



General Manager's Report

April 2023

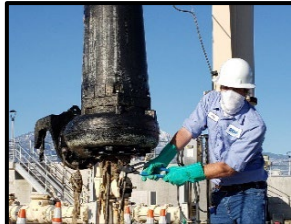


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APPENDIX A - Federal Update from Carpi & Clay

APPENDIX B – Wastewater and Water Production Tables

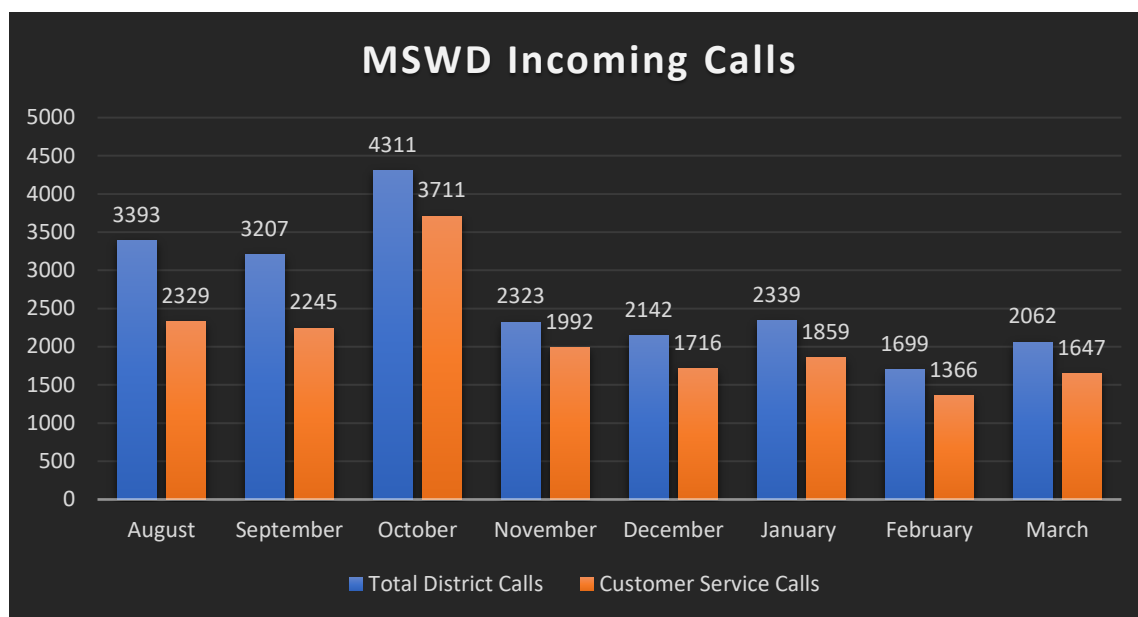
APPENDIX C – Public Affairs Information

ADMINISTRATION

Customer Service

Calls into the Customer Service Department

The District is seeing a consistent decrease in the number of calls in the last five months. The chart below represents total MSWD incoming calls and those received by the Customer Service staff.

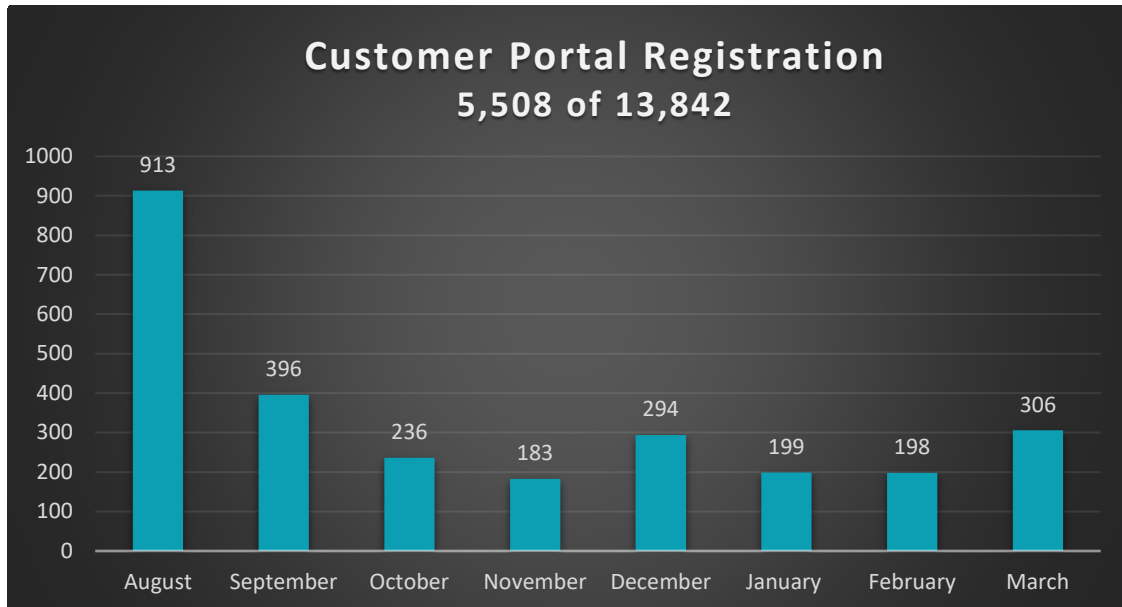


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for March 2023	Monthly Avg. for FY 2023	Total for FY 2023
Water Waste	2	6.22	56
High Bill Calls / Service Line Leaks	7	11.78	106
No Water	9	6.89	62
Disconnections by Request & Non-Pay	44	229.33	2,064
Reconnections by Request & Non-Pay	26	93.78	844
Service Transfers	110	85.22	767
New Customer / Roll Over Accounts	135	146.22	1,314
High/Low Pressure	8	5.33	48
Water Quality	0	2.00	18
Other / Miscellaneous	67	87.56	788

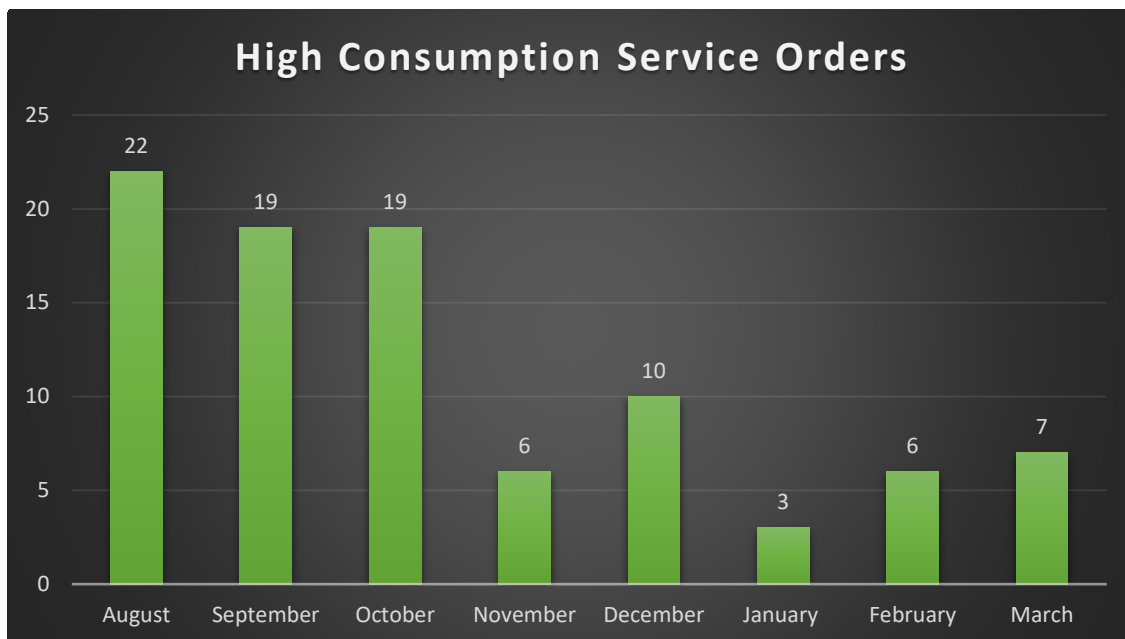
Customer Portal

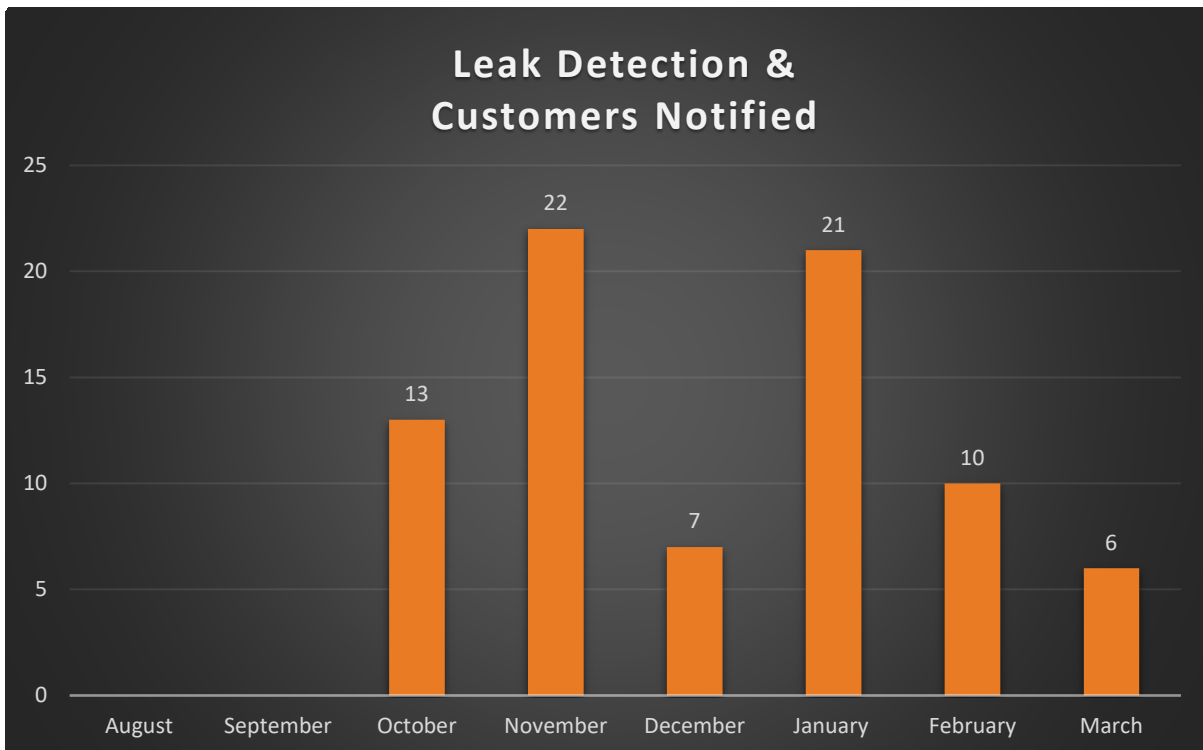
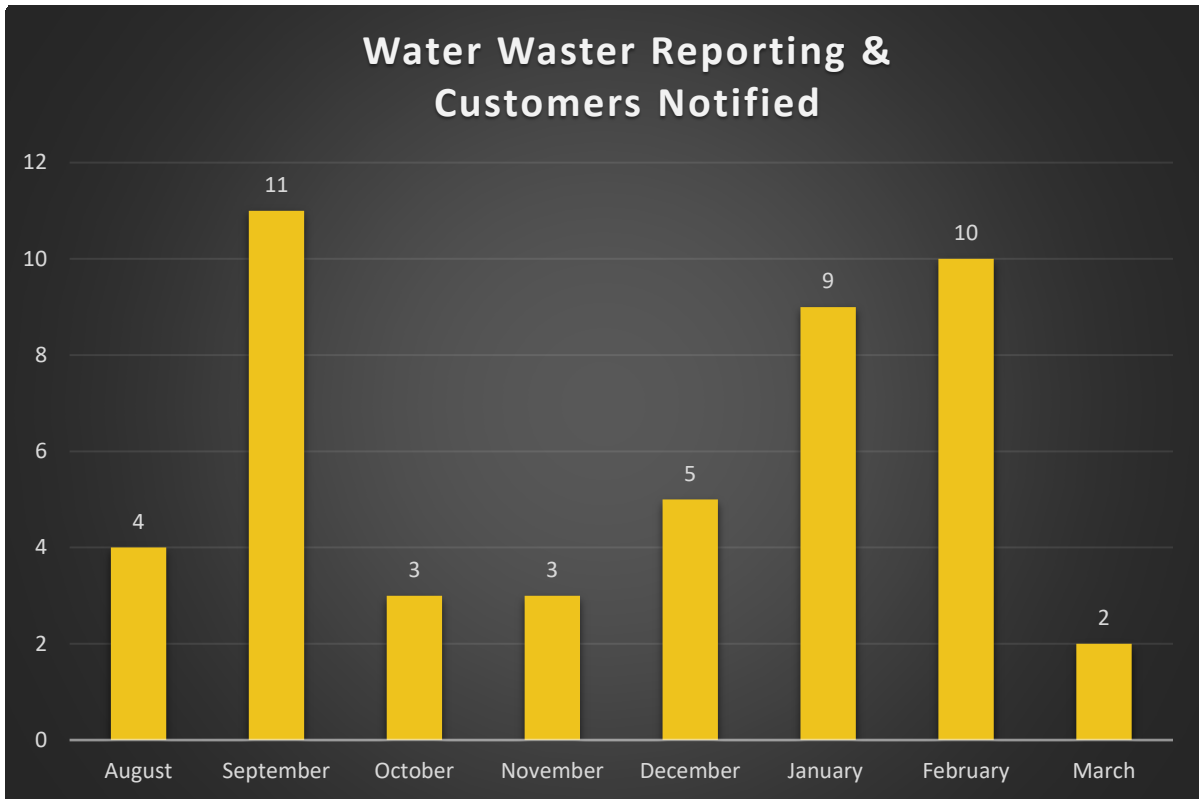
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 40%, or 5,508 customers registered so far.



Monitoring of Customer Accounts

The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks. The following charts represent the monitoring results for 13,842 customer accounts by the Customer Service staff.





Customer Bill Assistance Programs

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 one billing period annually, paying \$100 per approved customer.
- Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill up to \$2,000. This program will only run through August 2023 with federal funding, but will continue at a state level in September 2023, and will include customers who are current on their bills and qualify for assistance.
- United Lift has assisted many customers and has exhausted current funding.

The table below summarizes the results of the customer bill assistance programs administered by the Customer Service staff.

Assistance Program	Customers Assisted in March 2023	Total Assistance in March 2023	Total Assistance in FY 2023
United Way of the Desert	10	\$1,000	\$7,600.00
LIHWAP / CAP Riverside	12	\$6,772.72	\$64,908.99
United Lift	0	\$0.00	\$8,058.96
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Billed
231	\$77,002.88	181	\$62,174.78



Delinquency Service Disconnections

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.

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
2022 – 2023 (Year to Date)	3,990	580	913	535
2021 – 2022 (3/24/22 -6/30/22 due to Covid moratorium end)	1,937	494	378	286
2020 – 2021 (Covid moratorium)	0	0	0	0
2019 – 2020 (Covid moratorium started 3/9/2020)	7,182	1,760	814	667

New Online Calendaring System

Need one-on-one assistance with your MSWD account? Skip the line and book an in-person appointment with a customer service representative. English and Spanish-speaking associates are available. Get help with the following:

- New Accounts
- Property Taxes and/or Liens
- Account Review
- And more!



<https://www.mswd.org/page/new-online-calendaring-system>

Customer Bill Pay Options

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

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

The graphic is titled "MSWD BILL PAY OPTIONS" and features the MSWD logo (Mission Springs Water District) in the top left. It is divided into four columns, each with an image and a corresponding icon in a circle. The first column shows a woman at a laptop with an "ONLINE" icon and text: "ONLINE MSWD.org/Paperless". The second column shows a man on a phone with a "BY PHONE" icon and text: "BY PHONE (760) 329-6448". The third column shows a person at a mailbox with a "BY MAIL" icon and text: "BY MAIL 66575 Second Street Desert Hot Springs, CA 92240". The fourth column shows a person at a "NIGHT DROP" box with an "IN PERSON" icon and text: "IN PERSON Drop off". At the bottom, it lists "OTHER OPTIONS:" with logos for Walmart Pay, PayPal, PayNearMe, and "YOUR BANK'S E-PAY PROGRAM".



