



TABLE OF CONTENTS

ENGINEERING DIVISION	1
Engineering Department	1
Water Resources Department	3
FINANCE DIVISION	4
Customer Service Department	4
Finance & Accounting Department	7
Innovation & Technology Department	10
Purchasing Department	11
OPERATIONS & MAINTENANCE DIVISION	12
Construction & Maintenance Department	12
Fleet & Facility Maintenance Department	14
Field Services Department	14
Wastewater Collection Department	15
Wastewater Treatment & Disposal Department	16
Water Production Department	19
PUBLIC AFFAIRS	22
Past & Upcoming Sponsorships / Events	22
Youth & Education Programs	26
Public & Media Outreach	26
Legislative Update	28
MSWD Digital Advertising	28
Social Media	30
CV Water Counts	30
Rebates & Conservation	31
Bottled Water Tracking Report	31
APPENDIX A – Finance & Accounting Information	
APPENDIX B – Innovation & Technology Information	
APPENDIX C – Wastewater & Water Production Tables	
APPENDIX D – Federal & State Legislative Information	
APPENDIX E – Public Affairs Information	

ENGINEERING DIVISION

Engineering Department

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

Well 42 Project

The contractor, Layne Christensen, completed the test pumping and well disinfection work. The contractor is scheduled to begin the civil site improvements in December 2024.

Well 22 Rehabilitation

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

Water and Wastewater System Comprehensive Master Plan Updates

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

AD-18 – GQPP Sewer Project Area "D3"

The design consultant, AECOM, continued preparing the 100% design package. Staff expect to receive the final bid package in the coming weeks.

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

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

Well 34 Rehabilitation

The contractor, Legend Pump, is working on startup of the well equipment and boosters, disinfection, and performance and acceptance testing of the well equipment.

Skyborne Village II – Housing Development

The developer's contractor has completed all improvements and expects sign-off from the District following inspection of the final punch list items in December 2024.

Skyborne Village III – Housing Development

The developer's contractor has completed installation of sewer main installation in Phase II on North Star Lane, Skyvista Drive, Inspiration Drive, and Mooncrest Drive. Still remaining for District acceptance of Phase II sewer is air testing and video review. The contractor has begun installation of sewer main in Phase III on North Candletree, West Parkway, Stardance Drive, Corsair, South Parkwalk, and East Candletree. MSWD's contract inspector, MWH Constructors, has been inspecting and verifying the work meets MSWD construction standards.

PODS Storage

The developer's contractor is in the process of addressing the punch list items, including correcting sewer line deficiencies. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying the work meets MSWD construction standards.

Regional Water Reclamation Facility

The Project Team continued responding to RFIs, reviewing submittals, and processing change orders submitted by the treatment plant contractor, JF Shea Construction.

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

The Project Team continues to coordinate with the State Water Resources Control Board (SWRCB) on the SRF/Grant funding agreement and reimbursement requests. Staff completed and submitted Disbursement Request No. 6 and associated quarterly report for submittal to the State. Staff began preparing Disbursement Request No. 7 and associated quarterly report.

RWRF Conveyance Line

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

Staff and the contractor initiated the process with SCE to de-energize the power lines crossing Little Morongo Road to accommodate the final portion of gravity sewer construction.

The contractor is tentatively scheduled to resume construction of the gravity sewer portion across the SCE transmission crossing in early January 2025.

Staff received the executed Final Budget Approval from the State and is awaiting the executed copy to be provided by the SWRCB.

Area M2 Sewer Collection System (AD-15)

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

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

Staff received the 90% design package for plan check and has been submitted to the City of Desert Hot Springs for their review.

Staff received the California Environmental Quality Act (CEQA) tribal consultation letters from the consultant and sent them to their respective tribes as required under CEQA.

Water Resources Department

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

Integrated Regional Water Management Planning

The Coachella Valley Regional Water Management Group (CVRWMG) implements the Integrated Regional Water Management (IRWM) Plan for the Coachella Valley IRWM Region.

The CVRWMG met to discuss on-going grant funded projects and upcoming grant opportunities. The CVRWMG continued to discuss the final Regional Conservation Study, Conservation Regulations, and Chromium-6 Compliance. The consultant provided an overview of Build America, Buy American Guidance for grant funded project. The CVRWMG also discussed the passing of California Proposition 4 and the anticipated grant funding that will come through the IRWM Program.

The CVRWMG also discussed the upcoming 2025 Urban Water Management Plan (UWMP) and the intent to complete a regional plan, as was done for the 2020 UWMP. Staff expect to coordinate with the other valley water purveyors to issue an RFP in the coming months.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

Staff continued assembling the requested data for the consultant on the Sustainable Groundwater Management Act (SGMA) Annual Report. Staff also began the water demand data analysis also requested data for the consultant.

Indio Subbasin Sustainable Groundwater Management Act Compliance

The SGMA Annual Report consultant provided a data request to staff and is on schedule to provide the requested data in the coming weeks.

Salt and Nutrient Management Planning

Staff completed the screen check draft review of the Task 3 Technical Memorandum (TM) Delineate Draft Management Zones and Metrics to Characterize Beneficial Use Protection. Staff also attended the Technical Advisory Committee (TAC) meeting to review the draft Task 3 TM. TAC and Steering Committee comments on the Task 3 TM are due in December 2024, with the public draft of the Task 3 TM scheduled for release in early 2025.

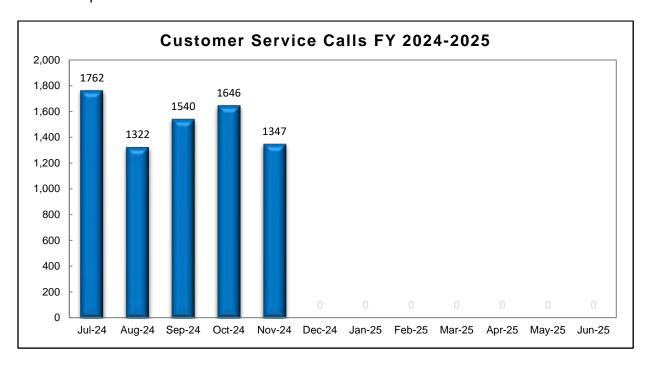


FINANCE DIVISION

Customer Service Department

Call into the Customer Service Department

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



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

Customer Request	Total for November 2024	Total for FY 2025
Water Waste	0	6
High Bill / Service Line Leak	11	46
No Water	3	36
Illegal Disconnect	6	9
Disconnections	90	486
Reconnections	76	353
Service Transfers	79	478
High / Low Pressure	8	28
Water Quality	4	11
Other / Miscellaneous	75	444

WaterSmart Portal

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

WaterSmart Portal	Total for November 2024	Overall Total
Registered Customer Accounts	133	8,042

<u>Billing</u>

During November 2024, Customer Service reviewed a total of 15,551 bills.

Bill Type	Total Bill Count for November 2024	Total Bill Amount for November 2024
Regular Bills	10,845	\$1,052,692.77
Delinquent Bills	4,627	\$1,170,995.22
Closing Bills	79	\$7,641.96
Delinquent Closing	-	-
Total	15,551	\$2,231,329.95

Delinquency Service Statistics

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

Delinquency Service	Total for November 2024
Auto-Dialer Calls	307
Door Hangers	47

Customer Bill Assistance

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

Assistance Program	Total Assistance in November 2024	Total Assistance in FY 2025
United Way of the Desert	\$400	\$1,700.00

Installment Payment Plans

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

Total Active Payment Plans	Remaining Balance to be Collected
140	\$75,232.35

Refunds

There was a total of 14 customer account refunds totaling \$875.80 resulting from closed accounts for the month of November 2024.

Account Type	Total Refund Count for November 2024	Total Refund Amount for November 2024
Customer Refunds	14	\$875.80
Construction Meter Refunds	0	\$0.00
Total	14	\$875.80

Liens

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

Lien Type	Total Lien Count for November 2024
Lien Recordings	5
Lien Releases	10



Finance & Accounting Department

The Finance and Accounting department continues to work with its vendors to complete the yearly and necessary tasks to meet State and Federal reporting requirements and the strategic goals established by the MSWD Board of Directors. Below are project highlights and summaries for November 2024.

Pavroll

Payroll is working with the Unidata consultant to create a report that can be uploaded to CalPERS, and to modify and correct the CalPERS contribution cap for PEPRA members.

Payroll is actively reviewing the District's sick and compensatory cash out policy related to ensure compliance with IRS regulations and minimize exposure to Constructive Receipt Risk.

All other payroll items were processed as expected and with no issues during the month.

Budget

Budget transfer requests for the month of November 2024:

- \$400.00 from BID 329 Tax Roll Prep Standby to BID 485 Tax Roll Prep Sewer Charges
- \$200.00 from BID 399 Tax Roll Prep Standby to BID 456 Tax Roll Prep Standby
- \$7,800.00 from BID 507 Accounting Temp Help to BID 774 State Underpayment Penalties & Interest
- \$39,809.00 from BID 691 Water Management Services to BID 902 General Consulting

Year to date budget transfers total \$141,209.00.

Finance

The Director of Finance continues to work with Wells Fargo to extend the \$15 Million loan associated with the Wright Regional Water Reclamation Facility.

The Director of Finance worked with OpenGov all month to begin the budgeting, planning and procurement implementation process.

The Director of Finance continues to work with Customer Service to implement a lockbox service where check payments will be routed to an outside teller who will scan and record the payments and submit the file to the District for processing. This will save Customer Service staff approximately 30 hours a month of work.

The Director of Finance attended several trainings during the month:

- Got Safety
 - Injury and Illness Prevention Program
 - Bloodborne Pathogens
 - Communication in the Workplace

CSDA

o Building a Solid Financial Foundation

The director of finance attended the CVEP Annual Economic Summit.

Current Work Priorities

The Accounting department continues to support other departments as needed:

- Engineering
 - Support with questions and information needed for the FEMA grant.
 - Accounts Payable continues to process vendor requisitions.
 - Accounting continues to support Engineering on reimbursable jobs that need to be billed for.

Operations

 Accounting continues to support Operations on reimbursable jobs that need to be billed for. These include primarily damage to District property where a police report was filed.

Human Resources

- Accounting continues to work with Human Resources to update employee information related to new hires and CalPERS appointments.
- Help correct mistakes when entering new employees in the payroll system.
- Other work involved Boot Reimbursements, Direct Deposit Changes, and the Off Work Requests.

Customer Service

 Processing multiple customer refunds for credit balances on closed accounts.

Cash

Total cash receipts for the month of November 2024 amounted to \$1,469,810.40 from normal water and sewer customer account payments. Additional funds were received from the Lennar Corporation in the amount of \$108,795.00.

Cash Disbursements for the month of November 2024 amounted to \$2,557,239.31 with the largest payments made to:

Entity	Amount
Net Payroll	\$692,346
ACWA JPIA Health Benefits	\$391,069
Southern California Edison	\$152,435
Layne Christensen	\$143,773
Sonsray Machinery, LLC	\$124,310

Financial Statement

A year-to-date summary of the District's financial position for Fiscal Year 2024-2025, in addition to a comparison to the previous fiscal year, can be found in Appendix A.

Capital Improvement Program

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



Innovation & Technology Department

The Innovation and Technology (IT) department continues to work with staff and vendors to achieve technological enhancement and meet innovation goals established by the MSWD Board of Directors. Below are project highlights and summaries for November 2024.

Department Updates

The IT department continues to assist Timmons Group and District GIS Specialist with the setup of the new GIS infrastructure for the upcoming asset management and work order management system.

IT continues to assist Wastewater and Engineering with technical needs for the Wright Regional Water Reclamation Plant.

A firewall was issued a return authorization by product support due to hardware issues.

Technology Improvements

Staff completed the final steps of migration to the new email security system.

IT has completed the initial setup of the new mobile device management system. Newly purchased devices have been onboarded for management and IT will continue expanding the management policies and onboarding of existing devices.

IT is testing a new wireless plan that will offer the district the same critical features but at a better price with priority cellular network access during disasters. After a successful test period, all District mobile phones will be moved to this new plan.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

Cyber Security News Roundup

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

- U.S. intelligence agencies report that Kremlin operatives attempted to undermine confidence in election results through disinformation campaigns. Russia created fake videos alleging election fraud in Georgia, including one featuring a supposed Haitian man claiming multiple illegal votes for Kamala Harris. (NextGov)
- The White House briefed telecom executives on a Chinese cyberespionage campaign called Salt Typhoon that infiltrated major U.S. providers like AT&T and Verizon. The hacks compromised networks and possibly exposed government surveillance targets, prompting efforts to strengthen defenses against sophisticated nation-state attacks. (NextGov)

 Experts say that emotional intelligence is key in recognizing and resisting attacks and scams using generative artificial intelligence (GenAI) tools. It is recommended that people improve their ability to recognize when emotions are weaponized, take time to reflect before acting on emotions, and use thoughtful responses instead of quick reactions. (World Economic Forum)

Intelesys IT Support

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

Purchasing Department

Continue to source sanitization supplies to ensure wipes, hand sanitizer, disinfectants are available in all district buildings, and vehicles for the safety of the staff.

Price increases and supply chain issues continue to surface in 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. We will continue to monitor the situation and do our due diligence in getting all the material that is needed to maintain our water systems.

Total inventory purchases were \$39,387.74 and the total issued for use by field crews was \$62,750.90 for the month of November 2024.



OPERATIONS & MAINTENANCE DIVISION

Construction & Maintenance Department

Water Line Locations

Staff completed approximately 316 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.





Water System Repairs/Replacement

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

- Eight water service lines were replaced with copper.
- Four service line leaks were repaired.
- Two mainline leaks were repaired.
- One fire hydrant was repaired.





Water System Maintenance

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

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





CMMS Workorder Program

A total of 14 work orders were processed in November 2024 using the CMMS program.

New Water Meter Service Installation

Staff installed 24 new water service lines in November 2024.

Fire Flow Testing

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





Fleet & Facility Maintenance Department

Janitorial Services

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

Building Maintenance

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

- Investigated power issue in the Accounting Modular and found no issues.
- Reset breaker in east side of the Accounting Modular.
- Replaced toilet seat cover in Administrative Building restroom.

Standby Generator Monthly Maintenance Program

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

Fleet Maintenance/Repairs

- Unit 412 had a tire repaired and preventative maintenance (PM) services completed.
- Received three new half-ton Dodge Ram 1500 trucks as part of our Enterprise Lease Program.
- Repaired fuel line on the Horton WWTP Generator.
- Unit 420 and Unit 421 had PM services completed.

Field Services Department

WaterSmart / Neptune 360

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

Contact Type	Total for November 2024	Total for FY 2025	
Continuous Usage	109	529	
High Usage (>Normal)	18	104	
Reverse Flow	0	0	
Total	127	633	

Cross Connection Control Program

The Backflow and Cross Connection Specialist performs annual testing of Backflow Prevention Assemblies (BPAs) throughout the District as required by the SWRCB Cross Connection Control Policy Handbook. There were 450 BPAs tested in November 2024.

Wastewater Collection Department

Sanitary Sewer Overflow

There were no Sanitary Sewer Overflows (SSOs) in the collection system this month.

Dos Palmas Lift Station

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

McDonald Electric was on-site to assist with troubleshooting electrical issues on Pump 2 at the lift station. We will continue to monitor any further issues.





Sewer Line Locations

Staff completed 326 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

Staff completed one CCTV inspection in November 2024.

Staff cleaned 19,716 feet of sewer mainline in November 2024 in the Assessment District 3 and 18 J-2, a total of 69 pipe segments.



Golden Bell Products was contracted to perform the bi-annual manhole treatment spraying with Insecta. The treatment helps reduce the cockroach populations in the sewer system.

