



MSWD

Mission Springs Water District

GENERAL MANAGER'S REPORT

**SEPTEMBER
2025**

TABLE OF CONTENTS

ADMINISTRATION DIVISION	1
Innovation & Technology Department	1
Public Affairs Department	3
Past & Upcoming Sponsorships / Events	3
Public & Media Outreach	7
Ongoing and New Campaigns	9
Legislative Updates	11
MSWD Digital Advertising	12
Social Media	12
CV Water Counts	13
Rebates & Conservation	13
Bottled Water Tracking Report	13
ENGINEERING DIVISION	14
Engineering Department	14
Water Resources Department	16
FINANCE DIVISION	17
Customer Service Department	17
Finance & Accounting Department	21
Purchasing Department	23
OPERATIONS & MAINTENANCE DIVISION	24
Construction & Maintenance Department	24
Fleet & Facility Maintenance Department	26
Field Services Department	28
Wastewater Collection Department	28
Wastewater Treatment & Disposal Department	30
Water Production Department	32
 APPENDIX A – Innovation & Technology Information	
APPENDIX B – Federal & State Legislative Information	
APPENDIX C – Public Affairs Information	
APPENDIX D – Financial Information	
APPENDIX E – Wastewater & Water Production Tables	

ADMINISTRATION DIVISION

Innovation & Technology Department

The Innovation and Technology (IT) department continues to work with staff and vendors to achieve technological enhancement and meet innovation goals established by the MSWD Board of Directors. Below are project highlights and summaries for August 2025.

2024 State and Local Cybersecurity Grant Program (SLCGP) Award

FEMA has approved the release of funds to CalOES so the projects included in the grant can now begin. IT is working the CalOES grant analyst to adhere to reimbursement requirements as work begins.

Department Updates

IT has been working with Finance to begin the onboard process for the new ERP system.

IT continues assisting Accounting in the onboard process for a new payroll system.

Collaboration continues with Public Affairs in the RFP process for the new District website vendor. All bids have been received, and proposal evaluation has begun.

IT worked with Public Affairs and GIS to prepare for their new interns.

Technology Improvements

IT worked with Engineering on updating communication system workflows.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

Cyber Security News Roundup

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

- Sen. Ron Wyden has requested Chief Justice John Roberts to investigate an apparent Russian hack of the judiciary's case management system, which potentially revealed the identities of confidential informants. Many courts use outdated systems and do not have mandated cybersecurity standards. ([Route-Fifty](#))
- DARPA announced winners of its AI Cyber Challenge, a two-year contest to build AI tools that autonomously detect and fix vulnerabilities in open-source code. Finalist models discovered and patched vulnerabilities with incredible speed. Most open-source projects are maintained by volunteers and AI tools have the potential to make these projects substantially more secure. ([NextGov](#))
- The UK has dropped its demand to Apple for a backdoor method to access encrypted iCloud backups. The secret order was issued under the UK Investigatory Powers Act. The United States pushed back, citing privacy concerns and civil liberties risks. ([NextGov](#))

Intelesys IT Support

The District receives IT services and support through Intelesys. The Intelesys Monthly Client Report for August 2025 activities can be found in Appendix A.



Public Affairs Department

Past & Upcoming Sponsorships / Events

CASA Annual Conference: July 30 – August 1, 2025

Select Board members and staff attended the California Association of Sanitation Agencies annual conference. The theme of this year's conference was "CASA at 70: Honoring Our Past, Shaping the Future." The program featured speakers and panels focused on giving our agencies the tools for success and working together to achieve shared goals. They also featured three different tracks this year with opportunities for high-level policy discussions as well as deep technical dives and the committee leaders and subject matter experts who were on hand to provide all the latest information on legislative and regulatory proposals that will impact agencies.



BIASC Southern California Water Conference: August 8, 2025

Select Board members attended the Building Industry Association of Southern California's water conference in Ontario. For nearly two decades, the BIA Southern California Water Conference has provided a forum where government officials, water management representatives, business leaders, and community stakeholders come together to share best practices and discuss ideas to meet the challenges of serving the growing demand for water while protecting our natural resources.



MSWD Lifestream Blood Drive: August 20, 2025

MSWD held a blood drive on August 20, 2025, in partnership with LifeStream. We had a total of 16 appointments and 12 people that were able to donate. A single donation can save multiple lives. The next MSWD blood drive is scheduled for October 22, 2025.



2025 UWI Annual Conference: August 20-22, 2025



Select Board members and staff attended the Urban Water Institute's 2025 Annual Conference from August 20-22, 2025, in San Diego. Leading experts delivered presentations on today's most pressing water management issues, representing a broad range of expertise and non-partisan perspectives. UWI Conferences bring together elite water leaders from throughout California representing public, private, nonprofit, and academic organizations.

CSDA Annual Conference: August 25-28, 2025

Select Board members and staff attended the CSDA Annual Conference & Exhibitor Showcase in Monterey, CA. This conference allows an opportunity to connect with fellow special district professionals, explore the latest innovations and services in the extensive exhibitor's hall, and a choice of over 30 targeted breakout sessions tailored to address today's relevant trends and topics for special districts.

While at the CSDA annual conference, MSWD was awarded the platinum level District of Distinction honor by the California Special District Leadership Foundation for our exemplary transparency and governance practices. MSWD is the sole water agency in the Coachella Valley to receive this designation and joins an exclusive group of six water districts statewide that have attained platinum status.

In addition to the Platinum District of Distinction honor, MSWD General Manager Brian Macy was awarded the individual Special District Essential Leadership Skills certificate and Certified Special District Manager award. He is one of 80 Certified Special District Managers in the state.



Community Meetings, Proposed Rate Adjustment: September 2, 9, 16, & 23, 2025

Meetings will be held throughout the month of September 2025 at a variety of locations and times to ensure that members of the public are able to attend a meeting. Tuesday, September 2, 2025, at 6 PM in the Carl May Community Center; Tuesday, September 9, 2025, at 11 AM in the Desert Hot Springs Library; Tuesday, September 16, 2025, at 6 PM in the MSWD Boardroom; and Tuesday September 23, 2025, at 6PM in Mission Lakes Country Club (Lake Room).



CVAG ~ CVCC and Energy & Sustainability Committee Meeting, September 11, 2025

Select Board members will attend the meeting in Palm Desert. The committee promotes sustainable use of our natural resources and provides support for Desert Community Energy.



Desert Health Care District 2nd Annual Healthy Desert, Healthy You Environmental Health Summit: September 11-12, 2025

Community and nonprofit leaders, environmental activists, health professionals, residents and students will convene on September 11, 2025, to address air-quality, water-quality and land-use issues in the Coachella Valley.

The 2nd Annual Healthy Desert, Healthy You Environmental Health Summit will offer a full day of fascinating panel discussions, a keynote speaker, and vendors exploring the challenges that affect health, wellness and quality of life. The topics range from advancing renewable energy and green technology to youth in action and careers in environmental health.



**BIASC Regional, Coachella Valley, and Inland Empire Chapters Installation Gala:
September 11, 2025**



Select Board members will attend the Building Industry Association of Southern California's installation gala which is to induct their 2026 BIASC Chair and Regional Board, Chapter Presidents, and Boards.

**GCVCC 2025 All Valley Mayors, County and Tribal Chairpersons Luncheon:
September 12, 2025**

Select Board members and staff will attend the Greater Coachella Valley Chamber of Commerce 2025 Annual All Valley Mayors, County, and Tribal Chairpersons Luncheon. This highly anticipated gathering will convene the influential leaders of the Coachella Valley, including all nine Valley Mayors, County Supervisor, and Tribal Chairs. Through this exclusive event, these distinguished individuals will address a comprehensive range of topics crucial to our thriving business community. Engaging discussions will encompass vital subjects such as tax policy, emerging industries, and business regulations, among others. Attendees will gain valuable insights into the current state of our valley's prosperity, potential challenges on the horizon, and the outlook for the future, directly from those who are at the forefront of shaping these conversations.



SDARC Quarterly Luncheon: September 25, 2025

Select Board and staff will attend the Special District Association of Riverside County (SDARC) quarterly luncheon to connect with local leaders. SDARC is a dynamic local chapter of the California Special Districts Association (CSDA) and plays a pivotal role in supporting, advocating for, and representing the diverse special districts across Riverside County. SDRAC's Board is led by a group of experienced General Managers and staff from various districts. SDARC is at the forefront of championing the interests of these vital community organizations through collaboration and by ensuring that the needs and priorities of local districts are heard and effectively addressed.

CSDA Special District Leadership Academy: October 5-8, 2025

Select Board members will attend the CSDA's Special District Leadership Academy, which offers curriculum-based training built around the essential partnership between board members and general managers. Designed for both new and seasoned board members, our groundbreaking curriculum equips attendees with the knowledge and skills necessary to lead effectively and uphold vital governance responsibilities. This conference fosters collaborative leadership and sets a strong foundation for achieving shared goals within your special district.



Youth & Education Programs

MSWD Intern Program in Partnership with Desert Hot Springs High School REAL Academy



September 2025 has started with four new REAL Academy fall interns! The REAL Academy at Desert Hot Springs High School educates the students about clean and renewable sources of energy while they gain the necessary skills to obtain a career in the field of green energy through hands-on experience and practical application of skills taught in the classroom.

Through this partnership the interns will work with four departments, Wastewater, Public Affairs, GIS, and Field Customer Service, gaining real work experience and an opportunity to explore careers in water.

Public & Media Outreach

CLEAR Committee Advisory Group

In June 2025, MSWD reached out to the community through a news release, the home page of the website, paid advertising, and social media to request members of the community to join the CLEAR Committee (Community Listening, Engagement, and Advisory on Rates). This initiative underscores MSWD's dedication to fostering community engagement, ensuring transparency, and upholding its commitment to serving Desert Hot Springs and the surrounding areas.

The CLEAR Committee consists of community volunteers that are working alongside MSWD staff and the Board of Directors. As an advisory group, they provide valuable input on key initiatives such as the District's long-range financial plan, its outreach methods, and customer engagement strategies. Together, this collaboration is helping to guide the district in maintaining its legacy of excellence while meeting the evolving needs of the community. Meetings were held at the MSWD offices on Tuesday evenings from 6:00 to 7:30 PM on the following dates: July 8, July 15, July 22, and July 29, 2025, and many of the members of the committee represented the CLEAR group at the Board workshop on August 6, 2025, to provide feedback and recommendations to the Board. Committee members and members of the public are encouraged to attend the upcoming Board meetings held on August 14, and August 18, 2025.



Community Meetings: Proposed Rate Adjustment

Community meetings have been shared on the MSWD website home page, social media, as well as scheduled meetings with various community groups and HOA's to ensure the public is aware of the proposed rate adjustment and has an opportunity to view the presentation, ask questions, give feedback, and overall, have an opportunity to be engaged in the process. There is also a FAQ page on the MSWD website dedicated to the proposed rate adjustment. The public can go directly to the page at mswd.org/rates.

In August 2025, the Proposition 218 notice of public hearing was mailed to every service address, mailing address, and owner's mailing address if the property within the MSWD service area is a rental to ensure that the tenants and property owners are informed. The notice is in English and Spanish and is posted on the website and available in print in the district customer service lobby.

NOTICE OF PUBLIC HEARING • AVISO DE AUDIENCIA PÚBLICA

Concerning Proposed Changes to the MSWD Water and Sewer Service Rates
Sobre los cambios propuestos a las tarifas del servicio de agua y alcantarillado de MSWD

HEARING DATE: Monday, October 20, 2025
TIME: 4:00 p.m.
LOCATION: MSWD Boardroom
66575 2nd Street
Desert Hot Springs, CA 92240

FECHA DE LA AUDIENCIA: Lunes, 20 de octubre de 2025
HORA: 4:00 p.m.
LUGAR: Sala de juntas de MSWD
66575 2nd Street
Desert Hot Springs, CA 92240

IMPORTANT INFORMATION ABOUT YOUR WATER RATES
INFORMACIÓN IMPORTANTE SOBRE SUS TARIFAS DE AGUA

This notice is being provided to you by Mission Springs Water District ("MSWD") pursuant to California Constitution Article XIII (also known as "Proposition 218"). Under the terms of Proposition 218, MSWD is required to notify the property owners of record of proposed changes to property-related fees, such as water and sewer service. This notice is provided to you as a notice that the MSWD Board of Directors will conduct a public hearing of the time, date and location specified above. It is requested that you attend the hearing to provide your comments and input on the proposed rate adjustments. The proposed rate adjustments will be implemented as follows: February 17, 2026, reflected on statements issued after March 1, 2026 (year 1); January 1, 2027 (year 2); January 1, 2028 (year 3); January 1, 2029 (year 4); and January 1, 2030 (year 5) in accordance with the tables herein. Each element of the proposed action is explained further below.

All members of the public are invited to attend the public hearing. Additionally, all property owners and customers of record may submit a written protest to the proposed rate changes. Only one written protest will be counted per identified parcel. Please refer to Government Code Section 53755 as amended by AB 2257 and the "How Can I Participate?" section of this document for instructions on submitting a formal written protest against the proposed action. All written protests will be verified. You may also appear at the public hearing on the date and time specified above.

More information is available online at: www.mswd.org/rates

Mission Springs Water District 66575 Second Street, Desert Hot Springs, CA 92240 | 760-329-6448 | www.mswd.org

COMMUNITY MEETINGS

Learn More About the MSWD Proposed Rate Adjustment

9/02/2025 6 pm. -
Carl May Center

9/09/2025 11 am. -
DHS Library

9/16/2025 6 pm. -
MSWD Boardroom

9/23/2025 6 pm. -
Mission Lakes Country Club
(Lakes Room)

MSWD
Mission Springs Water District

For More Information

760-329-6448 x145 | www.mswd.org/rates

Customer Newsletter

Our August 2025, Water Matters newsletter features information about MSWD's student calendar contest, National Water Quality Month, Bill Assistance Program – Help2Others, and dig alerts Call 811. Our monthly newsletter can be found on the website, with your paper bill statement and the E-Bill digital statement (scroll down to view) in English and Spanish. A copy of the newsletter is included in the Appendix C.

Stay In The Know With MSWD - Check Out The Latest Newsletter!

2026 Student Calendar Contest!

www.mswd.org/rates

Ongoing and New Campaigns

MSWD Billboard, Palm Drive

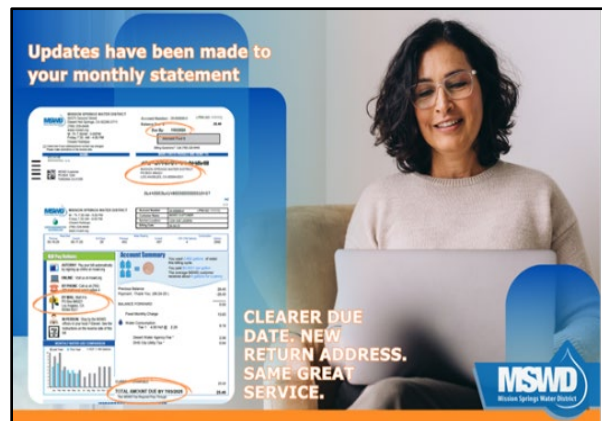
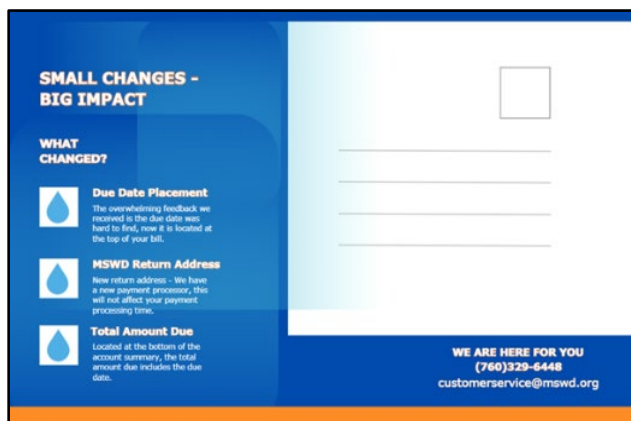
The “Because Water Quality Matters” billboard celebrating 11 international taste competition awards on Palm Drive went up June 3, 2025, and will be changed out in October 2025.



Bill Redesign Campaign

Public Affairs launched the “Small Changes – Big Impact” bill redesign campaign which started July 15, 2025, and ran through the month of August 2025. The campaign is in response to the bill statement survey campaign that launched in May 2024. Since receiving customer feedback, the customer service team have made changes to the bill statement which includes a more visible due date location, as well as a new return address due to a new payment processor.

The campaign included a post card mailer to all service addresses, a header and article in the July 2025 Water Matters newsletter, paid online advertising through Google and Meta (specific to MSWD’s service area), posts on the MSWD social media pages, auto-dialer calls, and an email blast.



2026 Conservation and Groundwater Protection Calendar Contest Campaign

Public Affairs launched the annual 2026 student calendar contest campaign through the MSWD Water Matters Newsletter in English and Spanish, posted on social media channels, promoted through paid advertising on google and meta platforms, Uken Report, El Informador De Valle, as well as direct outreach to the Desert Hot Springs Recreation Center after school program. KESQ also featured the contest in their evening news report.

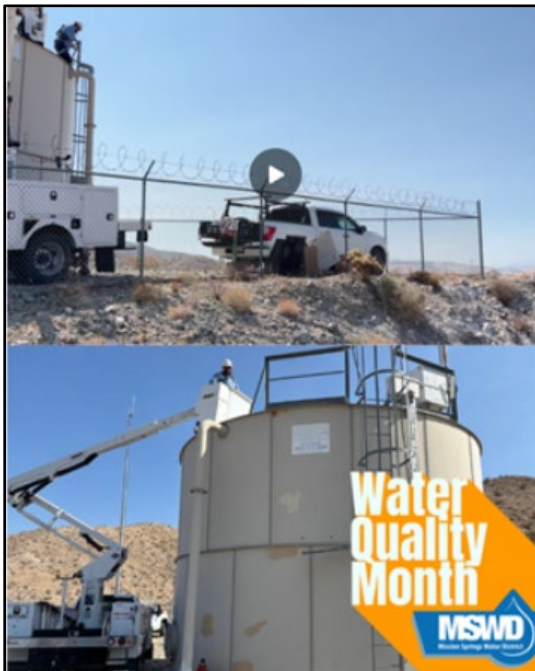
<https://kesq.com/news/2025/08/15/mission-springs-water-district-holds-drawing-contest-for-k-12-students/>



Mission Springs Water District is accepting entries into the annual calendar drawing contest taking place now through October 1, 2025. Twelve winners will have their water conservation or groundwater protection drawings published in the District's 2026 community calendar. They will also receive Amazon gift cards worth \$150 for first place, \$100 for second place, \$50 for third place, and \$25 for all other drawings selected for the calendar.

National Water Quality Month, August 2025

Public Affairs launched a mini campaign to celebrate National Water Quality Month which is dedicated to making the most of the relatively small amount of fresh water we have, using social media reels, viral music and trends to heighten awareness. National Water Quality Month was founded in 2005 by the Environmental Protection Agency (EPA) and backed by the United Nations.



Legislative Updates

Federal: Bipartisan Bill Introduced to Revive Federal Water Assistance Program

Representatives Eric Sorensen (D-IL) and Rob Bresnahan (R-PA) introduced the Low-Income Household Water Assistance Program (LIHWAP) Establishment Act (H.R. 4733). The bill would re-establish and make permanent the federal program, which provided aid to more than 1.5 million households before funding expired in 2022. The proposal would authorize \$2.5 billion over five years for distribution through local utilities to help households afford water and wastewater services.

Federal: PA to Defend 2024 Lead in Drinking Water Rule

The Environmental Protection Agency (EPA) has said it will defend a 2024 drinking water regulation requiring the replacement of nearly all lead service lines in the U.S. by 2037. The Biden-era rule, paused earlier this year, also lowers the lead action level and requires utilities to provide water filters if elevated lead levels are detected. The American Water Works Association has sued to overturn the rule, citing cost and timeline concerns. EPA said it is developing tools to support implementation flexibility and will announce any potential adjustments in the coming months.

Federal: GAO Issues Report on Water Infrastructure in Vulnerable Communities

On August 15, 2025, the Government Accountability Office (GAO) released a report finding that the Environmental Protection Agency, Federal Emergency Management Agency, and Department of Agriculture provided \$64 billion in financial assistance for drinking water and wastewater projects between FY 2014-2023 but face challenges ensuring that vulnerable communities fully benefit. While the agencies have taken steps to reduce barriers, such as providing technical support and allowing federal cost-share flexibility, GAO found FEMA has not adequately communicated options for meeting matching requirements, and limited data also make it difficult to assess which communities benefit from programs. GAO recommended that EPA, FEMA, and USDA use EPA's new water service area mapping tools to better track assistance.

A full Federal Update is available in Appendix D.

State: State Budget

As previously discussed, even though the state budget has already been adopted there are still several outstanding items that will need to be dealt with prior to the Legislature adjourning on September 12. This includes issues like the re-authorization of the Cap-and-Trade program and the funding decisions that must be made on the Greenhouse Gas Reduction Fund (GGRF), the revenue raised by the Cap-and-Trade program, and Proposition 4, the Climate Bond.

