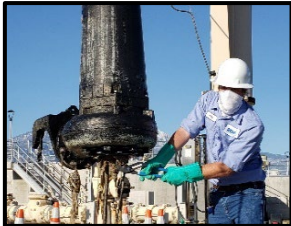




# General Manager's Report

## May 2023



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APPENDIX A - Federal Update from Carpi & Clay

APPENDIX B – Wastewater and Water Production Tables

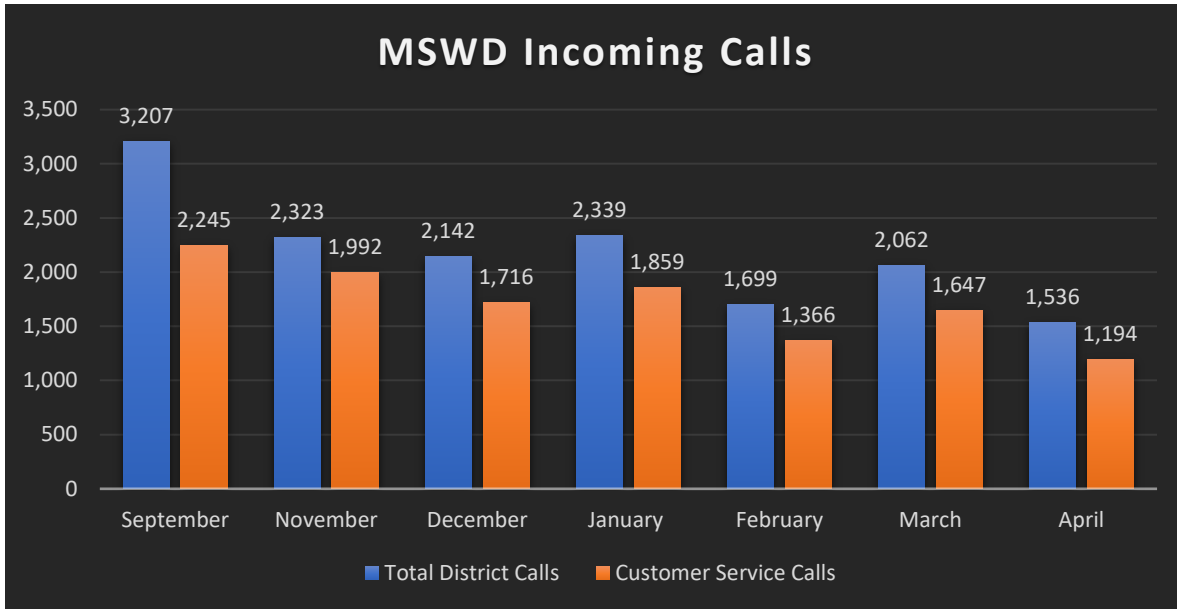
APPENDIX C – Public Affairs Information

# ADMINISTRATION

## Customer Service

### Calls into the Customer Service Department

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

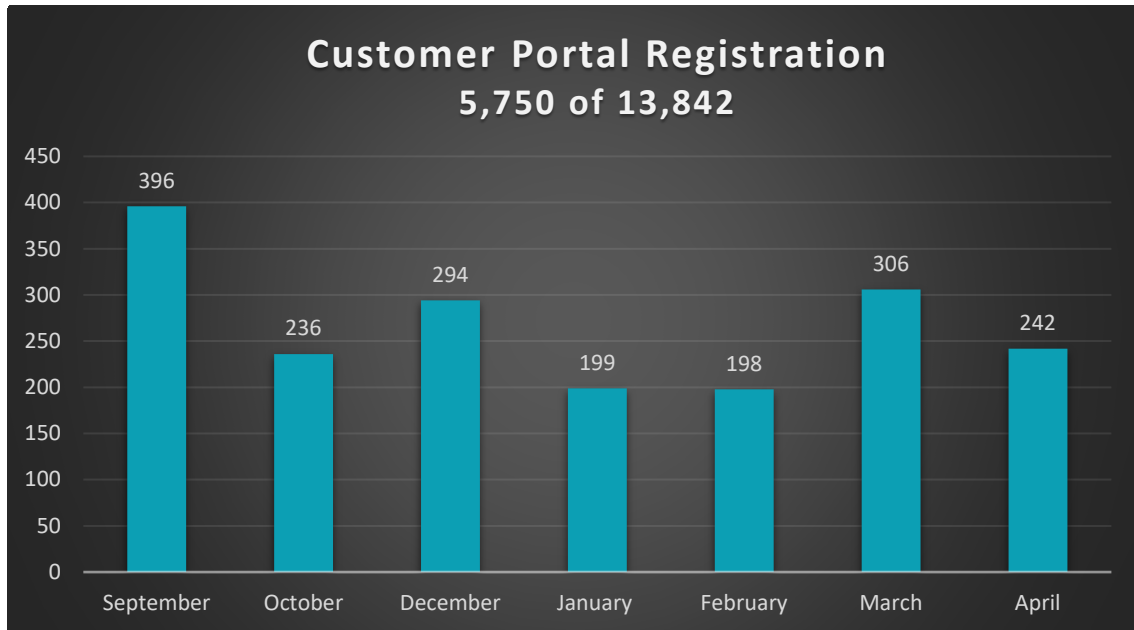


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for April 2023	Monthly Avg. for FY 2023	Total for FY 2023
Water Waste	1	5.70	57
High Bill Calls / Service Line Leaks	3	10.90	109
No Water	3	6.50	65
Disconnections by Request & Non-Pay	223	228.70	2,287
Reconnections by Request & Non-Pay	81	92.50	925
Service Transfers	94	86.10	861
New Customer / Roll Over Accounts	100	141.40	1,414
High/Low Pressure	2	5.00	50
Water Quality	1	1.90	19
Other / Miscellaneous	42	83.00	830

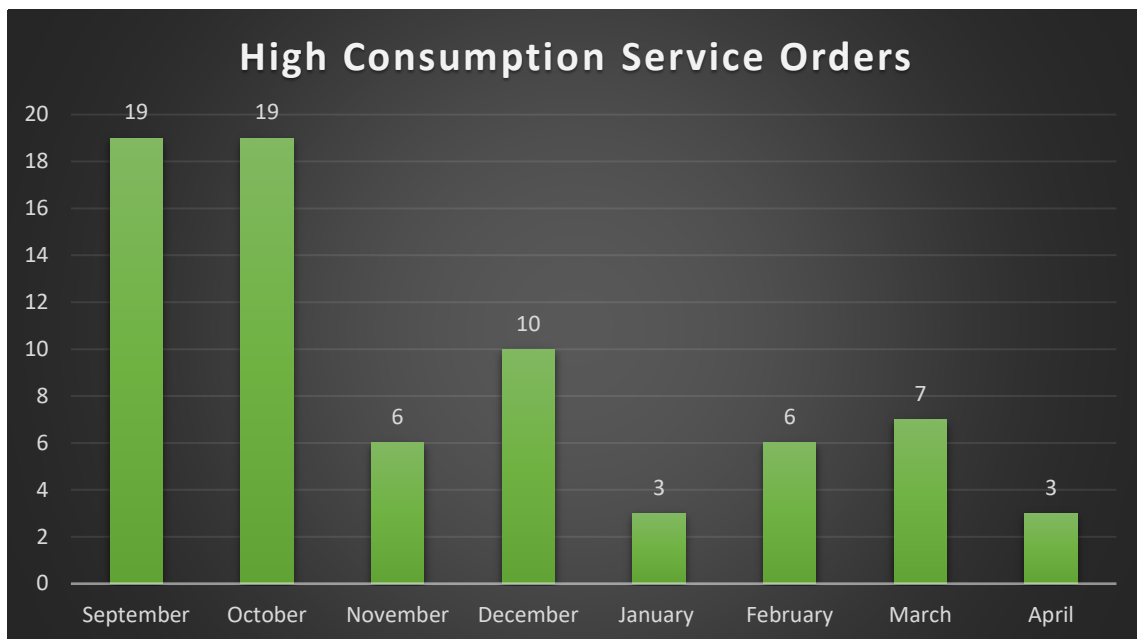
### Customer Portal

The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 42%, or 5,750 customers registered so far.

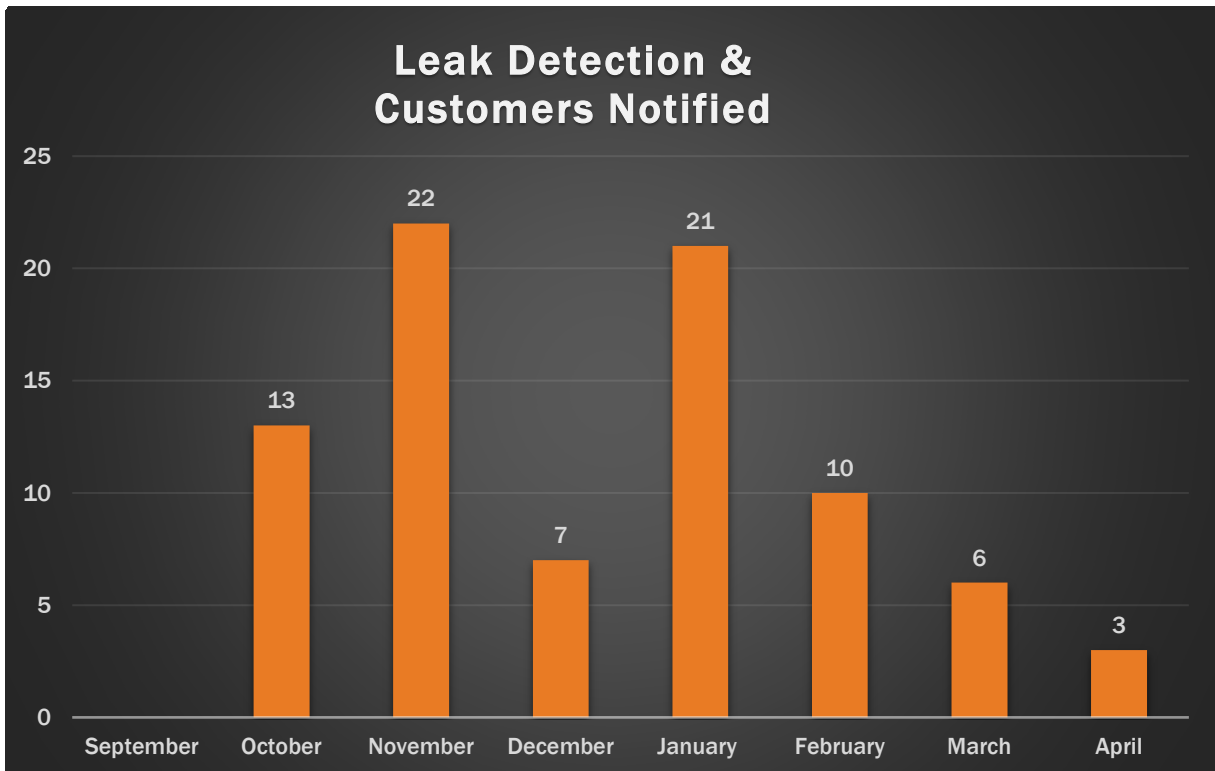
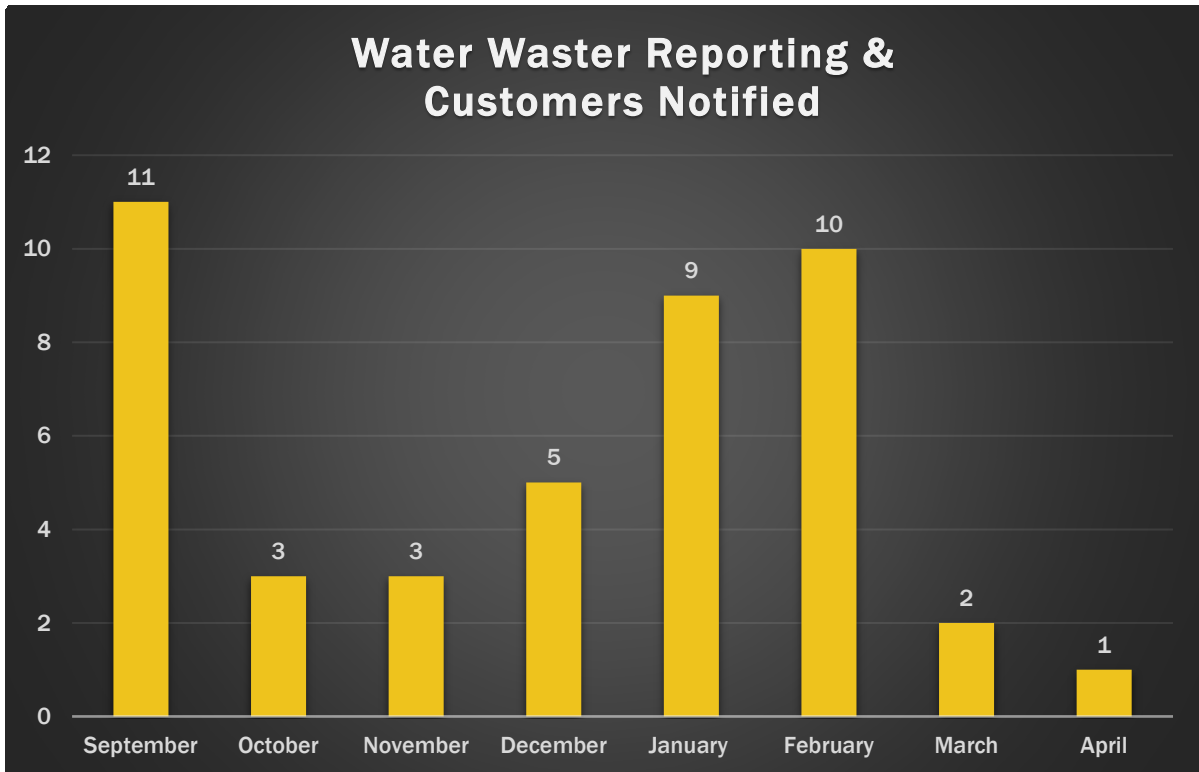


### Monitoring of Customer Accounts

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







### Customer Bill Assistance Programs

The District continues to facilitate bill assistance programs for the benefit of its customers. MSWD is hosting Utility Assistance Clinics on Monday, May 22, 2023 from 9:00am-12:00pm, and Thursday, June 8, 2023 from 1:00-4:00pm. Representatives from Riverside County Community Action Partnership, the United Way, Food Now, and Desert Valley Disposal will be in attendance for on-site program sign-ups and to provide community resources.

- The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance one billing period annually, paying \$100 per approved customer.
- Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill up to \$2,000. This program will only run through August 2023 with federal funding.
- LIHWAP 2.0 is a new State funded contract that is not scheduled to begin until October 2023. Once LIHWAP 2.0 begins, previous customers may re-apply and will include customers who are current on their bills and qualify for assistance.
- Beginning March 13, 2023, LIHWAP will now be able to assist customers even if their account does not have an arrearage. When a customer is not past due on their bill, they will receive a base payment ranging between \$200-\$371. The amount the customer receives will depend on their household size and income.
- United Lift has assisted many customers and has exhausted current funding.

