

APRIL 2024

GENERAL MANAGER'S REPORT

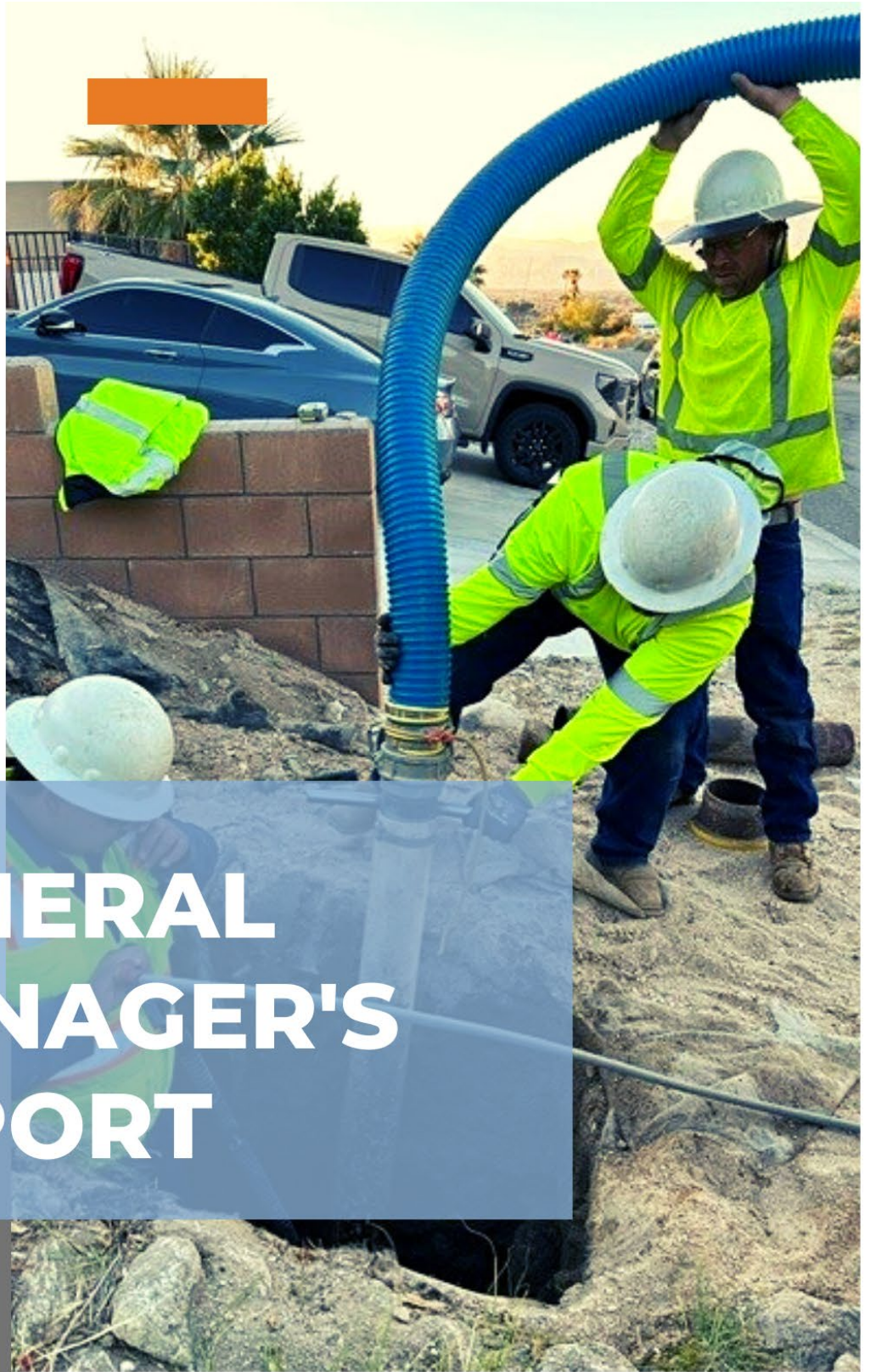


TABLE OF CONTENTS

- ADMINISTRATION 1**
 - Customer Service 1
 - Finance & Accounting Department 8
 - Innovation & Technology Department 10
 - Purchasing Department 13
- ENGINEERING & OPERATIONS 14**
 - Engineering Department 14
 - Operations & Maintenance 18
 - Construction & Maintenance 18
 - Fleet & Facility Maintenance 20
 - Wastewater Collections 21
 - Wastewater Treatment 22
 - Water Production 27
 - Water Resources 32
- PUBLIC AFFAIRS 33**
 - Past & Upcoming Sponsorships / Events 33
 - Public & Media Outreach 36
 - Legislative Update 36
 - MSWD Digital Advertising 37
 - Social Media 38
 - CV Water Counts 38
 - Rebates & Conservation 38

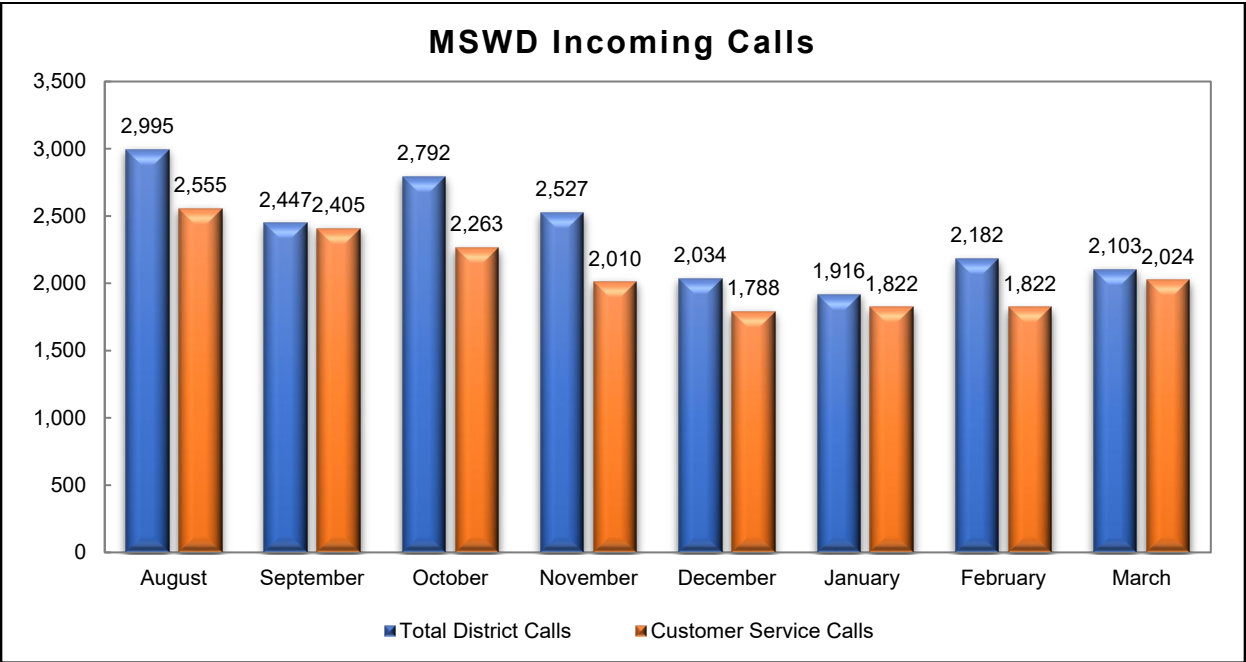
- APPENDIX A – Finance & Accounting Information**
- APPENDIX B – Wastewater & Water Production Tables**
- APPENDIX C – Federal Update from Carpi & Clay**
- APPENDIX D – Public Affairs Information**

ADMINISTRATION

Customer Service

Calls into the Customer Service Department

After the District had seen a steady decrease in the number of calls earlier, the number of calls has been fairly static over the last four months. The chart below represents total MSWD incoming calls and those received by the Customer Service staff.

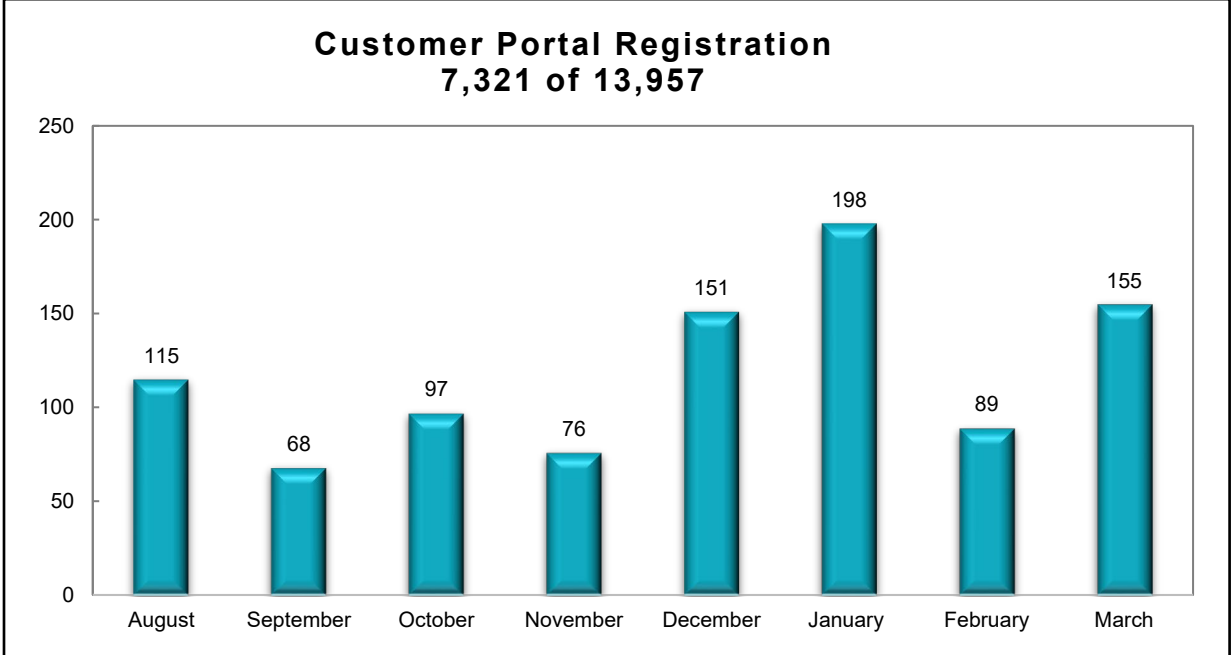


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for March 2024	Monthly Average for FY 2024	Total for FY 2024
Water Waste	1	1.11	10
High Bill Calls / Service Line Leaks	4	6.56	59
No Water	7	8.78	79
Disconnections by Request & Non-Pay	113	117.11	1,054
Reconnections by Request & Non-Pay	77	76.56	689
Service Transfers	109	98.33	885
High/Low Pressure	4	7.11	64
Water Quality	0	2.44	22
Other / Miscellaneous	85	94.67	852

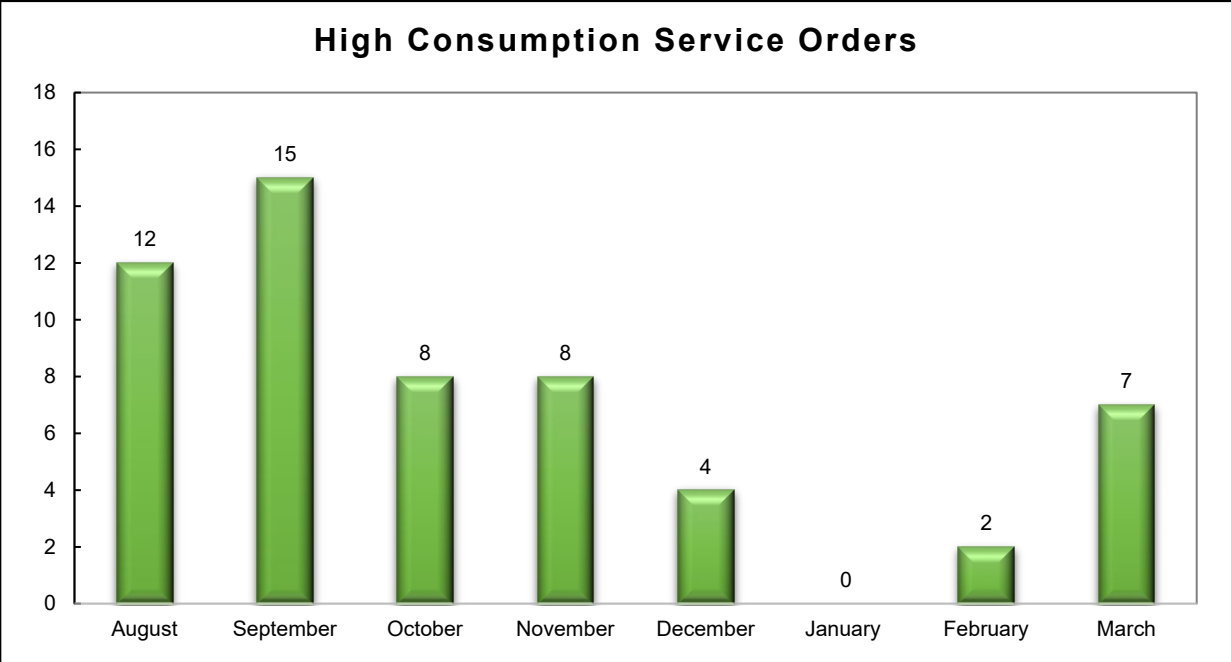
Customer Portal

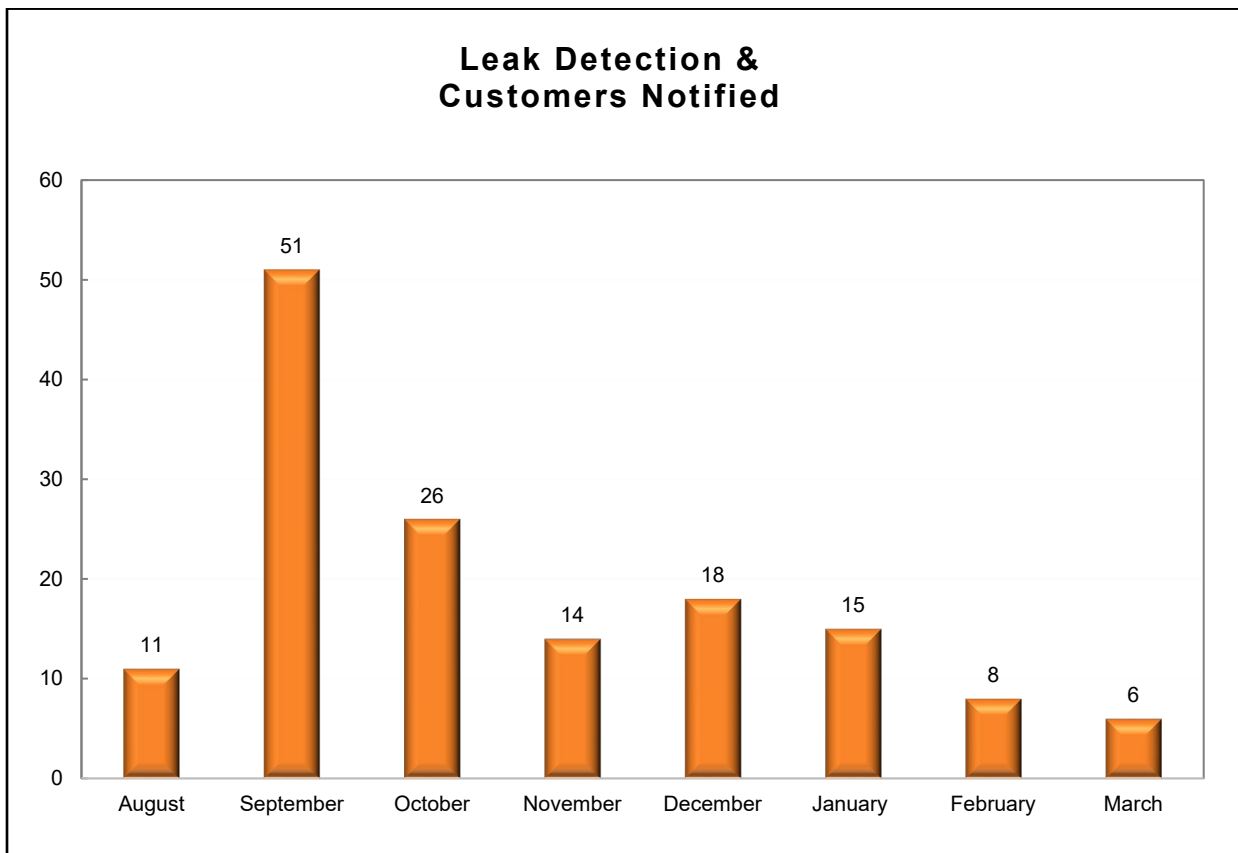
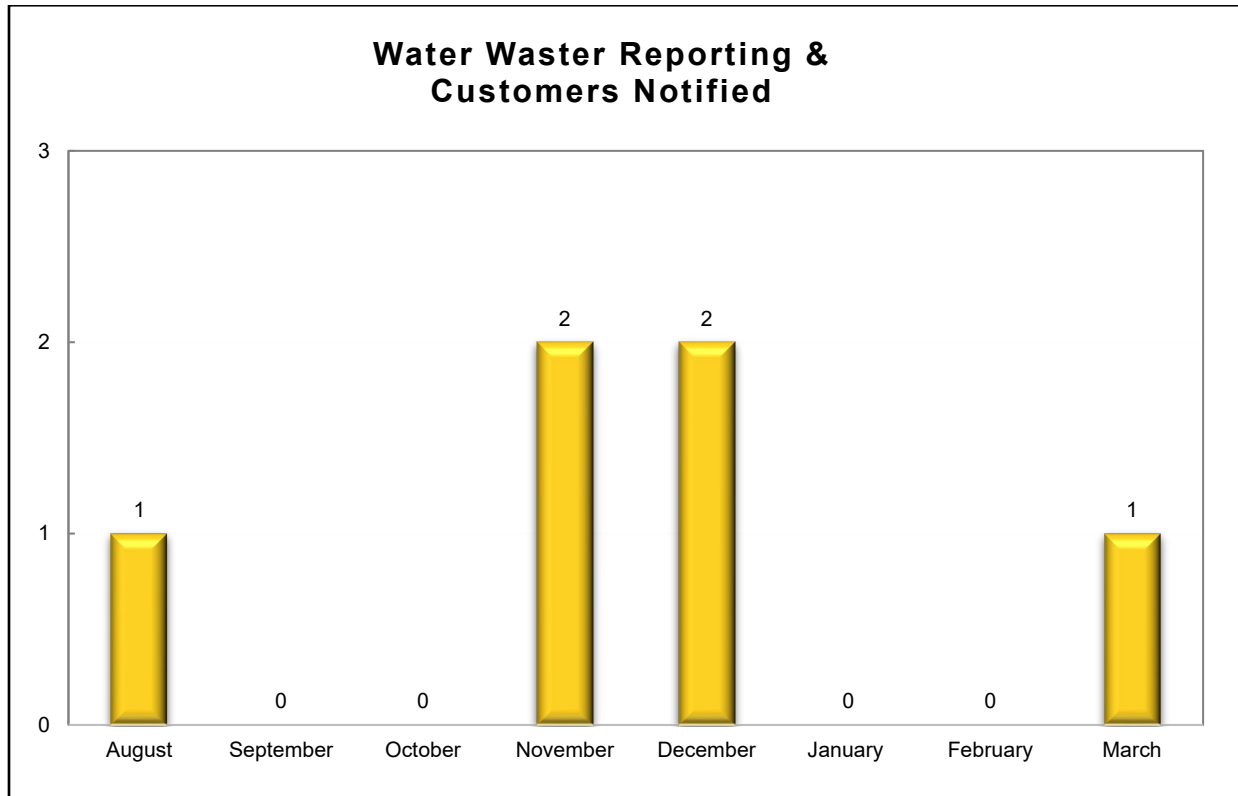
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 52%, or 7,321 customers registered so far.