State: Legislative Update

During the last week of August 2025, the Legislature's focus shifted away from redistricting and back to legislation with both the Senate and Assembly Appropriations Committees meeting to decide the fate of hundreds of bills. This served as the next big

Legislative deadline – the deadline for all bills that have a fiscal impact on the state to pass out of the Appropriations Committees of the second house. Any bill that did not pass out of the Appropriations Committee is either dead or a 2-year bill, meaning it cannot be acted on until 2026.

The State report and State Bill Tracking sheet are included in Appendix D.

MSWD Digital Advertising

For the month of August 2025, the District featured three Google and four Facebook/Instagram ads promoting various MSWD programs. The Google campaigns garnered an impressive 247.1K impressions, and 540 link clicks. Our Facebook/Instagram (Meta) the four ads garnered 230.560k impressions and 237 link clicks. The most engagement was the MSWD Student Calendar Contest, garnering a reach of almost 16K, 99.5K impressions, and 89 link clicks. The MSWD website saw 5,668 users, 19,493 views, and 6,218 engaged sessions. The full report is included in Appendix D.



Social Media

This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included – National Backflow Day, Field Customer Service, and Water Quality Month (Reel). Our most shared posts were the Calendar Contest, Blood Drive Promo, and the Monthly Calendar Winner.

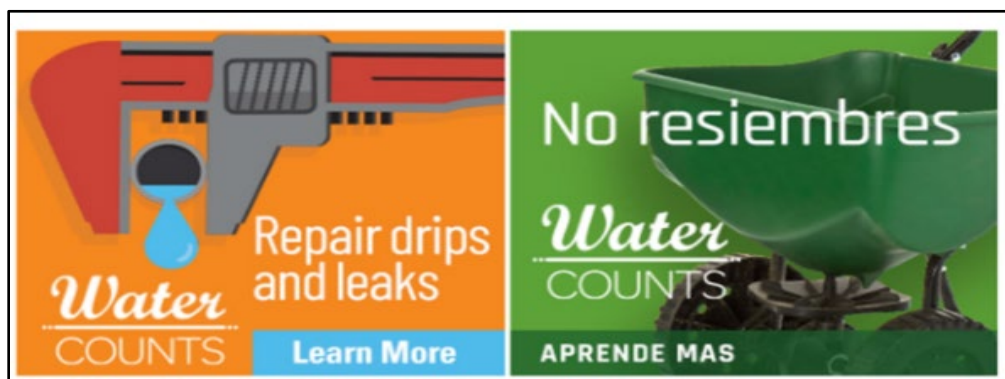
We were up on Facebook impressions by 38.5% and had an increase in total likes by 2%, and a total reach of 115,815, up 6.8%. Instagram had an increase in reach by 24%, reaching 52,691, LinkedIn is growing with 5 new followers, 198 impressions, and engagement was flat.

A copy of the full social media report can be found in Appendix D.

3 Highest Reach Posts			3 Most Shared Posts		
	National Backflow Day Today is National Backflow Prevention Day! You may see ...	340		Calendar Contest It's here, the 2026 Student Calendar Drawing Contest has ...	8
	Field Customer Service Our Customer Service Team is here to help if you ever hav...	181		Blood Drive Promo Join us to give blood and to help save lives! 🩸 Sign u...	5
	Water Quality Month Sometimes when maintaining important infrastructure to pr...	175		Calendar Winner Zyon from Cabot Yerxa Elementary School reminds us that v...	2

CV Water Counts

The website had 2,655 users, 3,399 sessions, and 4,883 pageviews in August 2025. The most visited pages included "Conservation Tips," the blog post "Is Overseeding Worth It?," and the Home Page. Mobile remained the dominant device category at 56%, followed by desktop at 29% and tablets at 14%. On the advertising side, Google campaigns generated over 90,000 display impressions, 94,000 video impressions, and 6,100 search impressions. The August e-blast reached 808 recipients with a strong rate of 58.54% and a 5.7% click rate. A copy of the full report can be found in Appendix D.



Rebates & Conservation

The Public Affairs team continued to promote rebates and conservation throughout our service territory during the month of August 2025.

Rebate Type	Total Rebates for August 2025	Total Rebates for August 2025
Toilet	0	\$0.00
Turf	0	\$0.00
Clothes Washer	0	\$0.00
Smart Controller	0	\$0.00
Conservation Kit	1	-

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
08/08/2025	CVCAN	Networking Mixer	2
08/26/2025	Painted Hilles Middle School	Back to School Night	5
Total			7

ENGINEERING DIVISION

Engineering Department

Below is a list of Capital Projects and status updates for August 2025.

Well 42 Project

Staff continued working with the contractor, Layne Christensen, to develop a construction completion schedule. Construction is expected to resume in the coming weeks.

Well 22 Rehabilitation

Staff continued to work with the contractor, Canyon Springs Enterprises, on reviewing and approving material submittals, procuring materials and long lead items, and responding to requests for information (RFIs). The project is scheduled to start in early 2026 with the intent to be completed by the end of July 2026.

Skyborne Village III – Housing Development

The developer's contractor has completed the installation of the water and sewer mains for the project. District staff are coordinating with the District's inspector, MWH Contractors, to prepare the final punch list. This list will be used to notify the developer and contractor of any items that require correction or completion prior to District acceptance of the project and commencement of the 11-month warranty period.

PODS Storage – Commercial Development

The developer's contractor has completed the final punch list items. MSWD staff and the contract inspector, TKE Engineering, are scheduling a final project walkthrough.

Project Viento – Commercial Development

The developer's contractor continued progress on the water, sewer, lift station, and force main system. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying the work meets MSWD construction standards. Construction is estimated to be completed in early September 2025.

On-Call Construction Management/Inspection and General Engineering Consultant Selection

After reviewing three submittals for On-Call Construction Management/Inspection Services, staff selected a proposal from Z&K Consultants in the amount of \$99,840 to provide inspection support and oversight on several development improvement projects and District capital improvement projects.

Regional Water Reclamation Facility

The Project Team continues to coordinate with the State Water Board on the SRF/Grant funding agreement and reimbursement requests.

The Final Parcel Map (FM-21-3) is routing for signature and recording with the County.

RWRF Conveyance Line

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

The contractor is procuring the materials required for the Horton Diversion and is expected for construction in the coming weeks. The Diversion construction has been delayed due to electrical vendor submittal processing.

Area M2 Sewer Collection System (AD-15)

The bid opening was completed on August 9, 2025. Staff is reviewing and qualifying the bids and will bring a construction contract to the Board for consideration in October 2025.

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

Staff received the 90% plan check comments from the City of Desert Hot Springs. Staff met with the City's staff to discuss comments provided and is waiting for clarification on a few items to move forward with the final design.

Staff completed the review and comments on the administrative draft Initial Study (IS) and Mitigative Negative Declaration (MND) document. The consultant has addressed MSWD's comments and provided the draft CEQA to be published for public comment.



Water Resources Department

Below is a list of water resources related activities for August 2025.

Integrated Regional Water Management Planning

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

The CVRWMG met to discuss on-going grant funded projects and upcoming grant opportunities, including continued discussion on Conservation Regulations and Chromium-6 compliance.

Mission Creek Subbasin SGMA Compliance

The Mission Creek Subbasin Agencies had a monthly progress meeting for the 2027 Alternative Plan update with the consultant, WSP, to maintain compliance with the Sustainable Groundwater Management Act (SGMA). Staff continued responding to the various data requests.

San Gorgonio Pass Subbasin SGMA Compliance

The Groundwater Sustainability Agencies (GSAs) in the San Gorgonio Pass Subbasin had a meeting to discuss SGMA items and awarding a contract for the 5-year periodic update to the 2022 Groundwater Sustainability Plan (GSP).

Salt and Nutrient Management Planning

Staff attended the monthly Steering Committee meeting to discuss progress on the draft Technical Memorandum #5 (TM5), Construct TDS/N Forecasting Models.

Urban Water Management Planning

The Coachella Valley Water Agencies had a monthly progress meeting with the consultant, Todd Groundwater, to discuss the development of the 2025 Coachella Valley Regional Urban Water Management Plan.



FINANCE DIVISION

Customer Service Department

Rate Increase Planning & Staff Coordination

The Customer Service team met with the Assistant General Manager to discuss the proposed water and sewer service rate increase. The meeting focused on preparing staff to effectively manage incoming inquiries and concerns from customers once the rate changes are announced. Key points from the meeting include:

- Customer Service Guidelines – Staff were provided with updated communication guidelines to ensure consistent and clear messaging when addressing customer concerns. Emphasis was placed on empathetic listening and offering accurate information about the reasons for the proposed rate increase.
- Public Contact Information – Customer Service representatives will direct customers with in-depth questions to the dedicated contact points.

Phone: (760)329-6448 ext 145

Email: PublicAffairs@mswd.org

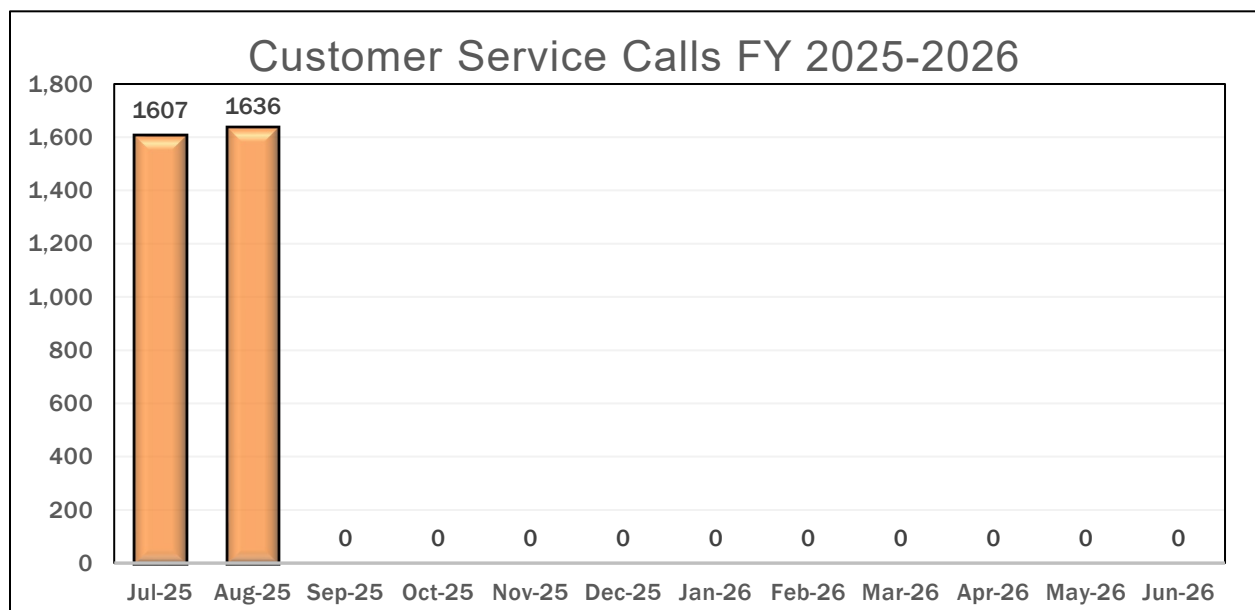
These channels are being managed to ensure timely and informative responses.

- Tracking and Monitoring – Beginning immediately, Customer Service staff will track and log all calls and interactions related to the rate increase. This data will help identify common concerns, trends, and potential areas for further clarification or outreach.

This proactive approach aims to ensure the public receives transparent and supportive communication throughout the rate adjustment process.

Calls into the Customer Service Department

The chart below represents the total incoming calls received by staff in the Customer Service Department for Fiscal Year 2025-2026.



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

Customer Request	Total for August 2025	Total for FY 2026
Water Waste	0	0
High Bill / Service Line Leak	4	9
No Water	5	17
Illegal Disconnect	3	12
Disconnections	123	269
Reconnections	90	182
Service Transfers	104	221
High / Low Pressure	5	9
Water Quality	1	6
Other / Miscellaneous	99	203

WaterSmart Portal

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

WaterSmart Portal	Total for August 2025	Overall Total
Registered Customer Accounts	125	8,595

Billing

During August 2025, Customer Service reviewed a total of 14,862 bills.

Bill Type	Total Bill Count for August 2025	Total Bill Amount for August 2025
Regular Bills	10,131	\$1,122,444.45
Delinquent Bills	4,416	\$3,637,118.66
Closing Bills	187	\$11,492.29
Delinquent Closing	128	\$34,542.42
Total	14,862	\$4,805,597.87

Delinquency Service Statistics

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

Delinquency Service	Total for August 2025
Auto-Dialer Calls	505
Door Hangers	77

Customer Bill Assistance

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

Assistance Program	Total Assistance in August 2025	Total Assistance in FY 2026
United Way of the Desert	\$600	\$1,700

Installment Payment Plans

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

Total Active Payment Plans	Remaining Balance to be Collected
116	\$87,836.45

Refunds

There was a total of 13 customer account refunds totaling \$3,792.66, resulting from closed accounts for the month of June 2025.

Account Type	Total Refund Count for August 2025	Total Refund Amount for August 2025
Customer Refunds	20	\$1,457.95
Construction Meter Refunds	13	\$1,765.22
Total	33	\$3,223.17

Liens

Customer Service staff identified 7 accounts that were 90 days past due requiring Lien filing. There were 11 Release of Liens issued after securing payment for outstanding balances on past due accounts.

Lien Type	Total Lien Count for August 2025
Lien Recordings	7
Lien Releases	11



Finance & Accounting Department

The Finance and Accounting department continued regular operations throughout the month of August 2025 with a focus on finalizing the fiscal year 2024 audit and financial statements. Skyler Aubrey joined the team as Accounting Manager. Staff continues to work with Paychex to outsource payroll processing. The new chart of accounts draft has been created, which will be implemented with Tyler on July 1, 2026.

Payroll

The conversion over to Paychex continues and will be live on the first pay date in October 2025. Specific employees have been selected for testing to ensure we are covering all different types of pay that employees receive, such as standby, overtime, etc.

Payroll staff continues to process payroll changes from evaluations, including retroactive payments. These do require additional work as it relates to the amounts submitted to CalPERS for the employees' pensions.

ERP System Evaluation and Selection

Staff met with Tyler to go over the first data request list and to discuss the options of converting over historical data or only utilizing current and future data in the new Enterprise Resource Planning (ERP) system. Appropriate staff have been given online access to Tyler programs to provide necessary information for the implementation.

Long-Range Financial Master Plan

The draft report was completed and presented to the Board. The report expressed the need for an increase in rates to cover operating, maintenance, debt service, and other required costs to properly operate and maintain the water and sewer systems. Staff began the necessary steps under proposition 218 to increase rates with Board approval. Minor final changes may need to be made to the draft report before it is finalized.

Current Work Priorities

The Accounting department continues to support other departments as needed:

- Operations
 - Accounting continues to support Operations on reimbursable jobs that include primarily damage to District property.
- Human Resources
 - Accounting continues to work with Human Resources to update employee information related to change of status, new hires, and CalPERS appointments.
- Customer Service
 - Accounting continues to support by processing multiple customer refunds for credit balances on closed accounts. Accounting is also working with Customer Service on audit details for customer accounts that need to be corrected or simply to provide additional support as requested by the auditors.

Budget Adjustments

There were 5 budget transfer requests for the month of August 2025, totaling \$165,100.

Fiscal Year 2025

From BID	Description	Transfer Amount	To BID	Description	Requested By
526	ELECTRICAL SUPPLIES	\$1,000.00	399	TAX ROLL PREP -STANDBY	Skyler Aubrey
576	CCTV MAINTENANCE & REPAIRS	\$1,000.00	456	TAX ROLL PREP – STANDBY	Skyler Aubrey
853	PRODUCTION FACILITIES	\$100.00	438	TAX ROLL PREP – STANDBY	Skyler Aubrey
	Total	\$2,100			

Fiscal Year 2026

From BID	Description	Transfer Amount	To BID	Description	Requested By
674	COMPUTER EQUIPMENT & SOFTWARE	\$63,000.00	669	GIS/CMMS STAFF AUGMENTATION	Marion Champion
812	STUDIES, PLANS, AND UPDATES	\$100,000.00	870	SEPTIC TO SEWER CONVERSION PROJECT	Theresa Murphy
	Total	\$163,000.00			

Cash Flow

Total cash receipts for the month of August 2025 amounted to \$1,707,131.54, with the largest contributors were remittances received from:

Entity	Amount
Normal Water and Sewer Customer Account Payments	\$1,461,424.65
Property Taxes	\$72,005.12

Cash Disbursements for the month of August 2025 amounted to \$2,470,819.22 with the largest payments made to:

Entity	Amount
NET PAYROLL	\$498,761.12
DESERT WATER AGENCY	\$424,920.63
SOUTHERN CALIFORNIA EDISON COMPANY	\$242,523.78
SOUTH WEST PUMP & DRILLING, INC.	\$115,559.81
ACWA-JPIA HEALTH BENEFITS AUTH.	\$104,547.34
COACHELLA VALLEY WATER DISTRICT	\$101,642.33

Financial Statement

A year-to-date summary of the District's financial position for Fiscal Year 2025-2026, in addition to a comparison to the previous fiscal year, can be found in Appendix D.

Capital Improvement Program

The District maintains a 5-year Capital Improvement Program that includes water and sewer infrastructure, facilities, and fleet. A year-to-date summary of the District's Capital Improvement Program for Fiscal Year 2025-2026 can be found in Appendix D.

Purchasing Department

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

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

Total inventory purchases were \$41,879.11 and the total issued for use by field crews was \$44,077.17 for the month of August 2025.

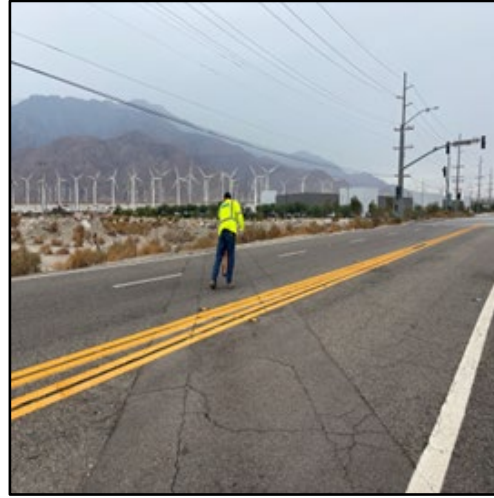


OPERATIONS & MAINTENANCE DIVISION

Construction & Maintenance Department

Water Line Locations

Staff completed approximately 351 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Replacement

Staff continued to repair and replace components of the water distribution system keeping it in optimum working order and properly functioning without any interruption. Below is a summary of the repairs and replacements completed in August 2025.

- Nine water service lines were replaced with copper.
- 16 service line leaks were repaired.
- Six mainline leaks were repaired.
- No fire hydrants were repaired/replaced.



Water System Maintenance

Staff continued to implement preventative maintenance and inspection programs to keep the water distribution system in optimal working order and properly functioning without any interruption. Below is a summary of the maintenance completed in August 2025.

- 113 ground valves were exercised.
- 39 fire hydrants were flushed, maintained, and painted.
- Two air-release valve were inspected and/or rebuilt.
- No Cla-Val valves were maintained or repaired.
- 14 blow-offs were flushed



CMMS Workorder Program

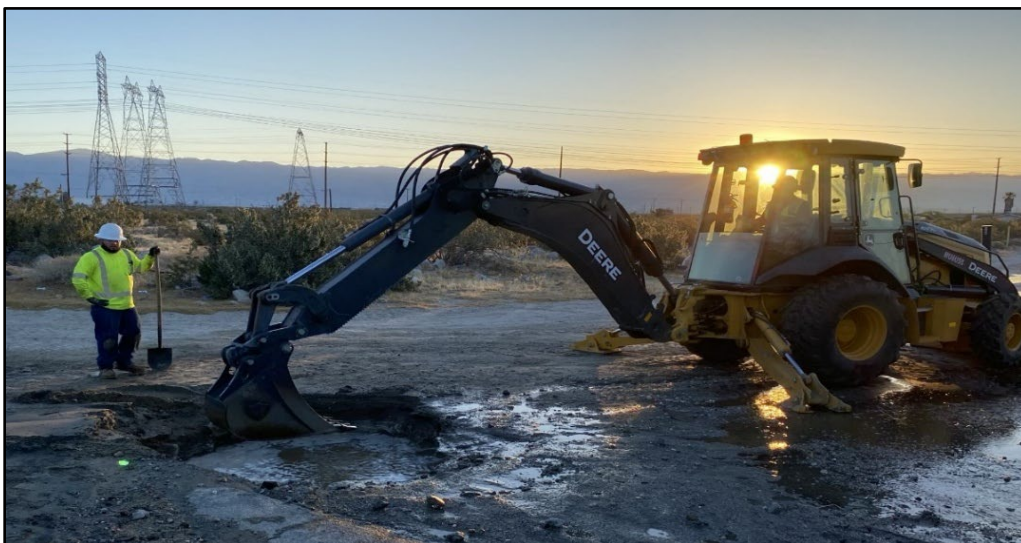
A total of 31 work orders were processed in August 2025 using the CMMS program.

New Water Meter Service Installation

Staff installed 15 new water service lines in August 2025.

Fire Flow Testing

Staff conducted 10 field fire flow tests for the Engineering Department in August 2025.