Wastewater Treatment & Disposal Department

Plant Maintenance

Staff spent 840.75-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 72-man hours operating the sludge belt filter press, including filling and removing 12 trailers of sludge from the Horton and Desert Crest WWTPs.

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





Sampling and Laboratory

Staff collected 55 samples and spent 110-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both plants are producing an effluent that meets the District's permit discharge requirements.

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



Pond Maintenance

Ponds 1, 2, 4, 5, 6, 7, and 8 were cleaned and rehabilitated during November 2024. Staff has noticed that the algae blooms have slowed down and are no longer hindering the percolation rate this month.



Weekly Wastewater Training

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

- Gas Meters
- Rag Safety Needles and Other Sharp Objects
- Belt Press Cost Analysis
- Groundwater Transducers





Nancy Wright RWRF

Staff continued to visit the site in preparation for the plant's startup. The expected startup should occur at the beginning of 2025.

Wastewater Report

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

New Sanitary Service Connections to Collection System					
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21
July	9	4	4	18	8
August	7	12	26	20	4
September	2	17	20	20	5
October	2	3	13	36	9
November	21	7	8	29	50
December		21	8	12	9
January		2	35	14	21
February		1	4	7	23
March		1	24	17	48
April		7	16	7	18
May		8	9	16	17
June		0	4	2	21
Total	41	83	171	198	233

Additional sanitary service connection information is provided in Appendix C.

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

	Wastewater Flow (MGD)									
	Horton	WWTP	Desert Cr	est WWTP	Wright RWRF					
Fiscal Year 2024/25	Average Daily Flow	Peak 24-Hour Flow	Average Peak Daily 24-Hour Flow Flow		Average Daily Flow	Peak 24-Hour Flow				
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000				
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000				
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000				
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000				
November	2.080992	2.260242	0.045151	0.050590	0.000000	0.000000				
December										
January										
February										
March										
April										
May										
June										

Additional wastewater flow information is provided in Appendix C.

Water Production Department

Water Pumped/Produced

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

- MSWD (CA3310008) 562.05 Acre Feet (183.14 MG)
- West Palm Springs Village (CA3310078) 7.97 Acre Feet (2.59 MG)
- Palm Springs Crest (CA3310081) 4.06 Acre Feet (1.32 MG)

Water Sampling/Testing

- Bacteriological Sampling Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling The monthly uranium sampling was completed on November 4, 2024.
- Monthly Reporting The District's Monthly Coliform Monitoring Report for November 2024 for all three water systems was sent to the SWRCB Department of Drinking Water (DDW) on December 9, 2024.
- Chromium-6 Sampling Staff will continue to collect monthly Chromium-6 sampling until otherwise instructed. Additionally, staff sampled Well 31 daily between October 28 and November 1, 2024, while Well 27 was left off.

Chlorination System Updates

- Chlorination Pumps Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning All of the chlorinator pumps were cleaned twice during the month of November 2024.
- Sodium Hypochlorite (Chlorine) Usage During the month of November 2024, a total of 1,434 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and our production facilities. (Reflects usage in the MSWD and ID-E water systems.)
- Chlorine Residuals at Production Well Sites In November 2024, the Water Production staff checked and documented the chlorine residuals at all wells in use 214 times. The average chlorine residual of these readings was 0.99 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals During the month of November 2024, the Water Production staff checked and documented the chlorine residuals throughout the distribution system a total of 75 times. The average chlorine residual of these readings is 0.84 ppm. (This data reflects the MSWD and ID-E water systems.)

Well Soundings

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

Water Production Facility Updates

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

- Gateway Fire Pump Monthly Testing Staff performed the monthly fire pump testing on November 19, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Well 34 Rehabilitation Update The contractor, Legend Pump, has completed much of this project. The well experienced an equipment failure on October 1, 2024. This was evaluated by the contractor on October 3, 2024, and they have been working with the Engineering department for further direction. The equipment has been re-installed into the well and is awaiting startup and testing. The booster pumps were briefly tested and were operational. The suction reservoir has been cleaned and disinfected and is ready for service.

Well 33 Solar Site

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



Water Report

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

New Service Connections to the Water System									
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21				
July	9	5	6	18	7				
August	14	14	28	19	6				
September	6	19	22	23	18				
October	2	4	16	33	13				
November	24	9	10	27	10				
December		5	9	9	2				
January		5	26	14	15				
February		3	14	8	13				
March		6	29	19	16				
April		11	24	6	11				
May		9	16	19	15				
June		3	5	1	24				
Total	55	93	205	196	150				

Additional water service connection information is provided in Appendix C.

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

		Monthly	/ Water P	roduction ((AF)			
	FY 2024/25	Variand Prior		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	
	2024/25	AF	%	2023/24	2022/23	2021/22	2020/21	
July	939.07	149.08	18.87	751.79	796.57	857.77	853.23	
August	818.63	80.89	10.96	850.19	839.93	885.31	795.18	
September	785.85	110.79	16.41	716.03	738.65	784.80	757.08	
October	718.26	9.03	1.27	691.98	665.18	755.84	709.39	
November	574.08	-54.97	-8.74	599.39	679.85	690.13	619.87	
December				554.27	565.48	588.32	537.23	
January				530.39	580.28	537.96	553.20	
February				490.41	527.34	495.61	520.85	
March				500.37	601.44	625.80	557.73	
April				552.34	624.07	649.34	573.02	
May				726.25	745.36	723.62	698.99	
June				682.09	730.02	761.63	806.02	
Total	3,835.89	294.82	8.33	7,645.50	8,094.17	8,356.13	7,981.79	

Additional water production information is provided in Appendix C.

PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

<u>Desert Hot Springs Historical Society – History Speaks Featuring MSWD:</u> November 2, 2024

MSWD was invited to participate in the Desert Hot Springs Historical Society HISTORY SPEAKS series. The November 2024 session focused on the city's renowned award-winning water. The presentation featured MSWD Board Director Amber Duff and Desert Water Agency Board Director Jeff Bowman.



<u>Special Districts Association of Riverside County (Local CSDA Affiliate Chapter)</u> <u>Fall Meeting: November 7, 2024</u>



MSWD Board members and staff attended the California Special Districts Association's Annual Fall Meeting with special guest speaker Dr. Bruce Underwood of the Local Agency Formation Commission, who described the agency's purpose and mission.

Coachella Valley Powertalk: November 12, 2024

Members of the MSWD Board and staff attended the virtual Coachella Valley Powertalk, hosted by Southern California Edison, Imperial Irrigation District, and Desert Valley Builders Association. Topics of discussion included load growth, utility infrastructure projects, utility planning and resources, and local government partnership.



<u>Desert Garden Day at Desert Wildlife Center with CV Water Counts: November 16, 2024</u>



MSWD was represented by Public Affairs staff alongside agency partners at the CV Water Counts booth at the Annual Desert Garden Day which was well attended by garden enthusiasts from all over the valley and visitors from out of the area. This event gives us an opportunity to discuss water conservation efforts with the community.

CVEP Economic Summit: November 19, 2024

MSWD Board members and staff attended the Annual Coachella Valley Economic Summit event revealed the revitalized annual report detailing up-to-date demographics and economic data and which also highlighted our region's business strategies and goals to mobilize a long-term sustainable effort to elevate the economy of the Coachella Valley.







Water Talk: November 20, 2024

MSWD hosted guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government and education agencies throughout Southern California for this month's Water Talk. The engaging and informative presentation was focused on cybersecurity for public agencies, including essential tips to protect yourself at home.



DVBA Annual Golf Tournament: November 22, 2024

MSWD was a sponsor for the DVBA Annual Golf Tournament at the Classic Club in Palm Desert, providing water for the golf tournament.



MSWD Blood Drive: November 25, 2024

MSWD partnered with LifeStream Blood Bank to host a blood drive on Monday, November 25, 2024. Thanks to community members and MSWD employees for signing up to give, the blood donated from this donation event will benefit up to 33 people.



ACWA 2024 Fall Conference & Expo: December 3-5, 2024



Hosted by the Association of California Water Agencies, the event brings together water industry professionals to learn, connect, and discuss critical issues affecting California's water community. Attendees can expect an all-inclusive format with

enhanced networking opportunities, including keynote speakers, case-study presentations, and product demonstrations.

National Clay Pipe Institute (NCPI) Annual Holiday Luncheon: December 5, 2024

NCPI is holding their annual holiday luncheon where MSWD will be honored with the 2024 NCPI Award of Merit.



DHS Women's Club Annual Black and White Gala: December 7, 2024



The Desert Hot Springs Women's Club will host its annual Black and White Gala fundraiser event which wll help to fund scholarships for students of Desert Hot Springs.

National HCP Coalition - 2024 Annual Meeting: December 12, 2024

This annual meeting serves as a pivotal gathering for environmental professionals, habitat conservation plan (HCP) practitioners, policymakers, industry leaders, and advocates to come together, share insights, and collaborate on HCP practices and policies.



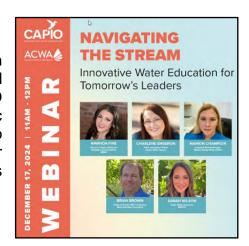
City of DHS Holiday Parade and Festival: December 14, 2024



MSWD is participating in the annual Desert Hot Springs holiday parade with a float. The parade starts at Palm and Mission Lakes Boulevard and ends at Palm and 2nd Street. The holiday festival is at Palm and Pierson immediately following the parade which includes the Christmas tree lighting.

CAPIO & ACWA Power Lunch Webinar, Navigating the Stream, Innovative Water Education for Tomorrow's Leaders: December 17, 2024

MSWD's Assistant General Manager, Marion Champion, will be presenting alongside esteemed colleagues on the panel for the ACWA and CAPIO power lunch webinar. They will explore dynamic approaches to water education that are designed to foster a deeper understanding and appreciation of water conservation and sustainable practices, as well as support workforce development.



Water Talks – Water Quality and New Regulations: December 17, 2024



Join MSWD and guest speaker Chad Seidel, the President of Environmental Consulting for this month's Water Talk. The presentation is focused on water quality, and new regulations.

Mission Lakes Country Club: January 17, 2025

MSWD staff will hold a townhall meeting at the Mission Lakes Country Club to discuss the AD-18 sewer project implementation, where the project stands, and give updates as to the next steps, giving the residents an opportunity to receive an update and ask questions.



<u>CWEA – CORBS Annual Awards Dinner: January 21, 2025</u>



The annual Colorado River Basin Section awards dinner will take place at the Spotlight 29 Casino to honor the 2024 award recipients.

Youth & Education Programs

2025 Calendar Contest

MSWD had launched its annual calendar drawing contest – calling for student artwork focused on conservation & groundwater protection. The contest closed October 2, 2024. The 2025 calendar contest winners will be announced at the December board meeting, and the calendars will be available in the lobby for the community.



MSWD employed a multifaceted approach to promoting the annual competition. An article is featured in El Informador, the front page of the Uken Report, and ads across Google, and social media platforms such as Facebook and Instagram, all inviting local students to participate. Emails have also been sent directly to parents and all schools within the district boundaries, as well as the Desert Hot Springs Recreation Center, inviting them to have their students participate. Participation from local students was strong, and it was hard to choose the winners. In the end staff voted and we now present the 2025 MSWD calendar and winners!

Mission Creek Tours

MSWD is once again proud to partner with the Wildlands Conservancy to provide school tours of the Mission Creek preserve, highlighting groundwater protection and groundwater sources in our subbasin. Schools within the MSWD service area can qualify for FREE bus transportation to and from the preserve courtesy of MSWD.



Public & Media Outreach

<u>Jewish Family Services Senior Center "Lunch and Learn" Series: October 8, 2024</u> <u>& January 14, 2025</u>

MSWD was invited to speak at the "Lunch and Learn" educational events held by Jewish Family Service of the Desert at the Desert Hot Springs Senior Center. Assistant General Manager Marion Champion presented the "Groundwater Quality Protection Program" covering information about the program goals, recent achievements, the history 1995-today, assessment districts, and funding to a very engaged group of approximately 40 attendees. The next scheduled event for MSWD to present is January 14, 2025, regarding water quality and new regulations.

Desert Hot Springs Senior Center: November 21, 2024

MSWD was invited to present about our local water quality at the Desert Hot Springs Senior Center November 21, 2024, this event was held prior to their lunch service. During the presentation by MSWD's Assistant General Manager Marion Champion, and Director of Operations, Danny Friend, the attendees asked questions and were very engaged in the presentation. MSWD donated a filter less water dispenser to the center that will chill and heat the communities awarding winning water and handed out reusable water bottles to everyone to encourage refilling versus single use plastic water bottles.











Customer Newsletter

Our November Water Matters newsletter features information about the value of your award-winning tap water, how to avoid costly clogs in your plumbing, and the various bill pay options to fit your busy lifestyle. Our monthly newsletter can be found with your paper bill statement and the E-Bill digital statement. A copy of the newsletter is included in Appendix E.



Legislative Update

Federal: IRS Releases Final Direct Pay Regulations for Clean Energy Tax Credits

The Internal Revenue Service (IRS) released the final regulations for direct pay clean energy tax incentives included in the Inflation Reduction Act. These regulations allow eligible entities to access the full value of clean energy incentives by providing clarity and flexibility for direct pay-eligible entities, including co-owned projects. The regulations are effective January 19, 2025.

Federal: Reclamation Releases Final Long-Term Operation EIS for the CVP

Reclamation released the final Environmental Impact Statement (EIS) for the Long-Term Operation of the Central Valley Project (CVP) and State Water Project. The final EIS analyzes five alternative options for the operation of dams, powerplants, and related CVP and Delta facilities of the State Water Project. The preferred alternative includes a new operational framework for Shasta Reservoir, revised operational criteria for Delta exports that supply water to cities and farms, and support habitat management and redevelopment in the Sacramento-San Joaquin Bay Delta.

A copy of the full Federal Report is included in Appendix D.

State: Governor Newsom Calls Special Session to Protect Policies Prior to Incoming Presidency: December 2, 2024

The special session responds to the public statements and proposals put forward by President-elect Trump and his advisors, and actions taken during his first term in office — an agenda that could erode essential freedoms and individual rights, a special session allows for expedited action that will best protect California and its values from attacks. The special session will begin December 2, 2024, when the Legislature convenes.

MSWD Digital Advertising

For the month of November 2024, the District featured four Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered 247,232k impressions, and 181 link clicks. Our Facebook/Instagram (Meta) ads garnered 250,421k impressions and an impressive 546 link clicks. The MSWD website saw 5,818 users, 18,311 views, and 5,774 engaged sessions. A full report is included in Appendix E.



Paid Advertising in November 2024

MSWD's public affairs team promoted customer rebates in the online and print versions of the November Spanish language news publication through paid advertising.

The Public Affairs Team launched a holiday F.O.G. awarness campaign to highlight the negative effects of fats, oils, and grease as well as food items being disposed of "down the drain". The campaign included a newsletter story in the MSWD Water Matters Newsletter which is included in all customer billing statements, a newlsetter story submitted and included in the Mission lakes Country Club Newlsletter, MSWD social accounts, MSWD paid socials, and paid advertising in local news outlets - The Uken Report, El Informador.





Rebates and the Value of Tap - Black Friday Campaign: November 28-29, 2024

The Public Affairs team promoted rebates and the value of tap water by launching a mini social media campaign through paid advertising, and the MSWD social media pages, as well as the Water Matters Newsletter which featured an article about the value of MSWD's award winning tap water which is received by all customers with their monthly billing statement.







