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ENGINEERING DIVISION

Engineering Department

Below is a list of Capital Projects and status updates for September 2024.

Well 42 Project

The contractor, Layne Christensen, continued progress on the downhole rehabilitation work. The contractor is scheduled to complete the downhole rehabilitation in the next several weeks and begin the civil site improvements.

Well 22 Rehabilitation

Staff continued to work with the contractor, Canyon Springs Enterprises, on reviewing and approving material submittals and responding to requests for information (RFIs).

Water and Wastewater System Comprehensive Master Plan Updates

Staff and consultants continued progress on evaluating the future demands and system needs, as well as finalizing the master plans and capital improvement programs. Staff anticipates completing the plans and presenting them to the Board in the coming weeks.

AD-18 – GQPP Sewer Project Area "D3"

Staff completed plan check of the 90% design package and sent comments back to the design consultant, AECOM. The design consultant will prepare the 100% design package in the coming weeks.

AD-18 – GQPP Sewer Project Areas "A" & "G"

The Army Corps of Engineers design consultant, Genterra, is in the process of preparing the 95% design. The 95% design package is scheduled for completion in the coming weeks.

Well 34 Rehabilitation

The contractor, Legend Pump, completed all major components of construction. The contractor is working on the final punch list and startup of the well equipment and boosters.

Rancho Descanso Tract 38200 – Housing Development

Staff is working with the developer on project completion. Staff expects to bring the Bill of Sale to the Board for acceptance in November 2024.

<u>Skyborne Village II – Housing Development</u>

The developer's contractor has completed all improvements and expects sign-off from the District following inspection of the final punch list items in the next several weeks.

Skyborne Village III - Housing Development

Water main installation has progressed and is active on Rainbow Lane (Phase 1). The developer's contractor continues to make progress with sewer main installation on North Star Lane, Sky Vista Drive, Inspiration Drive, and Mooncrest Drive and water main installation continues on Northstar Lane, Inspiration Drive, Sky Vista Drive, East Park Walk Lane, Mooncrest Drive, Starloft Circle, and Highwing Street. MSWD's contract

inspector, MWH Constructors, has been inspecting and verifying the work meets MSWD construction standards.

PODS Storage

The developer's contractor completed construction of the utility appurtenances and related improvements and is in the process of addressing the punch list items. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying that work meets MSWD's construction standards.

Regional Water Reclamation Facility

The Project Team continued responding to RFIs and processing change orders and payment requests submitted by the contractor, JF Shea Construction.

Following completion of the Conveyance Line project, JF Shea Construction will be back on-site to complete the wastewater startup, testing, and commissioning.

The monitoring well contractor, Yellow Jacket Drilling, completed the third required monitoring well. Staff is preparing the closeout report regarding Waste Discharge Requirement Special Provision F.3 for RWRF Groundwater Monitoring that will be submitted to the Regional Water Quality Control Board (RWQCB) in October 2024.

The Project Team continues to coordinate with the State Water Resources Control Board (SWRCB) on the SRF/Grant funding agreement and reimbursement requests. The State provided reimbursement for Disbursement Request No. 4. Staff prepared and submitted the 2024 Quarter 1 and Quarter 2 progress reports.

RWRF Conveyance Line

The Project Team continued responding to RFIs and processing change orders and payment requests submitted by the contractor, Downing Construction.

Staff completed negotiations with Southern California Edison (SCE) to provide temporary support for the power pole near the construction area and to de-energize the power lines crossing Little Morongo Road to accommodate the final portion of gravity sewer construction. The contractor is tentatively scheduled to resume construction of the gravity sewer portion across the SCE transmission crossing in the coming weeks.

The Project Team continues to coordinate with the SWRCB on the Final Budget Approval to begin the reimbursement process.

Area M2 Sewer Collection System (AD-15)

Staff continues to monitor approval of the final bid package with the SWRCB. Staff plans to bid the project following the SWRCB's approval.

RWRF Roadway Design (19th Avenue, Little Morongo Road, and 20th Avenue)

The consultant continued progress on the 90% design. Staff expects to receive the 90% design package in October 2024 for plan check.

Water Resources Department

Below is a list of water resources related activities for September 2024.

Integrated Regional Water Management Planning

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

The CVRWMG continued to discuss the Urban Water Use Efficiency and Conservation Regulations and Chromium-6 Compliance.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

The Mission Creek Subbasin Water Management Committee (Committee) completed its quarterly manager's meeting to discuss Sustainable Groundwater Management Act (SGMA) related items including State Water Project (SWP) deliveries, well hydrographs, on-going water resource work, and current projects.

The Committee reviewed and approved the SGMA Annual Report scope of work and proposal from the on-call hydrogeologist (with CVWD as the lead agency).

Salt and Nutrient Management Planning

The consultant, West Yost, issued both the Task 2 Technical Memorandum (TM) – Characterize Groundwater Quality and the Task 4 TM – Technical Approach for Forecasting TDS/N in Groundwater reports for public comment.

Staff attended the monthly Steering Committee meeting focused on discussing public comments on TM 2 and TM 4, and progress on drafting the Task 3 TM – Delineate Draft Management Zones and Metrics to Characterize Beneficial Use Protection.



FINANCE DIVISION

Customer Service Department

Student Intern

September 2024 has been a month of growth and learning for our Customer Service department, marked by the introduction of a student intern. Our customer service representatives have shown commendable dedication in mentoring the intern, ensuring a solid foundation in essential areas such as bill review, account management, customer assistance, and service applications.

<u>Customer Account Clean Up – Invalid Mailing Addresses</u>

We are initiating a comprehensive Customer Account Clean-Up project. This project focuses on reviewing and correcting invalid mailing addresses for our customers, which is critical for maintaining effective communication and bill delivery.

Responsibilities and Process

The clean-up process will utilize a file provided by our mailing vendor, InfoSend. This file includes a list of customer accounts with identified invalid or outdated mailing addresses. Customer service representatives will be tasked with:

- Reviewing the File Carefully examine the list of accounts to identify discrepancies and invalid addresses.
- Updating Records Correcting or updating the mailing addresses in our customer database based on the latest information available. This may involve reaching out to customers for confirmation or utilizing GeoViewer information. Many of the foreign addresses are being updated in our database to reflect a more accurate format, acceptable for the US Postal Service.
- Validating Changes Ensuring that all updates are accurate and reflect the most current information to avoid future issues.

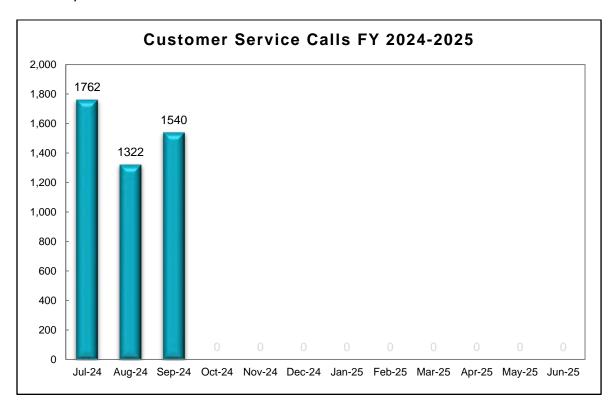
WaterSmart Portal

WaterSmart Analytics data provides a comprehensive overview of leaks detected and automated alerts sent to MSWD customers. All customers are encouraged to sign up in the WaterSmart Portal to access bills and leak alerts. The table below provides a summary of the number of customers who have registered in the WaterSmart Portal.

WaterSmart Portal	Total for September 2024	Overall Total
Registered Customer Accounts	141	7,746

Call into the Customer Service Department

The chart below represents the total incoming calls received by the staff in the Customer Service department for Fiscal Year 2024-2025.



Most calls received by the Customer Service department are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for September 2024	Total for FY 2025
Water Waste	2	3
High Bill / Service Line Leak	8	18
No Water	11	24
Disconnections	115	301
Reconnections	71	206
Service Transfers	97	286
High / Low Pressure	5	18
Water Quality	4	7
Other / Miscellaneous	83	276

Billing

During September 2024, Customer Service reviewed a total of 15,582 bills.

Bill Type	Total Bill Count for September 2024	Total Bill Amount for September 2024
Regular Bills	11,077	\$1,181,008.31
Delinquent Bills	4,332	\$1,219,678.42
Closing Bills	173	\$16,079.97
Delinquent Closing	•	-
Total	15,582	\$2,416,766.70

Delinquency Service Statistics

Staff continued to reach out to customers with delinquent accounts to provide information for assistance and repayment options to avoid disconnection. The table below summarizes the activities of Customer Service staff regarding delinquent accounts.

Delinquency Service	Total for September 2024
Auto-Dialer Calls	239
Door Hangers	26

Customer Bill Assistance

The District continues to facilitate bill assistance programs for the benefit of its customers. The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance for one billing period annually, paying \$100 per approved customer. The table below summarizes the results of the customer bill assistance programs administered by the Customer Service staff.

Assistance Program	Total Assistance in September 2024	Total Assistance in FY 2025	
United Way of the Desert	\$1,000.00	\$1,200.00	

Installment Payment Plans

The District continues to assist customers with delinquent bills by facilitating installment payment for the benefit of its customers. The table below summarizes the results of the installment payment plans administered by the Customer Service staff.

Total Active Payment Plans	Remaining Balance to be Collected
155	\$86,632.88

<u>Refunds</u>

There was a total of 34 customer account refunds totaling \$5,962.44 resulting from closed accounts for the month of September 2024.

Account Type	Total Refund Count for September 2024	Total Refund Amount for September 2024
Customer Refunds	29	\$2,739.47
Construction Meter Refunds	5	\$3,222.97
Total	34	\$5,962.44

<u>Liens</u>

Customer Service identified eight accounts that were 90 days past due requiring Lien filing. Likewise, 13 Release of Liens were issued after securing payment for outstanding balances on past due accounts.

Lien Type	Total Lien Count for September 2024
Lien Recordings	8
Lien Releases	13



Finance & 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 September 2024.

Payroll

Payroll did not have any significant items of notice for September 2024. Everything was processed as expected and with no issues.

Budget

There were no budget transfers for the month of September 2024, year to date transfers amount to \$90,000.00.

Finance

The Director of Finance attended the annual California Special Districts Association (CSDA) conference in Indian Wells.

The Director of Finance spoke with several companies on budget software to streamline the annual budget preparation process, including a presentation from our current procurement provider, Planet Bids.

The Director of Finance attended several trainings during the month, including:

- CSDA How to Develop Your Agency's Succession Plan.
- California Society of Municipal Finance Officers (CSMFO) California Local Budgeting
- Disaster Recovery Services (DRS) Academy Introduction to Community Development Block Grant – Disaster Recovery (CDBG-DR) Grants.

The Director of Finance reached out to NBS Financial Services to review the Power Purchase Agreement that was being presented to the Board, unfortunately, they could not provide an opinion as the contract available at that time was missing several key numbers.

The Director of Finance continues to work with the General Manager from Monte Vista Water District through the CSDA mentorship program.

The Director of Finance continues to work with the outside business analyst on the grants and preparation of the Regional Grant reimbursement submittals.

The Director of Finance continues to work with accounting while searching for the Accounting Manager replacement.

The Director of Finance continues to help accounting with invoice, payroll, journal entry review, and approvals.

The Director of Finance attended the successful Nancy Wright Regional Water Reclamation Facility ribbon cutting, along with the accounting and customer service staff.

Current Work Priorities

The Accounting continues to support other departments as needed:

- Engineering
 - Support with questions and information needed for the FEMA grant.
 - Accounts Payable continues to process vendor requisitions during the transition period of the executive assistant.

Operations

- Accounting continues to support operations on reimbursable jobs that need to be billed for. These include primarily damage to District property where a police report was filed.
 - A reimbursable job was created to track all the expenses related to the Sewer Line Blockage at 64990 Ray Court.

Human Resources

- Accounting continues to work with HR to update employee information related to new hires and CalPERS appointments.
- Other work involved Boot Reimbursements, Direct Deposit Changes, and the Off Work Requests.

Customer Service

 Processing multiple customer refunds for amounts owed after the accounts were closed.

Cash

The total cash balance as of September 30, 2024, amounted to approximately \$64 million.

Total cash receipts for the month of September 2024 amounted to \$5,963,879 from normal water and sewer customer account payments. A State grant check paid by the State Water Resources Control Board for the 2023 4th quarter reimbursement of \$4,096,099. Several new connections from Seefried Development Management Inc, and Alamar Management LLC.

Cash Disbursements for the month of September 2024 amounted to \$1,678,571 with the largest payments made to:

Entity	Amount
Net Payroll	\$398,905
Southern California Edison	\$208,406
City National Bank Loan Payment	\$145,000
ACWA JPIA Health Benefits	\$102,739
City of DHS City Utility Tax	\$79,611

Capital Improvement Program

The District maintains a 5-year Capital Improvement Program that includes water and sewer infrastructure, facilities, equipment, and fleet. A year-to-date summary of the District's Capital Improvement Program for Fiscal Year 2024-2025 can be found in Appendix A.

Innovation & 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 September 2024.

Department Updates

- IT submitted the District's application for the State & Local Cybersecurity Grant Local & Tribal Competitive Funding Opportunity.
- IT assisted Wastewater and Public Affairs in the setup and running of the ribbon cutting event for the new wastewater plant on September 27, 2024.
- Assisted departments in onboarding and setup of new interns.
- The IT department continues to assist Timmons Group on the setup of the new GIS infrastructure for the upcoming asset management and work order management system.
- IT continues to assist Wastewater and Engineering with technical needs for the Regional Plant.

Technology Improvements

- Enabled new user security protections.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

IT is upgrading the cyber training system while continuing the monthly anti-phishing training scenarios with staff and Board members. Staff have been diligent in reporting suspicious emails or contacting the IT Manager for review of suspicious emails before acting.

Cyber Security News Roundup

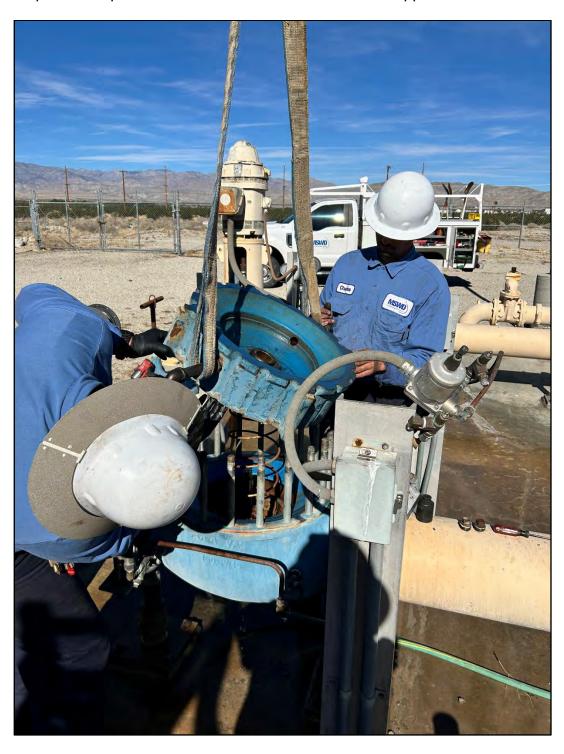
The IT Department tracks trends in cybersecurity to note new opportunities for security and new concerns to defend against. The news below is a brief selection intended for informational purposes and provides no insight to the District's cybersecurity controls.

- Two Harvard students demonstrated how Meta's new Ray-Ban smart glasses can
 use Al facial recognition technology to instantly identify people and then determine
 their name, phone number, home address, and relatives' names through online
 articles and voter registration databases. (Forbes)
- The FCC has cracked down on deepfake robocalls using President Biden's voice in messages telling people not to vote and has fined a political consultant \$6 million for the act. (FCC.gov)
- An unprotected platform temporarily exposed approximately 4.6 million records from about twelve Illinois counties online, including voter registration details. (GovTech)

 T-Mobile will pay \$15.75 million in fines and invest the same amount in cybersecurity improvements after multiple data breaches. The company will also enhance its security measures and governance structure to better protect customer data. (NextGov)

Intelesys IT Support

The District receives IT services and support through Intelesys. The Intelesys Monthly Client Report for September 2024 activities can be found in Appendix B.



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.

Total inventory purchases were \$19,191.64, and the total issued for use by field crews totaled \$38,056.32 for the month of September 2024.



OPERATIONS & MAINTENANCE DIVISION

Construction & Maintenance Department

Water Line Locations

Staff completed approximately 409 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.





Water System Repairs/Replacement

Staff continued to repair and replace components of the water distribution system keeping it in optimum working order and properly functioning without any interruption. Below is a summary of the repairs and replacements completed in September 2024.

- 12 water service lines were replaced with copper.
- 10 service line leaks were repaired.
- Five mainline leaks were repaired.
- Three fire hydrants were repaired.





Water System Maintenance

Staff continued to implement preventative maintenance and inspection programs to keep the water distribution system in optimal working order and properly functioning without any interruption. Below is a summary of the maintenance completed in September 2024.

- 150 ground valves were exercised.
- 107 fire hydrants were flushed, maintained, and painted.
- Zero air-release valves were inspected and/or rebuilt. Annual air-release valve maintenance has been completed.
- Zero Cla-Val valves were repaired.
- Six blow-offs were flushed.





CMMS Workorder Program

A total of 29 work orders were processed in September 2024 using the CMMS program.

New Water Meter Service Installation

Staff installed 11 new water service lines in September 2024.

Fire Flow Testing

Staff continued performing field fire flow tests for the Engineering Department. 15 fire flow tests were conducted in September 2024 for the Engineering Department.





Fleet & Facility Maintenance Department

Janitorial Services

The janitorial contractor, Premier Properties Preservation, continues to clean and disinfect all District buildings. Disinfection along with routine janitorial services are performed two times per week on Tuesdays and Fridays.

Building Maintenance

Staff completed the following building maintenance during the month of September 2024:

- All HVAC preventative maintenance was completed at all District locations.
- AC repairs were made to the Horton WWTP Laboratory and Accounting Modular.
- Well 25 had three irrigation leaks repaired.
- Well 27/31 had eight irrigation leaks repaired.
- The Old Stores had a blow-out performed twice this month per bi-weekly cleanup.
- The toilet was replaced in the men's upstairs restroom at the Administration Building. Staff also found the automatic towel dispenser was not working properly and contacted the janitorial company to make repairs.
- Well 25 had a new header restraint connection fabricated along with installing a new flexible coupling as part of an updated seismic restraint assembly.
- The Corporate Yard water fill station had both spigots cleaned and acid dipped.
- The Administration Building had the downstairs entry hall lights replaced, and a new door with handle installed at bottom of stairwell.
- The Administration Building had 14 boxes of files relocated per Lisa Pelton to the records retention room at the Old Stores.
- The Accounting Modular had four bad bulbs removed and two new installed per Accounting's request.
- The Corporate Yard shop door chain and gears were lubricated.
- The Corporate Yard stores bay door chain was re-centered.
- The Two Bunch Reservoir had a failed sprinkler coupling replaced.
- The High Northridge Reservoir had a broken sprinkler riser replaced.
- The Corporate Yard chlorine storage area had a pole relocated, height adjusted, fencing added, enclosure redone, and shade material with supports installed.
- The Old Stores water room had stock rotated and restocked to capacity.
- Portable AC units were installed in three offices at the Administration Building (Danny, April, and Field Services).
- The Old Stores had an alarm battery replaced.
- The Corporate Yard had concrete restocked in the west Conex box.