Monitoring of Customer Accounts

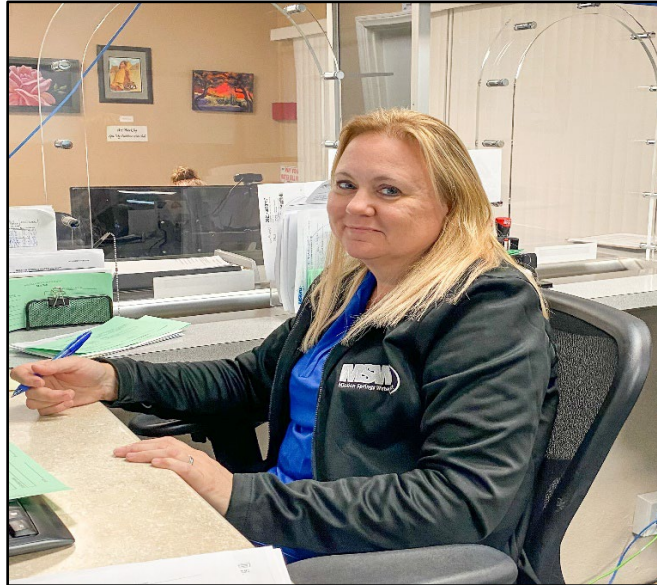
The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks. The following charts represent the monitoring results for 13,957 customer accounts by the Customer Service staff.





Customer Experience Enhancement Program

The Customer Service Department continues the Customer Experience Enhancement Program. This program provides an Online Booking Calendar for in-person one-on-one account assistance and review, in addition to phone screening and on-the-spot feedback/coaching with a Customer Service representative.



The Customer Service team continues to host “Coffee Talk Wednesdays” providing mini-training and discussions. Weekly training topics include:

- What does Customer Service mean to You?
- Greeting Customers: the importance of and how to
- Diffusing an Interaction: what can we do to find a solution
- Tone of Your Voice: you can hear a smile through the phone
- Importance of customer inquiry follow-up
- Active Listening: verbal and non-verbal
- Customer Experience versus Customer Service
- Going the Extra Mile: inform, assist, and impress
- The Internal and External Customer
- Communication between departments
- Documentation of communications
- Customer Service PLACE Training
- Emotional Intelligence in Customer Service



Delinquency Service Disconnections

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
2023 – 2024 (Year to Date)	3,916	512	826	446
2022 – 2023	5,107	759	1,171	656
2021 – 2022 (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
2020 – 2021 (COVID Moratorium)	0	0	0	0
2019 – 2020 (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

Customer Bill Pay Options

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

- Payment Portal on MSWD.org/Customer Connect.
- Customers can pay at 7-11 in Desert Hot Springs, Palm Springs, Cathedral City, and Yucca Valley; CVS or Walmart in Palm Springs; and Family Dollar in Yucca Valley. Customers must have their bills present.
- Customers can drop payments (check or money order) in the drop box or pay in the lobby.
- Customers can call in and pay through the IVR system, or with Customer Service Representative assistance.
- Pay Near Me is promoting inclusive payment options including: Cash App Pay (New), PayPal, Google Pay, Apple Pay, and the QR code on the back of the bill. Customers can pay directly from their smartphone.

MSWD
Mission Springs Water District

BILL PAY OPTIONS

ONLINE
MSWD.org/Paperless

BY PHONE
(760) 329-6448

BY MAIL
66575 Second Street
Desert Hot Springs, CA 92240

IN PERSON
Drop-off

OTHER OPTIONS: Walmart Pay, PayPal, PayNearMe, YOUR BANK'S E-PAY PROGRAM

Customer Bill Assistance Programs

The District continues to facilitate bill assistance programs for the benefit of its customers.

- The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance for one billing period annually, paying \$100 per approved customer.
- Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill of up to \$5,000. The U.S. Department of Health and Human Services permitted the extension of the LIHWAP program through March 31, 2024. Please note that the program is now closed as of March 31, 2024. There is no further funding as of now, and the remaining payments from the March 2024 applications will be received in April 2024.



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

Assistance Program	Customers Assisted in March 2024	Total Assistance in March 2024	Total Assistance in FY 2024
United Way of the Desert	2	\$200.00	\$6,100.00
LIHWAP / CAP Riverside	24	\$15,267.33	\$74,068.69
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Collected
164	\$59,489.60	171	\$67,090.24



Billing

During March 2024, Customer Service reviewed a total of 15,657 bills.

March 2024	Bill Count	Bill Amount
Regular Bills	10,860	\$660,541.18
Delinquent Bills	4,630	\$2,107,595.49
Closing Bills	167	\$2,146.64
Total	15,657	\$2,770,283.31

Refunds

There was a total of 27 customer account refunds totaling \$4,748.73 resulting from closed accounts for the month of March 2024.

March 2024	Refund Count	Refund Amount
Customer Refunds	19	\$1,076.45
Construction Meter Refunds	8	\$3,672.28
Total	27	\$4,748.73

Liens

Customer Service identified 12 accounts that were 90 days past due requiring Lien filing. Likewise, 14 Release of Liens were issued after securing payment for outstanding balances on past due accounts.



Finance & Accounting Department

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

Audit

The auditors finalized the Fiscal Year 2023 Annual Comprehensive Financial Report. Staff is in the process of applying for the GFOA Certificate of Achievement for Excellence in Financial Reporting.

Staff also completed and filed the 2023 Special Districts' Financial Transactions Report with the State Controller's Office.

Payroll

Payroll staff completed the CalPERS earnings adjustment reports for employees receiving Certification pay for maintaining a Commercial Drivers License between September 2022 and February 2024.

Budget

Budget transfers for March 2024 totaled \$12,500:

BID	DESCRIPTION OF EXPENDITURE	G/L NUMBER	TRANSFER DATE	TRANSFER AMOUNT	TO BID	TRANSFER TO DESCRIPTION	TRANS TO GL NUMBER
585	OUTSIDE SERVICES	301-5640-56011-000	03-20-2024	2,500.00	599	LANDSCAPING/TREE TRIMMING	301-5640-56011-000
591	SLUDGE DISPOSAL	301-5640-56881-000	03-25-2024	5,000.00	578	MISC LABORATORY	301-5640-53005-000
591	SLUDGE DISPOSAL	301-5640-56881-000	03-25-2024	5,000.00	582	WWTP PERMITS	301-5640-53701-000

Current Work Priorities

The Accounting team continues the process of updating the Accounts Payable invoice approval using Laserfiche workflow.

Staff also began to draft policy and Laserfiche workflow for the Unclaimed Funds process.

Accounting continues to support other departments as needed:

- Engineering
 - Three reimbursable jobs were created to track all the expenses related to New Development projects, for:
 - Calle Del Diablo Residence Landscape plan check
 - Azure Palm Fire Hydrant relocation
 - Shopoff Logistic Center water, sewer, and lift-station
- Operations
 - Two new reimbursable jobs were created to track costs from:
 - Damage to 2-inch AV Service Line by contractor during conduit installation
 - Damage to fire hydrant by contractor at Silver Rock
- Human Resources
 - Accounting continues to work with Human Resources to update employee forms and workflow using Laserfiche Forms; including the Boot Reimbursement form, Direct Deposit Change form, Timesheet submittal form, and the Off Work Request form.

The Director of Finance continues to work with Raffelis on the Long-Range Financial Master Plan, providing additional backup on District cost of services.

Through CSDA the Director of Finance signed up for their mentorship program and was paired with the General Manager from Monte Vista Water District. This will give the Director of Finance a different perspective and insight of best practices in the industry.

The Director of Finance joined the GFOA's Uncertainty and Risk Advisory Group to collaborate with other government agencies through the entire US on issues and uncertainties affecting the District.

The Director of Finance signed up for and started the CSDA Certified Special District Manager that awards a certificate after completing an exam that covers various special district management, operations and governance.

Cash

Total cash receipts for the month of March 2024 amounted to \$1,307,879, primarily from water and sewer customer account payments.

Cash disbursements for the month of March 2024 amounted to \$4,337,140 with the largest payments going to:

Entity	Amount
Downing Construction Inc.	\$1,177,371.79
J.F. Shea Construction Inc.	\$1,110,857.20
Cummins Southern Plains LLC	\$349,957.80
Net Payroll	\$280,338.46
City National Bank	\$190,922.74
Legend Pump & Well Service Inc.	\$132,230.50
EFTPS – IRS Payroll Tax Remittance	\$115,312.46
ACWA-JPIA Health Benefits Authority	\$107,443.99
Southern California Edison Company	\$97,263.05
CalPERS	\$73,415.80

Financial Statement

A year-to-date summary of the District's financial position for Fiscal Year 2023-2024, in addition to a comparison to the previous fiscal year, can be found in Appendix A.

Capital Improvement Program

The District maintains a 5-year Capital Improvement Program that includes water and sewer infrastructure, facilities, equipment, and fleet. A year-to-date summary of the District's Capital Improvement Program for Fiscal Year 2023-2024 can be found in Appendix A.

Innovation & Technology Department

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

Department Updates

- IT completed the network link between the Wright Regional Wastewater Reclamation Facility (RWRF) and the Administration office. IT continues to configure the network equipment to provide a secure network for office and SCADA equipment.
- IT has completed the setup of the new computers for the Wright RWRF.
- IT is currently evaluating alternative email protection and phone systems to support District goals for security and efficiency.

Technology Improvements

- The new datacenter temperature and humidity monitoring system has been installed and configured.
- The new multifactor authentication system is in the early stages of roll-out and should be completed in April 2024.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

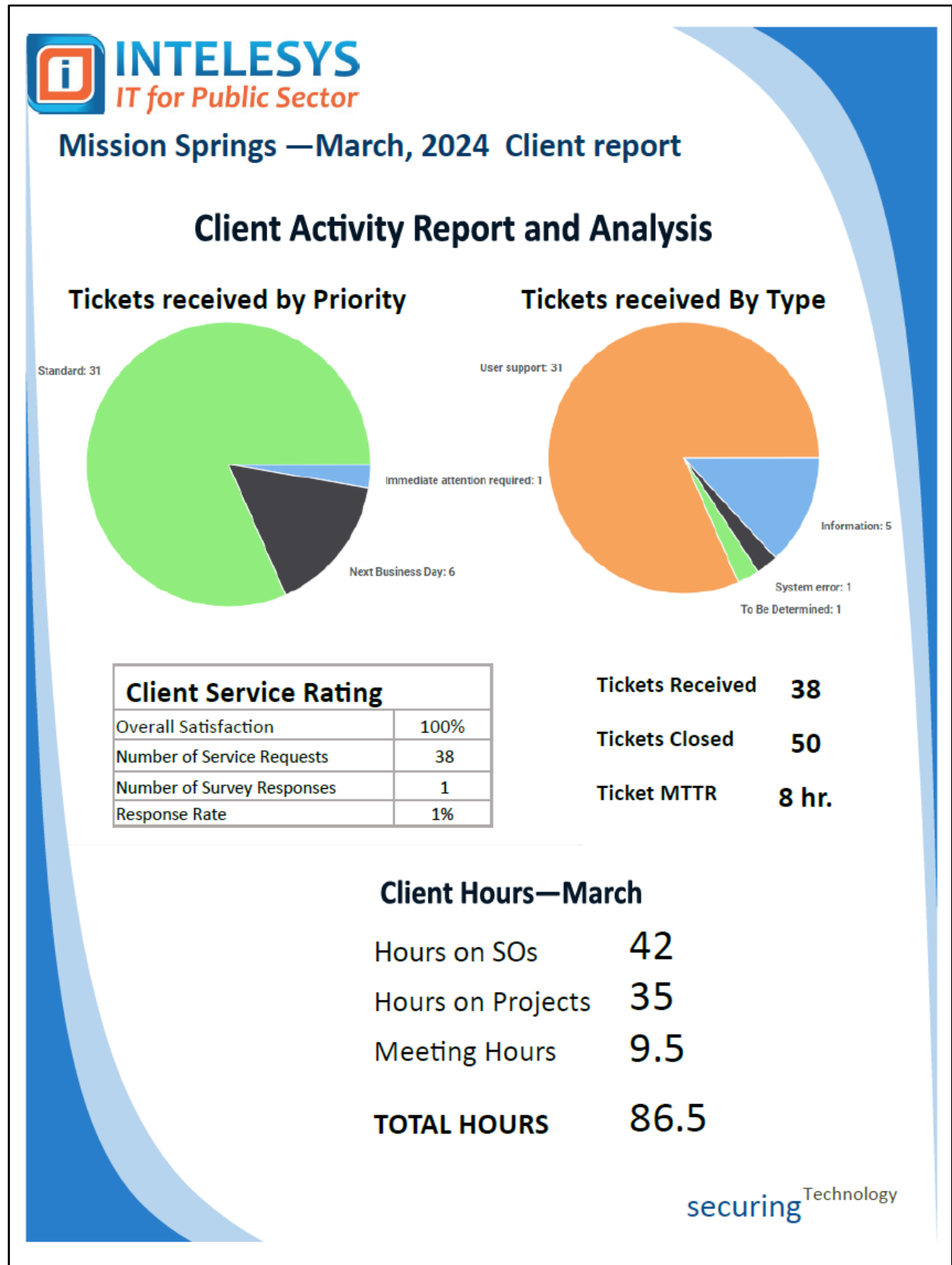
Cyber Security News Roundup

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

- The White House sent a letter to all state governors warning of increasing cyber threats against water infrastructure. The letter provided information on cybersecurity resources and invited their "Environmental, Health and Homeland Security Secretaries to participate with us in a convening to discuss the improvements needed to safeguard water sector critical infrastructure against cyber threats." ([EPA.gov](https://www.epa.gov/whitehouse))
- The UnitedHealth hack in February is resulting in an increase of class action lawsuits against the company for failing to protect customer data. The company has not disclosed what information was breached by hackers who claim UnitedHealth paid \$22 Million to regain access to its locked systems. ([Reuters](https://www.reuters.com))
- The US government's Cybersecurity and Infrastructure Security Agency (CISA) reported that they were victim to a zero day vulnerability in an Ivanti VPN product. The 2 systems affected were immediately taken offline. No further details were reported. ([TechRadar](https://www.techradar.com))

Intelesys IT Support

March 2024 completes the District's second month of IT support through Intelesys. Below is their report on March 2024 activities.