Fleet & Facility Maintenance Department

Janitorial Services

The District awarded a contract to Executive Facilities in March 2025 and their first day of service was April 1, 2025. The janitorial company has been very responsive to staff's requests and continues to provide a good service.

Building Maintenance

Staff completed the following building maintenance during the month of August 2025.

- Replaced failed irrigation bubbler at Well 28.
- Sectioned in 50 feet of sprinkler line and added five bubblers at Administration Building irrigation along east side fence line.
- Replaced toilet flush and fill valves on women's upstairs restroom at the Administration Building.
- Repaired rodent damage on irrigation line and replaced two bubblers at Low Northridge Reservoir.
- Repaired 11 leaks on Two Bunch Reservoir irrigation lines.
- Snaked toilet line and drain in Corporate Yard Shop restroom due to toilet backup and replaced hardware for toilet.
- Repaired three leaks on Well 27/31 irrigation lines.
- Replaced DEF barrel in Corporate Yard Shop.
- Installed a camera at Corporate Yard for the chlorine containment area.
- Installed a camera at Administration Building for walkway to the Engineering Annex.
- Repaired irrigation leak at Well 25.
- Removed covers and cleaned all motion sensors at Corporate Yard.
- Cleaned up trash at Corporate Yard gate.
- Repaired irrigation leak at Terrace Reservoir.
- Replaced water filters for ice machines and water station at Corporate Yard.
- Removed wood and replaced broken hinges on trash enclosure gate at Administration Building in preparation for new panels.

Standby Generator Monthly Maintenance Program

Monthly testing is conducted to ensure that all generators are in good working order and ready for use when needed.

- Ran generators and all CONEX box equipment at Corporate Yard.
- Unit 399 generator had the pull cord replaced.

Fleet Maintenance/Repairs

- Unit 428 had the original battery replaced in house, and AC compressor replaced by dealership.
- Unit 442 had a PM service performed, with an oil change and cabin filter replacement, and rear door hinge stops installed.
- Unit 427 had the original battery replaced.
- Repaired wiring damage to arrow board harness.
- Unit 430 had a PM service performed, changed oil, cabin and air filters, replaced a damaged strobe switch and had all new tires installed.
- Unit 416 had the windshield wipers replaced.

- Unit 451 had a hole patched on the right rear tire and a loose steering shaft was re-tightened.
- Unit 443 had a cracked gate valve on hydraulic system replaced.
- Unit 418 had a hole patched on the left front tire.
- Unit 395 had a hole patched on the right rear inner tire.
- Unit 399 had a PM service performed an oil change, can cabin filter, and freon was added to AC system.
- Unit 457 had a PM service performed, with an oil change, cabin filter replacement, and tire rotation.
- Unit 449 had a PM service performed, with an oil change, cabin filter replacement, and tire rotation.



Field Services Department

WaterSmart / Neptune 360

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

Contact Type	Total for August 2025	Total for FY 2026
Continuous Usage	89	160
High Usage (>Normal)	23	38
Reverse Flow	0	0
Total	112	198

Cross Connection Control Program

The Backflow and Cross Connection Specialist performs annual testing of Backflow Prevention Assemblies (BPAs) throughout the District as required by the SWRCB Cross Connection Control Policy Handbook.

Type	Total for August 2025
BPAs Tested	89
Hazard Assessments	0



Wastewater Collection Department

Sanitary Sewer Overflow

There was no Sanitary Sewer Overflow (SSO) in the collection system this month.

Dos Palmas Lift Station

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

Sewer Line Locations

Staff completed 358 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

Staff completed one CCTV inspection this month. There were no sewer mainlines cleaned this month.

Fat, Oils and Grease (FOG) Inspections

Staff completed 15 FOG inspections, identifying nine facilities that were found to be out of compliance and received notice of violations. Per our Sewer Ordinance, a facility is considered in violation if the solids within the interceptor exceed 25%. In such cases, the facility is required to have the interceptor pumped within 10 business days.

Lift Station Bypass Generator Testing

Staff have completed training on connecting a portable generator to the Dos Palmas Lift Station. In case of a power outage, or if the onsite generator encounters problems, staff can now connect a portable generator to ensure the lift station continues to operate smoothly.



Wastewater Treatment & Disposal Department

Plant Maintenance

Staff spent 1050.5-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs), and the Wright Regional Water Reclamation Facility (RWRF). Also, during this timeframe staff spent 131.9-man hours operating the sludge belt filter press, including filling and removing 17 trailers of sludge from the Horton WWTP, Desert Crest WWTP, and Wright RWRF.

Sampling and Laboratory

Staff collected 48 samples and spent 96-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. All three plants produce an effluent that consistently meets the District's permit discharge requirements.

Pond Maintenance

Horton Ponds 1, 4, 5, 6, 7, and 8, were cleaned and rehabilitated during August 2025. The ponds continue to percolate at a high rate and continue being operated for 2-week intervals.

Sequencing Batch Reactor (SBR) Tank Transfer

Staff transferred wastewater from SBR 1 to SBR 4. With SBR 4 now operational, we will complete a 30-day reliable test with J.F. Shea Construction, Inc. to ensure proper operation.



Weekly Wastewater Training

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

- AQMD Wright Generator
- Dos Palmas Lift Station: Bypass generator installation

Wastewater Report

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

New Sanitary Service Connections to Collection System					
Fiscal Year	2025/26	2024/25	2023/24	2022/23	2021/22
July	13	9	4	4	18
August	20	7	12	26	20
September		2	17	20	20
October		2	3	13	36
November		22	7	8	29
December		5	21	8	12
January		1	2	35	14
February		55	1	4	7
March		30	1	24	17
April		46	7	16	7
May		42	8	9	16
June		4	0	4	2
Total	33	235	83	171	198

Additional sanitary service connection information is provided in Appendix E.

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

Wastewater Flow (MGD)						
Fiscal Year 2025/26	Horton WWTP		Desert Crest WWTP		Wright RWRP	
	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow
July	1.862374	1.999693	0.042087	0.048290	0.169682	0.194612
August	1.785411	1.918440	0.034649	0.040490	0.188708	0.236098
September						
October						
November						
December						
January						
February						
March						
April						
May						
June						

Additional wastewater flow information is provided in Appendix E.

Water Production Department

Water Produced

- Mission Springs WD (CA3310008): 775.02 Acre Feet (252.54 MG)
- West Palm Springs Village (CA3310078): 9.42 Acre Feet (3.06 MG)
- Palm Springs Crest (CA3310081): 5.50 Acre Feet (1.79 MG)

Water Sampling/Testing

- Bacteriological Sampling – Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling – The monthly and quarterly uranium sampling was completed in August 2025.
- DDW Reporting – The District's Monthly Coliform Monitoring Report for all three water systems will be sent to the SWRCB Department of Drinking Water (DDW) on September 10, 2025.
- Chromium-6 Sampling – Staff completed the Chromium-6 sampling on August 20, 2025, for all our wells, except for Wells 27 and 34, due to mechanical failure.

Chlorination System Updates

- Chlorination Pumps – Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning – All the CL2 pumps were cleaned twice during the month of August 2025.
- Sodium Hypochlorite (Chlorine) Usage – During the month of August 2025, a total of 2,002 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and our production facilities. (Reflects usage in the MSWD and ID-E water systems.)
- Chlorine Residuals at Production Well Sites – In August 2025, the Water Production staff checked and documented the chlorine residuals at all wells in use 198 times. The average chlorine residual of these readings was 0.898 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals – During the month of August 2025, the Water Production staff checked and documented the chlorine residuals throughout the distribution system a total of 53 times. The average chlorine residual of these readings is 0.762 ppm. (This data reflects the MSWD and ID-E water systems.)

Well Soundings

Staff continued to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff aim to complete these by the 20th of each month.

Water Production Facility Updates

Staff are responsible for oversight of all water production sites, including making necessary operational adjustments to ensure optimal performance. Their duties also include conducting monthly overflow maintenance, which may require climbing reservoirs when needed. Additionally, staff utilized drone technology to inspect reservoir roofs, enhancing safety and efficiency in routine inspections.

Gateway Fire Pump Testing

Staff performed the monthly fire pump testing in August 2025. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.

Oil Changes

All well and booster pump motors are changed semi-annually when the temperature changes. This is due to the different oil required for warmer and cooler temperatures. Greasing is completed on an as needed basis depending on run-times and temperatures.

Well 24 Bac-T Failure

Well 24 received a Bac-T positive source sample in July 2025. After flushing, repeat samples continued to come back positive for coliform. In August 2025, staff increased the disinfection process and continued to flush for extended periods. Staff will continue working through the disinfection process and resampling.

Well 26 Bac-T Failure

In August 2025, staff conducted routine weekly bacteriological source and compliance point sampling in accordance with 4-log removal agreement with the State Water Resources Control Board Division of Drinking Water (DDW). Weekly samples are collected each Wednesday, and chlorine residuals are collected each day the well pumps into the system, to ensure adequate dosing remains above the DDW required 0.50 mg/L. All documentation is being provided in the daily production reports.

Well 26A

Due to the increased sand passing through the well, filters are requiring more frequent replacement. Staff are prioritizing the use of Well 26 to reduce runtime of well 26A until it can be taken offline for a downhole video and evaluation. The production meter went offline halfway through the month of August 2025. A replacement meter has been ordered covered under warranty and is expected to arrive in mid-September 2025.

Existing Well 33 RES-BCT Solar Site

Staff are working on a contract amendment to include PVCA's proposal for additional site repairs and to troubleshoot and repair the inverters to ensure full reporting functionality.

New PPA Solar Project Upgrade

The environmental review for the RES-BCT and RWRF sites is nearing completion and is anticipated to be presented to the Board in September. In August construction of Horton Solar perimeter fencing was completed, and the contractor began installing the pilings for the solar arrays. Amendment 2 to the PPA and Lease agreements are being finalized and will be brought to the Board for approval in September or October. The 90% design review comments for the RES-BCT site have been returned to the contractor for their review.

Water Report

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

New Service Connections to the Water System					
Fiscal Year	2025/26	2024/25	2023/24	2022/23	2021/22
July	18	9	5	6	18
August	19	14	14	28	19
September		6	19	22	23
October		2	4	16	33
November		25	9	10	27
December		6	5	9	9
January		1	5	26	14
February		59	3	14	8
March		37	6	29	19
April		64	11	24	6
May		54	9	16	19
June		7	3	5	1
Total	37	284	93	205	196

Additional water service connection information is provided in Appendix E.

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

Monthly Water Production (AF)							
	FY 2025/26	Variance from Prior Year		FY 2024/25	FY 2023/24	FY 2022/23	FY 2021/22
		AF	%				
July	812.67	-126.40	-13.46	939.07	789.99	751.79	796.57
August	789.94	-28.69	-3.50	818.63	737.74	850.19	839.93
September				785.85	675.06	716.03	738.65
October				718.26	709.23	691.98	665.18
November				574.08	629.05	599.39	679.85
December				647.08	529.99	554.27	565.48
January				572.24	556.57	530.39	580.28
February				509.08	458.69	490.41	527.34
March				564.28	560.24	500.37	601.44
April				598.68	649.67	552.34	624.07
May				645.40	696.24	726.25	745.36
June				769.02	700.11	682.09	730.02
Total	1,602.61	-155.09	-8.82	8,141.67	7,692.58	7,645.50	8,094.17

Additional water production information is provided in Appendix E.

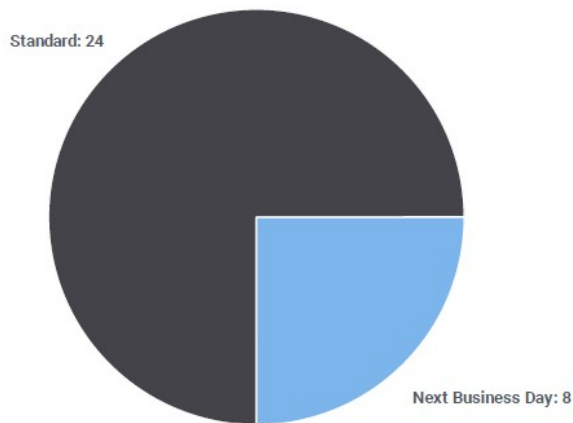


APPENDIX A – Innovation & Technology Information

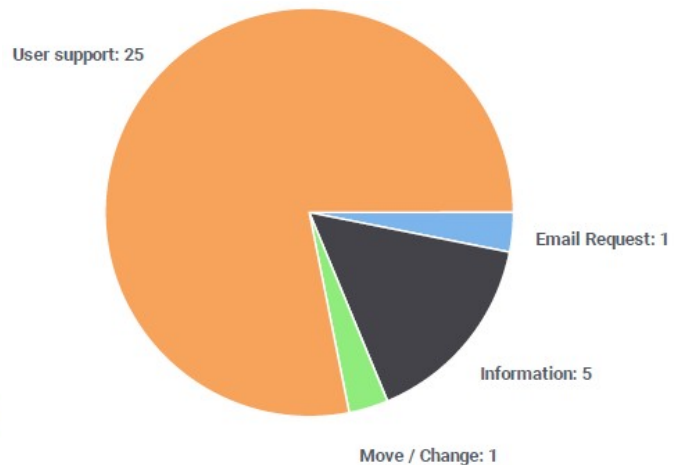
Mission Springs — August 2025 Client report

Client Activity Report and Analysis

Tickets received by Priority



Tickets received By Type



Client Service Rating

Overall Satisfaction	—
Number of Service Requests	32
Number of Survey Responses	0
Response Rate	0%

Tickets Received 32

Tickets Closed 36

Ticket MTTR 0.93

Client Hours — August

Hours on SOs 64

Hours on Projects 2

Meeting Hours 0

TOTAL HOURS 66

Mission Springs — August 2025 Client report

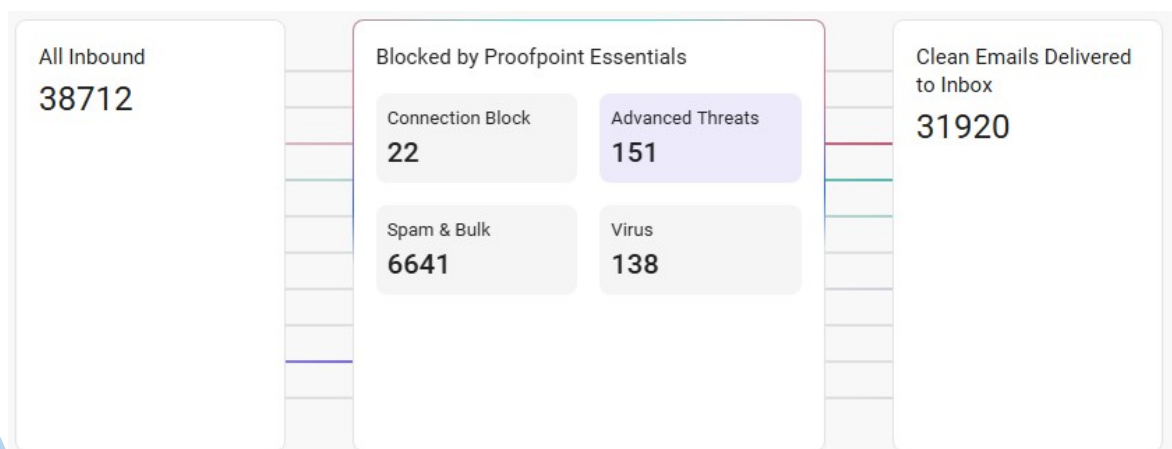
August Client Meetings

Meeting Title	Topics	Time Allocated
N / A	• N / A	0

Client Pending Projects

Project Title	Purpose
Windows 11 Upgrade	Updating OS on computers
Client Server Updates	Update security servers
Server Replacement	Current servers at the end of life cycle
Network Hardware	Upgrade Hardware to maintain cyber security resiliency

Client Email Filtering





APPENDIX B – Federal & State Legislative Information

Mission Springs Water District Federal Update

September 1, 2025

California Sets Special Election on Congressional Redistricting

On August 21, Governor Gavin Newsom signed a measure setting up a November 4 special election on Proposition 50, which would temporarily institute new boundaries for the state's 52 congressional districts until the Citizens Redistricting Commission adopts new maps in 2031 following the next decennial census. The measure would declare it the policy of California to support the nationwide use of independent redistricting commissions and urges Congress to pass related federal legislation and a constitutional amendment. Proponents have argued this measure would respond to redistricting efforts in Texas to add Republican seats in the U.S. House of Representatives, while opponents have criticized the proposal as partisan gerrymandering and overriding the voter-approved independent redistricting process. The plan could shift up to five House seats currently held by Republicans to Democrats in 2026.

Fiscal Year 2026 Appropriations Update

Before departing for the traditional August recess, the Senate passed three appropriations bills (Agriculture-Rural Development-FDA, Legislative Branch, Military Construction-VA) as part of a "minibus" package. This was the first time the chamber has cleared any appropriations measures before the August break since 2018. With only weeks until the September 30 funding deadline, leaders in both chambers have acknowledged that a continuing resolution will likely be needed to extend current funding levels and avoid a federal government shutdown. Both the House and Senate are scheduled to reconvene on Tuesday, September 2. The House Appropriations Committee has scheduled a subcommittee markup on the Labor-HHS-Education bill (September 2) and a full committee markup on the Financial Services-General Government bill (September 3).

FY26 Appropriations Bill	House Subcommittee Allocation (in Billions)	Passed House Committee	Passed House	Passed Senate Committee	Passed Senate
Agriculture- Rural Development- FDA	\$25.523	June 23 by a 35-27 vote		July 10 by a 27-0 vote	August 1 by an 87-9 vote
Commerce- Justice-Science	\$76.824			July 17 by a 19-10 vote	

Defense	\$831.513	June 12 by a 36-27 vote	July 18 by a 219-202 vote	July 31 by a 26-3 vote	
Energy-Water Development	\$57.300	July 10 by a 35-27 vote			
Financial Services-General Government	\$23.198				
Homeland Security	\$66.361	June 24 by a 36-27 vote			
Interior-Environment	\$37.971	July 22 by a 33-28 vote		July 24 by a 26-2 vote	
Labor-HHS-Education	\$184.491			July 31 by a 26-3 vote	
Legislative Branch	\$6.700	June 26 by a 34-28 vote		July 10 by a 26-1 vote	August 1 by an 81-15 vote
MilCon-VA	\$152.091	June 10 by a 36-27 vote	June 25 by a 218-206 vote	July 26 by a 26-3 vote	August 1 by an 87-9 vote
State-Foreign Operations	\$46.218	July 23 by a 35-27 vote			
Transportation-HUD	\$89.910	July 17 by a 35-28 vote		July 24 by a 27-1 vote	

Trump Administration Appointments

President Trump announced the following appointments to his administration in August:

<u>Department/Agency</u>	<u>Position</u>	<u>Appointee</u>
Agriculture	Under Secretary of Rural Development	Glen Smith
Agriculture	Deputy Under Secretary for Rural Development	Neal Robbins
Agriculture	Chief of Staff, Rural Utilities Service	Michael Pape
Commerce	Assistant Secretary for Oceans and Atmosphere	Timothy Petty

LEGISLATIVE ACTIVITY

Senate Confirms Telle as Assistant Secretary for Civil Works. On August 2, the Senate [confirmed](#) Adam Telle as the Assistant Secretary of the Army for Civil Works by a 72-22 vote. Telle previously served as Chief of Staff for Senator Bill Hagerty (R-TN) and Special Assistant to the President for Legislative Affairs during the first Trump administration.

Senate Confirms Nesvik as Fish and Wildlife Director. On August 1, the Senate [confirmed](#) Brian Nesvik as the Director of the U.S. Fish and Wildlife Service by a 54-43 vote.

Nesvik is a former director of the Wyoming Game and Fish Department and is a retired brigadier general in the Wyoming Army National Guard.

Bipartisan Bill Introduced to Revive Federal Water Assistance Program. Representatives Eric Sorensen (D-IL) and Rob Bresnahan (R-PA) introduced the *Low-Income Household Water Assistance Program (LIHWAP) Establishment Act* ([H.R. 4733](#)). The bill would re-establish and make permanent the federal program, which provided aid to more than 1.5 million households before funding expired in 2022. The proposal would authorize \$2.5 billion over five years for distribution through local utilities to help households afford water and wastewater services.

Bipartisan Congressional Recycling Caucus Relaunches. On August 13, Representative Haley Stevens (D-MI) [announced](#) the relaunch of the bipartisan Congressional Recycling Caucus, which she will co-chair alongside Representatives David Joyce (R-OH), Chellie Pingree (D-ME), and Marinette Miller-Meeks (R-IA). Founded in 2006, the Caucus promotes policies to expand recycling access, support U.S. manufacturers, and strengthen America's leadership in the circular economy. Currently, according to the Caucus, 21% of recyclable materials in the U.S. are actually recycled, and less than half of households have reliable access to recycling.

FEDERAL FUNDING OPPORTUNITIES

DOL Releases Industry-Driven Skills Training Fund NOFO. The Department of Labor has released a [Notice of Funding Opportunity](#), offering up to \$30 million to support workforce training in high-demand and emerging industries. The grants—up to \$8 million per state—will reimburse employers for outcome-based training programs aligned with federal priorities, including advanced manufacturing, artificial intelligence infrastructure, nuclear energy, domestic mineral production, and information technology. At least \$5 million will be dedicated to building a skilled workforce in the shipbuilding industry. Applications are due by September 5, 2025 at 11:59 p.m. ET.