Social Media

This report highlights activities and posts on the district's social media platforms. Some of our most engaging posts included Join Our Team – We are Hiring, 30 Years – Jeff Nutter Celebration, and Wipes are Not Flushable. We had notable gains on Facebook with a 146.53% increase in reels/video views. Instagram continues to grow with 13 new followers, LinkedIn is growing with 16 new followers, up 197% in views, and 4.2% in engagement. A copy of the November 2024 social media report can be found in Appendix E.



CV Water Counts

The Google Ad Campaigns resulted in 159K display ad impressions, nearly 9K search ad impressions, and 82K video impressions. On Meta, ad campaigns had 69K impressions and 725 link clicks. The website attracted 3.303 users across 4,194 sessions, with the Conservation Tips page seeing 3.4K views and being the most viewed page, followed by the Home Page and Academy page. A copy of the full report can be found in Appendix E.



Rebates & Conservation

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

Rebate Type	Total Rebates for November 2024	Total Rebates for November 2024
Toilet	5	\$800.00
Turf	0	\$0.00
Clothes Washer	1	\$150.00
Smart Controller	0	\$0.00
Conservation Kit	0	-

Bottled Water Tracking Report

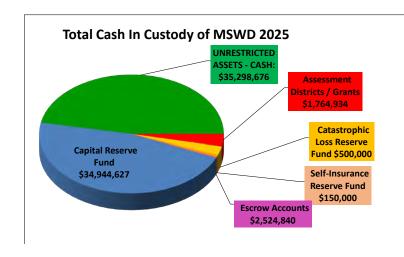
Date Supplied	Requested By	Event or Purpose	Cases Requested
11/02/24	MSWD	Historical Society Speakers Event	1
11/06/24	CV Water Counts	Garden Day	2
11/07/24	DVBA	Golf Tournament	6
11/20/24	City of DHS	Monthly Supply	15
11/20/24	MSWD	Water Talks / DHS Library	1
11/22/24	First Community Baptist Church	Feeding the Community / Homeless Event	5
11/25/24	DHS Police Department	Traffic Accidents, Crime Scenes, Community Events	5
11/26/24	Team Mom Charities	Community Event	5
		Total	40

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

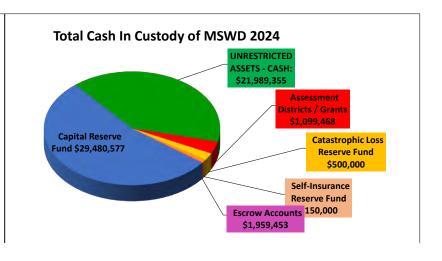
MISSION SPRINGS WATER DISTRICT COMBINED FUNDS DISTRICT SUMMARY JULY 1, 2024 TO OCTOBER 31, 2024

	YEAR TO	DATE					JULY 1, 2023 TO OCTO	BER 31, 2023	
		FAVORABLE	FAVORABLE					FAVORABLE	FAVORABLE
	(1	UNFAVORABLE)	(UNFAVORABLE)					(UNFAVORABLE)	(UNFAVORABLE)
		VARIANCE	VARIANCE					VARIANCE	VARIANCE
ACTUAL	BUDGET	AMOUNT	PERCENT			ACTUAL	BUDGET	AMOUNT	PERCENT
5,465,148	6,796,576	(1,331,428)	-20%	OPERATING REVENUE:		7,402,860	7,089,196	313,664	4%
5,175,194	8,980,403	3,805,210	42%	OPERATING EXPENSE:		3,261,830	7,963,904	4,702,075	59%
289,955	(2,183,827)	2,473,782	113%	NET OPERATING INCOME		4,141,030	(874,708)	5,015,738	-573%
575,220	1,859,275	(1,284,055)	-69%	ADD NON-OPERATING REVENUE		4,072,653	1,573,180	2,499,473	159%
193,633	227,100	33,467	15%	LESS NON-OPERATING EXPENSE		333,897	354,628	20,731	6%
381,587	1,632,175	(1,250,588)	-77%	NET NON-OPERATING INCOME		3,738,755	1,218,552	2,520,203	207%
671,542	(551,652)	1,223,194	-222%	NET INCOME		7,879,785	343,844	7,535,942	2192%
				OTHER INFORMATION					
			3.63	DEBT SERVICE RATIO		7.80			
			1.54%	INVESTMENT RETURN		0.36%			
		EARNED	\$ 40,170	WELLS FARGO LOAN INTEREST	\$	46,550	PAID		
			\$ 62,533,816	CASH - JULY 1	\$	42,784,058			
			\$ 12,649,261	INCREASE/(DECREASE) IN CASH	\$	12,394,795			
		_	\$ 75,183,077	CASH - END OF PERIOD	\$	55,178,853	- =		
	WE	LLS FARGO	\$ 35,298,676	UNRESTRICTED CASH	\$	21,989,355	WELLS FARG	0	
	WE	LLS FARGO	\$ 4,397,871	RESTRICTED - ASSESSMENT DISTRICTS	\$	169,855	WELLS FARG	0	
		US BANK	\$ 2,524,840	RESTRICTED - ESCROW ACCOUNTS	\$	1,959,453	US BANK		
		CALTRUST		RESTRICTED - SHORT TERM FUND	\$		CALTRUST		
		CALTRUST		RESTRICTED - MEDIUM TERM FUND	\$		CALTRUST		
		CALTRUST	\$ 2,849,630	RESTRICTED - LIQUIDITY FUND	\$	2,700,321	CALTRUST		
		_	¢ 75 400 077	DECEDICATED TOTAL CACIL	Φ.	FF 470 0F2			

RESTRICTED TOTAL CASH



75,183,077



55,178,853

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - ONGOING NOVEMBER 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET RESPONSIBLE
11147	WELL #42 (NEAR TO EXISTING WELL # 22)	3,235,277.03	49,969.77	0.00	-49,969.77	3,285,246.80	4,973,000.00	1,687,753.20 ENGINEERING
11424	REGIONAL WASTEWATER TREATMENT PLANT	51,387,547.85	250,414.03	0.00	-250,414.03	51,637,961.88		
11425	AREA M-2 (AD #15)	709,954.24	113.65	0.00	-113.65	710,067.89	11,450,000.00	10,739,932.11 ENGINEERING
11426	CONVEYANCE LINE FROM LS TO RWWTP	7,078,128.60	104,249.52	0.00	-104,249.52	7,182,378.12	8,300,000.00	1,117,621.88 ENGINEERING
11451	CHROMIUM 6 COMPLIANCE STUDY	64,726.19	21,278.59	0.00	-21,278.59	86,004.78	200,000.00	113,995.22 ENGINEERING
11456	HWWTP INFL. PUMP STATION ODOR CONTROL	647,969.84	0.00	0.00	0.00	647,969.84	730,000.00	82,030.16 ENGINEERING
11566	DESIGN & ENGINEERING AREAS H & I	336,320.57	0.00	0.00	0.00	336,320.57	460,000.00	123,679.43 ENGINEERING
11610	VISTA RESERVOIR NO. 2	127,027.61		0.00	0.00	127,027.61	975,427.00	848,399.39 ENGINEERING
11611	WELL REHABILITATION PROGRAM - WELL 22	609,264.22	26,592.80	0.00	-26,592.80	635,857.02	1,560,000.00	924,142.98 PRODUCTION
11618	DESIGN & ENGINEERING FOR AREAS A & G	573,106.23	2,548.42	0.00	-2,548.42	575,654.65	1,600,000.00	1,024,345.35 ENGINEERING
	ADMIN BUILDING	1,855,431.73	224,965.29	0.00	-224,965.29	2,080,397.02	33,300,000.00	31,219,602.98 ADMINISTRATION
11657	SEWER SYSTEM COLLECTIONS	561,007.76	0.00	0.00	0.00	561,007.76	750,000.00	188,992.24 ENGINEERING
11666	EMERGENCY BACKUP GENERATOR WELL 27/31	21,859.56	0.00	0.00	0.00	21,859.56	411,002.00	389,142.44 ENGINEERING
11667	EMERGENCY BACKUP GENERATOR WELL 32	21,767.00	0.00	0.00				278,564.00 ENGINEERING
	EMERGENCY BACKUP GENERATOR WELL 37	21,803.56	0.00	0.00		21,803.56	300,331.00	278,527.44 ENGINEERING
11693	GQPP AREA D3-1 SEWER DESIGN	10,126.62	18,005.82	0.00	-18,005.82	28,132.44	156,000.00	127,867.56 ENGINEERING
11716	PORTABLE BOOSTER/TRANSFER PUMP	148,226.35	0.00	0.00	0.00	148,226.35		
11717	TRAILER MOUNTED PORTABLE GENERATORS	487,220.74	0.00	0.00		- , -	537,375.00	
11720	WELL REHAB PROGRAM DESIGN - 2022 FY	68,918.31		0.00			120,000.00	
	35C WELL REHABILITATION	28,729.59		0.00				
	34C WELL REHABILITATION	637,977.37		0.00	-68,362.04			
	INSTALL 18-INCH INTERTIE LINE	3,174.77		0.00	-1,091.16			
	19TH-20TH AVES & LITTLE MORONGO ROADWAY PROJECT		,	0.00	,		,	,
	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	63,160.06		0.00	-68,891.74	,	,	
	2024 - NEW METERS 3/4" - 2"	308,086.20		0.00	-11,425.96			
	13TH AVE DAMAGE: TSTORM HILARY	185,124.25		0.00			,	
	THOMAS DR DAMAGE: TSTORM HILARY	33,158.02		0.00				
	INDIAN CANYON DAMAGE: TSTORM HILARY	17,740.48		0.00				
	MISSION LAKES DAMAGE: TSTORM HILARY	32,546.29		0.00	,			
	CASE 570N EP SKIP LOADER	0.00		0.00	,			
	GIS ESRI - SBITA	47,976.75		0.00				
	GIS CITYWORKS - SBITA	0.00		0.00	,	,	,	
11841	WACHS ERV-750 VALVE MACHINE	0.00	44,419.95	0.00	-44,419.95	44,419.95	45,000.00	580.05 CONSTRUCTION & MAI
				·				
TOTAL		69,443,586.88	1,848,296.31	0.00	-1,848,296.31	71,291,883.19	126,490,266.00	55,198,382.81
33	Records Listed							

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - PAUSED NOVEMBER 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11087	HORTON WWTP EXPANSION #5	152,615.52	0.00	0.00	0.00	152,615.52	13,404,000.00	13,251,384.48	ENGINEERING
11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46	0.00	0.00	0.00	70,708.46	80,000.00	9,291.54	ENGINEERING
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44	0.00	0.00	0.00	594,668.44	652,000.00	57,331.56	ENGINEERING
11472	AREA J-2	293,853.72	0.00	0.00	0.00	293,853.72	300,000.00	6,146.28	ENGINEERING
11556	HWWTP ASU DEMOLITION	45,077.20	0.00	0.00	0.00	45,077.20	167,275.00	122,197.80	ENGINEERING
11557	HWWTP PERCOLATION PONDS (2)	350,213.58	0.00	0.00	0.00	350,213.58	380,000.00	29,786.42	WASTEWATER
11598	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86	0.00	0.00	0.00	1,451.86	155,000.00	153,548.14	ENGINEERING
11599	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91	0.00	0.00	0.00	25,947.91	226,288.00	/	ENGINEERING
11600	BOOSTER PUMP REHAB PROGRAM	119,375.93	0.00	0.00	0.00	119,375.93	150,000.00	30,624.07	PRODUCTION
11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25	0.00	0.00	0.00	88,417.25	124,180.00	,	PRODUCTION
11604	PAVEMENT REPAIRS - CORP YARD	43,757.39	0.00	0.00	0.00	43,757.39	345,575.00	301,817.61	ENGINEERING
11607	TERRACE RESERVOIR NO. 1	30,667.76	0.00	0.00	0.00	30,667.76	2,754,343.00	2,723,675.24	ENGINEERING
11608	TERRACE RESERVOIR NO. 2	32,374.80	0.00	0.00	0.00	32,374.80	2,814,461.00	2,782,086.20	ENGINEERING
11609	TERRACE RESERVOIR NO. 3	30,882.54	0.00	0.00	0.00	30,882.54	2,361,363.00	2,330,480.46	ENGINEERING
11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68	0.00	0.00	0.00	343.68	150,000.00	149,656.32	ENGINEERING
11617	HWWTP SCADA UPGRADES	40,080.36	0.00	0.00	0.00	40,080.36	129,008.00	88,927.64	WASTEWATER
11622	2020 WATER CIP PIPELINE REPLACEMENT	275,188.54	0.00	0.00	0.00	275,188.54	2,264,975.00	1,989,786.46	ENGINEERING
11665	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86	0.00	0.00	0.00	2,366.86	225,075.00	222,708.14	PRODUCTION
11689	FILTRATION FOR HWWTP	108,952.07	0.00	0.00	0.00	108,952.07	1,500,000.00	1,391,047.93	ENGINEERING
11691	MUNICODE WEBSITE	9,021.78	0.00	0.00	0.00	9,021.78	31,000.00	21,978.22	ADMINISTRATION
11692	MUNICODE AGENDA	7,214.25	0.00	0.00	0.00	7,214.25	20,000.00	12,785.75	ADMINISTRATION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	0.00	0.00	35,339.27	135,000.00	99,660.73	ADMINISTRATION
TOTAL		2,358,519.17	0.00	0.00	0.00	2,358,519.17	28,369,543.00	26,011,023.83	
		,							
22	Records Listed								