Mission Springs —March, 2024 Client report

March Client Meetings

Meeting Title	Topics	Time Allocated
Weekly Technology Review (During Onboarding)	<ul style="list-style-type: none"> • Mail Protection Solution • Mobile Device Management (MDM) solution • Server refresh 	8 hours
Open and Pending Project Review	Review Open and Pending Projects	1 Hour
Phone System Review	<ul style="list-style-type: none"> • Costs from Ring Central • Product Demos 	30 minutes

Client Open Projects

Project Title	Purpose
DUO MFA deployment	Increase MSWD network security
Wright Wastewater Plant Network	Setup and configure network connectivity for new plan.

Client Pending Projects

Project Title	Purpose
Mail Protection	Increase inbound mail protection and visibility
Server Refresh	Ensure MSWD servers are within proper life cycle
Phone system Review	Secure best pricing and technology for MSWD phones

Client Closed Projects

Project Title	Purpose
Room Alert - server room alerting	Ensure proper monitoring of server room equipment for heat and humidity with alerting capability

Purchasing Department

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

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

Total inventory purchases were \$41,407.20, and the total issued for use by field crews totaled \$40,092.53, for March 2024.



ENGINEERING & OPERATIONS

Engineering Department

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

Well 42 Project

The contractor has advised that the remaining equipment procurement is on schedule for April 2024. Staff requested the contractor complete a downhole video and provide a recommendation of any necessary rehabilitation. Construction is on-schedule to resume in April 2024. Following Board approval in March 2024, MSWD staff began coordinating the contract amendments.

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

Staff has presented the new alternative alignment for the sewer at the south end of Hildago Street with the private property owner. Staff plans to schedule a meeting to review the new alternative with the property owner in the coming weeks to discuss viability and easement requirements.

Well 22 Rehabilitation

Staff has completed evaluation of bids and will bring the lowest responsible and responsive bidder to the Board for award consideration along with a capital budget augmentation request in April 2024.

Water and Wastewater System Comprehensive Master Plan Updates

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

AD-18 – GQPP Sewer Project Area “D3”

Staff has reviewed the consultant's proposal to complete the necessary design updates to the existing documents. Staff will bring the design contract to the Board in April 2024 for approval.

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

The Army Corps of Engineers design consultant, Genterra, has completed the additional potholing work. They are in the process of preparing the 100% design.

Backup Generators for Well Sites 27-32 and 37 Projects

Staff have the plans signed and the project is ready for bidding. Once the proposed future solar panel layout is finalized for the sites, staff will solicit bids through the Planet Bids website within the next two months and will evaluate the bids once they are received and will present the bid results to the Board of Directors in a future Board meeting.

Supplemental Environmental Project

Following Board approval in March 2024, staff filed the Notice of Completion with the County Recorder's Office. Staff submitted the final report ahead of schedule with the Regional Water Quality Control Board.

Well 34 Rehabilitation

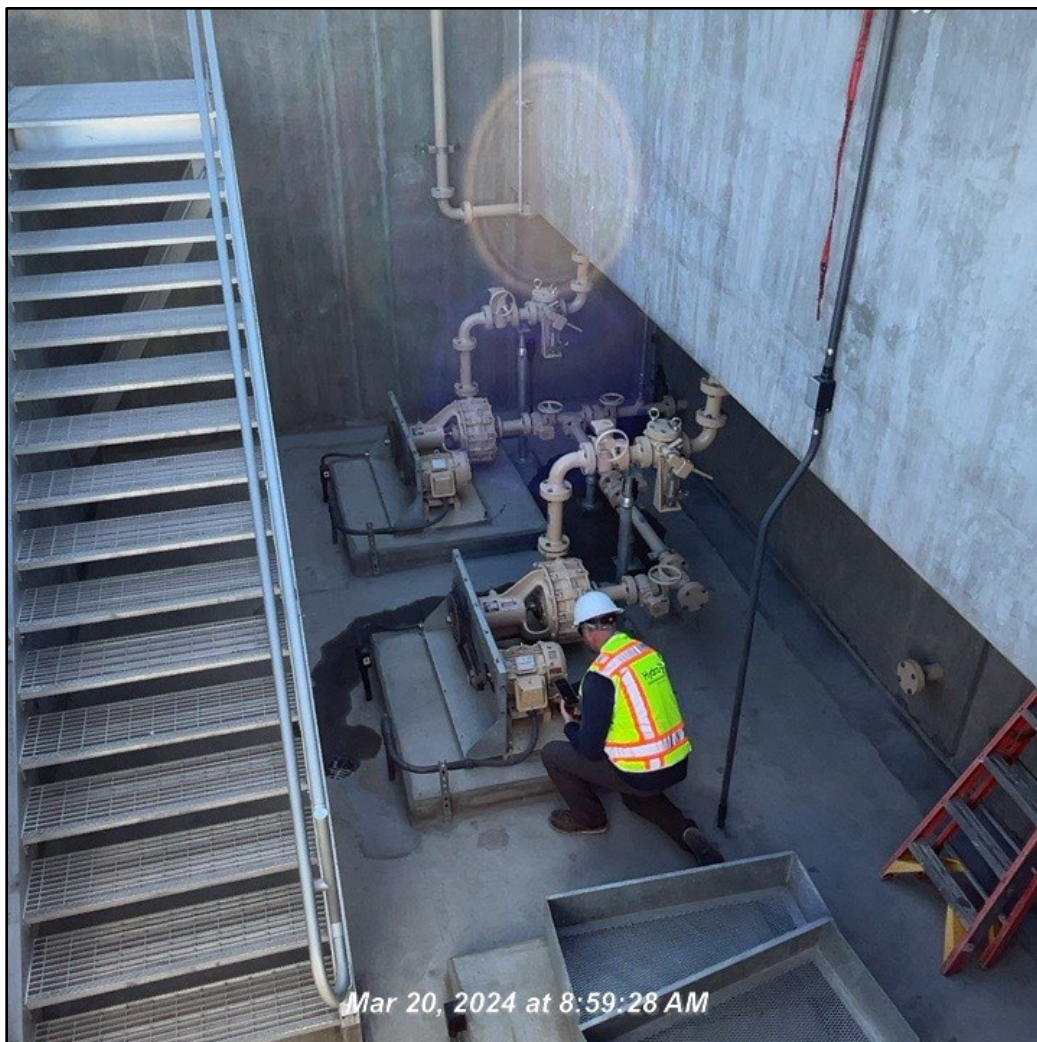
Construction was scheduled to be completed in March 2024; however, due to weather and material procurement delays, it will extend into May 2024. Through March 2024, the contractor, Legend, has provided, and staff has approved, the well pump equipment and rehabilitation of the discharge head and motor. All equipment is on schedule for arrival in late April 2024 for completion of the project.

Regional Water Reclamation Facility

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

The contractor continued construction on the Regional Water Reclamation Facility (RWRF). Through the month of March 2024, JF Shea Construction:

- Continued outfitting the operations building, equipping the Headworks area and SBR and AST tanks, wiring and electrical throughout the facility, site finish work, and excavation and grading of the infiltration pond area.
- Began startup, testing, troubleshooting, and training on the various individual components and systems within the plant in preparation of plant-wide startup and testing.





Staff obtained signatures on the grant deed for the permanent easements along 20th Avenue to construct the third required monitoring well. All documents have been submitted to the County for recording.

Staff prepared an access agreement with the owner to access a private well near Palm Drive and Interstate 10 required for annual sampling and reporting to the RWQCB. Staff expects to complete the agreement in April 2024.

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

- Reimbursement Request No. 4 has been submitted to the State for processing.
- Staff has not received an update on the Conveyance Line FBA processing by the State.

RWRF Conveyance Line

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

The contractor continued construction of the gravity sewer along Little Morongo Road between 18th Avenue and Dillon Road.

Staff continues to coordinate with SCE to resolve the easement issue along Little Morongo Road south of 18th Avenue.

Area M2 Sewer Collection System (AD-15)

The design consultant, AECOM, addressed staff's final comments and prepared the final bid package for both the sewer and water improvements. Staff plans to bid the project in April 2024.

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

The 60% design is in with the City of Desert Hot Springs for plan check.

Annual Contract Renewals

On March 14, 2023, staff issued a Request for Qualifications/Proposal (RFQ/RFP) for On-Call Professional General Engineering Services. From this RFQ/RFP, there were eight (8) contracts awarded, all with the option to extend the contract for four (4) additional one (1) year terms not to exceed five (5) years. The proposals received were evaluated by four MSWD staff members and were ranked on a 100-point scale. Contracting with the consultants listed below allows staff to utilize their professional engineering services, as required, on a time and materials basis. This practice helps to accomplish the technical engineering services and support the District needs to continue to provide. Outside consultants also bring with them a wide range of skilled services they have available in-house, which if duplicated at the District would be a substantial cost.

- Landmark Consultants, Inc. (\$10,000)
- EnviroLogic Resources, Inc. (\$50,000)
- Tom Dodson & Associates (\$50,000)
- Provost & Pritchard Consulting Group (\$50,000)
- Corona Environmental Consulting Group, LLC (\$50,000)
- MSA Consulting, Inc. (\$75,000)
- Ray Lopez Associates (\$50,000)
- MWH Constructors, Inc. (\$50,000)



Operations & Maintenance

Construction & Maintenance

Water Line Locations

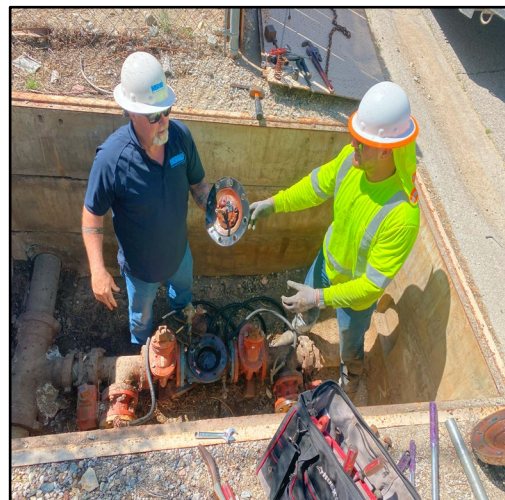
Staff completed approximately 436 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.



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 March 2024.

- Three water service lines were replaced with copper.
- 13 service line leaks were repaired.
- Six mainline leaks were repaired.
- Three fire hydrants were replaced.



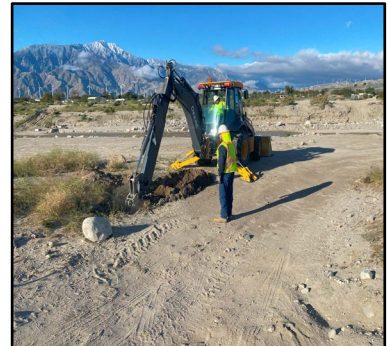
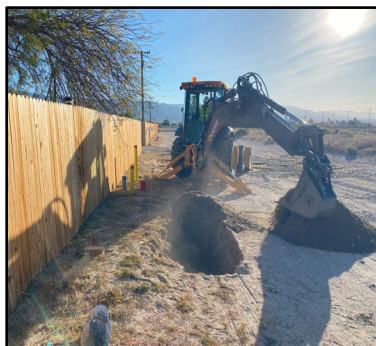
Water System Maintenance

Staff continued to implement preventative maintenance and inspection program keeping the water distribution system in optimum working order and properly functioning without any interruption. Below is a summary of the maintenance completed in March 2024.

- 85 ground valves were exercised.
- 33 fire hydrants were flushed, maintained, and painted.
- 76 air-release valves were inspected and/or rebuilt. Annual air-release valve maintenance has been completed.
- 68 blow-offs were flushed.



- Staff potholed several locations along Mission Creek at the water main crossings preparing for the replacement of water mains associated with Tropical Storm Hilary.



CMMS Workorder Program

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

New Water Meter Service Installation

Staff installed one new water service line in March 2024.

Fire Flow Testing

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

Fleet & Facility Maintenance

Janitorial Services

The janitorial contractor, Executive Facilities Services Inc., continues to clean and disinfect all District buildings. Routine disinfection is performed four times per week Tuesday through Friday. Additionally, routine janitorial services are provided twice per week on Wednesdays and Fridays.

Building Maintenance

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

- Repaired four irrigation leaks at Well 27/31.
- Added extra padding to the shop lift for door protection.
- Replaced light bulbs in the coffee room at the Annex Building.
- Realigned break room door due to issues latching.
- Installed pole and grounding wire to the Admin Building for second transmitter to the Wright RWRF.
- Installed motion light/fan switch in the store's restroom.
- Repaired hole in the east Administration Building hallway ceiling.
- Disposed of old paint from pallet.
- Completed and painted eight hydrant locks.
- Repaired four leaks in irrigation at Two Bunch Reservoir.
- Repaired leak on bubbler at Quail Reservoir.
- Reinstalled rain gutter and repositioned can light on southeast building corner at the Administration Building.
- Removed old water heater from shop restroom due to leak.
- Applied mastic to all AC ducting at Annex Building and resealed at main unit.
- Work began on the chlorine transport project for the Production Department.
- Welded restraints to header on Well 22.

Standby Generator Monthly Maintenance Program

Our team conducts monthly testing to ensure that all generators are in good working order and ready for use when needed. There were no issues with the generators this month.

Fleet Maintenance/Repairs

- Unit 409 had windshield wipers replaced, oil service completed, and had all four tires replaced at Desert Tire.
- Unit 443 had MSWD decals and numbering applied, harnesses placed, and license plates installed.
- Unit 385 had the tank bracket rewelded.
- Unit 412 had a hole plugged in the left front tire.
- Unit 401 had the starter and battery replaced.
- Unit 442 had the trailer plug replaced due to misalignment.
- Units 441 and 440 had the jack handles moved inboard and resting pads installed on storage lids.
- Unit 437 had a hole plugged in the left front tire.
- Unit 405 had both taillamp bulbs replaced.
- Unit 398 had the 10A fuse for trailer right rear lighting replaced.
- Unit 419 had the battery replaced.
- Unit 429 had the strobe light switch replaced due to damage.

Wastewater Collections

Sanitary Sewer Overflows (SSOs)

There were no Sanitary Sewer Overflows (SSOs) in the collection system during March 2024.

Dos Palmas Lift Station

Operators conducted daily site visits to ensure proper pump operation, SCADA system functionality, and site security. Staff completed a confined space entry to replace three of the four floats for the lift station.



Sewer Line Locations

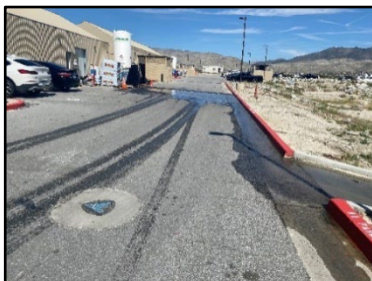
Staff completed 435 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed two CCTV inspections, totaling 730 feet in March 2024.
- Zero miles of sewer mainline were cleaned in March 2024.

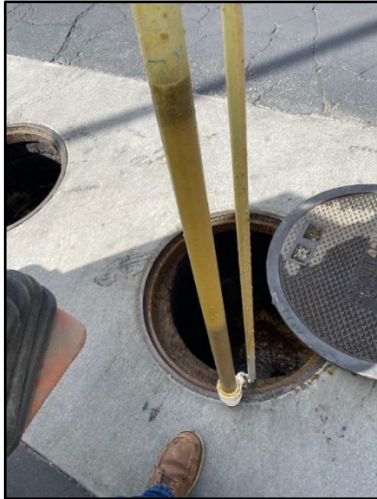
Cultivation Facility Inspections

Staff went out to inspect Snider's facility at 13310 Little Morongo. Building 1 at the facility re-installed their pump in the interceptor and have been pumping their waste discharge into the retention pond located on the rear of the facility. Staff sampled from all four lift stations at this facility which had an unusual red coloring to them. Staff also collected samples from 65283 Two Bunch Palms Trail, 65321 Two Bunch Palms Trail, and 66100 Cabot Road.