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

Assistance Program	Customers Assisted in April 2023	Total Assistance in April 2023	Total Assistance in FY 2023
United Way of the Desert	3	\$300.00	\$7,900.00
LIHWAP / CAP Riverside	12	\$3,204.97	\$68,113.96
United Lift	0	\$0.00	\$8,058.96
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Billed
181	\$62,174.78	117	\$49,395.69



### Delinquency Service Disconnections

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
<b>2022 – 2023</b> (Year to Date)	4,354	648	989	585
<b>2021 – 2022</b> (3/24/22 -6/30/22 due to Covid moratorium end)	1,937	494	378	286
<b>2020 – 2021</b> (Covid moratorium)	0	0	0	0
<b>2019 – 2020</b> (Covid moratorium started 3/9/2020)	7,182	1,760	814	667

### New Online Calendaring System

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

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

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

**Need one on one assistance with your MSWD account?**  
**Book an in-person appointment with a customer service representative!**

**MSWD**  
 Mission Springs Water District

## Customer Bill Pay Options

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

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

The graphic features the MSWD logo (Mission Springs Water District) and the title "BILL PAY OPTIONS". It is divided into four columns illustrating payment methods: 1. ONLINE: A woman at a laptop with a computer icon and text "ONLINE MSWD.org/Paperless". 2. BY PHONE: A man on a phone with a phone icon and text "BY PHONE (760) 329-6448". 3. BY MAIL: A person at a mailbox with a mail icon and text "BY MAIL 66575 Second Street Desert Hot Springs, CA 92240". 4. IN PERSON: A hand dropping a bill into a "NIGHT DROP" box with a hand icon and text "IN PERSON Drop off". A black bar at the bottom lists "OTHER OPTIONS:" with logos for Walmart Pay, PayPal, PayNearMe, and "YOUR BANK'S E-PAY PROGRAM".



## Finance and Accounting Department

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

### **Current Work Priorities**

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

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

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

The Accounting Department continues to support other departments as needed.

### Human Resources

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

### Information Technology

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

### Customer Service

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

### Public Relations

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

### Engineering and Construction and Maintenance

- One new reimbursable job was requested by Construction and Maintenance.
  - Avenue Mirola water main hit – repair damage to water main during septic tank install
- Accounting staff continued to update the retention payment process for contractors opting to hold retention in escrow accounts.



## **Budget**

Budget transfers in April 2023 amounted to \$140,050 for routine laboratory testing.

## **Audit**

The Fiscal Year 2022-2023 interim audit field work has been scheduled for the week of June 26, 2023.

## **Payroll**

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

## **Cash**

Total cash receipts for the month of April 2023 amounted to \$1,225,173 with the majority being mainly from normal bill payments.

Cash disbursements for the month of April 2023 amounted to \$1,386,187 with the largest payments going to:

- Net Payroll - \$271,156.88
- Tri-Star Contracting, Inc. - \$142,744.46
- Southern California Edison - \$113,960.11
- Payroll Taxes - \$109,827.66
- ACWA-JPIA Health Benefits Authority - \$95,848.80

## **Innovation and Technology Department**

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

### **Technology Improvements**

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

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

### **On-Going Cyber Security Training**

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

## Purchasing Department

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

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

Total inventory purchases were \$60,775.17, and the total issued for use by field crews totaled \$52,125.94, for April 2023.



## ENGINEERING AND OPERATIONS

### Engineering Department

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

#### **Well 42 Project**

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

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

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

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

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

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

#### **Well 22 Rehabilitation**

The well contractor, L.O. Lynch, continued progress on production test pumping to identify the well pumping capacity. After test pumping, the engineers will make decisions on the other proposed upgrades.

#### **Water and Wastewater System Comprehensive Master Plan Updates**

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

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

#### **AD-18 GQPP Sewer Project Area “D3-1”**

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

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

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

Staff has been in contact with Mission Lakes Country Club to verify the location and depths of their clubhouse and motel septic systems.

### **Backup Generators for Well Sites 27-31, 32, and 37 Projects**

Staff has completed the 95% review of the project plans and has returned them to the consultant for changes. The changes will allow the existing chlorine building to remain in place. The consultant has also been tasked to submit the plans to SCE and AQMD for review and approval as specified in their proposal. Technical specifications have been accepted and staff will complete them once a schedule is confirmed. Based on a meeting with the consultant, the generator for Well 27-31 (both located on the same site) is being relocated to the originally proposed location. The generator at Well 37 is being resized to eliminate future booster pumps at that location which will result in cost savings.

### **Supplemental Environmental Project**

On May 3, 2023, a pre-construction meeting was held with the potential bidders to review the project scope. Bids are expected to be received by May 18, 2023, and staff will have an agenda item prepared to award the contract at the June 2023 Board meeting.

### **Well 34 Rehabilitation**

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

### **Green Day Village Water Supply Assessment and Water Supply Verification**

The consultant, TKE Engineering, completed the draft Water Supply Assessment/Water Supply Verification (WSA/WSV). Staff has completed review of the WSA/WSV and is awaiting requested information from the developer before the WSA/WSV is finalized and submitted to the Board for acceptance.

### **Request for On-Call Professional General Engineering Services**

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

### **Request for On-Call Conservation, Landscape Plan Check, and Inspection Services**

During the week of April 11, 2023, the District solicited and received several Statements of Qualifications from interested consultants and vendors for conservation, landscape plan check, and inspection services. Over the next several weeks, staff will review and rank them, and will prepare a Board report to award and execute contracts with the selected consultants.



## Regional Water Reclamation Facility

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

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

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





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

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

### **Regional Water Reclamation Facility Conveyance Line**

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

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

Downing Construction continued working on obtaining their encroachment permit with the City of Desert Hot Springs. Potholing and construction will begin once the permit is obtained.



### **Area M2 Sewer Collection System (AD-15)**

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

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

### **RWRF Roadway Design (19<sup>th</sup> Avenue, Little Morongo Road, and 20<sup>th</sup> Avenue)**

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

## Operations & Maintenance

### **Construction & Maintenance**

#### Water Line Locations

Staff completed approximately 411 water line location requests. Staff continued to use iPads with the GeoViewer Mobile app to streamline and manage line locations.



#### Water System Repairs/Replacement

Staff replaced two water service lines were replaced with copper, repaired seven service line leaks, repaired four mainline leaks, and replaced three fire hydrants.



#### Water System Maintenance

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

- 290 ground valves were exercised,
- 103 fire hydrants were flushed, maintained, and painted,
- 64 air-release valves were inspected and/or rebuilt. The annual maintenance program has now been completed for this year,
- 12 Cla-Val valves were inspected,
- No blow-offs were flushed. The annual maintenance program is now completed for this year.



### CMMS Workorder Program

A total of 14 work orders were processed in April 2023 using the CMMS program.

### New Water Meter Service Installation

Staff installed 10 new water service lines in April 2023.

### Fire Flow Testing

Staff continues performing field fire flow tests for the Engineering Department. 11 fire flow tests were conducted in April 2023.

## **Fleet and Facility Maintenance**

### Janitorial Services

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

### Building Maintenance

- Staff performed cleanup in the area between the block wall and fence on the west property line of the Corporate Yard,
- Two bulbs were replaced in the east hallway of the Administration Building,
- Two ballasts were replaced on light fixtures in the Maintenance Shop office,
- Lubrication service was performed on the overhead doors and gears in the Maintenance Shop,
- The air vent was replaced on the east Conex Storage Box,
- Replaced the air chuck at the gas pumps,
- Repaired a tear around the vent for the AC to the Maintenance Shop office,
- Performed weed abatement inside the Corporate Yard.

### Standby Generator Monthly Maintenance Program

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

### Fleet Maintenance/Repairs

- Preventative maintenance service was performed on Units 388, 402, 410, 418, and 428,
- Superficial damage repaired and all taillights replaced on Trailer 345,
- Trailer plug replaced on Unit 409,

- Hydraulic line for the Gannon replaced on Unit 367,
- Operating handle nut and bolt replaced on Unit 346,
- Chlorine barrel mount reinstalled in the bed on Unit 412,
- Left front brake magnet and sight glass on hydraulic pump replaced on Unit 385,
- Left front outer hub resealed on Unit 389.

## Wastewater Collections

### Sanitary Sewer Overflows (SSOs)

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

### Dos Palmas Lift Station

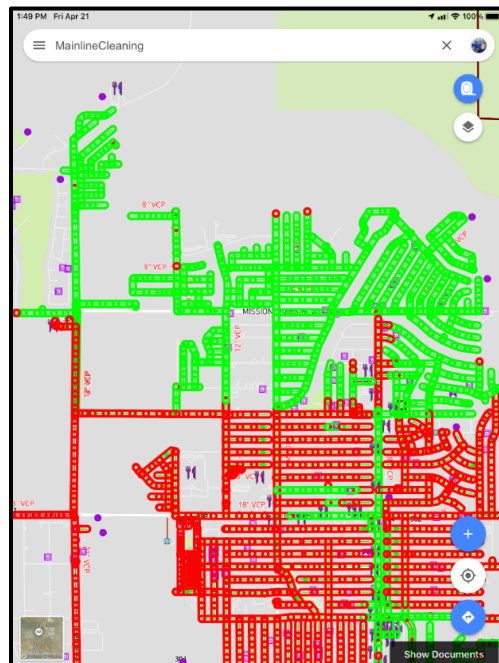
There were no problems at the Dos Palmas Lift Station. The operators continued to visit the site each day to check proper pump operation, ensure the SCADA system is working properly, and check site security. Staff is waiting for the replacement flow meter.

### Sewer Line Locations

Staff completed 425 sewer line location requests. Staff continues to use iPads with the GeoViewer mobile application to streamline and manage line locations.

### Sewer Line/Collections Maintenance

- Staff completed two inspections using CCTV in April 2023,
- Staff vacuumed out rags and grease from the Dos Palmas Lift Station and from the outfall box on aeration tanks 4 and 5. Staff also vacuumed out four sludge beds and three scum beds at the Desert Crest WWTP,
- Staff cleaned approximately 8.26 miles of sewer mainline in April 2023.





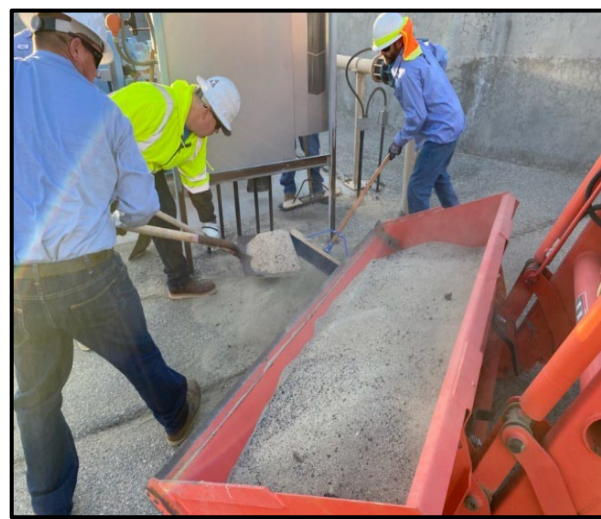
## Wastewater Treatment

### Plant Maintenance

Staff spent a combined 421.5-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 147-man hours operating the sludge belt filter press, including filling and removing zero trailers of sludge from the Horton and Desert Crest WWTPs. Efforts continue to secure a replacement sludge hauler for long-term sludge hauling. In the interim, staff worked with a company to haul away 14 trailers in April 2023, which included the sludge being stored at the plant.

### Horton Plant Cleanup

Wastewater staff worked to clean up all of the blow sand, trash, and weeds from the many windstorms. With all staff members doing this together as one unit, staff prevented any injuries by sharing the load of shoveling blow sand and cleaning the plant in roughly 1.5 hours.



### Sampling

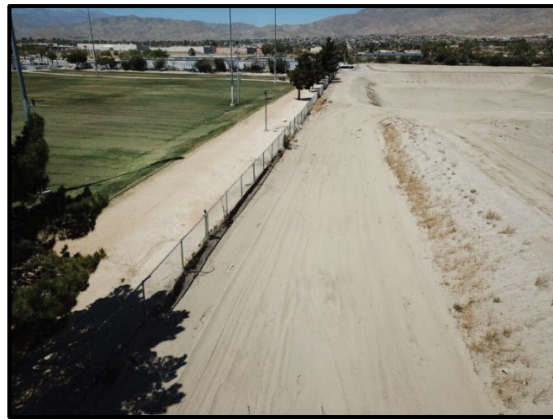
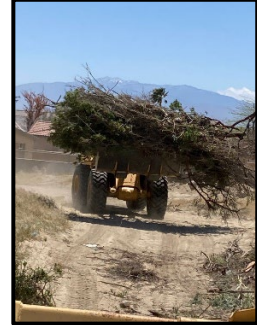
Staff collected 48 samples and spent 72-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both wastewater treatment plants are producing an effluent that meets the District's permit discharge requirement.

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



Park and Pond Fence Line

Staff cleaned and removed trash, trees, and bushes from the Horton WWTP along the fence line to the park.



Pond Maintenance

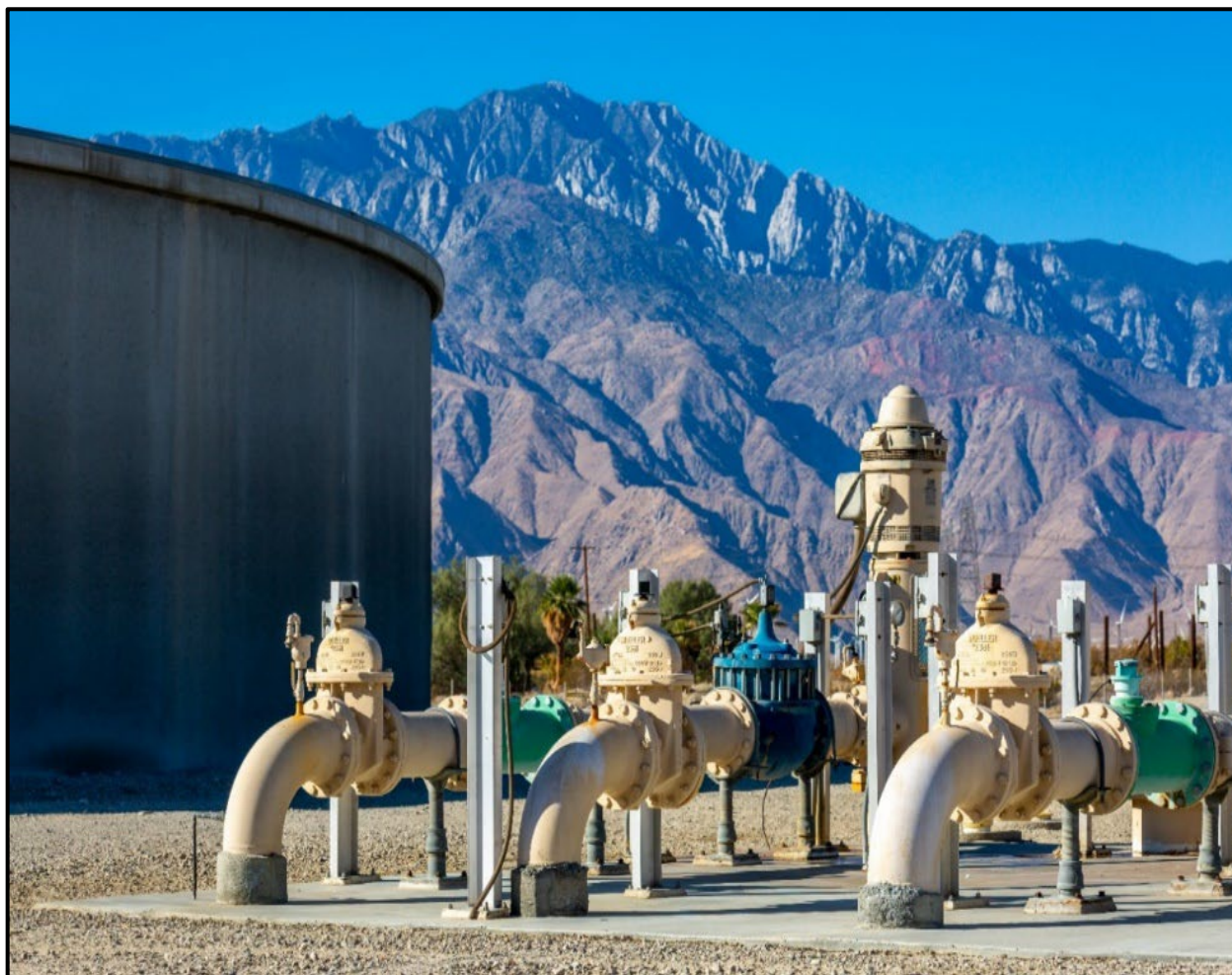
Staff cleaned and rehabilitated Ponds 1, 2, 3, 4, 5, 6, 7, and 8 in April 2023. Pond 7 was cleaned twice.