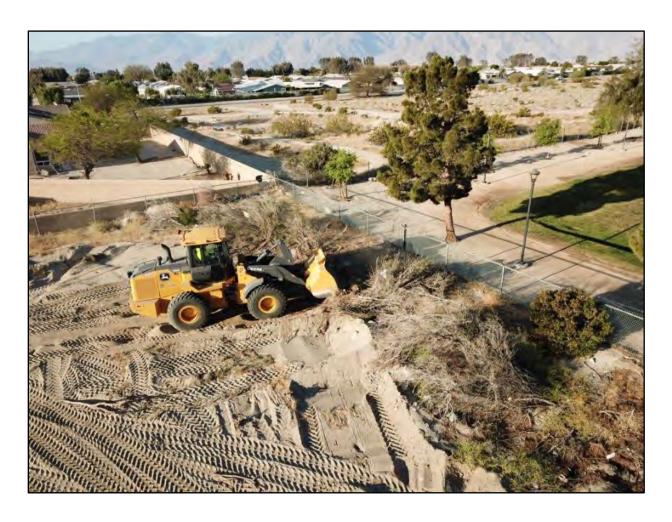
Standby Generator Monthly Maintenance Program

Monthly testing is conducted to ensure that all generators are in good working order and ready for use when needed. There were no issues with the generators this month.

Fleet Maintenance/Repairs

- Unit 385 had its vortex tank bracket rewelded, a leaking fitting on the pressure wand pump replaced, and the pressure wand hose was changed.
- Unit 117 had its pressure wand hose replaced and rear lightbar remounted offset due to breakage.
- Unit 360 was taken to RDO for repairs.

- Unit 397 had the light bar brackets reconstructed, the bar reinstalled, and smog certification completed.
- Unit 404 had the emergency light switch changed, the exhaust pressure sensor replaced, and the air conditioning system inspected for an odor. The source could not be located, and an outside shop will be suggested.
- Unit 416 had a worn ripper tooth replaced.
- Unit 399 had its front tires, rotors, front and rear pads, and cabin filter updated, as well as a preventative maintenance (PM) service and smog certification.
- Unit 409 received the PM service, which included changing the cabin and air filters, rotating the tires, and cleaning the negative battery terminal.
- Unit 410 had the tires replaced under warranty at Desert Tire due to premature dry rot.
- Unit 414 had a PM service completed, the cabin filter replaced, and the pressure wand hose replaced.
- Trailer 346 had its amber front markers changed due to damage and age.
- Unit 398 had a patch applied to the left rear inner tire.
- Unit 424 had a broken Zirc fitting on its stinger replaced.
- Trailer 395 had its right front hub cover and seal replaced.



Field Services Department

<u>WaterSmart / Neptune 360</u> Staff routinely reviews continuous and high usage on customer accounts and makes contact through the Customer Portal, phone, email, or in person, making them aware of potential issues. The following is the number of contacts made this month:

Contact Type	Total for September 2024	Total for FY 2025
Continuous Usage	110	298
High Usage (>Normal)	19	61
Reverse Flow	0	0
Total	129	359



Wastewater Collection Department

Sanitary Sewer Overflow

There was one Sanitary Sewer Overflow (SSO) in the collection system this month that occurred at 64990 Ray Court on September 20, 2024. The District was informed of the SSO at 9:05am and arrived onsite at 9:22am. Staff concluded that the mainline had been plugged and the upstream manhole was at a higher elevation than the property's house foundation, causing wastewater to discharge back into a home. Staff contacted the homeowners and took pictures of the spill at their property. Staff broke through the blockage at 11:06am after multiple attempts of trying to push through with the jet hose. Staff removed large chunks of asphalt from the manhole that had caved in when contractors repaved the street. Staff cleaned up the outside patio of the property and were advised to inform the homeowner that they needed to reach out to their insurance to start a claim for the inside of their home.













Dos Palmas Lift Station

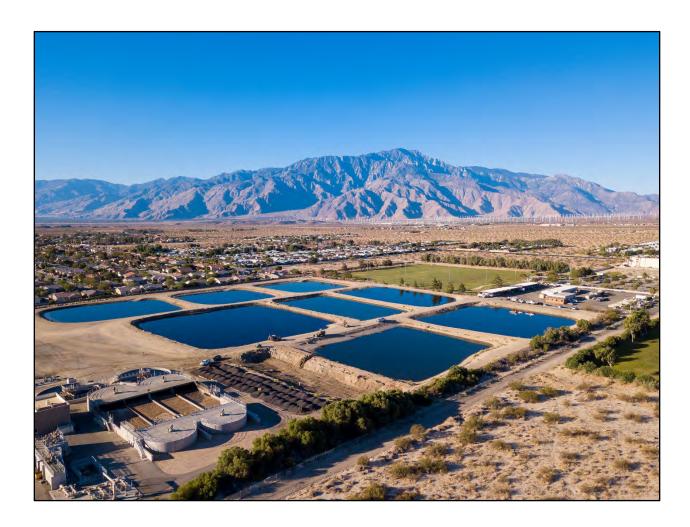
Operators conducted daily site visits to ensure proper pump operation, SCADA (Supervisory Control and Data Acquisition) system functionality, and site security.

Sewer Line Locations

Staff completed 418 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed zero CCTV inspections in September 2024.
- Staff cleaned 4,092 feet of sewer mainline in September 2024.



Wastewater Treatment & Disposal Department

Plant Maintenance

Staff spent 399.5-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 158.2-man hours operating the sludge belt filter press, including filling and removing 19 trailers of sludge from the Horton and Desert Crest WWTPs.

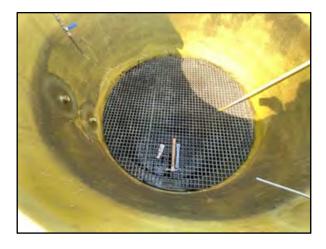
Staff continued to perform routine maintenance removing rags from the headworks auger, aeration tanks, RAS pumps, grit pumps, etc.

Staff assisted Integrity Municipal Systems with changing out the odor control media at the Horton WWTP.











Weekly Wastewater Training

The training courses aim to provide all operators with consistent knowledge and a better understanding of processes, including operating equipment more proficiently. This training helps keep operators safe while completing maintenance. A summary of this month's training includes:

- Biochemical Oxygen Demand (BOD), Total Dissolved Solids (TDS), and Total Suspended Solids (TSS) new sampling procedures
- Desert Crest WWTP daily flow
- Hand Personal Protective Equipment (PPE)
- WWTP working hours tracking with job number

Sampling and Laboratory

Staff collected 60 samples and spent 120-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both plants are producing an effluent that meets the District's permit discharge requirements.

Staff continue to sample from the pond lysimeters in Ponds 1, 6, and 8 for the nitrogen study. The objective is to determine whether the total nitrogen is being reduced as it percolates through the sand.

Sample Date	Horton Effluent Total N mg/L	Pond	Percolation Pond Total N mg/L	Comments
7/22/2024	7.4	1	7.4	No Change
7/29/2024	4.8	8	4.4	Reduction
8/5/2024	4.2	8	1.6	Reduction
8/12/2024	8.5	1	4.5	Reduction
8/12/2024	8.5	6	19	Possible Bad Sample
8/19/2024	9.9	1	4.2	Reduction
8/19/2024	9.9	6	9.3	Reduction

Nancy Wright RWRF

Staff continued to visit the site in preparation for the plant's startup and the ribbon cutting event. The ceremony was a spectacular success and went off without incident.

Pond Maintenance

Ponds 1, 2, 4, 6, and 8 were cleaned and rehabilitated during September 2024. Staff has noticed that the algae blooms have slowed down and are no longer hindering the percolation rate this month.





Wastewater Report

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							
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21		
July	9	4	4	18	8		
August	7	12	26	20	4		
September	2	17	20	20	5		
October		3	13	36	9		
November		7	8	29	50		
December		21	8	12	9		
January		2	35	14	21		
February		1	4	7	23		
March		1	24	17	48		
April		7	16	7	18		
May		8	9	16	17		
June		0	4	2	21		
Total	18	83	171	198	233		

Additional sanitary service connection information is provided in Appendix C.

The following table shows the average daily flow and peak daily flow for the Horton WWTP, Desert Crest WWTP, and Wright RWRF.

Wastewater Flow (MGD)							
Fiscal Year 2024/25	Horton	WWTP	Desert Cr	est WWTP	Wright RWRF		
	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000	
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000	
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000	
October							
November							
December							
January							
February							
March							
April							
May							
June							

Additional wastewater flow information is provided in Appendix C.

Water Production Department

Water Pumped/Produced

During the month of September 2024, the District's three public water systems produced the following volume of water:

- MSWD (CA3310008) 770.34 Acre Feet (251.07 MG)
- West Palm Springs Village (CA3310078) 9.28 Acre Feet (3.02 MG)
- Palm Springs Crest (CA3310081) 6.23 Acre Feet (2.03 MG)

Water Sampling/Testing

- Bacteriological Sampling Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling The monthly uranium sampling was completed on September 4, 2024.
- Monthly Reporting The District's Monthly Coliform Monitoring Report for September 2024 for all three water systems was sent to the SWRCB Department of Drinking Water (DDW) on October 2, 2024.
- Chromium-6 Sampling Staff will continue to collect monthly Chromium-6 sampling until otherwise instructed.

Chlorination System Updates

- Chlorination Pumps Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All the chlorine pumps were cleaned twice during the month of September 2024. Below are a couple of photos of clogged chlorine injection quills that this on-going cleaning helps to prevent.





- Sodium Hypochlorite (Chlorine) Usage During the month of September 2024, a total of 2,250 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and our production facilities. (Reflects usage in the MSWD and ID-E water systems.)
- Chlorine Residuals at Production Well Sites In September 2024, the Water Production staff checked and documented the chlorine residuals at all wells in use 238 times. The average chlorine residual of these readings was 1.30 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals During the month of September 2024, the Water Production staff checked and documented the chlorine residuals throughout the distribution system a total of 109 times. The average chlorine residual of these readings is 0.73 ppm. (This data reflects the MSWD and ID-E water systems.)

Water Production Facility Updates

Staff oversees all water production sites, making necessary adjustments. They conduct monthly overflow maintenance as needed by climbing reservoirs. Staff also inspects reservoir roofs using a drone.

- Gateway Fire Pump Monthly Testing Staff performed the monthly fire pump testing on September 11, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Well 34 Rehabilitation Update The contractor, Legend Pump, has completed much of this project. The well experienced an equipment failure on October 1, 2024. This is being evaluated by the contractor for further direction. The booster pumps were briefly tested and were operational. The reservoir has been cleaned and disinfected.





 Well 25 Header Leak – Construction & Maintenance staff made a repair to the header due to some misalignment issues and a recent leak. Below are some photos of the header prior to the repair.





Well Soundings

Staff continued to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff aim to complete these by the 15th of each month. Note: Well 34 is still off-line undergoing completion of a rehabilitation project and staff are unable to collect the sounding data for this month.

Well 33 Solar Site

Staff continues to monitor the performance of the solar system. However, MSWD is still working with Kenwood Energy to review past maintenance reports and the current condition of the facility. They are also helping prepare an RFP for an O&M service contract. Kenwood Energy has reached out to Total Energies requesting maintenance data and repair log. Staff reached out to a third-party maintenance company to assess the maintenance and repair needs for the solar site. A proposal is still pending.



Water Report

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							
Fiscal Year	2024/25	2023/24			2020/21		
July	9	5	6	18	7		
August	14	14	28	19	6		
September	6	19	22	23	18		
October		4	16	33	13		
November		9	10	27	10		
December		5	9	9	2		
January		5	26	14	15		
February		3	14	8	13		
March		6	29	19	16		
April		11	24	6	11		
May		9	16	19	15		
June		3	5	1	24		
Total	29	93	205	196	150		

Additional water service connection information is provided in Appendix C.

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 by month.

Monthly Water Production (AF)								
	FY 2024/25	Variance from Prior Year		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	
	2024/25	AF	%	2023/24	2022/23	2021/22	2020/21	
July	939.07	149.08	18.87	751.79	796.57	857.77	853.23	
August	818.63	80.89	10.96	850.19	839.93	885.31	795.18	
September	785.85	110.79	16.41	716.03	738.65	784.80	757.08	
October				691.98	665.18	755.84	709.39	
November				599.39	679.85	690.13	619.87	
December				554.27	565.48	588.32	537.23	
January				530.39	580.28	537.96	553.20	
February				490.41	527.34	495.61	520.85	
March				500.37	601.44	625.80	557.73	
April				552.34	624.07	649.34	573.02	
May				726.25	745.36	723.62	698.99	
June				682.09	730.02	761.63	806.02	
Total	2,543.55	229.97	15.47	7,645.50	8,094.17	8,356.13	7,981.79	

Additional water production information is provided in Appendix C.

PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

California Special Districts Association Annual Conference: September 9-12, 2024



Board and staff attended the California Special Districts Association (CSDA) Annual Conference featuring keynote speakers Mike Rayburn and Dr. Elizabeth Lombardo, who provided tips and guidance to improve employee's mindset and organizational leadership.

MSWD Blood Drive: September 11, 2024

Mission Springs Water District (MSWD) partnered with LifeStream Blood Bank to host a blood drive, honoring those that made the ultimate sacrifice that day on September 11, 2001, with a meaningful act of kindness. These events continue to be successful, with over 20 MSWD employees and community members signing up to give. MSWD will host another donation opportunity on Monday, November 25, 2024.



MSWD Awarded District of Distinction and Certificate of Excellence in Transparency: September 12, 2024



At the California Special District Association Annual Conference, MSWD received the District of Distinction and District Transparency Certificate of Excellence from the Special District Leadership Foundation (SDLF) in recognition of its outstanding efforts to promote transparency and good governance.

GCVCC Valley Mayors & Tribal Chairpersons Luncheon: September 13, 2024

Staff and members of the Board attended the annual Greater Coachella Valley Chamber of Commerce (GCVCC) All Valley Mayors & Tribal Chairpersons Luncheon, which addressed a range of topics crucial to our thriving business community. Engaging discussions will encompass vital subjects such as tax policy, emerging industries, and business regulations.



Environmental Health Summit: September 20-21, 2024

Assistant General Manager Marion Champion participated in Desert Healthcare District's Coachella Valley Environmental Health Summit. She sat on the panel discussion about

Public Utilities for a Sustainable Future alongside Steve Johnson from Desert Water Agency, and David Freedman with Desert Community Energy. This was a great opportunity to discuss the importance of sustainability, the future, and to highlight the current efforts of the agencies. Public health relies on the safe, clean water we provide, and the protection of our groundwater for generations to come.



Water Talk: September 25, 2024



As the District promoted Emergency Preparedness Month, September's Water Talk featured speaker Jennifer Ramirez, the Emergency Services Coordinator from the County of Riverside Emergency Management Department. She shared best practices and essential preparation tips to a very engaged group of attendees.

Desert Hot Springs State of the City: October 3, 2024

Staff members and members of the Board joined the Greater Coachella Valley Chamber of Commerce, in partnership with the City of Desert Hot Springs State of the City, to attend the Annual Business Awards and Exposition. In addition to a city update, local business professionals were recognized for professional accomplishments and significant contributions to their community. Among the categories honored were Business of the Year.



Jewish Family Services Senior Center "Lunch and Learn" Series: October 8, 2024

MSWD was invited to speak at the "Lunch and Learn" educational events held by Jewish Family Service of the Desert at the Desert Hot Springs Senior Center. Assistant General Manager Marion Champion presented the



"Groundwater Quality Protection Program" covering information about the program goals, recent



achievements, the history 1995-today, assessment districts, and funding to a very engaged group of approximately 40 attendees. The next scheduled event for MSWD to present is January 14, 2025.

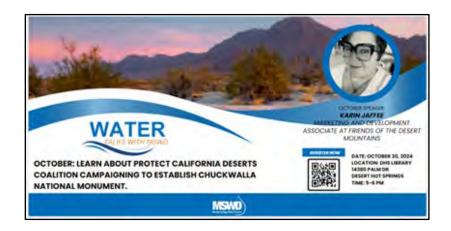
Desert Hot Springs Senior Center: November 21, 2024



MSWD has been invited to present about our local water quality at the Desert Hot Springs Senior Center November 21, 2024, at 11am. This event will be held prior to their lunch service.

Water Talk: October 30, 2024

This month we will learn about the Chuckwalla National Monument from speaker Karin Jaffie who serves as Friends of the Desert Mountains (FODM) Marketing and Development Associate. She also represents FODM on the Protect California Deserts coalition campaigning to establish Chuckwalla National Monument.



MSWD Blood Drive: November 25, 2024

Mission Springs Water District is partnering with LifeStream Blood Bank to host a blood drive on Monday, November 25, 2024. Thanks to community members and MSWD employees signing up to give, these events continue to be successful in saving lives. The blood drive will occur in the Board room from 7am to 12pm.



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

Youth & Education Programs

Desert Hot Springs High School REAL Academy, Fall 2024 MSWD Internships

In partnership with the Desert Hot Springs High School REAL Academy, MSWD selected four students for the Fall 2024 internship program.

The students have hit the ground running and are working in Accounting, Customer Service, Water Production, and Wastewater departments.

These students will gain valuable experience and knowledge about the functions of a water district and hopefully develop a spark to work toward a career in water.





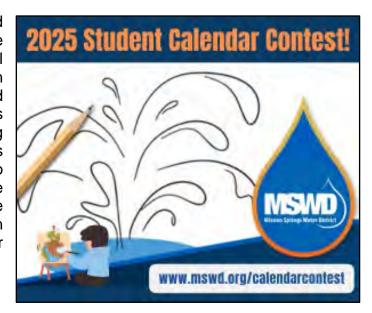


2025 Calendar Contest

MSWD has once again launched its annual calendar drawing contest – calling for student artwork focused on conservation & groundwater protection. The contest closed October 2, 2024.