Finance and Accounting Department

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

Current Work Priorities

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

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

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

The Accounting Department continues to support other departments as needed.

Human Resources

- Processed retroactive pay for certification pay increases and merit increases.

Information Technology

- Continue to evaluate the migration from Unidata to another ERP system.

Customer Service

- Provided several corrections to customer service for customer accounts.
- Continued to work on the preparation for the Fiscal Year 2023-2024 Sewer Fee prepayment letters and listing.

Public Relations

- Continued to work with Public Relations to answer customer questions related to assessment districts and questions about property tax statements.

Engineering and Construction and Maintenance

- One new reimbursable job was requested by Engineering.
 - HP Communications – for landscape improvements
- Accounting staff continued to update the retention payment process for contractors opting to hold retention in escrow accounts.

Budget

Budget transfers in March 2023 amounted to \$132,089 for maintenance and repairs.

Audit

The Fiscal Year 2021-2022 audit report draft was issued in March 2023 and reviewed by the accounting team.

Payroll

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

The department worked with Unidata to update the formatting of paystubs to ensure employee withholding elections were presented on each stub.

Cash

Total cash receipts for the month of March 2023 amounted to \$1,426,496 with the majority being mainly from normal bill payments.

Cash disbursements for the month of March 2023 amounted to \$7,737,223.05 with the largest payments going to:

- J.F. Shea Construction - \$5,168,530.20
- Downing Construction - \$350,516.75
- TKE Engineering - \$271,988.11
- L.O. Lynch Quality Wells & Pumps - \$195,242.50
- City National Bank - \$190,922.74
- Net Payroll – \$267,044.37
- Payroll Taxes - \$107,233.51

Innovation and Technology Department

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

Technology Improvements

The District became a member of the Center for Internet Security (CIS) and the Multi-State Information Sharing and Analysis Center (MS-ISAC), both of which will improve our cybersecurity by granting us access to new resources, free services, incident assistance, and discounted pricing on security services.

The District continues its push toward paperless operations with the expansion of Laserfiche forms which staff are currently using for managing budgets and submitting

overtime. Additional forms are in development along with continuous improvements in current forms.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

Purchasing Department

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

Price increases and supply chain issues continue to surface within our industry. Specifically, PVC pipe and fittings, ductile iron pipe and service brass fittings, restraints, hydrants, and valves, as well as many other products, are experiencing significant shortages that could lead to extended lead times. Along with these supply chain problems, pricing continues to escalate. These problems exist with both domestic and import materials. Staff will continue to monitor the situation and perform due diligence in getting all the material that is needed to maintain the water systems.

Total inventory purchases were \$38,480.09, and the total issued for use by field crews totaled \$56,971.71, for March 2023.



ENGINEERING AND OPERATIONS

Engineering Department

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

Well 42 Project

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

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

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

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

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

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

Well 22 Rehabilitation

The well contractor, L.O. Lynch, completed the chemical rehabilitation, brush and bail, and focused intake test pumping for the well during the week of March 3, 2023.

Staff anticipates production test pumping to be done during the week of March 10, 2023, and will then be able to see what the well will produce, and the engineers will then make further decisions on the other proposed upgrades.

Water and Wastewater System Comprehensive Master Plan Updates

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

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

AD-18 GQPP Sewer Project Area “D3-1”

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

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

The design consultant, Genterra, continued progress on the 90% construction plans and specifications.

Backup Generators for Well Sites 27-32 and 37 Projects

Staff is completing an internal 95% review of the project plans and will return them to the consultant for corrections. Specifications at 90% are being reviewed by staff and will be returned to the consultant. The consultant has requested another meeting with staff to discuss questions not previously posed to staff and the bid package is pending the results of that meeting.

Supplemental Environmental Project

Staff completed review and comment of the draft technical specification. Staff has received the project specifications for a final review and will prepare them for advertising during the week of April 17, 2023, to solicit for construction bids.

Well 34 Rehabilitation

Staff is completing the final review of the technical specifications. Staff anticipates bidding the project in the coming weeks.

Green Day Village Water Supply Assessment and Water Supply Verification

Following a competitive RFP process, staff issued a contract to the highest scoring consultant, TKE Engineering, to complete the required study for a proposed commercial and residential development along Palm Drive in the City of Desert Hot Springs. Staff expects to receive the draft report in April 2023.

Request for On-Call Professional General Engineering Services

During the week of April 3, 2023, the District solicited and received several Statements of Qualifications from interested consultants and vendors for a multitude of service categories (environmental engineering, geotechnical consulting, civil, and design). Over the next several weeks, staff will review and rank them, and will prepare a Board report to award and execute contracts with the selected consultants.

Regional Water Reclamation Facility

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

J.F. Shea Construction continued construction on the Regional Water Reclamation Facility. Through the month of March 2023, J.F. Shea Construction:

- Completed forming and pouring all SBR tank walls and began the water leak testing,
- Completed erecting the structural steel for the operations building,

- Continued installing the operations building exterior panels, insulation, and interior conduits, cable trays, and air ducting,
- Continued progress on forming and pouring of the Influent Pump Station and Headworks walls, channels, and slab.



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

The Project Team continued to monitor progress on the SRF/Grant funding application with the SWRCB. They completed preparation of the draft reimbursement request. However, the SWRCB is processing the Final Budget Approval. Once approved, staff will submit the reimbursement request.

Regional Water Reclamation Facility Conveyance Line

Staff and the consultant, TKE Engineering, continue to coordinate with the CVCC on the final grant deed for an easement along Little Morongo Road.

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

Downing Construction continued working on obtaining their encroachment permit with the City of Desert Hot Springs. They plan to complete potholing over the next couple weeks, then begin construction once the permit is obtained.



Area M2 Sewer Collection System (AD-15)

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

The Project Team is working with the design consultant to incorporate water service replacements throughout the project area.

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

The design consultant, TKE Engineering, completed the roadway geometric design. The geometric design will be submitted to the City of Desert Hot Springs for approval in the coming weeks.

Operations & Maintenance

Construction & Maintenance

Water Line Locations

Staff completed approximately 464 water line location requests. Staff continued to use iPads with the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Replacement

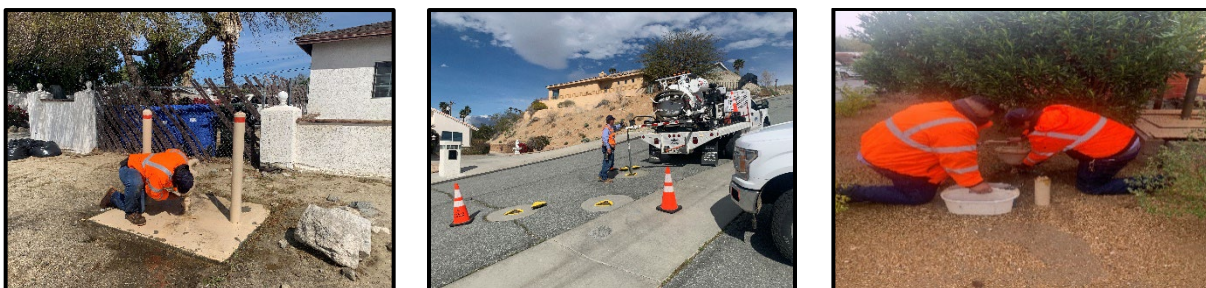
Staff replaced 20 water service lines with copper, repaired 13 service line leaks, repaired three mainline leaks, and replaced two fire hydrants.



Water System Maintenance

Staff continued to implement preventative maintenance and inspection programs keeping the water distribution system in optimum working order and properly functioning without any interruption. Below is a summary of the maintenance completed in March 2023.

- 312 ground valves were exercised,
- 100 fire hydrants were flushed, maintained, and painted,
- 124 air-release valves were inspected and/or rebuilt,
- No Cla-Val valves were inspected,
- 102 blow-offs were flushed 102.



CMMS Workorder Program

A total of 37 work orders were processed in March 2023 using the CMMS program.

New Water Meter Service Installation

Staff installed 29 new water service lines in March 2023.

Fire Flow Testing

Staff continues performing field fire flow tests for the Engineering Department. 12 fire flow tests were conducted in March 2023.

Fleet and Facility Maintenance

Janitorial Services

All District buildings continue to be cleaned and disinfected weekly, Tuesday through Friday, by our janitorial company. Routine disinfection is completed four times per week and routine janitorial services are completed twice a week (Wednesday and Friday). Staff is preparing bid documents and intend to solicit bids in April 2023.

Building Maintenance

- Staff modified the payment drop box in the front office so payments can be inserted more easily without getting hung up on the edge of the box preventing payments from going all the way in,
- Replaced the battery pack on the door lock on the Accounting Modular,
- Replaced light bulbs in the Engineering Building,
- Installed a water line into the kitchen area of the Engineering Building for the coffee maker,
- Replaced the battery for the smoke detector in the Administration Building breakroom,
- Repaired two clogged toilets, one in the Administration Building and one in the Engineering Building,
- Replaced the wheels on the Corporate Yard power gate.

Standby Generator Monthly Maintenance Program

This testing ensures the generators are functioning correctly and ready to be used when needed. There were no generator issues in March 2023, however, the 230KW Cummins portable generator remains out of service. Staff reviewed bids for replacement generators and plans to bring the purchase recommendation in front of the Board at the May 2023 meeting.

Fleet Maintenance/Repairs

- Both front tires replaced on Unit 414,
- Replaced a cracked trailer bearing cap, and replaced the O-rings on the remaining bearing caps, on Unit 395,
- Completed electrical repairs on Unit 416,
- Installed new wipers on Unit 388,
- Replaced both front tires on Unit 365.

Wastewater Collections

Sanitary Sewer Overflows (SSOs)

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

Dos Palmas Lift Station

One problem occurred at the Dos Palmas Lift Station. The operators continued to visit the site each day to check proper pump operation, ensure the SCADA system is working properly, and check site security. Staff had to complete a confined space entry at the lift station to troubleshoot the flow meter. Unfortunately, the meter will need to be replaced.

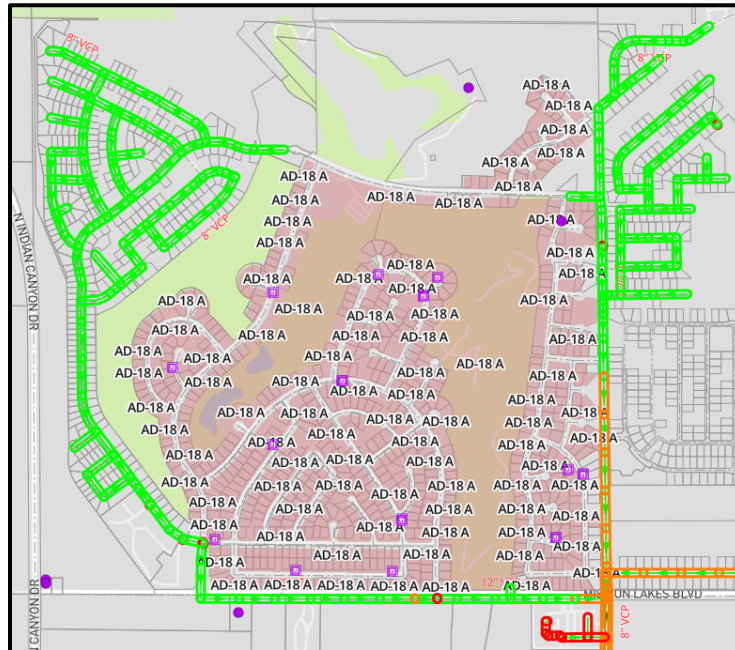


Sewer Line Locations

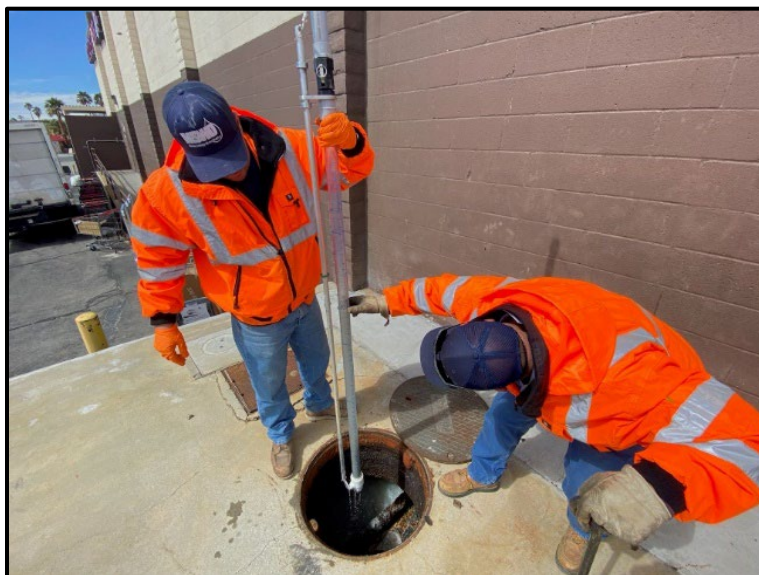
Staff completed 411 sewer line location requests. Staff continues to use iPads with the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed two inspections using CCTV in March 2023,
- Staff vacuumed out rags and grease from the Dos Palmas Lift Station and from the outfall box on aeration tanks 4 and 5. Staff also vacuumed out four sludge beds and three scum beds at the Desert Crest WWTP,
- Staff cleaned approximately 5.56 miles of sewer mainline in AD-18A in March 2023.



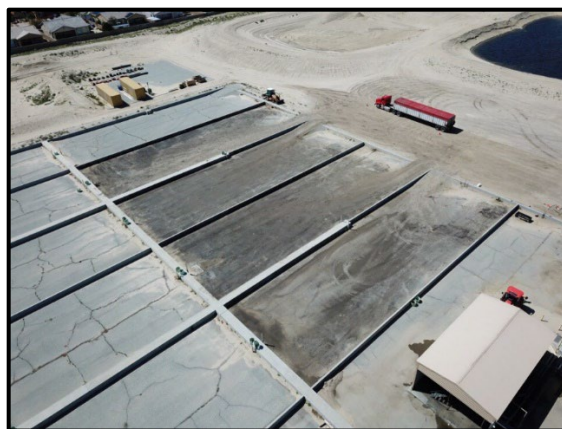
- Staff completed 42 FOG inspections in March 2023. Staff issued 12 notices of violation to facilities in violation of having grease interceptors with more than 25% grease. These facilities will have 10 business days to correct the violation.



Wastewater Treatment

Plant Maintenance

Staff spent a combined 534.5-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 209-man hours operating the sludge belt filter press, including filling and removing zero trailers of sludge from the Horton and Desert Crest WWTPs. Efforts continue to secure a replacement sludge hauler for long-term sludge hauling. In the interim, staff worked with a company to haul away 32 trailers in March 2023, which included the sludge being stored at the plant.



Sampling

Staff collected 40 samples and spent 60-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both wastewater treatment plants are producing an effluent that meets the District's permit discharge requirement.

Staff continued to perform monthly groundwater sampling and sound water levels at the groundwater monitoring wells for the Wright WRF.

Annual Laboratory Performance Testing

Staff completed laboratory performance testing and passed in all four fields that the Horton Laboratory is accredited for.

Test	Reported Value	Assigned Value	Acceptance Range	Pass / Fail
pH	7.56	7.6	7.4 - 7.8	Pass
TDS	266	276	231 - 321	Pass
TSS	75	76.9	62.5 - 85.8	Pass
DO	5.64	6.93	2.77 - 9.70	Pass

Pond Maintenance

Staff cleaned and rehabilitated Ponds 1, 2, 3, 4, 5, 6, 7, and 8 in March 2023. Ponds 4 and 8 were cleaned twice.