### Weekly Wastewater Training

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

- New Sludge Trucks: What To Look Out For
- Sludge Trailer Rear Door
- Tuesday Sampling





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

New Sanitary Service Connections to Collection System

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
July	4	18	8	7	9	51	2
Aug.	26	20	4	1	8	53	2
Sep.	20	20	5	2	12	8	11
Oct.	13	36	9	4	8	12	4
Nov.	8	29	50	10	9	7	7
Dec.	8	12	9	3	3	64	1
Jan.	35	14	21	7	1	16	8
Feb.	4	7	23	5	1	42	0
Mar.	24	17	48	1	0	23	5
Apr.	16	7	18	3	3	15	30
May		16	17	11	3	20	45
June		2	21	7	3	6	70
<b>Annual Total</b>	<b>158</b>	<b>198</b>	<b>233</b>	<b>61</b>	<b>60</b>	<b>317</b>	<b>185</b>

Additional sanitary service connection information is provided in Appendix B.

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

Monthly Wastewater Flows

<b>WASTEWATER FLOW MGD</b>				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.	1.954007	2.142796	0.043181	0.048220
Feb.	1.917610	2.093768	0.041724	0.056170
Mar.	1.977725	2.134190	0.042863	0.047530
Apr.	2.047194	2.217048	0.037373	0.047160
May				
June				

Additional wastewater flow information is provided in Appendix B.

## Water Production

### Water Pumped/Produced

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

- MSWD (CA3310008) – 529 Acre Feet (172.48 MG)
- Palm Springs Crest (CA3310081) – 6.14 Acre Feet (1.995 MG)
- West Palm Springs Village (CA3310078) – 16.88 Acre Feet (5.50 MG)

### Water Sampling/Testing

- Staff collected 62 routine bacteriological (Bac-T) samples and 15 general physical samples in April 2023 (total of all three systems).
- The MSWD Monthly Coliform Monitoring Report for April 2023 was sent to the State Water Resources Control Board on May 10, 2023.
- The monthly uranium sampling at Well 26A was completed on April 5, 2023.
- Staff increased the General Physical (GP) sampling quantities due to new regulatory requirements. The new minimum GP requirements for the main Desert Hot Springs system are now 13 monthly samples.
- Wells 26 and 31 were sampled for Gross Alpha, Uranium, and RAD 226/228 on April 6, 2023. This was in response to the normal sampling schedules as reflected on the Drinking Water Watch site.



### Chlorination System Updates

- Staff continued to conduct routine chlorine pump maintenance and inspections at all well sites, making necessary adjustments to all chlorine pumps and/or their related equipment, ensuring proper operation and repairing/rebuilding as needed. All chlorinators are functioning properly in April 2023, with only typical preventative maintenance for these pumps. The chlorinators in ID-E were cleaned on April 6, 2023.
- Staff found a cracked chlorine discharge line at Well 37 on April 3, 2023. This tubing was replaced along with the injection quill.

- During the month of April 2023, a total of 942 gallons of chlorine (12.5% solution strength) was injected into the distribution system at the production facilities. (Reflects usage in Desert Hot Springs and ID-E systems)
- During the month of April 2023, the Production staff checked and documented the chlorine residuals at all the wells that are in-use a total of 200 times. The average chlorine residual of these 200 readings was 0.86 ppm. (Reflects data in Desert Hot Springs and ID-E systems)
- Staff performed the monthly maintenance for the analyzer located at the Valley View Reservoir. Staff changed the reagents and cleaned the analyzer sample cell.
- During the month of April 2023, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 94 times. The average chlorine residual of these 94 readings was 0.62 ppm. (Reflects data in Desert Hot Springs and ID-E systems)



### Well Soundings

Staff continued to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff completed the soundings in ID-E by April 6, 2023, and the soundings in Desert Hot Springs were completed by April 26, 2023.

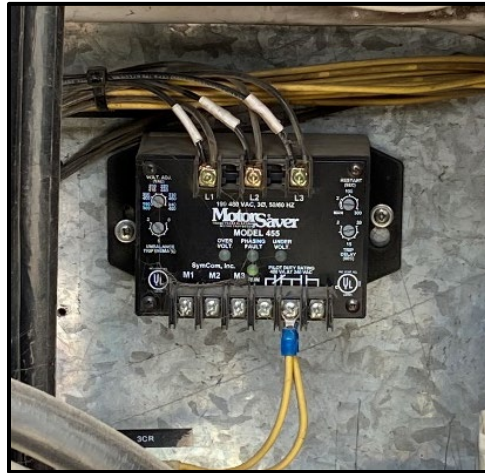




### Production Facility Updates

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

- Motor Savers – The motor saver installations are almost complete. These should be completed during the first couple of weeks in May 2023.



- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of April 2023.
  - Both the mechanical and chemical rehabilitation methods have been completed.
  - The test pump was installed in April 2023. The test pumping should commence during the first week of May 2023.



- Well 33 Rehabilitation – The installation of the new submersible pump and motor was completed on April 11, 2023. The well was disinfected on April 13, 2023, but additional disinfection needs to be performed due to a failed Bac-T sample on April 27, 2023. Staff is coordinating with L.O. Lynch to complete this disinfection during the month of May 2023. Staff also determined the air tubing line used for well soundings is 426 feet in length. This was verified using the sounding wire method and cross-referencing this with the data that was collected during the rehabilitation test pumping.
- Well 33 Suction Reservoir – The reservoir was cleaned by staff on April 11, 2023. It was disinfected on April 25, 2023, and sampled for Bac-T on April 26, 2023. This bacteriological sample PASSED. The reservoir is currently isolated from Well 33 as staff awaits a passing Bac-T result for Well 33.
- Terrace Booster Station – Terrace Booster 1 was pulled on March 7, 2023, for repairs. The contractor, L.O. Lynch, is anticipating completion during the first couple weeks of April 2023. Once Booster 1 is replaced, staff will move onto repairing Booster 2. So far, Boosters 1, 3, and 4 have been repaired. Boosters 2, 5, and 6 remain. The contractor has been having issues setting the Booster 1 Pump due to leakage at the Can/Water Box flange. The contractor is working on a solution, and staff anticipates completion by mid-May 2023.
- Terrace Booster Station Wire Theft – On Easter Sunday, April 9, 2023, staff found wire was stolen from Terrace Boosters 3 and 4. With help from the Construction & Maintenance crew, staff was able to acquire and connect a temporary transfer pump to ensure water delivery to the High Northridge Reservoir. KSM Electric was called and was able to replace the wire and return the pumps back to normal operation that same day. MSWD customers did NOT experience any water outages. Additionally, staff was able to install a new Ring security camera at Terrace to improve site security. A big thank you goes out to Hi Desert Water District for mutual aid support in loaning the District their portable transfer pump.
- Gateway Fire Pump Monthly Testing – Staff tested the pump on April 14, 2023. The pump and controls functioned correctly.
- Well 24 Electrical Rehabilitation Project – The project is complete, however, staff is unable to accept the project as the District is working with the contractor and subcontractors to complete outstanding corrections. The Motor Saver 777 device was removed on April 24, 2023, and the project is now complete. Staff is working on final as-built drawings and other formalities and will bring the notice of completion to the Board in June 2023.
- Quail Reservoir PLC enclosure – Staff replaced a small fence which provides protection to the Quail Reservoir PLC enclosure on April 26, 2023.
- Valley View Transducer – Staff replaced the water discharge pressure transducer at the Valley View Booster Station on March 14, 2023. This was due to an improper pressure range on the existing unit.

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

#### Landscaping Update

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

#### Water Production Staffing Update

The Water Production Department is now fully staffed. The District has hired Charles Bell and he started work on April 19, 2023.

#### Well 33 Solar Site

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



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

New Service Connections to the Water System

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
July	6	18	7	4	5	7	2
August	28	19	6	10	5	3	2
September	22	23	18	2	14	4	13
October	16	33	13	3	21	8	3
November	10	27	10	16	4	0	7
December	9	9	2	17	3	3	2
January	26	14	15	6	3	20	1
February	14	8	13	8	5	11	1
March	29	19	16	2	3	6	5
April	24	6	11	1	3	7	11
May		19	15	12	5	11	9
June		1	24	11	2	8	2
<b>Annual Total</b>	<b>184</b>	<b>196</b>	<b>150</b>	<b>92</b>	<b>73</b>	<b>88</b>	<b>58</b>
<b>Avg./ Mo.</b>	<b>15.33</b>	<b>16.33</b>	<b>12.50</b>	<b>7.67</b>	<b>6.08</b>	<b>7.33</b>	<b>4.83</b>

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production

	FY	Variance		FY	FY	FY	FY
	2022/23	from prior		2021/22	2020/21	2019/20	2018/19
	AF	year	%	AF	AF	AF	AF
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16
January	530.39	-49.89	-8.6%	580.28	537.96	553.20	570.20
February	490.41	-36.93	-7.0%	527.34	495.61	520.85	415.49
March	500.37	-101.07	-16.8%	601.44	625.80	557.73	490.92
April	552.34	-71.73	-11.5%	624.07	649.34	573.02	635.08
May		0.00	0.0%	745.36	723.62	698.99	598.36
June		0.00	0.0%	730.02	761.63	806.02	710.39
<b>TOTAL</b>		<b>-381.63</b>	<b>-5.8%</b>	<b>8094.17</b>	<b>8356.13</b>	<b>7981.79</b>	<b>7617.30</b>

Additional water production information is provided in Appendix B.



## Water Resources

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

### **Integrated Regional Water Management Planning**

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

Mayoma Dunes Water Company has reached out to join the CVRWMG. The CVRWMG will be processing the request in the coming weeks.

### **Mission Creek Subbasin Sustainable Groundwater Management Act Compliance**

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

### **San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance**

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

### **Indio Subbasin Sustainable Groundwater Management Act Compliance**

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

### **Salt and Nutrient Management Planning**

Staff attended the monthly Steering Committee meeting for the Coachella Valley Salt and Nutrient Management Plan (SNMP) on April 26, 2023.



## PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

### Past and Upcoming Sponsorships / Events

#### CWEA Awards Presentation: April 19, 2023

During an awards ceremony hosted by the California Water Environment Association, Mission Springs Water District took home top State honors for the District's Protect Your Pipes Community Engagement and Outreach Campaign and finished second place for Plant Operations at the Alan L. Horton Wastewater Treatment Facility.



#### Desert Hot Springs High School/DVBA Women in Building Lunch & Learn: April 19, 2023

MSWD was a proud sponsor of a recent DVBA Women in Building luncheon at Desert Hot Springs High School. More than 25 students attended the event to learn about careers in the building industry. Presenters discussed careers beyond a typical construction job, including engineering and city/water-related jobs. The students asked many questions and enjoyed their lunch and swag bags.



Desert Hot Springs Rotary Big Hearts Award: April 20, 2023

The Desert Hot Springs Rotary Big Heart Awards honored individuals and local businesses for doing good in our community. This year's MSWD Person of the Year was Engineering Technician II Mike Platt, who has been active in the Desert Hot Springs community for many years. The fun-filled event also celebrated the Desert Hot Springs Rotary's 75<sup>th</sup> anniversary, which our own General Manager, Arden Warden, reflected on during a special toast and speech during the event.



Cabot Museum Earth Day Event: April 22, 2023

MSWD celebrated Earth Day by partnering with Cabot's Museum for a free exhibition. Attendees learned about the hot and cold water that helped spark the flame that would someday turn into the Desert Hot Springs community. As part of the festivities, attendees had free access to the museum and were treated to poetry by local students. In addition, MSWD staff hosted a resource booth in the courtyard promoting the history of our award-winning water and the District's efforts to protect this critical resource.



**Upcoming Sponsorships / Events**

MSWD Blood Drive: May 10, 2023, 7:00am – 1:00pm

Recognizing the continued need in our community, MSWD will once again partner with LifeStream to host an employee/community blood. As of this writing, more than 16 employees have signed up to make a life-saving donation.

Utility Assistance Clinic: May 22, 2023, 9:00am – 12:00pm

Representatives from Riverside County Community Action Partnership, the United Way, FoodNow, and Desert Valley Disposal will be in attendance for on-site program sign-ups and to provide community resources and support. Customers can qualify for as much as \$2,000 in financial support for their water or wastewater service.



Career Day at Painted Hills Middle School: May 24, 2023

Students at Painted Hills Middle School will learn about the source of their award-winning tap water and some of what it takes to get it to their homes during a special career day presentation being held at Painted Hills Middle School on May 24, 2023.

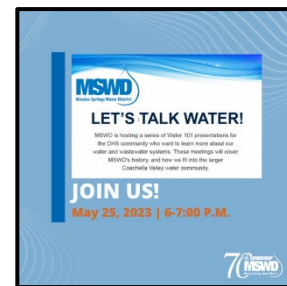


Water 101: May 25, 2023, 6:00 – 7:00pm

MSWD will host its third Spring Water 101 presentation at the Desert Hot Springs Library. The first session featured the MSWD water delivery system, the second featured the wastewater system, and the third session will cover finance, rate making, and customer service. A fourth session is scheduled for June 22, 2023, including regional planning and collaboration efforts.

Utility Assistance Clinic: June 8, 2023, 1:00 – 4:00pm

Representatives from Riverside County Community Action Partnership, the United Way, FoodNow, and Desert Valley Disposal will be in attendance for on-site program sign-ups and to provide community resources and support. Customers can qualify for as much as \$2,000 in financial support for their water or wastewater service.



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

**Public & Media Outreach**

Sewer Pre-Payment Letter & Availability of LIHWAP Funds

Beginning March 13, 2023, the Low Income Household Water Assistance Program (LIHWAP) will assist customers even if their account has no past-due balance. Income-qualified customers can receive a base payment between \$200-\$371, depending on their household size and income. As this funding can be used towards sewer pre-payment, we are including an informational flyer on LIHWAP with each sewer letter and have updated the Q&A to explain the process. To avoid having fees roll onto the tax records, customers must provide a copy of their LIHWAP pledge and pay the balance of their sewer pre-payment before June 30, 2023.