Annually the contest is open to all K-12 students at schools within the MSWD service area; each student may submit one drawing that should focus on one message. Twelve winners will be given a gift card and will have their water conservation or groundwater protection drawings published in the District's 2025 community calendar.

MSWD has employed a multifaceted approach to promoting competition. An article is featured in El Informador, the front page of the Uken Report, and ads across Google, and social media platforms such as Facebook and Instagram, all inviting local students to participate. Emails have also been sent directly to parents and all schools within the District boundaries, as well as the Desert Hot Springs Recreation Center, inviting them to have their students participate.



Mission Creek Tours



MSWD is once again proud to partner with the Wildlands Conservancy to provide school tours of the Mission Creek preserve, highlighting groundwater protection and groundwater sources in our subbasin.

Schools within the MSWD service area can qualify for FREE bus transportation to and from the preserve courtesy of MSWD. For more information, please get in touch with MSWD at publicaffairs@mswd.org.

As of now, six tours have been scheduled for the month of October 2024 by Desert Hot Springs schools.

Painted Hills Middle School Career Day: October 3, 2024

MSWD GIS Specialist, Ryan Goodner-Belli, and Programs and Public Affairs Specialist, April Scott, participated in the Painted Hills Middle School Career Day with a booth. It was an exciting event that brought several hundred students through on their lunch breaks. We spoke to students about MSWD, what we do in their community, and shared valuable insights into the diverse and exciting career opportunities available in the water industry.



Desert Hot Springs High School Career Exploration Class: October 7, 2024

MSWD Field Operations Technician, Julio Martinez, and Assistant General Manager, Marion Champion, participated in the Career Exploration class at Desert Hot Springs High School, presenting information about the many opportunities for a career in water to approximately 16 students.

Public & Media Outreach

MSWD Board of Directors Approves Power Purchase Agreement: September 16, 2024



During its regularly scheduled Board of Directors meeting this week, the MSWD Board of Directors authorized General Manager Brian Macy to negotiate and execute a Power Purchase Agreement (PPA) and Solar Facility Lease Agreement with Trident Mission Springs LLC (Trident). The Public Affairs team launched a social media campaign and issued a press release to local media to announce this significant agreement and the District's commitment to green energy.

Nancy Wright Regional Water Reclamation Facility Ribbon Cutting: September 27, 2024

MSWD celebrated a major milestone in sustainable water management, marking the completion of the new Nancy Wright Regional Water Reclamation Facility. Joined by local and state officials, business leaders, members. and community MSWD highlighted the significance of achievement in safeguarding the region's water supply and advancing environmental The addition of tertiary stewardship. treatment in the future, providing recycled water to enhance water conservation efforts.



The Public Affairs team sent event invitations to community leaders, members of the community, local media affiliates, and various partnering agencies to attend the ribbon cutting event. The public affairs team, and many dedicated MSWD employees assisted in the preparation of the event set up, helped during the event, and cleaned up after the event. The public affairs team launched a social media campaign and issued a press release to local media to announce this significant accomplishment.

Water Professionals Appreciation Week: October 5-13, 2024

The District celebrated our dedicated team of professionals at MSWD for Water Professionals Appreciation Week. The Public Affairs team captured new department photos and created a social media campaign to highlight the various departments, and a general overview of the work they are responsible for. This initiative highlights the collective efforts required to ensure the District operates smoothly, underscoring our commitment to the community that we are proud to serve.







Customer Newsletter

Our September 2024 Water Matters newsletter features information about Water Quality – Protecting Our Groundwater, Emergency Preparedness Month, and Bill Assistance Options. A copy of the newsletter is included in Appendix E.



Legislative Update

Federal: OSHA Releases Proposed Heat Injury and Illness Prevention Rule

The Occupational Health & Safety Administration (OSHA) released its "Heat Injury and Illness Prevention in Outdoor and Indoor Work Settings" proposed rule. The proposed rule contains a programmatic standard that requires employers to create a heat injury and illness prevention plan to evaluate and control heat hazards in their workplace. It establishes requirements for identifying heat hazards, implementing engineering and work practice control measures at or above two heat trigger levels, developing and implementing a heat illness and emergency response plan, training employees and supervisors, and retaining records. The standard would apply to all employers conducting outdoor and indoor work in all general industry, construction, maritime, and agriculture sectors where OSHA has jurisdiction, with limited exceptions.

Additional Federal updates are available in Appendix D.

<u>State: on the November 2024 Ballot are 10 Initiatives – Climate Bond Proposition 4</u> Includes Funding for Water Projects

The 2024 Election will be held on November 5. In addition to federal races, all 80 Assemblymembers and 20 of the 40 Senators are up for election or re-election.

Also on the November ballot are 10 initiatives – 5 qualified via voter signatures and 5 items passed by the Legislature that need voter approval. One of the initiatives placed on the ballot by the Legislature is the climate bond, a \$10 billion bond, titled Proposition 4. Proposition 4 includes approximately \$3.8 billion for water projects, including funding to improve water quality, protect the state from floods and droughts, and other activities, including restoring rivers and lakes. Recent polling by the Public Policy Institute of California shows that 65% of likely voters would vote "yes" on Proposition 4. If passed by voters in November, we will engage as the relevant grant applications and funding details are released.

State: Several Key Bills Advance to the Governor's Desk for Signature

• SB 1072 (Padilla) Local government: Proposition 218: remedies

This bill would correct an imbalance in the Proposition 218 framework wherein a litigant or class of litigants, upon demonstrating that imposed rates were excessive relative to the actual cost of service, become entitled to a refund that exceeds the funds available to the agency as a result of collecting Proposition 218-limited revenues. Under this bill, the excess revenue would be used only to credit the amount of the fee or charge attributable to the violation against the amount of the revenues required to provide the property-related service unless a refund is explicitly provided for by statute. This bill was approved by the Governor on September 20, 2024, and filed with the Secretary of State.

 AB 1827 (Papan) Local government: fees and charges: water: higher consumptive water parcels

This bill would permit the inclusion of the incrementally higher costs of water service due to the higher water usage demand of parcels, the maximum potential water use, projected peak water usage, or any combination of those factors in the fees or charges for property-related water service. The bill would declare its provisions to be declaratory of existing law. This bill was approved by the Governor on September 22, 2024, and filed with the Secretary of State.

Additional State updates are available in Appendix D

MSWD Digital Advertising

For the month of September 2024, the District featured three Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered 338.81k impressions, and an impressive 1,327 link clicks. Our Facebook/Instagram (Meta) ads garnered more than 238,260 impressions and an impressive 607 link clicks.

A full report is included in Appendix E.



Social Media

A copy of the September 2024 social media report can be found in Appendix E. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included the Fall interns highlight, CSDA Awards News Release, and Groundwater Protection Day. Our most shared posts were the Protect Ground Water Day, Water Talks promotion, and the Ribbon Cutting video "In Case You Missed it."

We had notable gains on Instagram this month with 9 new followers, an increase of 45.5% in impressions, and 49.3% reach.



CV Water Counts

The digital marketing efforts in September 2024 were impressive, generating 272.42K display ad impressions, 5,732 search ad impressions, and 69,578 video ad impressions. The website attracted 4,030 users, resulting in 6,477 pageviews, with the "Conservation Tips" page leading the way at 3.5K views. Facebook and Instagram ads garnered 116,944 impressions for both the "Conservation Tip of the Month" campaign, and the "CV Water Counts at CVEP Morning Insights" campaigns.



Rebates & Conservation

The Public Affairs team continued to promote rebates and conservation throughout our service territory during September 2024.

Rebate Type	Total Rebates for September 2024	Total Rebates for September 2024
Toilet	1	\$100.00
Turf	0	\$0.00
Clothes Washer	1	\$150.00
Smart Controller	1	\$118.00
Conservation Kit	1	-

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
09/04/2024	Art Foundation of Desert Hot Springs	Cultural Celebration	5
09/17/2024	City of Desert Hot Springs	Monthly Supply	15
09/24/2024	CVCAN	Panel Discussion Event	2
09/25/2024	Desert Hot Springs Library / MSWD	Water Talks	1
09/27/2024	MSWD	Wright RWRF Ribbon Cutting	18
		Total	41



GENERAL MANAGER'S REPORT OCTOBER 2024
ADDENDIV A Finance & Accounting Information
APPENDIX A – Finance & Accounting Information

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - ONGOING AUGUST 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	08-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
1114	WELL #42 (NEAR TO EXISTING WELL # 22)	3,208,709.01	7,362.67	0.00	-7,362.67	3,216,071.68	4,973,000.00	1,756,928.32	ENGINEERING
1142	REGIONAL WASTEWATER TREATMENT PLANT	51,387,547.85	35,953.18	0.00	-35,953.18	51,423,501.03	53,049,300.00	1,625,798.97	ENGINEERING
1142	5 AREA M-2 (AD #15)	709,954.24	113.65	0.00	-113.65	710,067.89	11,450,000.00	10,739,932.11	ENGINEERING
1142	CONVEYANCE LINE FROM LS TO RWWTP	7,078,128.60	96,834.46	0.00	-96,834.46	7,174,963.06	8,300,000.00	1,125,036.94	ENGINEERING
1145	CHROMIUM 6 COMPLIANCE STUDY	64,726.19	10,247.50	0.00	-10,247.50	74,973.69	200,000.00	125,026.31	ENGINEERING
11450	HWWTP INFL. PUMP STATION ODOR CONTROL	647,969.84	0.00	0.00	0.00	647,969.84	730,000.00	82,030.16	ENGINEERING
1156	DESIGN & ENGINEERING AREAS H & I	336,320.57	0.00	0.00	0.00	336,320.57	460,000.00	123,679.43	ENGINEERING
	VISTA RESERVOIR NO. 2	127,027.61	0.00	0.00	0.00	127,027.61	975,427.00	848,399.39	ENGINEERING
1161	WELL REHABILITATION PROGRAM - WELL 22	609,264.22		0.00	-3,377.26	612,641.48		947,358.52	PRODUCTION
	DESIGN & ENGINEERING FOR AREAS A & G	573,106.23	560.02	0.00	-560.02	573,666.25	1,600,000.00		ENGINEERING
1162	ADMIN BUILDING	1,855,431.73	105,649.67	0.00	-105,649.67	1,961,081.40	33,300,000.00	31,338,918.60	ADMINISTRATION
1165	SEWER SYSTEM COLLECTIONS	561,007.76	0.00	0.00	0.00	561,007.76	750,000.00	188,992.24	ENGINEERING
1166	EMERGENCY BACKUP GENERATOR WELL 27/31	21,859.56	0.00	0.00	0.00	21,859.56	411,002.00	389,142.44	ENGINEERING
1166	EMERGENCY BACKUP GENERATOR WELL 32	21,767.00	0.00	0.00	0.00	21,767.00	300,331.00	278,564.00	ENGINEERING
1166	B EMERGENCY BACKUP GENERATOR WELL 37	21,803.56		0.00	0.00	21,803.56	300,331.00	278,527.44	ENGINEERING
	GQPP AREA D3-1 SEWER DESIGN	10,126.62	11,474.81	0.00	-11,474.81	21,601.43	156,000.00		ENGINEERING
	PORTABLE BOOSTER/TRANSFER PUMP	148,226.35		0.00	0.00	148,226.35		- ,	PRODUCTION
	TRAILER MOUNTED PORTABLE GENERATORS	487,220.74		0.00	0.00	487,220.74			CONSTRUCTION & MAINT.
	WELL REHAB PROGRAM DESIGN - 2022 FY	68,918.31		0.00	0.00	68,918.31	120,000.00		PRODUCTION
	35C WELL REHABILITATION	28,729.59		0.00	-72.24	28,801.83			ENGINEERING
	34C WELL REHABILITATION	624,315.45		0.00	-34,634.37	658,949.82	744,000.00		ENGINEERING
	INSTALL 18-INCH INTERTIE LINE	3,174.77		0.00	-456.06	3,630.83			ENGINEERING
	19TH-20TH AVES & LITTLE MORONGO ROADWAY PROJECT		,	0.00	-5,150.00	125,379.09			ENGINEERING
1177	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	63,160.06	21,400.46	0.00	-21,400.46	84,560.52	150,000.00	65,439.48	ADMINISTRATION
	2024 - NEW METERS 3/4" - 2"	308,086.20		0.00	-11,142.85	319,229.05	350,000.00		FIELD SERVICES
	13TH AVE DAMAGE: TSTORM HILARY	177,490.86	,	0.00	-3,974.11	181,464.97	200,000.00	,	ENGINEERING
	THOMAS DR DAMAGE: TSTORM HILARY	33,158.02		0.00	-11,001.55	44,159.57	250,000.00		ENGINEERING
	INDIAN CANYON DAMAGE: TSTORM HILARY	17,740.48		0.00	0.00	17,740.48			ENGINEERING
	MISSION LAKES DAMAGE: TSTORM HILARY	32,546.29	,	0.00	-14,212.34	46,758.63	,	,	ENGINEERING
	GIS ESRI - SBITA	47,976.75	,	0.00	-34,791.55	82,768.30	140,000.00	,	FIELD SERVICES
1183	GIS CITYWORKS - SBITA	0.00	36,533.14	0.00	-36,533.14	36,533.14	270,000.00	233,466.86	FINANCE
TOTAL		69,395,723.55	444,941.89	0.00	-444,941.89	69,840,665.44	126,320,766.00	56,480,100.56	
31 records	listed		_						

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - PAUSED AUGUST 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	08-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11087	HORTON WWTP EXPANSION #5	152,615.52	0.00	0.00	0.00	152,615.52	13,404,000.00	13,251,384.48	ENGINEERING
11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46	0.00	0.00	0.00	70,708.46	80,000.00	9,291.54	ENGINEERING
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44	0.00	0.00	0.00	594,668.44	652,000.00	57,331.56	ENGINEERING
11472	AREA J-2	293,853.72	0.00	0.00	0.00	293,853.72	300,000.00	6,146.28	ENGINEERING
	HWWTP ASU DEMOLITION	45,077.20	0.00	0.00		45,077.20	167,275.00	,	ENGINEERING
	HWWTP PERCOLATION PONDS (2)	350,213.58	0.00	0.00	0.00	350,213.58	380,000.00		WASTEWATER
11598	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86	0.00	0.00	0.00	1,451.86	155,000.00	153,548.14	ENGINEERING
	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91	0.00	0.00		25,947.91	226,288.00	,	ENGINEERING
	BOOSTER PUMP REHAB PROGRAM	119,375.93	0.00	0.00	0.00	119,375.93	150,000.00		PRODUCTION
11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25	0.00	0.00	0.00	88,417.25	124,180.00	, -	PRODUCTION
	PAVEMENT REPAIRS - CORP YARD	43,757.39	0.00	0.00		43,757.39	345,575.00	/	ENGINEERING
11607	TERRACE RESERVOIR NO. 1	30,667.76	0.00	0.00	0.00	30,667.76	2,754,343.00	2,723,675.24	ENGINEERING
	TERRACE RESERVOIR NO. 2	32,374.80	0.00	0.00		32,374.80	2,814,461.00	2,782,086.20	ENGINEERING
11609	TERRACE RESERVOIR NO. 3	30,882.54	0.00	0.00	0.00	30,882.54	2,361,363.00		ENGINEERING
11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68	0.00	0.00	0.00	343.68	150,000.00	149,656.32	ENGINEERING
11617	HWWTP SCADA UPGRADES	40,080.36	0.00	0.00	0.00	40,080.36	129,008.00		WASTEWATER
11622	2020 WATER CIP PIPELINE REPLACEMENT	275,188.54	0.00	0.00	0.00	275,188.54	2,264,975.00		ENGINEERING
	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86	0.00	0.00	0.00	2,366.86	225,075.00	222,708.14	PRODUCTION
11689	FILTRATION FOR HWWTP	108,952.07	0.00	0.00	0.00	108,952.07	1,500,000.00	1,391,047.93	ENGINEERING
11691	MUNICODE WEBSITE	9,021.78	0.00	0.00	0.00	9,021.78	31,000.00	21,978.22	ADMINISTRATION
11692	MUNICODE AGENDA	7,214.25	0.00	0.00	0.00	7,214.25	20,000.00	12,785.75	ADMINISTRATION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	0.00	0.00	35,339.27	135,000.00	99,660.73	ADMINISTRATION
				·					
TOTAL		2,358,519.17	0.00	0.00	0.00	2,358,519.17	28,369,543.00	26,011,023.83	
22 records	listed								