EPA Releases Midsize and Large Drinking Water System Resilience NOFO. The Environmental Protection Agency has released a [Notice of Funding Opportunity](#) for \$9.5 million through the Midsize and Large Drinking Water System Infrastructure Resilience and Sustainability Program. The program provides funding to public water systems serving at least 10,000 people to improve resilience against natural hazards, extreme weather, and cybersecurity threats. Applications are due by October 6, 2025.

FEDERAL AGENCY ACTIONS AND PERSONNEL CHANGES

President Trump Signs Executive Order on Federal Grantmaking. On August 7, President Trump signed an [executive order](#) directing federal agencies and the Office of Management and Budget (OMB) to implement new policies for awarding and managing discretionary grants. The order requires agencies to designate senior political appointees to review all funding

opportunity announcements and awards for alignment with agency priorities and the national interest, and to conduct annual reviews of active grants. It also promotes expanded use of “termination-for-convenience” clauses, allowing agencies to end grants if they no longer meet agency objectives, and directs OMB to revise the Uniform Guidance to make such provisions standard across discretionary awards. The order includes new prohibitions on using grant funds for certain activities and requires grantees to provide detailed justifications for each drawdown of funds.

President Trump Imposes Tariffs on Copper Imports. President Trump signed a [proclamation](#) imposing tariffs of up to 50% on a range of imported copper products, including pipes, wires, rods, sheets, and electrical components. The action follows a Section 232 investigation by the Department of Commerce, which concluded that rising copper imports—particularly from China—pose a threat to national security by undercutting domestic production and increasing foreign reliance. Effective August 1, the tariffs exclude raw materials such as copper ores, cathodes, anodes, and scrap. The order also invokes the Defense Production Act to boost domestic copper processing by requiring a portion of U.S.-produced copper inputs and scrap to be sold domestically, gradually increasing from 25% in 2027 to 40% by 2029.

White House Suspends Public Tours. The White House [announced](#) that public tours will be paused beginning in September while construction begins on a new 90,000-square-foot ballroom. Tours, which had resumed in February, will be suspended indefinitely during construction. No timeline for resuming tours has been provided.

Judge Blocks FEMA From Redirecting Disaster Mitigation Funds Amid Legal Challenge. On August 5, a federal judge in Massachusetts issued a [preliminary injunction](#) blocking FEMA from reallocating \$4 billion from the Building Resilient Infrastructure and Communities (BRIC) program while a multistate lawsuit is pending. District Judge Richard Stearns ruled that the plaintiff states are likely to succeed on the merits and face potential irreparable harm if funds are diverted. The court found that FEMA has taken steps toward dismantling the BRIC program and that the federal government failed to demonstrate any immediate hardship from pausing the reallocation. Judge Stearns noted that the federal government could still request court approval to access the funds in the event of an extraordinary disaster, even while the injunction is in effect.

DOJ Publishes List of Sanctuary Jurisdictions. On August 5, the Department of Justice (DOJ) [released](#) a list of 35 jurisdictions identified as having policies that limit cooperation with federal immigration enforcement. The list was published in accordance with Executive Order 14287, signed by President Trump in April, which directed the identification of jurisdictions that “impede the enforcement of federal immigration laws.” DOJ has stated it will continue pursuing legal action against noncompliant jurisdictions and will assist local governments seeking to revise policies to align with federal enforcement priorities. DOJ also noted this list will be updated periodically as more information becomes available.

EPA to Defend 2024 Lead in Drinking Water Rule. The Environmental Protection Agency (EPA) has [said](#) it will defend a 2024 drinking water regulation requiring the replacement of nearly all lead service lines in the U.S. by 2037. The Biden-era rule, paused earlier this year,

also lowers the lead action level and requires utilities to provide water filters if elevated lead levels are detected. The American Water Works Association has sued to overturn the rule, citing cost and timeline concerns. EPA said it is developing tools to support implementation flexibility and will announce any potential adjustments in the coming months.

EPA Proposes Partial Disapproval of California Heavy-Duty Vehicle Rule. On August 25, EPA [announced](#) a proposal to partially disapprove California's State Implementation Plan establishing inspection and maintenance requirements for heavy-duty vehicles, including those registered out of state or outside the country. The agency said the proposal is based on concerns that applying the rule to non-California vehicles could conflict with the Constitution's Commerce Clause and with Section 110 of the *Clean Air Act*. EPA will accept public comments for 30 days following the rule's publication in the *Federal Register* before issuing a final decision.

EPA Relaunches Public Guidance Document Portal. On August 13, EPA [announced](#) the relaunch of its online Guidance Portal, a centralized website providing public access to agency guidance documents on air quality, water protection, hazardous waste management, and other environmental programs. The portal consolidates active guidance documents, such as memoranda, policy statements, handbooks, and manuals, to make them easier for the public and regulated entities to locate. EPA noted documents that have been superseded with newer guidance are not included.

EPA to Host Webinar on Water Utility Workforce. EPA will [host](#) a webinar in its "Creating the Water Workforce of the Future" series on Wednesday, September 10 from noon-1:30 p.m. ET. The session will feature the Rural Community Assistance Partnership and Water Finance Assistance, highlighting a new certification program that provides leadership and management training for water and wastewater utility administrative professionals. The initiative aims to strengthen decision-making, resource management, and support for small communities.

EPA to Host Webinar on AI in Disaster Preparedness and Recovery. EPA will [host](#) a webinar on September 17 from 3:00-4:00 p.m. ET on applications of artificial intelligence (AI) in disaster preparedness, response, and recovery. Presenters will highlight real-world examples of AI integration to improve predictive capabilities, streamline response activities, and optimize recovery processes in environmental emergencies. The event is open to state, local, tribal, and territorial agencies, as well as community organizations and other interested participants. EPA is offering certificates of attendance.

GAO Issues Report on Water Infrastructure in Vulnerable Communities. On August 15, the Government Accountability Office (GAO) [released](#) a report finding that the Environmental Protection Agency, Federal Emergency Management Agency, and Department of Agriculture provided \$64 billion in financial assistance for drinking water and wastewater projects between FY 2014-2023 but face challenges ensuring that vulnerable communities fully benefit. While the agencies have taken steps to reduce barriers, such as providing technical support and allowing federal cost-share flexibility, GAO found FEMA has not adequately communicated options for meeting matching requirements, and limited data also make it difficult to assess

which communities benefit from programs. GAO recommended that EPA, FEMA, and USDA use EPA's new water service area mapping tools to better track assistance.

Reclamation Announces 2026 Operating Conditions for Lake Powell and Lake Mead. On August 15, the Bureau of Reclamation [released](#) its August 2025 24-Month Study, setting the 2026 operating conditions for Lake Powell and Lake Mead. Lake Powell is projected to be at 3,538 feet on Jan. 1, 2026, placing it in the Mid-Elevation Release Tier with a planned release of 7.48 million acre-feet. Lake Mead is expected to remain in a Level 1 Shortage Condition at 1,055 feet, triggering significant water reductions for Arizona, Nevada, and Mexico under existing agreements. Current Colorado River operating guidelines expire at the end of 2026, and Interior officials emphasized the urgency of finalizing new post-2026 operating rules to address long-term drought and ensure water security for the 40 million people who rely on the river.

##



Mission Springs Water District Sacramento Update

August 2025

Redistricting Update

August started with the Legislature on their month-long Summer Recess. However, when the Legislature returned to Sacramento on August 18 they jumped right into a very contentious issue – redrawing California’s Congressional map. This was the focus during the Legislature’s first week back in Sacramento with the Legislature passing and the Governor signing bills to call a Special Election for November, place a constitutional Amendment on the ballot for voters to waive California’s independent redistricting commission until after the 2030 census and approve new proposed Congressional districts. With this completed, there will now be an expensive campaign both for and against what will be Proposition 50 and there will be a statewide special election held on November 4, 2025.

Legislative Update

During the last week of August, the Legislature’s focus shifted away from redistricting and back to legislation with both the Senate and Assembly Appropriations Committees meeting to decide the fate of hundreds of bills. This served as the next big Legislative deadline – the deadline for all bills that have a fiscal impact on the state to pass out of the Appropriations Committees of the second house. Any bill that did not pass out of the Appropriations Committee is either dead or a 2-year bill, meaning it cannot be acted on until 2026.

We continued to engage on legislation that is important to Mission Springs with the submission of numerous position letters in support and opposition to bills in policy committees. Additionally, in early August, Mission Springs staff participated in a meeting with the Chief Consultant to the Assembly Water, Parks and Wildlife Committee and other California Groundwater Coalition members to express concerns with AB 1413 (Papan).

The Legislature must adjourn for the year on September 12 so all bills must be sent to the Governor for action prior to adjournment. From there, Governor Newsom has until October 12 to sign or veto all bills sent to him prior to adjournment.

State Budget

As previously discussed, even though the state budget has already been adopted there are still several outstanding items that will need to be dealt with prior to the Legislature

adjourning on September 12. This includes issues like the re-authorization of the Cap-and-Trade program and the funding decisions that must be made on the Greenhouse Gas Reduction Fund (GGRF), the revenue raised by the Cap-and-Trade program, and Proposition 4, the Climate Bond.

We continue to push for Proposition 4 funding to be appropriated this year as the need for the money has only been exacerbated due to the deficit in the state general fund which led to the Legislature and Governor agreeing to back-fill already committed general fund dollars with Proposition 4 money.



APPENDIX C – Public Affairs Information

2026 Student Calendar Contest!

Open to all K-12 students in the MSWD service area



www.mswd.org/calendarcontest

MSWD WATER MATTERS News From Your Water Provider - August 2025

Back to School 2026 MSWD Calendar Contest

Students are invited to show off their creativity and water smarts by entering MSWD's Water Conservation & Groundwater Protection Calendar Drawing Contest. The contest is open to all K-12 students that live within the MSWD service area. Twelve winning entries will be showcased in our 2026 community calendar, with prizes of up to \$150 in Amazon gift cards awarded to the winners. The deadline to enter is October 1, 2025.

How to Enter

Draw or paint an original picture depicting one of the six themes:

- Water conservation
- Properly dispose of fats, oils and grease (FOG)
- Clean cars at a car wash
- Protect drinking water quality
- Don't flush wipes
- Use of water-efficient desert landscaping

To download an application and learn more about the contest, please visit www.MSWD.org/calendarcontest or call 760.329.6448 ext.120.

Send entries and a completed application forms to: Mission Springs Water District 66575 Second Street, Desert Hot Springs or drop submissions off in our lobby with customer service.

August is National Water Quality Month

August is National Water Quality Month! 💧 Did you know the month is dedicated to raising awareness about the importance of clean water and protecting our precious water resources? MSWD is committed to providing safe drinking water by taking over 5,500 samples a year, and tests at our wells daily throughout our service area to make sure your water exceeds all state and federal standards. Because water quality matters.

Want to learn more about what goes into keeping your water clean and reliable? Check out the annual MSWD Water Quality Report online in English or Spanish: mswd.org/CCR

Help2Others - Bill Assistance Program

MSWD partners with the Help 2 Others bill assistance program to help customers in a time of need, qualified customers can receive \$100 towards their water bill once every 12 months, mswd.org/billassistance, or contact our friendly customer service team at 760-329-6448 for payment extensions and plan options.

It's quick and easy to apply online! Even if you work full-time, you may qualify.

You must be a customer of MSWD, the water bill must be for your primary residence and in your name, and you must meet income level guidelines shown in the chart.

Number of People in Household	Total Max. Combined Annual Income
1	\$62,650
2	\$71,600
3	\$80,550
4	\$89,550
5	\$96,700
6	\$103,850
7	\$111,000
8	\$118,150
9	\$125,300
10	\$132,500



Dig Smart, Stay Safe - Call 811:

Before you start a new home project, or landscaping your yard, call 811 or visit california811.org before you dig - not only is it the law, but underground utility lines can be located anywhere, including under streets, sidewalks, and your property – sometimes just inches below the surface. Hitting one of these pipelines while digging, planting, or doing demolition work can cause serious injury, property damage and loss of utility service. The top Five damages caused by excavation are landscaping, fencing, and installing or moving irrigation lines.

How to use 811:

1. Pre-mark your digging area: Use white paint, flags, or stakes to outline the area where you plan to dig.
2. Call 811: Contact 811 at least two business days before you plan to dig.
3. Wait for marking: Allow the utility companies to mark the locations of underground lines before you start digging.
4. Dig with care: Be mindful of the marked locations and avoid digging near them.

Follow and like us on social



2026 Concurso de calendario!

Abierto a todos los estudiantes de K-12 en el área de servicio de MSWD



www.mswd.org/calendarcontest

MSWD WATER MATTERS Noticias de Su Proveedor de Agua - Agosto de 2025

Concurso de Calendario de Regreso a Clases 2026 de MSWD

Se invita a los estudiantes a mostrar su creatividad y conocimiento sobre el agua participando en el Concurso de Dibujo para el Calendario de Conservación del Agua y Protección del Agua Subterránea de MSWD. El concurso está abierto a todos los estudiantes de K-12 que vivan dentro del área de servicio de MSWD. Doce dibujos ganadores se presentarán en nuestro calendario comunitario 2026, y los ganadores recibirán premios de hasta \$150 en tarjetas de regalo de Amazon. La fecha límite para participar es el 1 de octubre de 2025.

Cómo Participar

Dibuja o pinta una imagen original que represente uno de los seis temas:

- Conservación del agua
- Disposición adecuada de grasas, aceites y manteca (FOG)
- Lavar los autos en un autolavado
- Proteger la calidad del agua potable
- No tirar toallitas al inodoro
- Uso de jardinería desértica eficiente en el uso del agua

Para descargar una solicitud y obtener más información sobre el concurso, visite www.MSWD.org/calendarcontest o llame al 760.329.6448 ext. 120.

Envíe las participaciones y el formulario de solicitud completo a:
Mission Springs Water District, 66575 Second Street, Desert
Hot Springs o entregue su trabajo en nuestra recepción con el personal de servicio al cliente.

Agosto es el Mes Nacional de la Calidad del Agua

¡Agosto es el Mes Nacional de la Calidad del Agua! ¿Sabía que este mes está dedicado a crear conciencia sobre la importancia del agua limpia y la protección de nuestros valiosos recursos hídricos? MSWD está comprometido a proporcionar agua potable segura, tomando más de 5,500 muestras al año y realizando pruebas diarias en nuestros pozos a lo largo de toda nuestra área de servicio para asegurarnos de que su agua supere todos los estándares estatales y federales. Porque la calidad del agua importa.

¿Quiere saber más sobre lo que hacemos para mantener su agua limpia y confiable? Consulte el Informe Anual de Calidad del Agua de MSWD en línea, en inglés o español: mswd.org/CCR

Help2Others - Programa de Asistencia para el Pago de Facturas

MSWD se asocia con el programa de asistencia para el pago de facturas Help 2 Others para ayudar a los clientes en momentos de necesidad. Los clientes que califiquen pueden recibir \$100 para su factura de agua una vez cada 12 meses. Visite mswd.org/billassistance o comuníquese con nuestro amable equipo de servicio al cliente al 760-329-6448 para solicitar extensiones de pago y conocer opciones de planes.

¡Es rápido y fácil postularse en línea!
Incluso si trabaja a tiempo completo, es posible que califique.

Debe ser cliente de MSWD, la factura de agua debe ser de su residencia principal y estar a su nombre, y debe cumplir con los niveles de ingreso indicados en la tabla.

Numero de personas en el hogar	Ingreso anual combinado maximo total
1	\$62,650
2	\$71,600
3	\$80,550
4	\$89,550
5	\$96,700
6	\$103,850
7	\$111,000
8	\$118,150
9	\$125,300
10	\$132,500



Excava con Precaución, Mantente Seguro - Llama al 811:

Antes de comenzar un nuevo proyecto en casa o de jardinería, llame al 811 o visite california811.org antes de excavar. No solo es la ley, sino que las líneas de servicios subterráneos pueden estar en cualquier lugar, incluyendo debajo de calles, aceras y su propiedad, a veces a solo unos centímetros bajo la superficie. Golpear una de estas tuberías mientras excava, planta o realiza trabajos de demolición puede causar lesiones graves, daños a la propiedad y pérdida del servicio de los servicios públicos. Los cinco principales daños causados por la excavación son: jardinería, cercas e instalación o traslado de líneas de riego.

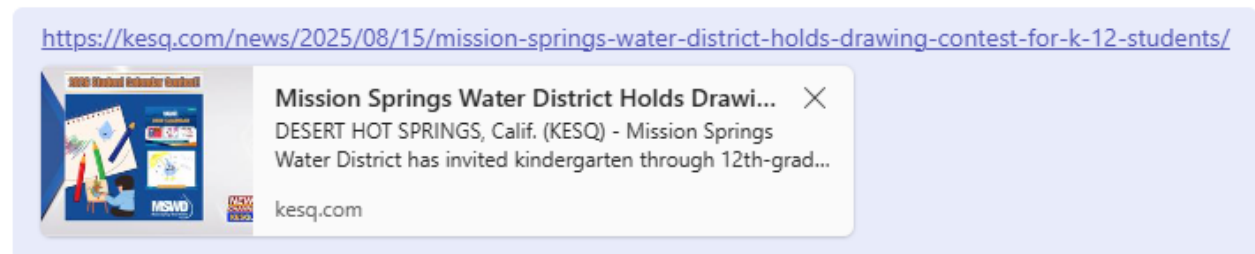
Cómo usar el 811:

1. Marque previamente el área de excavación: Use pintura blanca, banderas o estacas para delimitar el área donde planea excavar.
2. Llame al 811: Contacte al 811 al menos dos días hábiles antes de comenzar a excavar.
3. Espere el marcado: Permita que las compañías de servicios públicos marquen la ubicación de las líneas subterráneas antes de iniciar la excavación.
4. Excave con cuidado: Tenga en cuenta las ubicaciones marcadas y evite excavar cerca de ellas.

Síguenos y dale like en redes sociales



<https://kesq.com/news/2025/08/15/mission-springs-water-district-holds-drawing-contest-for-k-12-students/>



DESERT HOT SPRINGS, Calif. (KESQ) - Mission Springs Water District has invited kindergarten through 12th-grade students living in Desert Hot Springs to submit artwork focused on themes of water conservation and groundwater protection for a chance to win an assortment of prizes, it was announced today.

The annual contest will involve creating an original picture drawing involving saving water, proper disposal of fats, oils and grease, water-wise car washing, drinking water equality, not flushing wipes and water-efficient desert landscaping.

Officials said the drawing must be submitted on white paper using either crayons, paint or colored pencils. Computer-generated artwork will not be accepted.

The deadline to submit is Oct. 1 for students living in Desert Hot Springs and the surrounding area.

The top 12 entries will be featured in the 2026 community calendar, and winners will receive Amazon gift cards with prizes valued at \$150 for first place, \$100 for second, \$50 for third and \$25 for all other selected drawings.

More information can be found at www.MSWD.org/calendarcontest.

NOTICE OF PUBLIC HEARING • AVISO DE AUDIENCIA PÚBLICA



Concerning Proposed Changes to the MSWD Water and Sewer Service Rates

Sobre los cambios propuestos a las tarifas del servicio de agua y alcantarillado de MSWD

HEARING DATE: Monday,
October 20, 2025
TIME: 4:00 p.m.
LOCATION: MSWD Boardroom
66575 2nd Street
Desert Hot Springs, CA 92240

FECHA DE LA AUDIENCIA: Lunes, 20 de
octubre de 2025
HORA: 4:00 p.m.
LUGAR: Sala de juntas de MSWD
66575 2nd Street
Desert Hot Springs, CA 92240

IMPORTANT INFORMATION ABOUT YOUR WATER RATES INFORMACIÓN IMPORTANTE SOBRE SUS TARIFAS DE AGUA

This notice is being provided to you by Mission Springs Water District ("MSWD") pursuant to California Constitution Article XIII D (also known as "Proposition 218"). Under the terms of Proposition 218, MSWD is required to notify the property owners of record of proposed changes to property-related fees, such as water and sewer service. This serves as notice that the MSWD Board of Directors will conduct a public hearing at the time, date and location specified above, to consider recommended adjustments to MSWD's water usage charges, water service fixed charges, and sewer service rates and charges. If approved, the proposed rate adjustments will be implemented as follows: February 17, 2026, reflected on statements issued after March 1, 2026 (year 1), January 1, 2027 (year 2), January 1, 2028 (year 3), January 1, 2029 (year 4), and January 1, 2030 (year 5) in accordance with the tables herein. Each element of the proposed action is explained further below.

All members of the public are invited to attend the public hearing. Additionally, all property owners and customers of record may submit a written protest to the proposed rate changes. Only one written protest will be counted per identified parcel. Please refer to Government Code Section 53755 as amended by AB 2257 and the "How Can I Participate?" section of this document for instructions on submitting a formal written protest against the proposed action. All written protests will be verified. You may also appear at the public hearing on the date and time specified above.