Fat, Oil, and Grease Inspections

Staff completed the annual Fat, Oil, and Grease (FOG) inspections. 11 of the 46 facilities had greater than 25% of solids within their interceptors. These 11 businesses were given a notice of violation that stated they have 10 business days to have their interceptor pumped. All 11 facilities have pumped their interceptors and are back in compliance.



Wastewater Treatment

Plant Maintenance

Staff spent 520.5-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 145.2-man hours operating the sludge belt filter press, including filling and removing 17 trailers of sludge from the Horton and Desert Crest WWTPs.

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



Clarifier 3 had the motor and gearbox fail. Staff had to drain the tank and redirect flow for this clarifier. A new gearbox and motor have been installed and Clarifier 3 is now back in normal operation.



Sampling and Laboratory

Staff collected 38 samples and spent 68-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Staff performed the annual performance test for our laboratory accreditation. Staff have received 3 out of 4 fields of analysis that we are accredited for.

Test	Reported Value	Assigned Value	Acceptance Range	Pass/Fail
pH	6.72 mg/L	6.8 mg/L	6.6 – 7.0 mg/L	Pass
TDS	447 mg/L	458 mg/L	412 – 504 mg/L	Pass
TSS	65 mg/L	68.1 mg/L	54.7 – 76.5 mg/L	Pass
DO	6.16 mg/L	-	-	Awaiting Results

Both plants are producing an effluent that meets the District’s permit discharge requirement.

Pond Maintenance

Ponds 1, 2, 3, 7, and 8 were cleaned and rehabilitated during March 2024. Pond 1 was cleaned and rehabilitated twice this month.



Weekly Wastewater Training

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

- Uninterrupted Power Supply
- Confined Space Entry
- Horton Waste Discharge Requirements (WDR)
- Desert Crest WDR

Nancy Wright RWRf Startup Training

Staff has started training on various equipment throughout the Nancy Wright RWRf.



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	2023/24	2022/23	2021/22	2020/21	2019/20
July	4	4	18	8	7
August	12	26	20	4	1
September	17	20	20	5	2
October	3	13	36	9	4
November	7	8	29	50	10
December	21	8	12	9	3
January	2	35	14	21	7
February	1	4	7	23	5
March	1	24	17	48	1
April		16	7	18	3
May		9	16	17	11
June		4	2	21	7
Total	68	171	198	233	61

Additional sanitary service connection information is provided in Appendix B.

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

Wastewater Flow (MGD)				
Fiscal Year 2023/24	Horton WWTP		Desert Crest WWTP	
	Average Daily Flow	Peak 24 Hour Flow	Average Daily Flow	Peak 24 Hour Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September	2.037218	2.182773	0.046081	0.055570
October	2.050049	2.173503	0.040804	0.051000
November	2.065661	2.265582	0.046158	0.059550
December	2.037725	2.208722	0.045566	0.057730
January	2.014687	2.152567	0.045226	0.049620
February	1.999080	2.184408	0.047016	0.053920
March	2.075331	2.301861	0.047050	0.054740
April				
May				
June				

Additional wastewater flow information is provided in Appendix B.

Water Production

Water Pumped/Produced

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

- MSWD (CA3310008) – 543.06 Acre Feet (176.96 MG)
- Palm Springs Crest (CA3310081) – 13.56 Acre Feet (4.4 MG)
- West Palm Springs Village (CA3310078) – 3.63 Acre Feet (1.18 MG)

Water Sampling/Testing

- Bacteriological Sampling – Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area (WPSV and PSC systems), and four well samples in ID-E.
- Staff also collected 16 general physical samples in MSWD and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling – The monthly uranium sampling was completed on March 4, 2024.
- Monthly Reporting – The District's Monthly Coliform Monitoring Report for March 2024 for all three water systems was sent to the SWRCB on April 2, 2024.

Chlorination System Updates

- Chlorination Pumps – Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning – Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All the chlorine pumps were cleaned during the month of March 2024.
- Sodium Hypochlorite (Chlorine) Usage – During the month of March 2024, a total of 1,189 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 March 2024, the Production staff checked and documented the chlorine residuals at all wells in use 208 times. The average chlorine residual of these readings was 0.95 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals – During the month of March 2024, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 73 times. The average chlorine residual of these readings is 0.83 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.

Production Facility Updates

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

- Well 22 Rehabilitation – During the month of March 2024, staff worked hard to bring this well on-line. Staff, working with our contractor, performed multiple disinfections, flushings, and bacT samplings to eventually receive two passing BacT tests. The State Health Department gave us the clearance to run this well. Additionally, staff collected all of the water samples for the constituents (Title 22) that were still outstanding. This well is now operational.
- Gateway Booster Station Electrical Issue – Staff was called out due to low pressure reported at the Gateway booster station via SCADA on March 2, 2024. Staff found voltage imbalances which caused the pumps to run at reduced speeds. Our portable generator was deployed to the site and was used for a little over 24 hours until SCE (Southern California Edison) fixed their issue.
- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on March 13, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- MSWD Airport Well – The Water Production staff installed “Private Property” signs around the perimeter of the Airport Well property on March 6, 2024. Staff noticed the transients have moved off-site since the signs were installed.

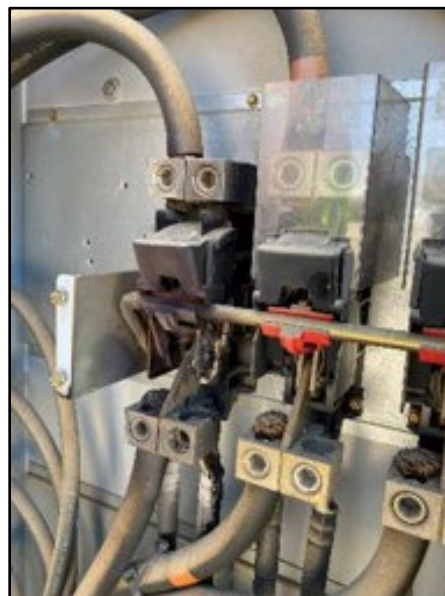


- Well 29 Chlorine Analyzer Servicing – Staff replaced the DPD and cleaned the sample cell on March 27, 2024, at Well 29.

- Well 24 Update – Well 24 is still off-line and the pump is currently out of the well. Pacific Surveys completed an EMDS (aka...EMT 24) Well Casing Study at Well 24 on March 7, 2024. This report revealed that the casing is as thin as 1/2 mm thick in some places. As previously reported, it is known that this casing has some existing holes. Staff, along with consulting our on-call Hydrogeologist, are reviewing our options to determine what our “next-steps” should be for this well. The 1400 Zone is currently being supplied by Terrace Boosters 5 & 6 via a float between High Desert View and Annandale reservoirs.



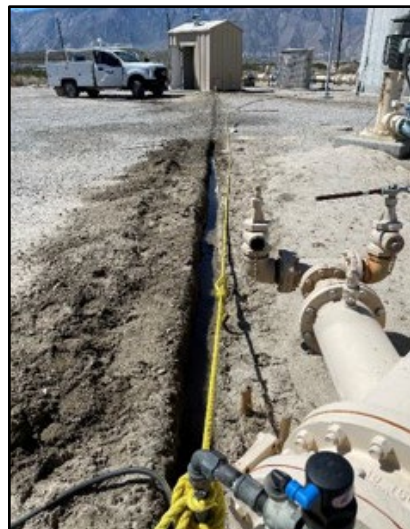
- Well 31 Generator Transfer Switch – The generator transfer switch at Well 31 failed on March 8, 2024, causing the well to go offline. Our staff worked with McDonald electric to create a temporary solution to bring this well back on-line. Staff also had McDonald Electric order replacement parts for the damaged transfer switch. The final repair was made on March 29, 2024.



- Well 31 Noise – Staff noticed that the abnormal noise from the Well 31 pump is becoming increasingly worse. We have requested quotes from our three On-Call Well/Pump contractors to have this pump equipment pulled and inspected. While we have the pump out, we plan to perform a downhole video inspection and an EMDS (Well Casing Study) on this well. Further updates will follow.
- Well 35 Downhole Video Inspection – The Water Production Department, along with assistance from Construction & Maintenance, worked to bring water to Well 35 for the purpose of improving water clarity for downhole video inspection. This took place on March 12, 2024.
- Well 37 Power Outage On March 14, 2024, Well 37 experienced a power failure that required the use of our portable generator. Staff made the generator connections and brought this well back on-line.



- Well 33 Chlorination System Upgrade Project – Staff are working diligently to complete the Well 33 chlorine upgrades. Throughout March 2024, staff have completed the installation of the underground conduits for electrical and process water supply. Additionally, they have mounted the new chlorine analyzer. We anticipate completion of this project by the end of April 2024.



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	2023/24	2022/23	2021/22	2020/21	2019/20
July	5	6	18	7	4
August	14	28	19	6	10
September	19	22	23	18	2
October	4	16	33	13	3
November	9	10	27	10	16
December	5	9	9	2	17
January	5	26	14	15	6
February	3	14	8	13	8
March	6	29	19	16	2
April		24	6	11	1
May		16	19	15	12
June		5	1	24	11
Total	70	205	196	150	92

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production (AF)							
	FY 2023/24	Variance from Prior Year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20
		AF	%				
July	789.99	38.20	5.08	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23	850.19	839.93	885.31	795.18
September	675.06	-40.97	-5.72	716.03	738.65	784.80	757.08
October	709.23	17.25	2.49	691.98	665.18	755.84	709.39
November	629.05	29.66	4.95	599.39	679.85	690.13	619.87
December	529.99	-24.28	-4.38	554.27	565.48	588.32	537.23
January	556.57	26.18	4.94	530.39	580.28	537.96	553.20
February	458.69	-31.72	-6.47	490.41	527.34	495.61	520.85
March	560.24	59.87	11.97	500.37	601.44	625.80	557.73
April				552.34	624.07	649.34	573.02
May				726.25	745.36	723.62	698.99
June				682.09	730.02	761.63	806.02
Total	5,646.56	-38.26	-0.67	7,645.50	8,094.17	8,356.13	7,981.79

Additional water production information is provided in Appendix B.

Water Resources

Below is a list of water resources related activities for March 2024:

Integrated Regional Water Management Planning

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

The CVRWVG also discussed the Urban Water Use Efficiency and Conservation Regulations.

- State Water Board issued new regulations that delayed and extend ramp down of outdoor standards, extended allowance for 20% additional Irrigable Not Irrigated Land, delayed compliance with target objectives until 2027, and made compliance pathways more accessible.
- 2040 Compliance numbers have been adjusted slightly, with MSWD reduced to 32% reduction.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

The consultant, WSP, completed the final SGMA Annual Report for Water Year 2022-23 and submitted to the California Department of Water Resources (DWR).

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

San Geronimo Pass Subbasin Sustainable Groundwater Management Act Compliance

Staff completed review and comment on the draft SGMA Annual Report for Water Year 2022-23. The consultant, Provost & Pritchard is preparing the final report to be submitted to DWR by April 1, 2024.

Indio Subbasin Sustainable Groundwater Management Act Compliance

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

Salt and Nutrient Management Planning

Staff attended the monthly steering committee meeting to review the Task 2 Technical Memorandum (TM) Characterize Groundwater Quality and Task 3 TM – Delineate Draft Management Zones and Metrics to Characterize Beneficial Use Protection that is in progress. Staff anticipates receiving the draft Task 2 TM in April 2024 from the consultant, West Yost, for review by both the steering committee and technical advisory committee.

PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

Desert Hot Springs Rotary Presentation: March 7, 2024

MSWD proudly presented at the Desert Hot Springs Noon Rotary meeting to celebrate Water and Sanitation Month. Staff provided updates on our Strategic Plan, the New Nancy Wright Regional Water Reclamation Facility, and Regulation VI changes.



Desert Hot Springs Little League Opening Ceremonies: March 9, 2024, 10:00am



MSWD is again proud to support the Desert Hot Springs Little League as they gear up for another successful season. Serving youth in the Desert Hot Springs community, organizers strive to support one another and make sure EVERY child in our community feels welcome and supported. We look forward to a successful 2024 season.

Desert Hot Springs Women's Club Fashion Show Fundraiser: March 10, 2024

MSWD was a proud sponsor of the Desert Hot Springs Women's Club Fashion Show and luncheon. This year's Mardi Gras-themed event will focus on men's and women's fashions. Proceeds will provide scholarships for local Desert Hot Springs High School students.



Desert Horticulture Society Tour: March 16, 2024

Back from hiatus, MSWD was once again a proud sponsor of the Desert Horticulture Tour. With the mission of showing residents real-life examples of what they can do in their gardens using low-water use plants, the tour featured five gardens re-imagined for today's desert environment. Ticket proceeds go towards the group's scholarship program, which supports local students pursuing degrees in landscape architecture, design, or similar fields.

Career Day, Julius Corsini Elementary School: March 22, 2024

MSWD staff enjoyed sharing the world of water with elementary students at Julius Corsini Elementary School. They covered the various career opportunities and education requirements and engaged students in hands-on activities.



MSWD DC Meetings: March 19-20, 2024

MSWD staff and board members met with representatives from the DC U.S. Army Corps of Engineers offices and representatives from Congressman Ruiz and Senators Butler and Padilla's offices. The meetings focused on the District's successful Groundwater Quality Protection Project. FY 2025 requests are currently being gathered, and these meetings provide legislators and their staff with important information.



Riverside County State of the District: March 18, 2024

MSWD attended Supervisor V. Manuel Perez's first-ever State of the Fourth District event, bringing county staff, community partners, and guest speakers together to address five key areas: health and wellness, housing and homelessness, community services and improvements, infrastructure, and economic development.



MSWD Water Talks: March 27, 2024

During our March 2024 Water Talks meeting, Sites Reservoir Manager Jerry Brown, P.E. delighted audiences with an overview of the project, stressing the importance of it as part of the state's response to climate change.

32 Annual Senior Inspiration Awards: March 28, 2024

MSWD staff supported Desert Hot Springs resident Linda Crowson, who was honored during the Senior Inspiration Awards. Every year, the County of Riverside and the Coachella Valley's nine cities honor senior citizens who inspire others through volunteerism and active community engagement. This annual event honors these unsung heroes' ongoing contributions and dedication to our communities.



ACWA 2024 Legislative Symposium: April 10, 2024



MSWD's management team and board members will attend ACWA's Legislative Symposium. The annual event engages water district directors, general managers, attorneys, and staff across California with up-to-date information on critical water policy issues.

Women's Club Spring BBQ Fundraiser: April 13, 2024, 12:00-2:00pm

As part of our commitment to community engagement and support, MSWD will proudly sponsor the Desert Hot Springs Women's Club Annual Spring BBQ Fundraiser. This event promises a delightful afternoon of camaraderie, delicious food, and meaningful contributions. The proceeds from this event will fund scholarships for Desert Hot Springs students, positively impacting our local community.



Earth Day Celebration with Cabot's Museum and Desert Hot Springs High School Real Academy: April 20, 2024, 10:00am-3:00pm



As part of our school outreach and groundwater Guardian Program, MSWD, Cabot's Museum, and the Desert Hot Springs High School Real Academy are joining together to unveil a new student-created 3D model of the watershed. A special unveiling ceremony will be held at 10:30 a.m.

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

Public & Media Outreach

Announcement of Strategic Plan and Staff Changes

MSWD's recent news release announcing the adoption of the 2024 Strategic Plan received media pick-up in several online publications and social media channels, including ACWA, CEO News, and El Infomador.



Water Matters
March 2024

Spring Water Conservation
As the warmth of spring approaches, our focus turns to the preservation of our precious water resources. As temperatures rise and outdoor activities increase, so does water consumption. It's imperative that we remain vigilant in our efforts to conserve water and protect this vital resource.

Simple actions can make a significant difference. From being leaky faucets to installing water-efficient appliances, every effort contributes to the conservation cause. Check out our seasonal watering plan below, which ensures you provide your outdoor spaces with just the right amount of water, promoting healthy landscapes without unnecessary waste. Together, we can create a positive impact and nurture a greener, healthier world.

For more water saving tips, visit www.mswd.org/conservation.

Month	Water Efficient Irrigation	Water Efficient Lawn	Non-Irrigated Turfgrass
March	3 gal./day 4 days/week	10 gal./day 4 days/week	23 gal./day 4 days/week
April	1 gal./day 6 days/week	17 gal./day 6 days/week	28 gal./day 7 days/week
May	3 gal./day 6 days/week	15 gal./day 6 days/week	24 gal./day 7 days/week

Groundwater Awareness Month
As proud Groundwater Guardians, we stand united in our commitment to safeguarding the lifeline of our community: groundwater. With 70% of our water sourced from this vital resource, MSWD's dedication to its protection remains unwavering. Our legacy of stewardship spans generations, ensuring a sustainable future for all.

Through vigilant monitoring, proactive conservation efforts, and community engagement, we continue to uphold our responsibility to preserve this precious resource. Together, we pledge to safeguard our groundwater for the benefit of present and future generations.