Weekly Wastewater Training

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

- Pond DO Meter Membrane Replacement
- Troubleshooting the 6-inch Trash Pump
- Operational Changes of Aeration Tanks 4 and 5 – Nitrogen Study
- Ammonia and Total Nitrogen Sampling – Nitrogen Study



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

New Sanitary Service Connections to Collection System

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
July	4	18	8	7	9	51	2
Aug.	26	20	4	1	8	53	2
Sep.	20	20	5	2	12	8	11
Oct.	13	36	9	4	8	12	4
Nov.	8	29	50	10	9	7	7
Dec.	8	12	9	3	3	64	1
Jan.	35	14	21	7	1	16	8
Feb.	4	7	23	5	1	42	0
Mar.	24	17	48	1	0	23	5
Apr.		7	18	3	3	15	30
May		16	17	11	3	20	45
June		2	21	7	3	6	70
Annual Total	142	198	233	61	60	317	185

Additional sanitary service connection information is provided in Appendix B.

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

Monthly Wastewater Flows

WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.	1.954007	2.142796	0.043181	0.048220
Feb.	1.917610	2.093768	0.041724	0.056170
Mar.	1.977725	2.134190	0.042863	0.047530
Apr.				
May				
June				

Additional wastewater flow information is provided in Appendix B.

Water Production

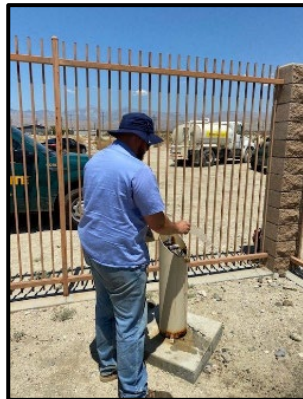
Water Pumped/Produced

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

- MSWD (CA3310008) – 489 Acre Feet (159.49 MG)
- Palm Springs Crest (CA3310081) – 3.42 Acre Feet (1.11 MG)
- West Palm Springs Village (CA3310078 – 7.5 Acre Feet (2.44 MG)

Water Sampling/Testing

- Staff collected 62 routine bacteriological (Bac-T) samples and six general physical samples in March 2023 (total of all three systems).
- The MSWD Monthly Coliform Monitoring Report for March 2023 was sent to the State Water Resources Control Board on April 10, 2023.
- The quarterly uranium sampling at Well 26A was completed on March 8, 2023.
- The District had a failed sample on March 18, 2023 after a hydrant was replaced. Construction & Maintenance flushed the system and Water Production collected the replacement samples. All resamples passed.



Chlorination System Updates

- Staff continued to conduct routine chlorine pump maintenance and inspections at all well sites, making necessary adjustments to all chlorine pumps and/or their related equipment, ensuring proper operation and repairing/rebuilding as needed. All chlorinators are functioning properly in March 2023, with only typical preventative maintenance for these pumps. The chlorine injection quill and corp stop was replaced at Well 33 on March 28, 2023, and at Well 24 on March 9, 2023. The chlorinators in ID-E were cleaned on March 7, 2023.
- During the month of March 2023, a total of 897 gallons of chlorine (12.5% solution strength) was injected into the distribution system at the production facilities. (Reflects usage in Desert Hot Springs and ID-E systems)
- During the month of March 2023, the Production staff checked and documented the chlorine residuals at all the wells that are in-use a total of 229 times. The average

chlorine residual of these 229 readings was 0.90 ppm. (Reflects data in Desert Hot Springs and ID-E systems)

- Staff is currently working on completing and installing two additional automatic chlorine analyzers. Water Production Operator, Adam Wagner, continues with the build of these two analyzer cabinets. Staff hopes to install one of these analyzers in April 2023.
- During the month of March 2023, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 105 times. The average chlorine residual of these 105 readings was 0.65 ppm. (Reflects data in Desert Hot Springs and ID-E systems)



Well Soundings

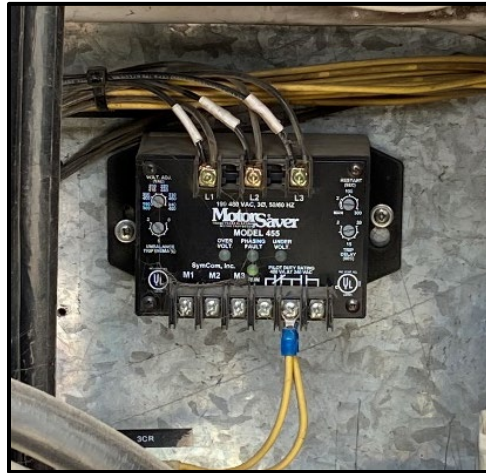
Staff continues to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff usually strives to complete the soundings early in the month to be able to identify any abnormalities. Staff completed the soundings in ID-E by March 7, 2023, and the soundings in Desert Hot Springs were completed by March 24, 2023.



Production Facility Updates

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

- Motor Savers – The motor saver installations began on March 28, 2023, and will continue throughout the month of April 2023. KSM Electric has installed units at the Little Morongo and 19th Avenue Booster, and Well 33.



- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of April 2023.
 - Both the mechanical and chemical rehabilitation methods have been completed.
 - The test pump is being installed during the first week of April 2023. This will provide the contractors with the ability to determine the pumping capacity of the well, and it will also help aid in the redevelopment of the well.
 - Legend Pump delivered the existing 400HP motor to the Corporate Yard on March 31, 2023. Staff received the motor and wrapped it in plastic to protect it from the elements.



- Well 33 Rehabilitation – The installation of the new submersible pump and motor is anticipated to be completed during the first week of April 2023.
- Well 33 Suction Reservoir – The reservoir requires cleaning prior to Well 33 going back online. The NSF61 approved degreaser has been ordered and we are waiting for its delivery. Once received, staff will drain, clean, disinfect, and collect a bacteriological laboratory sampled prior to placing the well back into service. We anticipate this to be completed during the second week of April 2023.
- Well 33 Site Security – Staff replaced a motion sensor at Well 33 on March 28, 2023. Staff found the previously installed sensor not operating properly during regular site inspections.
- Well 32 Site Security – Due to some recent security concerns, staff installed a new motion sensor. This new sensor, however, can only provide motion protection for the well and MCC. Staff is planning on installing an additional sensor that would protect the boosters at the site.
- Terrace Booster Station – Terrace Booster 1 was pulled on March 7, 2023, for repairs. The contractor, L.O. Lynch, is anticipating completion during the first couple weeks of April 2023. Once Booster 1 is replaced, staff will move onto repairing Booster 2. So far, Booster 1, 3, and 4 have been repaired. Boosters 2, 5, and 6 remain.
- Gateway Fire Pump Monthly Testing – Staff tested the pump on March 16, 2023. The pump and controls functioned correctly.
- Gateway Pressure Controls – Staff adjusted the pump control gauges on March 27, 2023, due to multiple high-pressure SCADA alarms at the site. These are older mercury operated gauges, and staff would like to change this site to PLC control in the near future.
- Well 29 Perimeter Fencing – Sections of the wrought iron fencing were stolen on January 13, 2023. Staff temporarily repaired the opening with chain link fence material. However, the fencing repair has since been completed by Patton Door and Gate on March 31, 2023.
- Well 34 AirVacs – Staff inspected and serviced the AirVacs on March 27, 2023, during their regular site inspections.
- Well 24 Electrical Rehabilitation Project – The project is complete, however, staff is unable to accept the project as we are working with the contractor and subcontractors to complete outstanding corrections. Currently, the only remaining item is the removal of the Motor Saver 777 device that the contractor cannot make work. After a meeting with the engineers and contractors, it was determined that this device is unnecessary and should be removed. This work should be completed during the month of April 2023, which will allow staff to bring the notice of completion and project acceptance to the Board for recommended approval.
- Valley View Transducer – Staff replaced the water discharge pressure transducer at the Valley View Booster Station on March 14, 2023. This was due to an improper pressure range on the existing unit.

- Valley View Booster 1 – The bearing water lube line was replaced on March 9, 2023 due to leakage.
- Reservoir Seismic Valves – All seismic valves were serviced by AES during the first week of March 2023. All valves operated properly to protect against water loss in the event of a large seismic event.
- Mission Lakes Reservoir – Due to the recent rains, water was found in the electrical conduit for the solar charging system. Water was drained and the electrical connections were dried out and reconnected. The system is now charging properly.

Landscaping Update

Staff continues to oversee the landscape contract with Urban Habitat for 36 sites throughout the District. The contract is up for renewal in June 2023, and staff is working on bid documents to solicit bids.

Water Production Staffing Update

Interviews were held on March 22, 2023, for the open WPO I/II position. An applicant was selected for the position and staff is waiting for the final hiring steps to be completed.

Well 33 Solar Site

Staff continues to monitor the solar site. There is no performance report being provided this month. Staff finally received a response from Total Energies and we should be receiving updated reports by the end of April 2023.



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

New Service Connections to the Water System

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
July	6	18	7	4	5	7
August	28	19	6	10	5	3
September	22	23	18	2	14	4
October	16	33	13	3	21	8
November	10	27	10	16	4	0
December	9	9	2	17	3	3
January	26	14	15	6	3	20
February	14	8	13	8	5	11
March	29	19	16	2	3	6
April		6	11	1	3	7
May		19	15	12	5	11
June		1	24	11	2	8
Annual Total	160	196	150	92	73	88
Avg./ Mo.	13.33	16.33	12.50	7.67	6.08	7.33

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production

	FY	Variance		FY	FY	FY	FY
	2022/23	from prior		2021/22	2020/21	2019/20	2018/19
	AF	year	%	AF	AF	AF	AF
		AF					
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16
January	530.39	-49.89	-8.6%	580.28	537.96	553.20	570.20
February	490.41	-36.93	-7.0%	527.34	495.61	520.85	415.49
March	500.37	-101.07	-16.8%	601.44	625.80	557.73	490.92
April		0.00	0.0%	624.07	649.34	573.02	635.08
May		0.00	0.0%	745.36	723.62	698.99	598.36
June		0.00	0.0%	730.02	761.63	806.02	710.39
TOTAL		-309.90	-5.2%	8094.17	8356.13	7981.79	7617.30

Additional water production information is provided in Appendix B.

Water Resources

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

Integrated Regional Water Management Planning

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

The CVRWWMG began preparing the Project Monitoring Plan for the Regional Turf Replacement Program, funded under the 2022 Urban Community Drought Relief Grant Program.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

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

The consultant, WSP, completed and submitted the Final Mission Creek Subbasin SGMA Annual Report for Water Year 2021-22 to DWR's SGMA Portal.

San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance

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

The consultant, Provost & Pritchard, completed preparing the San Geronio Pass Subbasin SGMA Annual Report for Water Year 2021-22. Following review and comment by the GSAs, the final report was completed and submitted to DWR's SGMA Portal.

Indio Subbasin Sustainable Groundwater Management Act Compliance

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

Salt and Nutrient Management Planning

Staff attended the Stakeholder Kickoff Workshop for the Coachella Valley Salt and Nutrient Management Plan (SNMP) scheduled for March 22, 2023, hosted by the consultant, West Yost. The workshop was well attended by stakeholders throughout the Coachella Valley.

CVWD completed the Final Annual SNMP Monitoring Report and submitted it to the Regional Water Quality Control Board.

PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

Past and Upcoming Sponsorships / Events

Mountain View by Mission Lakes Community Event: March 18, 2023
MSWD will be attending a special community event in the Mountain View community this month, promoting programs and services offered by the District.



Early-Act Presentation Two Bunch Palms Elementary: March 20, 2023

Early-Act Club members learned about our aquifer and the source of MSWD's award-winning water during a special lunch presentation. The group returned the following week to follow up on the presentation and simulated the aquifer/water purification process using a plastic water bottle, coffee filter, and rocks.



Coachella Valley Salt and Nutrient Management Plan Workshop: March 22, 2023

Members of the Coachella Valley Salt and Nutrient Management Plan (CV-SNMP) held a community workshop to discuss the development of the CV-SNMP, a basin-wide plan to manage salts and nutrients in compliance with the Recycled Water Policy. The 90-minute hybrid workshop had approximately 40 participants and is the first of multiple public workshops being planned. A meeting recording and the slides are available at the SNMP website: www.cvsnmp.com.



Desert Hot Springs Noon Rotary Presentation: March 23, 2023

MSWD General Manager, Arden Wallum, treated rotary attendees to a construction update on the District's new Nancy Wright Regional Water Reclamation Facility to celebrate water and sanitation month. Attendees enjoyed hearing about the new facility and watching a slide show of construction photos.



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

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



31st Annual Senior Inspiration Awards: March 30, 2023

MSWD was again proud to be part of the 31st Annual Senior Inspiration Awards. The event honors seniors from each of the Coachella Valley cities and the County of Riverside. Desert Hot Springs resident Teresa Valencia Sanchez was honored for her outstanding work with our local food pantries.



Julius Corsini Elementary School Career Day: March 31, 2023

Students at Julius Corsini Elementary School learned about the source of their award-winning tap water and some of what it takes to get that water to their homes. At the end of the presentation, they took turns trying on some of the Personal Protective Equipment our field services wear.



Water 101: Let's Talk Water: April 6, 2023

This month's Water 101 class featured our wastewater operations, highlighting the Horton and Wright facilities, assessment districts, and what the District has been doing to protect groundwater resources since the early 1970s. Community interest in the meetings remains strong, and we had several new faces at the meeting.

CORBS Dinner: April 8, 2023

MSWD attended the Colorado River Basin Section California Water Environment Association annual dinner on April 8, 2023. MSWD received two awards at the event, plant of the year and special community engagement honors for our Protect Your Pipes campaign.

Upcoming Sponsorships / Events

CWEA Awards Presentation: April 19, 2023

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



Desert Hot Springs Rotary Big Heart Awards: April 20, 2023

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



Cabot Museum Earth Day Event: April 22, 2023, 10 a.m. – 3 p.m.

MSWD will celebrate Earth Day again by partnering with Cabot's Museum for a free Earth Day celebration. Attendees will learn about the hot and cold water that helped spark the flame that would someday turn in to the Desert Hot Springs community. As part of the festivities, attendees will have free access to the museum. In addition, MSWD staff will be present with a resource booth in the courtyard where we will promote the history of our award-winning water and the District's efforts to protect this critical resource.



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

Public & Media Outreach

New Online Calendaring System

As the Board was briefed last month, MSWD is launching a new online calendaring system to provide customers one-on-one assistance with their accounts. To help promote the new system, we are sharing the news on our website and social media and have developed a bill insert that will be included in the April 2023 statement.

Need one on one assistance with your MSWD account?

Skip the line and book an in-person appointment with a customer service representative.

Get help with:

- New Accounts
- Property Taxes and/or Liens
- Account Review
- And more!

English and Spanish-speaking associates available. Visit www.mswd.org/bookappointment today!

Need one on one assistance with your MSWD account?

Book an in-person appointment with a customer service representative!

News Release: Court Approves Final Class Action Agreement

Following the court's final approval of the class action lawsuit, the Public Affairs team distributed a news release to local media, its website, and social media with the settlement details. In addition, a bi-lingual bill inserts has been drafted and will be included in the statements once the final credits are issued.