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

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET TOTA	AL	ADOPTED	BALANCE	DEPARTMENT
JOBNO PROJECT	TITLE	07-01-2024	10-31-24	BUDGET	TO ACTUAL COS				RESPONSIBLE
11460 WELL 29	CHROMIUM 6 TREATMENT DESIGN	0.00	0.00	0.00	0.00	0.00	200,000.00	200,000.00	ENGINEERING
	DIR REHAB PROGRAM DESIGN - 2022 FY	0.00	0.00	0.00	0.00	0.00	120,000.00		PRODUCTION
11737 PIERSON	BLVD SLURRY SEAL PROJECT	0.00	0.00	0.00	0.00	0.00	183,000.00	183,000.00	ENGINEERING
11738 RIVERSID	DE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00	0.00	0.00	0.00	0.00	33,000.00	33,000.00	ENGINEERING
11789 WACHS E	RV-750 VALVE MACHINE	0.00	0.00	0.00	0.00	0.00	42,000.00	42,000.00	CONSTRUCTION & MAINT.
11791 ERP SYS	TEM REPLACEMENTS	0.00	0.00	0.00	0.00	0.00	1,710,000.00	1,710,000.00	INNOVATION & TECHNOLOGY
11812 LITTLE M	ORONGO DAMAGE: TSTORM HILARY	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00	ENGINEERING
11829 GEHL TH	842 TELEHANDLER	0.00	0.00	0.00	0.00	0.00	177,817.00	177,817.00	WASTEWATER
11839 JOHN DE	ERE JD210P SKIP LOADER	0.00	0.00	0.00	0.00	0.00	157,300.00	157,300.00	CONSTRUCTION & MAINT.
11840 VACUUM	EXTRACTOR	0.00	0.00	0.00	0.00	0.00	143,000.00	143,000.00	CONSTRUCTION & MAINT.
11842 WALK BE	HIND TRENCHER	0.00	0.00	0.00	0.00	0.00	12,100.00	12,100.00	CONSTRUCTION & MAINT.
11843 AXLE WE	IGHING SYSTEM	0.00	0.00	0.00	0.00	0.00	15,070.00	15,070.00	WASTEWATER
11844 BELT PRE	ESS HOIZONTAL SCREW REPLACEMT	0.00	0.00	0.00	0.00	0.00	22,775.00	22,775.00	WASTEWATER
11845 HEADWO	RKS GRIT CLASSIFIER SCREW REPLACEMT	0.00	0.00	0.00	0.00	0.00	96,076.00	96,076.00	WASTEWATER
11846 AVILIGON	I CAMERA SYSTEM (HORTON)	0.00	0.00	0.00	0.00	0.00	71,886.00	71,886.00	WASTEWATER
11847 JWC AUG	ER REPLACEMENT	0.00	0.00	0.00	0.00	0.00	28,898.00	28,898.00	WASTEWATER
11848 ODOR CC	NTROL GREASE FILTER	0.00	0.00	0.00	0.00	0.00	17,000.00		WASTEWATER
11849 PSC - WP	SV INTERTIE	0.00	0.00	0.00	0.00	0.00	358,010.00	358,010.00	ENGINEERING
11850 WATERLI	NE REPLACEMENT(S): EASEMENTS	0.00	0.00	0.00	0.00	0.00	64,000,000.00	64,000,000.00	ENGINEERING
11851 CHLORIN	E ENCLOSURES	0.00	0.00	0.00	0.00	0.00	169,474.00	169,474.00	PRODUCTION
	Y PLC UPGRADE	0.00	0.00	0.00	0.00	0.00	23,150.00	23,150.00	PRODUCTION
11853 HIGHLAN	D SOLAR & COMMUNICATIONS UPGRADE	0.00	0.00	0.00	0.00	0.00	23,442.00	23,442.00	PRODUCTION
11854 LITTLE M	ORONGO BOOSTER INSTALL	0.00	0.00	0.00	0.00	0.00	167,605.00	167,605.00	PRODUCTION
11855 LOW DES	SERT VIEW BOOSTER REHAB	0.00	0.00	0.00	0.00	0.00	69,304.00	69,304.00	PRODUCTION
11856 QUAL AL	TITUDE VALVE UPGRADE	0.00	0.00	0.00	0.00	0.00	40,033.00		PRODUCTION
11857 SCADA S	ERVER UPGRADE	0.00	0.00	0.00	0.00	0.00	24,341.00		PRODUCTION
11858 TERRACE	BOOSTER REHAB PROJECT	0.00	0.00	0.00	0.00	0.00	119,304.00	119,304.00	PRODUCTION
	CLA-VAL REPLACEMENT	0.00	0.00	0.00	0.00	0.00	112,617.00		PRODUCTION
	A REHABILITATION	0.00	0.00	0.00	0.00	0.00	104,211.00		PRODUCTION
	A FENCING/ELEC POLE PROJECT	0.00	0.00	0.00	0.00	0.00	56,901.00		PRODUCTION
11862 M-2 WATI	ERLINE REPLACEMENT	0.00	0.00	0.00	0.00	0.00	3,574,309.00	3,574,309.00	ENGINEERING
TOTAL		0.00	0.00	0.00	0.00	0.00	71,902,623.00	71,902,623.00	
31 Records L	isted								

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - COMPLETED NOVEMBER 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
10371	SEWER LINE ENCASEMENT I-10 CROSSING @ INDIAN	251,972.22	0.00	0.00	0.00	251,972.22	251,972.00	-0.22	ENGINEERING
10693	WELL SITE-WORSLEY RD NORTH-27 ACRES	39,326.00	0.00	0.00	0.00	39,326.00	39,326.00	0.00	ENGINEERING
10702	WELL SITE WORSLEY-ENV/ENG	2,404.50	0.00	0.00	0.00	2,404.50	2,405.00	0.50	ENGINEERING
10969	PRELIM DESIGN/ENG HORTON WWTP EXP# 5	171,702.93	0.00	0.00	0.00	171,702.93	171,703.00	0.07	ENGINEERING
11032	FINAL DESIGN HORTON WWTP EXP #5	940,340.32	0.00	0.00	0.00	940,340.32	940,340.00	-0.32	ENGINEERING
11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48	0.00	0.00	0.00	366,443.48	375,000.00	- /	ENGINEERING
11088	EIR HORTON WWTP EXPANSION #5	71,415.62	0.00	0.00	0.00	71,415.62	71,416.00	0.38	ENGINEERING
11282	MISSION CREEK - 80 ACRES	325,077.18	0.00	0.00	0.00	325,077.18	328,000.00	2,922.82	ENGINEERING
11392	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20	0.00	0.00	0.00	29,207.20	30,000.00	792.80	PRODUCTION
11498	HWWTP PERCOLATION POND REHAB	28,181.34	0.00	0.00	0.00	28,181.34	42,000.00	13,818.66	WASTEWATER
11602	ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	700,272.63	0.00	0.00	0.00	700,272.63	741,404.00	41,131.37	PRODUCTION
11787	JOHN DEERE 3032E COMPACT UTILITY TRAILER	30,405.00	0.00	32,000.00	32,000.00	30,405.00	32,000.00	1,595.00	WASTEWATER
11788	MUFFIN MONSTER 6" INLINE GRINDER	16,197.28	0.00	15,100.00	15,100.00	16,197.28	17,100.00	902.72	WASTEWATER
11831	JOHN DEERE GATOR TE MODEL (1 OF 2)	0.00	15,372.77	0.00	-15,372.77	15,372.77	16,000.00		WASTEWATER
11832	JOHN DEERE GATOR TX MODEL (2 OF 2)	0.00	15,372.77	0.00	-15,372.77	15,372.77	16,000.00	627.23	ENGINEERING
TOTAL		2,972,945.70	30,745.54	47,100.00	16,354.46	3,003,691.24	3,074,666.00	70,974.76	
15	Records Listed								

ENERAL MANAGER'S REPORT DECEMBER 2024	
ADDENDIV D. Innovetton O Tooknology Informati	- 10
APPENDIX B – Innovation & Technology Information	on
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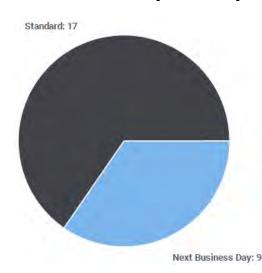


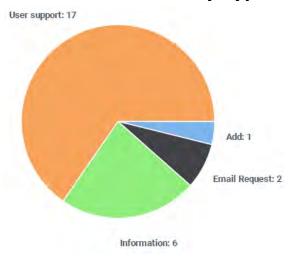
Mission Springs — November, 2024 Client report

Client Activity Report and Analysis

Tickets received by Priority

Tickets received By Type





Client Service Rating						
Overall Satisfaction	_					
Number of Service Requests	26					
Number of Survey Responses	0					
Response Rate	0%					

Tickets Received 26

Tickets Closed 27

Ticket MTTR 8.4 hr.

Client Hours — November

Hours on SOs 43

Hours on Projects 3

Meeting Hours 1

TOTAL HOURS 47



Mission Springs — November, 2024 Client report

November Client Meetings

Meeting Title	Topics	Time Allocated
Monthly Project Review	 Current pending projects Proofpoint live confirmation Quotes refresh Cyber Security Presentation (AB) 	1

Client Pending Projects

Project Title	Purpose
Palo Alto	Firewall Set up
Server Refresh	Replace server host with new equipment due to age

GENERAL MANAGER'S REPORT DECEMBER 2024	
APPENDIX C - Wastewater & Was	er Production Tables
AFFEINDIX C - Wasiewalei & Wa	ter Froduction rables

WASTEWATER REPORT

						SEWER CO	NNECTION	SUMMARY						
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	9	4	4	18	8	7	9	51	2	1	139	2	0	0
August	7	12	26	20	4	1	8	53	2	4	214	4	0	2
September	2	17	20	20	5	2	12	8	11	2	90	2	1	0
October	2	3	13	36	9	4	8	12	4	21	65	8	2	1
November	21	7	8	29	50	10	9	7	7	1	52	18	7	3
December		21	8	12	9	3	3	64	1	0	86	22	11	2
January		2	35	14	21	7	1	16	8	3	27	3	11	1
February		1	4	7	23	5	1	42	0	3	5	46	6	1
March		1	24	17	48	1	0	23	5	0	31	16	2	1
April		7	16	7	18	3	3	15	30	0	8	95	14	3
May		8	9	16	17	11	3	20	45	7	13	98	3	2
June		0	4	2	21	7	3	6	70	4	4	72	2	0
Annual	41	83	171	198	233	61	60	317	185	46	734	386	59	16

Connections to Sewer Collection System:

As of June 30, 2024 8,919 Plus YTD

41

Total Sewer Connections = 8,960

		WASTE	WATER FLO	OW MGD			
2024/25	HORTO	N PLANT	DESER	Γ CREST	WRIGHT PLANT		
2024/25	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	
	Flow	Flow	Flow	Flow	Flow	Flow	
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000	
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000	
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000	
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000	
November	2.080992	2.260242	0.045151	0.050590	0.000000	0.000000	
December							
January							
February							
March							
April							
May							
June							

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

WATER REPORT

					WAT	ER CONNE	CTION SUM	IMARY					
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	9	5	6	18	7	4	5	7	2	0	0	1	0
August	14	14	28	19	6	10	5	3	2	2	0	1	0
September	6	19	22	23	18	2	14	4	13	3	0	2	2
October	2	4	16	33	13	3	21	8	3	20	0	5	1
November	24	9	10	27	10	16	4	0	7	3	0	1	0
December		5	9	9	2	17	3	3	2	0	0	2	0
January		5	26	14	15	6	3	20	1	1	2	2	0
February		3	14	8	13	8	5	11	1	0	1	0	1
March		6	29	19	16	2	3	6	5	0	12	0	0
April		11	24	6	11	1	3	7	11	2	7	0	1
May		9	16	19	15	12	5	11	9	8	2	0	1
June		3	5	1	24	11	2	8	2	10	1	0	0
Annual	55	93	205	196	150	92	73	88	58	49	25	14	6
Avg./ Mo.	4.58	7.75	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50

Connections to Water System:

As of June 30, 2024 13,636

Plus YTD 55

Total Water Connections = 13,691

	WATER PRODUCTION SUMMARY												
	FY 2024/25 AF	Varia from pri		FY 2023/24 AF	FY 2022/23 AF	FY 2021/22 AF	FY 2020/21 AF	FY 2019/20 AF	FY 2018/19 AF	FY 2017/18 AF	FY 2016/17 AF	FY 2015/16 AF	FY 2014/15 AF
luki	939.07	149.08	18.87%	789.99	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00
July													
August	818.63	80.89	10.96%	737.74	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71
September	785.85	110.79	16.41%	675.06	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67
October	718.26	9.03	1.27%	709.23	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30
November	574.08	-54.97	-8.74%	629.05	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69
December		0.00	0.00%	529.99	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83
January		0.00	0.00%	556.57	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86
February		0.00	0.00%	458.69	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49
March		0.00	0.00%	560.24	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94
April		0.00	0.00%	649.67	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58
May		0.00	0.00%	696.24	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28
June		0.00	0.00%	700.11	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34
TOTAL	3,835.89	294.82	8.33%	7,692.58	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69

APPENDIX D – Federal & State Legislative Information



Mission Springs Water District Federal Update

November 25, 2024

2024 Presidential Election & Transition

On November 6th, former President Donald Trump (R) won election to a nonconsecutive second term as president. This is the second time a President has been elected to nonconsecutive terms after Grover Cleveland served as the 22nd and 24th President. Trump defeated Vice President Kamala Harris (D) by an Electoral College vote of 312-226. President-elect Trump began naming nominees for his Cabinet and other White House positions. The charts below outline Trump's selected Cabinet and administration nominees for his second term.

TRUMP CABINET (*indicates no Senate confirmation required)	<u>Name</u>	Current/Former Position
Vice President*	JD Vance	Senator from Ohio
Secretary of State	Marco Rubio	Senator from Florida
Secretary of the Treasury	Scott Bessent	Founder of Key Square Group
Secretary of Defense	Pete Hegseth	FOX News Host and Army Veteran
Attorney General	Pam Bondi	Former Attorney General of Florida
Secretary of the Interior	Doug Burgum	Governor of North Dakota
Secretary of Agriculture	Brooke Rollins	Former Director of the Domestic Policy Council
Secretary of Commerce	Howard Lutnick	Chairman & CEO of Cantor Fitzgerald
Secretary of Labor	Lori Chavez- DeRemer	Representative from Oregon (lost reelection in 2024)
Secretary of Health and Human Services	Robert F. Kennedy Jr.	Presidential candidate in the 2024 cycle
Secretary of Housing and Urban Development	Scott Turner	Former Texas State Representative and NFL Player
Secretary of Transportation	Sean Duffy	Former Representative from Wisconsin
Secretary of Energy	Chris Wright	CEO of Liberty Energy
Secretary of Education	Linda McMahon	Former Small Business Administrator

Secretary of Veterans Affairs	Doug Collins	Former Representative from Georgia		
Secretary of Homeland Security	Kristi Noem	Governor of South Dakota		
CABINET-LEVEL NOMINEES				
(not in the line of succession)				
Director of National Intelligence	Tulsi Gabbard	Former Representative from Hawaii		
Ambassador to the UN	Elise Stefanik	Representative from New York		
Director of the Office of	Puggall Vought	Former Director of the Office of		
Management and Budget	Russell Vought	Management and Budget		
Administrator of the	Lee Zeldin	Former Representative from New		
Environmental Protection Agency	Lee Zetain	York		
Chair of the Council of Economic				
Advisors				
U.S. Trade Representative				

President-elect Trump made the following non-Cabinet nominations and White House:

TRUMP ADMIN	Appointee	Current/Former position
Administrator of the Centers for Medicare and Medicaid Services	Mehmet Oz	Doctor, reality TV host, and 2022 Pennsylvania Republican nominee for Senate
Border Czar*	Tom Homan	Former acting director of U.S. Immigration and Customs Enforcement
Department of Government Efficiency (new office)*	Elon Musk & Vivek Ramaswamy	Businessmen/entrepreneurs
National Security Advisor*	Mike Waltz	Representative from Florida
White House Chief of Staff*	Susie Wiles	Co-chair of the Trump 2024 campaign
White House Deputy Chief of Staff for Policy & Homeland Security Advisor*	Stephen Miller	Former Senior Advisor to the President
White House Deputy Chief of Staff*	Dan Scavino	Former Deputy Chief of Staff

119th Congress Election Results

The Republican Party will control the House and Senate in the 119th Congress. In the Senate, Republicans have a 53-47 majority. In the House, Republicans maintain a 219-213 majority with three uncalled races:

- CA-13: Incumbent Rep. John Duarte (R) is leading challenger Adam Gray (D) by 204 votes with 98% of ballots counted.
- CA-45: Challenger Derek Tran (D) is leading incumbent Rep. Michele Steel (R) by 545 votes with 99% of ballots counted.
- IA-1: incumbent Rep. Mariannette Miller-Meeks (R) is leading challenger Christina Bohannan (D) by 800 votes with 99% of ballots counted.

118th Congress Lame Duck Session

Earlier this month, the House and Senate returned to Washington, D.C., for the first time since the end of September. During their two weeks in Washington before heading home for the Thanksgiving break, Members were focused on their respective leadership elections for the upcoming Congress. Additionally, newly elected Members were in Washington for New Member Orientation. Following the Thanksgiving recess, Members will be faced with a list of timely priorities that will need to be addressed during the lame duck session including the following:

- A path forward for the Fiscal Year (FY) 2025 appropriations bills as the current Continuing Resolution expires on December 20th
- A disaster relief supplemental appropriations package
- National Defense Authorization Act
- Water Resources Development Act of 2024
- Farm Bill Extension

Congressional Leadership Elections

On November 13th, House and Senate Republicans held Leadership Elections for the 119th Congress. In the Senate, Senator John Thune (R-SD) was elected over Senator John Cornyn (R-TX) by a vote of 29-24 to succeed Minority Leader Mitch McConnell (R-KY), who is stepping down from leadership as Majority Leader in the next Congress. Senator John Barrasso (R-WY) was elected as Majority Whip. In the House, Speaker Mike Johnson (R-LA) and Majority Leader Steve Scalise (R-LA) won reelection to their respective leadership roles on the House side. Speaker Johnson will need to win a majority vote on the Floor of the House in January to formally be elected Speaker again.