Mission Springs Water District ("MSWD") le proporciona este aviso de conformidad con el Artículo XIII D de la Constitución de California (también conocido como la "Proposición 218"). Según los términos de la Proposición 218, MSWD debe notificar a los propietarios registrados sobre los cambios propuestos en las tarifas relacionadas con la propiedad, como los servicios de agua y alcantarillado. Este aviso sirve como aviso de que la Junta Directiva de MSWD llevará a cabo una audiencia pública en la fecha, hora y lugar especificados anteriormente, para considerar los ajustes recomendados a los cargos por uso de agua, cargos fijos por servicio de agua y tarifas y cargos por servicio de alcantarillado de MSWD. De aprobarse, los ajustes tarifarios propuestos se implementarán de la siguiente manera: 17 de febrero de 2026, (reflejado en los estados de cuenta emitidos después del 1 de marzo de 2026 (año 1), 1 de enero de 2027 (año 2), 1 de enero de 2028 (año 3), 1 de enero de 2029 (año 4) y 1 de enero de 2030 (año 5), de acuerdo con las tablas aquí incluidas. Cada elemento de la acción propuesta se explica con más detalle a continuación.

Se invita a todos los miembros del público a asistir a la audiencia pública. Además, todos los propietarios y clientes registrados pueden presentar una protesta por escrito contra los cambios tarifarios propuestos. Solo se contabilizará una protesta por escrito por parcela identificada. Por favor refiérase a la Sección 53755 del Código de Gobierno, modificada por la Ley AB 2257 y la sección "¿Cómo puedo participar?" de este documento para obtener instrucciones sobre cómo presentar una protesta formal por escrito contra la acción propuesta. Todas las protestas por escrito serán verificadas. También puede comparecer en la audiencia pública en la fecha y hora especificada anteriormente.

More information is available online at • Hay más información disponible en línea en: www.mswd.org/rates.



WHY AM I RECEIVING THIS NOTICE?

Mission Springs Water District is committed to delivering reliable, high-quality water and sewer service at rates that do not exceed the cost of providing those services, while also maintaining essential infrastructure. Despite rising operational costs due to inflation, MSWD has not increased its rates since 2020.

To ensure rates remain fair and financially sustainable, MSWD engaged an independent consulting firm to prepare a Water and Sewer Cost of Service Study dated August 15, 2025 (the "Study").

The Study found that adjustments to water and sewer service rates and charges are necessary to generate sufficient revenue to cover ongoing operations and capital needs, including:



Maintenance and upgrades to water and sewer systems



Debt service on past and future infrastructure improvements



Continued compliance with Hexavalent Chromium (chromium-6) water quality regulations



Revenue impacts from conservation-driven water use reductions

The proposed rate adjustments comply with California Water Code Section 31007 and maintain existing levels of service while meeting the financial requirements and goals established by MSWD for its water and sewer utilities.



United Way of the Desert

MSWD understands that finances can be tight for many customers. To help those struggling financially, the District partners with Inland SoCal United Way to provide bill payment assistance to qualifying customers.

MSWD customers who meet income eligibility requirements and have a valid photo ID can receive a \$100 credit towards their water bill once during a 12-month period.

As all costs are rising due to inflation, MSWD is working to enhance the assistance available to customers. The District has proposed increasing this annual benefit from a \$100 credit to a \$150 credit. No ratepayer money is used to fund the Help2Others program. Instead, the district uses alternative revenue sources, including cell phone tower leasing fees, to offset program costs.

To view the qualifications and sign up for assistance, scan the code or visit inlandsocaluw.org/help2others



¿POR QUÉ RECIBO ESTE AVISO?

Mission Springs Water District se compromete a brindar un servicio de agua de alta calidad y alcantarillado confiable a tarifas que no excedan el costo de proporcionar esos servicios, manteniendo al mismo tiempo la infraestructura esencial. A pesar del aumento de los costos operativos debido a la inflación, MSWD no ha aumentado sus tarifas desde 2020.

Para garantizar que las tarifas se mantengan justas y financieramente sostenibles, MSWD contrató a una consultora independiente para elaborar un Estudio de Costos del Servicio de Agua y Alcantarillado con fecha del 15 de agosto de 2025 (el "Estudio").

El Estudio concluyó que es necesario ajustar las tarifas y cargos del servicio de agua y alcantarillado para generar ingresos suficientes para cubrir las operaciones en curso y las necesidades de capital, incluyendo:



Mantenimiento y mejoras de los sistemas de agua y alcantarillado



Servicio de la deuda por mejoras de infraestructura pasadas y futuras



Cumplimiento continuo de las normas de calidad del agua relacionadas con el cromo hexavalente (cromo-6)



Impacto en los ingresos por la reducción del consumo de agua impulsada por la conservación

Los ajustes de tarifas propuestos cumplen con la Sección 31007 del Código de Agua de California y mantienen los niveles de servicio existentes al tiempo que cumplen con los requisitos y objetivos financieros establecidos por MSWD para sus servicios de agua y alcantarillado.



United Way of the Desert

MSWD entiende que las finanzas pueden escasear para muchos clientes. Para ayudar a quienes tienen dificultades económicas, el Distrito colabora con Inland SoCal United Way para brindar asistencia con el pago de facturas a los clientes que califican.

Los clientes del MSWD que cumplan con los requisitos de ingresos y presenten una identificación con foto válida pueden recibir un crédito de \$100 en su factura de agua una vez cada 12 meses.

Dado que todos los costos están aumentando debido a la inflación, el MSWD está trabajando para mejorar la asistencia disponible para los clientes. El Distrito ha propuesto aumentar este beneficio anual de un crédito de \$100 a un crédito de \$150. El programa Help2Others no se financia con fondos de los contribuyentes. En su lugar, el distrito utiliza fuentes de ingresos alternativas, como las tarifas de alquiler de torres de telefonía celular, para compensar los costos del programa.

Para ver las calificaciones y registrarse para recibir asistencia, escanee el código o visite **inlandsocaluw.org/help2others**



WHY ARE RATE INCREASES NECESSARY?



INFLATION

Since MSWD last increased rates in 2020, overall consumer prices have risen by about 27%. This sustained inflation has significantly increased the District's costs for essential items such as supplies, equipment, labor costs, building materials, energy, and sludge hauling. These cost increases directly affect MSWD's ability to maintain infrastructure and continue delivering safe, reliable water and sewer service.



AGING SYSTEMS

MSWD was established more than 70 years ago, and the aging system needs repair and replacement to maintain the high level of service customers have come to expect. The latest Water and Sewer Master Plans identified critical improvements needed for much of the district's infrastructure. These include rehabilitating the Terrace Reservoirs, which hold most of MSWD's water storage, and replacing aging pipelines and rehabilitating wells. Without ongoing maintenance and improvements, the district risks running these systems to failure, leading to higher repair costs in the future.



CONSERVATION MANDATES

California has set a statewide goal to reduce average indoor water use to 42 gallons per person per day (GPCD) by 2040. To help meet these goals, MSWD provides tools, services, website resources, leak alerts, water audits, and financial assistance to help customers invest in upgrades that will reduce overall water use, including turf replacement and upgrades for water-efficient appliances. By working together, these efforts will help ensure a reliable water supply for our community now and in the future.



WATER QUALITY REGULATIONS

MSWD is committed to delivering high-quality, award-winning water to our customers for years to come. We are actively enhancing infrastructure as part of our state-mandated chromium-6 compliance efforts, using funds collected for this purpose now and in previous years to help offset system improvement costs.



GROUNDWATER MANAGEMENT REQUIREMENTS

MSWD works as a steward for local groundwater supplies. Effective wastewater treatment and expanded capacity allow for the conversion of more homes from septic systems to sewer services, reducing the threat of groundwater contamination.



Investing for the Future

MSWD funds capital improvement projects through a combination of rates, grants, and low-interest loans to reduce the burden on our customers. Previous rate revenues have been used or set aside to address state water quality regulations and fund infrastructure improvements.

- **\$1 million** used to develop the chromium-6 compliance plan
- **\$5 million** placed into reserves for future chromium-6 projects
- **\$1 million** spent on the design for the Terrace and Vista Reservoir rehabilitation projects
- **\$3.5 million** to build Well 42

The MSWD Board of Directors and staff are dedicated to keeping district costs and customer bills as low as possible.

¿POR QUÉ SON NECESARIOS LOS AUMENTOS DE TARIFAS?



INFLACIÓN

Desde la última vez que MSWD aumentó las tarifas en 2020, los precios al consumidor generales han aumentado alrededor del 27%. Esta inflación sostenida ha aumentado significativamente los costos del Distrito para artículos esenciales como supplies, equipment, labor costs, materiales de construcción, energía y transporte de lodos. Estos aumentos de costos afectan directamente la capacidad de MSWD para mantener la infraestructura y continuar brindando un servicio de agua y alcantarillado seguro y confiable.



SISTEMAS ENVEJECIDOS

MSWD se estableció hace más de 70 años, y el sistema envejecido necesita reparaciones y reemplazos para mantener el alto nivel de servicio que los clientes esperan. Los últimos Planes Maestros de Agua y Alcantarillado identificaron mejoras críticas necesarias para gran parte de la infraestructura del distrito. Estas incluyen la rehabilitación de los embalses Terrace, que contienen la mayor parte del almacenamiento de agua de MSWD, y la sustitución de tuberías obsoletas y rehabilitación de pozos. Sin mantenimiento y mejoras constantes, el distrito corre el riesgo de que estos sistemas fallen, lo que generará mayores costos de reparación en el futuro.



MANDATOS DE CONSERVACIÓN

California ha establecido una meta estatal para reducir el uso promedio de agua en interiores a 42 galones por persona por día (GPCD) para 2040. Para ayudar a cumplir estos objetivos, MSWD proporciona herramientas, servicios, recursos del sitio web, alertas y asistencia ante fugas, auditorías de agua, y asistencia financiera para ayudar a los clientes a invertir en mejoras que reducirán el uso general de agua, incluido el reemplazo de césped y actualizaciones para electrodomésticos de bajo consumo de agua. Al trabajar juntos, estos esfuerzos ayudarán a garantizar un suministro de agua confiable para nuestra comunidad ahora y en el futuro.



REGULACIONES DE CALIDAD DEL AGUA

MSWD se compromete a entregar agua galardonada y de alta calidad a nuestros clientes en los próximos años. Estamos mejorando activamente la infraestructura como parte de nuestros esfuerzos de cumplimiento de cromo-6 exigidos por el estado, utilizando los fondos recaudados para este propósito ahora y en años anteriores para ayudar a compensar costos de mejora del sistema.



REQUISITOS DE GESTIÓN DE AGUAS SUBTERRÁNEAS

MSWD trabaja como administrador de los suministros locales de agua subterránea. El tratamiento eficaz de las aguas residuales y la ampliación de la capacidad permiten la conversión de más hogares de sistemas sépticos a servicios de alcantarillado, lo que reduce la amenaza de contaminación de las aguas subterráneas.

Invirtiendo para el Futuro

MSWD financia proyectos de mejora de capital mediante una combinación de tarifas, subvenciones y préstamos a bajo interés para reducir la carga de nuestros clientes. Los ingresos por tarifas anteriores se han utilizado o reservado para cumplir con las regulaciones estatales sobre la calidad del agua y financiar mejoras de infraestructura.

- **\$ 1 millón** utilizado para desarrollar el plan de cumplimiento de cromo-6
- **\$5 millones** colocados en reservas para futuros proyectos de cromo-6
- **\$1 millón** gastado en el diseño de los proyectos de rehabilitación de Terrace y Vista Reservoir
- **\$3.5 millones** para construir el pozo 42

La Junta Directiva y el personal de MSWD están dedicados a mantener los costos del distrito y las facturas de los clientes lo más bajos posible.

DESCRIPTION OF WATER RATE STRUCTURE

The proposed water rate structure includes four customer classes: single-family residential, multi-family residential, non-residential, and irrigation. Each customer's bill will include two components: a fixed monthly service charge and a variable charge based on the amount of water used. If the proposed rate adjustments are approved by the MSWD Board of Directors, water usage will be billed according to the rates shown in the tables below.

FIXED MONTHLY METER CHARGES CARGOS FIJOS MENSUALES DEL MEDIDOR

These fixed monthly charges are based on the size of the water meter serving a property. For multi-family properties, charges are determined by the number of dwelling units. Both are designed to recover a portion of the District's fixed costs for providing water service. • *Estos cargos fijos mensuales se basan en el tamaño del medidor de agua de la propiedad. Para propiedades multifamiliares, los cargos se determinan según el número de unidades de vivienda. Ambos están diseñados para recuperar una parte de los costos fijos del Distrito por la prestación del servicio de agua.*

PROPOSED MONTHLY FIXED CHARGE BASED ON METER SIZE CARGO FIJO MENSUAL PROPUESTO BASADO EN EL TAMAÑO DEL MEDIDOR

Meter Size Tamaño del Medidor	Existing Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
3/4-inch /pulg.	\$13.63	\$14.73	\$16.06	\$17.50	\$19.08	\$20.79
1-inch /pulg.	\$22.70	\$25.61	\$27.91	\$30.43	\$33.17	\$36.15
1½-inch /pulg.	\$45.39	\$47.37	\$51.63	\$56.28	\$61.35	\$66.87
2-inch /pulg.	\$72.61	\$73.49	\$80.10	\$87.31	\$95.17	\$103.74
3-inch /pulg.	\$136.10	\$156.18	\$170.24	\$185.56	\$202.26	\$220.46
4-inch /pulg.	\$226.79	\$278.06	\$303.09	\$330.36	\$360.10	\$392.50
6-inch /pulg.	\$453.56	\$613.21	\$668.39	\$728.54	\$794.11	\$865.58
8-inch /pulg.	N/A	\$1,048.46	\$1,142.82	\$1,245.68	\$1,357.79	\$1,479.99

PROPOSED MULTI-FAMILY MONTHLY FIXED CHARGE PER UNIT CARGO FIJO MENSUAL POR UNIDAD PROPUESTO PARA VIVIENDAS MULTIFAMILIARES

Existing /Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
\$8.69	\$9.57	\$10.43	\$11.37	\$12.39	\$13.51

PROPOSED PRIVATE FIRE PROTECTION SERVICE CHARGE TARIFA PROPUESTA PARA EL SERVICIO PRIVADO DE PROTECCIÓN CONTRA INCENDIOS

Meter Size Tamaño del Medidor	Existing Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
.3/4-inch /pulg.	N/A	\$4.40	\$4.80	\$5.23	\$5.70	\$6.21
1-inch /pulg.	N/A	\$5.02	\$5.47	\$5.96	\$6.50	\$7.09
1½-inch /pulg.	N/A	\$7.27	\$7.92	\$8.64	\$9.41	\$10.26
2-inch /pulg.	\$6.85	\$11.14	\$12.14	\$13.24	\$14.43	\$15.73
3-inch /pulg.	\$20.60	\$25.02	\$27.27	\$29.73	\$32.40	\$35.32
4-inch /pulg.	\$41.20	\$48.98	\$53.39	\$58.19	\$63.43	\$69.14
6-inch /pulg.	\$114.40	\$134.95	\$147.10	\$160.33	\$174.76	\$190.49
8-inch /pulg.	\$240.00	\$283.23	\$308.72	\$336.51	\$366.79	\$399.80
10-inch /pulg.	\$410.00	\$506.27	\$551.83	\$601.50	\$655.63	\$714.64
12-inch /pulg.	N/A	\$815.40	\$888.79	\$968.78	\$1,055.97	\$1,151.00

In the event of a meter failure, the district will estimate water and or sewer usage based on the process detailed in the district's cost of service study. • *En caso de falla del medidor, el distrito estimará el uso de agua y/o alcantarillado según el proceso detallado en el estudio de costos del servicio del distrito.*

DESCRIPCIÓN DE LA ESTRUCTURA DE TARIFAS DEL AGUA

La estructura tarifaria propuesta incluye cuatro categorías de clientes: residencial unifamiliar, residencial multifamiliar, no residencial y riego. La factura de cada cliente incluirá dos componentes: un cargo fijo mensual por servicio y un cargo variable basado en la cantidad de agua utilizada.

Si la Junta Directiva de MSWD aprueba los ajustes tarifarios propuestos, el consumo de agua se facturará según las tarifas que se muestran en las tablas a continuación.

WATER USAGE CHARGES (PER CCF) (1 CCF=748 GALLONS) CARGOS POR USO DE AGUA (POR CCF) (1 CCF = 748 GALONES)

Water Usage Charges for residential customers consist of two tiers, which will impose higher rates per unit of water as the level of consumption increases. Tier 1 covers the first 13 CCF of water, which includes the system's ability to meet base water demand. Tier 2 rates cover increased costs to supply increased volumes of water at peak times and the costs of increased conservation efforts to ensure MSWD meets state-mandated reductions in water use. Each unit of water is equal to one hundred cubic feet (CCF), or 748 gallons, of water.

Las tarifas por uso de agua para clientes residenciales se dividen en dos niveles, que impondrán tarifas más altas por unidad de agua a medida que aumente el consumo. El Nivel 1 cubre los primeros 13 pies cúbicos (CCF) de agua, lo que incluye la capacidad del sistema para satisfacer la demanda base. Las tarifas del Nivel 2 cubren el aumento de los costos para suministrar mayores volúmenes de agua en horas punta y los costos de las mayores medidas de conservación para garantizar que MSWD cumpla con las reducciones de consumo de agua exigidas por el estado. Cada unidad de agua equivale a cien pies cúbicos (CCF), o 748 galones.

PROPOSED WATER USAGE CHARGES FOR RESIDENTIAL CUSTOMERS CARGOS PROPUESTOS POR EL USO DEL AGUA PARA CLIENTES RESIDENCIALES

Tier / Nivel	Existing Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
Single Family Residential / Residencial Unifamiliar						
Tier 1 (first 13 CCF) <i>Nivel 1 (primeros 13 CCF)</i>	\$2.29	\$2.47	\$2.69	\$2.93	\$3.20	\$3.49
Tier 2 (above 13 CCF) <i>Nivel 2 (más de 13 CCF)</i>	\$3.11	\$3.38	\$3.68	\$4.02	\$4.38	\$4.77
Multi-Family Residential / Residencial Multifamiliar						
Tier 1 (first 8.33 CCF per unit) <i>Nivel 1 (primeros 8.33 CCF por unidad)</i>	\$2.12	\$2.38	\$2.59	\$2.83	\$3.08	\$3.36
Tier 2 (above 8.33 CCF per unit) <i>Nivel 2 (más de 8.33 CCF por unidad)</i>	\$2.87	\$3.12	\$3.40	\$3.71	\$4.04	\$4.40

PROPOSED WATER USAGE CHARGES FOR NON-RESIDENTIAL & IRRIGATION CUSTOMERS CARGOS PROPUESTOS POR USO DE AGUA PARA CLIENTES NO RESIDENCIALES Y DE RIEGO

The Water Usage Charges for non-residential and irrigation customers consist of a single uniform rate. Each unit of water is equal to one hundred cubic feet (CCF), or 748 gallons, of water. • Las Tarifas por Uso de Agua para clientes no residenciales y de riego consisten en una tarifa única y uniforme. Cada unidad de agua equivale a cien pies cúbicos (CCF), o 748 galones.