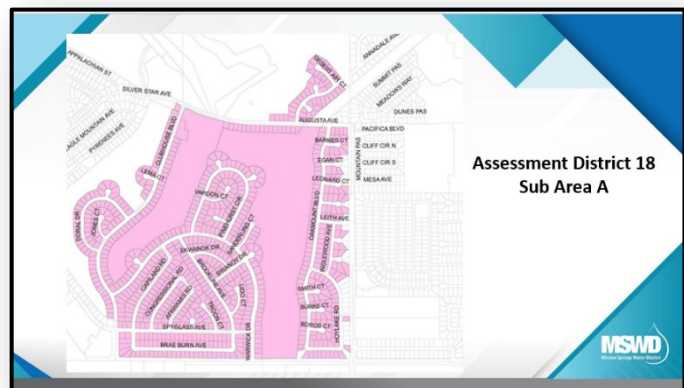
MSWD
Mission Springs Water District

News Release

Court Approves Final Class Action Agreement

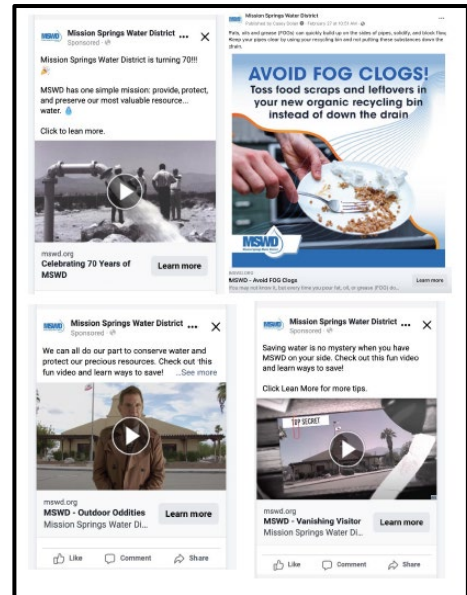
Mission Lakes Country Club Assessment District Update

On the heels of the District meeting with the Mission Lakes Country Club management and Futures Committee, MSWD also submitted a project update for use in the homeowner newsletter. In the submission, we provided an update on the design schedule, the history of the passage of Assessment District 18, and links to the website for additional information and background.



MSWD Digital Advertising

The District featured four Google and Facebook/Instagram ads promoting our videos, the Protect Your Pipes campaign, and our history. Our Facebook ads had more than 176,000 impressions and 191 link clicks. Our Google campaign garnered an additional 95,757 impressions and 685 link clicks. A full report is included in Appendix C.



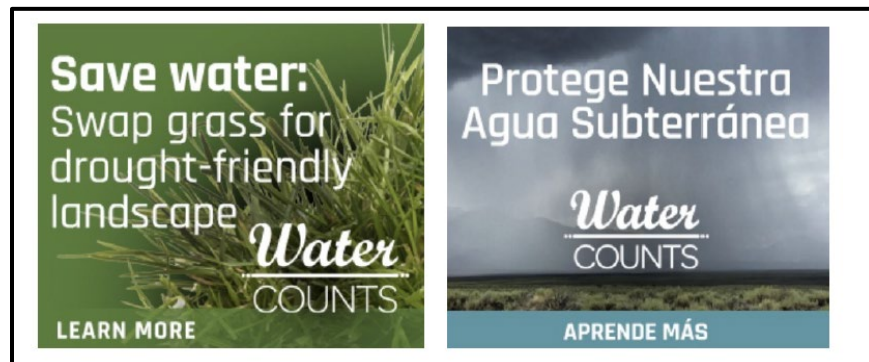
Social Media

A copy of the March 2023 social media report can be found in Appendix C. This report highlights activities and posts on the District's social media platforms. Across all platforms, we gained 25 new followers, with the most significant gains on Instagram. Total impressions were up to more than 209,000. Our three posts with the highest reach were our welcome to Julio Martinez, the Mission Lakes Country Club homeowner event, and the Senior Inspiration Awards post.

3 Highest Reach Posts		
	Please join us in welcoming Julio Martinez, who is rejo...	584
	+1 Proud to be at MLCC today sharing our award-winning water!	409
	+2 Proud to sponsor today's Sr. Inspiration Awards. Congratu...	296

CV Water Counts

The ad campaign netted more than 227,000 impressions in March 2023, with more than 2,300 clicks to the website. The e-Newsletter continues to perform way above industry standards, with an open rate of more than 55%, compared to the typical rate of 16.8%. there were 77 clicks from the e-Newsletter to the website during the month. In addition, there were nearly 84,000 impressions on social media for CV Water Counts, which saw another 227,000+ impressions on apps, websites, and YouTube with Google Ads.



Legislative Update

California

At the State level, the staff continues to monitor several impactful bills that are making their way through various committees. In addition to tracking the proposed bills, we have also signed on to two ACWA comment letters related to 1) the State Water Resources Control Board DRAFT Regulatory Framework for Making Conservation a Way of Life and 2) The California Air Resources Board proposed Advanced Clean Fleets (ACF) regulation.

Legislation passed in 2018 (AB 1668 and SB 606) directed the SWRCB to adopt long-term standards for efficient water use. ACWA's SWRCB letter advocates for feasible water use efficiency standards and objectives, minimizes potential impacts on water and wastewater management, and does not impair water agencies' ability to make long-term investments for climate resilience.

In 2020, Governor Newsom signed Executive Order N-79-20 directing CARB to require increasing volumes of new zero-emission trucks and buses sold and operated in the state toward the target of 100 percent of the fleet transitioning to zero-emission vehicles by 2045 everywhere feasible. ACWA's letter advocates for workable exemption pathways when ZEVs do not meet public water agencies' fleet needs and to provide more certainty in submitting successful exemption requests.

Federal

On March 9, President Biden released his fiscal year (FY) 2024 budget proposal. Overall, the President's budget proposal calls for a 3.3% increase in defense spending (an increase of \$28 billion from current levels) and a 6.5% increase in nondefense discretionary programs (an increase of \$49.2 billion from current levels). A full report is Included in Appendix A.

Rebates & Conservation

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

Toilet Rebates

No toilet rebate applications were received in March 2023; however, we have funded 49 toilets since July 2022.

Turf Rebates

Staff funded one turf rebate application in March 2023, totaling \$560.00, and have five pending applications totaling \$88,615.50.

Conservation Kits

Staff received one request in March 2023; however, we have sent out 72 kits since July 2022.

Bottled Water Tracking Report

Water Donations for March 2023

Date Supplied	Requests Filled	Event or Purpose	# Cases Requested
3/1/2023	Cabot Yerxa Elementary	Field Trips	12
3/9/2023	Miracle Springs Resort	Sun Lakes Hikers	2
3/15/2023	Bella Vista Elem. School	Early Act Club	2
3/16/2023	Bella Vista Elem. School	Jog-a-thon	10
3/16/2023	City of DHS	Council/Commission Meetings/Walk-in Guest	25
3/22/2023	Friends of the DHS Library	Authors Series-April	2
3/22/2023	DHS High School	Student's Annual Fashion Show	10
3/23/2023	DHS Family Resource Ctr	LENA Start-Early Talk Program	5
3/31/2023	DHS High School	CTE Field Day-Public Safety Academy	12
	Total Cases		80



APPENDIX A – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

March 31, 2023

President Biden Releases FY24 Budget Proposal

On March 9th, President Biden released his fiscal year (FY) 2024 budget proposal. Overall, the President’s budget proposal calls for a 3.3% increase in defense spending (increase of \$28 billion from current levels) and a 6.5% increase for nondefense discretionary programs (increase of \$49.2 billion from current levels). The President’s FY24 budget proposal can be found [HERE](#), and a fact sheet can be found [HERE](#). The chart below provides a comparison between FY23 enacted levels and FY24 President’s budget proposal request for federal agencies/departments.

<u>Agency/Department</u>	<u>FY 2024 President’s Budget Request (in billions)</u>	<u>FY23 Enacted Levels (in billions)</u>
Agriculture	\$30.1	\$26.3
Army Corps of Engineers – Civil Works	\$7.4	\$8.3
Commerce	\$12.3	\$11.0
Defense	\$842.0	\$816.0
Education	\$90.0	\$79.2
Energy	\$52.0	\$45.8
Environmental Protection Agency	\$12.0	\$10.1
Health & Human Services	\$144.3	\$128.9
Homeland Security	\$60.4	\$61.0
Housing & Urban Development	\$73.3	\$72.2
Interior	\$18.3	\$17.2
Justice	\$39.7	\$37.5
Labor	\$15.1	\$13.6
State	\$63.1	\$58.1
Transportation	\$27.8	\$26.0
Treasury	\$16.3	\$14.2
Veterans’ Affairs	\$137.9	\$134.9

EPA Releases PFAS Proposed Rule

The Environmental Protection Agency (EPA) announced a proposed National Primary Drinking Water Regulation rule for six different Per- and Polyfluoroalkyl Substances (PFAS). The proposed rule would establish legally enforceable Maximum Contaminant Levels (MCLs) for six PFAS in drinking water. PFOA and PFOS are individual contaminants, and PFHxS, PFNA, PFBS, and HFPO-DA are PFAS mixtures. EPA also proposes health-based, non-enforceable Maximum Contaminant Level Goals (MCLGs) for these six PFAS. Comments on are due by May 30th. EPA is also hosting a public hearing on May 4th at 11:00 am ET for industry stakeholders and the public to provide verbal comments. Registration for the public hearing can be found [HERE](#). More information on the proposed rule can be found [HERE](#).

Congress Acts on WOTUS Rule

In early March, the House passed a joint resolution of disapproval ([H.J. Res 27](#)) under the Congressional Review Act (CRA) of the Biden Administration's Waters of the United States (WOTUS) rule. On March 29th, the Senate passed its own joint resolution of disapproval ([S.I. Res 7](#)). The CRA would prevent EPA and the Army Corps of Engineers (USACE) from adopting a similar rule in the future. President Biden has committed to vetoing any resolution of disapproval on the WOTUS rule. Additionally, a federal judge in Texas issued an injunction for the new WOTUS rule in Texas and Idaho until the Supreme Court issues a decision in the upcoming *Sackett v. EPA* case. While the rule is now in effect in all other states, Texas and Idaho are subject to 1986 WOTUS regulations until the Supreme Court issues its opinion.

House Members Launch Bipartisan Colorado River Caucus

A bipartisan group of House Members announced the formation of the Congressional Colorado River Caucus to facilitate discussions and collaboration on drought conditions in the Colorado River Basin. The caucus is led co-led by Reps. Joe Neguse (D-CO) and Juan Ciscomani (R-AZ), and is comprised of Members from Colorado, Arizona, California, Nevada, New Mexico, and Utah. California Reps. Grace Napolitano (D) and Jay Obernolte (R) have joined the caucus. A similar effort is underway in the Senate, led by Sen. John Hickenlooper (D-CO).

Congressional Letters

California Congressional Delegation Urges President Biden to Issue Major Disaster Declaration for California. Sens. Feinstein and Padilla joined all 52 House Members of the California delegation in a letter to President Biden urging him to approve California's request for a major disaster declaration following another round of severe winter storms that began in February. Earlier this year, the full delegation penned a similar letter for storms that occurred in December and January. The letter says that "response and recovery efforts have now been pushed to the limit" following the recent severe weather events and that a major disaster declaration would provide additional federal resources to support those efforts. The letter can be found [HERE](#)

Energy & Commerce Committee Democrats Urge Action on Lead in Drinking Water. House Energy & Commerce Committee Ranking Member Frank Pallone (D-NJ) and Environment, Manufacturing, and Critical Minerals Subcommittee Ranking Member Paul Tonko (D-NY) sent a letter to EPA Administrator Michael Regan urging the agency to increase oversight of lead in drinking water. The letter calls on EPA to strengthen the Lead and Copper Rule through a new proposal process and to use \$15 billion in authorized funding from BIL for lead service replacements to ensure lead contamination is eliminated from drinking water supplies. The letter can be found [HERE](#).

Federal Funding Opportunities/Announcements

EDA Releases \$30 Million Public Works and Economic Adjustment Assistance NOFO. The Economic Development Administration (EDA) released a \$30 million NOFO for the FY23 Public Works and Economic Adjustment Assistance program. The program supports the construction and upgrading of public infrastructure, sectoral partnerships for workforce training, design and engineering assistance, technical assistance, economic recovery strategies, and capitalization or re-capitalization of revolving loan funds. Applications are accepted on a rolling basis and more information can be found [HERE](#).

EPA Announces Availability of \$16 Million for Two EJ P2 Grants. EPA announced the availability of \$16 million in Pollution Prevention (P2) Grants focused on environmental justice (EJ).

- **P2 Grant: EJ in Communities (\$8 million):** This grant provides technical assistance to businesses on pollution prevention that improves health and environmental conditions in disadvantaged communities. Applications are due by June 6th and more information can be found [HERE](#).
- **P2 Grant: EJ Through Safer and More Sustainable Products (\$8 million):** This grant program provides technical assistance to businesses to improve health and the environment in disadvantaged communities by increasing the supply, demand, and use of safer and sustainable products. Applications are due by June 20th and more information can be found [HERE](#).

Reclamation Announces \$30 Million WaterSMART Program NOFO. The Bureau of Reclamation (Reclamation) announced the availability of \$30 million in BIL funding for FY23 WaterSMART Aquatic Ecosystem Restoration Projects. The funding will support the study, design, and construction of ecosystem restoration projects that improve fisheries, wildlife, and aquatic habitats. Applications are due by June 1st and more information can be found [HERE](#).

Federal Agency Personnel/Regulatory Announcements

White House Releases New Climate Tools and Reports. The White House released five new climate adaptation and mitigation tools for government agencies.

- **Federal Flood Risk Management Standard Climate-Informed Approach State of the Science Report.** This report provides updates about current and future flood risks. The report can be found [HERE](#).
- **Selecting Climate Information to Use in Climate Risk and Impact Assessment: Guide for Federal Agency Climate Adaption Planners.** This guide provides information to advance federal climate adaptation plans. The guide can be found [HERE](#).
- **A Federal Framework and Action Plan for Climate Services.** This plan aims to increase the accessibility of federal climate information and tools to communities. The plan can be found [HERE](#).
- **Resilience Science and Technology Grand Pathways Framework.** This framework provides resilience information and resources related to natural disasters and infrastructure. The framework can be found [HERE](#).
- **Ocean Climate Action Plan.** This plan aims to find ocean-based solutions to climate change. The plan can be found [HERE](#).

CEQ Announces New EJ Staff. The Council on Environmental Quality (CEQ) announced five new staff members covering EJ issues. Corey Solow will serve as a Senior Adviser to CEQ Chair Brenda Mallory, Amanda Patel will serve as Special Assistant for EJ, Ryan Hathaway will serve as Director of the White House EJ Interagency Council, and Marccus Hendricks will serve as Senior Adviser for Climate and Community Resilience. Additionally, Nick Thorpe will join CEQ as an EJ Policy Adviser in the coming weeks.

DOI Announces New Deputy Assistant Secretary for Water and Science. The Department of the Interior (DOI) announced that Annalise Blum will serve as Deputy Assistant Secretary for Water and Science. Blum previously served as DOD's Senior Adviser for Climate Policy and led multi-disciplinary research on water security, extreme weather events, and the impacts of climate change.

EPA Seeking Nominations for NDWAC. EPA is seeking nominations for the National Drinking Water Advisory Council (NDWAC), a committee created by the Safe Drinking Water Act to provide independent expert advice to EPA. Council members include individuals with experience in national, state, and local drinking water issues. EPA will consider nominations for three vacancies in 2023 and two in 2024, and individuals may self-nominate. Applications are due by April 12th and more information can be found [HERE](#).

EPA Releases Clean Energy Financing Toolkit. EPA released its Clean Energy Financing Toolkit, providing profiles of roughly a dozen types of clean energy financing available to state and local governments. The tool provides a range of financing programs across multiple sectors, view example programs, and access additional information from EPA. The tool can be found [HERE](#).

EPA Releases Memorandum on Cybersecurity for Water Systems. EPA released a memorandum for states to reassess water system cybersecurity practices due to rising threat concerns. The memo, "Evaluating Cybersecurity During Public Water System Sanitary

Surveys,” instructs states to assess cybersecurity concerns during periodic water system audits and includes a commitment from EPA to provide technical assistance and additional resources. The memo can be found [HERE](#).