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - NOT STARTED AUGUST 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	08-31-24	BUDGET	TO ACTUAL (COST	BUDGET	OF BUDGET	RESPONSIBLE
11460	WELL 29 CHROMIUM 6 TREATMENT DESIGN	0.00	0.00	0.00	0.00	0.00	200,000.00	200,000.00	ENGINEERING
	RESERVOIR REHAB PROGRAM DESIGN - 2022 FY	0.00	0.00	0.00	0.00	0.00	120,000.00		PRODUCTION
11737	PIERSON BLVD SLURRY SEAL PROJECT	0.00	0.00	0.00	0.00	0.00	183,000.00		ENGINEERING
11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00	0.00	0.00	0.00	0.00	33,000.00		ENGINEERING
11789	WACHS ERV-750 VALVE MACHINE	0.00	0.00	0.00	0.00	0.00	42,000.00	42,000.00	CONSTRUCTION & MAINT.
11791	ERP SYSTEM REPLACEMENTS	0.00	0.00	0.00	0.00	0.00	1,710,000.00	1,710,000.00	INNOVATION & TECHNOLOGY
11812	LITTLE MORONGO DAMAGE: TSTORM HILARY	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00	ENGINEERING
11829	GEHL TH842 TELEHANDLER	0.00	0.00	0.00	0.00	0.00	177,817.00		WASTEWATER
11830	CASE 570N EP SKIP LOADER	0.00	0.00	0.00	0.00	0.00	124,500.00	124,500.00	WASTEWATER
11831	JOHN DEERE GATOR TE MODEL (1 OF 2)	0.00	0.00	0.00	0.00	0.00	16,000.00	16,000.00	WASTEWATER
11832	JOHN DEERE GATOR TX MODEL (2 OF 2)	0.00	0.00	0.00	0.00	0.00	16,000.00	16,000.00	ENGINEERING
11839	JOHN DEERE JD210P SKIP LOADER	0.00	0.00	0.00	0.00	0.00	157,300.00	157,300.00	CONSTRUCTION & MAINT.
	VACUUM EXTRACTOR	0.00	0.00	0.00	0.00	0.00	143,000.00	143,000.00	CONSTRUCTION & MAINT.
11841	WACHS ERV-750 VALVE MACHINE	0.00	0.00	0.00	0.00	0.00	45,000.00	45,000.00	CONSTRUCTION & MAINT.
11842	WALK BEHIND TRENCHER	0.00	0.00	0.00	0.00	0.00	12,100.00	12,100.00	CONSTRUCTION & MAINT.
11843	AXLE WEIGHING SYSTEM	0.00	0.00	0.00	0.00	0.00	15,070.00	15,070.00	WASTEWATER
11844	BELT PRESS HOIZONTAL SCREW REPLACEMT	0.00	0.00	0.00	0.00	0.00	22,775.00	22,775.00	WASTEWATER
11845	HEADWORKS GRIT CLASSIFIER SCREW REPLACEMT	0.00	0.00	0.00	0.00	0.00	96,076.00	96,076.00	WASTEWATER
11846	AVILIGON CAMERA SYSTEM (HORTON)	0.00	0.00	0.00	0.00	0.00	71,886.00	71,886.00	WASTEWATER
11847	JWC AUGER REPLACEMENT	0.00	0.00	0.00	0.00	0.00	28,898.00	28,898.00	WASTEWATER
11848	ODOR CONTROL GREASE FILTER	0.00	0.00	0.00	0.00	0.00	17,000.00	17,000.00	WASTEWATER
11849	PSC - WPSV INTERTIE	0.00	0.00	0.00	0.00	0.00	358,010.00	358,010.00	ENGINEERING
11850	WATERLINE REPLACEMENT(S): EASEMENTS	0.00	0.00	0.00	0.00	0.00	64,000,000.00		ENGINEERING
11851	CHLORINE ENCLOSURES	0.00	0.00	0.00	0.00	0.00	169,474.00	169,474.00	PRODUCTION
	GATEWAY PLC UPGRADE	0.00	0.00	0.00	0.00	0.00	23,150.00		PRODUCTION
11853	HIGHLAND SOLAR & COMMUNICATIONS UPGRADE	0.00	0.00	0.00	0.00	0.00	23,442.00	- /	PRODUCTION
	LITTLE MORONGO BOOSTER INSTALL	0.00	0.00	0.00	0.00	0.00	167,605.00		PRODUCTION
	LOW DESERT VIEW BOOSTER REHAB	0.00	0.00	0.00	0.00	0.00	69,304.00		PRODUCTION
	QUAL ALTITUDE VALVE UPGRADE	0.00	0.00	0.00	0.00	0.00	40,033.00		PRODUCTION
	SCADA SERVER UPGRADE	0.00	0.00	0.00	0.00	0.00	24,341.00		PRODUCTION
	TERRACE BOOSTER REHAB PROJECT	0.00	0.00	0.00	0.00	0.00	119,304.00		PRODUCTION
	TERRACE CLA-VAL REPLACEMENT	0.00	0.00	0.00	0.00	0.00	112,617.00		PRODUCTION
	WELL 25A REHABILITATION	0.00	0.00	0.00	0.00	0.00	104,211.00		PRODUCTION
	WELL 26A FENCING/ELEC POLE PROJECT	0.00	0.00	0.00	0.00	0.00	56,901.00		PRODUCTION
11862	M-2 WATERLINE REPLACEMENT	0.00	0.00	0.00	0.00	0.00	3,574,309.00	3,574,309.00	ENGINEERING
TOTAL		0.00	0.00	0.00	0.00	0.00	72,104,123.00	72,104,123.00	
35 records	slisted								

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - COMPLETED AUGUST 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	08-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
10371	SEWER LINE ENCASEMENT I-10 CROSSING @ INDIAN	251,972.22	0.00	0.00	0.00	251,972.22	251,972.00	-0.22	ENGINEERING
10693	WELL SITE-WORSLEY RD NORTH-27 ACRES	39,326.00	0.00	0.00	0.00	39,326.00	39,326.00	0.00	ENGINEERING
10702	WELL SITE WORSLEY-ENV/ENG	2,404.50	0.00	0.00	0.00	2,404.50	2,405.00	0.50	ENGINEERING
10969	PRELIM DESIGN/ENG HORTON WWTP EXP# 5	171,702.93	0.00	0.00	0.00	171,702.93	171,703.00	0.07	ENGINEERING
11032	FINAL DESIGN HORTON WWTP EXP #5	940,340.32	0.00	0.00	0.00	940,340.32	940,340.00	-0.32	ENGINEERING
11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48	0.00	0.00	0.00	366,443.48	375,000.00	8,556.52	ENGINEERING
11088	EIR HORTON WWTP EXPANSION #5	71,415.62	0.00	0.00	0.00	71,415.62	71,416.00	0.38	ENGINEERING
11282	MISSION CREEK - 80 ACRES	325,077.18	0.00	0.00	0.00	325,077.18	328,000.00	2,922.82	ENGINEERING
11392	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20	0.00	0.00	0.00	29,207.20	30,000.00	792.80	PRODUCTION
11498	HWWTP PERCOLATION POND REHAB	28,181.34	0.00	0.00	0.00	28,181.34	42,000.00	13,818.66	WASTEWATER
11602	ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	700,272.63	0.00	0.00	0.00	700,272.63	741,404.00	41,131.37	PRODUCTION
11787	JOHN DEERE 3032E COMPACT UTILITY TRAILER	30,405.00	0.00	32,000.00	32,000.00	30,405.00	32,000.00	1,595.00	WASTEWATER
11788	MUFFIN MONSTER 6" INLINE GRINDER	16,197.28	0.00	15,100.00	15,100.00	16,197.28	17,100.00	902.72	WASTEWATER
				·					
TOTAL		2,972,945.70	0.00	47,100.00	47,100.00	2,972,945.70	3,042,666.00	69,720.30	
				•					
13 records	slisted								

GENERAL MANAGER'S REPORT OCTOBER	2024
APPENDIX B – Innovation	& Technology Information
ALL ENDIX B IIIII Vacion	a reconnected intermediation

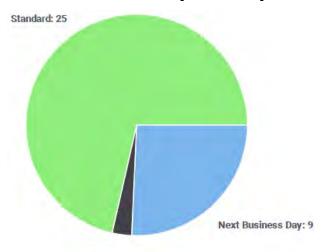


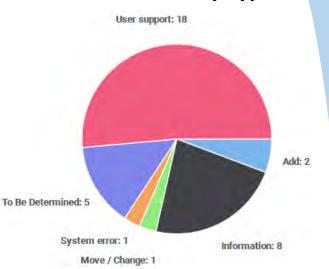
Mission Springs — September, 2024 Client report

Client Activity Report and Analysis

Tickets received by Priority

Tickets received By Type





Project: 1

Client Service Rating				
Overall Satisfaction	100%			
Number of Service Requests	35			
Number of Survey Responses	1			
Response Rate	2.8%			

Tickets Received 35

Tickets Closed 34

Ticket MTTR 13 hr.

Client Hours — September

Hours on SOs 81

Hours on Projects 3

Meeting Hours (

TOTAL HOURS 84



Mission Springs — September, 2024 Client report

September Client Meetings

Meeting Title	Topics	Time Allocated
Monthly Project Review	 No Client Meeting was held for the month of September 	_

Client Pending Projects

Project Title	Purpose
Proofpoint Installation	Protect email from SPAM
Laserfiche Cloud	Migrate to hosted solution— free up local resources
Server Refresh	Replace server host with new equipment due to age

GENERAL MANAGER'S REPORT OCTOBER 2024	
APPENDIX C – Wastewater & Water Production Tables	5

WASTEWATER REPORT

	SEWER CONNECTION SUMMARY													
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	9	4	4	18	8	7	9	51	2	1	139	2	0	0
August	7	12	26	20	4	1	8	53	2	4	214	4	0	2
September	2	17	20	20	5	2	12	8	11	2	90	2	1	0
October		3	13	36	9	4	8	12	4	21	65	8	2	1
November		7	8	29	50	10	9	7	7	1	52	18	7	3
December		21	8	12	9	3	3	64	1	0	86	22	11	2
January		2	35	14	21	7	1	16	8	3	27	3	11	1
February		1	4	7	23	5	1	42	0	3	5	46	6	1
March		1	24	17	48	1	0	23	5	0	31	16	2	1
April		7	16	7	18	3	3	15	30	0	8	95	14	3
May		8	9	16	17	11	3	20	45	7	13	98	3	2
June		0	4	2	21	7	3	6	70	4	4	72	2	0
Annual	18	83	171	198	233	61	60	317	185	46	734	386	59	16

Connections to Sewer Collection System:

As of June 30, 2024 8,919

Plus YTD 18

Total Sewer Connections = 8,937

		MACACE	WATER EL	NW 1100			
		WASTE	WATER FLO	DW MGD			
	HORTO	N PLANT	DESER	CREST	WRIGHT PLANT		
2024/25	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	
	Flow	Flow	Flow	Flow	Flow	Flow	
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000	
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000	
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000	
October							
November							
December							
January							
February							
March							
April							
May							
June							

	WASTEWATER FLOW MGD									
	HORTO	N PLANT	DESER	CREST	WRIGHT PLANT					
2023/24	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.				
	Flow	Flow	Flow	Flow	Flow	Flow				
July	1.922043	2.149212	0.050983	0.071200	0.000000	0.000000				
August	1.929369	2.592078	0.047453	0.067540	0.000000	0.000000				
September	2.037218	2.182773	0.046081	0.055570	0.000000	0.000000				
October	2.050049	2.173503	0.040804	0.051000	0.000000	0.000000				
November	2.065661	2.265582	0.046158	0.059550	0.000000	0.000000				
December	2.037725	2.208722	0.045566	0.057730	0.000000	0.000000				
January	2.014687	2.152567	0.045226	0.049620	0.000000	0.000000				
February	1.999080	2.184408	0.047016	0.053920	0.000000	0.000000				
March	2.075331	2.301861	0.047050	0.054740	0.000000	0.000000				
April	2.059142	2.222371	0.040275	0.047630	0.000000	0.000000				
May	1.983604	2.113440	0.036827	0.040730	0.000000	0.000000				
June	1.982771	2.091744	0.039008	0.046700	0.000000	0.000000				

WATER REPORT

	WATER CONNECTION SUMMARY												
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	9	5	6	18	7	4	5	7	2	0	0	1	0
August	14	14	28	19	6	10	5	3	2	2	0	1	0
September	6	19	22	23	18	2	14	4	13	3	0	2	2
October		4	16	33	13	3	21	8	3	20	0	5	1
November		9	10	27	10	16	4	0	7	3	0	1	0
December		5	9	9	2	17	3	3	2	0	0	2	0
January		5	26	14	15	6	3	20	1	1	2	2	0
February		3	14	8	13	8	5	11	1	0	1	0	1
March		6	29	19	16	2	3	6	5	0	12	0	0
April		11	24	6	11	1	3	7	11	2	7	0	1
May		9	16	19	15	12	5	11	9	8	2	0	1
June		3	5	1	24	11	2	8	2	10	1	0	0
Annual	29	93	205	196	150	92	73	88	58	49	25	14	6
Avg./ Mo.	2.42	7.75	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50

Connections to Water System:

As of June 30, 2024 13,636

Plus YTD 29

Total Water Connections = 13,665

	WATER PRODUCTION SUMMARY												
	FY 2024/25	Varia from pri	or year	FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15
la de c	AF	AF	% 40.070/	AF 700.00	AF 754.70	AF 700 F7	AF	AF	AF	AF	AF	AF 050.44	AF
July	939.07	149.08	18.87%	789.99	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00
August	818.63	80.89	10.96%	737.74	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71
September	785.85	110.79	16.41%	675.06	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67
October		0.00	0.00%	709.23	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30
November		0.00	0.00%	629.05	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69
December		0.00	0.00%	529.99	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83
January		0.00	0.00%	556.57	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86
February		0.00	0.00%	458.69	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49
March		0.00	0.00%	560.24	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94
April		0.00	0.00%	649.67	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58
May		0.00	0.00%	696.24	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28
June		0.00	0.00%	700.11	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34
TOTAL	2,543.55	340.76	15.47%	7,692.58	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69

GENERAL MANAGER'S REPORT OCTOBER 2024
ADDENDIV D. Forderel 9 Ctate I existative Information
APPENDIX D – Federal & State Legislative Information



Mission Springs Water District Federal Update

October 1, 2024

FY25 Appropriations Update

Congress passed a <u>Continuing Resolution</u> (CR) on September 25th to fund federal agencies through December 20th by a strong bipartisan vote in both the House and Senate. The CR includes additional funding for the Secret Service and the Presidential Transition, and it extends several expiring authorizations, including the Temporary Assistance for Needy Families (TANF) and the National Flood Insurance Program (NFIP). While no additional funding was allocated for the Federal Emergency Management Agency (FEMA), the resolution allows FEMA to spend at an accelerated rate to respond to disasters during the CR period. Speaker Mike Johnson (R-LA) acknowledged that while the clean CR was not ideal for House Republicans, it is the most prudent option to avoid a government shutdown. Looking forward, the November elections are expected to influence the final Fiscal Year (FY) 2025 appropriations, with Congress also needing to address significant legislative items such as FY25 National Defense Authorization Act.

FEDERAL FUNDING OPPORTUNITIES

EPA Releases \$78 Million SWIFR NOFOs. EPA released two NOFOs for the availability of \$78 million through the Solid Waste Infrastructure for Recycling (SWIFR) grant program. The **first NOFO** is for Political Subdivisions of States and Territories with \$58 million in funding, and the **second NOFO** is for Tribal Governments and Consortia with \$20 million available. Funding will support projects that improve or transform water and materials management infrastructure. Applications for the Political Subdivisions of States and Territories opportunity are due by December 20th, and applications for Tribal Governments are due by March 14th.

EPA Releases Reducing Lead in Drinking Water NOFO. EPA released a \$35 million NOFO through the Reducing Lead in Drinking Water Program. EPA intends to award grants under two National Priority Areas: 1) Reduction of Lead Exposure in the Nation's Drinking Water Systems through Full Lead Service Line Replacements and Treatment Improvements and 2) Reducing Children's Exposure to Lead in Drinking Water in Schools and Childcare Facilities. Applications are due by December 30th.

EPA Releases Training and Technical Assistance for Small Rural and Tribal Wastewater Systems NOFO. EPA released a \$49 million **NOFO** through the Training and Technical Assistance for Rural, Small, and Tribal Municipalities and Wastewater Treatment Systems for Clean Water Act Prevention, Reduction, and Elimination of Pollution program. The funding will

support training and technical assistance for publicly owned wastewater treatment facilities to prevent, reduce, and eliminate pollution in water systems. Applications are due by December 25th.

Reclamation Releases Small Storage Program NOFO. The Bureau of Reclamation (Reclamation) announced a \$43.5 million NOFO for the Small Surface Water and Groundwater Storage Projects Program. The program funds enhancements to municipal and irrigation water supplies to ensure the resilience of water systems during droughts and other hazardous conditions. Applications are due by December 12th.

GRANT AWARD ANNOUNCEMENTS

EPA Awards \$15 Million in PFAS Research Grants. EPA <u>awarded</u> \$15 million to ten research institutions for projects to reduce per- and poly-fluoroalkyl substances (PFAS) exposure from food. The projects will collect PFAS bioaccumulation data in agricultural plants and livestock and explore strategies for reducing PFAS exposure. Research teams will investigate how PFAS accumulates in crops and livestock, the effects of biosolids, compost, and irrigation water on PFAS plant uptake and accumulation, and strategies to reduce the risks of PFAS contamination in the food supply.

Reclamation Awards \$2 Million through Facilitated Adoption Program. Reclamation announced \$2 million for nine awards through the Facilitated Adoption Program. The funding supports research and development initiatives focused on environmental and economic solutions to water management challenges. Most projects are collaborative efforts between federal, state, and local governments, universities, and private organizations.

Reclamation Announce \$92 Million for WaterSMART Aquatic Ecosystem Restoration Program. Reclamation <u>awarded</u> \$92 million to 19 projects in six states through the WaterSMART Aquatic Ecosystem Restoration Program. The funding will support the study, design, and construction of aquatic ecosystem restoration projects to improve the health of fish and marine wildlife.

USDA Rural Development Announces \$7.3 Billion for New ERA Program. The Department of Agriculture's (USDA) Office of Rural Development <u>announced</u> \$7.3 billion in financing available to 16 member-owned rural electric cooperatives serving 23 states through the Empowering Rural American (New ERA) program. The funding will support the construction of over 10 gigawatts of clean energy and develop a clean energy workforce focused on rural communities.

FEDERAL AGENCY REGULATORY ACTIONS

President Biden Signs EO on Prioritizing Union Labor for Federally Funded Projects. President Joe Biden signed an Executive Order (EO) titled "Executive Order on Investing in

American and Investing in American Workers." The EO directs federal agencies to prioritize union involvement when making funding decisions for programs authorized in the American Rescue Plan Act, the Bipartisan Infrastructure Law, the Inflation Reduction Act, and the CHIPS Act.

EPA Finalizes Engagement and Public Participation Policy for Agency Decision-Making. EPA released the final version of its "Achieving Health and Environmental Protection Through EPA's Meaningful Engagement Policy." The three main steps in the new policy are 1) understanding EPA actions and key issues the public can inform; 2) identifying the expected level of participation using EPA's public participation spectrum; and 3) identifying the appropriate engagement tools and practices using EPA's public participation model.

OSHA Releases Proposed Heat Injury and Illness Prevention Rule. The Occupational Health & Safety Administration (OSHA) released its "Heat Injury and Illness Prevention in Outdoor and Indoor Work Settings" proposed rule. The proposed rule contains a programmatic standard that requires employers to create a heat injury and illness prevention plan to evaluate and control heat hazards in their workplace. It establishes requirements for identifying heat hazards, implementing engineering and work practice control measures at or above two heat trigger levels, developing and implementing a heat illness and emergency response plan, training employees and supervisors, and retaining records. The standard would apply to all employers conducting outdoor and indoor work in all general industry, construction, maritime, and agriculture sectors where OSHA has jurisdiction, with limited exceptions. Comments are due by December 30th.

Reclamation and EPA Propose BABA Waiver for AMI Meters. Reclamation released a proposed Build America, Buy America (BABA) Act waiver for Advanced Metering Infrastructure (AMI) water meters. The waiver, as proposed, would provide coverage for purchases of AMI water meters for three years, using a phased approach. This proposed waiver was drafted in partnership with EPA and will apply to projects funded by Reclamation and EPA.

FEDERAL AGENCY ANNOUNCEMENTS AND PERSONNEL CHANGES

DOL Releases Compliance Assistance Release on Cybersecurity. DOL announced a new **Compliance Assistance Release** from the Employee Benefits Security Administration that provides best cybersecurity practices for all plans governed by the Employee Retirement Income Security Act, including health, welfare, and employee retirement benefit plans. Updated guidance includes Tips for Hiring a Service Provider, Cybersecurity Program Best Practices, and Online Security Tips.