We hope you will join us in this mission. Simple ways to protect groundwater include avoiding the dumping of oils on streets and grass, using environmentally-friendly products, properly disposing of hazardous materials, minimizing the use of pesticides and herbicides, and regularly maintaining septic systems.

CONSTRUCTION UPDATE: Nancy Wright Regional Water Reclamation Facility

Enter the new site where the new treatment tanks will be. Work is complete and the plant should be fully operational in the coming months. Visit us online or check out our social media channels for additional updates.

66575 Second Street, Desert Hot Springs, CA 92240
709.328.4448 - MSWD.org

Customer Newsletter

Our March 2024 Water Matters newsletter featured information about Spring planting season, Groundwater Awareness Month, and a construction update on the Nancy Wright Regional Water Reclamation Facility.

A copy of the newsletter is included in Appendix D.

Legislative Update

Federal: Congress Completes Fiscal Year 2024 Appropriations

This month, at nearly the halfway mark of the new fiscal year, Congress finally finished its work on the Fiscal Year 2024 appropriations bills and passed two minibus packages. The first package (HR 4366), comprising six bills totaling around \$459 billion in discretionary spending, was signed into law on March 9, 2024. Two weeks later, the second package (HR 2882), encompassing the remaining six bills and totaling approximately \$1.2 trillion in discretionary spending, was signed into law on March 23, 2024. The FY24 appropriations bills also contained funding for community project requests, including the following project for the District:

- \$2.7 million-Groundwater Protection Project (Sens. Feinstein and Padilla)

With all 12 spending bills now enacted, the federal government's funding is secured through FY 2024, which ends on September 30, 2024. Congress has now shifted its focus to the funding for FY 2025, with Members currently accepting requests for programmatic and community project funding.

A complete federal update is located in Appendix C.

California: MSWD Bill Tracking Sheet

In addition to serving on Federal and State industry committees, Public Affairs staff maintains a legislative bill tracking sheet to monitor the progress of proposed laws. The sheet includes critical information such as bill numbers, sponsors, status updates, and relevant dates. It also includes references to comment letters or positions taken by the District. A copy of our current sheet is included in Appendix D.

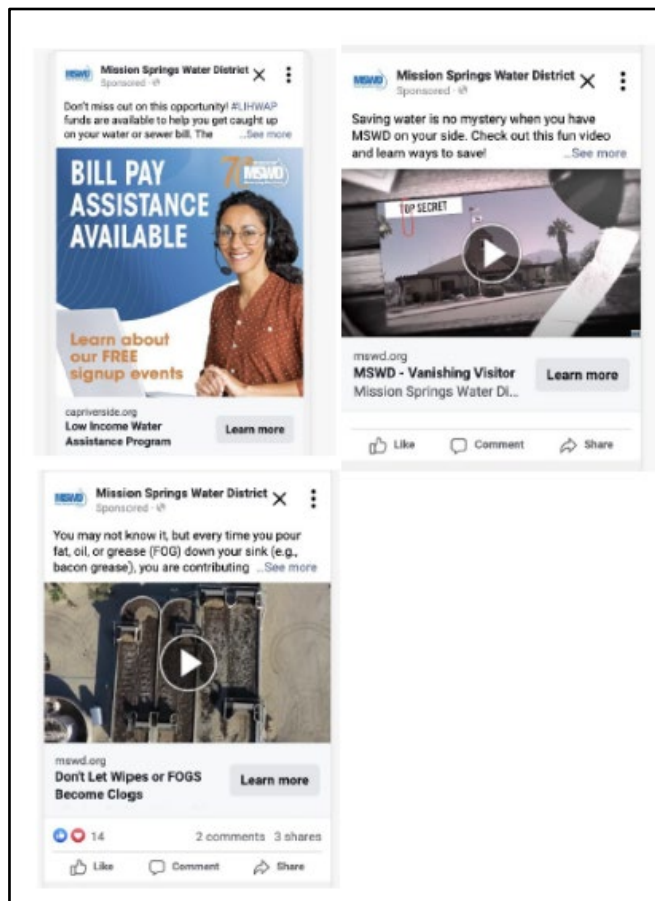
California: Conservation as a Way of Life

In March 2024, the State Water Board held a hearing and solicited comment letters from the Conservation as a Way of Life Framework. The regulation, introduced initially last year, establishes unique efficiency goals for each Urban Retail Water Supplier in California and provides those suppliers flexibility to implement locally appropriate solutions. As part of the state’s all-of-the-above strategy to expand storage, develop new water supplies, and promote more efficient water use, this regulation seeks to cultivate long-term practices that help communities adapt to California's ongoing water challenges. The proposed regulation will lessen the need for the emergency water use reduction targets that were important in recent droughts. In response to industry feedback and a recent [Legislative Analyst’s Office Report](#), the state board proposed changes to the regulation framework. MSWD participated in multiple industry letters and provided its own comments on the proposed changes. The MSWD letter is included in Appendix D.

MSWD Digital Advertising










The District featured three Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered almost 50,000 impressions and 877 link clicks. Our Facebook ads garnered more than 161,757 impressions and 292 link clicks.

A full report is included in Appendix D.



Social Media

A copy of the March 2024 social media report can be found in Appendix D. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included the live recording of the March MSWD Water Talk and the Strategic Plan News Release.

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 Join us tomorrow for our monthly Water Talk, where we will... 23.08%	 +3 MSWD was proud to celebrate DHS resident Linda Crowson an... 490	 LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are ava... 2
 News Release: SP & AGM News Release: MSWD Announces New Strategic Plan and App... 17.48%	 LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are ava... 190	 +3 MSWD was proud to celebrate DHS resident Linda Crowson an... 2
 St. Patty's Day Wishing you a happy and safe Saint Patrick's Day! #staysafe 17.17%	 St. Patty's Day Wishing you a happy and safe Saint Patrick's Day! #staysafe 185	 Water Talks Mar 27 JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATE... 1

CV Water Counts

There was significant engagement across multiple digital platforms in March 2024, with over 5,000 sessions on the website and 85,810 impressions on Facebook ads alone. Google Ads campaigns, including display, search, and video, contributed significantly to brand visibility, garnering hundreds of thousands of impressions and clicks. The e-newsletter continues to see impressive open rates, with March 2024's open rate above 61%. A full report is in Appendix D.



Rebates & Conservation

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

Toilet Rebates

The District funded two toilet rebate applications in March 2024 totaling \$300.

Turf Rebates

The District did not receive any new turf rebate applications in March 2024. However, there is one pending application totaling \$3,000.

Conservation Kits

The District received one request for a conservation kit in March 2024.

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
03/02/2024	MSWD	CV Water Counts Tour of the Nancy Wright RWRP	2
03/04/2024	City of DHS	Monthly Supply Order	15
03/06/2024	DHS High School	Club de Mujeres Latinas International Women's Day	5
03/08/2024	Miracle Springs Resort	Children Tennis Camp	5
03/10/2024	Team Mom	Special Event	5
03/14/2024	Bella Vista Elementary School	Annual Jog-a-Thon	5
03/16/2024	Denise Messier	Special Event – Family Accident	3
03/21/2024	Art Foundation – Adam Sanchez	DHS Golf Tournament	5
03/23/2024	Heart to Heart	Annual Military Wife Luncheon	5
03/24/2024	Spa City Paletteers Art Club	Annual Fundraiser for DHS High School Students	3
03/26/2024	Team Mom	Homeless Meals at Church	3
03/26/2024	DHS Police Department	Miscellaneous Events, Accidents, and Investigations	6
03/27/2024	MSWD	Water Talks Meeting	2
03/27/2024	Living Word in the Desert	Community Event	5
Total			62



APPENDIX A – Finance & Accounting Information

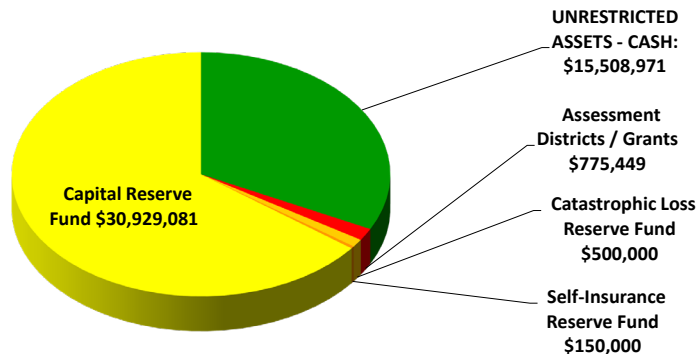
MISSION SPRINGS WATER DISTRICT
COMBINED FUNDS
DISTRICT SUMMARY
JULY 1, 2023 TO FEBRUARY 29, 2024

YEAR TO DATE				JULY 1, 2022 TO FEBRUARY 29, 2023				
ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE AMOUNT	FAVORABLE (UNFAVORABLE) VARIANCE PERCENT		ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE AMOUNT	FAVORABLE (UNFAVORABLE) VARIANCE PERCENT
		14,794,801	14,178,392				616,409	4%
13,016,635	15,754,657	2,738,023	17%	OPERATING EXPENSE:	10,727,028	11,451,865	724,837	6%
<u>1,778,166</u>	<u>(1,576,265)</u>	<u>3,354,432</u>	213%	NET OPERATING INCOME	<u>3,300,675</u>	<u>2,305,751</u>	<u>994,924</u>	43%
5,648,303	6,147,185	(498,882)	-8%	ADD NON-OPERATING REVENUE	2,678,198	2,450,924	227,274	9%
666,256	709,256	43,000	6%	LESS NON-OPERATING EXPENSE	439,760	1,136,204	696,444	61%
<u>4,982,047</u>	<u>5,437,929</u>	<u>(455,882)</u>	-8%	NET NON-OPERATING INCOME	<u>2,238,438</u>	<u>1,314,720</u>	<u>923,718</u>	70%
<u>6,760,214</u>	<u>3,861,664</u>	<u>2,898,550</u>	75%	NET INCOME	<u>5,539,113</u>	<u>3,620,471</u>	<u>1,918,642</u>	53%

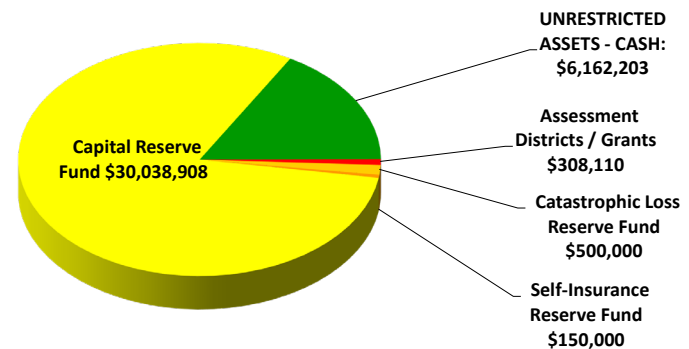
OTHER INFORMATION

	19.80	DEBT SERVICE RATIO	26.75
	0.74%	INVESTMENT RETURN	0.05%
EARNED \$	39,900	WELLS FARGO LOAN INTEREST	\$ 53,200 PAID
	\$ 42,784,058	CASH - JULY 1	\$ 47,763,075
	\$ 5,079,443	INCREASE/(DECREASE) IN CASH	\$ (10,603,853)
	<u>\$ 47,863,501</u>	CASH - END OF PERIOD	<u>\$ 37,159,222</u>
WELLS FARGO	\$ 15,508,971	UNRESTRICTED CASH	\$ 6,162,203
WELLS FARGO	\$ 562,755	RESTRICTED - ASSESSMENT DISTRICTS	\$ 675,306
CALTRUST	\$ 6,890,886	RESTRICTED - SHORT TERM FUND	\$ 6,507,866
CALTRUST	\$ 22,151,081	RESTRICTED - MEDIUM TERM FUND	\$ 21,204,603
CALTRUST	\$ 2,749,808	RESTRICTED - LIQUIDITY FUND	\$ 2,609,243
	<u>\$ 47,863,501</u>	RESTRICTED TOTAL CASH	<u>\$ 37,159,222</u>

Total Cash In Custody of MSWD 2024



Total Cash In Custody of MSWD 2023



APPENDIX B – Wastewater & Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	4	4	18	8	7	9	51	2	1	139	2	0	0
August	12	26	20	4	1	8	53	2	4	214	4	0	2
September	17	20	20	5	2	12	8	11	2	90	2	1	0
October	3	13	36	9	4	8	12	4	21	65	8	2	1
November	7	8	29	50	10	9	7	7	1	52	18	7	3
December	21	8	12	9	3	3	64	1	0	86	22	11	2
January	2	35	14	21	7	1	16	8	3	27	3	11	1
February	1	4	7	23	5	1	42	0	3	5	46	6	1
March	1	24	17	48	1	0	23	5	0	31	16	2	1
April		16	7	18	3	3	15	30	0	8	95	14	3
May		9	16	17	11	3	20	45	7	13	98	3	2
June		4	2	21	7	3	6	70	4	4	72	2	0
Annual	68	171	198	233	61	60	317	185	46	734	386	59	16

Connections to Sewer Collection System:

As of June 30, 2023 8,836
 Plus YTD 68

Total Sewer Connections = 8,904

WASTEWATER FLOW MGD				
2023/24	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September	2.037218	2.182773	0.046081	0.055570
October	2.050049	2.173503	0.040804	0.051000
November	2.065661	2.265582	0.046158	0.059550
December	2.037725	2.208722	0.045566	0.057730
January	2.014687	2.152567	0.045226	0.049620
February	1.999080	2.184408	0.047016	0.053920
March	2.075331	2.301861	0.047050	0.054740
April				
May				
June				

WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
August	2.007484	2.156507	0.043378	0.051750
September	2.085598	2.243680	0.042339	0.047130
October	1.980283	2.266199	0.045616	0.052230
November	1.966075	2.124845	0.045861	0.050330
December	1.963779	2.145901	0.041817	0.050300
January	1.954007	2.142796	0.043181	0.048220
February	1.917610	2.093768	0.041724	0.056170
March	1.977725	2.134190	0.042863	0.047530
April	2.047194	2.217048	0.037373	0.047160
May	1.977976	2.188987	0.040162	0.059330
June	1.938862	2.058816	0.049741	0.067470

WATER REPORT

WATER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September	19	22	23	18	2	14	4	13	3	0	2	2	0
October	4	16	33	13	3	21	8	3	20	0	5	1	1
November	9	10	27	10	16	4	0	7	3	0	1	0	1
December	5	9	9	2	17	3	3	2	0	0	2	0	0
January	5	26	14	15	6	3	20	1	1	2	2	0	0
February	3	14	8	13	8	5	11	1	0	1	0	1	0
March	6	29	19	16	2	3	6	5	0	12	0	0	4
April		24	6	11	1	3	7	11	2	7	0	1	4
May		16	19	15	12	5	11	9	8	2	0	1	2
June		5	1	24	11	2	8	2	10	1	0	0	0
Annual	70	205	196	150	92	73	88	58	49	25	14	6	12
Avg./ Mo.	5.83	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00

Connections to Water System:

As of June 30, 2023 13,542

Plus YTD 70

Total Water Connections = 13,612

WATER PRODUCTION SUMMARY													
	FY 2023/24	Variance from prior year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November	629.05	29.66	4.95%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December	529.99	-24.28	-4.38%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January	556.57	26.18	4.94%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February	458.69	-31.72	-6.47%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March	560.24	59.87	11.97%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April		-	0.00%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May		-	0.00%	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18
June		-	0.00%	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96
TOTAL	5,646.56	-38.26	-0.67%	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69	8,385.66

APPENDIX C – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

April 1, 2024

Congress Completes FY 2024 Appropriations

This month, at nearly the halfway mark of the new fiscal year, Congress finally finished their work on the Fiscal Year (FY) 2024 appropriations bills and passed two minibus packages. The first package ([H.R. 4366](#)), comprising of six bills and totaling around \$459 billion in discretionary spending, was signed into law on March 9th. Two weeks later, the second package ([H.R. 2882](#)), encompassing the remaining six bills and totaling approximately \$1.2 trillion in discretionary spending, was signed into law on March 23rd. The FY24 appropriations bills also contained funding for community project requests, included the following project for the District:

- \$2.7 million-Groundwater Protection Project (Sens. Feinstein and Padilla)

With all 12 spending bills now enacted, the federal government's funding is secured through the FY 2024 which ends on September 30, 2024. Congress has now shifted its focus to the funding for FY25, with Members currently accepting requests for programmatic and community project funding.

President Biden Submits FY 2025 Budget to Congress

Following the State of the Union Address, President Biden [submitted](#) his FY 2025 Budget Proposal to Congress for consideration. The budget includes funding priorities for the Biden administration for Congress to consider when drafting FY 2025 appropriations bills. The budget details \$7.2 trillion in spending for FY 2025 and protects a deficit reduction of two percentage points by FY 2034. A list of fact sheets on programs included in the budget can be found [HERE](#).