EPA Announces PFAS Strategic Roadmap Listening Session for Pacific Southwest. EPA announced it will hold a virtual listening session on the agency’s PFAS Strategic Roadmap for communities in the Pacific Southwest on April 13th at 6:00 pm PT. The session will cover EPA’s implementation of the Roadmap, and participants will be able to provide feedback to EPA regional and program leaders. Registration for the session can be found [HERE](#), and more information on the PFAS Strategic Roadmap can be found [HERE](#).

EPA Announces NPRM for Consumer Confidence Report Rule Revisions. EPA announced it will publish a Notice of Proposed Rulemaking (NPRM) for revisions to the Consumer Confidence Report Rule. A Consumer Confidence Report, often called an Annual Drinking Water Quality Report, summarizes drinking water quality in communities from the year prior. EPA is seeking comments on revisions that would raise public awareness by improving access to the reports and providing educational information on the drinking water quality metrics used by the agency. EPA will host two webinars on the NPRM on April 12th at 3:00 pm ET and April 20th at 1:30 pm ET. Registration for the April 12th session can be found [HERE](#), registration for the April 20th session can be found [HERE](#), and more information on the NPRM can be found [HERE](#). Comments will be due 45 days after publication in the *Federal Register*.

IRS Announce Tax Filing Extension for Residents of 44 California Counties Under FEMA Emergency Declaration. The Internal Revenue Service (IRS) announced that residents of the 44 counties currently under a FEMA emergency declaration related to the recent severe storms will have until October 16th to file federal tax returns. The deadline automatically applies to residents in any of the FEMA designated counties, and businesses that owe interim taxes, quarterly payroll taxes, and excise taxes may also take advantage of the deadline extension. More information from the IRS can be found [HERE](#).

USACE Publishes Definition of Economically Disadvantaged Community. USACE published its definition of an economically disadvantaged community. USACE was directed to issue the definition by the 2020 Water Resources Development Act and can now begin issuing guidance on pilot programs that focus on economically disadvantaged communities. The definition can be found [HERE](#).

##

APPENDIX B – Wastewater and Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY											
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	4	18	8	7	9	51	2	1	139	2	0
Aug.	26	20	4	1	8	53	2	4	214	4	0
Sep.	20	20	5	2	12	8	11	2	90	2	1
Oct.	13	36	9	4	8	12	4	21	65	8	2
Nov.	8	29	50	10	9	7	7	1	52	18	7
Dec.	8	12	9	3	3	64	1	0	86	22	11
Jan.	35	14	21	7	1	16	8	3	27	3	11
Feb.	4	7	23	5	1	42	0	3	5	46	6
Mar.	24	17	48	1	0	23	5	0	31	16	2
Apr.		7	18	3	3	15	30	0	8	95	14
May		16	17	11	3	20	45	7	13	98	3
June		2	21	7	3	6	70	4	4	72	2
Annual Total	142	198	233	61	60	317	185	46	734	386	59

Connections to Sewer Collection System:

As of June 30, 2022

8665

Plus YTD

142

Total Sewer Connections =

8807

WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.	1.954007	2.142796	0.043181	0.048220
Feb.	1.917610	2.093768	0.041724	0.056170
Mar.	1.977725	2.134190	0.042863	0.047530
Apr.				
May				
June				

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

WATER REPORT

WATER CONNECTION SUMMARY														
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10
July	6	18	7	4	5	7	2	0	0	1	0	0	0	1
August	28	19	6	10	5	3	2	2	0	1	0	0	2	1
September	22	23	18	2	14	4	13	3	0	2	2	0	0	1
October	16	33	13	3	21	8	3	20	0	5	1	1	4	2
November	10	27	10	16	4	0	7	3	0	1	0	1	1	5
December	9	9	2	17	3	3	2	0	0	2	0	0	0	0
January	26	14	15	6	3	20	1	1	2	2	0	0	1	1
February	14	8	13	8	5	11	1	0	1	0	1	0	0	1
March	29	19	16	2	3	6	5	0	12	0	0	4	5	0
April		6	11	1	3	7	11	2	7	0	1	4	1	12
May		19	15	12	5	11	9	8	2	0	1	2	0	0
June		1	24	11	2	8	2	10	1	0	0	0	1	1
Annual Total	160	196	150	92	73	88	58	49	25	14	6	12	15	25
Avg./ Mo.	13.33	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00	1.25	2.08

Connections to Water System:

As of June 30, 2022 13,337
 Plus YTD 160
Total Water Connections = 13,497

WATER PRODUCTION														
	FY 2022/23	Variance from prior year		FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14	FY 2012/13	FY 2011/12
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82	911.87	838.49
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60	853.85	959.02
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20	723.92	826.46
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09	788.55	789.71
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05	672.3	654.77
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09	520.3	575.27
January	530.39	-49.89	-8.6%	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86	609.45	616.19
February	490.41	-36.93	-7.0%	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87	507.31	561.24
March	500.37	-101.07	-16.8%	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89	559.02	583.70
April		0.00	0.0%	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05	744.77	645.93
May		0.00	0.0%	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18	786.79	763.12
June		0.00	0.0%	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96	780.86	794.00
TOTAL		-309.90	-5.2%	8094.17	8356.13	7981.79	7617.30	8017.06	7476.47	6,903.75	7,798.69	8,385.66	8,458.99	8,607.90

APPENDIX C – Public Affairs Information



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

March, 2023

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESSIONS
CV WATER COUNTS

227,315

 SEARCH AD IMPRESSIONS
CV WATER COUNTS

2,040

 VIDEO IMPRESSIONS
CV WATER COUNTS

100,448

 CLICKS
CV WATER COUNTS

2,321

 CTR
CV WATER COUNTS

0.7%

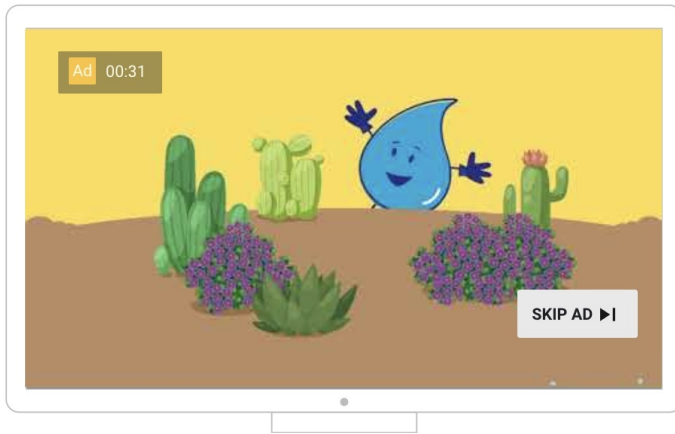
 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CV Water Counts March 2023	1,035	144,239
Swap Grass	540	80,528
Protect Groundwater	495	63,711
CV Water Counts March 2023 Spanish	824	83,076
Protect Groundwater	460	45,283
Swap Grass	364	37,793
	1,859	227,315



 GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	100,448	40,345	20,555	190
CVWC Water Saving Tips YouTube Spanish March 2023	44,415	20,688	13,276	58
CVWC Water Saving Tips English YouTube March 2023	56,033	19,657	7,279	132
	100,448	40,345	20,555	190



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaign 2022	272	2,040
	272	2,040


KEYWORDS PERFORMANCE
CV WATER COUNTS

Account name	Clicks	Impr.	CTR
CV Water Counts	219	1,717	12.75%
water rebates	71	398	17.84%
water service	47	516	9.11%
grass removal rebate	25	115	21.74%
water agency	22	320	6.88%
water company	20	163	12.27%
washing machine rebate	11	60	18.33%
toilet rebate	7	44	15.91%
turf removal rebate	6	11	54.55%
water service provider	5	63	7.94%
ways to conserve water	5	27	18.52%
	222	1,768	12.56%

Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE

HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>Save water: Swap grass for drought-friendly landscape</p> <p><i>Water</i> COUNTS</p> <p>We're in a drought. We all need to reduce... We're in a drought. We all need to reduce our water use by 15 percent. Convert your front or back yard to drought-friendly landscaping and save on average 230 gallons per day.</p> <p>For more water-saving tips, visit CVWaterCounts.com/conservation-tips.</p> <p>#WaterWiseWednesday</p>	538	87,205	26,688	3.27	544
	538	87,205	26,688	3.27	544

Website Information

PAGEVIEWS

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

4,993

NEW VISITOR

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

2,564

RETURNING USERS

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

675

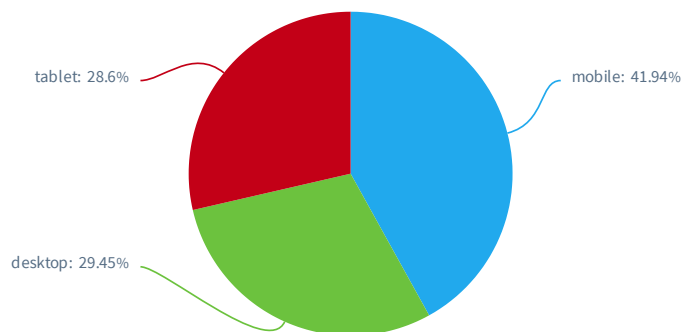
PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER COUNTS

Page Title	Pageviews
Conservation Tips - CVWater Counts	1,768
10 Ways to Protect and Conserve Groundwater - CV Water Counts	1,238
CV Water Counts	507
Rebates - CV Water Counts	263
Coachella Valley Water Conservation Water Rebate Map - CVWater Counts	257
CV Water Counts Water Counts Academy - CV Water Counts	78
Academy Class Presentations - CVWater Counts	61
Academy Class Recordings - CV Water Counts	61
Learn - CVWater Counts	55
Plant of the Month: Trailing Lantana (Lantana Montevidensis) - CVWater Counts	41
	4,993

SESSIONS / DEVICE CATEGORY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



PAGES / SESSION

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

1.28

AVG. SESSION DURATION

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

36s

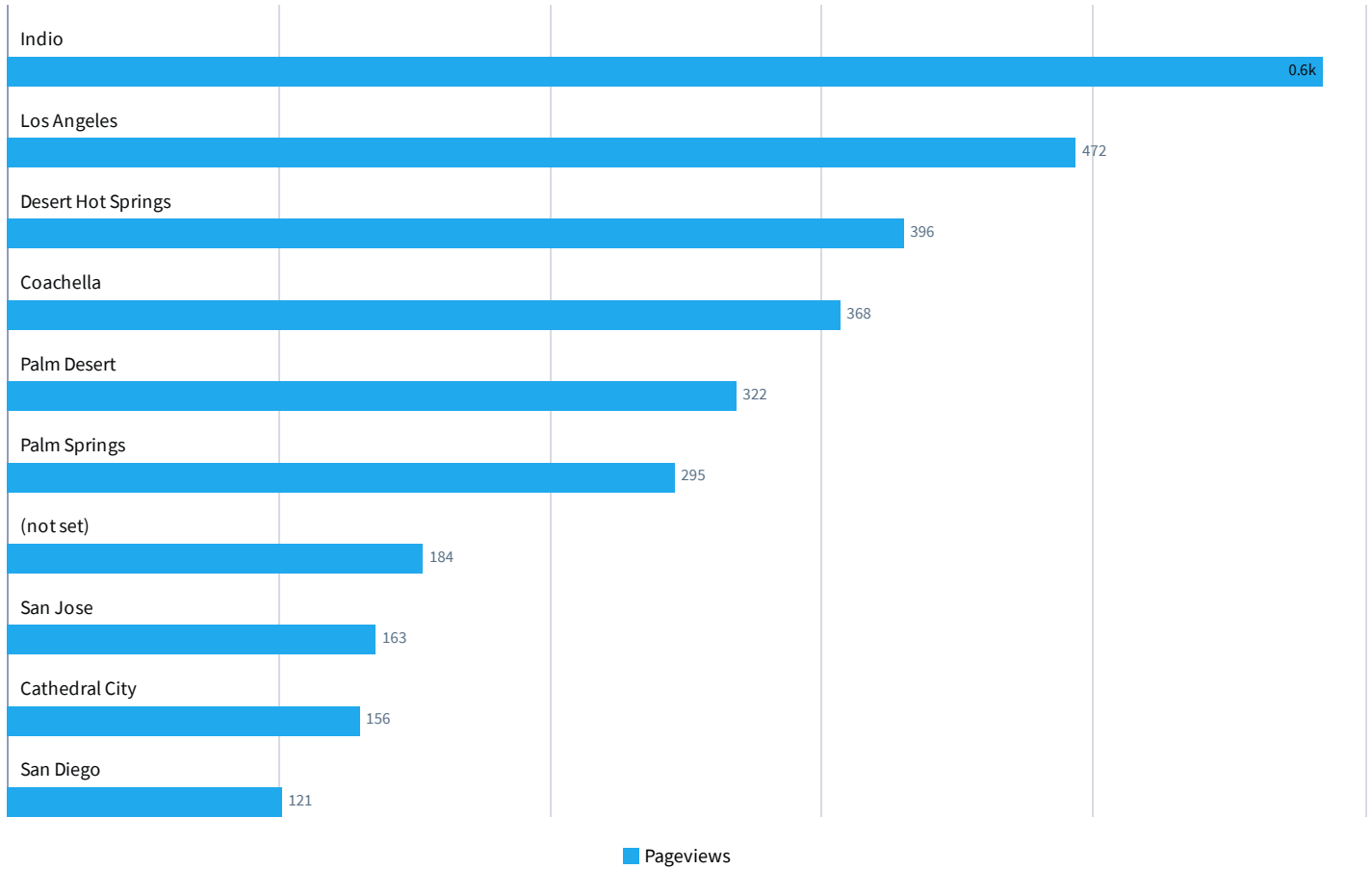
BOUNCE RATE

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

84.68%

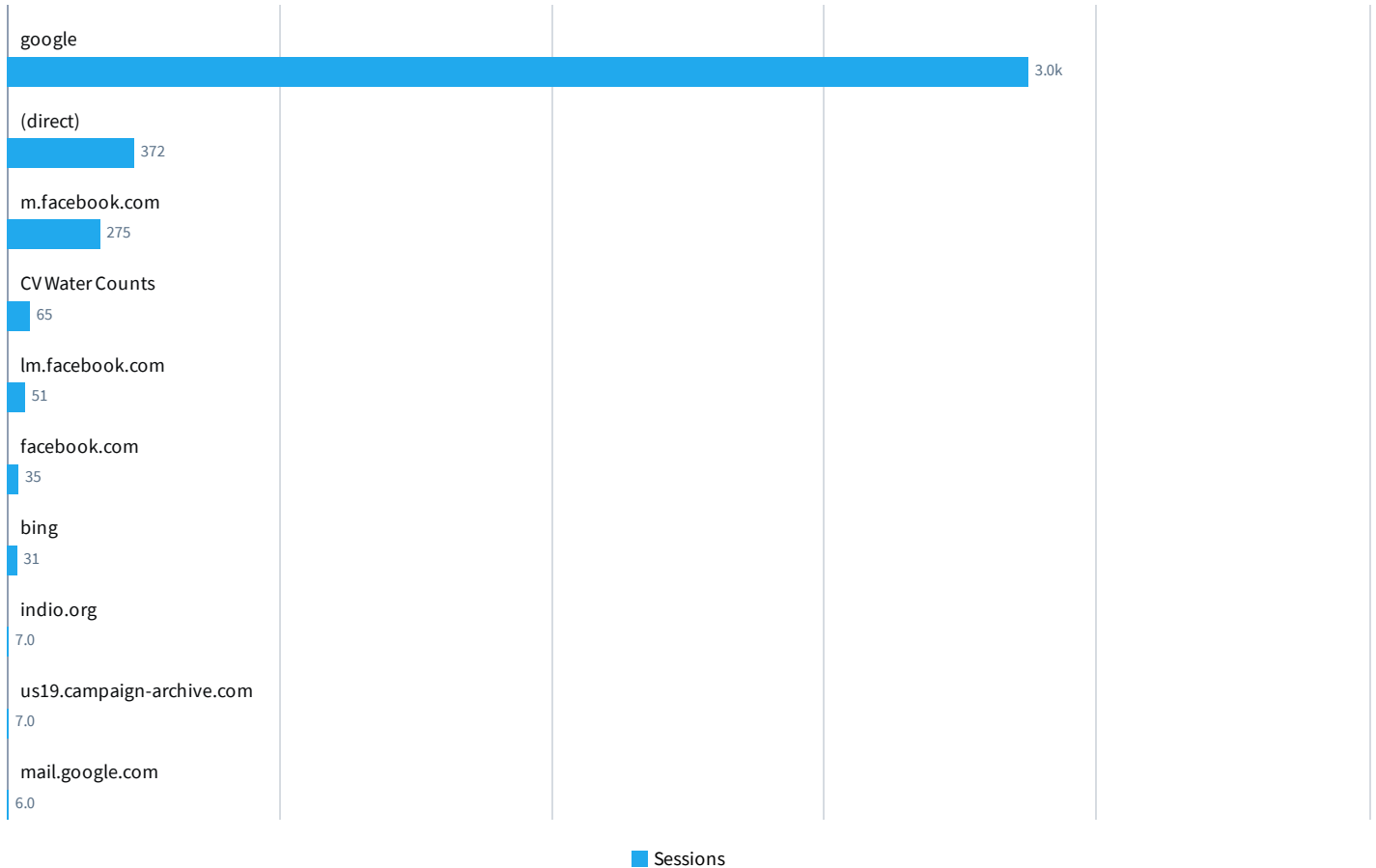
PAGEVIEWS BY CITY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