EPA Releases CRAFT Federal Funding Tool. EPA released a new online tool called the **Climate Resilience and Adaptation Funding Toolbox** (CRAFT). CRAFT is intended to be a resource for federal funding applicants to develop, apply for, and implement climate-resilient investments. The new website includes program overviews, climate risk tools, communications materials, engagement resources, and definitions of commonly used terms.

EPA Updates ECHO Database to Add Water Quality Indicators Tool. EPA updated the Enforcement and Compliance History Online (ECHO) website to include the new **Water Quality Indicators** tool. The new tool allows users to compare data records from water monitoring stations to help identify potential sources contributing to water quality problems.

EPA Releases Interagency Water Workforce Working Group Report to Congress. EPA released the **2024 Interagency Water Workforce Working Group Report to Congress**, identifying challenges facing the water workforce. The challenges include recruitment, training, retention, and partnerships, and the report provides a framework for water agencies to address these challenges. The report also identifies examples of utilities, communities, and organizations implementing these strategies for practical implementation of the framework provided by EPA.

EPA Announces SmartWay Excellence Awards. EPA <u>announced</u> 47 SmartWay Excellence Awards to truck carriers and freight shippers in recognition of their leadership in supply chain, environmental, and energy efficiency efforts. These SmartWay Partners represent topperforming and environmentally responsible freight carriers that move goods with lower emissions and less energy.

EPA Announces 2024 WaterSense Awards. EPA <u>announced</u> 51 awards to utilities, government agencies, manufacturers, retailers, buildings, and other organizations through the WaterSense® program. The WaterSense program allows consumers to use less water with water-efficient products, homes, and services. The awards include the Sustained Excellence Award, the WaterSense Partners of the Year Award, and the Excellence Award.

GAO Releases Report on USACE Failure to Report on Civil Works Damage Mitigation. The Government Accountability Office (GAO) released a <u>report</u> that states that the U.S. Army Corps of Engineers (USACE) Civil Works Division has failed to consistently provide updates to Congress over the last twelve years regarding efforts by the agency to mitigate damage to regulated waters and wetlands. The report states that the failure to report on mitigation efforts has resulted in the "limited ability to draw reliable conclusions about the timing, extent, and impact of reported mitigation."

Reclamation Joins Integrated Water Resources Science and Services. Reclamation is joining the Integrated Water Resources Science and Services, a federal water management partnership comprising USACE, the U.S. Geological Survey, NOAA, and FEMA. The **agreement** will allow the participating agencies to collaborate on sharing water information more efficiently, developing new ways to estimate and map water conditions from floods to droughts, and collaboratively enhancing capabilities to reduce water management risk, increase resilience, and support water resource development.

Reclamation Announces New Director of the Office of Program and Budget. Reclamation announced that Beth Hughes-Brown will serve as Director of the agency's Office of Program and Budget. The office handles \$3 billion in appropriated funding annually to support Reclamation's more than 5,400 employees.

USACE Announces Change of Command. On September 13th, Lieutenant General William H. "Butch" Graham assumed command of USACE as the 56th Chief of Engineers, taking over for retiring Chief of Engineers Lieutenant General Scott Spellmon. The new USACE Headquarters leadership team can be viewed <u>HERE</u>.

##



Mission Springs Water District Sacramento Update

September 2024

2023-24 Legislative Session - Adjourned

The California Legislature adjourned the 2023-24 Legislative Session during the early hours of September 1. The Legislature adjourned until December 2 when they will meet to convene the 2025-26 Legislative Session – this organizational session is where newly elected and re-elected Legislators will be sworn in. This is the official start of the new 2-year session, but the real work does not start until January when Legislators will be back in Sacramento weekly.

With the Legislature adjourning for the year, the focus in September shifted to the Governor who had until September 30 to act on all bills sent to him by the Legislature prior to adjournment. The Governor has three options for all the bills on his desk: sign, veto or no action which will allow the bills to take effect without his signature after the September 30 deadline passes.

Special Session

Typically, Legislators spend the fall in their districts and in election years running for reelection. However, this year is different because on August 31 Governor Newsom called a Special Session, the 2nd Extraordinary Session, to address gas prices. The State Assembly immediately convened the Special Session on the evening of August 31 and held committee hearings the last two weeks of September. The State Senate has refused to convene the Special Session until the Assembly passes legislation – the Senate is frustrated because they wanted to pass the Governor's proposals prior to adjournment on August 31 and did not want to bring Senators back up to Sacramento this fall.

The Senate is now saying that they will return to Sacramento in mid-October, after the Assembly's scheduled vote on October 1.

2024 Election

The 2024 Election will be held on November 5. In addition to federal races, all 80 Assemblymembers and 20 of the 40 Senators are up for election or re-election.

Also on the November ballot are 10 initiatives – 5 qualified via voter signatures and 5 items passed by the Legislature that need voter approval. One of the initiatives placed on the ballot by the Legislature is the climate bond, a \$10 billion bond, titled Proposition 4. Proposition 4 includes approximately \$3.8 billion for water projects, including funding to improve water quality, protect the state from floods and droughts, and other activities, including restoring rivers and lakes. Recent polling by the Public Policy Institute of California shows that 65% of likely voters would vote "yes" on Proposition 4. If passed by voters in November, we will engage as the relevant grant applications and funding details are released.

GENERAL MANAGER'S REPORT OCTOBER 2024
ADDENDIVE Dublic Affaire Information
APPENDIX E – Public Affairs Information

Water Matters

News from your water provider

September 2024



Water Quality - Protecting Our Groundwater



September 4th marked Groundwater Protection Day; a reminder of the vital role groundwater plays in sustaining nearly half of the world's drinking water. MSWD is celebrating its 27th year as an affiliate of the Groundwater Guardian Program. First designated in 1997, this internationally recognized educational program is dedicated to promoting the protection of groundwater.

With the opening of the new Nancy Wright Regional Water Reclamation Facility, MSWD is taking more steps to protect our local groundwater. The new plant will treat an additional 1.5 million gallons of wastewater per day, allowing homes currently using septic tanks to connect to the MSWD system. The facility will also support the addition of tertiary treatment in the future, providing recycled water to enhance the region's water conservation efforts.

Here's how you can help protect our groundwater at home:

- Use water responsibly every drop counts!
- Reduce chemical use in your garden and home they can seep into the ground.
- Properly dispose of hazardous waste like paint, used motor oil, and batteries.
- Support local policies for sustainable water management.

Trouble Keeping Up with High Summer Water Bills?

As the summer heat continues to go up, so does our water usage. Qualifying residents can receive financial assistance with the Inland SoCal United Way in partnership with MSWD, who assists low-income customers pay their water bills, Help2Others. The United Way may also be able to refer you to a variety of community organizations or programs to help with your other expenses.

Customers can also receive a payment plan, or a payment extension by reaching out to our friendly customer service team who is happy to assist you. For payment extensions and payment plans call customer service at 760-329-6448, to apply for assistance or find other resources visit www.mswd.org/billassistance



Get Ready, Be Ready! September is **Emergency preparedness Month!**

September is National Preparedness Month, a time to ensure that you and your family are ready for any unexpected emergencies. It's all about planning, preparation, and staying informed. Here are three key steps to help you get started:

Emergency Plans: Take time to create and discuss a family emergency plan. Make sure everyone knows where to go and how to communicate during a crisis.

Emergency Kit: Build a 72-hour emergency kit with all the essentials. Your kit should include water, non-perishable food, pet food, medications, and first aid supplies to keep you going for at least three days.

Stay Informed and Keep Others Informed: Keep yourself updated with alerts and news from reliable sources. Make sure to update your contact information with local agencies such as MSWD and other utilities in case they need to contact you due to service interruptions or emergencies in your area.

For more information and emergency preparedness resources, visit mswd.org/emergencypreparedness Get ready and be ready!



- **Request a Payment Extension**
- Request a payment Plan

El Agua Importa

Noticias de su proveedor de agua



septiembre 2024

Calidad del Agua – Protegiendo Nuestras Aguas Subterráneas



El 4 de septiembre se celebró el Día de la Protección del Agua Subterránea, un recordatorio del papel vital que desempeña el agua subterránea en el sustento de casi la mitad del agua potable del mundo. MSWD está celebrando su 27º año como afiliado del Programa Groundwater Guardian. Designado por primera vez en 1997, este programa educativo reconocido internacionalmente está dedicado a promover la protección del agua subterránea.

Con la apertura de la nueva Planta Regional de Recuperación de Agua Nancy Wright, MSWD está tomando más medidas para proteger nuestras aguas subterráneas locales. La nueva planta tratará 1.5 millones de galones adicionales de aguas residuales por día, lo que permitirá que los hogares que actualmente usan tanques sépticos se conecten al sistema de MSWD. La instalación también apoyará la adición de tratamiento terciario en el futuro, proporcionando agua reciclada para mejorar los esfuerzos de conservación del agua en la región.

Aquí te mostramos cómo puedes ayudar a proteger nuestras aguas subterráneas desde casa:

- ♦ Usa el agua de manera responsable ¡cada gota cuenta!
- ▶ Reduce el uso de químicos en tu jardín y hogar pueden filtrarse al suelo.
- ♦ Desecha adecuadamente los desechos peligrosos como pintura, aceite de motor usado y baterías.
- Apoya políticas locales para una gestión sostenible del agua.

¿Problemas para mantenerte al día con las altas facturas de agua en verano?

A medida que el calor del verano sigue aumentando, también lo hace nuestro consumo de agua. Los residentes que califiquen pueden recibir asistencia financiera a través de Inland SoCal United Way en colaboración con MSWD, quienes ayudan a los clientes de bajos ingresos a pagar sus facturas de agua mediante el programa Help2Others. United Way también puede referirte a una variedad de organizaciones comunitarias o programas que pueden ayudarte con otros gastos.

Los clientes también pueden recibir un plan de pago o una extensión de pago contactando a nuestro amable equipo de servicio al cliente, quienes estarán encantados de ayudarte. Para extensiones de pago y planes de pago, llama al servicio al cliente al 760-329-6448. Para solicitar asistencia o encontrar otros recursos, visita www.mswd.org/billassistance.



¡Prepárate, Estate Listo! ¡Septiembre es el Mes de la Preparación para Emergencias!

Septiembre es el Mes Nacional de la Preparación, un momento para asegurarte de que tú y tu familia estén listos para cualquier emergencia inesperada. Se trata de planificar, prepararse y mantenerse informado. Aquí hay tres pasos clave para ayudarte a comenzar.

Planes de Emergencia: Tómate el tiempo para crear y discutir un plan de emergencia familiar. Asegúrate de que todos sepan adónde ir y cómo comunicarse durante una crisis.

Kit de Emergencia: Prepara un kit de emergencia de 72 horas con todos los elementos esenciales. Tu kit debe incluir agua, alimentos no perecederos, comida para mascotas, medicamentos y suministros de primeros auxilios para mantenerte durante al menos tres días.

Mantente Informado y Mantén a Otros Informados: Mantente al tanto de alertas y noticias de fuentes confiables. Asegúrate de actualizar tu información de contacto con agencias locales como MSWD y otros servicios públicos en caso de que necesiten contactarte debido a interrupciones del servicio o emergencias en tu área.

Para más información y recursos sobre preparación para emergencias, visita mswd.org/emergencypreparedness ¡Prepárate y estate listo!



Mission Springs Water District hosts ribbon cutting for new water reclamation facility

Ani Gasparyan

Palm Springs Desert Sun Published 5:11 p.m. PT September 27, 2024

The Mission Springs Water District held a ribbon cutting ceremony on Friday for a new regional water reclamation facility that is helping protect local groundwater.

Located on 60 acres by 20th Avenue and Little Morongo Road, the Nancy Wright Regional Water Reclamation Facility had been in the works for decades. Brian Macy, MSWD's General Manager, said the district bought the property in the 1990s because it knew there would be a need for a facility in the southern part of the city.

The district completed its designs in 2020 and <u>started construction in 2022</u>. The plant was expected to start operating in fall 2023 but got delayed due to supply chain issues.



The facility is part of a \$68 million grant-funded initiative that includes two other projects — the Regional Conveyance Line and M2 Septic-to-Sewer.

The plant conducts wastewater treatment and will also perform water recycling once it has grant funding. The conveyance line, which is still under construction, will bring wastewater to the facility from other MSWD system areas and the septic-to-sewer will permit about 700 properties to connect to the master MSWD system instead of using septic tanks, MSWD said in a press release.

Both local and state officials spoke during the ribbon cutting. This included MSWD President Ivan Sewell, MSWD Vice President Robert Griffith and Desert Hot Springs Mayor Scott Matas. Several speakers commended Nancy Wright, who was on the MSWD Board of Directors for 34 years and is who the facility is named after.

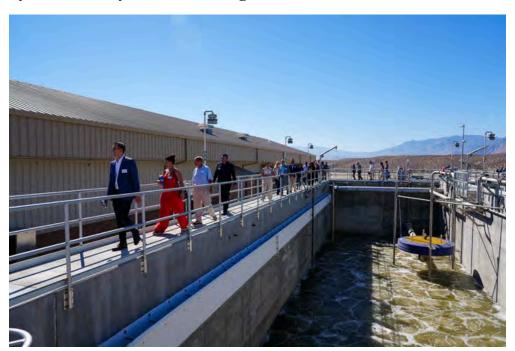


Wright told The Desert Sun that the facility will allow MSWD to be part of solving the Coachella Valley's water district issues. She said she started teaching people to protect their groundwater in 1994 because the community needed to get on a sewer system since septic tanks can contaminate groundwater.

ADVERTISING

"Well (groundwater is) very important for life and here in the Coachella Valley, our water source is 100% groundwater," she said. "We get imported water to put in the groundwater, but all in all ... groundwater is all we have for drinking water."

MSWD will be able to treat 1.5 million more gallons of wastewater daily with the new facility. There will be less wastewater going to the Alan L. Horton Wastewater Treatment Plant and that will extend the older plant's operation by around 10 years, according to the district.



The new facility is also expected to help Desert Hot Springs increase development.

"Knowing this was being built ... Amazon decided to come in. PODS just is getting ready to open," Matas said. "And now with this here, I think it's going to continue to spark more business for the City of Desert Hot Springs."

The mayor is referring to <u>the planned Amazon warehouse</u> located on the east side of Calle de Los Romos, between 19th Avenue and 20th Avenue. PODS is a moving and storage company.



Macy said he has a lot of pride in MSWD's staff and board now that the facility is operating.

"It just feels good that we've done something that we've always talked about doing and here it is today," Macy said. "And we know that this is part of the future for not only ourselves but Desert Hot Springs."

Ani Gasparyan covers the western Coachella Valley cities of Desert Hot Springs and Cathedral City. Reach her at ani.gasparyan@desertsun.com.

■Noticias Locales

Inexes 10 de Septiembre de 2024

III Information del Valle

MSWD recibió el premio Distrito de Distinción y Certificado de Excelencia en Transparencia



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Congratulations to Mission Springs Water District on their new wastewater facility.

The new station was funded by a \$68 million dollar award from California Department of Water Resources and is the third largest small community wastewater grant issued by the board.



https://loom.ly/i68ROAs

NEWS » AMERICAS » UNITED STATES OF AMERICA

California-funded project will protect groundwater, increase water recycling in Coachella Valley



Source: Mission Springs Water District LinkedIn account.



MSWD FETED FOR EXCELLENCE IN TRANSPARENCY

Posted by Cindy Uken | Sep 12, 2024 | Business, News



MSWD AWARDED DISTRICT OF DISTINCTION AND CERTIFICATE OF EXCELLENCE IN TRANSPARENCY

Ad Preferences

INDIAN WELLS — Transparency is at the very core of democracy and healthy government. To that end, Mission Springs Water District received the District of Distinction and District Transparency Certificate of Excellence from the Special District Leadership Foundation (SDLF) in recognition of its outstanding efforts to promote transparency and good governance.

Water COUNTS

CVWC Digital Marketing Report Website, Social, and Marketing Performance

Sep 1 - 30, 2024

by Hunter | Johnsen

CVWC Digital Marketing Report

September 1 - 30, 2024

Google Ads Campaigns









272.42K

5,732

69,578

3,269

GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE CV Water Counts

Campaign name	Clicks	Impr.
CV Water Counts September 2024	1,189	121,336
CV Water Counts September 2024 Spanish	1,372	119,155
CVEP Morning Insights - Sept	287	31,930
	2,848	272,421



GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE CV Water Counts

Or Water odding

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	69,578	22,157	7,740	277
CVWC Water Saving Tips YouTube Spanish September 2024	30,705	10,164	3,933	101
CVWC Water Saving Tips English YouTube October 2024	38,873	11,993	3,807	176
	69,578	22,157	7,740	277





CVWC Digital Marketing Report

Campaign	Clicks	Impr.
CVWC search	144	5,732
	144	5,732



Facebook Ad Campaigns



Ad preview Link Clicks Impr. Reach Frequency Page engagement

550 95,715 17,113 5.59 558

CVWC - September 2024

www.instagram.com
Conservation Tip of the Month: Install a drip
irrigation system, and save up to 50% each

178

21,229

7,112

2.98

180

MENING NESS OF THE PROPERTY OF

#WaterWiseWednesday

CVWC -Water Talks Sept 2024

www.instagram.com

Join CVEP for Morning Insights – A Free Forum for Innovators & Water Conservation Champions!

time you water. For more water-saving tips, visit CVWaterCounts.com/conservation-tips.

On September 11, we invite you to a special event where our featured guests will explore Where Our Water Comes From and the importance of Conservation in the Coachella Valley.

* Featured Speakers:

- Lorraine Garcia Communication
- Manager at Coachella Valley Water District

 Xochitl Peña Public Affairs Manager at
 Desert Water Agency

When: Wednesday, September 11, 2024
Where: CVEP Palm Springs Headquarters
Time: 8:00 AM for networking & breakfast, 8:30 AM guest speakers

This FREE event is perfect for innovators, entrepreneurs, and anyone passionate about water conservation. Whether you're refining a business idea or looking to make an impact, you'll leave with valuable insights and new connections.

RSVP today to reserve your spot!

Email: laura@cvep.com
Call: 760-340-1575
Or register online: cvep.com/event/morning-insights-september-2024/

Spread the word and let's work together to protect our water for future generations.

