 Image	 70th Anniversary We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE event tomorrow, Feb 3, from 4-7 P.M. at Mission Springs Park. We will have everyt...	5	0	28	23	5	21.74%	0	
February 02, 2023 10:04 PST	 Image	 70 year celebration tmr We're celebrating 70 years of service to the community, and you're invited to the party! Join us for this fun, FREE event tomorrow, Feb 3, from 4-7 P.M. at Mission Springs Park. We will have everyt...	6	0	35	33	6	18.18%	0	
February 01, 2023 11:42 PST	 Image	 Today was Career Day at Cabot Yerxa Elementary! MSWD Field Operations Technician II Alex Nine had the pleasure of sharing the tools of his trade and his love of all things water with several third-...	13	0	53	47	13	27.66%	0	
Total			97	2	599	513	99		0	46
Average			6.5	0.1	39.9	34.2	6.6	19.3%	0.0	23.0

LinkedIn Account Overview (February 1 - 28, 2023)

<p>Posts Published</p> <p>3</p> <p>-2 -40.0%</p>	<p>Likes</p> <p>12</p> <p>-16 -57.1%</p>	<p>Views</p> <p>35</p> <p>+1 2.9%</p>	<p>Followers</p> <p>165</p> <p>+3 1.9%</p>
<p>Comments</p> <p>0</p>	<p>Impressions</p> <p>276</p> <p>-234 -45.9%</p>	<p>Clicks</p> <p>6</p> <p>-7 -53.8%</p>	<p>Engagement Rate</p> <p>9.5%</p> <p>0.0 -0.2%</p>

LinkedIn Post Metrics (February 1 - 28, 2023)

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
February 27, 2023 13:40 PST	 Image	 <p>Please help us welcome Elaine Kawaii, who is joining MSWD as an Associate Engineer. In this role, Elaine will perform a variety of civil engineering work in the research, design, and construction o...</p>	0	5	14.58%	9	96	0
February 14, 2023 10:06 PST	 Image	 <p>Valentines Day It is Valentine's Day, and something that we love is the artwork that makes up the 2023 Conservation and Groundwater Protection Calendar. Mirna T. from Painted Hills Middle School does a wonderful ...</p>	1	0	6.1%	4	82	0
February 03, 2023 11:03 PST	 Image	 <p>70th Anniversary Today, we celebrate our 70th Anniversary! Instead of a private event for directors and staff, we decided to throw a party for the entire community. The free event will include activities, jump hous...</p>	0	0	2.04%	1	49	0
Total			1	5		14	227	0

Average	0.3	1.7	7.57%	4.7	75.7	0.0
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