USER REFERRERS

CV WATER - CV WATER COUNTS - CV WATER COUNTS



HISTORY

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

Month	Sessions	Users	Pageviews	Pages / session	Avg. session duration	Bounce rate	% new sessions
March 2023	3,898	2,814	4,993	1.28	36s	84.68%	65.78%
February 2023	3,815	2,645	5,150	1.35	57s	82.36%	61.31%
January 2023	5,074	3,683	6,499	1.28	45s	83.43%	67.76%
December 2022	3,426	2,450	4,498	1.31	47s	83.71%	65.21%
November 2022	3,280	2,204	4,220	1.29	46s	84.24%	59.91%
October 2022	3,879	2,601	5,210	1.34	51s	81.75%	60.58%
September 2022	3,589	2,482	4,931	1.37	46s	83.03%	64.11%
August 2022	3,752	2,617	4,926	1.31	48s	83.96%	64.37%
July 2022	4,831	3,293	6,855	1.42	53s	80.23%	65.16%
June 2022	2,927	2,203	3,959	1.35	50s	83.64%	71.47%
May 2022	3,491	2,715	5,002	1.43	46s	71.7%	68.81%
April 2022	3,383	2,545	5,096	1.51	36s	63.38%	71.5%
March 2022	2,476	1,859	3,453	1.39	42s	83.04%	69.55%
	47,821	31,774	64,792	1.35	47s	80.79%	65.64%

Organic Search

TOP KEYWORDS CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
lake cahuilla	1,679	0	0%	7.65
water pledge	731	3	0.41%	5.82
cleveland sage	689	0	0%	1.82
indio water authority	547	1	0.18%	9.05
cv water	382	6	1.57%	5.54
hesperaloe parviflora	342	0	0%	10.33
acacia redolens	337	2	0.59%	16.41
myoma water	267	0	0%	2.85
water wise	246	0	0%	8
chaparral sage	236	1	0.42%	2.56
	5,456	13	0.24%	7

TOP PAGES CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	2,634	13	0.49%	8.82
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevicensis/	2,147	29	1.35%	16.75
https://cvwatercounts.com/save-water-pledge/	2,068	8	0.39%	3.78
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	1,439	9	0.63%	3.78
https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/	993	18	1.81%	11.62
https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/	885	1	0.11%	43.59
https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/	808	5	0.62%	19.11
https://cvwatercounts.com/wp-content/uploads/2019/02/Golf-and-Recycled-Water.pdf	806	13	1.61%	35.91
https://cvwatercounts.com/	676	23	3.4%	7.78
https://cvwatercounts.com/plant-of-the-month-red-yucca-hesperaloe-parviflora/	667	2	0.3%	18.38
	13,123	121	0.92%	16.95

Facebook Information

f IMPRESSIONS
CV WATER COUNTS

80,070

f REACH
CV WATER COUNTS

25,784

f NEW PAGE LIKES
CV WATER COUNTS

0

f ENGAGED USERS
CV WATER COUNTS

558





f PAGE VIEWS
CV WATER COUNTS







82







f LIFETIME PAGE LIKES
CV WATER COUNTS





4,010

f POSTS
CV WATER COUNTS

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>If you or someone you...</p>	March 31, 2023	15	1	7%	1	0
 <p>When you give your pe...</p>	March 30, 2023	32	2	6%	2	0
 <p>Myoma Dunes Mutual ...</p>	March 27, 2023	45	6	13%	1	3
 <p>Experienced dry-climat...</p>	March 24, 2023	25	1	4%	1	0
		26,200	574	2%	36	4

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Toilet leaks can be inte...</p>	March 23, 2023	26	2	8%	2	0
 <p>Today is World Water ...</p>	March 22, 2023	29	2	7%	2	0
 <p>America's farm families...</p>	March 21, 2023	26	1	4%	1	0
 <p>The Environmental Pr...</p>	March 20, 2023	32	1	3%	1	0
 <p>Happy St. Paddy's Day!</p>	March 17, 2023	60	1	2%	1	0
 <p>Just like your car, your...</p>	March 16, 2023	49	1	2%	1	0
		26,200	574	2%	36	4

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>It's National Plant a Fl...</p>	March 13, 2023	49	1	2%	1	0
 <p>One palm tree has live...</p>	March 10, 2023	70	6	9%	4	0
 <p>Never run water contin...</p>	March 9, 2023	67	3	4%	3	0
 <p>March 6, 2023</p>	62	4	6%	3	0	
 <p>Groundwater is a vital ...</p>	March 5, 2023	32	3	9%	2	0
 <p>Did You Know? CV Wat...</p>	March 4, 2023	32	3	9%	2	0
		26,200	574	2%	36	4

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
	March 2, 2023	25	2	8%	1	0
	March 1, 2023	42	2	5%	2	0
	March 1, 2023	0	2	0%	1	0
CV Water Counts upda...						
	March 1, 2023	25,482	530	2%	4	1
We're in a drought. We ...						
		26,200	574	2%	36	4

Instagram Information

 **IMPRESSIONS**
CV WATER COUNTS

3,670






 **LIKES**
CV WATER COUNTS





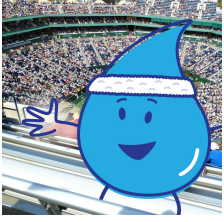

15

 **FOLLOWERS (TOTAL)**
CV WATER COUNTS

230

 **MEDIA PERFORMANCE**
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>America's farm families...</p>	20	2	17	0	0
 <p>Never run water contin...</p>	16	2	14	0	0
 <p>Did You Know? CV Wat...</p>	15	3	12	0	0
 <p>We're in a drought. We ...</p>	15	1	12	0	0
 <p>When you give your pe...</p>	14	1	13	0	0
	143	15	120	0	0

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>It's National Plant a Fl...</p>	14	1	13	0	0
 <p>Just like your car, your...</p>	13	1	10	0	0
 <p>Toilet leaks can be inte...</p>	12	1	10	0	0
 <p>Today is World Water ...</p>	9	1	8	0	0
	9	1	7	0	0
 <p>Happy St. Paddy's Day!</p>	6	1	4	0	0
	143	15	120	0	0

Twitter Information

Mar 2023 • 31 days

TWEET HIGHLIGHTS

Top Tweet earned 44 impressions

One palm tree has lived in California for thousands of years, and it calls the desert oasis of our Coachella Valley home. In fact, the name "Palm Springs" comes from these palms found along natural water sources, or springs.

cvwatercounts.com/plant-of-the-m...

🔗 1 ❤️ 1

[View Tweet activity](#)

[View all Tweet activity](#)

No new followers in March

Grow your audience and deliver your content to more people on Twitter.



[Learn more about increasing your followers](#)

Top media Tweet earned 21 impressions

Toilet leaks can be intermittent and silent but waste hundreds of gallons of water per month. Check all the toilets in your home at least once a year for leaks. For more water-saving tips, visit

CVWaterCounts.com/conservation-t...

[#WaterWiseWednesday](#)

pic.twitter.com/VHoitV5fli



❤️ 1

[View Tweet activity](#)

[View all Tweet activity](#)

MAR 2023 SUMMARY

Tweets
17

Tweet impressions
288

Profile visits
25

New followers
0

E-Blast Information

CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts March 2023	Wednesday, March 1, 2023 6:00 PM	564	694	55.32%	16.8%	77	7.98%	0.82%	0	2
		564	694	55.32%	16.8%	77	7.98%	0.82%	0	2



MSWD Digital Marketing and Website Report


Website, Social, and Marketing Performance

March, 2023

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

 IMPRESSIONS
MSWD


95,787

 CLICKS
MSWD

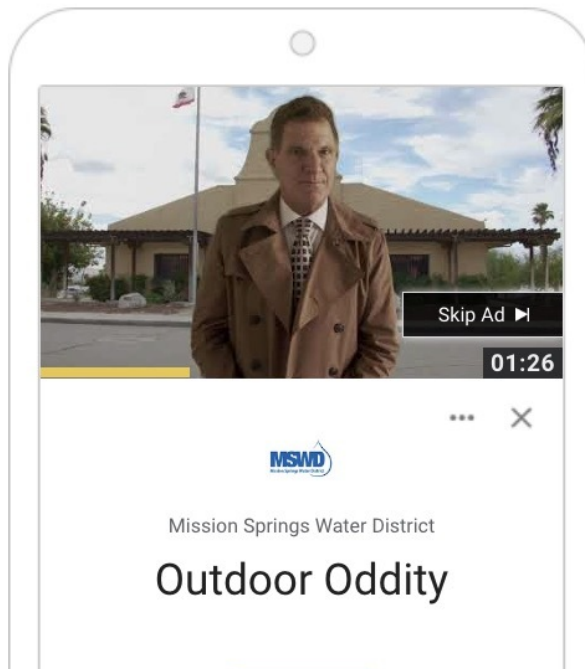
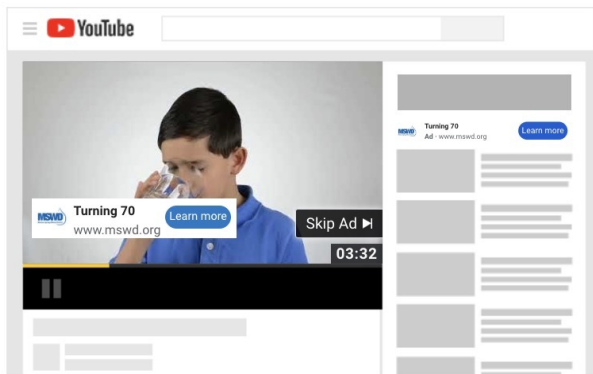
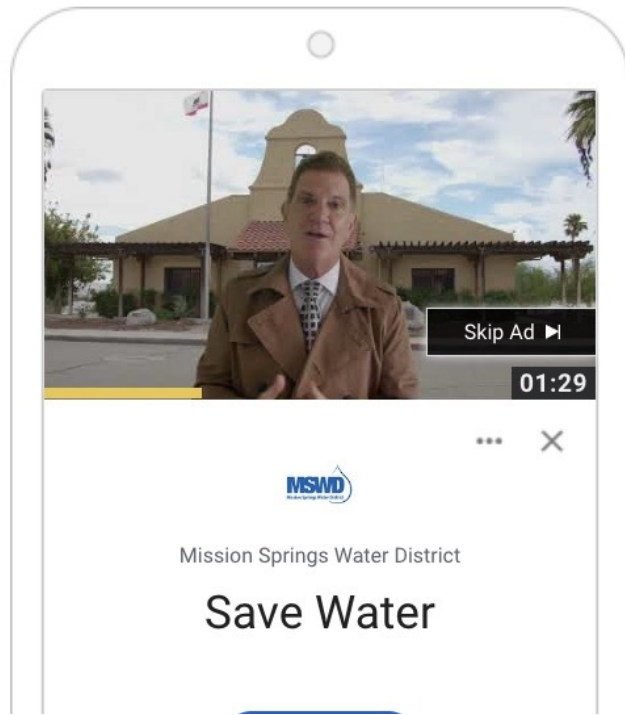
685

 CTR
MSWD

0.72%

 GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Celebrating 70 Video	14,987	293	1.96%
MSWD Vanishing Visitor Video	9,688	155	1.6%
MSWD Outdoor Oddities Video	10,198	155	1.52%
MSWD Fog / Bin Campaign	60,914	82	0.13%
	95,787	685	0.72%



Facebook Ad Campaigns

Includes ad campaign information for all campaigns, excluding anniversary event

FACEBOOK AD GROUP PERFORMANCE

MSWD

Ad	Campaign Name	Link Clicks	Impr.	Reach	Frequency	Page Likes
MSWD - Outdoor Oddities Video	MSWD March Video Campaigns	57	58,671	33,662	1.74	0
MSWD - Outdoor Vanishing Visitor Video	MSWD March Video Campaigns	53	27,103	19,247	1.41	0
MSWD FOG - Green Bin March 2023	MSWD FOG - Green Bin March 2023	46	61,866	20,379	3.04	0
MSWD - Celebrating 70 Years of MSWD Video	MSWD March Video Campaigns	35	28,581	20,332	1.41	0
		191	176,221	52,014	3.39	0

Mission Springs Water District Sponsored ·

Mission Springs Water District is turning 70!!!

MSWD has one simple mission: provide, protect, and preserve our most valuable resource... water.

Click to learn more.



mswd.org
Celebrating 70 Years of MSWD

[Learn more](#)

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

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



MSWD
Mission Springs Water District


MSWD.ORG
MSWD - Avoid FOG Clogs

You may not know it, but every time you pour fat, oil, or grease (FOG) do...

[Learn more](#)

Mission Springs Water District Sponsored ·

We can all do our part to conserve water and protect our precious resources. Check out this fun video and learn ways to save! ...[See more](#)



mswd.org
MSWD - Outdoor Oddities
Mission Springs Water Di...


[Learn more](#)

Like Comment Share

Mission Springs Water District Sponsored ·

Saving water is no mystery when you have MSWD on your side. Check out this fun video and learn ways to save!

Click [Lean More](#) for more tips.



mswd.org
MSWD - Vanishing Visitor
Mission Springs Water Di...