Household Size	Monthly Income
1	\$2,700.77
2	\$3,331.60
3	\$4,361.83
4	\$5,192.75
5	\$6,023.59
6	\$6,854.43
7	\$7,010.21
8	\$7,566.00
9	\$7,221.78
10	\$7,477.56

FOR MORE INFORMATION CONTACT:  
(951) 955-4960  
www.capriverside.org

In addition to hosting on-site utility assistance clinics and promoting the LIHWAP program, the District is increasing communications about the sewer pre-payment option on its website and through social media in May through June 2023.

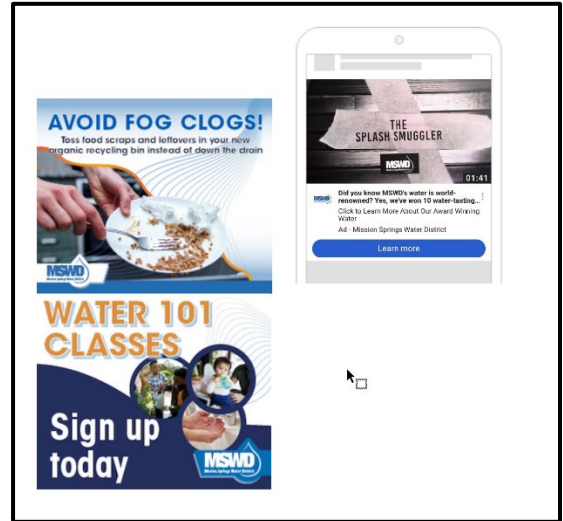




MSWD Digital Advertising

The District featured four Google and Facebook/Instagram ads promoting our videos, the Protect Your Pipes campaign, and our Water 101 classes. Our Facebook ads garnered more than 169,616 impressions and 336 link clicks.

Our Google campaign garnered 175,054 impressions and 374 link clicks. A full report is included in Appendix C.



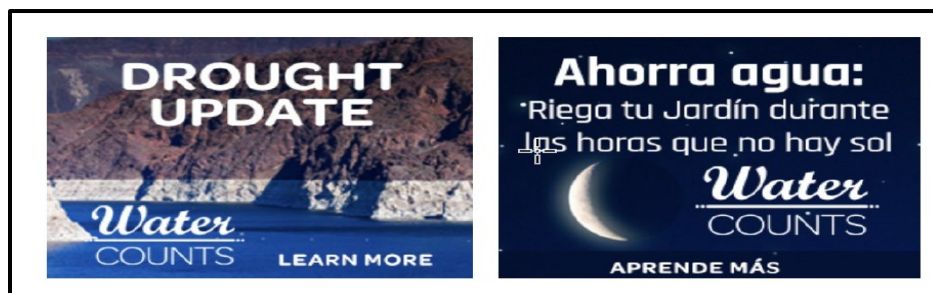
Social Media

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

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

CV Water Counts

The digital campaigns generated more than 118,000 video impressions during the month, 288,000 banner ad impressions, and 71,000 impressions on Facebook and Instagram. In addition, there were 5,110 page views, with 44% of the views being on mobile, 21% on desktop, and 33% on tablet. The most-viewed pages were Conservation Tips, the "Slew of Storms Improve Water Outlook and Eases Restrictions" article, the Homepage, and the Rebates page. In addition, the e-Newsletter open rate has increased to an impressive 60.04% (the industry open rate is 16.97%). A full report is included in Appendix C.



## Legislative Update

In April 2023, members of the Board and management team had the opportunity to meet and discuss the District's Groundwater Quality Protection Project with representatives from the DC offices of Senator Feinstein, Senator Padilla, Congressman Ruiz, ACWA Legislative staff, and senior administrators from the Army Corps of Engineers. This promoted a follow-up District tour and discussion from Senator Feinstein's LA Office staff on May 5, 2023.

Both Senators Feinstein and Padilla have advanced the District's Community Project requests for funding in FY 2024. We will update the Board as these requests continue to make their way through the Senate Appropriations Subcommittees. We hope these bills will go before the full Appropriations Committee in the coming months. At that point, we will be able to see the final list of community project requests that have been included.

A full legislative update from Carpi & Clay is included in Appendix A.

## Rebates & Conservation

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

### Toilet Rebates

Staff funded one toilet rebate application was received in April 2023. A total of 50 toilets have been funded since July 2022.

### Turf Rebates

Staff funded three turf rebate applications in April 2023, totaling \$4,800.00, and have three pending applications totaling \$86,055.00.

### Conservation Kits

Staff received no requests in April 2023. A total of 73 kits have been provided since July 2022.



Bottled Water Tracking Report

Water Donations for April 2023

Date Supplied	Requests Filled	Event or Purpose	# Cases Requested
4/7/2023	Living Word in the Desert	Easter Sunday event	6
4/10/2023	CVCAN	Desert Haze VIP Zone	10
4/19/2023	DHSHS	Lunch and Learn w/students & Community	2
4/20/2023	Rotary Club	Big Heart Awards Dinner	9
4/22/2023	Cabot's Pueblo Museum	Earth Day Celebration	4
4/29/2023	Jeff Bowman	Ron Gilbert's memorial	2
4/31/2023	Art Foundation DHS	Golf Fundraiser	4
	<b>Total Cases</b>		<b>37</b>





APPENDIX A – Federal Update from Carpi & Clay

## Mission Springs Water District Federal Update

April 28, 2023

### President Biden Signs Resolution Ending COVID-19 National Emergency

On April 10<sup>th</sup>, President Biden signed a joint resolution ([H.J. Res. 7](#)) to terminate the national emergency related to the COVID-19 pandemic. The national emergency was declared March 12<sup>th</sup>, 2020.

### President Biden Announces New Environmental Justice Office

President Biden signed an Executive Order (EO), *Revitalizing Our Nation's Commitment to Environmental Justice for All*, that outlines additional Administration environmental justice (EJ) policy goals and establishes the Office of Environmental Justice within the White House Council on Environmental Quality. The office will be led by a Federal Chief Environmental Justice Officer and will coordinate the implementation of EJ policies across the federal government. Text of the EO can be found [HERE](#), and fact sheet can be found [HERE](#).

### OIRA Proposes Changes to Federal Rulemaking Process

The White House Office of Information and Regulatory Affairs (OIRA) released a proposal to revise the federal rulemaking process. OIRA's proposed revisions include raising the threshold for rules deemed economically significant enough to require White House vetting from \$100 million to \$200 million, as measured in annual economic impacts, and changes to guidance on valuing discount rates and avoided costs for low-income and disadvantaged communities. Comments are due by June 6<sup>th</sup> and more information can be found [HERE](#).

### President Biden Vetoes WOTUS Disapproval Resolution

On April 6<sup>th</sup>, President Biden vetoed a joint resolution under the Congressional Review Act ([H.J. Res. 27](#)) disapproving of the Administration's new Waters of the United States (WOTUS) rule. The rule went into effect in all states in March except Idaho and Texas due to an injunction issued by a federal judge. The injunction will remain until the Supreme Court issues its opinion in the upcoming *Sackett v. EPA* case.

### Reclamation Releases Draft SEIS for Near-Term Colorado River Operations

The Bureau of Reclamation (Reclamation) released a draft Supplemental Environmental Impact Statement (SEIS) for Near-term Colorado River Operations. Reclamation is proposing to revise the 2007 Interim Guidelines for the operation of the Glen Canyon and Hoover Dams beginning in the 2024 operating year to address the potential for continued low-runoff

conditions in the Colorado River Basin. According to Reclamation, the potential impacts of low runoff conditions in the winter of 2022–2023 and the remainder of the interim period (prior to January 1<sup>st</sup>, 2027) pose unacceptable risks to routine operations of Glen Canyon and Hoover Dams. The draft SEIS discusses three alternatives that Reclamation is currently considering. Written comments are due by May 30<sup>th</sup>, and Reclamation plans to hold several public meetings in May. The draft SEIS can be found [HERE](#).

## Census Bureau Publishes Population Estimates Challenge Final Rule

The U.S. Census Bureau published its final rule for the Population Estimates Challenge Program. This program provides local governmental entities with an opportunity to submit requests challenging the Census Bureau’s population estimate of their jurisdiction beginning with the population estimates for 2022, known as the “Vintage 2022” series, set for release in 2023. The final rule revises the evidence required to support a challenge, increases communication with local governments, and updates rule references to Census Bureau data. More information can be found [HERE](#).

## Legislation to Restore Tax-Exempt Status of Advance Refunding Bonds Introduced in the House

Representatives Dutch Ruppersberger (D-MD) and David Kustoff (R-TN) reintroduced the *Investing in Our Communities Act* ([H.R. 1837](#)). This legislation would restore the tax-exempt status of advance refunding municipal bonds used by state and local governments to finance infrastructure and capital projects. The *Tax Cuts and Jobs Act* in 2017 eliminated the tax-exempt status as a spending offset. The bill was referred to the Ways and Means Committee.

## Federal Funding Opportunities/Announcements

**EPA Announces \$6.5 Billion for Drinking Water Infrastructure Through DWSRF.** EPA announced \$6.5 billion in FY 2023 BIL funding for states, tribes, and territories for drinking water infrastructure upgrades through the Drinking Water State Revolving Fund (DWSRF). The list of DWSRF allocations can be found [HERE](#).

**EPA Announces \$41 Million in America’s Water Infrastructure Act Funding.** EPA announced \$41 million in technical assistance funding through the *America’s Water Infrastructure Act*. The funding was awarded to nine technical assistance providers to assist rural, small, and tribal communities in assessing water needs, identifying solutions, and accessing federal project funding. More information can be found [HERE](#).

**Reclamation Announces Availability of \$2 Million for Desalination and Water Purification Research Grant.** Reclamation announced the availability of \$2 million for the FY 2023 Desalination and Water Purification Research Program Pitch to Pilot grant program. The program is designed to develop innovative, cost-effective, and technologically efficient ways to desalinate and treat water. Applications are due June 20<sup>th</sup> and more information can be found [HERE](#).

**Reclamation Announces \$585 Million in BIL Funding for Water Infrastructure and Drought Resilience.** Reclamation announced \$585 million in funding authorized by BIL for 83 projects in 11 Western states. The funding supports projects that improve water conveyance and storage, increase safety, improve hydro power generation, and provide water treatment. The list of projects funded can be found [HERE](#).

**Reclamation Awards \$140 Million for Western Water Conservation and Efficiency Projects.** Reclamation awarded \$140 million for 84 water conservation and efficiency projects in 15 Western states. The list of projects funded can be found [HERE](#).

## Federal Agency Personnel/Regulatory Announcements

**EPA Grants Preemption Waivers for California Heavy-Duty Vehicle and Engine Emissions Standards.** EPA granted two waivers of preemption to the California Air Resource Board related to heavy-duty vehicle and engine emissions standards. The waivers for regulations include:

- **2018 Heavy-duty Warranty Amendments:** extends the emissions warranty periods for 2022 and subsequent model year on-road heavy-duty diesel engines and for 2022 and subsequent model year diesel vehicles with a gross vehicle weight rating exceeding 14,000 pounds powered by such engines.
- **The Advanced Clean Trucks (ACT) Regulation:** requires manufacturers to produce and sell increasing quantities of medium- and heavy-duty zero-emission vehicles (ZEVs) and near zero emission vehicles (NZEVs) in California. This waiver request also includes two additional regulations:
  - **Zero Emission Airport Shuttle Bus Regulation:** establishes steadily increasing zero-emission airport shuttle fleet composition requirements for airport shuttle fleet owners who service the 13 largest California airports.
  - **Zero Emission Powertrain (ZEP) Certification Regulation:** establishes certification requirements and optional emission standards for 2021 and subsequent model year medium- and heavy-duty ZEVs and the zero-emission powertrains installed in such vehicles.

More information on the California waivers can be found [HERE](#).

**EPA Proposes Consumer Confidence Report Rule Revisions.** EPA published a Notice of Proposed Rulemaking (NPR) to increase public access and awareness of Consumer Confidence Reports, also known as Annual Drinking Water Quality Reports. These reports provide information on local drinking water quality over the previous year. The NPR includes plans to improve readability, enhance communication with local entities, promote electronic delivery of reports, focus on lead levels, and require twice a year reporting for systems that serve more than 10,000 people. Comments are due May 22<sup>nd</sup> and more information can be found [HERE](#).



**EPA Publishes PFAS ANPRM.** EPA published an Advanced Notice of Proposed Rulemaking (ANPRM) seeking public input on future hazardous substance designations of per- and polyfluoroalkyl substances (PFAS) under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), known as Superfund. EPA is seeking input on whether to designate additional PFAS, including HFPO-DA, sometimes called GenX, and compounds that degrade in the environment by processes such as biodegradation, photolysis, and hydrolysis, to form certain PFAS. EPA is also seeking information on whether some PFAS compounds can or should be designated as a group or category. Comments are due by June 12<sup>th</sup> and more information can be found [HERE](#).

**EPA Publishes 30<sup>th</sup> Annual U.S. Greenhouse Gas Inventory.** EPA published the 30<sup>th</sup> annual *Inventory of U.S. Greenhouse Gas Emissions and Sinks*. The inventory presents national-level overview of annual greenhouse gas emissions from 1990 to 2021, covering seven greenhouse gases: carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, sulfur hexafluoride, and nitrogen trifluoride. More information can be found [HERE](#).

**EPA Publishes Climate Change and Children’s Health Report.** EPA published a report entitled *Climate Change and Children’s Health and Well-Being in the United States Report*. The report quantifies projected health effects for children related to extreme heat, air quality, changing seasons, flooding, and infectious diseases. More information can be found [HERE](#).

**Reclamation Publishes Climate Change Adaptation Strategy.** Reclamation published its *Climate Change Adaptation Strategy* outlining the agency’s approach to climate change adaptation and mitigation. The strategy includes four goals: increase water management flexibility, enhance climate adaptation planning, improve infrastructure resilience, and expand information sharing. The strategy can be found [HERE](#).