#CVWaterCounts #WaterConservation #MorningInsights #CoachellaValley #SaveWater

728 116,944 20,221 5.78 738

CVWC Digital Marketing Report

September 1 - 30, 2024

Website Information





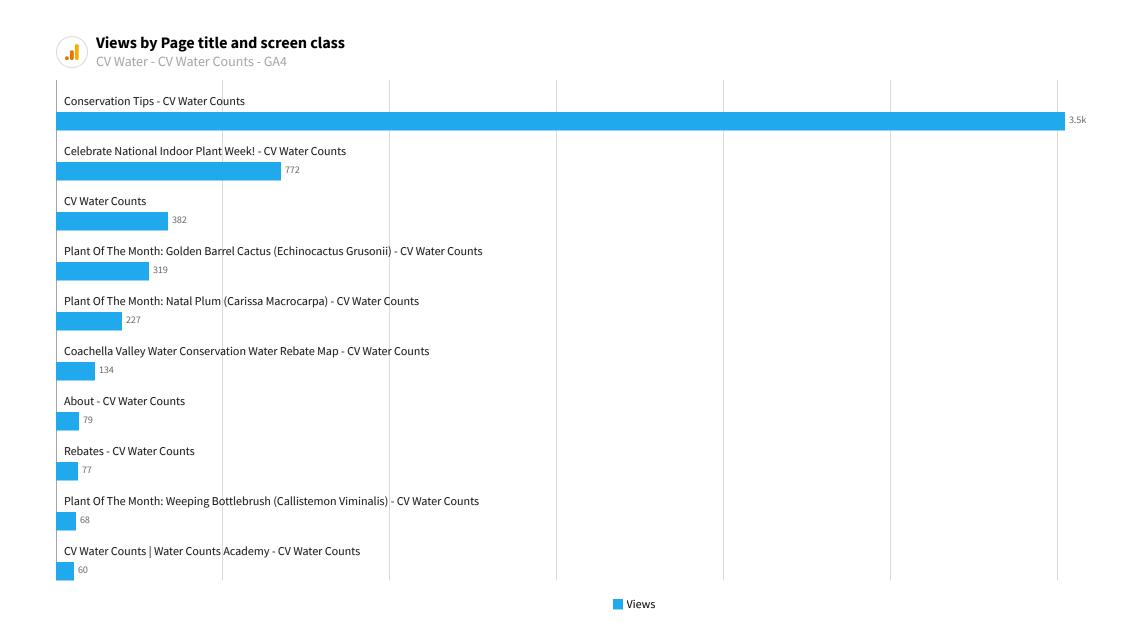
PAGEVIEWS

CV Water - CV Water Counts - GA4

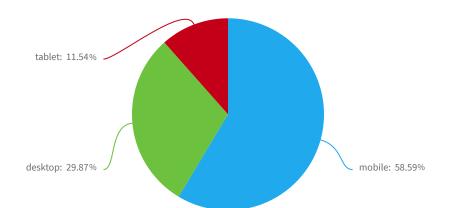
4,030

5,115

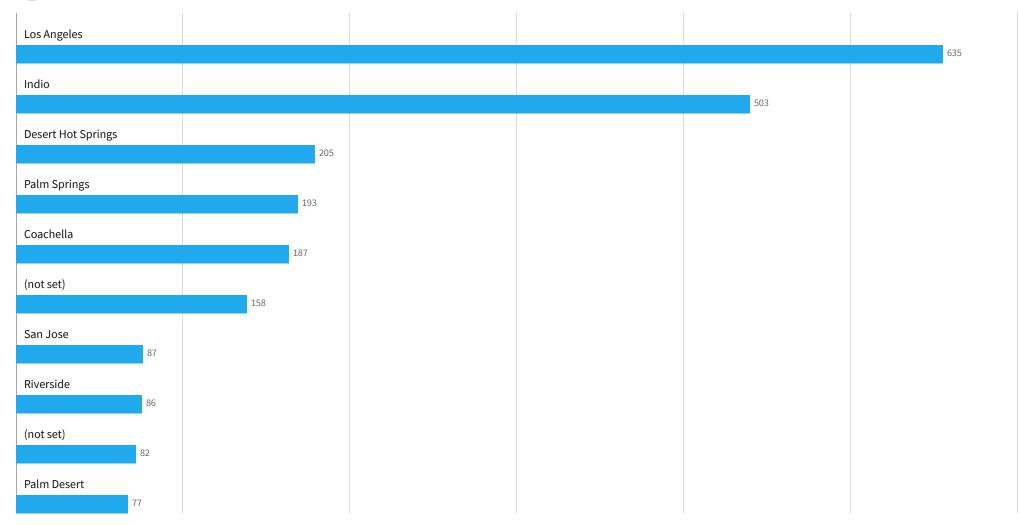
6,477



Engaged sessions by Device category
CV Water - CV Water Counts - GA4



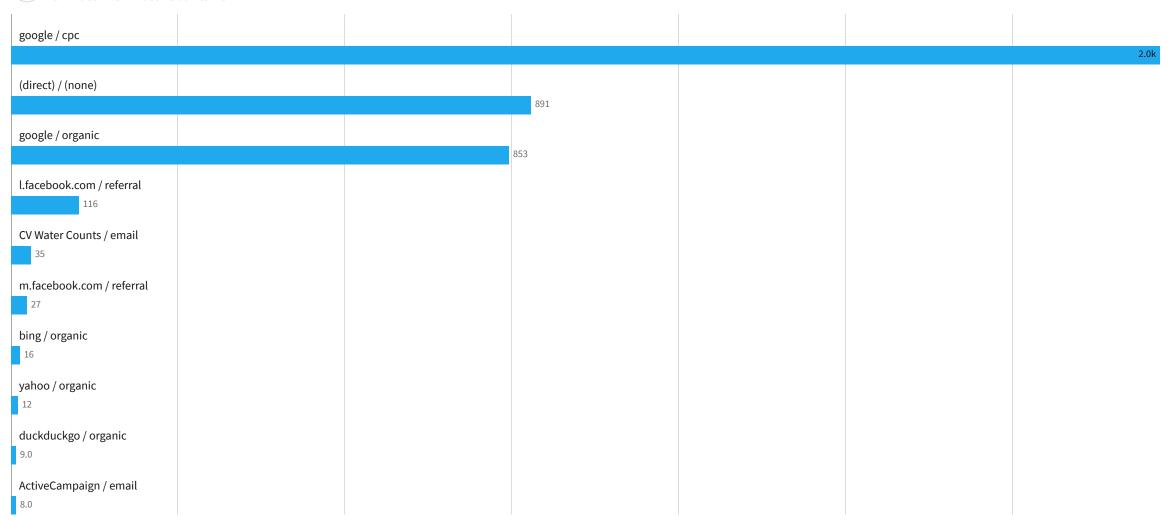




Users

New users by First user source / medium

CV Water - CV Water Counts - GA4



New users

Month performance

Past 6 months: CV Water - CV Water Counts - GA4

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
September 2024	3,979	1,304	25.5%	1.27	14s
August 2024	3,966	1,413	26.6%	1.31	13s
July 2024	3,486	1,439	29.1%	1.37	12s
June 2024	3,918	1,161	22.9%	1.26	9s
May 2024	4,138	1,511	25.9%	1.37	12s
April 2024	3,666	1,478	27.7%	1.41	12s
	23,153	8,245	25.8%	1.36	12s

Organic Search



Query	Impr.	Clicks	CTR	Avg. position
cactus	36,953	14	0.04%	1.24
barrel cactus	8,820	8	0.09%	2.94
kaktus	5,786	3	0.05%	1.09
natal plum	5,195	20	0.38%	1.88
carissa macrocarpa	4,541	14	0.31%	1.78
cacto	3,782	0	0%	1
carissa	3,749	6	0.16%	1.1
サボテン	3,242	2	0.06%	1
golden barrel cactus	3,002	2	0.07%	2.25
echinocactus grusonii	2,767	4	0.14%	2.52
	77,837	73	0.09%	1.68



Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-golden-barrel-cactus-echinocactus-grusonii/	127,944	96	0.08%	1.42
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	25,384	85	0.33%	2.29
https://cvwatercounts.com/plant-of-the-month-ocotillo-fouquieria-splendens/	4,576	14	0.31%	1.93
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasylirion-wheeleri/	4,279	18	0.42%	9.6
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	3,086	4	0.13%	8.63
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	2,818	14	0.5%	2.21
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	2,673	1	0.04%	3.24
https://cvwatercounts.com/plant-of-the-month-prostrate-rosemary-rosmarinus-officinalis-prostratus/	2,224	29	1.3%	14.7
https://cvwatercounts.com/plant-of-the-month-sand-verbena-abronia-villosa/	2,190	22	1%	3.84
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	2,151	3	0.14%	16.71
	177,325	286	0.16%	6.46

Facebook Information



Reach
CV Water Counts

New page likes
CV Water Counts

Post engagement
CV Water Counts

9,834

6,092

1

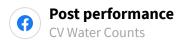
177



Page likes
CV Water Counts

68

3,976



Post		Created at	Reach	Likes
	Myoma Dunes Mutual Water Company (MDMWC) continues to provide clean and reliable drinking water to its customers, and has been for more than seven decades. Learn more:	September 30, 2024	17	3
CONTROL OF THE PARTY OF THE PAR	https://www.facebook.com/photo.php? fbid=1134830335311997&set=a.282516593876713&typ	September 28, 2024	38	3
	Head out to the Living Desert Zoo and Gardens this fall for some desert landscaping inspiration, take the inspiration home with you, and take advantage of turf conversion rebates. Visit CVWaterCounts.com/rebat	September 27, 2024	69	2
*	One drip every second can add up to five gallons of water per day! Be sure to check your faucets and showerheads for leaks. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	September 26, 2024	49	2
Help2Others ASSISTANCE PROGRAM	If you or someone you know is in need of water bill assistance, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out an online application at	September 24, 2024	49	2
	12 things to keep in mind when shopping for plants	September 20, 2024	13	3
	Shortening your shower by just a minute or two can save as much as 150 gallons per month! For more water-saving tips, visit CVWaterCounts.com/conservation-tips	September 19, 2024	42	2
V 2 22 Y V	Welcome to National Indoor Plant Week, a time to embrace the beauty and benefits of indoor greenery! Whether you have a green thumb or are new a plant parent, let celebrate the joys of indoor planting this	September 16, 2024	22	3
	https://www.facebook.com/photo.php? fbid=1015007480636935&set=a.493961996074822&typ	September 13, 2024	30	4
	As the days get shorter, be sure to adjust your watering schedule. Plants need less water this time of year. Install a smart controller and you can control and adjust watering times from anywhere. Find out if	September 12, 2024	39	2
	CV Water Counts is with City of Coachella and 4 Join CVEP for Morning Insights – A Free Forum for Ir Water Conservation Champions! On September 1 invite you to a special event where our featured guests	September 10, 2024	1,074	8
	The Mexican Evening Primrose is a colorful, upright groundcover for small spaces. It is an aggressive plant that spreads by underground runners. Learn more: https://loom.ly/aJDeA3M	September 6, 2024	18	2
	Conservation Tip of the Month: Install a drip irrigation system, and save up to 50% each time you water. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	September 5, 2024	4,578	8
			C 270	F.C.

6,370

Post		Created at	Reach	Likes
Protect your Croundwater Day	https://www.facebook.com/photo.php? fbid=1008854357918914&set=a.493961996074822&typ	September 4, 2024	24	3
1 RNIN NSIGHT	Join us on Wednesday, September 11 as we present "Where Our Water Comes From" and "The Need to Conserve" at the Coachella Valley Economic Partnership's monthly Morning Insights. Register here:	September 4, 2024	212	4
	Happy Labor Day!	September 2, 2024	56	3
Live Water Wise: Install a drip irripation system.	CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts	September 1, 2024	40	2
			6,370	56



Instagram Information



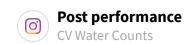
CV Water Counts

Followers (lifetime)
CV Water Counts

1,644

21

246



Post		Impr.	Engagement	Reach	Saved	Video views
M RNING INSIGHTS	Join us on Wednesday, September 11 as we present "Where Our Water Comes From" and "The Need to Conserve" at the Coachella Valley Economic Partnership's monthly Morning Insights. Register her	204	9	183	0	0
L	Happy Labor Day!	21	4	16	0	0
	Head out to the Living Desert Zoo and Gardens this fall for some desert landscaping inspiration, take the inspiration home with you, and take advantage of turf conversion rebates. Visit CVWaterCounts.com/rebat	15	3	15	0	0
1	Conservation Tip of the Month: Install a drip irrigation system, and save up to 50% each time you water. For more water-saving tips, click the link in our bio. #WaterWiseWednesday	15	4	10	0	0
Help2Others ASSISTANCE PROGRAM	If you or someone you know is in need of water bill assistance, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out an online application at	10	3	9	0	0
		265	23	233	0	0

E-Blast Information



Campaign	Send Time	Emails Sent	Unique Opens	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Unsubscribe Count
CV Water Counts Sept 2024	Wednesday, September 4, 2024 9:45 PM	747	471	858	63.05%	18.3%	172	10.05%	0.9%	1
		747	471	858	63.05%	18.3%	172	10.05%	0.9%	1





MSWD Digital Marketing & Website Report Website, Social, and Marketing Performance

Sep 1 - 30, 2024



Google Ads Campaigns







388.38K

1,327

0.34%



GOOGLE ADS CAMPAIGN PERFORMANCE

MCMD

Campaign name	Impr.	Clicks	CTR
MSWD Emergency Preparedness 2024	215,762	1,172	0.54%
MSWD Water Talks Sept 2024	88,800	83	0.09%
MSWD Calendar Contest Aug / September 2024	83,814	72	0.09%
	388,376	1,327	0.34%







Meta Campaign Performance

Includes Facebook and Instagram campaigns

Campaign performance

Campaign	Link Clicks	Impr.	Reach	Page Likes
Water Talks- September 2024	373	45,369	6,577	1
Emergency Preparedness - September 2024	132	124,564	10,555	0
MSWD Calendar Contest Fall 2024	102	68,327	19,469	0
	607	238,260	25,346	1







IMSWD

Website Information







6,694

19,897

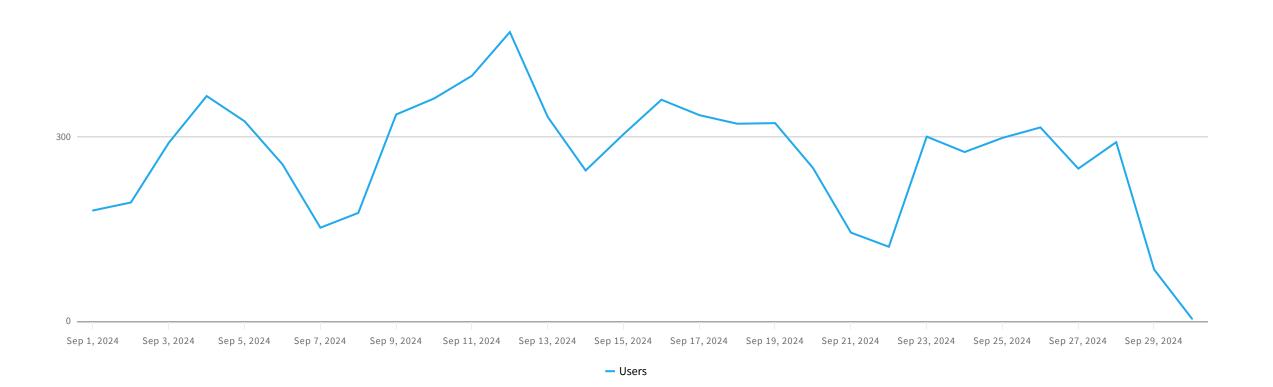
6,006



Users by Day

www.mswd.org - http://www.mswd.org - GA4

C00

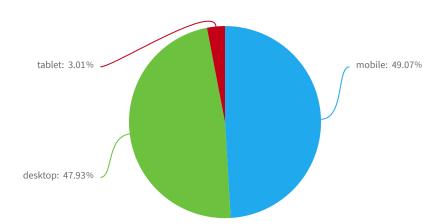


Page Title performance

www.mswd.org - http://www.mswd.org - GA4

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page Mission Springs, CA Water District	4,696	1.59	2,951	3,755	1.39	17s
Customer Portal Mission Springs, CA Water District	3,989	1.63	2,436	3,048	1.43	14s
Emergency Preparedness Mission Springs, CA Water District	1,685	1.62	1,003	341	1.34	17s
Online Payment System Mission Springs, CA Water District	993	1.56	629	552	1.16	24s
Job Opportunities Mission Springs, CA Water District	969	2.71	355	448	1.56	26s
Bill Pay Options Mission Springs, CA Water District	805	1.49	537	519	1.3	20s
Water Talks with MSWD Mission Springs, CA Water District	491	1.33	356	122	1.23	9s
Careers Mission Springs, CA Water District	425	1.6	266	349	1.42	19s
Application for Water Service Mission Springs, CA Water District	290	1.88	154	178	1.47	3m 6s
Search Mission Springs, CA Water District	265	2.01	132	144	1.15	38s
	19,846	2.91	6,683	6,005	1.45	48s

Engaged sessions by Device category www.mswd.org - http://www.mswd.org - GA4



Users by City

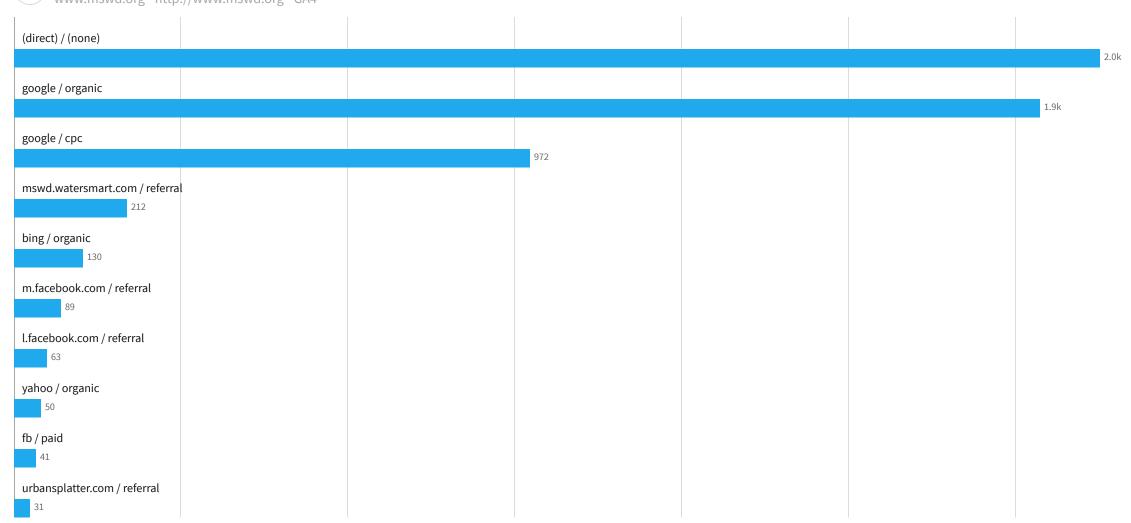
www.mswd.org - http://www.mswd.org - GA4