[Learn more](#)

Like Comment Share

Website Information

📊 PAGEVIEWS

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

21,928

📊 NEW VISITOR

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

4,360

📊 USERS

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

1,837

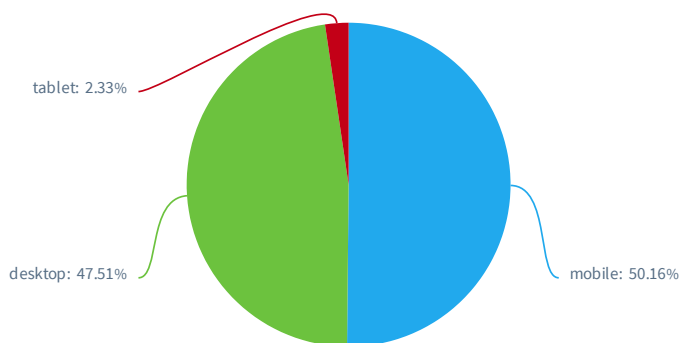
📊 PAGEVIEWS

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

Page Title	Pageviews
New Customer Portal Mission Springs Water District CA	7,503
Mission Springs Water District Home Page Mission Springs Water District CA	6,018
Bill Pay Options Mission Springs Water District CA	1,070
Job Opportunities Mission Springs Water District CA	534
Search Mission Springs Water District CA	479
Application for Water Service Mission Springs Water District CA	461
Conservation Mission Mission Springs Water District CA	405
Start/Stop Water Service Mission Springs Water District CA	342
Careers Mission Springs Water District CA	330
MSWD 70th Anniversary Celebration Mission Springs Water District CA	257
	21,928

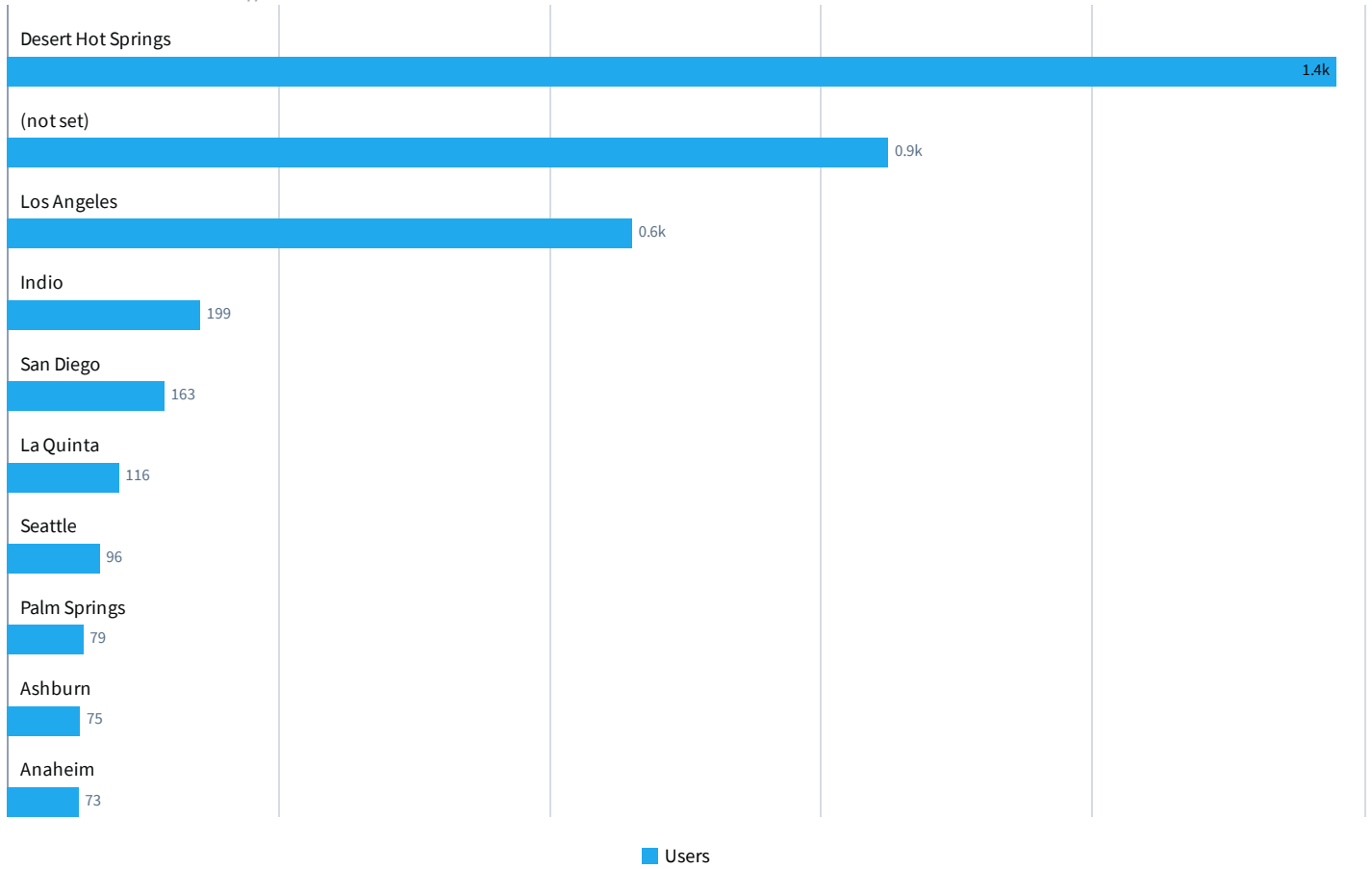
📊 SESSIONS / DEVICE CATEGORY

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



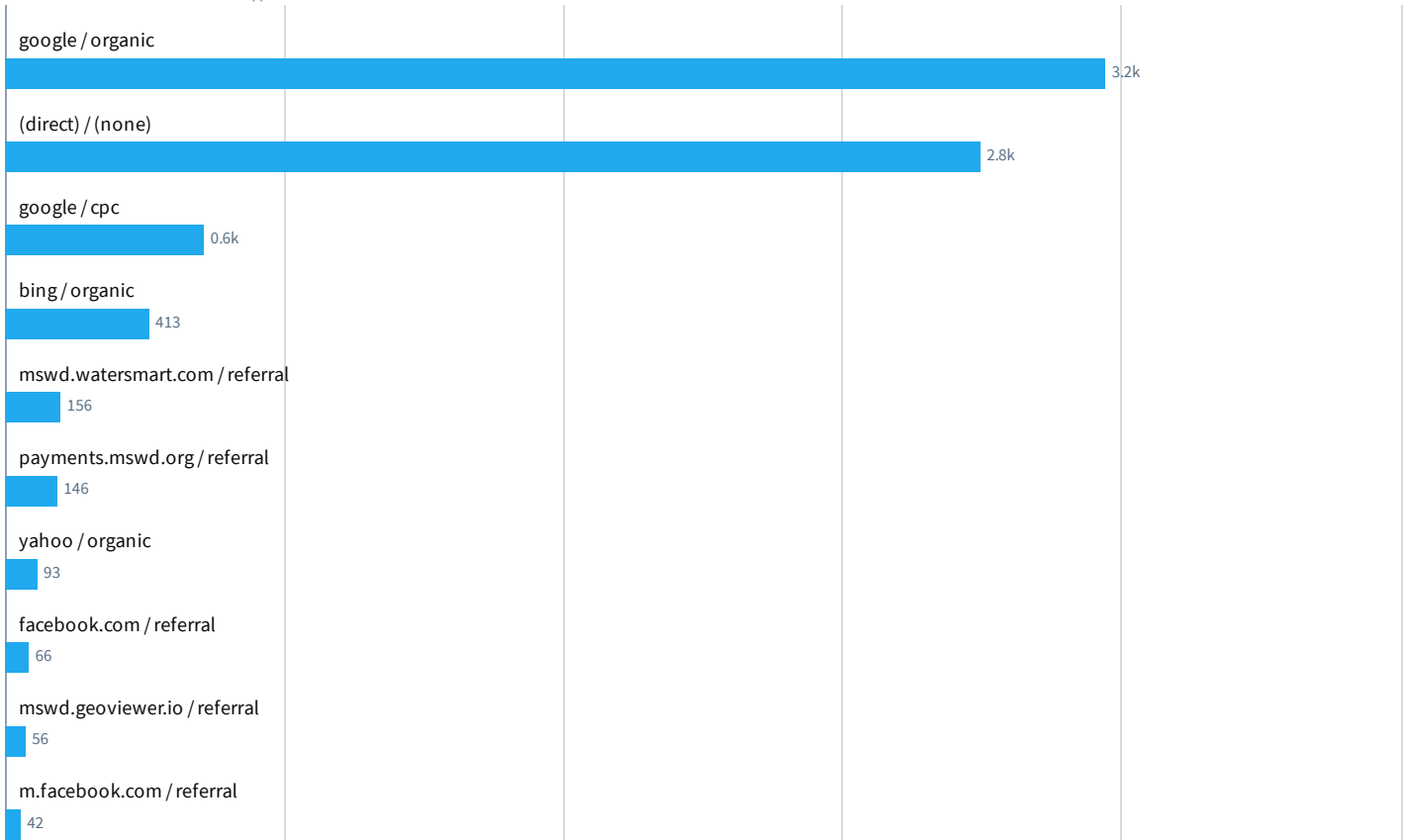
USERS BY CITY

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



USER REFERRERS

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



■ Sessions

AVG. SESSION DURATION

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

2m 2s

PAGES / SESSION

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

2.84

BOUNCE RATE

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

27.66%



March 2023 Social Media Analytics

MSWD March 2023 Cross Platform Analytics

<i>Engagement Metrics</i>	<i>Totals:</i>	<i>% Change:</i>
Total Engagements	531	-81.50%
Twitter	8	-33.33%
Facebook	388	-85.84%
Instagram	116	17.17%
LinkedIn	19	-5.00%

<i>Audience Metrics</i>	<i>Total Followers</i>	<i>Total gained:</i>	<i>% Change:</i>
Cross-Platform Audience	1745	25	1.43%
Twitter	95	6	6.32%
Facebook	1,217	4	0.33%
Instagram	266	12	4.51%
LinkedIn	167	3	1.80%

<i>Impressions Metrics</i>	<i>Total:</i>	<i>% Change:</i>
Total Impressions	209101	123.56%
Facebook	71,668	3.24%
Instagram	136,958	475.02%
LinkedIn	475	72.10%

Facebook Account Overview (March 1 - 31, 2023)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">18</p> <p style="color: green;">+2 12.5%</p>	<p>Total Likes</p> <p style="font-size: 24pt; font-weight: bold;">1,217</p> <p style="color: green;">+7 0.6%</p>	<p>New Likes</p> <p style="font-size: 24pt; font-weight: bold;">12</p> <p style="color: green;">+8 200.0%</p>	<p>Unlikes</p> <p style="font-size: 24pt; font-weight: bold;">3</p> <p style="color: red;">+1 50.0%</p>	<p>Engaged People</p> <p style="font-size: 24pt; font-weight: bold;">1,215</p> <p style="color: red;">-1,525 -55.7%</p>
<p>Total Reach</p> <p style="font-size: 24pt; font-weight: bold;">63,110</p> <p style="color: green;">+8,914 16.4%</p>	<p>Organic Reach</p> <p style="font-size: 24pt; font-weight: bold;">2,719</p> <p style="color: red;">-3,045 -52.8%</p>	<p>Paid Reach</p> <p style="font-size: 24pt; font-weight: bold;">60,481</p> <p style="color: green;">+11,495 23.5%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">71,668</p> <p style="color: green;">+2,251 3.2%</p>	<p>Video Views</p> <p style="font-size: 24pt; font-weight: bold;">13,112</p> <p style="color: green;">+3,600 37.8%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>World Plumbing Day It is World Plumbing Day! Today is the perfect time to ch...</p> <p style="text-align: right;">22.22%</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Groundwater Week Happy National Groundwater Week! Here at MSWD, we are pro...</p> <p style="text-align: right;">18.92%</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>+1 Proud to be at MLCC today sharing our award-winning water!</p> <p style="text-align: right;">16.38%</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Please join us in welcoming Julio Martinez, who is rejo...</p> <p style="text-align: right;">584</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>+1 Proud to be at MLCC today sharing our award-winning water!</p> <p style="text-align: right;">409</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>+2 Proud to sponsor today's Sr. Inspiration Awards. Congratu...</p> <p style="text-align: right;">296</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Please join us in welcoming Julio Martinez, who is rejo...</p> <p style="text-align: right;">2</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Water 101 Let the water knowledge flow! Sign up now for our Water 1...</p> <p style="text-align: right;">1</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>World Plumbing Day It is World Plumbing Day! Today is the perfect time to ch...</p> <p style="text-align: right;">1</p> </div> </div>

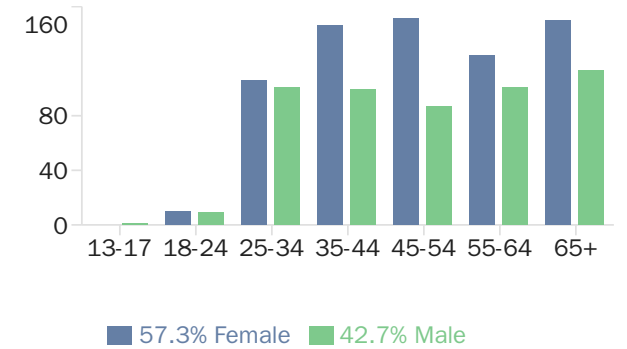
Likes By Country

1. United States of America (1,189 likes)
2. Mexico (13 likes)
3. France (4 likes)
4. Canada (2 likes)
5. Sierra Leone (1 like)

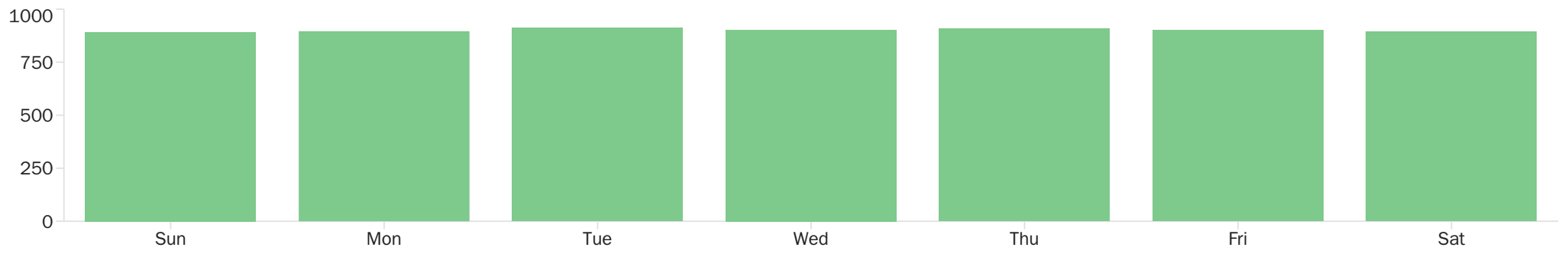
Likes By City

1. Desert Hot Springs, CA (568 likes)
2. Indio, CA (70 likes)
3. Palm Springs, CA (50 likes)
4. La Quinta, CA (50 likes)
5. Palm Desert, CA (47 likes)









Likes by age & gender























Days your fans are online











Facebook Post Metrics (March 1 - 31, 2023)