Customer Type Tipo de Cliente	Existing Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
Non-Residential <i>No Residencial</i>	\$2.72	\$2.95	\$3.22	\$3.50	\$3.82	\$4.16
Irrigation / Riego	\$4.08	\$4.42	\$4.82	\$5.25	\$5.72	\$6.24

SEWER FEES / TARIFAS DE ALCANTARILLADO

MSWD also proposes adjustments to sewer service rates. Residential customers are charged based on fixed rates, while non-residential customers are charged based on water consumption. A description of the proposed sewer rates and charges is provided below. If the proposed rate adjustments are approved by the MSWD Board of Directors, all sewer service will be billed according to the rates shown in the tables below. • *MSWD también propone ajustes a las tarifas del servicio de alcantarillado. Los clientes residenciales pagan tarifas fijas, mientras que los clientes no residenciales pagan según el consumo de agua. A continuación, se describe la propuesta de tarifas y cargos de alcantarillado. Si la Junta Directiva del MSWD aprueba los ajustes propuestos, todo el servicio de alcantarillado se facturará según las tarifas que se muestran en las tablas a continuación.*

PROPOSED SEWER RATES FOR RESIDENTIAL CUSTOMERS

Single-family, multi-family and mobile home residential sewer rates consist of a fixed monthly charge designed to recover the cost of providing sewer service. • *Las tarifas de alcantarillado residenciales para familias individuales, multifamiliares y casas móviles consisten en un cargo mensual fijo diseñado para recuperar el costo de brindar el servicio de alcantarillado.*

Customer Class / Clase de Cliente	Existing Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
Single Family Residential / Residencial Unifamiliar	\$50.16	\$53.75	\$57.51	\$61.54	\$65.85	\$70.46
Multi-Family (per dwelling unit) / Multifamiliar (por unidad de vivienda)	\$31.96	\$34.29	\$36.69	\$39.26	\$42.01	\$44.95
Mobile Home Park (per parking space) / Parque de casas móviles (por espacio de estacionamiento)	\$31.96	\$34.27	\$36.67	\$39.24	\$41.99	\$44.93

PROPOSED SEWER RATES FOR NON-RESIDENTIAL CUSTOMERS

Non-residential sewer rates follow a uniform rate structure, with rates based on customer class and monthly water usage measured in one hundred cubic feet (CCF). For individual non-residential rate information, call (760) 329-6448, ext. 145. • *Las tarifas de alcantarillado no residencial siguen una estructura tarifaria uniforme, con tarifas basadas en la clase de cliente y el consumo mensual de agua medido en cien pies cúbicos (CCF). Para obtener información sobre tarifas individuales no residenciales, llame al (760) 329-6448, ext. 145.*

Customer Class / Clase de Cliente	Existing Existente	Effective /Vigente 2/17/2026	Effective /Vigente 1/1/2027	Effective /Vigente 1/1/2028	Effective /Vigente 1/1/2029	Effective /Vigente 1/1/2030
Retail Store /Tienda Minorista	\$3.83	\$4.10	\$4.39	\$4.70	\$5.03	\$5.38
Office / Oficina	\$3.36	\$3.60	\$3.85	\$4.12	\$4.41	\$4.72
Bar w/o Dining / Bar sin Comedor	\$4.26	\$4.58	\$4.90	\$5.24	\$5.61	\$6.00
Car Wash / Lavadero de Autos	\$3.45	\$3.72	\$3.98	\$4.26	\$4.56	\$4.88
Service Shops / Talleres de Servicio	\$4.66	\$5.00	\$5.35	\$5.72	\$6.12	\$6.55
Laundromat / Lavandería	\$3.60	\$3.87	\$4.14	\$4.43	\$4.74	\$5.07
Hospital / Hospital	\$3.82	\$4.11	\$4.40	\$4.71	\$5.04	\$5.39
Unclassified / Sin Clasificar	\$4.04	\$4.27	\$4.57	\$4.89	\$5.23	\$5.60
Commercial / Comercial	\$3.83	\$4.12	\$4.41	\$4.72	\$5.05	\$5.40
Repair Shop & Service Station / Taller de Reparación y Estación de Servicio	\$4.66	\$5.00	\$5.35	\$5.72	\$6.12	\$6.55
Hotel/Motel w/o Restaurant / Hotel/Motel sin Restaurante	\$4.09	\$4.40	\$4.71	\$5.04	\$5.39	\$5.77
Manufacturing / Fabricación	\$6.08	\$6.53	\$6.99	\$7.48	\$8.00	\$8.56
Hotel/Motel W/Restaurant / Hotel/Motel con Restaurante	\$7.39	\$7.94	\$8.50	\$9.10	\$9.74	\$10.42
Market / Mercado	\$9.38	\$10.07	\$10.77	\$11.52	\$12.33	\$13.19
Mortuary / Funeraria	\$9.38	\$10.06	\$10.76	\$11.51	\$12.32	\$13.18
Restaurant / Restaurante	\$8.77	\$9.41	\$10.07	\$10.77	\$11.52	\$12.33
Beauty Shop / Salón de Belleza	\$3.79	\$4.07	\$4.35	\$4.65	\$4.98	\$5.33
Unclassified / Sin Clasificar	\$4.66	\$4.27	\$4.57	\$4.89	\$5.23	\$5.60
School (nursery) / Escuela (guardería)	\$3.34	\$3.59	\$3.84	\$4.11	\$4.40	\$4.71
Membership Organizations / Organizaciones de Membresía	\$3.34	\$3.59	\$3.84	\$4.11	\$4.40	\$4.71
Government / Gobierno	\$3.36	\$3.61	\$3.86	\$4.13	\$4.42	\$4.73
Park Restroom / Baños de Parque	\$4.01	\$4.32	\$4.62	\$4.94	\$5.29	\$5.66
Religious Organization / Organización Religiosa	\$4.04	\$4.32	\$4.62	\$4.94	\$5.29	\$5.66
School / Escuela	\$3.48	\$3.74	\$4.00	\$4.28	\$4.58	\$4.90

BASIS OF PROPOSED RATE ADJUSTMENT

BASE DEL AJUSTE TARIFARIO PROPUESTO

The proposed water and sewer rate structures and charges were developed by an independent third-party consultant to fairly allocate costs among users based on the cost of providing service.



These rates are based on the Water and Sewer Cost of Service Study, which is available for public review at MSWD offices located at 66575 Second Street, Desert Hot Springs, CA, and online at www.mswd.org/rates.

Las estructuras tarifarias y los cargos propuestos para el agua y el alcantarillado fueron desarrollados por un consultor independiente para distribuir equitativamente los costos entre los usuarios en función del costo de la prestación del servicio.

Estas tarifas se basan en el Water and Sewer Cost of Service Study (Estudio de Costos del Servicio de Agua y Alcantarillado), disponible para consulta pública en las oficinas de MSWD ubicadas en 66575 Second Street, Desert Hot Springs, CA, y en línea en www.mswd.org/rates.

DID YOU KNOW?

¿SABÍAS?

By law, MSWD must charge no more than the actual cost of providing water and sewer services. As a public agency, it cannot generate profit from ratepayers.

Por ley, MSWD no debe cobrar más que el costo real de proporcionar servicios de agua y alcantarillado. Como agencia pública, no puede generar ganancias de los contribuyentes.

PUBLIC HEARING PROCESS

At the public hearing, the Board of Directors will consider all written protests and public comments. If a majority of property owners or customers of record for the affected parcels submit written protests opposing the proposed rate increases, the increases will not be imposed.

If a majority protest is not received, the Board may adopt the proposed changes, but is not obligated to do so.

If adopted, the new rates will take effect on February 17, and be reflective on statements issued after March 1, 2026, with scheduled increases implemented annually over the following five years, as detailed in this document.

PROCESO DE AUDIENCIA PÚBLICA

En la audiencia pública, la Junta Directiva considerará todas las protestas escritas y los comentarios públicos. Si la mayoría de los propietarios o clientes registrados de las parcelas afectadas presentan protestas por escrito oponiéndose a los aumentos de tarifas propuestos, los aumentos no se impondrán. Si no se recibe una protesta mayoritaria, la Junta puede adoptar los cambios propuestos, pero no está obligada a hacerlo.

Si se adoptan, las nuevas tarifas entrarán en vigencia el 17 de febrero y reflejarán las declaraciones emitidas después del 1 de marzo de 2026, con aumentos programados implementados anualmente durante los siguientes cinco años, como se detalla en este documento.

HOW CAN I PARTICIPATE?

MSWD welcomes your input as the Board of Directors reviews the proposed rate changes outlined in this Notice. If you have questions or comments about the proposed rates, you can:



CONTACT US

Reach out by calling **(760) 329-6448, ext. 145**, emailing **PublicAffairs@MSWD.org**, or visiting our website at **www.mswd.org/rates**. The website includes information about the proposed rate adjustments and a copy of the Study.



SUBMIT A FORMAL WRITTEN PROTEST

Owners of properties affected by the proposed rate changes, as well as tenants who will be directly responsible for paying the charges, may file a written protest against the proposed adjustments. However, only one written protest per parcel will be counted when calculating the majority protest, as explained in the "Public Hearing Process" section.

Written protests and objections may be submitted in person at the public hearing, or mailed or delivered to:

Mission Springs Water District
Attention: Secretary of the Board
66575 2nd St., Desert Hot Springs, CA 92240

Protests must be in writing and specify the rate or charge being protested and include:

- Your name
- Parcel number and/or service address
- Your signature

Protests must be received before the close of the Public Hearing in order to be counted towards a majority protest.



SUBMIT A LEGAL OBJECTION

Owners of properties affected by the proposed rate changes, as well as tenants who will be directly responsible for paying the charges, may file a legal objection against the proposed adjustments. Written legal objections must include the following information to be valid:

- Your name, parcel number and/or service address and signature
- The letter must indicate that the submission is a legal objection
- Specify the rate or charge for which the objection is being submitted
- Specify the grounds for alleging Mission Springs Water District's noncompliance with Proposition 218 or other legal requirement. Please note that the specified grounds must be sufficiently detailed to allow the Mission Springs Water District to determine whether alterations to the proposed rates are needed. By way of example, an objection stating a proposed rate change violates Proposition 218, without explaining the basis for this claim, is insufficient for the purpose of exhaustion of administrative remedies.

All written objections must be received before October 17, 2025, at 4 p.m. All timely objections received will also be counted as a protest. Written objections may be submitted in person or mailed or delivered to: Mission Springs Water District, ATTN: Secretary of the Board, 66575 2nd St., Desert Hot Springs, CA 92240

Objections submitted by email or other electronic means will not be accepted as formal written protests. **Failure to submit an objection on time will bar any right to challenge the fee or charge through a legal proceeding.** Please note, only one written protest per parcel will be counted when calculating the majority protest. **Additionally, there is a 120-day statute of limitations** for challenging all water and sewer service rates should the proposed rate adjustments be adopted, which commences the day the proposed rates are adopted. Written protests and objections will be treated as public records once opened.



ATTEND A PUBLIC HEARING

Members of the public are welcome to attend the public hearing regarding the proposed rate changes. The Board will take action on the proposed rates during a hearing that will take place on October 20, 2025, at 4 p.m. in the MSWD Boardroom, located at 66575 2nd St., Desert Hot Springs, CA 92240. Parking and access are off First Street at the rear of the building. At the hearing, all attendees will have an opportunity to speak and provide testimony on the proposed water and sewer service rate adjustments. However, only written protests will count toward a majority protest, as explained in the "Public Hearing Process" section.

¿CÓMO PUEDO PARTICIPAR?

MSWD agradece sus comentarios mientras la Junta Directiva revisa los cambios de tarifas propuestos descritos en este Aviso. Si tiene preguntas o comentarios sobre las tarifas propuestas, puede:



CONTÁCTENOS

Comuníquese llamando al **(760) 329-6448, ext. 145**, enviando un correo electrónico a **PublicAffairs@MSWD.org**, o visitando nuestro sitio web en **www.mswd.org/rates**. El sitio web incluye información sobre los ajustes de tarifas propuestos y una copia del Estudio.



ENVÍA UNA PROTESTA FORMAL POR ESCRITO

Los propietarios de propiedades afectadas por los cambios de tarifas propuestos, así como los inquilinos que serán directamente responsables de pagar los cargos, pueden presentar una protesta por escrito contra los ajustes propuestos. Sin embargo, solo se contará una protesta por escrito por paquete al calcular la protesta mayoritaria, como se explica en la sección "Proceso de audiencia pública".

Las protestas y objeciones escritas pueden presentarse en persona en la audiencia pública, o enviarse por correo o entregarse a:

Mission Springs Water District
Attention: Secretary of the Board
66575 2nd St., Desert Hot Springs, CA 92240

Las protestas deben ser por escrito y especificar la tarifa o el cargo que se protesta e incluir:

- Te llamas
- Número de paquete y/o dirección de servicio
- Tu firma

Las protestas deben recibirse antes del cierre de la Audiencia Pública para que se cuenten para una protesta mayoritaria.



PRESENTE UNA OBJECCIÓN LEGAL

Owners of properties affected by the proposed rate changes, as well as tenants who will be directly responsible for paying the charges, may file a legal objection against the proposed adjustments. Written legal objections must include the following information to be valid:

- Su nombre, número de parcela y/o dirección de servicio y firma
- La carta debe indicar que se trata de una objeción legal
- Especifique la tarifa o cargo por el cual se presenta la objeción
- Especifique los motivos para alegar el incumplimiento de la Proposición 218 u otro requisito legal por parte del Mission Springs Water District. Tenga en cuenta que los motivos especificados deben ser lo suficientemente detallados como para que el Mission Springs Water District pueda determinar si es necesario modificar las tarifas propuestas. Por ejemplo, una objeción que declare que un cambio de tarifa propuesto infringe la Proposición 218, sin explicar el fundamento de esta reclamación, no es suficiente para el agotamiento de los remedios administrativos.

Todas las objeciones por escrito deben recibirse antes del 17 de octubre de 2025 a las 4 p.m. Todas las objeciones recibidas oportunamente también se considerarán una protesta. Las objeciones por escrito pueden presentarse en persona, enviarse por correo o entregarse en persona a: Mission Springs Water District, ATTN: Secretario de la Junta, 66575 2nd St., Desert Hot Springs, CA 92240

Si no presenta una objeción a tiempo, se impedirá cualquier derecho a impugnar la tarifa o el cargo a través de un procedimiento legal. Tenga en cuenta que solo se contará una protesta por escrito por paquete al calcular la protesta mayoritaria. **Además, existe un plazo de prescripción de 120 días para impugnar** todos las tarifas por servicios de agua y alcantarillado en caso de que se adopten los ajustes de tarifas propuestos, que comienza el día en que se adoptan las tarifas propuestas. Las protestas y objeciones escritas se considerarán registros públicos una vez abiertas.



ASISTA A UNA AUDIENCIA PÚBLICA

El público está invitado a asistir a la audiencia pública sobre los cambios tarifarios propuestos. La Junta tomará una decisión sobre las tarifas propuestas durante una audiencia que se llevará a cabo el 20 de octubre de 2025 a las 4 p.m. en la Sala de Juntas de MSWD, ubicada en 66575 2nd St., Desert Hot Springs, CA 92240. El estacionamiento y el acceso se encuentran en First Street, en la parte trasera del edificio. En la audiencia, todos los asistentes tendrán la oportunidad de hablar y brindar testimonio sobre los ajustes tarifarios propuestos a los servicios de agua y alcantarillado. Sin embargo, solo las protestas por escrito se considerarán para una protesta mayoritaria, como se explica en la sección "Proceso de Audiencia Pública".



MISSION SPRINGS WATER DISTRICT
66575 2ND STREET
DESERT HOT SPRINGS, CA 92240-9803

IMPORTANT INFORMATION ABOUT YOUR WATER RATES
INFORMACIÓN IMPORTANTE SOBRE SUS TARIFAS DE AGUA

NOTICE OF PUBLIC HEARING: Concerning Proposed Changes to the MSWD Water Rate Structure and Adjustments to Water, Sewer Service and Consumption Charges

AVISO DE AUDIENCIA PÚBLICA: Sobre los cambios propuestos a la estructura de tarifas de agua de MSWD y los ajustes a los cargos por servicio de agua, alcantarillado y consumo

Monday, October 20, 2025, at 4:00 p.m.
Lunes, 20 de octubre de 2025, a las 4:00 p.m.
MSWD Boardroom (Sala de Juntas), 66575 2nd Street,
Desert Hot Springs, CA 92240

JOIN US AT A PUBLIC MEETING TO LEARN MORE
ÚNASE A NOSOTROS EN UNA REUNIÓN PÚBLICA PARA OBTENER MÁS INFORMACIÓN



MSWD is hosting a series of local bilingual community meetings to provide information and answer your questions. • MSWD está organizando una serie de reuniones comunitarias bilingües locales para brindar información y responder sus preguntas.



Date & Time • Fecha y Hora	Location • Lugar
Tuesday, September 2 • 6:00 p.m. Martes 2 de septiembre	Carl May Community Center (Centro Comunitario)
Tuesday, September 9 • 11:00 a.m. Martes 9 de septiembre	Desert Hot Springs Library : Community Room (Biblioteca)
Tuesday, September 16 • 6:00 p.m. Martes 16 de septiembre	MSWD Boardroom (Sala de Junta)
Tuesday, September 23 • 6:00 p.m. Martes 23 de septiembre	Mission Lakes Country Club: The Lakes Room

If you are interested in scheduling an MSWD presentation for your group or organization, please call (760) 329-6448, ext. 145. • Si está interesado en programar una presentación de MSWD para su grupo u organización, llame al (760) 329-6448, ext. 145.



MSWD Digital Marketing & Website Report

Website, Social, and Marketing Performance

Aug 1 – 31, 2025

Google Ads Campaigns



Impressions
MSWD



Clicks
MSWD



CTR
MSWD

247.1K

540

0.22%

GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Campaign name	Impr.	Clicks	CTR
MSWD Rebates August 2025	149,601	337	0.23%
MSWD Bill Redesign August 2025	81,671	194	0.24%
MSWD Calendar Contest Aug / September 2025	15,825	9	0.06%
	247,097	540	0.22%



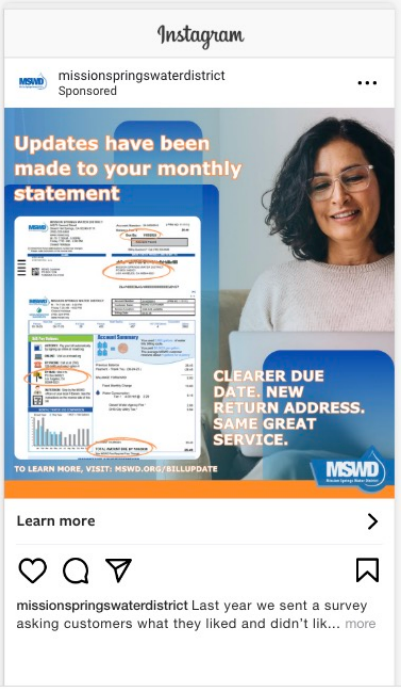
Meta Campaign Performance

Includes Facebook and Instagram campaigns

 Campaign performance

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
MSWD Calendar Contest Fall 2025	89	90,506	16,095	0
MSWD - Bill Redesign - August 2025	70	55,813	36,259	0
MSWD - Rebates - August 2025	54	53,147	38,910	0
MSWD Video Aug 2025 - Customer Service	24	31,132	23,972	0
	237	230,598	59,511	0



Website Information



Users

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

5,668



Views

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

19,493



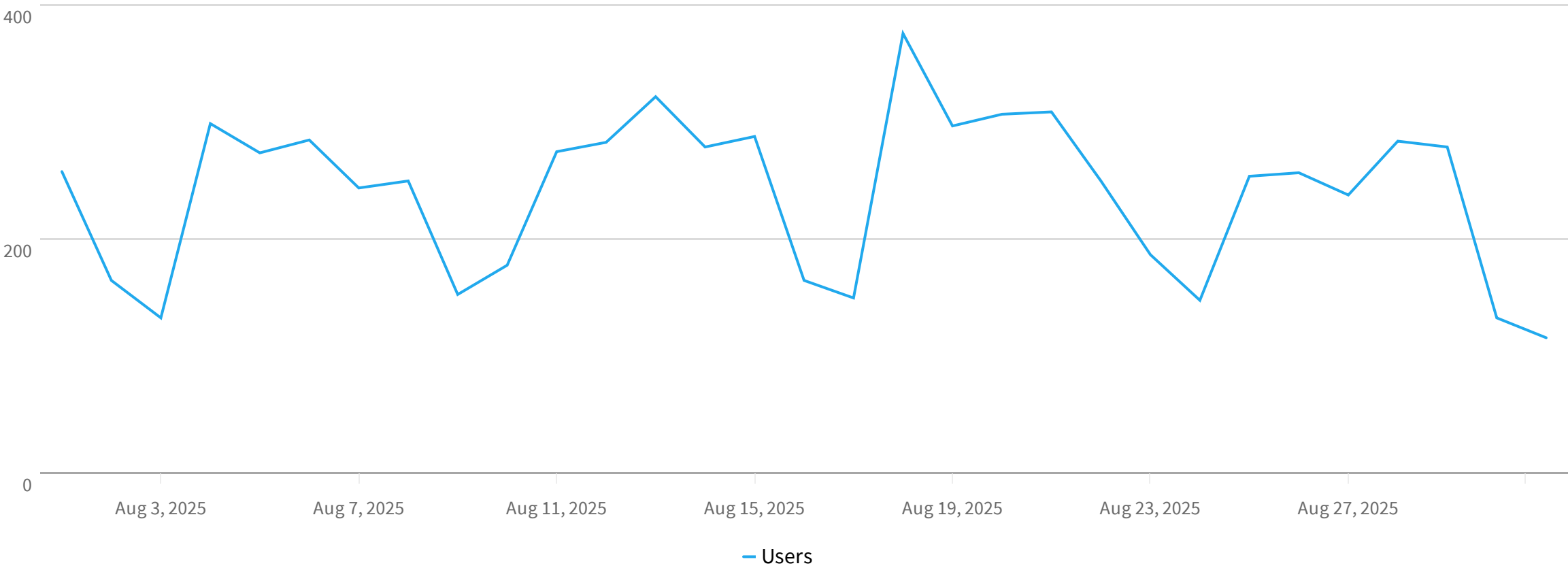
Engaged sessions

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

6,218

Users by Day

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



Page path performance

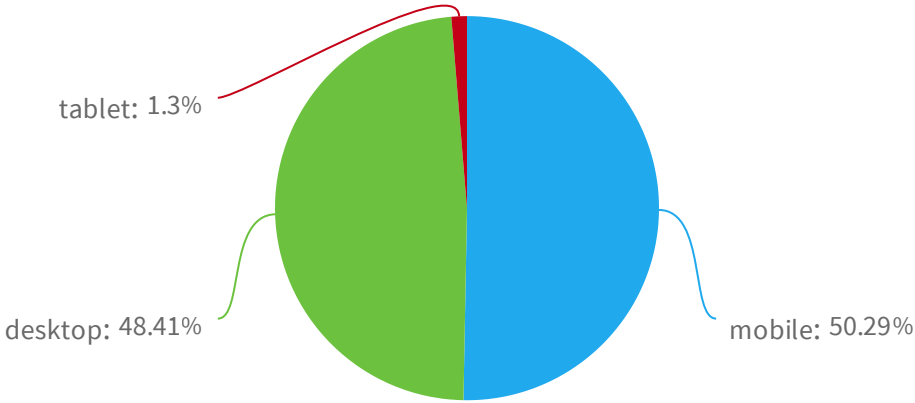
www.mswd.org - http://www.mswd.org - GA4