House Appropriations Chair Steps Down

House Appropriations Committee Chair Kay Granger (R-TX) announced her intent to step down as Chair of the House Appropriations Committee and is urging the House Republican Leadership to immediately appoint a new Committee Chair. Granger, who has confirmed she won't seek re-election, plans to fulfill her current term in Congress, but anticipates the fiscal 2025 government funding package to materialize "well into the next fiscal year." As a result, she has requested for her replacement to begin before the end of the current Congress. Two seasoned members of the Appropriations Committee, Representatives Tom Cole (R-OK) and Robert Aderholt (R-AL), have signaled their interest in the position.

Additional Members Announce Resignations and Retirements

In March, additional Members of Congress announced their resignation or plans to retire. Representative Ken Buck (R-CO) resigned from the House on March 22nd, and a special election to fill the remainder of his term is scheduled for June 25th. Representative Mike Gallagher (R-WI) announced his intent to resign effective April 19th. In the race to replace former Representative and Speaker of the House Kevin McCarthy (R-CA), two Republicans, Vince Fong and Mike Boudreaux, advanced to a runoff scheduled for May 21st. On the Senate side, Senator Kyrsten Sinema (I-AZ) announced her intent to retire at the end of the 118th Congress.

Legislative Activity

EDA Reauthorization Bill Introduced. Senate Committee on Environment and Public Works (EPW) Chairman Tom Carper (D-DE) and Ranking Member Shelley Moore Capito (R-WV), along with EPW Transportation and Infrastructure Subcommittee Chairman Mark Kelly (D-AZ), and Ranking Member Kevin Cramer (R-ND) introduced the *Economic Development Act of 2024* ([S. 3891](#)). The bill would reauthorize and reform programs at the Economic Development Administration (EDA) for workforce development and disaster assistance. The legislation would also update and authorize laws regarding federal regional commissions and would establish two new regional commissions. Following a markup, EPW reported the bill favorably and it now heads to the full Senate for consideration.

Special District Grant Accessibility Bill Introduced in House. Representatives Pat Fallon (R-TX) and Brittany Pettersen (D-CO) introduced the *Special District Grant Accessibility Act* ([H.R. 7525](#)). The legislation would codify a formal definition of “special district” at the federal level. Additionally, the bill would direct federal agencies to recognize special districts as local governments for the purpose of ensuring eligibility to receive appropriate forms of federal assistance, including funding and resources. On March 7th, the House Committee on Oversight and Accountability reported the bill by a vote of 38-2. It now heads to the full House for consideration.

Federal Funding Opportunities & Announcements

EPA Publishes P2 Program NOFOs. EPA published two NOFOs as part of its Pollution Prevention (P2) program. The first [NOFO](#) is for the availability \$9.94 million in funding available over a two-year funding cycle with a cost share/match requirement of 50 percent. The second [NOFO](#) is for the availability of \$13.9 million funded by the Bipartisan Infrastructure Law (BIL) without the matching requirement of traditional P2 grants, and with immediate disbursement of funds. Both opportunities provide funding for technical assistance for the development and implementation of pollution prevention plans. Applications for both opportunities are due by May 17th.

Reclamation Extends WaterSMART Planning and Project Design Deadline. The Reclamation extended the submission deadline for the WaterSMART Planning and

Project Design [NOFO](#). The program includes funding for Water Strategy grants to conduct water supply planning activities, Project Design grants to conduct project-specific design, and Drought Contingency Plan grants to conduct comprehensive drought planning. The new deadline for applications is May 21st.

Federal Agency Personnel & Regulatory Announcements

DHS Releases AI Roadmap. The Department of Homeland Security (DHS) released its report titled “[Artificial Intelligence \(AI\) Roadmap 2024](#)” to provide a basis for developing AI technology while protecting the public from irresponsible or adversarial use of the technology. The roadmap aligns with President Biden’s Executive Order 14110, *Safe, Secure, and Trustworthy Development and Use of Artificial Intelligence*.

EPA and NSC Highlight Cyber Threats for Water Sector. EPA Administrator Michael Regan and National Security Advisor Jake Sullivan sent a [letter](#) to all governors requesting attendance of state environmental, health, and homeland security agencies to a summit on the need to safeguard water sector critical infrastructure against cybersecurity threats. The virtual meeting took place on March 21st, and EPA and the National Security Council (NSC) urged rapid improvements to water cybersecurity and reinforced collaboration between state and federal entities on securing water systems.

EPA Publishes Final CWA Hazardous Substance Facility Response Rule. EPA published a [final rule](#) titled “Clean Water Act Hazardous Substance Worst Case Discharge Planning.” Facilities subject to the rule are required to prepare response plans under the Clean Water Act (CWA) to prepare for the potential of worst-case discharge scenarios within 36 months of the effective date of the rule. A worst-case discharge is the largest foreseeable discharge in adverse or extreme weather conditions. The rule is effective on May 28th.

EPA Establishes Office of Agriculture and Rural Affairs. EPA established a new [Office of Agriculture and Rural Affairs](#) to expand engagement opportunities with agricultural and rural communities. The new office will be led by Rod Snyder, EPA’s Senior Advisor for Agriculture, and will promote practical solutions to protect the environment while supporting farmers and rural communities seeking infrastructure funding and community improvement opportunities.

EPA Releases 2023 WIFIA Report. EPA released the Water Infrastructure Finance and Innovation Act (WIFIA) program [2023 Annual Report](#). In 2023, EPA closed \$3 billion in WIFIA loans to support water infrastructure in 10 states. Since 2018, EPA has loaned \$19 billion through the WIFIA program to support \$43 billion in water infrastructure projects.

USACE Releases Section 7001 Report to Congress. The US Army Corps of Engineers (USACE) released its annual [report](#) titled “2024 Report to Congress on Future Water Resources Development,” also referred to as the Section 7001 report. The report details potential future water resources studies and projects identified by USACE that would require congressional authorization.

##

APPENDIX D – Public Affairs Information

Spring Water Conservation

As the warmth of spring approaches, our focus turns to the preservation of our precious water resources. As temperatures rise and outdoor activities increase, so does water consumption. It's imperative that we remain vigilant in our efforts to conserve water and protect this vital resource.

Simple actions can make a significant difference. From fixing leaky faucets to installing water-efficient appliances, every effort contributes to the conservation cause. Check out our seasonal watering plan below, which ensures you provide your outdoor spaces with just the right amount of water, promoting healthy landscapes without unnecessary waste. Together, we can create a positive impact and nurture a greener, healthier world.

For more water saving tips, visit www.mswd.org/conservation.

	Water Efficient Shrubs	Water Efficient Trees	Non-Desert Trees	Turf/Grass
March	.9 gal./day 4 days/week	16 gal./day 4 days/week	53 gal./day 4 days/week	Spray system: 7 min./day; 5 days/week Rotor system: 18 min./day; 5 days/week
April	1 gal./day 5 days/week	17 gal./day 5 days/week	59 gal./day 5 days/week	Spray system: 10 min./day; 7 days/week Rotor system: 22 min./day; 7 days/week
May	.9 gal./day 6 days/week	18 gal./day 5 days/week	60 gal./day 6 days/week	Spray system: 12 min./day; 7 days/week Rotor system: 27 min./day; 7 days/week

Groundwater Awareness Month

As proud Groundwater Guardians, we stand united in our commitment to safeguarding the lifeblood of our community: groundwater. With 100% of our water sourced from this vital reserve, MSWD's dedication to its protection remains unwavering. Our legacy of stewardship spans generations, ensuring a sustainable future for all.

Through vigilant monitoring, proactive conservation efforts, and community engagement, we continue to uphold our responsibility to preserve this precious resource. Together, we pledge to safeguard our groundwater for the benefit of present and future generations.

We hope you will join us in this mission. Simple ways to protect groundwater include avoiding the dumping of oils on streets and grass, using environmentally-friendly products, properly disposing of hazardous materials, minimizing the use of pesticides and fertilizers, and regularly maintaining septic systems.



CONSTRUCTION UPDATE: Nancy Wright Regional Water Reclamation Facility



Earlier this month, crews began filling the treatment tanks with clean water to begin testing. Work is continuing and the plant should be fully operational in the coming months. Visit our website or check out our social media channels for additional updates.

Conservación del agua de manantial

A medida que se acerca el calor de la primavera, nuestra atención se centra en la preservación de nuestros preciosos recursos hídricos. A medida que aumentan las temperaturas y las actividades al aire libre, también lo hace el consumo de agua. Es imperativo que permanezcamos atentos en nuestros esfuerzos por conservar el agua y proteger este recurso vital.

Las acciones de implementación pueden marcar una diferencia significativa. Desde arreglar grifos que gotean hasta instalar electrodomésticos de bajo consumo de agua, cada esfuerzo contribuye a la causa de la conservación. Echa un vistazo a nuestro plan de riego estacional a continuación, que garantiza que proporciones a tus espacios exteriores la cantidad justa de agua, promoviendo paisajes saludables sin desperdicios innecesarios. Juntos, podemos crear un impacto positivo y fomentar un mundo más verde y saludable. Para obtener más consejos para ahorrar agua, visite www.mswd.org/conservation.

	Arbustos eficientes en el uso del agua	Árboles eficientes en el uso del agua	Árboles no desérticos	Césped
Marzo	.9 galón por día 4 días a la semana	16 galón por día 4 días a la semana	53 galón por día 4 días a la semana	Rociar: 7 min. por día; 5 días a la semana Aspersor: 18 min. por día; 5 días a la semana
Abril	1 galón por día 5 días a la semana	17 galón por día 5 días a la semana	59 galón por día 5 días a la semana	Rociar: 10 min. por día; 7 días a la semana Aspersor: 22 min. por día; 7 días a la semana
Mayo	.9 galón por día 6 días a la semana	18 galón por día 5 días a la semana	60 galón por día 6 días a la semana	Rociar: 12 min. por día; 7 días a la semana Aspersor: 27 min. por día; 7 días a la semana

Mes de Concientización sobre las Aguas Subterráneas

Como orgullosos Guardianes de las Aguas Subterráneas, nos mantenemos unidos en nuestro compromiso de salvaguardar el alma de nuestra comunidad: las aguas subterráneas. Dado que el 100% de nuestra agua proviene de esta reserva vital, la dedicación de MSWD a su protección sigue siendo inquebrantable. Nuestro legado de administración abarca generaciones, asegurando un futuro sostenible para todos.

A través de un monitoreo vigilante, esfuerzos de conservación proactivos y participación de la comunidad, continuamos cumpliendo con nuestra responsabilidad de preservar este precioso recurso. Juntos, nos comprometemos a salvaguardar nuestras aguas subterráneas en beneficio de las generaciones presentes y futuras.

Esperamos que se unan a nosotros en esta misión. Las formas sencillas de proteger las aguas subterráneas incluyen evitar el vertido de aceites en las calles y el césped, utilizar productos respetuosos con el medio ambiente, desechar adecuadamente los materiales peligrosos, minimizar el uso de pesticidas y fertilizantes, y mantener regularmente los sistemas sépticos.



ACTUALIZACIÓN DE LA CONSTRUCCIÓN: Nancy Wright Regional Water Reclamation Facility



A principios de este mes, las cuadrillas comenzaron a llenar los tanques de tratamiento con agua limpia para comenzar las pruebas. Los trabajos continúan y la planta debería estar en pleno funcionamiento en los próximos meses. Visite nuestro sitio web o consulte nuestros canales de redes sociales para obtener actualizaciones adicionales.



March 27, 2024

Courtney Tyler, Clerk to the Board
State Water Resources Control Board
P.O. Box 100
Sacramento, CA 95812-2000
commentletters@waterboards.ca.gov

RE: Comment Letter—Proposed Making Conservation a California Way of Life Regulation

Dear Honorable State Water Resources Control Board,

On behalf of Mission Springs Water District, I would like to extend our gratitude for the opportunity to provide feedback on the second draft of the Making Conservation a California Way of Life Regulation (Regulation). We appreciate the State Water Resources Control Board's responsiveness to our comments on the initial draft and the subsequent revisions. We appreciate your commitment to engaging with stakeholders and considering their input in the regulatory process.

While we generally concur with the proposed modifications in the second draft of the Regulation, we have some lingering concerns that merit attention and further collaboration. We echo the Association of California Water Agencies (ACWA)'s sentiments and offer specific comments and recommendations for your consideration.

Timing: We appreciate the proposed timelines for outdoor standards, particularly the additional five years provided for the standard to drop in the Landscape Efficiency Factor (LEF) from 0.8 to 0.63. This extension acknowledges the complexities involved in implementing necessary changes and allows for adequate time for all suppliers to develop programs supporting compliance.

Feasibility: Given the arid nature of our region and the disadvantaged community we serve, achieving a 0.55 LEF standard by 2040 poses significant challenges. We have concerns regarding feasibility, particularly without dedicated funding or technical assistance. Expanding the irrigable but not currently irrigated (INI) buffer is welcomed. Still, we stress the need for a nuanced understanding of real-world conditions, as highlighted by the statistical analysis conducted by the Department of Water Resources.

We echo requests to remove Effective Precipitation from the final Regulation, as its application is impractical in our region due to variability and uneven distribution. Furthermore, we advocate for changes that acknowledge inherent data limitations and gaps, including consideration of a Data Error Adjustment as proposed by ACWA.

Alternative Compliance: We commend the modifications to alternative compliance pathways, which offer greater accessibility for suppliers facing significant reductions. However, we urge clarification regarding the specific period or year for the median household income (MHI) referenced in these pathways to avoid ambiguity and confusion.

Collaboration: We value the State Water Resources Control Board's commitment to collaboration and inclusive stakeholder engagement in the regulatory process. We believe that continued collaboration is essential for addressing unclear or inconsistent language before the Regulation is finalized.

In conclusion, we appreciate the opportunity to provide feedback on the Regulation and express our willingness to work collaboratively toward practical and feasible water conservation policies. We look forward to further dialogue and collaboration on this critical issue.

Thank you for your attention to our concerns and for considering our recommendations.

Sincerely,



Brian E. Macy, PE
General Manager
Mission Springs Water District



March 27, 2024

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State Water Resources Control Board
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Sacramento, CA 95812-2000
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Thank you for your attention to our concerns and for considering our recommendations.

Sincerely,

A handwritten signature in blue ink that reads "Brian E. Macy". The signature is written in a cursive, slightly slanted style.

Brian E. Macy, PE
General Manager
Mission Springs Water District



March 25, 2024

The Honorable Henry Stern
Chair of the Senate Committee on Natural Resources and Water
State Capitol, Room 5046
Sacramento, CA 95814
Email: Senate.Natural.Resources@senate.ca.gov

RE: Support for SB 1156 Groundwater Sustainability Agencies Transparency Act

Dear Senator Stern,

On behalf of Mission Springs Water District, I am writing to express our full support for SB 1156, the Groundwater Sustainability Agencies Transparency Act. This bill is paramount to our District and the communities we serve, as it seeks to enhance transparency and accountability within Groundwater Sustainability Agencies (GSA).

SB 1156 proposes measures that would mandate members of the executive team and board of directors of GSAs to disclose economic or financial interests they maintain annually. This requirement aligns with MSWD's commitment to transparent governance and ensuring that the interests of ratepayers are safeguarded.

Recently, our District has encountered challenges in obtaining separate accounting information from our GSA. The commingling of funds between their business's wholesale and retail sides has raised concerns regarding transparency and accountability.

As a water district responsible for ensuring the welfare of our community, it is imperative that we have access to clear and transparent financial information. The lack of financial separation between the wholesale and retail businesses, with the same board and staff, has raised questions regarding the autonomy of individual districts and their responsibilities as GSAs.

SB 1156 addresses these concerns by promoting transparency in financial matters and ensuring that GSAs remain accountable to the communities they serve. Therefore, we urge you to support SB 1156 and advocate for its passage. Transparent and accountable governance is fundamental to effectively managing groundwater resources and protecting our community's interests.

Thank you for considering our position on this matter. Please do not hesitate to contact us for further information or assistance.

Sincerely,

A handwritten signature in cursive script that reads "Marion Champion".