## ## ##



APPENDIX B – Wastewater and Water Production Tables

## WASTEWATER REPORT

SEWER CONNECTION SUMMARY											
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	4	18	8	7	9	51	2	1	139	2	0
Aug.	26	20	4	1	8	53	2	4	214	4	0
Sep.	20	20	5	2	12	8	11	2	90	2	1
Oct.	13	36	9	4	8	12	4	21	65	8	2
Nov.	8	29	50	10	9	7	7	1	52	18	7
Dec.	8	12	9	3	3	64	1	0	86	22	11
Jan.	35	14	21	7	1	16	8	3	27	3	11
Feb.	4	7	23	5	1	42	0	3	5	46	6
Mar.	24	17	48	1	0	23	5	0	31	16	2
Apr.	16	7	18	3	3	15	30	0	8	95	14
May		16	17	11	3	20	45	7	13	98	3
June		2	21	7	3	6	70	4	4	72	2
<b>Annual Total</b>	<b>158</b>	<b>198</b>	<b>233</b>	<b>61</b>	<b>60</b>	<b>317</b>	<b>185</b>	<b>46</b>	<b>734</b>	<b>386</b>	<b>59</b>

Connections to Sewer Collection System:

As of June 30, 2022

8665

Plus YTD

158

**Total Sewer Connections =**

**8823**

WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.	1.954007	2.142796	0.043181	0.048220
Feb.	1.917610	2.093768	0.041724	0.056170
Mar.	1.977725	2.134190	0.042863	0.047530
Apr.	2.047194	2.217048	0.037373	0.047160
May				
June				

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

## WATER REPORT

WATER CONNECTION SUMMARY														
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10
July	6	18	7	4	5	7	2	0	0	1	0	0	0	1
August	28	19	6	10	5	3	2	2	0	1	0	0	2	1
September	22	23	18	2	14	4	13	3	0	2	2	0	0	1
October	16	33	13	3	21	8	3	20	0	5	1	1	4	2
November	10	27	10	16	4	0	7	3	0	1	0	1	1	5
December	9	9	2	17	3	3	2	0	0	2	0	0	0	0
January	26	14	15	6	3	20	1	1	2	2	0	0	1	1
February	14	8	13	8	5	11	1	0	1	0	1	0	0	1
March	29	19	16	2	3	6	5	0	12	0	0	4	5	0
April	24	6	11	1	3	7	11	2	7	0	1	4	1	12
May		19	15	12	5	11	9	8	2	0	1	2	0	0
June		1	24	11	2	8	2	10	1	0	0	0	1	1
<b>Annual Total</b>	<b>184</b>	<b>196</b>	<b>150</b>	<b>92</b>	<b>73</b>	<b>88</b>	<b>58</b>	<b>49</b>	<b>25</b>	<b>14</b>	<b>6</b>	<b>12</b>	<b>15</b>	<b>25</b>
<b>Avg./ Mo.</b>	<b>15.33</b>	<b>16.33</b>	<b>12.50</b>	<b>7.67</b>	<b>6.08</b>	<b>7.33</b>	<b>4.83</b>	<b>4.08</b>	<b>2.08</b>	<b>1.17</b>	<b>0.50</b>	<b>1.00</b>	<b>1.25</b>	<b>2.08</b>

**Connections to Water System:**

As of June 30, 2022      13,337  
 Plus YTD                      184  
**Total Water Connections =      13,521**

WATER PRODUCTION														
	FY 2022/23	Variance from prior year		FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14	FY 2012/13	FY 2011/12
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82	911.87	838.49
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60	853.85	959.02
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20	723.92	826.46
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09	788.55	789.71
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05	672.3	654.77
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09	520.3	575.27
January	530.39	-49.89	-8.6%	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86	609.45	616.19
February	490.41	-36.93	-7.0%	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87	507.31	561.24
March	500.37	-101.07	-16.8%	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89	559.02	583.70
April	552.34	-71.73	-11.5%	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05	744.77	645.93
May		0.00	0.0%	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18	786.79	763.12
June		0.00	0.0%	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96	780.86	794.00
<b>TOTAL</b>		<b>-381.63</b>	<b>-5.8%</b>	<b>8094.17</b>	<b>8356.13</b>	<b>7981.79</b>	<b>7617.30</b>	<b>8017.06</b>	<b>7476.47</b>	<b>6,903.75</b>	<b>7,798.69</b>	<b>8,385.66</b>	<b>8,458.99</b>	<b>8,607.90</b>





APPENDIX C – Public Affairs Information



# CVWC Digital Marketing Report

Website, Social, and Marketing Performance

**April, 2023**

by Hunter | Johnsen

## Google Ads Campaigns

 DISPLAY AD IMPRESSIONS  
CV WATER COUNTS

288,801

 SEARCH AD IMPRESSIONS  
CV WATER COUNTS

1,650

 VIDEO IMPRESSIONS  
CV WATER COUNTS

118,995

 CLICKS  
CV WATER COUNTS

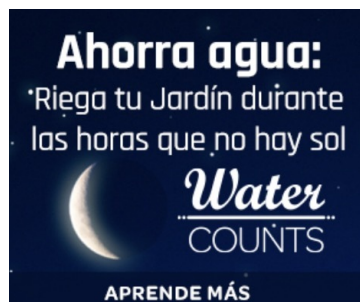
3,018

 CTR  
CV WATER COUNTS

0.74%

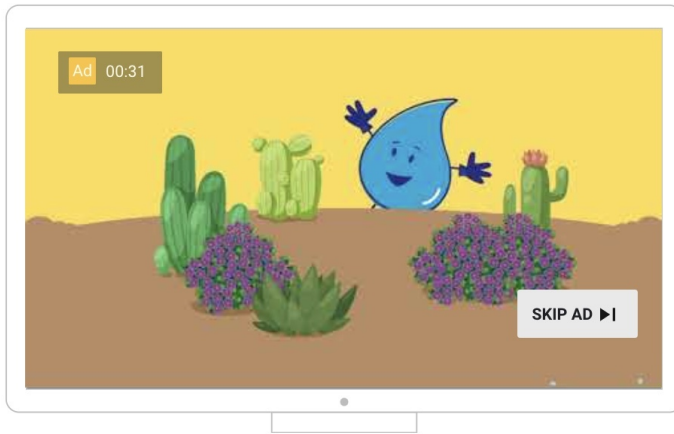
 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE  
CV WATER COUNTS

Campaign	Clicks	Impr.
CV Water Counts April 2023	1,370	178,994
Drought Update	1,020	135,709
Non-Daylight	350	43,285
CV Water Counts April 2023 Spanish	1,074	109,807
Drought Update	916	95,874
Non-Daylight Hours	158	13,933
	2,444	288,801



 GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE  
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	118,995	49,060	25,313	328
CVWC Water Saving Tips YouTube Spanish April 2023	55,011	25,624	16,516	119
CVWC Water Saving Tips English YouTube April 2023	63,984	23,436	8,797	209
	118,995	49,060	25,313	328



## GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE

### CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaign 2022	246	1,650
	246	1,650

## KEYWORDS PERFORMANCE

### CV WATER COUNTS


Account name	Clicks	Impr.	CTR
CV Water Counts	219	1,400	15.64%
water rebates	100	417	23.98%
water service	30	357	8.4%
grass removal rebate	23	102	22.55%
water agency	19	186	10.22%
water company	15	205	7.32%
washing machine rebate	10	32	31.25%
toilet rebate	10	30	33.33%
water rebate program	5	19	26.32%
water service provider	4	18	22.22%
water agency map	3	34	8.82%
	222	1,462	15.18%



# Facebook Ad Campaigns

## FACEBOOK AD PERFORMANCE

HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p><b>Every Drop Counts</b> 💧  <a href="http://cvwatercounts.com">cvwatercounts.com</a>            We're in a drought. We all need to reduce our water use by 15 percent. Water your yard during non-daylight hours. More water will reach the roots, and less water will evaporate.</p>	441	71,361	19,053	3.75	475
	441	71,361	19,053	3.75	475

# Website Information

## 📊 PAGEVIEWS

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

5,110

## 📊 NEW VISITOR

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

2,480

## 📊 RETURNING USERS

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

738

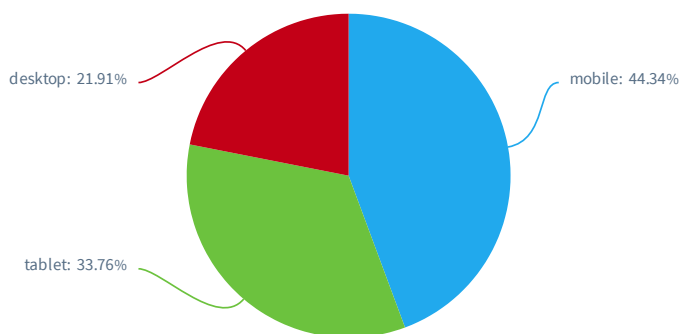
## 📊 PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER COUNTS

Page Title	Pageviews
Conservation Tips - CVWater Counts	2,316
Slew of storms improve water outlook and eases restrictions - CV Water Counts	1,349
CV Water Counts	365
Rebates - CV Water Counts	219
Coachella Valley Water Conservation Water Rebate Map - CV Water Counts	211
10 Ways to Protect and Conserve Groundwater - CV Water Counts	42
CV Water Counts   Water Counts Academy - CV Water Counts	33
Learn - CV Water Counts	33
Plant of the Month: Trailing Lantana (Lantana Montevidensis) - CV Water Counts	31
About - CV Water Counts	26
	5,110

## 📊 SESSIONS / DEVICE CATEGORY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



## 📊 PAGES / SESSION

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

1.28

## 📊 AVG. SESSION DURATION

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

46s

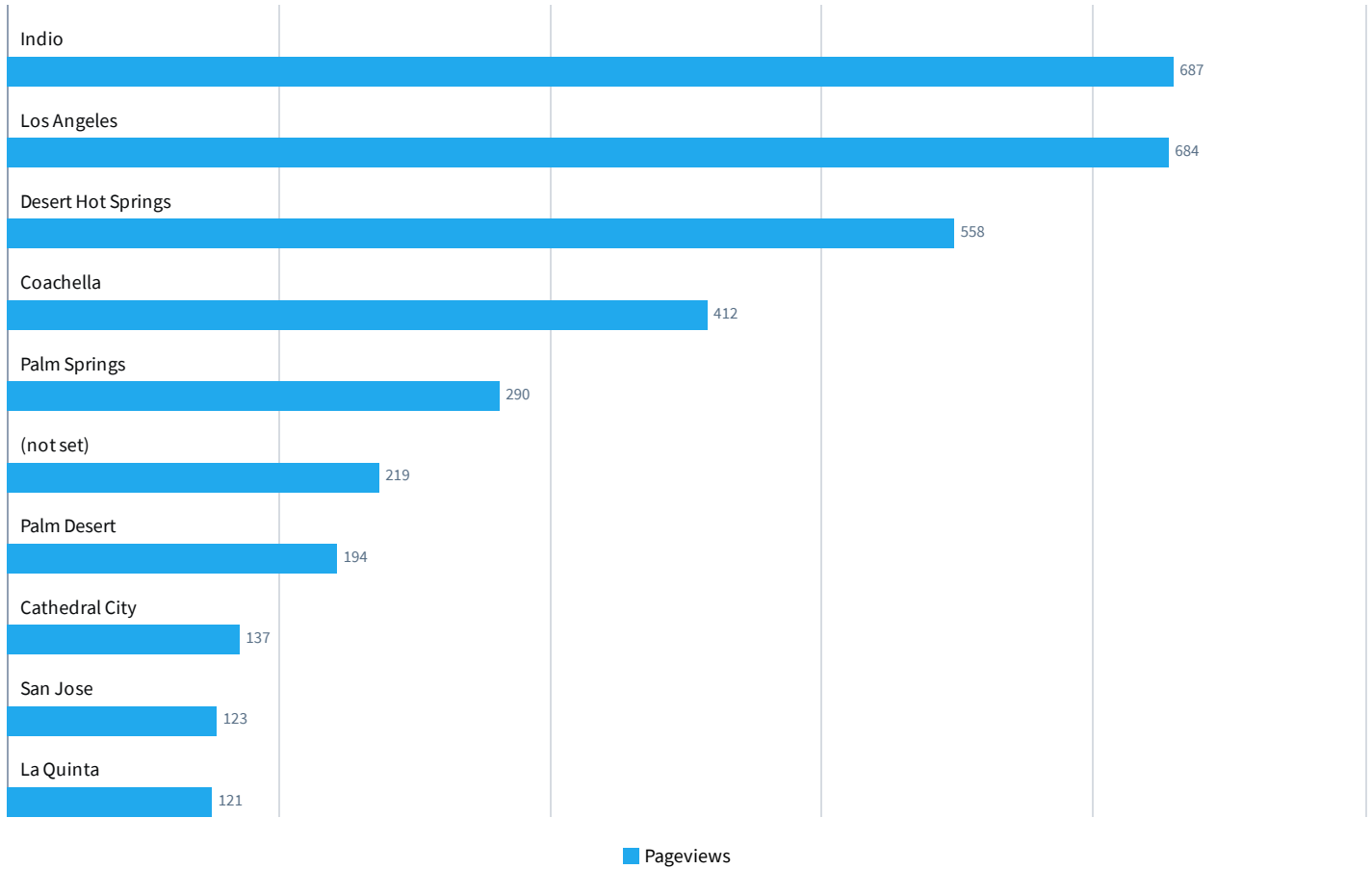
## 📊 BOUNCE RATE

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

83.85%

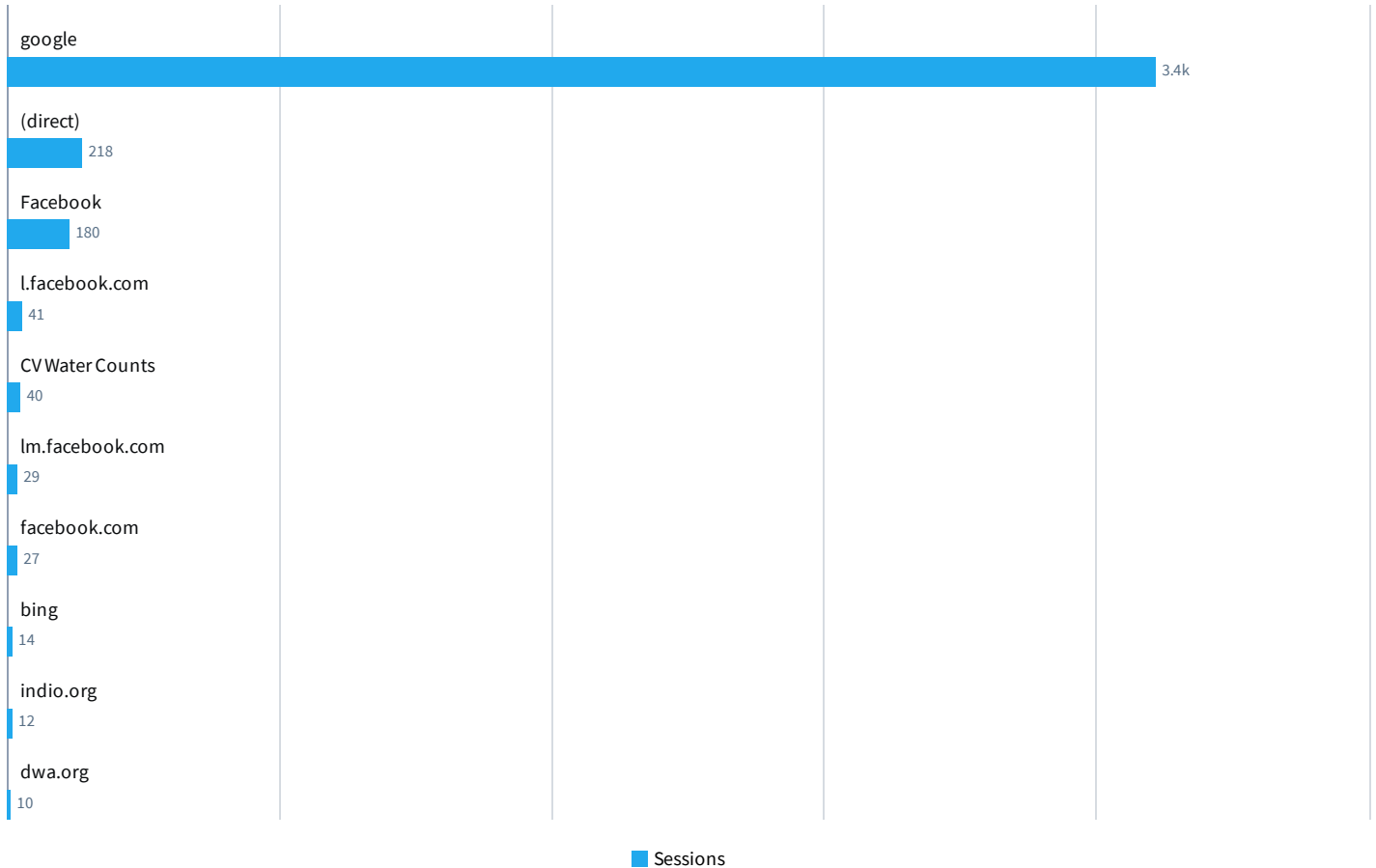
### PAGEVIEWS BY CITY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