Page path	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
/	5,488	1.7	3,226	4,310	1.49	22s
/mswd/page/customer-portal	4,522	1.78	2,526	3,407	1.57	15s
/jobs	875	2.63	333	449	2.01	12s
/mswd/page/online-payment-system	759	1.58	473	474	1.17	31s
/mswd/page/bill-pay-options	663	1.39	469	441	1.24	22s
/mswd/page/rebates	630	1.21	513	125	1.19	6s
/mswd/page/application-water-service	444	2.48	178	224	1.52	4m 8s
/mswd/page/careers	437	1.76	247	365	1.68	16s
/mswd/page/small-changes-big-impact	363	1.25	277	85	1.24	11s
/search	336	2.04	164	180	1.2	52s
	19,493	3.4	5,668	6,218	1.66	1m 2s



Engaged sessions by Device category

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



Users by City

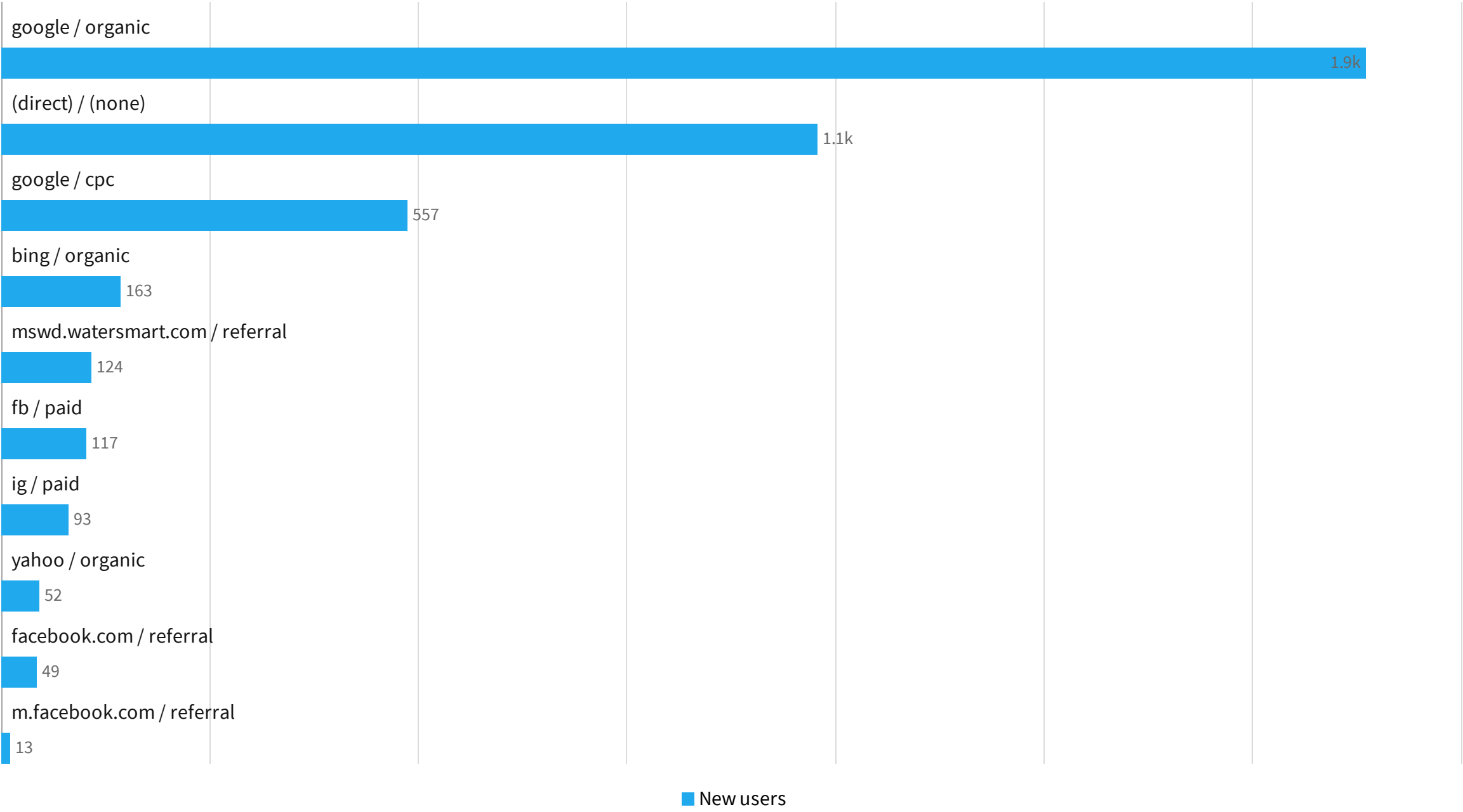
www.mswd.org - http://www.mswd.org - GA4

City	Users
Los Angeles	1,231
Desert Hot Springs	1,156
Indio	242
Riverside	207
Palm Springs	156
San Diego	154
La Quinta	139
Palm Desert	93
(not set)	73
Cathedral City	71
	5,668



New users by First user source / medium

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



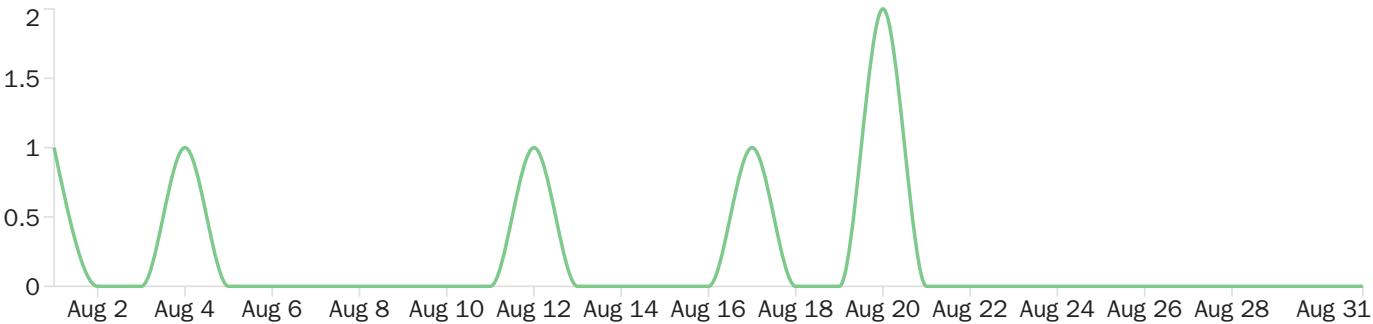
Loom.ly Account Overview (August 1 - 31, 2025)

Total Clicks

6

-2 (-25.0%)

Clicks Over Time

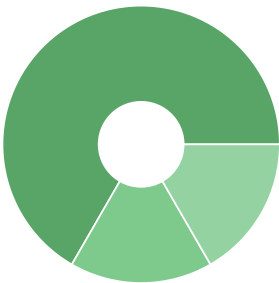


Click Sources



Other

Click Locations



United States of America Singapore Hong Kong

Facebook Account Overview (August 1 - 31, 2025)

Posts Published		Total Likes		New Likes		Unlikes	
13		1,414		7		5	
+3 (30.0%)		+2 (0.1%)		-2 (-22.2%)		-2 (-28.6%)	

Total Reach	Organic Reach		Paid Reach		Impressions		Video Views	
115,815	4,274		112,230		181,578		1,691	
+7,342 (6.8%)	+2,324 (119.2%)		+5,557 (5.2%)		+50,518 (38.5%)		+1,388 (458.1%)	

3 Highest Reach Posts

	National Backflow Day Today is National Backflow Prevention Day! You may see ...	340
	Field Customer Service Our Customer Service Team is here to help if you ever hav...	181
	Water Quality Month Sometimes when maintaining important infrastructure to pr...	175

3 Most Shared Posts

	Calendar Contest It's here, the 2026 Student Calendar Drawing Contest has ...	8
	Blood Drive Promo 🩸 Join us to give blood and to help save lives! 🩸 Sign u...	5
	Calendar Winner Zyon from Cabot Yerxa Elementary School reminds us that v...	2

3 Lowest Reach Posts



Water Matters Newsletter
💧 Stay in the Know with MSWD! 💧
Check out the latest news ...

63



74



Fix Leaks
💧 A small drip can make a BIG difference!
Did you know a...

81

3 Least Shared Posts



Labor Day Closed
💧 Happy Labor Day Weekend! 💧
In observance of Labor Day t...

0



Field Customer Service
Our Customer Service Team is here to help if you ever hav...

0



Water Quality Month
Sometimes when maintaining important infrastructure to pr...

0

Likes By Country

- 1. United States of America (1,371 likes)
- 2. Mexico (18 likes)
- 3. France (4 likes)
- 4. Canada (2 likes)
- 5. Kenya (2 likes)

Likes By City

- 1. Desert Hot Springs, CA (613 likes)
- 2. Indio, CA (66 likes)
- 3. Palm Springs, CA (66 likes)
- 4. Cathedral City, CA (56 likes)
- 5. La Quinta, CA (53 likes)

Facebook Post Metrics (August 1 - 31, 2025)

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
August 30, 2025 11:11 AM PDT	 Image	 Labor Day Closed 💧 Happy Labor Day Weekend! 💧 In observance of Labor Day the MSWD offices will be closed Monday, September 1st; however, we are still here for you 24/7/365 in case of an emergency! Call 760-329-6448...	Customer Service	103	5	0	0	2	0
August 29, 2025 5:18 PM PDT	 Image	 Field Customer Service Our Customer Service Team is here to help if you ever have questions about your monthly statement, want to double-check a meter reading, or to find out how to see if you have a leak by looking at y...	Customer Service	181	10	0	0	14	0
August 22, 2025 1:11 PM PDT	 Video	 Water Quality Month Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view. Reservoirs hold water that will eventually be distributed for drinking. Regular inspectio...	Water Quality	175	11	0	0	9	78

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
August 21, 2025 1:11 PM PDT	 Image	 Water Matters Newsletter 💧 Stay in the Know with MSWD! 💧 Check out the latest news in the Water Matters Newsletter. Find the monthly newsletter in with your paper bill statement, E-Bill digital statement (scroll down to vie...		63	5	0	0	0	0
August 20, 2025 5:40 PM PDT	 Video	 Calendar Winner Zyon from Cabot Yerxa Elementary School reminds us that visiting a commercial car wash instead of washing vehicles at home is one of the many opportunities to conserve water. Many commercial car ...	Conservation/Rebates	141	11	0	2	1	66
August 18, 2025 5:36 PM PDT	 Image	 Fix Leaks 💧 A small drip can make a BIG difference! Did you know a leaky faucet can waste over 3,000 gallons of water a year? That's like letting 180 showers go right down the drain. Fixing leaks is one of...	Conservation/Rebates Customer Service	81	5	0	0	0	0
August 16, 2025 1:10 PM PDT	 Simple Status			74	10	0	1	7	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
August 16, 2025 11:11 AM PDT	 Image	 National Backflow Day Today is National Backflow Prevention Day! You may see Joe out and about testing more than 1,300 devices across the MSWD service area. Why is testing the backflow devices important, and you also...	Event Water Quality	340	12	0	0	17	0
August 15, 2025 7:14 PM PDT	 Video	 Calendar Contest It's here, the 2026 Student Calendar Drawing Contest has begun! Mission Springs Water District is accepting entries into the annual calendar drawing contest taking place now through October 1, 20...	Event Conservation/Rebates	82	11	0	8	9	142
August 13, 2025 6:30 PM PDT	 Image	 Blood Drive Promo 🩸 Join us to give blood and to help save lives! 🩸 Sign up now for the MSWD Blood Drive on Wednesday, August 20. To schedule an appointment, call 800.879.4484, or visit Istream.org/mswd. Walk-ins a...	Event	130	23	0	5	12	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
August 11, 2025 3:33 PM PDT	 Video	 National Dig Alert Day 8/11 Did you know that National Dig Alert Day is 8/11? Before you start a new home project, or landscaping your yard, call 811 or visit california811.org before you dig - not only is it the law, utili...	Customer Service	85	6	0	1	1	31
August 06, 2025 4:41 PM PDT	 Image	 Water Quality Month 💧 August is National Water Quality Month! 💧 Did you know this month is dedicated to raising awareness about the importance of clean water and protecting our precious water resources? MSWD is commi...	Conservation/Rebates Water Quality	114	7	0	0	2	0
August 04, 2025 3:31 PM PDT	 Image	 Bill Update 💧 Small Changes - Big Impact 💧 Last year we sent a survey asking customers what they liked and didn't like about their bill statement. The overwhelming feedback was that the due date was hard to fi...	Customer Service	92	6	0	0	6	0
Total				1,661	122	0	17	80	317

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
Average				127.8	9.4	0.0	1.3	6.2	24.4

Twitter Account Overview (August 1 - 31, 2025)

Tweets Published

11

+1 (10.0%)

Total Likes

0

Total Retweets

0

Total Followers

106

-1 (-0.9%)

Following

101

+3 (3.1%)

3 Most Retweeted Posts



Bill Update

💧 Small Changes - Big Impact 💧 Last year we sent a survey asking customers what they liked and didn't like about their ...

0



Water Quality Month

💧 August is National Water Quality Month! 💧 Want to learn more about what goes into keeping your water clean and relia...

0



National Dig Alert Day 8/11

National Dig Alert Day is 8/11 🚧 Before you start a new home project, call 811 or visit <https://t.co/fftp5qRL1w> befor...

0

3 Most Liked Posts



Bill Update

💧 Small Changes - Big Impact 💧 Last year we sent a survey asking customers what they liked and didn't like about their ...

0



Water Quality Month

💧 August is National Water Quality Month! 💧 Want to learn more about what goes into keeping your water clean and relia...

0



National Dig Alert Day 8/11

National Dig Alert Day is 8/11 🚧 Before you start a new home project, call 811 or visit <https://t.co/fftp5qRL1w> befor...

0

3 Least Retweeted Posts



Labor Day Closed

💧 Happy Labor Day Weekend! 💧 In observance of Labor Day the MSWD offices will be closed Monday, September 1st; however,...

0



Field Customer Service

Our Customer Service Team is here to help if you ever want to double-check a meter reading, or to find out how to see...

0



Water Quality Month

Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view. We are prou...

0

3 Least Liked Posts



Labor Day Closed

💧 Happy Labor Day Weekend! 💧 In observance of Labor Day the MSWD offices will be closed Monday, September 1st; however,...

0



Field Customer Service

Our Customer Service Team is here to help if you ever want to double-check a meter reading, or to find out how to see...

0



Water Quality Month

Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view. We are prou...

0

Twitter Post Metrics (August 1 - 31, 2025)

Date	Format	Post	Labels	Retweets	Likes
August 30, 2025 11:11 AM PDT	 Image	 Labor Day Closed 💧 Happy Labor Day Weekend! 💧 In observance of Labor Day the MSWD offices will be closed Monday, September 1st; however, we are still here for you 24/7/365 in case of an emergency! Call 760-329-6448 f...	Customer Service	0	0
August 29, 2025 5:18 PM PDT	 Image	 Field Customer Service Our Customer Service Team is here to help if you ever want to double-check a meter reading, or to find out how to see if you have a leak by looking at your meter. We can walk you through how to rea...	Customer Service	0	0
August 22, 2025 1:11 PM PDT	 Video	 Water Quality Month Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view. We are proud that we work hard to safeguard our drinking water so we can continue to provid...	Water Quality	0	0

Date	Format	Post	Labels	Retweets	Likes
August 21, 2025 1:11 PM PDT	 Image	 Water Matters Newsletter 💧 Stay in the Know with MSWD! 💧 Check out the latest news in the Water Matters Newsletter. Find the monthly newsletter in with your paper bill statement, E-Bill digital statement (scroll down to view)...		0	0
August 18, 2025 5:36 PM PDT	 Image	 Fix Leaks 💧 A small drip can make a BIG difference! Did you know a leaky faucet can waste over 3,000 gallons of water a year? If you stop by our lobby or email conservation@mswd.org with your address and acc...	Conservation/Rebates Customer Service	0	0
August 16, 2025 11:11 AM PDT	 Image	 National Backflow Day Today is National Backflow Prevention Day! Backflow is a critical part of water quality, aims to prevent contamination of the public drinking water system. To learn more, visit: https://t.co/83EqVZ...	Event Water Quality	0	0

Date	Format	Post	Labels	Retweets	Likes
August 15, 2025 7:14 PM PDT	 Video	 Calendar Contest News Release: Mission Springs Water District is accepting entries into the 2026 calendar drawing contest taking place now through October 1, 2025. For more information or to download an entry form,...	Event Conservation/Rebates	0	0
August 13, 2025 6:30 PM PDT	 Image	 Blood Drive Promo Join us to give blood and to help save lives! Sign up now for the MSWD Blood Drive on Wednesday, August 20. To schedule an appointment, call 800.879.4484, or visit https://t.co/OR2JYVdsNM. MSWD Boa...	Event	0	0
August 11, 2025 3:32 PM PDT	 Video	 National Dig Alert Day 8/11 National Dig Alert Day is 8/11 🚜 Before you start a new home project, call 811 or visit https://t.co/fftp5qRL1w before you dig - not only is it the law, utility lines can be as shallow as 18" belo...	Customer Service	0	0

Date	Format	Post	Labels	Retweets	Likes
August 06, 2025 4:41 PM PDT	 Image	 Water Quality Month 💧 August is National Water Quality Month! 💧 Want to learn more about what goes into keeping your water clean and reliable? Check out the 2024 Water Quality Report online in English or Spanish: https...	Conservation/Rebates Water Quality	0	0
August 04, 2025 3:32 PM PDT	 Image	 Bill Update 💧 Small Changes - Big Impact 💧 Last year we sent a survey asking customers what they liked and didn't like about their bill statement, based on the feedback, small changes have been made. To learn mo...	Customer Service	0	0
Total				0	0
Average				0.0	0.0

Instagram Account Overview (August 1 - 31, 2025)

Posts Published 13 +3 (30.0%)	Total Followers 494 +9 (1.9%)	New Followers 13 +7 (116.7%)	Reach 52,691 -24,541 (-31.8%)
3 Most Liked Posts  Water Quality Month Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view. Reservoir... 22  Every bolt tightened, every test taken, every mile of pipeline cared for is a commitment to protect our groundwater -... 15  Calendar Winner Zyon from Cabot Yerxa Elementary School reminds us that visiting a commercial car wash instead of washing vehicles at... 11		3 Most Commented Posts  Calendar Contest It's here, the 2026 Student Calendar Drawing Contest has begun! Mission Springs Water District is accepting entries... 5  Every bolt tightened, every test taken, every mile of pipeline cared for is a commitment to protect our groundwater -... 1  National Backflow Day Today is National Backflow Prevention Day! You may see Joe out and about testing more than 1,300 devices across the... 1	

3 Least Liked Posts



Water Matters Newsletter

💧 Stay in the Know with MSWD! 💧

4

Check out the latest news in the Water Matters Newsletter. Find the monthly newsletter...



Calendar Contest

It's here, the 2026 Student Calendar Drawing Contest has begun!

6

Mission Springs Water District is accepting entries...



Bill Update

💧 Small Changes - Big Impact 💧

6

Last year we sent a survey asking customers what they liked and didn't like about thei...

3 Least Commented Posts



Labor Day Closed

💧 Happy Labor Day Weekend! 💧

0

In observance of Labor Day the MSWD offices will be closed Monday, September 1st; howeve...



Water Quality Month

Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view.

0

Reservoir...



Water Matters Newsletter

💧 Stay in the Know with MSWD! 💧

0

Check out the latest news in the Water Matters Newsletter. Find the monthly newsletter...