Marion Champion
Assistant General Manager
Mission Springs Water District



2024 - 2025 MSWD Bill Tracker

Updated 3/25/2024

Bill #	Issue	Summary	Status	Link	Sponsor	Notes
AB 62	Statewide water storage: expansion	<p>Current law establishes within the Natural Resources Agency the State Water Resources Control Board and the California regional water quality control boards. Current law requires the work of the state board to be divided into at least 2 divisions, known as the Division of Water Rights and the Division of Water Quality. This bill would establish a statewide goal to increase above- and below-ground water storage capacity by a total of 3,700,000 acre-feet by the year 2030 and a total of 4,000,000 acre-feet by the year 2040.</p> <p>The bill would require the Department of Water Resources, in consultation with the state board, to take reasonable actions to promote or assist efforts to achieve the statewide goal, as provided. The bill would require the department, beginning July 1, 2027, and on or before July 1 every 2 years thereafter until January 1, 2043, in consultation with the state board, to prepare and submit a report to the Legislature on the progress made to achieve the statewide goal.</p>	2/1/2024-From committee: Filed with the Chief Clerk pursuant to Joint Rule 56.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB62	Mathis	
AB 227	Extreme Weather Forecast and Threat Intelligence Integration Center	<p>Current law establishes the Atmospheric Rivers: Research, Mitigation, and Climate Forecasting Program within the department to, upon appropriation of special fund moneys, research climate forecasting and the causes and impacts that climate change has on atmospheric rivers, to operate reservoirs in a manner that improves flood protection in the state, and to reoperate flood control and water storage facilities to capture water generated by atmospheric rivers. This bill would establish the State-Federal Flood Operations Center within the Department of Water Resources and would authorize the department to administer the center in the department's divisions, offices, or programs. The bill would provide that the purpose of the center is to function as the focal point for gathering, analyzing, and disseminating flood and water-related information to stakeholders and would authorize the center to take specified actions for that purpose, including to function during emergency situations to enable the department to centrally coordinate statewide emergency responses.</p>	9/1/2023-Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 8/21/2023)(May be acted upon Jan 2024)	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB27 7	Rodriguez	
AB 305	California Flood Protection Bond Act of 2024	<p>Would enact the California Flood Protection Bond Act of 2024 which, if approved by the voters, would authorize the issuance of bonds in the amount of \$4,500,000,000 pursuant to the State General Obligation Bond Law for flood protection projects, as specified. The bill would provide for the submission of these provisions to the voters at the November 5, 2024, statewide general election.</p>	6/14/2023-Referred to Coms. on N.R. & W. and GOV. & F	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB30 5	Villapudua	
AB 422	Natural Resources Agency: statewide water storage: tracking	<p>Would require the Natural Resources Agency, on or before June 1, 2024, to post on its publicly available internet website information tracking the progress to increase statewide water storage, and to keep that information updated.</p>	2/1/2024-From committee: Filed with the Chief Clerk pursuant to Joint Rule 56	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB42 2	Alanis	
AB 429	Groundwater wells: permits	<p>Current law requires the State Water Resources Control Board to adopt a model water well, cathodic protection well, and monitoring well drilling and abandonment ordinance implementing certain standards for water well construction, maintenance, and abandonment and requires each county, city, or water agency, where appropriate, not later than January 15, 1990, to adopt a water well, cathodic protection well, and monitoring well drilling and abandonment ordinance that meets or exceeds certain standards. Under current law, if a county, city, or water agency, where appropriate, fails to adopt an ordinance establishing water well, cathodic protection well, and monitoring well drilling and abandonment standards, the model ordinance adopted by the state board is required to take effect on February 15, 1990, and is required to be enforced by the county or city and have the same force and effect as if adopted as a county or city ordinance. The Sustainable Groundwater Management Act requires all groundwater basins designated as high- or medium-priority basins by the Department of Water Resources that are designated as basins subject to critical conditions of overdraft to be managed under a groundwater sustainability plan or coordinated groundwater sustainability plans by January 31, 2020, and requires all other groundwater basins designated as high- or medium-priority basins to be managed under a groundwater sustainability plan or coordinated groundwater sustainability plans by January 31, 2022, except as specified. This bill would, if 1% of domestic wells go dry in a critically overdrafted basin, as specified, prohibit a county, city, or any other water well permitting agency from approving a permit for a new groundwater well or for an alteration to an existing well in a basin subject to the act and classified as a critically overdrafted basin unless specified conditions are met.</p>	2/1/2024-From committee: Filed with the Chief Clerk pursuant to Joint Rule 56	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB42 9	Bennett	

AB 460	State Water Resources Control Board: water rights and usage: interim relief: procedures.	Current law authorizes the State Water Resources Control Board to investigate all streams, stream systems, lakes, or other bodies of water, take testimony relating to the rights to water or the use of water, and ascertain whether water filed upon or attempted to be appropriated is appropriated under the laws of the state. Current law requires the board to take appropriate actions to prevent waste or the unreasonable use of water. This bill would authorize the board, in conducting specified investigations or proceedings to inspect the property or facilities of a person or entity, as specified. The bill would authorize the board, if consent is denied for an inspection, to obtain an inspection warrant, as specified, or in the event of an emergency affecting public health and safety, to conduct an inspection without consent or a warrant.	7/14/2023-Failed Deadline pursuant to Rule 61(a)(10). (Last location was N.R. & W. on 6/7/2023)(May be acted upon Jan 2024)	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB46 0	Bauer-Kahn
AB 560	Sustainable Groundwater Management Act: groundwater adjudication	Current law prohibits a court from approving entry of judgment in certain adjudication actions for a basin required to have a groundwater sustainability plan under the Sustainable Groundwater Management Act, unless the court finds that the judgment would not substantially impair the ability of a groundwater sustainability agency, the State Water Resources Control Board, or the Department of Water Resources to comply with the act and to achieve sustainable groundwater management. This bill would require the parties to an adjudication action to submit a proposed settlement agreement determining rights to water to the board for a nonbinding advisory determination as to whether the proposed settlement agreement will substantially impair the ability of a groundwater sustainability agency, the board, or the department to achieve sustainable groundwater management before filing the proposed settlement agreement with the court. The bill would require the board to provide its nonbinding advisory determination to the parties no later than 120 days after the proposed settlement agreement was submitted, and would require the parties to include the board's nonbinding advisory determination in the court filing, as provided.	9/1/2023-Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 8/14/2023)(May be acted upon Jan 2024)	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB56 0	Bennett
AB 735	Workforce development: utility careers	Would establish the High Road Utility Careers (HRUC) program, to be administered by the California Workforce Development Board, to connect existing resources with individuals interested in careers in the utility sector and ensure a continued reliable workforce for California utilities. The bill would require the board to administer the HRUC program through partnerships with statewide water, wastewater, and energy utility associations and to coordinate the program with existing and future programs and initiatives administered by the board, including high road training partnerships, in order to align interested individuals with available resources. The bill would require the HRUC program, upon appropriation by the Legislature, to dedicate funding and resources toward accomplishing specified goals, including connecting workers to high-quality jobs or entry-level work with defined routes to advancement and increasing skills and opportunities while expanding pipelines for low-income populations.	2/1/2024-From committee: Filed with the Chief Clerk pursuant to Joint Rule 56	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB73 5	Berman
AB 754	Water management planning: water shortages	Current law requires an urban water management plan to quantify past, current, and projected water use, identifying the uses among water use sectors, including, among others, commercial, agricultural, and industrial. Current law requires every urban water supplier to prepare and adopt a water shortage contingency plan as part of its urban water management plan. Current law requires the water shortage contingency plan to include the procedures used in conducting an annual water supply and demand assessment, including the key data inputs and assessment methodology used to evaluate the urban water supplier's water supply reliability for the current year and one dry year. Current law requires the key data inputs and assessment methodology to include specified information, including, among other things, a description and quantification of each source of water supply. This bill would require a water shortage contingency plan to include, if, based on a description and quantification of each source of water supply, a single reservoir constitutes at least 50% of the total water supply, an identification of the dam and description of existing reservoir management operations, as specified, and if the reservoir is owned and operated by the urban water supplier, a description of operational practices and approaches, as specified.	9/1/2023-Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 8/21/2023)(May be acted upon Jan 2024)	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB75 4	Papan

AB 805	Sewer service: disadvantaged communities	<p>Under current law, the State Water Resources Control Board and the 9 California regional water quality control boards regulate water quality in accordance with the Porter-Cologne Water Quality Control Act and the federal Clean Water Act. Current law authorizes a regional board to order the provision of sewer service by a receiving sewer system, as defined, to a disadvantaged community served by an inadequate onsite sewage treatment system, as defined. This bill would authorize the state board to require a sewer service provider to contract with an administrator designated or approved by the state board for administrative, technical, operational, legal, or managerial services to assist a designated sewer system with the provision of adequate sewer service, as defined. The bill would also authorize the state board to order a designated sewer system to accept those services, including full management and control of all aspects of the designated sewer system, from an administrator. The bill would define "designated sewer system" for these purposes as a sewer system that serves a disadvantaged community and that the state board finds to be either an inadequate sewage treatment system or a sewer system that has demonstrated difficulty in maintaining technical, managerial, and financial capacity to prevent fraud and mismanagement, or a sewer system that voluntarily accepts financial assistance for the provision of adequate sewer service.</p>	<p>1/30/2024-Read third time. Urgency clause adopted. Passed. Ordered to the Senate. (Ayes 76. Noes 0.). In Senate. Read first time. To Com. on RLS. for assignment</p>	<p>https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB80 5</p>	Arambula
AB 817	Open meetings: teleconferencing: subsidiary body	<p>The Ralph M. Brown Act requires, with specified exceptions, each legislative body of a local agency to provide notice of the time and place for its regular meetings and an agenda containing a brief general description of each item of business to be transacted. The act also requires that all meetings of a legislative body be open and public, and that all persons be permitted to attend unless a closed session is authorized. The act generally requires for teleconferencing that the legislative body of a local agency that elects to use teleconferencing post agendas at all teleconference locations, identify each teleconference location in the notice and agenda of the meeting or proceeding, and have each teleconference location be accessible to the public. Existing law also requires that, during the teleconference, at least a quorum of the members of the legislative body participate from locations within the boundaries of the territory over which the local agency exercises jurisdiction. Current law authorizes the legislative body of a local agency to use alternate teleconferencing provisions during a proclaimed state of emergency (emergency provisions) and, until January 1, 2026, in certain circumstances related to the particular member if at least a quorum of its members participate from a singular physical location that is open to the public and situated within the agency's jurisdiction and other requirements are met (nonemergency provisions). This bill, until January 1, 2026, would authorize a subsidiary body, as defined, to use similar alternative teleconferencing provisions and would impose requirements for notice, agenda, and public participation, as prescribed. In order to use teleconferencing pursuant to this act, the bill would require the legislative body that established the subsidiary body by charter, ordinance, resolution, or other formal action to make specified findings by majority vote, before the subsidiary body uses teleconferencing for the first time and every 12 months thereafter</p>	<p>1/25/2024-Read third time. Passed. Ordered to the Senate. (Ayes 54. Noes 8.) In Senate. Read first time. To Com. on RLS. for assignment</p>	<p>https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB81 7</p>	Pacheco
AB 838	California Water Affordability and Infrastructure Transparency Act of 2023	<p>The California Safe Drinking Water Act requires the State Water Resources Control Board to administer provisions relating to the regulation of drinking water to protect public health. Current law declares it to be the established policy of the state that every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes. The act prohibits a person from operating a public water system unless the person first submits an application to the state board and receives a permit to operate the system, as specified. The act requires a public water system to submit a technical report to the state board as a part of the permit application or when otherwise required by the state board, as specified, and to submit the report in the form and format and at intervals specified by the state board. This bill would require, beginning January 1, 2025, and thereafter at intervals determined by the state board, public water systems to provide specified information and data related to customer water bills and efforts to replace aging infrastructure to the state board.</p>	<p>2/1/2024-From committee: Filed with the Chief Clerk pursuant to Joint Rule 56</p>	<p>https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB83 8</p>	Connolly
AB 1072	Water conservation and efficiency: low-income residential customers	<p>Would declare the policy of the state that all residents have access to water conservation and efficiency programs. The bill would also set forth related findings including that reaching the state's environmental justice goals and commitments requires designing climate adaptation programs so that all households may participate.</p>	<p>2/1/2024-From committee: Filed with the Chief Clerk pursuant to Joint Rule 56</p>	<p>https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB10 72</p>	Wicks

AB 1563	Groundwater sustainability agency: groundwater extraction permit: verification	Current law authorizes any local agency or combination of local agencies overlying a groundwater basin to decide to become a groundwater sustainability agency for that basin and imposes specified duties upon that agency or combination of agencies, as provided. Current law authorizes a groundwater sustainability agency to request of the county, and requires a county to consider, that the county forward permit requests for the construction of new groundwater wells, the enlarging of existing groundwater wells, and the reactivation of abandoned groundwater wells to the agency before permit approval. This bill would instead require a county to forward permit requests for the construction of new groundwater wells, the enlarging of existing groundwater wells, and the reactivation of abandoned groundwater wells to the groundwater sustainability agency before permit approval.	7/14/2023-Failed Deadline pursuant to Rule 61(a)(10). (Last location was GOV. & F. on 6/22/2023)(May be acted upon Jan 2024)	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1563	Bennett
AB 1567	Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, Clean Energy, and Workforce Development Bond Act of 2024	Would enact the Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, Clean Energy, and Workforce Development Bond Act of 2024, which, if approved by the voters, would authorize the issuance of bonds in the amount of \$15,995,000,000 pursuant to the State General Obligation Bond Law to finance projects for safe drinking water, wildfire prevention, drought preparation, flood protection, extreme heat mitigation, clean energy, and workforce development programs.	6/14/2023-Referred to Coms. on N.R. & W. and GOV. & F	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1567	Garcia
AB 1573	Water conservation: landscape design: model ordinance	The Water Conservation in Landscaping Act provides for a Model Water Efficient Landscape Ordinance that is adopted and updated at least every 3 years by the Department of Water Resources, unless the department makes a specified finding. Current law requires a local agency to adopt the model ordinance or to adopt a water efficient landscape ordinance that is at least as effective in conserving water as the updated model ordinance, except as specified. Current law specifies the provisions of the updated model ordinance, as provided. Current law includes a related statement of legislative findings and declarations. This bill would require the updated model ordinance to include provisions that require that plants included in a landscape design plan be selected based on their adaptability to climatic, geological, and topographical conditions of the project site, as specified. The bill would also exempt landscaping that is part of a culturally specific project, as defined, ecological restoration projects that do not require a permanent irrigation system, mined-land reclamation projects that do not require a permanent irrigation system, and existing plant collections, as part of botanical gardens and arboretums open to the public, from the model ordinance. The bill would require the updated model ordinance to include provisions that, among other changes, prohibit the use of traditional overhead sprinklers on all new and rehabilitated landscapes and require that new and rehabilitated landscapes use only water efficient irrigation devices.	9/14/2023-Failed Deadline pursuant to Rule 61(a)(14). (Last location was INACTIVE FILE on 9/7/2023)(May be acted upon Jan 2024)	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1573	Friedman
AB 1597	Water quality: California-Mexico cross-border rivers	Would authorize, upon appropriation by the Legislature in the annual Budget Act or another statute, funds to be made available to the North American Development Bank (NADBank) for loans, grants, and direct expenditures to address water quality problems arising in the California-Mexico cross-border rivers. The bill would require the funding to be available for specified purposes, as provided, including water quality projects for the Tijuana River, and would make 10% of the funding available for the administrative costs of implementing these provisions. The bill would authorize funding provided for activities or projects in the State of Baja California to be provided through direct expenditures and for grants to an eligible funding recipient authorized to work in Mexico under a specified circumstance. The bill would authorize grant funding to be conditioned on enforceability and accountability mechanisms agreed upon by the North American Development Bank and the recipient, with the concurrence of the State Water Resources Control Board. The bill would require the California Environmental Protection Agency to notify the leadership office in each house of the Legislature on cross-border collaboration and the expenditure of the funding, as provided.	7/14/2023-Failed Deadline pursuant to Rule 61(a)(10). (Last location was E.Q. on 6/14/2023)(May be acted upon Jan 2024)	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1597	Alvarez
AB 1820	Housing development projects: applications: fees and exactions	Current law requires a housing development project be subject only to the ordinances, policies, and standards adopted and in effect when the preliminary application was submitted. This bill would authorize a development proponent that submits a preliminary application for a housing development project to request a preliminary fee and exaction estimate, as defined, and would require the local agency to provide the estimate within 10 business days of the submission of the preliminary application.	2/21/2024-Re-referred to Com. on H. & C.D	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1820	Schiavo