### USER REFERRERS

CV WATER - CV WATER COUNTS - CV WATER COUNTS



### HISTORY

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

Month	Sessions	Users	Pageviews	Pages / session	Avg. session duration	Bounce rate	% new sessions
April 2023	3,999	2,759	5,110	1.28	46s	83.85%	62.02%
March 2023	3,898	2,814	4,993	1.28	36s	84.68%	65.78%
February 2023	3,815	2,645	5,150	1.35	57s	82.36%	61.31%
January 2023	5,074	3,683	6,499	1.28	45s	83.43%	67.76%
December 2022	3,426	2,450	4,498	1.31	47s	83.71%	65.21%
November 2022	3,280	2,204	4,220	1.29	46s	84.24%	59.91%
October 2022	3,879	2,601	5,210	1.34	51s	81.75%	60.58%
September 2022	3,589	2,482	4,931	1.37	46s	83.03%	64.11%
August 2022	3,752	2,617	4,926	1.31	48s	83.96%	64.37%
July 2022	4,831	3,293	6,855	1.42	53s	80.23%	65.16%
June 2022	2,927	2,203	3,959	1.35	50s	83.64%	71.47%
May 2022	3,491	2,715	5,002	1.43	46s	71.7%	68.81%
April 2022	3,383	2,545	5,096	1.51	36s	63.38%	71.5%
	49,344	32,163	66,449	1.35	47s	80.93%	65.15%



# Organic Search

## TOP KEYWORDS CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
palm desert	1,923	0	0%	8.71
lake cahuilla	1,721	1	0.06%	6.55
cleveland sage	913	0	0%	1.79
water pledge	609	0	0%	6.7
lantana ground cover	450	0	0%	2.53
hesperaloe parviflora	363	0	0%	13.02
cv water	313	2	0.64%	5.17
indio water authority	297	0	0%	8.79
chaparral sage	280	6	2.14%	2.88
palm desert california	252	0	0%	7.48
	7,121	9	0.13%	6.36

## TOP PAGES CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
<a href="https://cvwatercounts.com/slew-of-storms-improve-water-outlook-and-eases-restrictions/">https://cvwatercounts.com/slew-of-storms-improve-water-outlook-and-eases-restrictions/</a>	3,555	0	0%	7.56
<a href="https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/">https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/</a>	2,615	8	0.31%	8.15
<a href="https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevideensis/">https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevideensis/</a>	2,002	19	0.95%	13.43
<a href="https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/">https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/</a>	1,777	7	0.39%	3.6
<a href="https://cvwatercounts.com/save-water-pledge/">https://cvwatercounts.com/save-water-pledge/</a>	1,131	2	0.18%	5.23
<a href="https://cvwatercounts.com/plant-of-the-month-red-yucca-hesperaloe-parviflora/">https://cvwatercounts.com/plant-of-the-month-red-yucca-hesperaloe-parviflora/</a>	832	1	0.12%	15.05
<a href="https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/">https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/</a>	802	15	1.87%	11.14
<a href="https://cvwatercounts.com/wp-content/uploads/2019/02/Golf-and-Recycled-Water.pdf">https://cvwatercounts.com/wp-content/uploads/2019/02/Golf-and-Recycled-Water.pdf</a>	739	14	1.89%	31.7
<a href="https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/">https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/</a>	710	3	0.42%	16.25
<a href="https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/">https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/</a>	675	0	0%	46.6
	14,838	69	0.47%	15.87

# Facebook Information

**f** IMPRESSIONS  
CV WATER COUNTS

58,618

**f** REACH  
CV WATER COUNTS

17,081

**f** NEW PAGE LIKES  
CV WATER COUNTS

1

**f** ENGAGED USERS  
CV WATER COUNTS

562





**f** PAGE VIEWS  
CV WATER COUNTS







176







**f** LIFETIME PAGE LIKES  
CV WATER COUNTS

4,010

**f** POSTS  
CV WATER COUNTS

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>For those of you headi...</p>	April 28, 2023	102	4	4%	4	0
 <p>Today is Arbor Day, a d...</p>	April 28, 2023	18	2	11%	2	0
 <p>When washing your car...</p>	April 27, 2023	66	3	5%	3	0
 <p>Covering the soil with ...</p>	April 24, 2023	23	2	9%	2	0
		601	36	6%	36	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>It's during this time th...</p>	April 24, 2023	25	4	16%	3	0
 <p>Earth Day is a great op...</p>	April 22, 2023	19	2	11%	2	0
 <p>For many garden plant...</p>	April 20, 2023	45	2	4%	2	0
 <p>This tall, treelike prickl...</p>	April 15, 2023	40	1	3%	1	0
 <p>Enjoy Coachella and b...</p>	April 14, 2023	56	2	4%	2	0
 <p>Just one broken sprin...</p>	April 13, 2023	36	3	8%	3	0
		601	36	6%	36	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 d Way of the D If you or someone you...	April 10, 2023	35	2	6%	2	0
 Did You Know there ar...	April 7, 2023	30	2	7%	2	0
 After three of the dries...	April 6, 2023	26	3	12%	2	0
 We're in a drought. We ...	April 6, 2023	23	2	9%	2	0
 CV Water Counts upda...	April 1, 2023	30	0	0%	2	0
 April is Water Awarene...	April 1, 2023	27	2	7%	2	0
		601	36	6%	36	0

# Instagram Information

 **IMPRESSIONS**  
CV WATER COUNTS

604


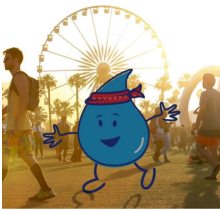



 **LIKES**  
CV WATER COUNTS

12

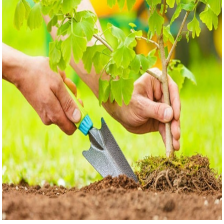
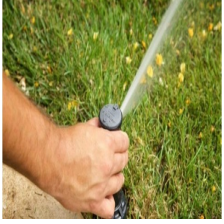
 **FOLLOWERS ( TOTAL )**  
CV WATER COUNTS

231

 **MEDIA PERFORMANCE**  
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>For those of you headi...</p>	81	3	79	0	0
 <p>Enjoy Coachella and b...</p>	72	4	69	0	0
 <p>When washing your car...</p>	18	1	16	0	0
 <p>We're in a drought. We ...</p>	17	1	13	0	0
 <p>April is Water Awarene...</p>	15	1	10	0	0
	228	13	206	0	0



Media	Impr.	Engagement	Reach	Saved	Video views
 <p>Today is Arbor Day, a d...</p>	14	2	11	0	0
 <p>Just one broken sprin...</p>	11	1	8	0	0
	228	13	206	0	0

# Twitter Information

Mar 2023 • 31 days

## TWEET HIGHLIGHTS

**Top Tweet** earned 44 impressions

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

[cvwatercounts.com/plant-of-the-m...](https://cvwatercounts.com/plant-of-the-m...)

🔗 1 ❤️ 1

[View Tweet activity](#)

[View all Tweet activity](#)

**No new followers in March**

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



[Learn more about increasing your followers](#)

**Top media Tweet** earned 21 impressions

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

[CVWaterCounts.com/conservation-t...](https://CVWaterCounts.com/conservation-t...)

[#WaterWiseWednesday](#)

[pic.twitter.com/VHoitV5fli](https://pic.twitter.com/VHoitV5fli)



❤️ 1

[View Tweet activity](#)

[View all Tweet activity](#)

## MAR 2023 SUMMARY

Tweets  
**17**

Tweet impressions  
**288**

Profile visits  
**25**

New followers  
**0**

# E-Blast Information

## CAMPAIGN PERFORMANCE CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts April 2023	<b>Thursday, April 6, 2023 5:00 AM</b>	568	610	60.04%	16.97%	59	5.11%	0.83%	1	1
		568	610	60.04%	16.97%	59	5.11%	0.83%	1	1



# MSWD Digital Marketing and Website Report

Website, Social, and Marketing Performance

**April, 2023**

Casey Dolan

**Casey Dolan Consulting**

## Google Ads Campaigns

 IMPRESSIONS  
MSWD


175,054

 CLICKS  
MSWD

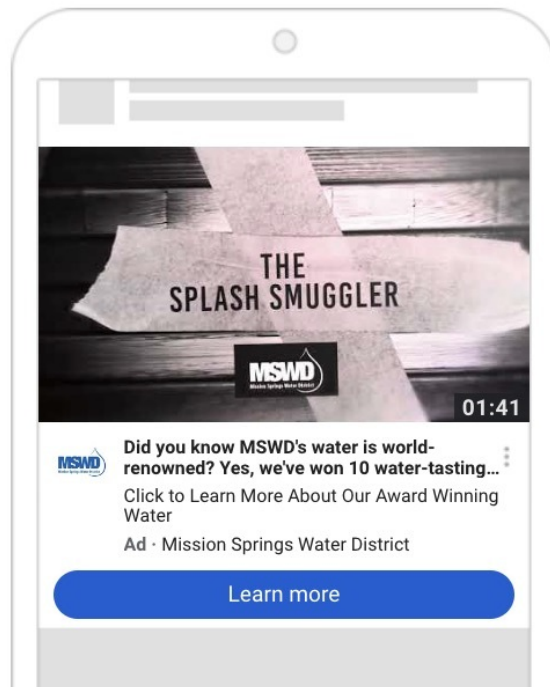
374

 CTR  
MSWD

0.21%

 GOOGLE ADS CAMPAIGN PERFORMANCE  
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Splash Smuggler Video	12,790	241	1.88%
MSWD Water 101 - May 25	80,114	62	0.08%
MSWD Fog / Bin Campaign	62,062	52	0.08%
MSWD Water 101 - April 6	20,088	19	0.09%
	175,054	374	0.21%





# Facebook Ad Campaigns

Includes ad campaign information for all campaigns, excluding anniversary event

## FACEBOOK AD GROUP PERFORMANCE

MSWD

Ad	Campaign Name	Link Clicks	Impr.	Reach	Frequency	Page Likes
MSWD Water 101 - May 25, 2023	MSWD Water 101 - April 2023	148	17,882	4,013	4.46	0
MSWD - Splash Smuggler Video	MSWD April Smash Smuggler Video	68	68,771	34,584	1.99	0
MSWD FOG - Green Bin March 2023	MSWD FOG - Green Bin April 2023	66	76,470	22,568	3.39	0
MSWD Water 101 - April 6 2023	MSWD Water 101 - April 2023	54	6,493	2,856	2.27	0
		336	169,616	40,712	4.17	0

**MSWD** Mission Springs Water District ... X  
Sponsored · 🌐

Did you know MSWD's water is world-renowned! Yes, we've won 10 international water-tasting awards. 💧 🏆



mawd.org  
**MSWD - Splash Smuggler** Mission Springs Water Di... [Learn more](#)

👍 Like    💬 Comment    ➦ Share

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

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



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

**MSWD**  
Mission Springs Water District

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

**Mission Springs Water District** ... X  
Sponsored · 🌐

MSWD is hosting a series of Water 101 presentations for those in the Desert Hot Springs community who want to learn more about our water and wastewater systems.

These meetings will build upon each other and cover MSWD's history and how we fit into the larger Coachella Valley water community.

# WATER 101 CLASSES



**Sign up today**



mswd.org  
**MSWD Water 101 Classes**  
Learn more about Water 1...

[Learn more](#)

# Website Information

## 📊 PAGEVIEWS

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

19,622

## 📊 NEW VISITOR

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

3,984

## 📊 USERS

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

1,645

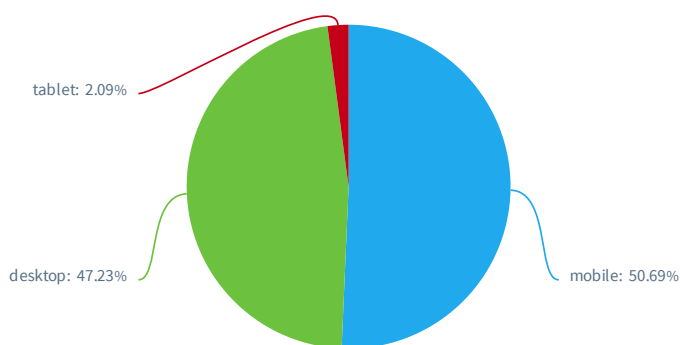
## 📊 PAGEVIEWS

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

Page Title	Pageviews
New Customer Portal   Mission Springs Water District CA	6,967
Mission Springs Water District Home Page   Mission Springs Water District CA	5,345
Bill Pay Options   Mission Springs Water District CA	956
Job Opportunities   Mission Springs Water District CA	765
Careers   Mission Springs Water District CA	396
Upcoming Meetings   Mission Springs Water District CA	347
Application for Water Service   Mission Springs Water District CA	307
Awards   Mission Springs Water District CA	260
Start/Stop Water Service   Mission Springs Water District CA	256
Search   Mission Springs Water District CA	246
	19,622