City	Users
Los Angeles	1,329
Desert Hot Springs	1,170
(not set)	605
Indio	348
San Jose	243
Palm Springs	207
San Diego	182
La Quinta	158
Boardman	138
Palm Desert	135

6,694

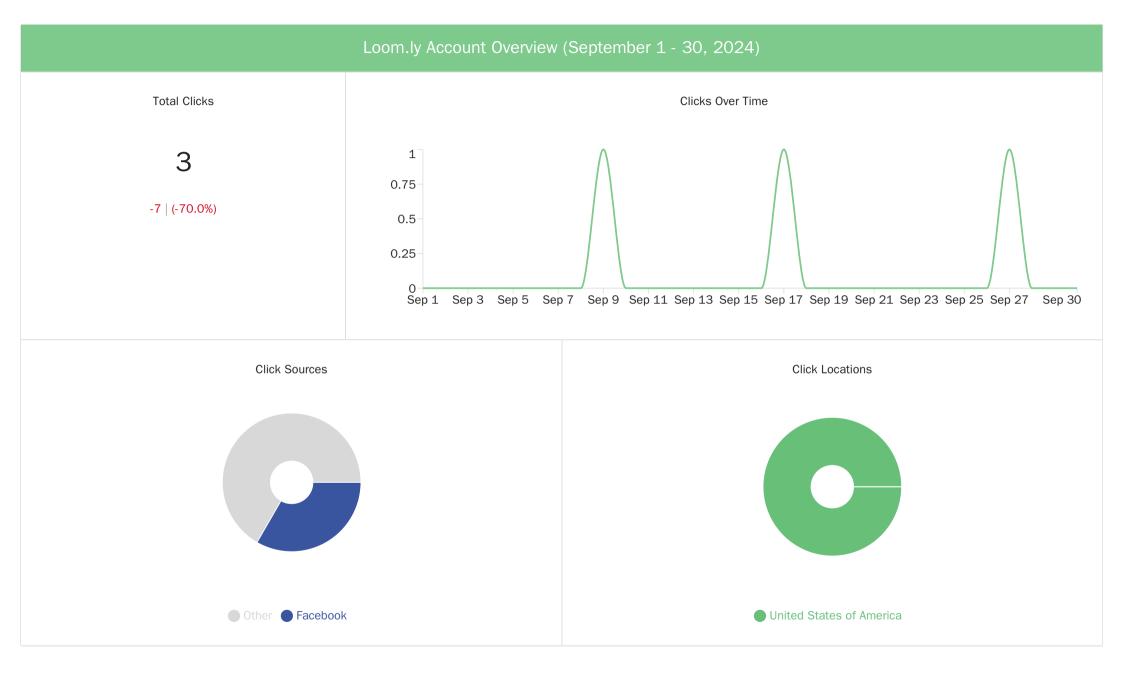
MSWD Digital Marketing & Website Report September 1 - 30, 2024

New users by First user source / medium www.mswd.org - http://www.mswd.org - GA4

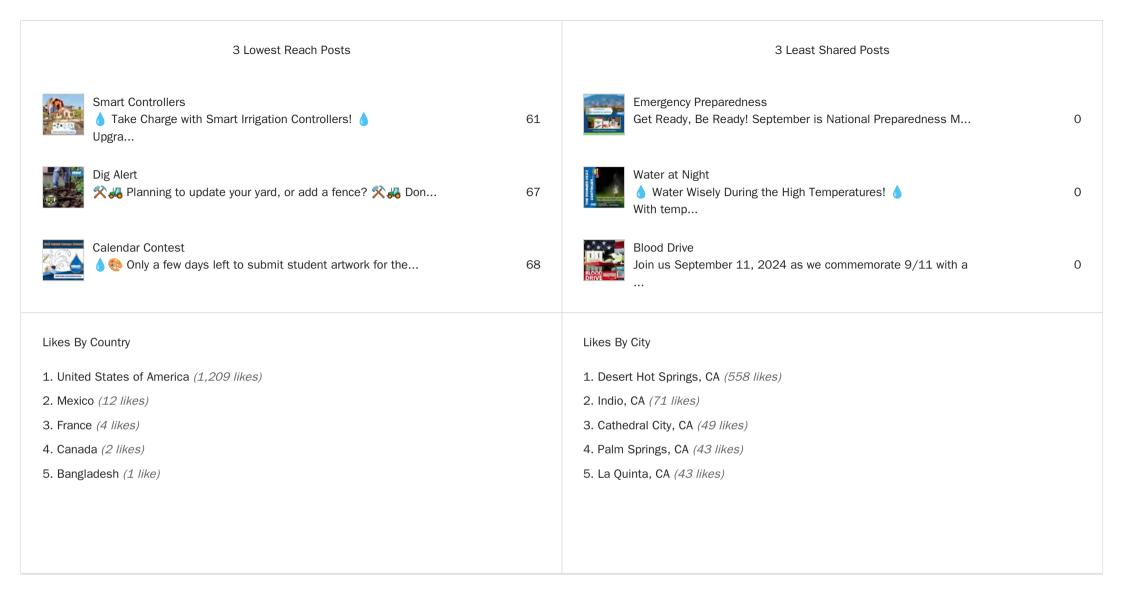


New users





	Facebook A	ccount Overviev	v (September :	1 - 30, 2024)		
Posts Published	Total Like	es		New Likes	Unlikes	
25	1,24	-2		3	1	
	+1 0.1	L%	+	2 200.0%		
Total Reach	Organic Reach	Paid	Reach	Impressions	Video Views	
90,565	3,191	87,	841	195,690	386	
-36,832 -28.9%	-518 -14.0%	-36,362	-29.3%	-126,553 -39.3%	+224 138.3%	
3	Highest Reach Posts			3 Most Shared	Posts	
Fall Interns **Growing Our Own!**We a	are excited to introduce our Fall In	241		t Groundwater Day Happy Groundwater Protection Day! u know tha	6 •	2
SDLF Awards At the California Special Dis	strict Association Annual Con	207	AND DESCRIPTION OF THE PERSON NAMED IN	Case You Missed It! 🎉 excited to share a majo		2
Protect Groundwater Day Note: The protect Groundwater Page 1 and	Protection Day! 💧 🌍	179	THE R. P. LEWIS CO., LANSING, MICH.	Talk Promo s September 25th from 5-6 pm. for	an engaging, and	2



Facebook Post Metrics (S	September 1 - 30, 2024)
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Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 30, 2024 3:45 PM PDT	Image	Drink Tap Water Somebody forgot to tell the weather that it's officially fall! * While the heat persists, stay hydrated with our award-winning tap water. MSWD's water meets or exceeds all drinking water quality	Customer Service	69	6	0	0	0	0
September 29, 2024 10:31 AM PDT	Video	National Coffee Day Today is National Coffee Day! Did you know it takes 132 liters (35 gallons) of water to produce just one cup of coffee? Across the U.S., coffee is a staple in daily routines, with over 400 milli	Event	75	10	1	1	1	36
September 27, 2024 3:06 PM PDT	Video	We're excited to share a major milestone for Mission Springs Water District! Today, we celebrated the completion of the Nancy Wright Regional Water Reclamation Facility		87	17	1	2	18	97

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 27, 2024 2:23 PM PDT	Image	Ribbon Cutting 9/27/2024: Nancy Wright Regional Water Reclamation Facility News Release: MSWD Celebrates New Era of Groundwater Protection Mission Springs Water District celebrated a major milestone in sustainable water management today, marking the completion of the	News Releases	85	10	1	0	16	0
September 26, 2024 12:02 PM PDT	≥ Image	Calendar Contest Only a few days left to submit student artwork for the 2025 annual MSWD calendar drawing contest! MSWD is accepting entries into a special calendar drawing contest taking place now through Oct	Event	68	6	0	0	0	0
September 25, 2024 5:05 PM PDT	Video	Water Talk? We've got you covered! Catch the latest video featuring Jennifer Ramirez from the Riverside County Office of Emergency Management! Jennifer shares vital emergency		99	9	0	0	9	81

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 25, 2024 4:00 PM PDT	Image Image	New Service Line Prep Worker Wednesday Spotlight Wednesday Shout out to our amazing Construction and Maintenance crew! They were hard at work prepping to install a new line. Their dedication and expertise keep everything ru	Worker Wed	102	7	0	0	7	0
September 24, 2024 11:51 AM PDT	Image	Water Talks September is National Preparedness Month, and to wrap up the month MSWD is hosting a Water Talk tomorrow at the Desert Hot Springs Library from 5 pm -6 pm. Join us at this FREE and informative ev	Event	153	9	0	2	0	0
September 23, 2024 3:49 PM PDT	Image	Water Matters Newsletter Check out our September Water Matters newsletter, and see what we have been up to this month! Our September Water Matters newsletter features information about Water Quality- Protecting our Gro	News Releases	83	5	0	0	3	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 21, 2024 1:54 PM PDT	≧ Image	Health Summit MSWD was honored to participate in Desert Healthcare District's Coachella Valley Environmental Health Summit this morning. MSWD Assistant General Manager Marion Champion sat on the panel discussion	Conservation/Rebates	126	9	0	0	9	0
September 20, 2024 2:46 PM PDT	I Image	Smart Controllers Take Charge with Smart Irrigation Controllers! Upgrade your irrigation system with a weather- based smart controller that includes rain shut-off features. As the weather starts to cool, it's th	Conservation/Rebates	61	4	0	0	0	0
September 19, 2024 1:49 PM PDT	≧ Image	Fall Interns Growing Our Own! We we are excited to introduce our Fall Interns from the Desert Hot Springs High School REAL Academy. MSWD proudly welcomes, Diego who is interning in our Water Production Departme	New Hire / Jobs	241	15	2	1	45	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 18, 2024 6:14 PM PDT	Image	Solar Agreement News Release: MSWD Approves Power Purchase Agreement to Generate 4 MW of Renewable Solar Energy Across Seven Sites During its regularly scheduled Board of Directors meeting this week, the Mission	News Releases	95	6	0	0	0	0
September 17, 2024 5:20 PM PDT	≧ Image	September Calendar Winner Joziah from Julius Corsini Elementary School reminds us how precious our water supply is, and to conserve water every day. 5 Simple Tips for Saving Water at Home Fix Leaks ASAP: A small dri	Conservation/Rebates	102	9	0	0	1	0
September 16, 2024 1:56 PM PDT	Video	Dig Alert Planning to update your yard, or add a fence? Don't start working until you contact Dig Alert 811, or your project might turn into a big mess! Buried utilities can exist just about anywhere	Customer Service	67	7	0	1	1	38

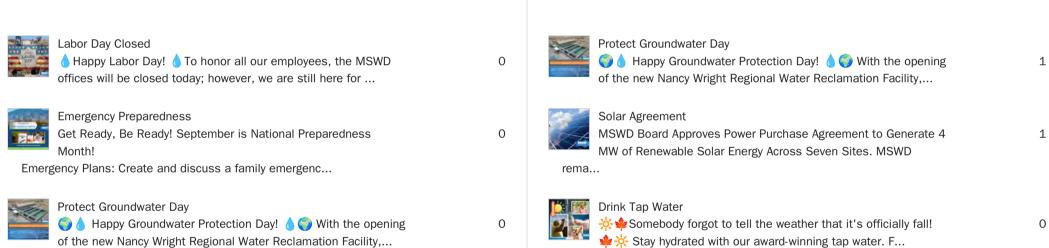
Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 13, 2024 1:08 PM PDT	Image	Help 2 Others Need bill payment assistance? Mission Springs Water District worked with the Inland SoCal United Way to establish a fund specifically to help low- income customers pay their water bills, Help2Other	Customer Service	91	5	0	0	1	O
September 12, 2024 3:40 PM PDT	Image	SDLF Awards At the California Special District Association Annual Conference this week, Mission Springs Water District received the District of Distinction and District Transparency Certificate of Excellence f	News Releases	207	27	5	1	51	0
September 11, 2024 11:56 AM PDT	Image	Post 36723741 We are grateful for the members of the community and MSWD staff that joined us today to commemorate 9/11 with a meaningful act of kindness, giving the precious gift of blood to save lives. We will		116	12	1	0	26	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 10, 2024 2:47 PM PDT	≟ Image	Water Talk Promo Join us September 25th from 5-6 pm. for an engaging, and informative talk about Emergency Preparedness, and the importance of having a plan in place. There is no better time to prepare than Emergen	Event	161	9	0	2	2	0
September 09, 2024 2:04 PM PDT	≧ Image	Blood Drive Join us September 11, 2024 as we commemorate 9/11 with a meaningful act of kindness! Sign up now for the MSWD LifeStream Blood Drive on September 11th and help save lives. Let's turn a day of trage	Event	91	4	1	0	3	0
September 06, 2024 2:07 PM PDT	≧ Image	Fix Leaks - Toilets Is your toilet constantly running or leaking? Don't let it drain your wallet or waste water! Here's a quick fix: Check the Flapper: The flapper might be worn out or misaligned. Replace it if	Conservation/Rebates	151	6	0	1	0	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 05, 2024 3:15 PM PDT	≟ Image	Water at Night Water Wisely During the High Temperatures! With temperatures continuing to soar, it's important to conserve water while keeping up your yards. Here's a tip: Water your lawn at night! Why? Le	Conservation/Rebates	90	5	0	0	0	0
September 04, 2024 4:44 PM PDT	≟ Image	Protect Groundwater Day A Happy Groundwater Protection Day! Did you know that groundwater supplies nearly half of the world's drinking water? Protecting this hidden resource is critical for our health, ecosystems, an	Conservation/Rebates	179	12	1	2	19	0
September 03, 2024 12:33 PM PDT	≧ Image	Emergency Preparedness Get Ready, Be Ready! September is National Preparedness Month! 1 Emergency Plans: Create and discuss a family emergency plan. Know where to go and how to communicate during a crisis. Don't forg	Event	93	4	0	0	0	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
September 02, 2024 7:01 AM PDT	Image	Labor Day Closed Happy Labor Day! To honor all our employees, the MSWD offices will be closed today; however, we are still here for you 24/7/365 in case of an emergency! Call 760-329-6448 for assistance. #MSWD #	Customer Service	120	9	0	1	5	0
			Total	2,812	222	13	14	217	252
			Average	112.5	8.9	0.5	0.6	8.7	10.1

Twitter Account Overview (September 1 - 30, 2024)						
Tweets Published	Total Likes	Total Re	etweets	Total Followers	Following	
23	2	C)	107	99	
+1 4.5%						
3 Most Retweeted Posts			3 Most Liked Posts			
Lakay Day Olasad	District Curry diverse Day					



of the new Nancy Wright Regional Water Reclamation Facility,...

3 Least Retweeted Posts 3 Least Liked Posts Drink Tap Water Labor Day Closed Somebody forgot to tell the weather that it's officially fall! ▲ Happy Labor Day! ▲ To honor all our employees, the MSWD 0 0 🍁 🔆 Stay hydrated with our award-winning tap water. F... offices will be closed today; however, we are still here for ... National Coffee Day **Emergency Preparedness** ♠ SToday is National Coffee Day! Did you know it takes 132 0 Get Ready, Be Ready! September is National Preparedness 0 liters (35 gallons) of water to produce just one cup of co... Month! Emergency Plans: Create and discuss a family emergenc... Ribbon Cutting 9/27/2024: Nancy Wright Regional Water **Reclamation Facility** 0 Water at Night ■ News Release MSWD celebrated a milestone in sustainable ♦ Water Wisely During the High Temperatures! ♦ Here's a tip: 0

water management today, marking the completion of the new N...

Water your lawn at night! Why? Less evaporation – More wa...