On November 18th, House Democrats held elections in which Minority Leader Hakeem Jeffries (D-NY) won reelection to lead the House Democratic Caucus and Minority Whip Katherine Clark (D-MA) won reelection. Senate Democrats have yet to hold leadership elections, but it is expected that current Majority Leader Chuck Schumer (D-NY) and Majority Whip Dick Durban (D-IL) will be reelected to lead Senate Democrats in the next Congress as Minority Leader and Minority Whip, respectively.

CONGRESSIONAL ACTIVITY

Senators Introduce Bipartisan Atmospheric River Forecasting Bill. Senators Alex Padilla (D-CA) and Lisa Murkowski (R-AK) introduced the *Improving Atmospheric River Forecasts Act* (S.

5361). The legislation would direct the National Oceanic and Atmospheric Administration (NOAA) to establish a forecast improvement program for predicting atmospheric timing and location through the National Weather Service. A companion bill (H.R. 3966) was introduced in the House by California Representatives Mike Garcia (R) and Jay Obernolte (R) in 2023. The Senate legislation was referred to the Committee on Commerce, Science, and Transportation for consideration.

Representatives Urge NIST to Develop Standards for Lifeline Infrastructure. A group of Representatives led by Kevin Mullin (D-CA) sent a <u>letter</u> to the National Institute of Standards and Technology (NIST) requesting that the agency develop standards for resilient lifeline infrastructure in the wake of natural hazards and disasters. The letter urges NIST to develop standards allowing federal, state, and local emergency responders to better coordinate and plan for lifeline service loss.

GRANT AWARD ANNOUNCEMENTS

Reclamation Announces \$125 Million in Large-Scale Water Recycling Grants. Reclamation **announced** \$125 million for five projects through the Large-Scale Water Recycling Program. The program was created in the Bipartisan Infrastructure Law and funds larger-scale water recycling and reuse projects.

Reclamation Announces \$3.3 Million in WaterSMART Small-Scale Water Efficiency Grants. Reclamation announced \$3.3 million in WaterSMART Small-Scale Water Efficiency Projects program grants to 36 projects in 10 states. The program funds water efficiency projects across western states, such as installing flow measurement or automation systems, lining canals to reduce seepage, and other water efficiency efforts.

FEDERAL AGENCY REGULATORY ACTIONS

IRS Releases Final Direct Pay Regulations for Clean Energy Tax Credits. The Internal Revenue Service (IRS) released the <u>final regulations</u> for direct pay clean energy tax incentives included in the Inflation Reduction Act. These regulations allow eligible entities to access the full values of clean energy incentives by providing clarity and flexibility for direct pay-eligible entities, including co-owned projects. The regulations are effective January 19th.

Reclamation Releases Final Long-Term Operation EIS for the CVP. Reclamation released the final Environmental Impact Statement (EIS) for the Long-Term Operation of the Central Valley Project (CVP) and State Water Project. The final EIS analyzes five alternative options for the operation of dams, powerplants, and related CVP and Delta facilities of the State Water Project. The preferred alternative includes a new operational framework for Shasta Reservoir, revised operational criteria for Delta exports that supply water to cities and farms, and support habitat management and redevelopment in the Sacramento-San Joaquin Bay Delta.

Reclamation Releases Post-2026 Colorado River Alternatives. Reclamation released <u>five proposed alternatives</u> for post-2026 operations for the Colorado River. Current agreements regarding operations expire at the end of 2026, and Reclamation is expected to release a draft EIS in early 2025 analyzing the alternatives to ensure the long-term stability of the Colorado River Basin.

FEDERAL AGENCY ANNOUNCEMENTS AND PERSONNEL CHANGES

EPA Announces New Farm, Ranch, and Rural Communities Advisory Committee Members. EPA <u>announced</u> the appointment of 18 new members and the reappointment of six members to the Farm, Ranch, and Rural Communities Federal Advisory Committee. The committee provides independent policy advice and recommendations to the EPA Administrator on the intersection of environmental, rural, and agricultural policy.

EPA Releases Third Annual PFAS Strategic Roadmap Progress Report. EPA released a report titled "**EPA's PFAS Strategic Roadmap: Third Annual Progress Report**" that details efforts to address the health and environmental risks related to per- and polyfluoroalkyl (PFAS) substances. The report contains updates on PFAS in drinking water and natural waterways, cleaning up PFAS contamination, chemical safety, research and development, and enforcement and compliance.

EPA Releases National Plastic Pollution Prevention Strategy. EPA released the "National Strategy to Prevent Plastic Pollution," detailing steps for government agencies, businesses, non-profits, and communities to reduce plastic pollution. The report includes advice on reducing the production and consumption of single-use plastic products, studying the environmental and health impacts of single-use plastics, and collaboration between producers and consumers.

EPA Releases Interim Cumulative Impacts Framework. EPA released a draft of the <u>Interim Framework for Advancing Consideration of Cumulative Impacts</u> for agency programs and regional offices to consider the overall impacts of EPA's work. Cumulative impacts are defined by the totality of exposures to chemical and non-chemical stressors, such as air and water pollution, and their effect on human health, including cultural, subsistence practices, socioeconomics, and other health considerations. Comments on the draft are due by February 19th.

Reclamation Announces New Law Administration Division Manager. Reclamation announced that Carrie Diroll will serve as Law Administration Division Manager for the Mission Assurance and Protection Organization. Diroll has led the Law Administration Division's Economics and Planning Team since 2018.

USDA Rural Development Announces Circuit Rider Program Expansion. The Department of Agriculture's (USDA) Office of Rural Development **announced** an expansion of the **Circuit Rider Program** in partnership with the White House Office of the National Cyber Director and the National Rural Water Association. The program ensures personnel are available in each state and territory deemed "circuit riders" to assist rural water systems with operational, financial, and

managerial issues. The expanded program will assess and provide cybersecurity support and train the existing 132 circuit riders nationwide on cybersecurity for water utilities.

##

GENERAL MANAGER'S REPORT DECEMBER 2024
CENTERIAL MANAGERY OF THE ONE DECEMBER 2024
APPENDIX E – Public Affairs Information

We Have Payment Options to Fit Your Busy Lifestyle







By Phone



By Mail



In Person

And more local CASH payment locations!











The Value of Your Tap Water

Did you know that MSWD has won ten international taste test awards? MSWD is the only agency in the world to have won all three medals; Gold Medal in 2020, 2004, and 1999, the Silver Medal in 2011, 2008, 2001, and 1997, and the Bronze Medal in 2022, 2018, and 2003. Further, MSWD was honored by the American Water Works Association (AWWA) in 2010 for having won more medals than any other municipal water purveyor in the world!

Not only do we have great tasting water, but we have safe, clean water drawn from the Mission Creek Subbasin aquifer. Our dedicated water production team tests water daily, and as many as 5,500 tests/analyses are performed each year to make sure your water exceeds all state and federal standards.

We are incredibly proud to serve our award-winning tap water at a value as well, you get 4 gallons of pure tap water for just 1 cent! This holiday season, raise a glass of water to celebrate with us.

To learn more about your water quality, or awards received by MSWD visit: mswd.org/waterquality and mswd.org/awards





Avoid Costly Clogs! Keep Fats, Oil, and Grease out of the Drain

The holidays are coming, with dinners and celebrations planned, make sure to avoid disposing of fats, oils, and grease (F.O.G.), down the drain. They can clog and damage your plumbing and local sewer systems when poured down drains. These substances often solidify in pipes, creating blockages that are expensive to repair. Protect your home and the community by following these tips:

- Scrape, Don't Pour: Always scrape greasy materials and food scraps from cookware and dishware into a can or green trash bin for proper disposal.
- Use Sink Strainers: Place strainers in sink drains to catch food scraps and other solids. Empty these into the trash, not down the drain.
- Avoid Garbage Disposals for Grease: Grease and greasy food should never go in garbage disposals, as they only break solids into smaller pieces without eliminating grease.
- Wipe Before Washing: Wipe down cookware and dishware before washing to minimize grease in the drain.

Encourage friends and neighbors to keep F.O.G. out of the drain, protecting everyone's plumbing and sewer systems.















Tenemos Opciones de Pago que se Adaptan a su Estilo de Vida Ocupado









en línea

por telefono por correo

Y más ubicaciones locales para pagos en EFECTIVO!











El Valor de Su Agua de Grifo

Sabía que MSWD ha ganado diez premios internacionales en pruebas de sabor? MSWD es la única agencia en el mundo que ha ganado las tres medallas; Medalla de Oro en 2020, 2004 y 1999, Medalla de Plata en 2011, 2008, 2001 y 1997, y Medalla de Bronce en 2022, 2018 y 2003. Además, MSWD fue honrada por la Asociación Americana de Obras Hidráulicas (AWWA) en 2010 por haber ganado más medallas que cualquier otro proveedor municipal de agua en el mundo.

No solo tenemos agua de gran sabor, sino que también tenemos agua segura y limpia extraída del acuífero de la subcuenca de Mission Creek. Nuestro equipo dedicado a la producción de agua realiza pruebas diarias y hasta 5,500 pruebas/análisis al año para asegurarse de que el agua supere todos los estándares estatales y federales.

Estamos increíblemente orgullosos de ofrecer nuestro galardonado agua de grifo a un gran valor, ¡usted obtiene 4 galones de agua pura por solo 1 centavo! Esta temporada festiva, levante un vaso de agua para celebrar con nosotros.

Para obtener más información sobre la calidad de su agua o los premios recibidos por MSWD, visite: mswd.org/waterquality y mswd.org/awards





Evite Costosos Atascos! Mantenga las Grasas, Aceites y Sebos Fuera del Drenaje

Con la llegada de las festividades, con cenas y celebraciones planeadas, asegúrese de no desechar grasas, aceites y sebos (G.A.S.) por el desagüe. Cuando se vierten en los desagües, pueden obstruir y dañar la plomería y los sistemas de alcantarillado locales. Estas sustancias a menudo se solidifican en las tuberías, creando bloqueos costosos de reparar. Proteja su hogar y la comunidad siguiendo estos consejos:

- Raspe, No Vierta: Siempre raspe los materiales grasosos y restos de comida de utensilios y platos en una lata o un contenedor de basura verde para su correcta eliminación.
- Use Coladores de Fregadero: Coloque coladores en los desagües del fregadero para atrapar restos de comida y otros sólidos. Vacíelos en la basura, no por el desagüe.
- Evite el Uso del Triturador de Basura para Grasas: Las grasas y alimentos grasosos nunca deben ir al triturador de basura, ya que solo descomponen los sólidos en pedazos más pequeños sin eliminar la grasa.
- Limpie Antes de Lavar: Limpie utensilios y platos antes de lavarlos para minimizar la grasa en el desagüe.

Anime a amigos y vecinos a mantener las G.A.S. fuera del desagüe, protegiendo la plomería y los sistemas de alcantarillado de todos.















Water COUNTS

CVWC Digital Marketing Report Website, Social, and Marketing Performance

Nov 1 - 30, 2024

by Hunter | Johnsen

CVWC Digital Marketing Report November 1 - 30, 2024

Google Ads Campaigns









159.47K

8,995

82,290

2,379

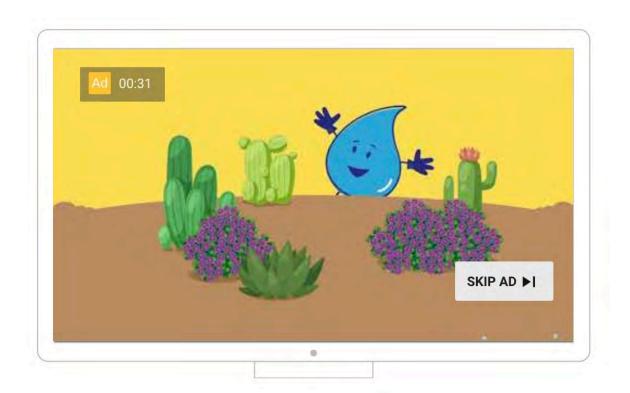
GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE CV Water Counts

Campaign name	Clicks	Impr.
CV Water Counts November 2024 Spanish	885	82,169
CV Water Counts November 2024	1,022	77,299
	1.907	159.468



GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	82,290	29,146	13,024	213
CVWC Water Saving Tips YouTube Spanish November 2024	38,099	15,405	8,703	62
CVWC Water Saving Tips English YouTube November, 2024	44,191	13,741	4,321	151
	82,290	29,146	13,024	213





CVWC Digital Marketing Report

Campaign	Clicks	Impr.
CVWC search	259	8,995
	259	8,995



CVWC Digital Marketing Report

Facebook Ad Campaigns



#WaterWiseWednesday

Ad preview **Link Clicks** Page engagement Impr. Reach Frequency 725 69,012 28,354 2.43 790 **CVWC - November 2024** www.instagram.com Conservation Tip of the Month: Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons of water every minute. For more water-saving tips, visit CVWaterCounts.com/conservation-tips.