Instagram Story Metrics (August 1 - 31, 2025)

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
August 31, 2025 1:44 PM PDT			4	23	20	0	16	-
August 31, 2025 1:44 PM PDT			-	21	20	0	20	-
August 31, 2025 1:44 PM PDT			1	23	21	0	20	-
August 31, 2025 1:44 PM PDT			-	25	22	0	21	2
August 31, 2025 1:44 PM PDT			2	28	23	0	21	1
August 31, 2025 1:44 PM PDT			1	27	23	0	20	2

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
August 31, 2025 1:43 PM PDT			3	31	25	0	21	-
August 29, 2025 8:25 PM PDT			6	23	20	0	14	1
August 29, 2025 8:25 PM PDT			4	24	22	0	18	-
August 29, 2025 8:25 PM PDT			1	25	23	0	21	-
August 29, 2025 8:24 PM PDT			2	26	25	0	23	-
August 29, 2025 8:24 PM PDT			-	29	25	0	26	3

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
August 29, 2025 8:24 PM PDT			-	29	25	0	26	-
August 29, 2025 8:24 PM PDT			3	35	29	0	24	1
August 22, 2025 7:06 PM PDT			2	21	20	0	17	1
August 22, 2025 7:06 PM PDT			1	25	19	0	16	2
August 22, 2025 7:06 PM PDT			1	25	19	0	18	2
August 22, 2025 7:06 PM PDT			1	21	19	0	19	-
August 22, 2025 7:05 PM PDT			2	22	21	0	18	-
August 22, 2025 7:05 PM PDT			2	24	23	0	18	1
August 22, 2025 7:05 PM PDT			6	38	30	0	20	1

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
August 20, 2025 6:03 PM PDT			2	19	18	0	16	-
August 20, 2025 6:03 PM PDT			-	20	18	0	18	1
August 20, 2025 6:02 PM PDT			1	22	19	0	19	1
August 20, 2025 6:02 PM PDT			1	24	20	0	19	2
August 20, 2025 6:01 PM PDT			3	31	25	0	21	-
August 15, 2025 9:47 PM PDT			-	19	20	0	18	-
August 15, 2025 9:47 PM PDT			1	19	20	0	18	-
August 15, 2025 9:47 PM PDT			-	19	20	0	19	1
August 15, 2025 9:47 PM PDT			-	19	20	0	20	-
August 15, 2025 9:47 PM PDT			2	22	21	0	16	1

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
August 15, 2025 9:46 PM PDT			1	21	21	0	19	-
August 11, 2025 4:00 PM PDT			2	26	24	0	20	1
August 11, 2025 4:00 PM PDT			1	25	24	0	23	2
August 11, 2025 4:00 PM PDT			1	28	26	0	22	2
August 11, 2025 3:59 PM PDT			3	28	27	0	25	1
August 11, 2025 3:59 PM PDT			-	31	29	0	26	1
August 11, 2025 3:59 PM PDT			4	35	33	0	26	-
August 06, 2025 5:27 PM PDT			3	31	24	0	23	-
August 06, 2025 5:27 PM PDT			-	24	24	0	23	1
August 06, 2025 5:27 PM PDT			1	26	25	0	24	1

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
August 06, 2025 5:26 PM PDT			-	27	25	0	23	1
August 06, 2025 5:26 PM PDT			2	27	25	0	24	2
August 06, 2025 5:26 PM PDT			2	30	27	0	24	-

Instagram Post Metrics (August 1 - 31, 2025)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
August 30, 2025 11:11 AM PDT	 Image	 Labor Day Closed 💧 Happy Labor Day Weekend! 💧 In observance of Labor Day the MSWD offices will be closed Monday, September 1st; however, we are still here for you 24/7/365 in case of an emergency! Call 760-329-6448...	Customer Service	7	0	174	75	7	9.33%	0	174
August 29, 2025 5:19 PM PDT	 Image	 Field Customer Service Our Customer Service Team is here to help if you ever have questions about your monthly statement, want to double-check a meter reading, or to find out how to see if you have a leak by looking at y...	Customer Service	8	1	408	227	9	3.96%	0	408
August 22, 2025 1:11 PM PDT	 Video	 Water Quality Month Sometimes when maintaining important infrastructure to protect water quality, the work comes with a view. Reservoirs hold water that will eventually be distributed for drinking. Regular inspectio...	Water Quality	22	0	413	250	22	8.8%	0	413

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
August 21, 2025 1:11 PM PDT	 Image	 Water Matters Newsletter 💧 Stay in the Know with MSWD! 💧 Check out the latest news in the Water Matters Newsletter. Find the monthly newsletter in with your paper bill statement, E-Bill digital statement (scroll down to vie...		4	0	223	67	4	5.97%	0	223
August 20, 2025 5:41 PM PDT	 Video	 Calendar Winner Zyon from Cabot Yerxa Elementary School reminds us that visiting a commercial car wash instead of washing vehicles at home is one of the many opportunities to conserve water. Many commercial car ...	Conservation/Reba...	11	0	546	440	11	2.5%	0	546
August 18, 2025 5:36 PM PDT	 Image	 Fix Leaks 💧 A small drip can make a BIG difference! Did you know a leaky faucet can waste over 3,000 gallons of water a year? That's like letting 180 showers go right down the drain. Fixing leaks is one of...	Conservation/Reba... Customer Service	7	0	238	79	7	8.86%	0	238

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
August 16, 2025 11:11 AM PDT	 Image	 National Backflow Day Today is National Backflow Prevention Day! You may see Joe out and about testing more than 1,300 devices across the MSWD service area. Why is testing the backflow devices important, and you also...	Event Water Quality	10	1	190	71	11	15.49%	0	190
August 15, 2025 7:15 PM PDT	 Video	 Calendar Contest It's here, the 2026 Student Calendar Drawing Contest has begun! Mission Springs Water District is accepting entries into the annual calendar drawing contest taking place now through October 1, 20...	Event Conservation/Reba...	6	5	459	301	12	3.99%	1	459
August 14, 2025 4:52 PM PDT	 Video	 Every bolt tightened, every test taken, every mile of pipeline cared for is a commitment to protect our groundwater - for you, your family, and future generations. 💙💧 Clean water doesn't happen by ...		15	1	628	278	16	5.76%	0	628

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
August 13, 2025 6:30 PM PDT	 Image	 Blood Drive Promo 🩸 Join us to give blood and to help save lives! 🩸 Sign up now for the MSWD Blood Drive on Wednesday, August 20. To schedule an appointment, call 800.879.4484, or visit Istream.org/mswd. Walk-ins a...	Event	8	0	240	78	8	10.26%	0	240
August 11, 2025 3:33 PM PDT	 Video	 National Dig Alert Day 8/11 Did you know that National Dig Alert Day is 8/11? Before you start a new home project, or landscaping your yard, call 811 or visit california811.org before you dig - not only is it the law, utili...	Customer Service	8	0	185	113	8	7.08%	0	185
August 06, 2025 4:41 PM PDT	 Image	 Water Quality Month 💧 August is National Water Quality Month! 💧 Did you know this month is dedicated to raising awareness about the importance of clean water and protecting our precious water resources? MSWD is commi...	Conservation/Reba... Water Quality	9	0	381	94	10	10.64%	1	381

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
August 04, 2025 3:32 PM PDT	 Image	 Bill Update 💧 Small Changes - Big Impact 💧 Last year we sent a survey asking customers what they liked and didn't like about their bill statement. The overwhelming feedback was that the due date was hard to fi...	Customer Service	6	0	274	68	6	8.82%	0	274
Total				121	8	4,359	2,141	131		2	4,359
Average				9.3	0.6	335.3	164.7	10.1	6.12%	0.2	335.3

LinkedIn Account Overview (August 1 - 31, 2025)

Posts Published 0 -1 (-100.0%)	Likes 2 -9 (-81.8%)	Views 47 -10 (-17.5%)	Followers 463 +5 (1.1%)
Comments 0	Impressions 198 -777 (-79.7%)	Clicks 17 -48 (-73.8%)	Engagement Rate 10.32% +0.0 (1.2%)

LinkedIn Post Metrics (August 1 - 31, 2025)									
Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
No posts found within the selected date range.									
Total									
Average									



APPENDIX D – Financial Information

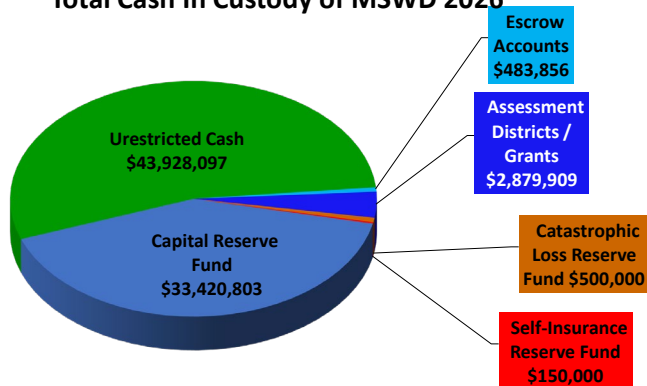
MISSION SPRINGS WATER DISTRICT
COMBINED FUNDS
DISTRICT SUMMARY
JULY 1, 2025 TO JULY 31, 2025

YEAR TO DATE					JULY 1, 2024 TO JULY 31, 2024			
ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE AMOUNT	FAVORABLE (UNFAVORABLE) VARIANCE PERCENT		ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE AMOUNT	FAVORABLE (UNFAVORABLE) VARIANCE PERCENT
1,489,591	1,727,735	(238,144)	-14%	OPERATING REVENUE:	1,762,296	1,699,144	63,152	4%
819,578	2,244,226	1,424,649	63%	OPERATING EXPENSE:	1,817,024	2,125,420	308,396	15%
670,013	(516,491)	1,186,504	-230%	NET OPERATING INCOME	(54,728)	(426,276)	371,548	87%
168,080	786,182	(618,102)	-79%	ADD NON-OPERATING REVENUE	777,662	466,750	310,912	67%
49,872	98,196	48,324	49%	LESS NON-OPERATING EXPENSE	123,480	56,775	(66,705)	-117%
118,209	687,986	(569,777)	-83%	NET NON-OPERATING INCOME	654,182	409,975	244,207	60%
788,222	171,495	616,727	360%	NET INCOME	599,454	(16,301)	615,755	-3777%

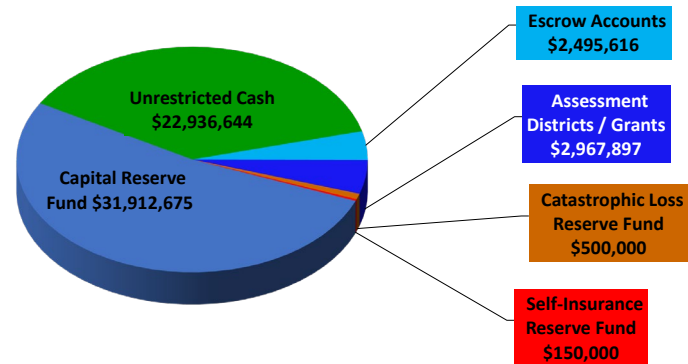
OTHER INFORMATION

	6.20	DEBT SERVICE RATIO	3.60
	3.21%	INVESTMENT RETURN	2.25%
EARNED \$	65,350	WELLS FARGO LOAN INTEREST	\$ 51,000 PAID
\$ 82,272,246		CASH - JULY 1	\$ 62,721,338
\$ (909,583)		INCREASE/(DECREASE) IN CASH	\$ (1,758,504)
<u>\$ 81,362,664</u>		CASH - END OF PERIOD	<u>\$ 60,962,833</u>
WELLS FARGO \$	43,928,097	UNRESTRICTED CASH	\$ 22,936,644
WELLS FARGO \$	2,879,909	RESTRICTED - ASSESSMENT DISTRICTS	\$ 2,967,897
US BANK \$	483,856	RESTRICTED - ESCROW ACCOUNTS	\$ 2,495,616
CALTRUST \$	7,374,195	RESTRICTED - SHORT TERM FUND	\$ 7,051,177
CALTRUST \$	23,750,190	RESTRICTED - MEDIUM TERM FUND	\$ 22,698,919
CALTRUST \$	2,946,418	RESTRICTED - LIQUIDITY FUND	\$ 2,812,579
<u>\$ 81,362,664</u>		RESTRICTED TOTAL CASH	<u>\$ 60,962,833</u>

Total Cash In Custody of MSWD 2026



Total Cash In Custody of MSWD 2025



**MISSION SPRINGS WATER DISTRICT
CAPITAL IMPROVEMENT PROJECTS - ONGOING
JULY 31, 2025**

PAUSED

**MISSION SPRINGS WATER DISTRICT
CAPITAL IMPROVEMENT PROJECTS - PAUSED
JULY 31, 2025**

JOBNO	PROJECT TITLE	BEG BAL 07-01-2025	YEAR TO DATE 07-31-25	2026 BUDGET	FY 2026 BUDGET TO ACTUAL	TOTAL COST	ADOPTED BUDGET	BALANCE OF BUDGET	BUDGET LEFT	DEPARTMENT RESPONSIBLE
11087	HORTON WWTP EXPANSION #5	152,615.52	0.00	0.00	0.00	152,615.52	13,404,000.00	13,251,384.48	99%	ENGINEERING
11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46	0.00	0.00	0.00	70,708.46	80,000.00	9,291.54	12%	ENGINEERING
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44	0.00	0.00	0.00	594,668.44	652,000.00	57,331.56	9%	ENGINEERING
11556	HHWTP ASU DEMOLITION	45,077.20	0.00	0.00	0.00	45,077.20	167,275.00	122,197.80	73%	ENGINEERING
11557	HHWTP PERCOLATION PONDS (2)	350,213.58	0.00	29,786.00	29,786.00	350,213.58	380,000.00	29,786.42	8%	WASTEWATER
11598	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86	0.00	0.00	0.00	1,451.86	155,000.00	153,548.14	99%	ENGINEERING
11599	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91	0.00	0.00	0.00	25,947.91	226,288.00	200,340.09	89%	ENGINEERING
11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25	0.00	35,763.00	35,763.00	88,417.25	124,180.00	35,762.75	29%	PRODUCTION
11604	PAVEMENT REPAIRS - CORP YARD	43,757.39	0.00	50,000.00	50,000.00	43,757.39	345,575.00	301,817.61	87%	ENGINEERING
11607	TERRACE RESERVOIR NO. 1	30,667.76	0.00	2,723,675.00	2,723,675.00	30,667.76	2,754,343.00	2,723,675.24	99%	ENGINEERING
11608	TERRACE RESERVOIR NO. 2	32,374.80	0.00	2,782,086.00	2,782,086.00	32,374.80	2,814,461.00	2,782,086.20	99%	ENGINEERING
11609	TERRACE RESERVOIR NO. 3	30,882.54	0.00	2,330,480.00	2,330,480.00	30,882.54	2,361,363.00	2,330,480.46	99%	ENGINEERING
11610	VISTA RESERVOIR NO. 2	127,028.72	0.00	848,399.00	848,399.00	127,028.72	975,427.00	848,398.28	87%	ENGINEERING
11613	HHWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68	0.00	25,000.00	25,000.00	343.68	150,000.00	149,656.32	100%	ENGINEERING
11617	HHWTP SCADA UPGRADES	40,080.36	0.00	25,000.00	25,000.00	40,080.36	129,008.00	88,927.64	69%	WASTEWATER
11622	2020 WATER CIP PIPELINE REPLACEMENT	308,076.69	0.00	250,000.00	250,000.00	308,076.69	2,264,975.00	1,956,898.31	86%	ENGINEERING
11657	SEWER SYSTEM COLLECTIONS	561,007.76	0.00	188,992.00	188,992.00	561,007.76	750,000.00	188,992.24	25%	ENGINEERING
11665	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86	0.00	50,000.00	50,000.00	2,366.86	225,075.00	222,708.14	99%	PRODUCTION
11666	EMERGENCY BACKUP GENERATOR WELL 27/31	20,289.15	0.00	389,142.00	389,142.00	20,289.15	411,002.00	390,712.85	95%	ENGINEERING
11667	EMERGENCY BACKUP GENERATOR WELL 32	20,221.64	0.00	278,564.00	278,564.00	20,221.64	300,331.00	280,109.36	93%	ENGINEERING
11668	EMERGENCY BACKUP GENERATOR WELL 37	20,252.01	0.00	278,527.00	278,527.00	20,252.01	300,331.00	280,078.99	93%	ENGINEERING
11693	GQPP AREA D3-1 SEWER DESIGN	75,443.30	0.00	2,260,075.00	2,260,075.00	75,443.30	2,334,765.00	2,259,321.70	97%	ENGINEERING
11720	WELL REHAB PROGRAM DESIGN - 2022 FY	68,918.31	0.00	51,082.00	51,082.00	68,918.31	120,000.00	51,081.69	43%	PRODUCTION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	99,661.00	99,661.00	35,339.27	135,000.00	99,660.73	74%	ADMINISTRATION
11809	13TH AVE DAMAGE: TSTORM HILARY	213,603.68	0.00	3,025.00	3,025.00	213,603.68	220,000.00	6,396.32	3%	ENGINEERING
11810	THOMAS DR DAMAGE: TSTORM HILARY	277,416.09	0.00	2,370.00	2,370.00	277,416.09	285,000.00	7,583.91	3%	ENGINEERING
11811	INDIAN CANYON DAMAGE: TSTORM HILARY	17,740.48	0.00	212,260.00	212,260.00	17,740.48	230,000.00	212,259.52	92%	ENGINEERING
11813	MISSION LAKES DAMAGE: TSTORM HILARY	498,656.06	0.00	3,950.00	3,950.00	498,656.06	520,000.00	21,343.94	4%	ENGINEERING
11876	GQPP AD18 D3 PHS 1 WATER MAIN REPLACE: DESIGN	59,749.15	0.00	2,007,225.00	2,007,225.00	59,749.15	2,067,000.00	2,007,250.85	97%	CONSTRUCTION & MAINT.
TOTAL		3,813,315.92	0.00	14,925,062.00	14,925,062.00	3,813,315.92	34,882,399.00	31,069,083.08	89%	
29	Records Listed									

NOT STARTED

**MISSION SPRINGS WATER DISTRICT
CAPITAL IMPROVEMENT PROJECTS - NOT STARTED
JULY 31, 2025**

[illegible]

COMPLETED

**MISSION SPRINGS WATER DISTRICT
CAPITAL IMPROVEMENT PROJECTS - COMPLETED
JULY 31, 2025**

[illegible]



APPENDIX E – Wastewater & Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY														
	2025/26	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	13	9	4	4	18	8	7	9	51	2	1	139	2	0
August	20	7	12	26	20	4	1	8	53	2	4	214	4	0
September		2	17	20	20	5	2	12	8	11	2	90	2	1
October		2	3	13	36	9	4	8	12	4	21	65	8	2
November		22	7	8	29	50	10	9	7	7	1	52	18	7
December		5	21	8	12	9	3	3	64	1	0	86	22	11
January		1	2	35	14	21	7	1	16	8	3	27	3	11
February		55	1	4	7	23	5	1	42	0	3	5	46	6
March		30	1	24	17	48	1	0	23	5	0	31	16	2
April		56	7	16	7	18	3	3	15	30	0	8	95	14
May		42	8	9	16	17	11	3	20	45	7	13	98	3
June		4	0	4	2	21	7	3	6	70	4	4	72	2
Annual	33	235	83	171	198	233	61	61	60	317	185	46	386	59

Connections to Sewer Collection System:

As of June 30, 2025 9,154

Plus YTD 33

Total Sewer Connections = 9,187

WASTEWATER FLOW MGD						
2025/26	HORTON PLANT		DESERT CREST		WRIGHT PLANT	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.862374	1.999693	0.042087	0.048290	0.169682	0.194612
August	1.785411	1.918440	0.034649	0.040490	0.188708	0.236098
September						
October						
November						
December						
January						
February						
March						
April						
May						
June						

WASTEWATER FLOW MGD						
2024/25	HORTON PLANT		DESERT CREST		WRIGHT PLANT	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000
November	2.080992	2.260242	0.045151	0.050590	0.000000	0.000000
December	2.063171	2.208058	0.043790	0.047380	0.000000	0.000000
January	2.052011	2.229541	0.043768	0.046930	0.000000	0.000000
February	2.021628	2.159446	0.042657	0.048510	0.196484	0.266883
March	1.881538	1.992163	0.046467	0.054370	0.175171	0.213597
April	1.866151	1.940300	0.042551	0.048930	0.164590	0.189517
May	1.843367	1.999516	0.039008	0.048140	0.170625	0.191499
June	1.860553	1.990549	0.041387	0.046620	0.169051	0.194171

WATER REPORT

WATER CONNECTION SUMMARY													
	2025/26	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14
July	18	9	5	6	18	7	4	5	7	2	0	0	1
August	19	14	14	28	19	6	10	5	3	2	2	0	1
September		6	19	22	23	18	2	14	4	13	3	0	2
October		2	4	16	33	13	3	21	8	3	20	0	5
November		25	9	10	27	10	16	4	0	7	3	0	1
December		6	5	9	9	2	17	3	3	2	0	0	2
January		1	5	26	14	15	6	3	20	1	1	2	2
February		59	3	14	8	13	8	5	11	1	0	1	0
March		37	6	29	19	16	2	3	6	5	0	12	0
April		64	11	24	6	11	1	3	7	11	2	7	0
May		54	9	16	19	15	12	5	11	9	8	2	0
June		7	3	5	1	24	11	2	8	2	10	1	0
Annual	37	284	93	205	196	150	92	73	88	58	49	25	14
Avg./ Mo.	3.08	23.67	7.75	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17

Connections to Water System:

As of June 30, 2025 13,920

Plus YTD 37

Total Water Connections = 13,957

WATER PRODUCTION SUMMARY													
	FY 2025/26	Variance from prior year		FY 2024/25	FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	812.67	-126.40	-13.46%	939.07	789.99	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11
August	789.94	-28.69	-3.50%	818.63	737.74	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62
September		0.00	0.00%	785.85	675.06	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37
October		0.00	0.00%	718.26	709.23	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86
November		0.00	0.00%	574.08	629.05	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22
December		0.00	0.00%	647.08	529.99	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10
January		0.00	0.00%	572.24	556.57	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38
February		0.00	0.00%	509.08	458.69	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92
March		0.00	0.00%	564.28	560.24	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05
April		0.00	0.00%	604.64	649.67	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36
May		0.00	0.00%	645.40	696.24	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83
June		0.00	0.00%	769.02	700.11	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93
TOTAL	1,602.61	-155.09	-8.82%	8,147.63	7,692.58	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75