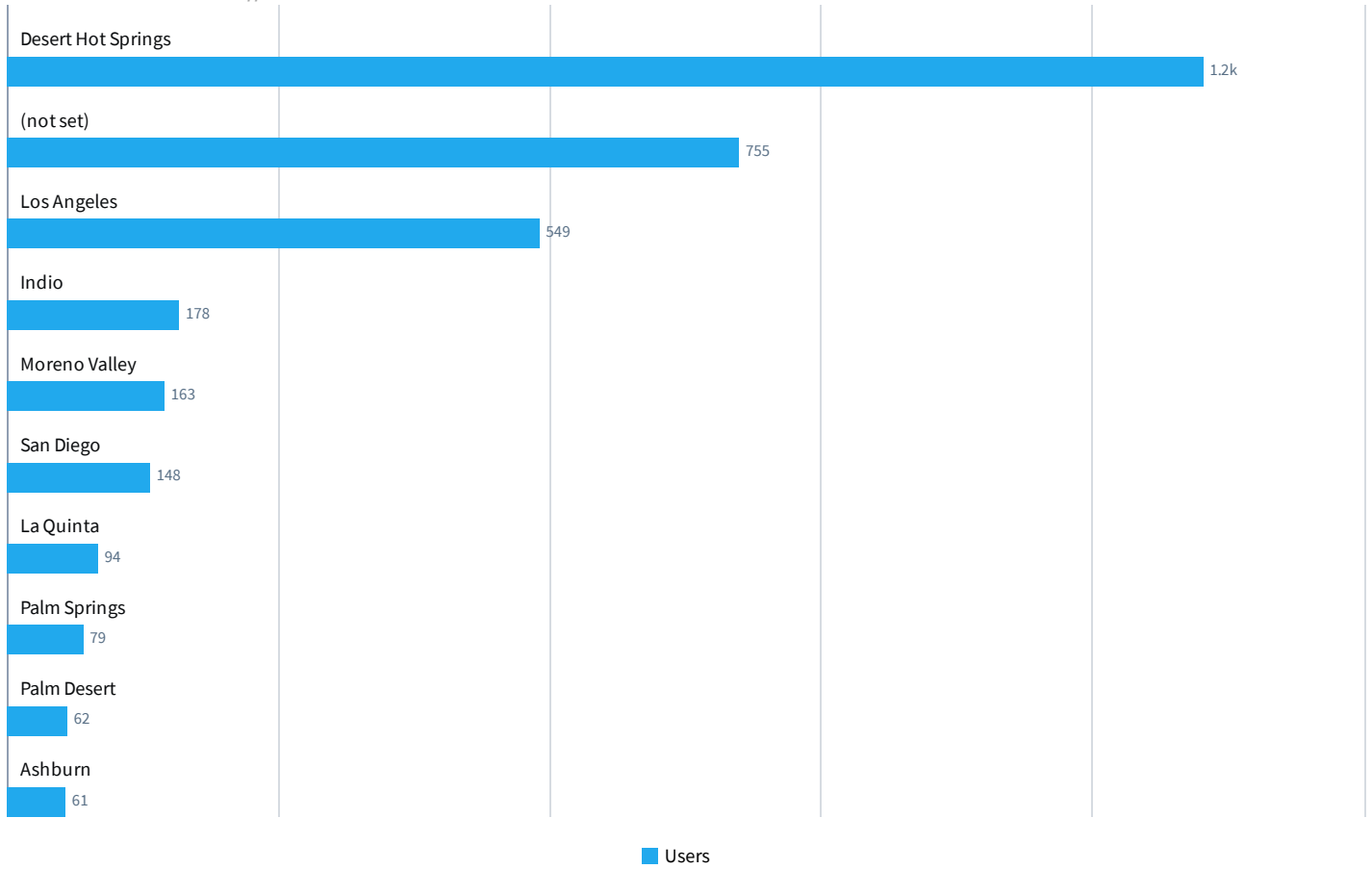
## 📊 SESSIONS / DEVICE CATEGORY

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



### USERS BY CITY

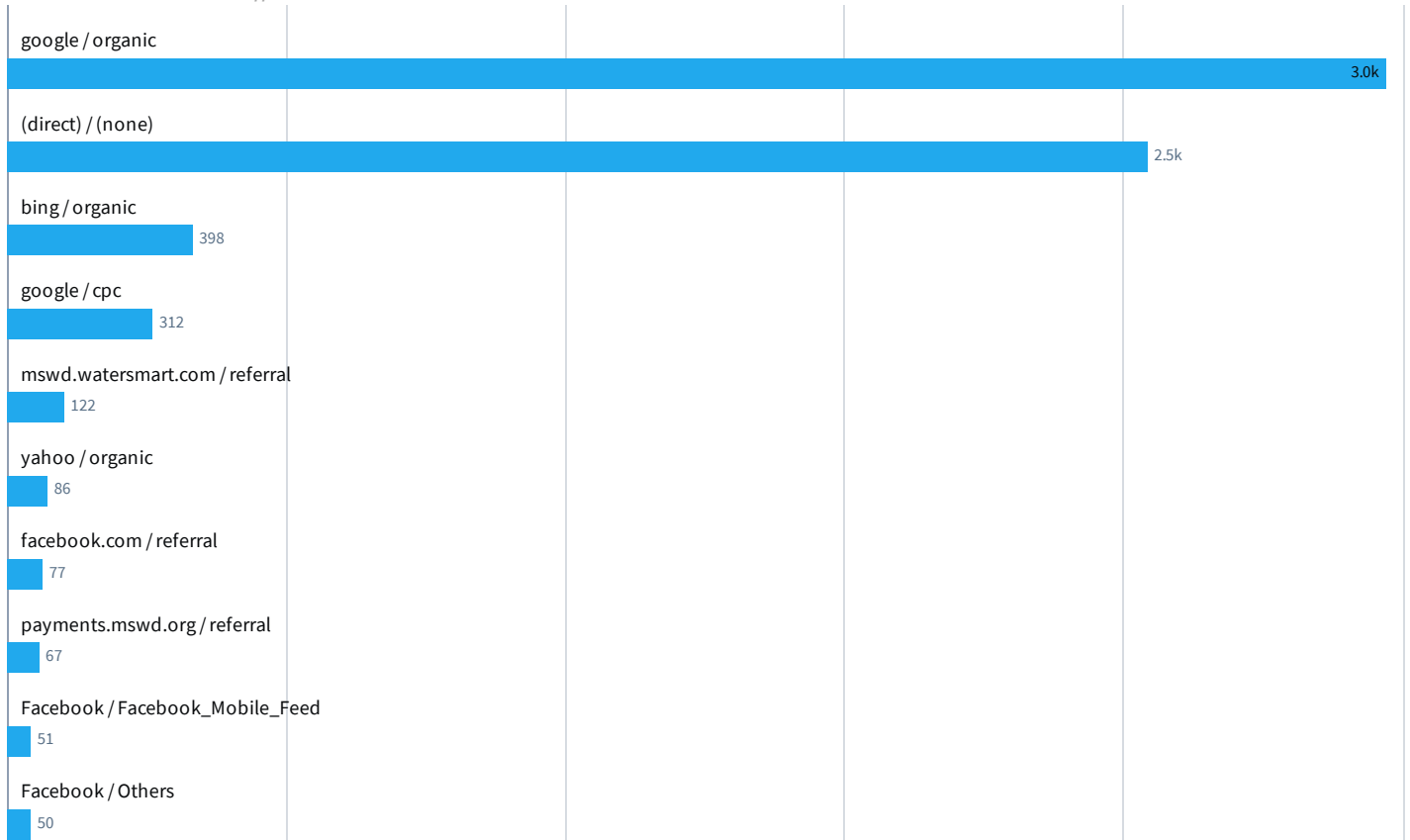
WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - MSWD





### USER REFERRERS

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



■ Sessions

### AVG. SESSION DURATION

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

1m 50s

### PAGES / SESSION

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

2.84

### BOUNCE RATE

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

27.33%



## **April 2023 Social Media Analytics**

## MSWD April Cross Platform Analytics

<i>Engagement Metrics</i>	<i>Totals:</i>	<i>% Change:</i>
<b>Total Engagements</b>	<b>534</b>	<b>0.56%</b>
Twitter	21	<b>162.50%</b>
Facebook	319	<b>-17.78%</b>
Instagram	133	<b>14.66%</b>
LinkedIn	61	<b>221.05%</b>










<i>Audience Metrics</i>	<i>Total Followers</i>	<i>Total gained:</i>	<i>% Change:</i>
<b>Cross-Platform Audience</b>	<b>1753</b>	<b>14</b>	<b>0.80%</b>
Twitter	95	0	<b>0.00%</b>
Facebook	1,218	1	<b>0.08%</b>
Instagram	271	11	<b>4.06%</b>
LinkedIn	169	2	<b>1.18%</b>

<i>Impressions Metrics</i>	<i>Total:</i>	<i>% Change:</i>
<b>Total Impressions</b>	<b>202638</b>	<b>-3.09%</b>
Facebook	95,033	<b>32.60%</b>
Instagram	107,037	<b>-21.85%</b>
LinkedIn	568	<b>19.58%</b>

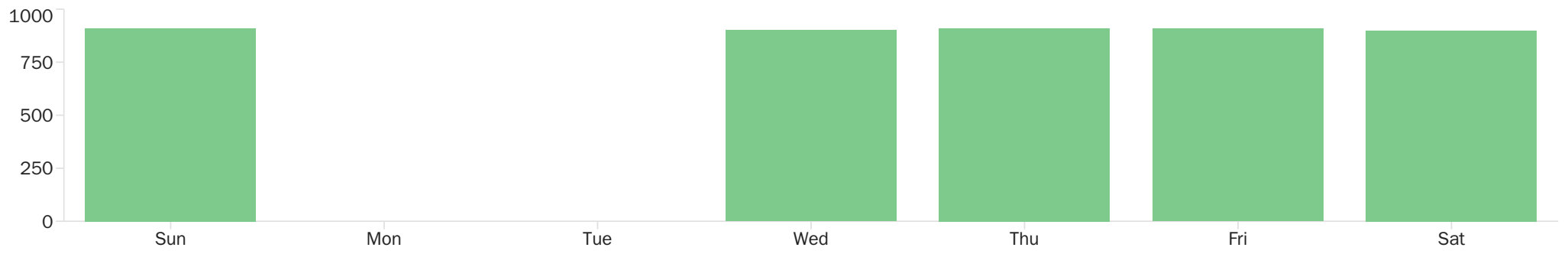


## Facebook Account Overview (April 1 - 30, 2023)









Posts Published  <h1 style="margin: 0;">17</h1> <p style="margin: 0; color: red;">-1   -5.6%</p>	Total Likes  <h1 style="margin: 0;">1,218</h1> <p style="margin: 0; color: green;">+1   0.1%</p>	New Likes  <h1 style="margin: 0;">1</h1> <p style="margin: 0; color: red;">-11   -91.7%</p>	Unlikes  <h1 style="margin: 0;">0</h1> <p style="margin: 0; color: red;">-3   -100.0%</p>	Engaged People  <h1 style="margin: 0;">1,052</h1> <p style="margin: 0; color: red;">-163   -13.4%</p>
Total Reach  <h1 style="margin: 0;">76,688</h1> <p style="margin: 0; color: green;">+13,578   21.5%</p>	Organic Reach  <h1 style="margin: 0;">2,008</h1> <p style="margin: 0; color: red;">-711   -26.1%</p>	Paid Reach  <h1 style="margin: 0;">74,979</h1> <p style="margin: 0; color: green;">+14,498   24.0%</p>	Impressions  <h1 style="margin: 0;">95,033</h1> <p style="margin: 0; color: green;">+23,365   32.6%</p>	Video Views  <h1 style="margin: 0;">6,678</h1> <p style="margin: 0; color: red;">-6,434   -49.1%</p>









3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="flex-grow: 1;"> <p>News Release: MSWD Wins State &amp; Regional CWEA Wastewater ...</p> <p style="text-align: right; font-weight: bold;">24.68%</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="flex-grow: 1;"> <p>+3 Shout out to the crews doing those #DirtyJobs! Today's Wo...</p> <p style="text-align: right; font-weight: bold;">18.81%</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>+4 MSWD is proud to be at tonight's Big Heart Awards Ceremon...</p> <p style="text-align: right; font-weight: bold;">14.75%</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="flex-grow: 1;"> <p>MSWD is proud to be at tonight's Big Heart Awards Ceremon...</p> <p style="text-align: right; font-weight: bold;">305</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="flex-grow: 1;"> <p>+3 Shout out to the crews doing those #DirtyJobs! Today's Wo...</p> <p style="text-align: right; font-weight: bold;">218</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Please join us in welcoming Charles Bell, our new Water P...</p> <p style="text-align: right; font-weight: bold;">213</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="flex-grow: 1;"> <p>+3 Shout out to the crews doing those #DirtyJobs! Today's Wo...</p> <p style="text-align: right; font-weight: bold;">2</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;">  <div style="flex-grow: 1;"> <p>+4 MSWD is proud to be at tonight's Big Heart Awards Ceremon...</p> <p style="text-align: right; font-weight: bold;">2</p> </div> </div> <div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>+1 MSWD is a proud sponsor of the DHS Rotary Big Heart Award...</p> <p style="text-align: right; font-weight: bold;">1</p> </div> </div>











Days your fans are online











## Facebook Post Metrics (April 1 - 30, 2023)

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 29, 2023 3:00 PM PDT	 Link	 <p>MSWD Here for You Interested in the history of Mission Springs? Discover if you believe in the myth of the Splash Smuggler! Watch the video on our Youtube channel at <a href="https://loom.ly/fErw0M0">https://loom.ly/fErw0M0</a> #MSWD #History #SplashSm...</p>	136	8	5.88%	5	0	0	3	0
April 26, 2023 6:06 AM PDT	 Multi-Image	 +1 <p>It's Spring Cleaning time! Thank you to our crews that are working hard to tidy up the area between the Horton plant and Mission Springs Park making it clean and free of debris. #MSWDCares #Provid...</p>	194	20	10.31%	10	0	0	20	0
April 25, 2023 3:01 PM PDT	 Image	 <p>Hug A Plumber Day It is Hug a Plumber Day, and we can show our appreciation for plumbers in more ways than just hugs! For example, you can check for leaks in your home and learn more by visiting <a href="https://loom.ly/ehTX...">https://loom.ly/ehTX...</a></p>	82	4	4.88%	4	0	0	0	0
April 23, 2023 3:00 PM PDT	 Image	 <p>Water Week MSWD celebrates water week in style!. We are proud to support conversations and actions that lead to clean and safe water access for all every week of the year. #MSWD #ProtectWater</p>	105	7	6.67%	7	0	0	0	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 22, 2023 8:01 AM PDT	 Image	 <p>Earth Day Happy #EarthDay! Come join us as we partner with Cabot's Pueblo Museum to celebrate Earth Day on Saturday, April 22 between 10 a.m. and 3 p.m. Admission is FREE, so bring the family and learn a...</p>	85	9	10.59%	5	1	1	6	0
April 21, 2023 3:01 PM PDT	 Image	 <p>Water 101 Add a splash of knowledge! Sign up now for the next Water 101 class on April 28. This series will teach you everything you need to know about water and wastewater systems. Learn more at Water mswd...</p>	74	8	10.81%	5	0	1	5	0
April 20, 2023 7:32 PM PDT	 Multi-Image	 +4 <p>MSWD is proud to be at tonight's Big Heart Awards Ceremony. And a special shout out to Mike Platt the MSWD Big Hearts Person of the year. Congratulations to all of tonight's winners and thank you f...</p>	305	45	14.75%	20	0	2	47	0
April 20, 2023 5:18 PM PDT	 Image	 <p>News Release: MSWD Wins State &amp; Regional CWEA Wastewater Awards During an awards ceremony hosted by the California Water Environment Association (CWEA), Mission Springs Water District took home t...</p>	77	19	24.68%	12	2	1	11	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 20, 2023 12:09 PM PDT	 Image	 Please join us in welcoming Charles Bell, our new Water Production Operator! In this role, Charles will perform various work related to the operation and maintenance of valves, pumps, wells, hydran...	213	17	7.98%	17	0	1	8	0
April 17, 2023 3:01 PM PDT	 Image	 Proper Disposal/ Green Can No one likes a FOG clog! Did you know that these clogs can be easily avoided by using your organic waste bins for leftovers and other food waste? #DYK #MSWD #GreenCan #AvoidFOGCLOGS	131	9	6.87%	6	1	0	3	0
April 13, 2023 8:02 AM PDT	 Image	 International Plant Appreciation Day It is International Plant Appreciation Day! #DYK that you can help out your plants while saving water by using extra or fallen ice to water plants? That's a chill idea! #MSWD #PlantHack #SaveWater	41	4	9.76%	3	0	0	1	0
April 12, 2023 7:25 AM PDT	 Multi-Image	 +3 Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horton wastewater treatment facilities as they pull those so-called flushable wipes o...	218	41	18.81%	17	0	2	45	0
April 11, 2023 3:18 PM PDT	 Multi-Image	 +1 MSWD is a proud sponsor of the DHS Rotary Big Heart Awards, which celebrates those making a positive impact in our community.	157	11	7.01%	10	0	1	5	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 10, 2023 8:02 AM PDT	 Image	 Adjust Irrigation System Timers #Reminder to check your irrigation system timers so that you don't overwater! Check out our watering guide to keep your plants happy and healthy and save water! <a href="https://loom.ly/sn52m5c">https://loom.ly/sn52m5c</a> #MSWD #Sav...	91	7	7.69%	5	0	0	3	0
April 07, 2023 3:01 PM PDT	 Simple Status	 MSWD Here to Help Time to put your detective hats on! Check out our recent YouTube video on the case of wasted water. Become inspired to solve your own water woes by watching "Outdoor Oddities" at Youtube.com/watch?...	80	6	7.5%	5	0	0	1	0
April 05, 2023 12:38 PM PDT	 Image	 Thank you to our field crews! The MSWD team works to keep our water and wastewater systems operating by maintaining pipes and quickly making repairs. #WorkerWednesday #ProvideProtectPreserve #MSWD	94	10	10.64%	7	0	0	4	0
April 03, 2023 3:01 PM PDT	 Image	 Groundwater Guardian You're never too young or too old to help improve water quality! Our Groundwater Guardian program educates all ages about this vital resource. You can see some of these lessons each month in our MS...	80	6	7.5%	5	0	0	1	0
Total			2,163	231		143	4	9	163	0




Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
Average			127.2	13.6	10.68%	8.4	0.2	0.5	9.6	0.0


## Twitter Account Overview (April 1 - 30, 2023)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
10	16	5	95	99
+2   25.0%				


### 3 Most Retweeted Posts

- 

**International Plant Appreciation Day**  
It is International Plant Appreciation Day! #DYK that you can help out your plants while saving water by using extr... ..