Twitter Post Metrics ((September 1 - 30, 2024)
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Date	Format	Post	Labels	Retweets	Likes
September 30, 2024 3:45 PM PDT	Image	Drink Tap Water Somebody forgot to tell the weather that it's officially fall! Stay hydrated with our award-winning tap water. For more about our water quality, check out MSWD's 2023 water quality report: htt	Customer Service	0	O
September 29, 2024 10:31 AM PDT	Video	National Coffee Day Today is National Coffee Day! Did you know it takes 132 liters (35 gallons) of water to produce just one cup of coffee? Across the U.S., coffee is a staple in daily routines, with over 400 milli	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
September 27, 2024 2:23 PM PDT	Image	Ribbon Cutting 9/27/2024: Nancy Wright Regional Water Reclamation Facility News Release MSWD celebrated a milestone in sustainable water management today, marking the completion of the new Nancy Wright Regional Water Reclamation Facility. Joined by officials, business I	News Releases	0	0
September 26, 2024 12:04 PM PDT	Image	Calendar Contest Only a few days left to submit student artwork for the 2025 annual MSWD calendar drawing contest! MSWD is accepting entries now through October 2, 2024. For more information or to download an e	Event	0	0
September 25, 2024 4:02 PM PDT	Image	New Service Line Prep Which worker Wednesday Spotlight Which Shout out to our amazing Construction and Maintenance crew! They were hard at work prepping to install a new line. Their dedication and expertise keep everything ru	Worker Wed	0	O

Date	Format	Post	Labels	Retweets	Likes
September 24, 2024 11:51 AM PDT	Image	Water Talks September is National Preparedness Month, and to wrap up the month MSWD is hosting a Water Talk tomorrow at the Desert Hot Springs Library from 5 pm -6 pm. Join us at this FREE and informative even	Event	0	0
September 23, 2024 3:49 PM PDT	Image	Water Matters Newsletter Don't forget to check out our September Water Matters newsletter, and see what we have been up to this month! https://t.co/4zQAY1y8Zi #MSWDcares #WaterMatters #MSWDnews #WaterConservation https:/	News Releases	0	0
September 21, 2024 1:54 PM PDT	Image	Health Summit MSWD participated in Desert Healthcare District's Coachella Valley Environmental Health Summit. MSWD Assistant General Manager Marion Champion, sat on the panel discussion about Public Utilities fo	Conservation/Rebates	0	O

Date	Format	Post	Labels	Retweets	Likes
September 20, 2024 2:46 PM PDT	≟ Image	Smart Controllers Upgrade your irrigation system with a weather-based smart controller that includes rain shut-off features. As the weather starts to cool, it's the perfect time to adjust your watering schedule. M	Conservation/Rebates	0	0
September 19, 2024 1:49 PM PDT	Image Image	Fall Interns Growing Our Own! We we are excited to introduce our Fall Interns from the Desert Hot Springs High School REAL Academy. MSWD proudly welcomes, Diego, Emmanuel, Fabiola, and Nathan. Yesterday, they met	New Hire / Jobs	0	O
September 18, 2024 6:14 PM PDT	≟ Image	Solar Agreement MSWD Board Approves Power Purchase Agreement to Generate 4 MW of Renewable Solar Energy Across Seven Sites. MSWD remains committed to pursuing innovative energy solutions that benefit both the dist	News Releases	0	1

Date	Format	Post	Labels	Retweets	Likes
September 17, 2024 5:20 PM PDT	Image Image	September Calendar Winner Joziah from Julius Corsini Elementary School reminds us to conserve water. One tip is to install Low-Flow Fixtures: Low- flow showerheads and faucets use less water, you can request a free conservat	Conservation/Rebates	0	O
September 16, 2024 2:56 PM PDT	Video	Dig Alert Planning to update your yard, or add a fence? Don't start working until you contact Dig Alert 811, or your project might turn into a big mess! This is a 100% free service, and more importan	Customer Service	0	0
September 13, 2024 1:08 PM PDT	Image	Help 2 Others Need bill payment assistance? To apply or for more information, visit https://t.co/RMkHdDAROM If you need a payment extension or payment plan, call MSWD customer service at 760-329-6448 or email	Customer Service	0	0

Date	Format	Post	Labels	Retweets	Likes
September 12, 2024 3:40 PM PDT	i Image	SDLF Awards At the CSDA Annual Conference this week, MSWD received the District of Distinction and District Transparency Certificate of Excellence from the Special District Leadership Foundation (SDLF) in reco	News Releases	0	0
September 11, 2024 11:57 AM PDT	≟ Image	Post 36723741 We are grateful for the members of the community and MSWD staff that joined us today to commemorate 9/11 with a meaningful act of kindness, giving the precious gift of blood to save lives. We will		0	0
September 10, 2024 2:47 PM PDT	≟ Image	Water Talk Promo Join us for an engaging, and informative talk about Emergency Preparedness, and the importance of having a plan in place. We are honored to host speaker, Jennifer Ramirez who is an Emergency Servic	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
September 09, 2024 2:04 PM PDT	i Image	Blood Drive Join us September 11, 2024 as we commemorate 9/11 with a meaningful act of kindness! Sign up now for the MSWD LifeStream Blood Drive on September 11th and help save lives. Scan the QR code, call 80	Event	0	0
September 06, 2024 2:07 PM PDT	Image Image	Fix Leaks - Toilets Is your toilet constantly running or leaking? Don't let it drain your wallet or waste water! For tips on finding leaks, resources, and more leak information visit https://t.co/sQAAVeQXYP #HomeMa	Conservation/Rebates	0	0
September 05, 2024 3:15 PM PDT	i Image	Water at Night Water Wisely During the High Temperatures! Here's a tip: Water your lawn at night! Why? Less evaporation – More water soaks into the soil when it's cooler. For more water conservation tips go t	Conservation/Rebates	0	0

Date	Format	Post	Labels	Retweets	Likes
September 04, 2024 4:44 PM PDT	Image	Protect Groundwater Day Happy Groundwater Protection Day! With the opening of the new Nancy Wright Regional Water Reclamation Facility, MSWD is taking more steps to protect our local groundwater. Together, we can ke	Conservation/Rebates	0	1
September 03, 2024 12:33 PM PDT	Image	Emergency Preparedness Get Ready, Be Ready! September is National Preparedness Month! Emergency Plans: Create and discuss a family emergency plan including pets. Know where to go and how to communicate during a crisis	Event	0	0
September 02, 2024 7:07 AM PDT	Image Image	Labor Day Closed Happy Labor Day! To honor all our employees, the MSWD offices will be closed today; however, we are still here for you 24/7/365 in case of an emergency! Call 760-329-6448 for assistance. #MSWD #	Customer Service	0	0
			Total	0	2

Date	Format	Post	Labels	Retweets	Likes
			Average	0.0	0.1

Instagram Account	Overview	(September 1	- 30, 2024)
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Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
23	365	9	18,271	12,954	129
+1 4.5%	+5 1.4%	-9 -50.0%	+5,714 45.5%	+4,277 49.3%	-31 -19.4%
	3 Most Liked Posts			3 Most Commented Posts	
	n! 火 We are excited to introduce ou sert Hot Springs High School REAL			nal Coffee Day! Did you know it tak water to produce just one cup of o	
Health Summit MSWD was honored	d to participate in Desert Healthcar vironmental Health Summit this mo			r Day dwater Protection Day! 💧 🌍 roundwater supplies nearly half of	1 the world's
THE REPORT AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON ADDRESS OF THE PERSON AND ADDRESS OF THE PERSON ADDRESS OF THE PERSON A	ecial District Association Annual Co Springs Water District received t	onference 18	The second second	esday Spotlight 💧 🚧 azing Construction and Maintenand	1 ce crew!

3 Least Liked Posts 3 Least Commented Posts **Emergency Preparedness** Labor Day Closed Get Ready, Be Ready! September is National Preparedness 3 ▲ Happy Labor Day! ▲ To honor all our employees, the MSWD 0 offices will be closed today; however, we are still here for ... Month! 1 Emergency Plans: Create and discuss a family eme... **Emergency Preparedness** Get Ready, Be Ready! September is National Preparedness **Blood Drive** 0 Join us September 11, 2024 as we commemorate 9/11 with a 3 Month! meaningful act of kindness! Sign up now for the MSWD LifeStr... 11 Emergency Plans: Create and discuss a family eme... September Calendar Winner Water at Night Joziah from Julius Corsini Elementary School reminds us how ♦ Water Wisely During the High Temperatures! ♦ 3 0

wate...

precious our water supply is, and to conserve water every...

With temperatures continuing to soar, it's important to conserve

Instagram Story Metrics (September 1 - 30, 2024)

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
September 30, 2024 4:22 PM PDT	Drink Tap Water	Customer Service	8	32	32	0	18	-
September 29, 2024 10:31 AM PDT	National Coffee Day	Event	3	24	24	0	19	-
September 26, 2024 12:04 PM PDT	Calendar Contest	Event	9	30	30	0	17	1
September 20, 2024 2:46 PM PDT	Smart Controllers	Conservation/Rebates	7	25	25	0	14	-
September 18, 2024 6:20 PM PDT	Solar Agreement	News Releases	4	21	21	0	21	-
September 17, 2024 5:22 PM PDT	September Calendar Winner	Conservation/Rebates	9	32	31	0	18	-
September 16, 2024 2:56 PM PDT	Dig Alert	Customer Service	9	25	25	0	12	-
September 13, 2024 1:08 PM PDT	Help 2 Others	Customer Service	3	19	19	0	10	-
September 12, 2024 3:42 PM PDT	SDLF Awards	News Releases	-	19	17	0	13	-

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
September 10, 2024 2:48 PM PDT	Water Talk Promo	Event	4	30	30	0	19	1
September 09, 2024 2:04 PM PDT	Blood Drive	Event	5	29	29	1	22	-
September 06, 2024 2:07 PM PDT	Fix Leaks - Toilets	Conservation/Rebates	8	33	31	0	16	-
September 05, 2024 3:18 PM PDT	Water at Night	Conservation/Rebates	7	18	18	0	11	-
September 04, 2024 4:44 PM PDT	Protect Groundwater Day	Conservation/Rebates	6	21	21	0	11	-
September 03, 2024 12:33 PM PDT	Emergency Preparedness	Event	5	32	32	0	21	1
September 02, 2024 7:08 AM PDT	Labor Day Closed	Customer Service	9	39	39	0	25	-

Instagram Post Metrics (September 1 - 30, 2024)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 30, 2024 3:45 PM PDT	Image	Drink Tap Water Somebody forgot to tell the weather that it's officially fall! With While the heat persists, stay hydrated with our awardwinning tap water. MSWD's water meets or exceeds all drinking water quality	Customer Service	3	0	13	13	3	23.08%	0	
September 29, 2024 10:31 AM PDT	Video	National Coffee Day Today is National Coffee Day! Did you know it takes 132 liters (35 gallons) of water to produce just one cup of coffee? Across the U.S., coffee is a staple in daily routines, with over 400 milli	Event	5	1		18	6	33.33%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 27, 2024 2:23 PM PDT	Image	Ribbon Cutting 9/27/2024: Nancy Wright Regional Water Reclamation Facility News Release: MSWD celebrated a major milestone in sustainable water management today, marking the completion of the new Nancy Wright Regional Water Reclamation Facility. Joined by local and stat	News Releases	14	0	111	99	14	14.14%	0	
September 26, 2024 12:04 PM PDT	Image	Calendar Contest Only a few days left to submit student artwork for the 2025 annual MSWD calendar drawing contest! MSWD is accepting entries into a special calendar drawing contest taking place now through Oct	Event	4	0	38	32	4	12.5%	0	
September 25, 2024 4:03 PM PDT	Image	New Service Line Prep Worker Wednesday Spotlight Worker Shout out to our amazing Construction and Maintenance crew! They were hard at work prepping to install a new line. Their dedication and expertise keep everything ru	Worker Wed	13	1	266	234	15	6.41%	1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 24, 2024 11:51 AM PDT	Image	Water Talks September is National Preparedness Month, and to wrap up the month MSWD is hosting a Water Talk tomorrow at the Desert Hot Springs Library from 5 pm -6 pm. Join us at this FREE and informative ev	Event	5	0	44	39	5	12.82%	0	
September 23, 2024 3:49 PM PDT	Image	Water Matters Newsletter Don't forget to check out our September Water Matters newsletter, and see what we have been up to this month! Our September Water Matters newsletter features information about Water Quality- Pr	News Releases	6	0	45	40	6	15.0%	0	
September 21, 2024 1:54 PM PDT	Image	Health Summit MSWD was honored to participate in Desert Healthcare District's Coachella Valley Environmental Health Summit this morning. MSWD Assistant General Manager Marion Champion sat on the panel discussion	Conservation/Reba···	19	0	89	79	19	24.05%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 20, 2024 2:46 PM PDT	Image	Smart Controllers Take Charge with Smart Irrigation Controllers! Upgrade your irrigation system with a weather- based smart controller that includes rain shut-off features. As the weather starts to cool, it's th	Conservation/Reba···	3	0	37	32	3	9.38%	0	
September 19, 2024 1:49 PM PDT	Image	Fall Interns Growing Our Own! We we are excited to introduce our Fall Interns from the Desert Hot Springs High School REAL Academy. MSWD proudly welcomes, Diego who is interning in our Water Production Departme	New Hire / Jobs	21	0	102	90	21	23.33%	0	
September 18, 2024 6:14 PM PDT	Image	Solar Agreement News Release: MSWD Approves Power Purchase Agreement to Generate 4 MW of Renewable Solar Energy During its regularly scheduled Board of Directors meeting this week, the MSWD Board authorized Gene	News Releases	4	0	48	41	4	9.76%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 17, 2024 5:20 PM PDT	Image	September Calendar Winner Joziah from Julius Corsini Elementary School reminds us how precious our water supply is, and to conserve water every day. 5 Simple Tips for Saving Water at Home Fix Leaks ASAP: A small dri	Conservation/Reba···	3	0	40	35	3	8.57%	0	
September 16, 2024 2:56 PM PDT	Video	Dig Alert Planning to update your yard, or add a fence? Don't start working until you contact Dig Alert 811, or your project might turn into a big mess! Buried utilities can exist just about anywhere	Customer Service	5	0		35	5	14.29%	0	
September 13, 2024 1:08 PM PDT	Image	Help 2 Others Need bill payment assistance? Mission Springs Water District worked with the Inland SoCal United Way to establish a fund specifically to help low- income customers pay their water bills, Help2Other	Customer Service	4	0	36	31	4	12.9%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 12, 2024 3:40 PM PDT	Image	SDLF Awards At the California Special District Association Annual Conference this week, Mission Springs Water District received the District of Distinction and District Transparency Certificate of Excellence f	News Releases	18	0	72	65	18	27.69%	0	
September 11, 2024 11:57 AM PDT	Image	Post 36723741 We are grateful for the members of the community and MSWD staff that joined us today to commemorate 9/11 with a meaningful act of kindness, giving the precious gift of blood to save lives. We will		10	0	67	59	10	16.95%	0	
September 10, 2024 2:47 PM PDT	Image	Water Talk Promo Join us September 25th from 5-6 pm. for an engaging, and informative talk about Emergency Preparedness, and the importance of having a plan in place. There is no better time to prepare than Emergen	Event	7	0	52	47	7	14.89%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 09, 2024 2:04 PM PDT	Image	Blood Drive Join us September 11, 2024 as we commemorate 9/11 with a meaningful act of kindness! Sign up now for the MSWD LifeStream Blood Drive on September 11th and help save lives. Let's turn a day of trage	Event	3	0	97	92	3	3.26%	0	
September 06, 2024 2:07 PM PDT	Image	Fix Leaks - Toilets Is your toilet constantly running or leaking? Don't let it drain your wallet or waste water! Here's a quick fix: Check the Flapper: The flapper might be worn out or misaligned. Replace it if	Conservation/Reba···	5	0	29	27	5	18.52%	0	
September 05, 2024 3:16 PM PDT	Image	Water at Night Water Wisely During the High Temperatures! With temperatures continuing to soar, it's important to conserve water while keeping up your yards. Here's a tip: Water your lawn at night! Why? Le	Conservation/Reba···	4	0	39	37	4	10.81%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
September 04, 2024 4:44 PM PDT	Image	Protect Groundwater Day Happy Groundwater Protection Day! Did you know that groundwater supplies nearly half of the world's drinking water? Protecting this hidden resource is critical for our health, ecosystems, an	Conservation/Reba···	7	1	51	45	8	17.78%	0	
September 03, 2024 12:33 PM PDT	Image	Emergency Preparedness Get Ready, Be Ready! September is National Preparedness Month! 1 Emergency Plans: Create and discuss a family emergency plan. Know where to go and how to communicate during a crisis. Don't forg	Event	3	0	35	30	3	10.0%	0	
September 02, 2024 7:08 AM PDT	Image	Labor Day Closed A Happy Labor Day! To honor all our employees, the MSWD offices will be closed today; however, we are still here for you 24/7/365 in case of an emergency! Call 760-329-6448 for assistance. #MSWD #	Customer Service	5	0	32	28	5	17.86%	0	
			Total	171	3	1,343	1,248	175		1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
			Average	7.4	0.1	64.0	54.3	7.6	14.02%	0.0	

	LinkedIn Account Overview	(September 1 - 30, 2024)					
Posts Published	Likes	Views	Followers				
7	69	48	359				
+5 250.0%	+46 200.0%	+27 128.6%	+12 3.5%				
Comments	Impressions	Clicks	Engagement Rate				
7	2,043	121	8.18%				
+7	+845 70.5%	+19 18.6%	+0.0 2.3%				
3 Most Eng	aging Posts	3 Most Shared Posts					
SDLF Awards At the California Special District Asso this week, Mission Springs Water Dis-		Protect Groundwater Day Mappy Groundwater Protection Day! Did you know that groundwater supplies nearly half of the world's drinking w					
Ribbon Cutting 9/27/2024: Nancy W Reclamation Facility News Release: MSWD Celebrates Protection	11.85%	Water Talk Promo Join us September 25th from 5-6 pm. for an engaging, and informative talk about Emergency Preparedness, and the impor					

11.33%

Solar Agreement

News Release: During its regularly scheduled Board of Directors

meeting this week, the Mission Springs Water District...

1

Mission Springs Water District celebrated a major...

★Growing Our Own! ★We are excited to introduce our Fall

Interns from the Desert Hot Springs High School REAL Academy.

**The Company of the Company o

3 Least Engaging Posts	3 Least Shared Posts
Water Talk Promo Join us September 25th from 5-6 pm. for an engaging, and informative talk about Emergency Preparedness, and the impor	Ribbon Cutting 9/27/2024: Nancy Wright Regional Water Reclamation Facility News Release: MSWD Celebrates New Era of Groundwater Protection
Solar Agreement News Release: During its regularly scheduled Board of Directors meeting this week, the Mission Springs Water District 7.97%	Mission Springs Water District celebrated a major Health Summit MSWD was honored to participate in Desert Healthcare District's
Protect Groundwater Day Happy Groundwater Protection Day!	Coachella Valley Environmental Health Summit this mor
Did you know that groundwater supplies nearly half of the world's drinking w	SDLF Awards At the California Special District Association Annual Conference this week, Mission Springs Water District received t

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
September 27, 2024 2:23 PM PDT	Image	Ribbon Cutting 9/27/2024: Nancy Wright Regional Water Reclamation Facility News Release: MSWD Celebrates New Era of Groundwater Protection Mission Springs Water District celebrated a major milestone in sustainable water management today, marking the completion of the	News Releases	0	44	11.85%	20	557	2
September 21, 2024 1:54 PM PDT	Image	Health Summit MSWD was honored to participate in Desert Healthcare District's Coachella Valley Environmental Health Summit this morning. MSWD Assistant General Manager Marion Champion sat on the panel discussion	Conservation/Rebates	0	11	10.78%	7	167	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
September 19, 2024 1:49 PM PDT	L Image	Fall Interns Growing Our Own! We are excited to introduce our Fall Interns from the Desert Hot Springs High School REAL Academy. MSWD proudly welcomes, Diego who is interning in our Water Production Departme	New Hire / Jobs	1	14	11.33%	7	203	1
September 18, 2024 6:14 PM PDT	Image	Solar Agreement News Release: During its regularly scheduled Board of Directors meeting this week, the Mission Springs Water District Board of Directors authorized General Manager Brian Macy to negotiate and execu	News Releases	1	12	7.97%	6	251	1
September 12, 2024 3:40 PM PDT	Image	SDLF Awards At the California Special District Association Annual Conference this week, Mission Springs Water District received the District of Distinction and District Transparency Certificate of Excellence f	News Releases	0	17	12.2%	11	246	2

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
September 10, 2024 2:47 PM PDT	Image	Water Talk Promo Join us September 25th from 5-6 pm. for an engaging, and informative talk about Emergency Preparedness, and the importance of having a plan in place. There is no better time to prepare than Emergen	Event	1	4	4.76%	3	168	0
September 04, 2024 4:59 PM PDT	Image	Protect Groundwater Day A Happy Groundwater Protection Day! Did you know that groundwater supplies nearly half of the world's drinking water? Protecting this hidden resource is critical for our health, ecosystems, an	Conservation/Rebates	1	12	8.14%	12	307	0
			Total	4	114		66	1,899	6
			Average	0.6	16.3	9.58%	9.4	271.3	0.9