725

69,012

28,354

2.43

790



CVWC Digital Marketing Report

November 1 - 30, 2024

Website Information



Sessions
CV Water - CV Water Counts - GA4

PAGEVIEWS
CV Water - CV Water Counts - GA4

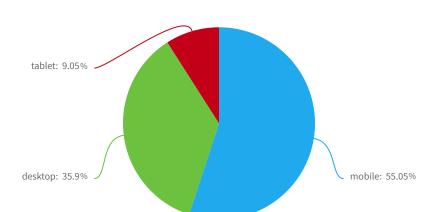
3,303

4,194

5,436



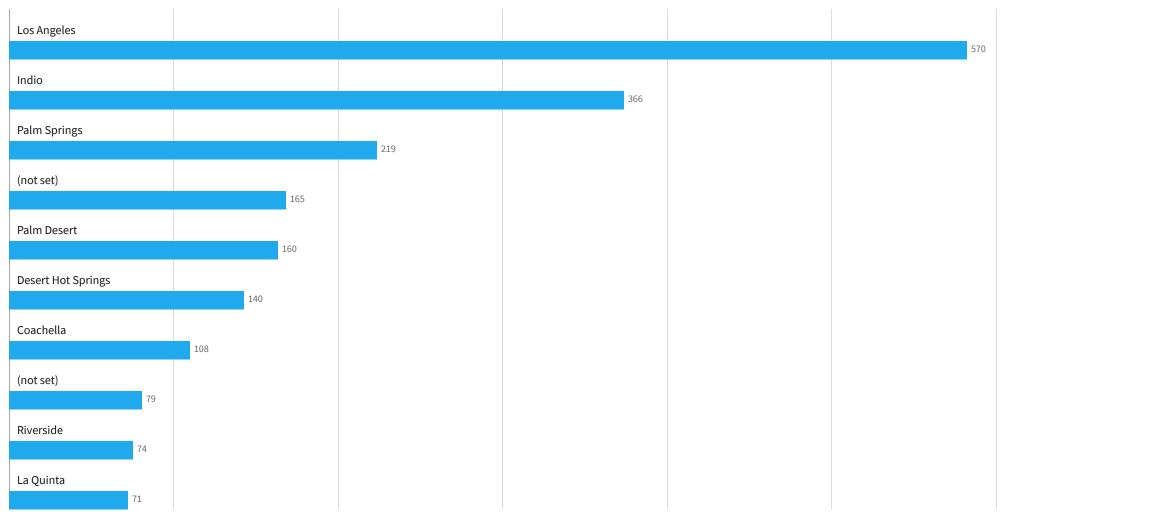




CVWC Digital Marketing Report

November 1 - 30, 2024

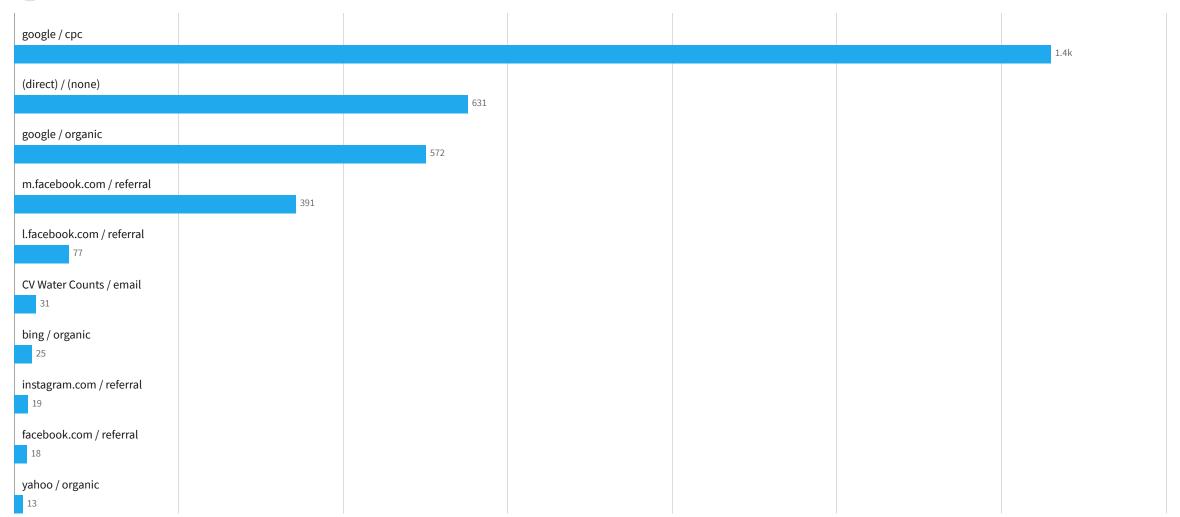




Users

New users by First user source / medium

CV Water - CV Water Counts - GA4



New users

Mo

Month performance

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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
November 2024	3,245	1,037	24.7%	1.27	13s
October 2024	3,954	1,587	32.6%	1.21	22s
September 2024	4,007	1,335	26.0%	1.26	14s
August 2024	3,966	1,413	26.6%	1.31	13s
July 2024	3,486	1,439	29.1%	1.37	12s
June 2024	3,918	1,161	22.9%	1.26	9s
	22,576	8,094	27.2%	1.32	14s

CVWC Digital Marketing Report

Organic Search



Query	Impr.	Clicks	CTR	Avg. position
carissa	7,015	5	0.07%	2.07
barrel cactus	6,593	6	0.09%	2.15
golden barrel cactus	5,737	11	0.19%	1.75
echinocactus grusonii	4,621	7	0.15%	1.54
natal plum	4,270	23	0.54%	1.51
carissa macrocarpa	3,979	8	0.2%	1.44
asiento de suegra	1,972	7	0.35%	1
anacahuita	1,641	6	0.37%	1
金鯱 サボテン	1,409	0	0%	1
echinocactus	1,308	3	0.23%	1.76
	38,545	76	0.2%	1.52



Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-golden-barrel-cactus-echinocactus-grusonii/	54,113	90	0.17%	1.7
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	28,038	76	0.27%	2.11
https://cvwatercounts.com/plant-of-the-month-texas-olive-cordia-boissieri/	3,242	11	0.34%	2.16
https://cvwatercounts.com/plant-of-the-month-weeping-bottlebrush-callistemon-viminalis/	2,650	13	0.49%	10.18
https://cvwatercounts.com/where-does-the-coachella-valley-water-come-from/	1,871	22	1.18%	7.36
https://cvwatercounts.com/plant-of-the-month-sand-verbena-abronia-villosa/	1,816	11	0.61%	4.1
https://cvwatercounts.com/plant-of-the-month-red-yucca-hesperaloe-parviflora/	1,725	1	0.06%	7.36
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	1,560	9	0.58%	16.33
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasylirion-wheeleri/	1,371	6	0.44%	11.41
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	1,320	2	0.15%	13.17
	97,706	241	0.25%	7.59



CVWC Digital Marketing Report November 1 - 30, 2024

Facebook Information



Reach CV Water Counts New page likes
CV Water Counts

Post engagement
CV Water Counts

37,792

19,063

0

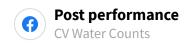
680



Page likes
CV Water Counts

106

3,965



Post		Created at	Reach	Likes
Help2Others ASSISTANCE PROGRAM	If you or someone you know is in need of water bill assistance, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out an online application at	November 30, 2024	33	2
ACHELLA WILEY TER DISTROT	Coachella Valley Water District (CVWD) was formed in 1918 to protect and conserve local water resources. With more than 570 employees, CVWD provides water-related services to more than 270,000 people in the	November 29, 2024	10	2
S. J.	Happy Thanksgiving!	November 28, 2024	19	2
	Plenty of Thanksgiving food means plenty of Thanksgiving dishes. Be sure to fill the sink when washing dishes instead of letting the water run. For more water-saving tips, visit	November 28, 2024	24	2
	With the holiday season just around the corner, many families are looking forward to their annual gatherings with traditional meals. It is important to remember that holiday cooking can include foods with	November 23, 2024	12	2
	From November 22–24, it's the Cathedral City Hot Air Balloon Festival!	November 22, 2024	36	2
	Don't defrost your turkey in cold water. Instead plan ahead and place your turkey in the refrigerator days before you're set to cook it. The bigger the turkey, the more time it needs to thaw. Don't forget to put the	November 21, 2024	52	2
	Coachella Valley Water District invites customers and area residents to visit its expanded demonstration garden, which includes a variety of desert-friendly plants and water-efficiency techniques to inspire th	November 19, 2024	23	3
FLIN FOOK	Looking for some activities for your kids over the Thanksgiving holiday? Download Splash's coloring book – available in English and in Spanish – at https://cvwatercounts.com/play/#FunBook	November 18, 2024	47	2
	CV Water Counts is with City of Coachella and 4 It was a great morning at Desert Garden Day, with many interested in Making Conservation a Way of Life!	November 16, 2024	137	5
	CV Water Counts is gearing up for the ninth course of the Water Counts Academy, designed for community leaders in the Coachella Valley who want to learn about local water resources. This comprehensive	November 16, 2024	17	2
	A distinctive member of the oleander family, the Madagascar Palm has gray bark, and a swollen trunk where it stores water. The crown of the large leaves on top and paired spines along the stem give it its uniq	November 15, 2024	16	2
	To check your shower for leaks: turn the faucet on, then all the way off. If it's still dripping or running, there could be a leak. Mineral build up on the outside of the faucet could also indicate a leak. For more	November 14, 2024	26	2
			18,938	102

CVWC Digital Marketing Report

Post		Created at	Reach	Likes
	Thank you to our veterans, for their service.	November 11, 2024	20	2
	https://www.facebook.com/reel/1269552430742654/	November 9, 2024	12	2
**	As November brings cooler weather to the desert, use less water in your landscaping to avoid wasting water. Plants and grass use less water during the fall and winter seasons. Gradually reduce watering as	November 8, 2024	19	2
	Conservation Tip of the Month: Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons of water every minute. For more water-saving tips, visit	November 6, 2024	18,204	57
	During the month of November in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 4 minutes a day, 7 days a week is	November 4, 2024	51	2
(1 to 1)	It's that time again, if you haven't done so already, be sure to set your clocks back one hour – and adjust your sprinkler timers too!	November 3, 2024	53	2
	https://www.facebook.com/photo.php? fbid=856294266661527&set=a.395351946089097&type	November 2, 2024	71	5
			18,938	102

CVWC Digital Marketing Report

November 1 - 30, 2024

Instagram Information



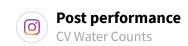
CV Water Counts

Followers (lifetime)
CV Water Counts

7,641

24

247



Post		Impr.	Engagement	Reach	Saved	Video views
	From November 22–24, it's the Cathedral City Hot Air Balloon Festival!	15	6	13	0	0
	Thank you to our veterans, for their service.	14	5	10	0	0
	Conservation Tip of the Month: Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons of water every minute. For more water-saving tips, visit the link in our bio.	11	3	7	0	0
MA	During the month of November in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 4 minutes a day, 7 days a week is	10	4	6	0	0
	Happy Thanksgiving!	9	4	8	0	0
FUTON CONTROL OF THE PROPERTY	Looking for some activities for your kids over the Thanksgiving holiday? Download Splash's coloring book – available in English and in Spanish – at cvwatercounts.com/play	9	2	7	0	0
		68	24	51	0	0

CVWC Digital Marketing Report

November 1 - 30, 2024

E-Blast Information



Campaign	Send Time	Emails Sent	Unique Opens	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Unsubscribe Count
CV Water Counts November 2024	Wednesday, November 6, 2024 10:00 AM	751	443	791	58.99%	18.46%	153	9.03%	0.91%	2
		751	443	791	58.99%	18.46%	153	9.03%	0.91%	2





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

Nov 1 - 30, 2024



MSWD Digital Marketing & Website Report

Google Ads Campaigns







247.23K

181

0.07%

GOOGLE ADS CAMPAIGN PERFORMANCE

Campaign name	Impr.	Clicks	CTR
MSWD Rebates Nov 2024	100,660	74	0.07%
MSWD Water Talks Nov 2024	98,469	64	0.06%
MSWD Black Friday Nov 2024	34,179	32	0.09%
MSWD FOGs Nov 2024	13,924	11	0.08%
	247,232	181	0.07%









MSWD Digital Marketing & Website Report

Meta Campaign Performance

Includes Facebook and Instagram campaigns

Campaign performance

Campaign	Link Clicks	Impr.	Reach	Page Likes
Water Talks- November 2024	316	42,026	6,260	0
MSWD Rebates November - 2024	143	139,772	10,335	0
MSWD Black Friday Nov 2024	74	51,744	36,429	0
MSWD FOGs - Nov 2024	13	16,879	16,449	0
	546	250,421	44,226	0









IMSWD

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

Website Information





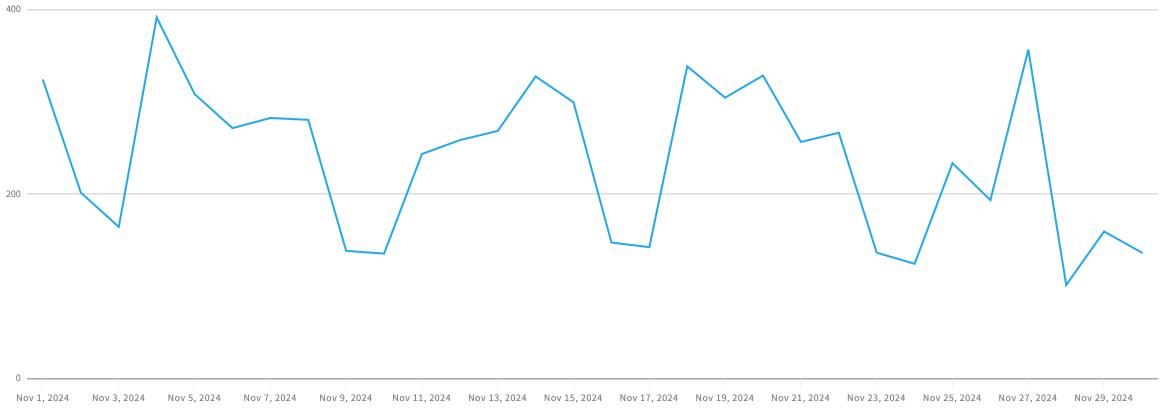


5,818

18,311

5,774





Users

Page Title performance www.mswd.org - http://www.mswd.org - GA4

Careers | Mission Springs Water District

Rebates | Mission Springs Water District

Application for Water Service | Mission Springs Water District

Sessions per User Average engagement time **Page Title** Views Views per user Users **Engaged sessions** Home Page | Mission Springs Water District 4,798 1.59 3,012 3,767 1.41 18s Customer Portal | Mission Springs Water District 3,871 1.62 2,951 1.46 2,381 15s Job Opportunities | Mission Springs Water District 1,093 2.4 454 567 1.54 30s Online Payment System \mid Mission Springs Water District 1.39 23s Bill Pay Options | Mission Springs Water District 710 459 1.25 19s 1.4 Water Talks with MSWD | Mission Springs Water District 465 1.32 330 78 1.24 (not set) 428 0.23 1,886 140 1.24 0s

1.54

2.22

1.14

3.11

263

166

247

5,818

344

211

5,774

1.39

1.65

1.09

1.5

21s

57s

3 /5

3m 36s

407

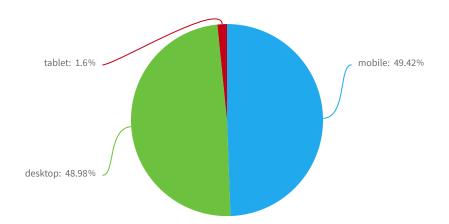
377

285

18,311

MSWD Digital Marketing & Website Report

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



Users by City

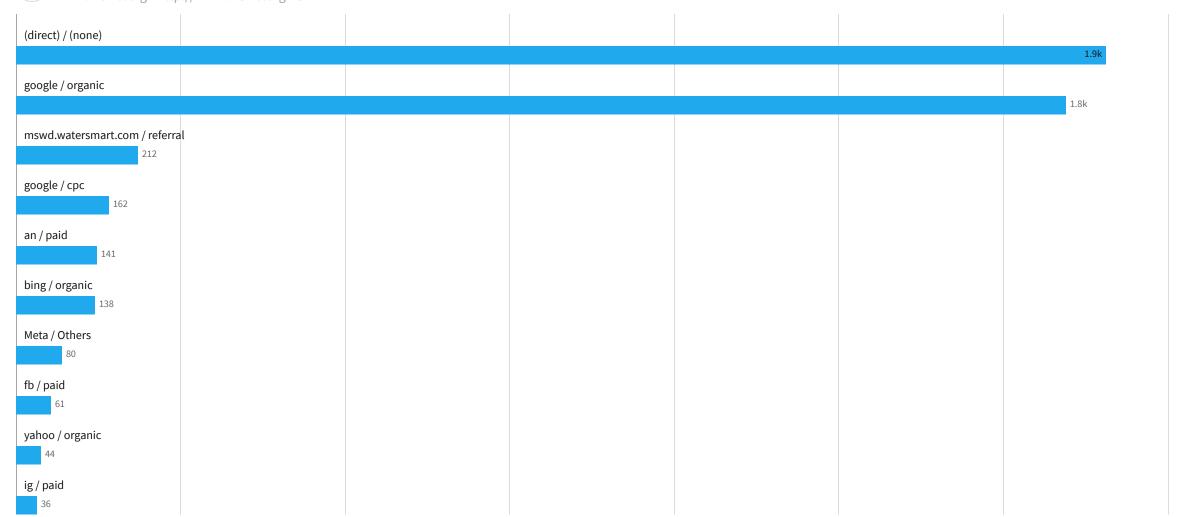
www.mswd.org - http://www.mswd.org - GA4

City	Users
Los Angeles	1,334
Desert Hot Springs	1,050
(not set)	520
Indio	232
Riverside	173
Palm Springs	169
Boardman	156
La Quinta	151
San Diego	151
Palm Desert	79