5
- 


**Groundwater Guardian**  
You're never too young or too old to help improve water quality! Our Groundwater Guardian program educates all ages... ..

0
- 


**MSWD Here to Help**  
Time to put your detective hats on! Check out our recent YouTube video on the case of wasted water. Become inspired... ..

0


### 3 Most Liked Posts

- 

**International Plant Appreciation Day**  
It is International Plant Appreciation Day! #DYK that you can help out your plants while saving water by using extr... ..

6
- 













**Groundwater Guardian**  
You're never too young or too old to help improve water quality! Our Groundwater Guardian program educates all ages... ..









2
- 

**MSWD Here to Help**  
Time to put your detective hats on! Check out our recent YouTube video on the case of wasted water. Become inspired... ..

1

## Twitter Post Metrics (April 1 - 30, 2023)

Date	Format	Post	Retweets	Likes
April 29, 2023 3:00 PM PDT	 Link	 <p>MSWD Here for You Interested in the history of Mission Springs? Discover if you believe in the myth of the Splash Smuggler! Watch the... <a href="https://t.co/2DcWM4qHiN">https://t.co/2DcWM4qHiN</a></p>	0	1
April 25, 2023 3:02 PM PDT	 Link	 <p>Hug A Plumber Day It is Hug a Plumber Day, and we can show our appreciation for plumbers in more ways than just hugs! For example, yo... <a href="https://t.co/sUbPtZS8aM">https://t.co/sUbPtZS8aM</a></p>	0	1
April 23, 2023 3:00 PM PDT	 Link	 <p>Water Week MSWD celebrates water week in style!. We are proud to support conversations and actions that lead to clean and safe... <a href="https://t.co/vwO3XWh6sf">https://t.co/vwO3XWh6sf</a></p>	0	1
April 22, 2023 8:02 AM PDT	 Link	 <p>Earth Day Happy #EarthDay! Come join us as we partner with Cabot's Pueblo Museum to celebrate Earth Day on Saturday, April 2... <a href="https://t.co/7r4mwwKDyd">https://t.co/7r4mwwKDyd</a></p>	0	1
April 21, 2023 3:02 PM PDT	 Link	 <p>Water 101 Add a splash of knowledge! Sign up now for the next Water 101 class on April 28. Learn more at Water 101 Flyer- Fa... <a href="https://t.co/BRq1UelKjs">https://t.co/BRq1UelKjs</a></p>	0	1
April 17, 2023 3:02 PM PDT	 Link	 <p>Proper Disposal/ Green Can No one likes a FOG clog! Did you know that these clogs can be easily avoided by using your organic waste bins for l... <a href="https://t.co/zhSevVqCXw">https://t.co/zhSevVqCXw</a></p>	0	1

Date	Format	Post	Retweets	Likes
April 13, 2023 8:03 AM PDT	 Link	 <p>International Plant Appreciation Day It is International Plant Appreciation Day! #DYK that you can help out your plants while saving water by using extr... <a href="https://t.co/SIUvts1TyB">https://t.co/SIUvts1TyB</a></p>	5	6
April 10, 2023 3:01 PM PDT	 Link	 <p>Adjust Irrigation System Timers #Reminder to check your irrigation system timers so that you don't overwater! Check out our watering guide to keep... <a href="https://t.co/qVSLrDJPk">https://t.co/qVSLrDJPk</a></p>	0	1
April 07, 2023 3:01 PM PDT	 Link	 <p>MSWD Here to Help Time to put your detective hats on! Check out our recent YouTube video on the case of wasted water. Become inspired... <a href="https://t.co/ndF5lb17if">https://t.co/ndF5lb17if</a></p>	0	1
April 03, 2023 3:02 PM PDT	 Link	 <p>Groundwater Guardian You're never too young or too old to help improve water quality! Our Groundwater Guardian program educates all ages... <a href="https://t.co/wrkFQVNjkg">https://t.co/wrkFQVNjkg</a></p>	0	2
Total			5	16
Average			0.5	1.6

## Instagram Account Overview (April 1 - 30, 2023)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
<b>15</b>	<b>271</b>	<b>11</b>	<b>107,030</b>	<b>73,242</b>	<b>108</b>
-2   -11.8%	+5   1.9%	+3   37.5%	-29,928   -21.9%	-18,840   -20.5%	-31   -22.3%

### 3 Most Liked Posts



Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horto...

15



MSWD is proud to be at tonight's Big Heart Awards Ceremony. And a special shout out to Mike Platt the MSWD Big Hearts...

14



Please join us in welcoming Charles Bell, our new Water Production Operator! In this role, Charles will perform vario...

13

### 3 Most Commented Posts



Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horto...

1



Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horto...







1









News Release: MSWD Wins State & Regional CWEA Wastewater Awards  
During an awards ceremony hosted by the California ...







1







## Instagram Post Metrics (April 1 - 30, 2023)







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 26, 2023 6:06 AM PDT	 Carousel	 <p>It's Spring Cleaning time! Thank you to our crews that are working hard to tidy up the area between the Horton plant and Mission Springs Park clean and free of debris. #MSWDCares #ProvideProtectPr...</p>	10	0	45	30	10	33.33%	0	
April 25, 2023 3:04 PM PDT	 Image	 <p>Hug A Plumber Day It is Hug a Plumber Day, and we can show our appreciation for plumbers in more ways than just hugs! For example, you can check for leaks in your home and learn more by visiting <a href="https://loom.ly/ehTX...">https://loom.ly/ehTX...</a></p>	6	0	29	25	6	24.0%	0	
April 23, 2023 3:01 PM PDT	 Image	 <p>Water Week MSWD celebrates water week in style!. We are proud to support conversations and actions that lead to clean and safe water access for all every week of the year. #MSWD #ProtectWater</p>	7	0	32	28	7	25.0%	0	



Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 22, 2023 8:04 AM PDT	 Image	 <p>Earth Day Happy #EarthDay! Come join us as we partner with Cabot's Pueblo Museum to celebrate Earth Day on Saturday, April 22 between 10 a.m. and 3 p.m. Admission is FREE, so bring the family and learn a...</p>	4	0	21	21	4	19.05%	0	
April 21, 2023 3:04 PM PDT	 Image	 <p>Water 101 Add a splash of knowledge! Sign up now for the next Water 101 class on April 28. This series will teach you everything you need to know about water and wastewater systems. Learn more at Water 101 ...</p>	7	0	30	28	7	25.0%	0	
April 20, 2023 7:32 PM PDT	 Carousel	 <p>MSWD is proud to be at tonight's Big Heart Awards Ceremony. And a special shout out to Mike Platt the MSWD Big Hearts Person of the year. Congratulations to all of tonight's winners and thank you f...</p>	14	0	48	41	14	34.15%	0	







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 20, 2023 5:18 PM PDT	 Image	 <p>News Release: MSWD Wins State &amp; Regional CWEA Wastewater Awards During an awards ceremony hosted by the California Water Environment Association (CWEA), Mission Springs Water District took home t...</p>	13	1	61	57	14	24.56%	0	
April 20, 2023 12:09 PM PDT	 Image	 <p>Please join us in welcoming Charles Bell, our new Water Production Operator! In this role, Charles will perform various work related to the operation and maintenance of valves, pumps, wells, hydran...</p>	13	0	42	40	13	32.5%	0	
April 17, 2023 3:04 PM PDT	 Image	 <p>Proper Disposal/ Green Can No one likes a FOG clog! Did you know that these clogs can be easily avoided by using your organic waste bins for leftovers and other food waste? #DYK #MSWD #GreenCan #AvoidFOGCLOGS</p>	2	0	24	22	2	9.09%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 13, 2023 8:06 AM PDT	 Image	 <p>International Plant Appreciation Day It is International Plant Appreciation Day! #DYK that you can help out your plants while saving water by using extra or fallen ice to water plants? That's a chill idea! #MSWD #PlantHack #SaveWater</p>	7	0	47	44	7	15.91%	0	
April 12, 2023 7:26 AM PDT	 Carousel	 <p>Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horton wastewater treatment facilities as they pull those so-called flushable wipes o...</p>	5	1	48	36	7	19.44%	1	
April 12, 2023 7:26 AM PDT	 Carousel	 <p>Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horton wastewater treatment facilities as they pull those so-called flushable wipes o...</p>	15	1	80	64	16	25.0%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 10, 2023 3:03 PM PDT	 Image	 Adjust Irrigation System Timers #Reminder to check your irrigation system timers so that you don't overwater! Check out our watering guide to keep your plants happy and healthy and save water! <a href="https://loom.ly/sn52m5c">https://loom.ly/sn52m5c</a> #MSWD #Sav...	8	0	44	38	8	21.05%	0	
April 05, 2023 12:38 PM PDT	 Image	 Thank you to our field crews! The MSWD team works to keep our water and wastewater systems operating by maintaining pipes and quickly making repairs. #WorkerWednesday #ProvideProtectPreserve #MSWD	11	0	55	47	11	23.4%	0	
April 03, 2023 3:04 PM PDT	 Image	 Groundwater Guardian You're never too young or too old to help improve water quality! Our Groundwater Guardian program educates all ages about this vital resource. You can see some of these lessons each month in our M...	4	0	50	43	4	9.3%	0	
Total			126	3	656	564	130		1	







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
Average			8.4	0.2	43.7	37.6	8.7	23.05%	0.1	







## LinkedIn Account Overview (April 1 - 30, 2023)





<p>Posts Published</p> <p style="font-size: 2em; font-weight: bold;">8</p> <p>+1   14.3%</p>	<p>Likes</p> <p style="font-size: 2em; font-weight: bold;">49</p> <p>+26   113.0%</p>	<p>Views</p> <p style="font-size: 2em; font-weight: bold;">15</p> <p>-13   -46.4%</p>	<p>Followers</p> <p style="font-size: 2em; font-weight: bold;">169</p> <p>+2   1.2%</p>
<p>Comments</p> <p style="font-size: 2em; font-weight: bold;">1</p> <p>+1</p>	<p>Impressions</p> <p style="font-size: 2em; font-weight: bold;">568</p> <p>+93   19.6%</p>	<p>Clicks</p> <p style="font-size: 2em; font-weight: bold;">20</p> <p>+5   33.3%</p>	<p>Engagement Rate</p> <p style="font-size: 2em; font-weight: bold;">9.59%</p> <p>+0.0   4.2%</p>
<p>3 Most Engaging Posts</p>		<p>3 Most Shared Posts</p>	
 <p>News Release: MSWD Wins State &amp; Regional Wastewater Awards For Community Engagement and Plant Operations at the Alan ...</p>	<p>20.83%</p>	 <p>MSWD Here to Help Education can be fun and mysterious! Check out our video that closes the case of wasted water! Visit <a href="https://lnkd.in/...">https://lnkd.in/...</a></p>	<p>3</p>
 <p>MSWD Here for You At MSWD, we like to tell the story of our history through fun and engaging means. For example, we produced this video...</p>	<p>16.67%</p>	 <p>News Release: MSWD Wins State &amp; Regional Wastewater Awards For Community Engagement and Plant Operations at the Alan ...</p>	<p>3</p>
 <p>Water 101 We're adding a splash of water knowledge to our customers in each of our Water 101 series classes. These monthly sess...</p>	<p>15.38%</p>	 <p>Groundwater Guardian At MSWD, we are proud to be a part of the Groundwater Guardians program! To raise awareness for groundwater protectio...</p>	<p>1</p>



## LinkedIn Post Metrics (April 1 - 30, 2023)

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 29, 2023 3:01 PM PDT	 Link	 <p>MSWD Here for You At MSWD, we like to tell the story of our history through fun and engaging means. For example, we produced this video to provide a humorous approach to promoting our award-winning water! Watch the ...</p>	1	1	16.67%	2	24	0
April 23, 2023 3:01 PM PDT	 Image	 <p>Water Week MSWD celebrates water week in style! We are proud to support conversations and actions that lead to clean and safe water access for all every week of the year #MSWD #ProtectWater</p>	1	0	8.11%	2	37	0
April 21, 2023 3:04 PM PDT	 Image	 <p>Water 101 We're adding a splash of water knowledge to our customers in each of our Water 101 series classes. These monthly sessions will discuss our water and wastewater systems, history, and how we fit into...</p>	1	0	15.38%	5	52	0

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 20, 2023 3:02 PM PDT	 Image	 <p>Please join us in welcoming Charles Bell, our new Water Production Operator! In this role, Charles will perform various work related to the operation and maintenance of valves, pumps, wells, hydran...</p>	0	2	14.29%	6	56	0
April 20, 2023 3:00 PM PDT	 Image	 <p>News Release: MSWD Wins State &amp; Regional Wastewater Awards For Community Engagement and Plant Operations at the Alan L. Horton Wastewater Treatment Facility</p> <p>During an awards ceremony hosted by t...</p>	3	14	20.83%	13	192	1
April 17, 2023 3:05 PM PDT	 Image	 <p>Proper Disposal/ Green Can MSWD educates customers about organic recycling as a solution for avoiding FOG clogs. Fewer leftovers down the drain, and more food scraps in the recycling bin, means fewer backups and more effecti...</p>	0	1	6.98%	2	43	0

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 07, 2023 3:03 PM PDT	 Link	 <p>MSWD Here to Help Education can be fun and mysterious! Check out our video that closes the case of wasted water! Visit <a href="https://lnkd.in/g4Gw_9tY">https://lnkd.in/g4Gw_9tY</a> to watch “Outdoor Oddities”.</p>	3	1	11.25%	5	80	0
April 03, 2023 3:04 PM PDT	 Link	 <p>Groundwater Guardian At MSWD, we are proud to be a part of the Groundwater Guardians program! To raise awareness for groundwater protection, we invited local school-aged children to participate in a Calendar Drawing Co...</p>	1	1	10.0%	5	70	0
Total			10	20		40	554	1
Average			1.3	2.5	12.94%	5.0	69.3	0.1