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 30, 2023 12:51 PM PDT	 Multi-Image	 +2 Proud to sponsor today's Sr. Inspiration Awards. Congratulations to DHS honoree Teresa Valencia Sanchez. We thank you and all of today's honorees for your contribution to our community!	296	32	10.81%	11	0	0	31	0
March 29, 2023 12:45 PM PDT	 Image	 Need one on one assistance with your MSWD account? Skip the line and book an in-person appointment with a customer service representative. Get help with the following: *New Accounts *Property Ta...	101	7	6.93%	5	0	0	2	0
March 27, 2023 10:01 AM PDT	 Link	 Here for you #DidYouKnow our website offers more than a quick and easy way to pay your bill? You can also find helpful information to save water each month! Check out this video designed to help you better unde...	77	7	9.09%	7	0	0	0	0
March 24, 2023 3:30 PM PDT	 Image	 Green Can Act like a Green Can Man and become a disposal hero! Nobody wants a backed-up sink (or worse). Remember to toss food waste in your new green cans to avoid clogs in your drains! #MSWD #GreenCan #Av...	30	3	10.0%	3	0	0	0	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 23, 2023 9:16 AM PDT	 Video	 During March Madness, our construction team is keeping all eyes on the prize and working hard at MSWD's new Nancy Wright Regional Water Reclamation Facility. Expected to be operational by the end o...	63	8	12.7%	4	0	0	5	23
March 20, 2023 5:00 PM PDT	 Image	 Fix a Leak #DidYouKnow that minor water leaks account for 1 trillion gallons of wasted water each year? It is National Fix-A-Leak-Week, and we want to raise awareness of how much water you could save each yea...	60	6	10.0%	6	0	1	1	0
March 18, 2023 2:17 PM PDT	 Multi-Image	 +1 Proud to be at MLCC today sharing our award-winning water!	409	67	16.38%	17	3	1	76	0
March 15, 2023 5:12 PM PDT	 Image	 News Release: Court Approves Final Class Action Agreement Mission Springs Water District is pleased to announce the Superior Court's final approval of the class action resolution. Under the terms ...	110	10	9.09%	8	0	0	2	0
March 13, 2023 5:30 PM PDT	 Link	 Outdoor Conservation Outdoor water conservation is no cold case! Check out our recent YouTube video that tells the story of mystery, water-saving realizations and another case of water-saving solved! We can all learn h...	73	9	12.33%	9	0	0	2	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 11, 2023 10:30 AM PST	 Image	 World Plumbing Day It is World Plumbing Day! Today is the perfect time to check for leaks and our rebate offers. You can learn more at https://loom.ly/OKishmY . #MSWD #WorldPlumbingDay #CheckLeaks	36	8	22.22%	7	0	1	2	0
March 08, 2023 4:49 PM PST	 Multi-Image	 +1 Thank you to our field crews! The MSWD team works hard to keep our water and wastewater systems operating by maintaining pipes and quickly making repairs. As shown here, crews were out near Acoma, ...	141	16	11.35%	7	0	0	10	0
March 06, 2023 4:02 PM PST	 Image	 Community Workshop: March 22 - 10-11:30 a.m. MSWD and other local water and wastewater providers are working with stakeholders to develop a Salt and Nutrient Management Plan to preserve the sustai...	68	6	8.82%	4	0	0	2	0
March 06, 2023 9:30 AM PST	 Image	 Groundwater Week Happy National Groundwater Week! Here at MSWD, we are proud to be Groundwater Guardians! #DidYouKnow that using natural cleaners instead of harsh chemicals is one way to protect our groundwater? It...	37	7	18.92%	7	0	0	0	0
March 05, 2023 1:54 PM PST	 Multi-Image	 +3 Proud to support the DHS Women's Club and celebrate their 70th anniversary at today's Fashion Show Luncheon!	219	32	14.61%	14	0	0	26	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 03, 2023 5:00 PM PST	 Link	 MSWD Vanishing Visitor Saving water doesn't have to be a mystery! MSWD is here to help. Watch our Mystery Video Series "Vanishing Visitor" episode to learn how you can be a water-saving detective in your own home! Check ...	71	9	12.68%	6	0	0	4	0
March 02, 2023 4:36 PM PST	 Image	 Please join us in welcoming Julio Martinez, who is rejoining MSWD in our Construction and Maintenance team as a Field Operations Technician II. In this role, he will perform various work related t...	584	36	6.16%	28	0	2	14	0
March 02, 2023 3:01 PM PST	 Image	 Water 101 Let the water knowledge flow! Sign up now for our Water 101 class series starting on March 9. This series will teach you everything you need to know about water and wastewater systems. The meeting...	65	9	13.85%	9	0	1	5	0
March 01, 2023 4:51 PM PST	 Image	 Rain or shine, our crews work hard to provide the best service for you! Ensuring our customers have reliable service is a priority. #ProvideProtectPreserve#TeamMSWD#WorkerWednesday	153	16	10.46%	10	0	0	12	0
Total			2,593	288		162	3	6	194	23
Average			144.1	16.0	11.11%	9.0	0.2	0.3	10.8	1.3

Twitter Account Overview (March 1 - 31, 2023)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
8	8	0	95	99
-3 -27.3%			-1 -1.0%	

3 Most Retweeted Posts



Water 101

Let the water knowledge flow! Sign up now for our Water 101 class series starting on March 9. Sessions will be held...

0



MSWD Vanishing Visitor

Saving water doesn't have to be a mystery! MSWD is here to help. Watch our Mystery Video Series "Vanishing Visitor"...

0



Groundwater Week

Happy National Groundwater Week! Here at MSWD, we are proud to be Groundwater Guardians! #DidYouKnow that using nat...

0

3 Most Liked Posts



Water 101

Let the water knowledge flow! Sign up now for our Water 101 class series starting on March 9. Sessions will be held...

1



MSWD Vanishing Visitor

Saving water doesn't have to be a mystery! MSWD is here to help. Watch our Mystery Video Series "Vanishing Visitor"...

1



















Groundwater Week

Happy National Groundwater Week! Here at MSWD, we are proud to be Groundwater Guardians! #DidYouKnow that using nat...

1

Twitter Post Metrics (March 1 - 31, 2023)


Date	Format	Post	Retweets	Likes
March 27, 2023 10:02 AM PDT	 Link	 Here for you #DidYouKnow our website offers more than a quick and easy way to pay your bill? You can also find helpful informati... https://t.co/oF7NgifFyK	0	1
March 24, 2023 3:30 PM PDT	 Link	 Green Can Act like a Green Can Man and become a disposal hero! Nobody wants a backed-up sink (or worse). Remember to toss foo... https://t.co/fyKivEh3oS	0	1
March 20, 2023 5:00 PM PDT	 Link	 Fix a Leak #DidYouKnow that minor water leaks account for 1 trillion gallons of wasted water each year? It is National Fix-A-L... https://t.co/M7icMt24YT	0	1
March 13, 2023 5:30 PM PDT	 Link	 Outdoor Conservation Outdoor water conservation is no cold case! Check out our video that tells the story of mystery, water-saving reali... https://t.co/APRHq90ISi	0	1
March 11, 2023 10:30 AM PST	 Link	 World Plumbing Day It is World Plumbing Day! Today is the perfect time to check for leaks and our rebate offers. You can learn more at... https://t.co/GoXWGM8M9K	0	1
March 06, 2023 9:30 AM PST	 Link	 Groundwater Week Happy National Groundwater Week! Here at MSWD, we are proud to be Groundwater Guardians! #DidYouKnow that using nat... https://t.co/6Qfa7a770u	0	1

Date	Format	Post	Retweets	Likes
March 03, 2023 5:00 PM PST	 Link	 <p>MSWD Vanishing Visitor Saving water doesn't have to be a mystery! MSWD is here to help. Watch our Mystery Video Series "Vanishing Visitor"... https://t.co/xMXrExhptw</p>	0	1
March 02, 2023 3:02 PM PST	 Link	 <p>Water 101 Let the water knowledge flow! Sign up now for our Water 101 class series starting on March 9. Sessions will be held... https://t.co/LczJZ70Ue5</p>	0	1
Total			0	8
Average			0.0	1.0


Instagram Account Overview (March 1 - 31, 2023)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
17	266	8	136,958	92,082	139
+2 13.3%	+1 0.4%	-4 -33.3%	+113,140 475.0%	+75,753 463.9%	+68 95.8%


3 Most Liked Posts

- 

Thank you to our field crews! The MSWD team works hard to keep our water and wastewater systems operating by maintain...

15
- 


Rain or shine, our crews work hard to provide the best service for you! Ensuring our customers have reliable service ...

10
- 


Welcome to our team!
Please join us in welcoming Julio Martinez, who is rejoining MSWD in our Construction and Maintenance team as a Fiel...

10


3 Most Commented Posts

- 

News Release: Court Approves Final Class Action Agreement
Mission Springs Water District is pleased to announce the S...

1
- 









Rain or shine, our crews work hard to provide the best service for you! Ensuring our customers have reliable service ...











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- 











Water 101
Let the water knowledge flow! Sign up now for our Water 101 class series starting on March 9. This series will teach...







0

Instagram Post Metrics (March 1 - 31, 2023)

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 30, 2023 12:51 PM PDT	 Carousel	 Proud to sponsor today's Sr. Inspiration Awards. Congratulations to DHS honoree Teresa Valencia Sanchez. We thank you and all of today's honorees for your contribution to our community!	9	0	31	26	9	34.62%	0	
March 29, 2023 12:45 PM PDT	 Image	 Need one on one assistance with your MSWD account? Skip the line and book an in-person appointment with a customer service representative. Get help with the following: *New Accounts *Property Tax...	5	0	32	28	5	17.86%	0	
March 27, 2023 11:55 AM PDT	 Video	 #DidYouKnow our website offers more than a quick and easy way to pay your bill? You can also find helpful information to save water each month! Check out this video designed to help you better unde...	7	0						
March 24, 2023 3:30 PM PDT	 Image	 Green Can Act like a Green Can Man and become a disposal hero! Nobody wants a backed-up sink (or worse). Remember to toss food waste in your new green cans to avoid clogs in your drains! #MSWD #GreenCan #Av...	2	0	34	27	2	7.41%	0	







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 23, 2023 9:16 AM PDT	 Video	 During March Madness, our construction team is keeping all eyes on the prize and working hard at MSWD's new Nancy Wright Regional Water Reclamation Facility. Expected to be operational by the end o...	3	0						
March 20, 2023 5:01 PM PDT	 Image	 Fix a Leak #DidYouKnow that minor water leaks account for 1 trillion gallons of wasted water each year? It is National Fix-A-Leak-Week, and we want to raise awareness of how much water you could save each yea...	10	0	53	48	10	20.83%	0	
March 18, 2023 2:17 PM PDT	 Carousel	 Proud to be at MLCC today sharing our award-winning water!	7	0	55	46	7	15.22%	0	
March 15, 2023 5:12 PM PDT	 Image	 News Release: Court Approves Final Class Action Agreement Mission Springs Water District is pleased to announce the Superior Court's final approval of the class action resolution. Under the terms ...	10	1	77	66	12	18.18%	1	
March 11, 2023 10:30 AM PST	 Image	 World Plumbing Day It is World Plumbing Day! Today is the perfect time to check for leaks and our rebate offers. You can learn more at https://loom.ly/OKishmY . #MSWD #WorldPlumbingDay #CheckLeaks	4	0	40	33	4	12.12%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 08, 2023 4:49 PM PST	 Carousel	 Thank you to our field crews! The MSWD team works hard to keep our water and wastewater systems operating by maintaining pipes and quickly making repairs. As shown here, crews were out near Acoma, ...	15	0	71	55	15	27.27%	0	
March 06, 2023 4:02 PM PST	 Image	 Community Workshop: March 22 - 10-11:30 a.m. MSWD and other local water and wastewater providers are working with stakeholders to develop a Salt and Nutrient Management Plan to preserve the sustain...	9	0	59	54	9	16.67%	0	
March 06, 2023 9:31 AM PST	 Image	 Groundwater Week Happy National Groundwater Week! Here at MSWD, we are proud to be Groundwater Guardians! #DidYouKnow that using natural cleaners instead of harsh chemicals is one way to protect our groundwater? It...	8	0	43	36	8	22.22%	0	
March 05, 2023 1:54 PM PST	 Carousel	 Proud to support the DHS Women's Club and celebrate their 70th anniversary at today's Fashion Show Luncheon!	7	0	51	39	7	17.95%	0	
March 03, 2023 5:15 PM PST	 Video	 Saving water doesn't have to be a mystery! MSWD is here to help. Watch our Mystery Video Series "Vanishing Visitor" episode to learn how you can be a water-saving detective in your own home! Check ...	5	0						







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 02, 2023 4:36 PM PST	 Image	 Please join us in welcoming Julio Martinez, who is rejoining MSWD in our Construction and Maintenance team as a Field Operations Technician II. In this role, he will perform various work related t...	10	0	72	63	10	15.87%	0	
March 02, 2023 3:04 PM PST	 Image	 Water 101 Let the water knowledge flow! Sign up now for our Water 101 class series starting on March 9. This series will teach you everything you need to know about water and wastewater systems. The meeting...	8	0	51	46	8	17.39%	0	
March 01, 2023 4:51 PM PST	 Image	 Rain or shine, our crews work hard to provide the best service for you! Ensuring our customers have reliable service is a priority. #ProvideProtectPreserve#TeamMSWD#WorkerWednesday	10	0	57	50	10	20.0%	0	
Total			129	1	726	617	116		1	
Average			7.6	0.1	51.9	44.1	8.3	18.8%	0.1	







LinkedIn Account Overview (March 1 - 31, 2023)



Posts Published <h1 style="margin: 0;">7</h1> <p style="margin: 0;">+4 133.3%</p>	Likes <h1 style="margin: 0;">23</h1> <p style="margin: 0;">+11 91.7%</p>	Views <h1 style="margin: 0;">28</h1> <p style="margin: 0;">-7 -20.0%</p>	Followers <h1 style="margin: 0;">167</h1> <p style="margin: 0;">+2 1.2%</p>
Comments <h1 style="margin: 0;">0</h1>	Impressions <h1 style="margin: 0;">475</h1> <p style="margin: 0;">+199 72.1%</p>	Clicks <h1 style="margin: 0;">15</h1> <p style="margin: 0;">+9 150.0%</p>	Engagement Rate <h1 style="margin: 0;">9.2%</h1> <p style="margin: 0;">0.0 -3.2%</p>

3 Most Engaging Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Water 101 We're helping our water knowledge flow to customers through our series of Water 101 classes. These monthly sessions w...</p> </div> <div style="text-align: right; width: 100px;"> <p>16.67%</p> </div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Water 101 We're helping our water knowledge flow to customers through our series of Water 101 classes. These monthly sessions w...</p> </div> <div style="text-align: right; width: 100px;"> <p>1</p> </div> </div>
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Green Can Organics recycling can help reduce FOG clogs! MSWD's latest educational campaign reminds customers to put food scraps...</p> </div> <div style="text-align: right; width: 100px;"> <p>13.04%</p> </div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>MSWD Vanishing Visitor We love the chance to educate while having fun. Our new "Vanishing Visitor" video shares tips for saving water in a c...</p> </div> <div style="text-align: right; width: 100px;"> <p>1</p> </div> </div>
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>MSWD Vanishing Visitor We love the chance to educate while having fun. Our new "Vanishing Visitor" video shares tips for saving water in a c...</p> </div> <div style="text-align: right; width: 100px;"> <p>12.5%</p> </div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Outdoor Conservation Outdoor water conservation is no cold case! Check out our video that tells the story of mystery, water-saving realiza...</p> </div> <div style="text-align: right; width: 100px;"> <p>1</p> </div> </div>

LinkedIn Post Metrics (March 1 - 31, 2023)

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
March 27, 2023 10:05 AM PDT	 Link	 <p>Here for you #DidYouKnow our website offers more than a quick and easy way to pay your bill? You can also find helpful information to save water each month! Check out this video designed to help you better unde...</p>	0	2	9.76%	2	41	0
March 24, 2023 3:30 PM PDT	 Image	 <p>Green Can Organics recycling can help reduce FOG clogs! MSWD's latest educational campaign reminds customers to put food scraps and leftovers in the recycling bin instead of down the garbage disposal. Less f...</p>	0	0	13.04%	3	23	0
March 13, 2023 5:30 PM PDT	 Link	 <p>Outdoor Conservation Outdoor water conservation is no cold case! Check out our video that tells the story of mystery, water-saving realizations and another case of water-saving solved! Visit https://loom.ly/YQXZgt0 to ...</p>	1	0	9.38%	2	32	0

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
<p>March 11, 2023 10:30 AM PST</p>	<p> Image</p>	<p> World Plumbing Day World Plumbing Day is a perfect opportunity to encourage homeowners to check for leaks using our resources at https://loom.ly/RMxKNbQ Customers can also take advantage of indoor and outdoor rebates...</p>	0	0	4.44%	2	45	0
<p>March 06, 2023 9:31 AM PST</p>	<p> Image</p>	<p> Groundwater Week Happy National Groundwater Week! Here at MSWD, we are proud to be part of the Groundwater Guardians program for more than two decades! #MSWD #GroundwaterWeek #NaturalCleaners</p>	0	1	4.88%	1	41	0
<p>March 03, 2023 5:01 PM PST</p>	<p> Link</p>	<p> MSWD Vanishing Visitor We love the chance to educate while having fun. Our new “Vanishing Visitor” video shares tips for saving water in a comical and clever “mystery” themed skit. Check it out at https://loom.ly/xWhTOVO.</p>	1	2	12.5%	3	48	0

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
March 02, 2023 3:04 PM PST	 Image	 <p>Water 101 We're helping our water knowledge flow to customers through our series of Water 101 classes. These monthly sessions will discuss our water and wastewater systems, history, and how we fit into the l...</p>	1	2	16.67%	6	54	0
Total			3	7		19	284	0
Average			0.4	1.0	10.09%	2.7	40.6	0.0