5,818

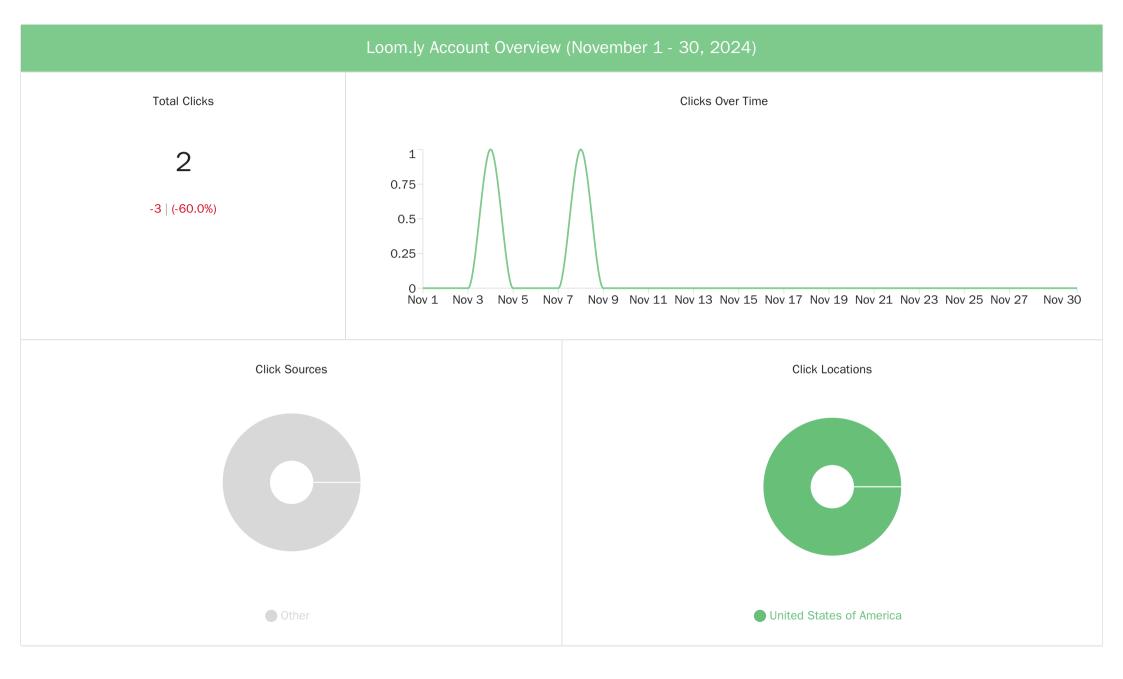
MSWD Digital Marketing & Website Report November 1 - 30, 2024

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

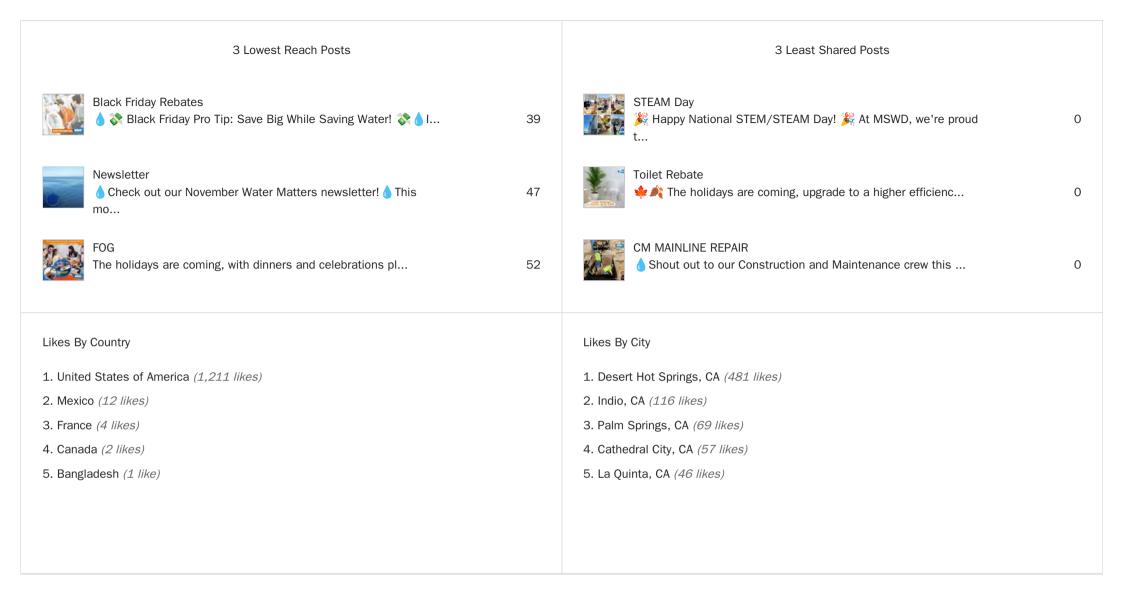


New users





	Facebook A	ccount Overviev	w (November 1	30, 2024)			
Posts Published	Total Like	es		New Likes	Unlikes		
23	1,24	3		1	3		
-5 -17.9%	-3 -0.2	%	-	3 -75.0%	+2 200.0%		
Total Reach	Organic Reach	Paid I	Reach	Impressions	Video Views	3	
103,433	4,065	99,	603	201,926	1,528	3	
-14,435 -12.2%	-3,589 -46.9%	-11,773	-10.6%	-101,506 -33.5%	+908 146.	5%	
3 Hi	ghest Reach Posts			3 Most Sh	ared Posts		
Join OUr Team Come work with us! MSWD is hiring for an Associate	te En	454	△ Con	Ur Team ne work with us! 🍐 o is hiring for an Associate En		3	
30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board				Friday Value of Tap Black Friday and we're serving	up an unbeatable dea	1	
Post 38890287 A friendly reminder this holiday	249		8890287 dly reminder this holiday seaso	n, flushable wipes	1		



Facebook Post Metrics	(November 1 - 30, 2024)
-----------------------	-------------------------

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 29, 2024 9:28 AM PST	Video	Black Friday Value of Tap It's Black Friday and we're serving up an unbeatable deal for you! Get 4 gallons of pure tap water for just 1 cent today and every day! Cheers to hydration on a budget, the value of tap! MSWD i	Customer Service	87	6	0	1	1	28
November 28, 2024 3:33 PM PST	Video	Black Friday Rebates Black Friday Pro Tip: Save Big While Saving Water! of If you are planning to shop for appliances or home upgrades this Black Friday weekend, make your shopping count for your wallet and water con	Conservation/Rebates	39	3	0	0	0	11
November 27, 2024 9:31 AM PST	≟ Image	Offices Closed The MSWD offices will be closed on Thursday, November 28th, and Friday, November 29th in recognition of the Thanksgiving holiday. We will reopen for regular business hours on Monday, December 2nd	Customer Service	63	6	0	0	2	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 26, 2024 10:33 AM PST	Video	FOG The holidays are coming, with dinners and celebrations planned, make sure to avoid disposing of fats, oils, and grease (F.O.G.), down the drain. They can clog and damage your plumbing and our local	Customer Service	52	6	1	0	1	25
November 25, 2024 4:32 PM PST	Simple Status	Thank you to all of our donors for making today's blood drive successful, these three made it extra fun! #community #lifestream #blooddrive #MakeltFun		129	9	0	0	10	0
November 25, 2024 7:47 AM PST	Image	Blood Drive Today Not all heroes wear capes! We are giving blood while giving thanks today, our last blood drive of the year! Walk-ins are welcome until 11:45 a.m. today or join us for our next blood drive with	Event	75	5	0	0	5	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video
November 22, 2024 3:45 PM PST	Image	Post 38890287 A friendly reminder this holiday season, flushable wipes are not flushable. Always dispose of wipes in the trash, and remember only to flush the 3 P's. Flushing anything other than the 3 Ps - poo,	Customer Service FOG/Wipes	249	10	0	1	8	0
November 21, 2024 1:49 PM PST	Video	Newsletter Check out our November Water Matters newsletter! This month features the value of your award-winning tap water, how to avoid costly clogs in your plumbing, and the various bill pay options to fit	Customer Service Conservation/Rebates	47	7	0	0	0	16
November 20, 2024 5:04 PM PST	Video			176	10	1	0	10	96
November 20, 2024 2:49 PM PST	Image	Worker Wed Field	Customer Service Worker Wed	114	9	0	0	6	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 19, 2024 3:03 PM PST	Image	Nov Calendar Maximillian from CAVA reminds us to delay our watering of outdoor landscapes for 48 hours after rainfall, let Mother Nature work for you! Wait two days after any rainfall before watering outdoors,	Customer Service	144	13	2	1	11	0
November 18, 2024 6:01 PM PST	Image	30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutter, our Superintendent of Field Operations, at the board meeting for an extraord	Event	334	38	10	0	129	0
November 15, 2024 2:49 PM PST	≧ Image	Water Talk Promo Join MSWD and guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government and education agencies throughout Southern California for this months Water Talk	Event	54	4	0	0	0	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 14, 2024 5:19 PM PST	≟ Image	Drive Safe A Men you see orange cones and workers in the road, slow down and stay alert. Our dedicated crews are working hard to keep the water flowing, a few extra seconds of caution can ma	Worker Wed	127	9	0	0	5	0
November 13, 2024 5:20 PM PST	Video	Worker Wednesday There's always something interesting happening at the wastewater plant! Isaac is measuring dissolved oxygen levels in our tanks to ensure there's enough air for the hardworking aerobic micro- organi	Worker Wed	148	11	0	0	4	80
November 12, 2024 3:10 PM PST	Image	Join OUr Team Come work with us! MSWD is hiring for an Associate Engineer, Chief Plant Operator, Field Operations Technician I/II, and Water Production Supervisor. Apply today at mswd.org/jobs #MSWD #WaterJo	New Hire / Jobs	454	15	0	3	21	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 10, 2024 9:14 AM PST	Image	Veterans Day In observance of Veterans Day, the MSWD offices will be closed Monday, 11/11/2024; however, we are still here for you 24/7/365 in case of an emergency! Please call 760-329-6448 for assistance. ▼▼…	Customer Service	111	10	0	1	5	0
November 08, 2024 12:45 PM PST	Image	STEAM Day Happy National STEM/STEAM Day! At MSWD, we're proud to partner with local schools and programs like Desert Hot Springs High School's REAL Academy. Through our internship program, we support stu	Event	150	14	1	0	30	0
November 07, 2024 3:12 PM PST	Image Image	Toilet Rebate The holidays are coming, upgrade to a higher efficiency model toilet before guests arrive! Take advantage of the holiday sales, and our rebate program, you can get up to \$150 back for the purcha	Conservation/Rebates	66	3	0	0	0	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 06, 2024 3:26 PM PST	≟ Image	CM MAINLINE REPAIR Shout out to our Construction and Maintenance crew this Worker Wednesday, from fixing unexpected mainline leaks and breaks to keeping our water systems running smoothly, we appreciate their hard w	Worker Wed	129	9	0	0	5	0
November 05, 2024 12:12 PM PST	≟ Image	Blood Drive	Event	57	4	0	0	0	0
November 02, 2024 9:10 AM PDT	≟ Image	Fall back It's time to turn our clocks back Sunday at 2:00 a.m., and that means we have less daylight hours, cooler weather, and hopefully more rain! Take control of your outdoor watering schedules with sma	Conservation/Rebates	63	2	0	0	0	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
November 01, 2024 5:55 PM PDT	Image	Historical Society Event Please join MSWD tomorrow, at The Desert Hot Springs Historical Society HISTORY SPEAKS series which is focused on the city's renowned award- winning water. The presentation will feature three princi	Event	95	7	1	1	4	0
			Total	2,963	210	16	8	257	256
			Average	128.8	9.1	0.7	0.3	11.2	11.1

Twitter Account Overview	(November 1 -	30, 2024)
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Tweets Published	Total Likes Total Retweets			Total Followers	Following	
21	3	()	105	98	
-5 -19.2%				-4 -3.7%	-1 -1.0%	
3	Most Retweeted Posts			3 Most Liked Posts		
AND CONTRACTOR OF THE PARTY OF	w, at The Desert Hot Springs Historical series which is focused on the	0	lt's lt's	Friday Value of Tap Black Friday and we're serving up an unb Get 4 gallons of pure tap water for just		2
Fall back It's time to turn our cloc means we have less daylig	0	Maxim	alendar illian from CAVA reminds us to delay our or landscapes for 48 hours after rainfall, l	_	1	
Blood Drive Give thanks, and give blue LifeStream Blood Drive on	0	Black I	Friday Rebates Friday Pro Tip: Save Big While Saving Wat ng to shop for home upgrades this Black		0	

save...

3 Least Retweeted Posts		3 Least Liked Posts	
Black Friday Value of Tap It's Black Friday and we're serving up an unbeatable deal for you! Get 4 gallons of pure tap water for just 1 cent	0	Historical Society Event Please join MSWD tomorrow, at The Desert Hot Springs Historical Society HISTORY SPEAKS series which is focused on the	0
Black Friday Rebates Black Friday Pro Tip: Save Big While Saving Water! If you are planning to shop for home upgrades this Black Friday,	0	Fall back It's time to turn our clocks back Sunday at 2:00 a.m., and that means we have less daylight hours, cooler weather, a	0
Offices Closed Our offices will be closed on Thursday, November 28th, and Friday, November 29th in recognition of the Thanksgiving h	0	Blood Drive	0

Date	Format	Post	Labels	Retweets	Likes
November 29, 2024 9:28 AM PST	Video	Black Friday Value of Tap It's Black Friday and we're serving up an unbeatable deal for you! Get 4 gallons of pure tap water for just 1 cent today and every day! Cheers to hydration on a budget, the value of tap! MSWD is	Customer Service	0	2
November 28, 2024 3:33 PM PST	Video	Black Friday Rebates Black Friday Pro Tip: Save Big While Saving Water! If you are planning to shop for home upgrades this Black Friday, make your shopping count for your wallet and water conservation. Check out our r	Conservation/Rebates	0	0
November 27, 2024 9:31 AM PST	Image Image	Offices Closed Our offices will be closed on Thursday, November 28th, and Friday, November 29th in recognition of the Thanksgiving holiday. We wish everyone a safe and happy holiday weekend! We are still here for	Customer Service	0	0

Date	Format	Post	Labels	Retweets	Likes
November 26, 2024 10:33 AM PST	Video	FOG The holidays are coming, with dinners and celebrations planned, make sure to avoid disposing of fats, oils, and grease (F.O.G.), down the drain. They can clog and damage your plumbing and our local	Customer Service	0	0
November 25, 2024 7:47 AM PST	Image	Blood Drive Today Not all heroes wear capes! We are giving blood while giving thanks today, our last blood drive of the year! Walk-ins are welcome until 11:45 a.m. today or join us for our next blood drive with Li	Event	0	O
November 22, 2024 3:45 PM PST	I mage	Post 38890287 A friendly reminder, flushable wipes are not flushable. Always dispose of wipes in the trash, flushing anything other than the 3 Ps - poo, pee, and toilet paper - may result in a sewer overflow in	Customer Service FOG/Wipes	0	0

November 21, 2024 1:49 PM PST	Video	Newsletter			
		Check out our November Water Matters newsletter! This month features the value of your award-winning tap water, how to avoid costly clogs in your plumbing, and the various bill pay options to fit	Conservation/Rebates	0	0
November 20, 2024 2:49 PM PST	Image Image	Worker Wed Field We are here for you! If you need assistance verifying if you have a leak, or your meter reading, our helpful and committed Field Service Team is here to help! To schedule a service call, reach o	Customer Service Worker Wed	0	0
November 19, 2024 3:04 PM PST	™ Image	Nov Calendar Maximillian from CAVA reminds us to delay our watering of outdoor landscapes for 48 hours after rainfall, let Mother Nature work for you! This promotes healthy plant growth while saving water. #Wat	Customer Service	0	1

November 18, 2024 6:01 PM PST Image Image	Date	Format	Post	Labels	Retweets	Likes
President of Intelesys, IT for the Public Sector, for an engaging presentation focused on cybersecurity for public agencies, and essential tips to prote November 14, 2024 5:19 PM PST Drive Safe Worker Wed O O O When you see orange cones and workers in the road, slow down and stay alert. Our dedicated crews are working hard to keep the water flowing, a few extra seconds of caution		Image	Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutter, our Superintendent of Field Operations, at the board meeting for an	Event	0	0
5:19 PM PST When you see orange cones and workers in the road, slow down and stay alert. Our dedicated crews are working hard to keep the water flowing, a few extra seconds of caution		Image	President of Intelesys, IT for the Public Sector, for an engaging presentation focused on cybersecurity for public agencies, and	Event	0	0
Can m		Image	When you see orange cones and workers in the road, slow down and stay alert. Our dedicated crews are working hard to keep the water flowing, a few	Worker Wed	0	0

Date	Format	Post	Labels	Retweets	Likes
November 13, 2024 5:20 PM PST	Video	Worker Wednesday There's always something interesting at the wastewater plant! Isaac is measuring dissolved oxygen levels in our tanks to ensure there's enough air for the hardworking microorganisms. These tiny hel	Worker Wed	0	0
November 12, 2024 3:10 PM PST	≟ Image	Join OUr Team Come work with us! MSWD is hiring for an Associate Engineer, Chief Plant Operator, Field Operations Technician I/II, and Water Production Supervisor. Apply today at https://t.co/MT4v2bnfdt #MSW	New Hire / Jobs	0	0
November 10, 2024 9:14 AM PST	≟ Image	Veterans Day In observance of Veterans Day, the MSWD offices will be closed Monday, 11/11/2024; however, we are still here for you 24/7/365 in case of an emergency! Please call 760-329-6448 for assistance.	Customer Service	0	0

Date	Format	Post	Labels	Retweets	Likes
November 08, 2024 12:45 PM PST	Image	STEAM Day Happy National STEM/STEAM Day! We're proud to partner with local schools like Desert Hot Springs High School's REAL Academy. Through our internship program, we support students pursuing STEM by i	Event	0	0
November 07, 2024 3:12 PM PST	Image	Toilet Rebate The holidays are coming, upgrade to a higher efficiency model toilet before guests arrive! Take advantage of the holiday sales, and our rebate program, you can get up to \$150 back. To learn more	Conservation/Rebates	0	O
November 06, 2024 3:26 PM PST	Image	CM MAINLINE REPAIR Shout out to our Construction and Maintenance crew this Worker Wednesday, they're out there every day ensuring that our community has reliable water service 365/24/7. #WorkerWednesday #MSWD #Water	Worker Wed	0	0

Date	Format	Post	Labels	Retweets	Likes
November 05, 2024 12:12 PM PST	Image Image	Blood Drive Give thanks, and give blood! Sign up now for the MSWD LifeStream Blood Drive on Monday, November 25th, and help save lives. To schedule an appointment, call 800.879.4484, or visit https://t.co/OR2	Event	0	0
November 02, 2024 9:10 AM PDT	Image	Fall back It's time to turn our clocks back Sunday at 2:00 a.m., and that means we have less daylight hours, cooler weather, and hopefully more rain! Take control of your outdoor watering schedules with sma	Conservation/Rebates	0	0
November 01, 2024 5:55 PM PDT	Image	Historical Society Event Please join MSWD tomorrow, at The Desert Hot Springs Historical Society HISTORY SPEAKS series which is focused on the city's renowned award- winning water. Saturday, November 2, 11:00 A.M. Historic	Event	0	0
			Total	0	3

Date	Format	Post	Labels	Retweets	Likes
			Average	0.0	0.1

Instagram Account Overview	v (November 1 - 30, 2024)
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Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views			
21	398	13	3,948	2,141	109			
-5 -19.2%	+11 2.8%	-8 -38.1%	-5,527 -58.3%	-3,391 -61.3%	-119 -52.2%			
	3 Most Liked Posts			3 Most Commented Posts				
30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutt				VA reminds us to delay our waterir for 48 hours after rainfall, let Mot				
Blood Drive Today • Not all heroes wear capes! We are giving blood while giving thanks today, our last blood drive of the year! Walk			30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutt					
Worker Wednesday There's always something interesting happening at the wastewater plant! Isaac is measuring dissolved oxygen levels in			C C	IR Construction and Maintenance cre from fixing unexpected mainline le				

3 Least Liked Posts	3 Least Commented Posts
Fall back It's time to turn our clocks back Sunday at 2:00 a.m., and that means we have less daylight hours, cooler weather, a	Historical Society Event Please join MSWD tomorrow, at The Desert Hot Springs Historical Society HISTORY SPEAKS series which is focused on the
Black Friday Rebates Black Friday Pro Tip: Save Big While Saving Water! If you are planning to shop for appliances or home upgrades t	Fall back It's time to turn our clocks back Sunday at 2:00 a.m., and that means we have less daylight hours, cooler weather, a
Blood Drive Give thanks, and give blood! Sign up now for the MSWD LifeStream Blood Drive on Monday, November 25th, and help save	Blood Drive Give thanks, and give blood! Sign up now for the MSWD LifeStream Blood Drive on Monday, November 25th, and help save

Instagram Stor	y Metrics	(November 1 -	30, 2024)
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Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
November 29, 2024 9:50 AM PST			3	15	15	0	14	-
November 29, 2024 9:50 AM PST			2	17	17	0	15	-
November 29, 2024 9:49 AM PST			1	18	18	0	15	-
November 29, 2024 9:49 AM PST			1	20	20	0	16	1
November 26, 2024 10:33 AM PST	FOG	Customer Service	14	38	38	1	20	-
November 22, 2024 3:45 PM PST	Post 38890320	Customer Service FOG/Wipes	13	40	40	1	27	-
November 18, 2024 7:50 PM PST			4	19	19	0	15	-

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
November 13, 2024 6:39 PM PST			2	11	11	0	10	-
November 12, 2024 3:56 PM PST	Join OUr Team	New Hire / Jobs	5	23	23	0	19	-
November 10, 2024 8:19 AM PST	Post 38465088		4	24	24	0	17	-
November 07, 2024 3:14 PM PST	Toilet Rebate	Conservation/Rebates	1	8	8	0	4	-
November 05, 2024 3:49 PM PST	Blood Drive	Event	2	19	18	0	16	-

Instagram Post Metrics (November 1 - 30, 2024)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 29, 2024 9:28 AM PST	Video	Black Friday Value of Tap It's Black Friday and we're serving up an unbeatable deal for you! Get 4 gallons of pure tap water for just 1 cent today and every day! Cheers to hydration on a budget, the value of tap! MSWD i	Customer Service	7	0		78	7	8.97%	0	
November 28, 2024 3:33 PM PST	Video	Black Friday Rebates Black Friday Pro Tip: Save Big While Saving Water! Month of It you are planning to shop for appliances or home upgrades this Black Friday weekend, make your shopping count for your wallet and water con	Conservation/Reba···	3	0		49	3	6.12%	0	
November 27, 2024 9:31 AM PST	Image	Offices Closed The MSWD offices will be closed on Thursday, November 28th, and Friday, November 29th in recognition of the Thanksgiving holiday. We will reopen for regular business hours on Monday, December 2nd	Customer Service	5	0	30	28	5	17.86%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 26, 2024 10:33 AM PST	Video	FOG The holidays are coming, with dinners and celebrations planned, make sure to avoid disposing of fats, oils, and grease (F.O.G.), down the drain. They can clog and damage your plumbing and our local	Customer Service	7	0		150	7	4.67%	0	
November 25, 2024 7:47 AM PST	Image	Blood Drive Today Not all heroes wear capes! We are giving blood while giving thanks today, our last blood drive of the year! Walk-ins are welcome until 11:45 a.m. today or join us for our next blood drive with	Event	19	0	87	83	19	22.89%	0	
November 22, 2024 3:45 PM PST	Image	Post 38890287 A friendly reminder this holiday season, flushable wipes are not flushable. Always dispose of wipes in the trash, and remember only to flush the 3 P's. Flushing anything other than the 3 Ps - poo,	Customer Service FOG/Wipes	4	0	65	49	4	8.16%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 21, 2024 1:49 PM PST	Video	Newsletter Check out our November Water Matters newsletter! This month features the value of your award-winning tap water, how to avoid costly clogs in your plumbing, and the various bill pay options to fit	Customer Service Conservation/Reba···	5	0		23	5	21.74%	0	
November 20, 2024 2:49 PM PST	Image	Worker Wed Field We are here for you! If you need assistance verifying if you have a leak, or your meter reading, our helpful and committed Field Service Team is here to help! To schedule a service call, reach o	Customer Service Worker Wed	13	0	83	73	14	19.18%	1	
November 19, 2024 3:04 PM PST	Image	Nov Calendar Maximillian from CAVA reminds us to delay our watering of outdoor landscapes for 48 hours after rainfall, let Mother Nature work for you! Wait two days after any rainfall before watering outdoors,	Customer Service	6	2	56	48	8	16.67%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 18, 2024 6:01 PM PST	Image	30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutter, our Superintendent of Field Operations, at the board meeting for an extraord	Event	27	2	131	99	29	29.29%	0	
November 15, 2024 2:49 PM PST	Image	Water Talk Promo Join MSWD and guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government and education agencies throughout Southern California for this months Water Talk	Event	4	0	39	34	4	11.76%	0	
November 14, 2024 5:19 PM PST	Image	Drive Safe Safety First! When you see orange cones and workers in the road, slow down and stay alert. Our dedicated crews are working hard to keep the water flowing, a few extra seconds of caution can ma	Worker Wed	12	0	77	69	12	17.39%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 13, 2024 5:20 PM PST	Video	Worker Wednesday There's always something interesting happening at the wastewater plant! Isaac is measuring dissolved oxygen levels in our tanks to ensure there's enough air for the hardworking aerobic micro- organi	Worker Wed	15	1		69	16	23.19%	0	
November 12, 2024 3:10 PM PST	Image	Join OUr Team Come work with us! MSWD is hiring for an Associate Engineer, Chief Plant Operator, Field Operations Technician I/II, and Water Production Supervisor. Apply today at mswd.org/jobs #MSWD #WaterJo	New Hire / Jobs	10	0	376	324	10	3.09%	0	
November 10, 2024 9:14 AM PST	Image	Veterans Day In observance of Veterans Day, the MSWD offices will be closed Monday, 11/11/2024; however, we are still here for you 24/7/365 in case of an emergency! Please call 760-329-6448 for assistance.	Customer Service	6	0	56	46	6	13.04%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 08, 2024 12:45 PM PST	Image	STEAM Day Happy National STEM/STEAM Day! At MSWD, we're proud to partner with local schools and programs like Desert Hot Springs High School's REAL Academy. Through our internship program, we support stu	Event	8	0	75	65	8	12.31%	0	
November 07, 2024 3:12 PM PST	Image	Toilet Rebate The holidays are coming, upgrade to a higher efficiency model toilet before guests arrive! Take advantage of the holiday sales, and our rebate program, you can get up to \$150 back for the purcha	Conservation/Reba···	4	0	51	40	4	10.0%	0	
November 06, 2024 3:27 PM PST	Image	CM MAINLINE REPAIR Shout out to our Construction and Maintenance crew this Worker Wednesday, from fixing unexpected mainline leaks and breaks to keeping our water systems running smoothly, we appreciate their hard w	Worker Wed	13	1	78	69	14	20.29%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
November 05, 2024 12:12 PM PST	Image	Blood Drive Give thanks, and give blood! Sign up now for the MSWD LifeStream Blood Drive on Monday, November 25th, and help save lives. To schedule an appointment, call 800.879.4484, or visit Istream.org/ms	Event	3	0	48	41	3	7.32%	0	
November 02, 2024 9:10 AM PDT	Image	Fall back It's time to turn our clocks back Sunday at 2:00 a.m., and that means we have less daylight hours, cooler weather, and hopefully more rain! Take control of your outdoor watering schedules with s	Conservation/Reba···	2	0	37	33	2	6.06%	0	
November 01, 2024 5:55 PM PDT	Image	Historical Society Event Please join MSWD tomorrow, at The Desert Hot Springs Historical Society HISTORY SPEAKS series which is focused on the city's renowned award- winning water. The presentation will feature three princi	Event	6	0	62	59	6	10.17%	0	
			Total	179	6	1,351	1,529	186		1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
			Average	8.5	0.3	84.4	72.8	8.9	12.16%	0.0	

	LinkedIn Account Overvie	w (November 1 - 30, 2024)				
Posts Published	Likes	Views	Followers			
5	70	104	390			
-7 -58.3%	-57 -44.9%	+69 197.1%	+16 4.3%			
Comments	Impressions	Clicks	Engagement Rate			
4	2,269	176	9.06%			
+2 100.0%	-696 -23.5%	-51 -22.5%	+0.0 4.2%			
3 Most Enga	ging Posts	3 Most Shared Posts				
STEAM Day Happy National STEM/STEAM Day! At MSWD, we're proud to partner with local schools and programs like Desert Hot Sp 30 years Jeff Nutter Celebrating 30 Years of Dedication!		Join OUr Team Come work with us! MSWD is hiring for an Associate Engineer, Chief Plant Operator, Field Operations Technician I/ STEAM Day				
Today, our board and staff had the incredible honor of recognizing Jeff Nutt		Happy National STEM/STEAM Day to partner with local schools and prog				
Newsletter Check out our November Water Mater Mater Month features the value of your award		Water Talk Promo Join MSWD and guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government a				

3 Least Engaging Posts		3 Least Shared Posts				
Water Talk Promo Join MSWD and guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government a	73%	Newsletter Check out our November Water Matters newsletter! This month features the value of your award-winning tap water, how	0			
Join OUr Team Come work with us! MSWD is hiring for an Associate Engineer, Chief Plant Operator, Field Operations Technician I/	47%	30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutt	0			
Newsletter Check out our November Water Matters newsletter! This month features the value of your award-winning tap water, how		Water Talk Promo Join MSWD and guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government a	0			

LinkedIn Post Metrics	November 1 - 30, 2024)
	1.000

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
November 21, 2024 1:49 PM PST	Video	Newsletter Check out our November Water Matters newsletter! This month features the value of your award-winning tap water, how to avoid costly clogs in your plumbing, and the various bill pay options to fit	Customer Service Conservation/Rebates	0	6	9.92%	6	121	0
November 18, 2024 6:01 PM PST	Image	30 years Jeff Nutter Celebrating 30 Years of Dedication! Today, our board and staff had the incredible honor of recognizing Jeff Nutter, our Superintendent of Field Operations, at the board meeting for an extraord	Event	0	63	13.62%	31	705	2
November 15, 2024 2:49 PM PST	Image	Water Talk Promo Join MSWD and guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government and education agencies throughout Southern California for this months Water Talk	Event	0	7	8.73%	4	126	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
November 12, 2024 3:10 PM PST	Image	Join OUr Team Come work with us! MSWD is hiring for an Associate Engineer, Chief Plant Operator, Field Operations Technician I/II, and Water Production Supervisor. Apply today at mswd.org/jobs #MSWD #WaterJo	New Hire / Jobs	3	43	9.47%	13	623	0
November 08, 2024 12:45 PM PST	Image	STEAM Day Happy National STEM/STEAM Day! At MSWD, we're proud to partner with local schools and programs like Desert Hot Springs High School's REAL Academy. Through our internship program, we support stu	Event	0	36	15.72%	11	318	3
			Total	3	155		65	1,893	5
			Average	0.6	31.0	11.49%	13.0	378.6	1.0