AB 1827	Local government: fees and charges: water: higher-consumptive water parcels	<p>The California Constitution specifies various requirements with respect to the levying of assessments and property-related fees and charges by a local agency, including requiring that the local agency provide public notice and a majority protest procedure in the case of assessments and submit property-related fees and charges for approval by property owners subject to the fee or charge or the electorate residing in the affected area following a public hearing. This bill would provide that the fees or charges for property-related water service imposed or increased, as specified, may include the incrementally higher costs of water service due to specified factors, including the higher water usage demand of parcels. The bill would provide that the costs associated with higher water usage demands, the maximum potential water use, or a projected peak water usage demand may be allocated using any method that reasonably assesses the water service provider's cost of serving those parcels that are increasing potential water usage demand, maximum potential water use, or project peak water use demand.</p>	1/29/2024-Referred to Com. on L. GOV.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1827	Papan
AB 1851	Drinking water: schoolsites: lead testing pilot program	<p>Would require the Superintendent of Public Instruction, if an appropriation is made for this purpose, to establish a pilot program to test for and remediate lead contamination in drinking water at participating local educational agency facilities with plumbing that was installed before January 1, 2010. The bill would require the Superintendent to select no fewer than 6 and no more than 10 local educational agencies for participation in the pilot program and, if a selected local educational agency consents to participate in the pilot program, the bill would require the Superintendent to provide grants to the participating local educational agencies for testing and remediating drinking water lead levels at eligible facilities. If sampling results show lead levels in excess of 5 parts per billion for any potable water system outlet, the bill would require a participating local educational agency to notify the parents and guardians of pupils who attend the school of the elevated lead levels, as provided, to take immediate steps to shut down all potable water system outlets where excess lead levels may exist, and to ensure that a lead-free source of drinking water is provided for pupils at each potable water system outlet that has been shut down.</p>	3/12/2024-From committee chair, with author's amendments: Amend, and re-refer to Com. on E.S. & T.M. Read second time and amended.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB1851	Holden
AB 2257	Local government: property-related water and sewer fees and assessments: remedies.	<p>The California Constitution specifies various requirements with respect to the levying of assessments and property-related fees and charges by a local agency. The California Constitution includes a public notice and a majority protest procedure in the case of assessments and procedures for submitting property-related fees and charges for approval by property owners subject to the fee or charge or to the electorate residing in the affected area following a public hearing. Current law, known as the Proposition 218 Omnibus Implementation Act, prescribes specific procedures and parameters for local jurisdictions to comply with these requirements. This bill would prohibit, if a local agency complies with specified procedures, a person or entity from bringing a judicial action or proceeding alleging noncompliance with the constitutional provisions for any new, increased, or extended fee or assessment, as defined, unless that person or entity has timely submitted to the local agency a written objection to that fee or assessment that specifies the grounds for alleging noncompliance, as specified.</p>	2/26/2024-Referred to Coms. on JUD. and L. GOV.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB2257	Wilson
AB 3121	Urban retail water suppliers: written notice: conservation order: dates	<p>Current law authorizes the State Water Resources Control Board, on and after January 1, 2025, to issue a written notice to an urban retail water supplier that does not meet its urban water use objective. Current law authorizes the board, on and after January 1, 2026, to issue a conservation order to an urban retail water supplier that does not meet its urban water use objective. This bill would instead provide that the date the board is authorized to issue a written notice to January 1, 2026 and a conservation order to January 1, 2027.</p>	3/11/2024-Referred to Com. on W., P., & W.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB3121	Hart
SB 23	Water supply and flood risk reduction projects: expedited permitting.	<p>Current law prohibits an entity from substantially diverting or obstructing the natural flow of, or substantially changing or using any material from the bed, channel, or bank of, any river, stream, or lake, or deposit or dispose of debris, waste, or other material containing crumbled, flaked, or ground pavement where it may pass into any river, stream, or lake, except under specified conditions, including requiring the entity to send written notification to the Department of Fish and Wildlife regarding the activity in the manner prescribed by the department. This bill would require a project proponent, if already required to submit a notification to the department, to submit to the department the certified or adopted environmental review document, as applicable, for the activity in the notification. The bill would require the department, under prescribed circumstances, to take certain actions within specified timelines, or within a mutually agreed-to extension of time.</p>	2/1/2024-Returned to Secretary of Senate pursuant to Joint Rule 56.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB23	Caballero, Dodd

SB 57	Utilities: disconnection of residential service	<p>Would require an electrical corporation, local publicly owned electric utility, gas corporation, local publicly owned gas utility, water corporation, or local agency that owns a public water system to postpone the disconnection of a customer's residential service for nonpayment of a delinquent account when the temperature will be 32 degrees Fahrenheit or cooler, or 95 degrees Fahrenheit or warmer, within the utility's service area during the 24 hours after that service disconnection would occur, as specified. The bill would require each of those utilities to notify its residential ratepayers of that requirement and to create an online reporting system available through its internet website, if it has one, that enables its residential ratepayers to report when their utility service has been disconnected in violation of that requirement, as specified. The bill would require the PUC to establish a citation program to impose a penalty on an electrical corporation or gas corporation that violates that requirement, and require each local publicly owned electric utility and local publicly owned gas utility to annually report to the State Energy Resources Conservation and Development Commission the number of residential service connections it disconnected for nonpayment of a delinquent account. The bill would authorize the State Water Resources Control Board to enforce the requirement that a water corporation and local agency that owns a public water system postpone a disconnection of a customer's residential service, as specified.</p>	2/1/2024-Returned to Secretary of Senate pursuant to Joint Rule 56.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB57	Gonzalez
SB 366	The California Water Plan: long-term supply targets	<p>Current law requires the Department of Water Resources to update every 5 years the plan for the orderly and coordinated control, protection, conservation, development, and use of the water resources of the state, which is known as "The California Water Plan." Current law requires the department to include a discussion of various strategies in the plan update, including, but not limited to, strategies relating to the development of new water storage facilities, water conservation, water recycling, desalination, conjunctive use, water transfers, and alternative pricing policies that may be pursued in order to meet the future needs of the state. Current law requires the department to establish an advisory committee to assist the department in updating the plan. This bill would revise and recast certain provisions regarding The California Water Plan to, among other things, require the department to instead establish a stakeholder advisory committee and to expand the membership of the committee to include tribes, labor, and environmental justice interests. The bill would require the department to coordinate with the California Water Commission, the State Water Resources Control Board, other state and federal agencies as appropriate, and the stakeholder advisory committee to develop a comprehensive plan for addressing the state's water needs and meeting specified long-term water supply targets established by the bill for purposes of The California Water Plan. The bill would require the plan to provide recommendations and strategies to ensure enough water supply for all beneficial uses.</p>	7/14/2023-Failed Deadline pursuant to Rule 61(a)(10). (Last location was W.,P. & W. on 6/8/2023)(May be acted upon Jan 2024)	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB366	Caballero
SB 583	Salton Sea Conservancy	<p>Would establish the Salton Sea Conservancy within the Natural Resources Agency for specified purposes related to the Salton Sea region, including, among other things, to oversee the operation, maintenance, and management of projects to fulfill the state's obligations as detailed in State Water Resources Control Board Order WR 2017-0134 and to acquire, hold, and manage land or property rights within the Salton Sea Region after restoration projects are built. The bill would require the conservancy to carry out programs, projects, and activities to further those purposes. The bill would require, by January 1, 2026, the conservancy to be governed by a board of directors composed of designated membership. The bill would set forth the powers, duties, and limitations of the board of directors and the conservancy, as provided. The bill would create the Salton Sea Conservancy Fund and would make moneys in the fund, including authorized proceeds from the sale of bonds and allocations from the Salton Sea Lithium Fund, available, upon appropriation by the Legislature, for purposes of the conservancy. By imposing new duties on local agencies, this bill would create a state-mandated local program.</p>	9/14/2023-Failed Deadline pursuant to Rule 61(a)(14). (Last location was INACTIVE FILE on 9/13/2023)(May be acted upon Jan 2024)	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB583	Padilla
SB 597	Building standards: rainwater catchment systems	<p>Current law makes the California Building Standards Commission responsible for the publication of an updated edition of the California Building Standards Code every 3 years. This bill would require the department to conduct research and develop recommendations regarding building standards for the installation of rainwater catchment systems in newly constructed residential dwellings and would authorize the department to propose related building standards to the commission for consideration, as specified. The bill would authorize the department to expend moneys from the Building Standards Administration Special Revolving Fund for the above-described purposes, upon appropriation by the Legislature, as specified. The bill would require the department, on or before January 1, 2025, to provide a report to specified committees of the Legislature regarding the outcomes of its research and the recommendations developed.</p>	9/1/2023-Failed Deadline pursuant to Rule 61(a)(11). (Last location was APPR. SUSPENSE FILE on 7/12/2023)(May be acted upon Jan 2024)	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB597	Glazer
SB 638	Climate Resiliency and Flood Protection Bond Act of 2024	<p>Would enact the Climate Resiliency and Flood Protection Bond Act of 2024 which, if approved by the voters, would authorize the issuance of bonds in the amount of \$6,000,000,000 pursuant to the State General Obligation Bond Law, for flood protection and climate resiliency projects.</p>	7/6/2023-July 11 hearing postponed by committee.	https://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB638	Eggman

SB 687	Water Quality Control Plan: Delta Conveyance Project	Would require the State Water Resources Control Board to adopt a final update of the 1995 Water Quality Control Plan for the San Francisco Bay/Sacramento-San Joaquin Delta Estuary, as provided, before the board may consider a change in point diversion or any other water rights permit or order for the Delta Conveyance Project. The bill would also, if, after completing the update of the plan and in compliance with existing law, the board approves a change in point of diversion or any other water rights permit or order associated with the Delta Conveyance Project, prohibit the operation of the Delta Conveyance Project unless and until the updated plan is fully implemented. The bill would specify that these provisions do not constitute an authorization for or approval of funding for the Delta Conveyance Project or any other project that includes isolated Delta conveyance facilities, and do not reduce any statutory or other regulatory conditions or permit requirements for Delta conveyance projects.	2/1/2024-Returned to Secretary of Senate pursuant to Joint Rule 56.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=2023202405B687	Eggman
SB 867	drought, flood, and water Resilience, Wildfire and Forest Resilience, Coastal Resilience, Extreme Heat Mitigation, Biodiversity and Nature-Based Climate Solutions, Climate Smart Agriculture, Park Creation and Outdoor Access, and	Would enact the Drought, Flood, and Water Resilience, Wildfire and Forest Resilience, Coastal Resilience, Extreme Heat Mitigation, Biodiversity and Nature-Based Climate Solutions, Climate Smart Agriculture, Park Creation and Outdoor Access, and Clean Energy Bond Act of 2024, which, if approved by the voters, would authorize the issuance of bonds in the amount of \$15,500,000,000 pursuant to the State General Obligation Bond Law to finance projects for drought, flood, and water resilience, wildfire and forest resilience, coastal resilience, extreme heat mitigation, biodiversity and nature-based climate solutions, climate smart agriculture, park creation and outdoor access, and clean energy programs.	7/6/2023-July 10 hearing postponed by committee.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=2023202405B867	Allen
SB 937	Development projects: permits and other entitlements: fees and charges	The Planning and Zoning Law requires each county and each city to adopt a comprehensive, long-term general plan for its physical development, and the development of specified land outside its boundaries, that includes, among other mandatory elements, a housing element. The Permit Streamlining Act, among other things, requires a public agency that is the lead agency for a development project to approve or disapprove that project within specified time periods. Current law extended by 18 months the period for the expiration, effectuation, or utilization of a housing entitlement, as defined, that was issued before, and was in effect on, March 4, 2020, and that would expire before December 31, 2021, except as specified. Current law provides that if the state or a local agency extended the otherwise applicable time for the expiration, effectuation, or utilization of a housing entitlement for not less than 18 months, as specified, that housing entitlement would not be extended an additional 18 months pursuant to these provisions. This bill would extend by 18 months the period for the expiration, effectuation, or utilization of a housing entitlement, as defined, that was issued before January 1, 2024, and that will expire before December 31, 2025, except as specified. The bill would toll this 18-month extension during any time that the housing entitlement is the subject of a legal challenge.	2/21/2024-Referred to Coms. on L. GOV. and HOUSING.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=2023202405B937	Wiener
SB 1072	Local government: Proposition 218: remedies.	The California Constitution sets forth various requirements for the imposition of local taxes. The California Constitution excludes from classification as a tax assessments and property-related fees imposed in accordance with provisions of the California Constitution that establish requirements for those assessments and property-related fees. Under these requirements, an assessment is prohibited from being imposed on any parcel if it exceeds the reasonable cost of the proportional special benefit conferred on that parcel, and a fee or charge imposed on any parcel or person as an incident of property ownership is prohibited from exceeding the proportional cost of the service attributable to the parcel. This bill would require, if a property-related fee or charge creates revenues in excess of the local government's reasonable cost of providing the specific benefit or specific government service, that the excess revenues be used only to reduce the subsequently adopted and following property-related fee or charge. The bill would declare that this provision is declaratory of existing law.	2/21/2024-Referred to Com. on L. GOV.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=2023202405B1072	Padilla
SB 1147	Drinking water: bottled water: microplastics levels	Would require, among other things, the Office of Environmental Health Hazard Assessment (OEHHA) to study the health impacts of microplastics in drinking water, including bottled water, in order to evaluate and identify safe and unsafe levels of microplastics in those types of water, and, on or before January 1, 2026, to develop and deliver to the State Water Resources Control Board, among other things, public health standards and goals for a safe level of microplastics in those waters. The bill would require the state board, on or before January 1, 2028, to adopt and implement those public health standards and goals developed and delivered by OEHHA, and to provide those public health standards and goals to local water agencies, along with other specified information provided by OEHHA. The bill would also require the state board to establish testing and reporting requirements for an annual testing of microplastics in bottled water sold in or into this state, as specified.	2/21/2024-Referred to Com. on E.Q.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=2023202405B1147	Portantino

SB 1156	Groundwater sustainability agencies: financial disclosures.	<p>The Sustainable Groundwater Management Act requires all groundwater basins designated as high- or medium-priority basins by the Department of Water Resources to be managed under a groundwater sustainability plan or coordinated groundwater sustainability plans, except as specified. Existing law requires a groundwater sustainability plan to be developed and implemented for each medium- or high-priority basin by a groundwater sustainability agency. Current law authorizes any local agency or combination of local agencies overlying a groundwater basin to decide to become a groundwater sustainability agency for that basin, as provided. Current provisions of the Political Reform Act of 1974 prohibit a public official from making, participating in making, or attempting to use their official position to influence a governmental decision in which they know or have reason to know that they have a financial interest, as defined. However, current law permits a public official to make or participate in the making of a governmental decision, even if the public official knows or has reason to know that the official has a financial interest, if the official's participation is legally required for the action or decision to be made. Current law makes a knowing or willful violation of the act a misdemeanor and subjects offenders to criminal penalties. This bill would require members of the executive team, board of directors, and other groundwater management decision makers of groundwater sustainability agencies to annually disclose any economic or financial interests pursuant to the Political Reform Act of 1974 that may reasonably be considered to affect their decision-making related to groundwater management, as provided.</p>	3/1/2024-Set for hearing April 9	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB1156	McKinnor	Letter of support submitted 3/25/2024
SB 1210	New housing construction: electrical, gas, sewer, and water service connections: charges	<p>Current law defines the term "public utility" for certain purposes to include, among other corporations, every gas corporation, electrical corporation, water corporation, and sewer system corporation, where the service is performed for, or the commodity is delivered to, the public or any portion thereof. This bill would, for new housing construction, prohibit a connection, capacity, or other point of connection charge from a public utility, as defined, or a special district, as defined, for electrical, gas, sewer, or water service from exceeding 1% of the reported building permit value of that housing unit. The bill would require a public utility or special district to issue an above-described charge over a period of at least 10 years commencing on the date when the housing unit is first occupied, as specified. The bill would require a public utility to publicly report on its internet website the amount of any charge issued each year pursuant the above-described provision by the housing unit's address.</p>	2/29/2024-Referred to Coms. on E., U. & C. and L. GOV.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB1210	Skinner	See SMUA/ACWA Letter / MSWD Letter of opposition submitted 3/25/2024
SB 1330	Urban retail water supplier: water use	<p>Current law requires the Department of Water Resources, in coordination with the State Water Resources Control Board, to conduct necessary studies and investigations, and recommend for adoption by the board appropriate variances for unique uses that can have a material effect on an urban retail water supplier's urban water use objective. Current law requires the department, in recommending variances, to also recommend a threshold of significance for each recommended variance. Current law requires an urban retail water supplier to request and receive approval by the board for inclusion of a variance in calculating their water use objective. Current law requires the board to post specified information on its internet website relating to variances, including a list of all urban retail water suppliers with approved variances. This bill would require the board to adopt variances recommended by the department for unique uses that can have a material effect on an urban retail water supplier's urban water use objective. The bill would provide that variances adopted by the board shall not be subject to a threshold of significance. The bill would require an urban retail water supplier to self-certify the amount of water included in its urban water use objective that is attributable to a variance. The bill would require the board to randomly audit a select number of variances each year to ensure the self-certifications are based on variances adopted by the board.</p>	2/29/2024-Referred to Com. on N.R. & W.	https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240SB1330	Archuleta	



MSWD Digital Marketing & Website Report

Website, Social, and Marketing Performance

Mar 1 - 31, 2024

Casey Dolan

Google Ads Campaigns

 **Impressions**
MSWD

48,433

 **Clicks**
MSWD

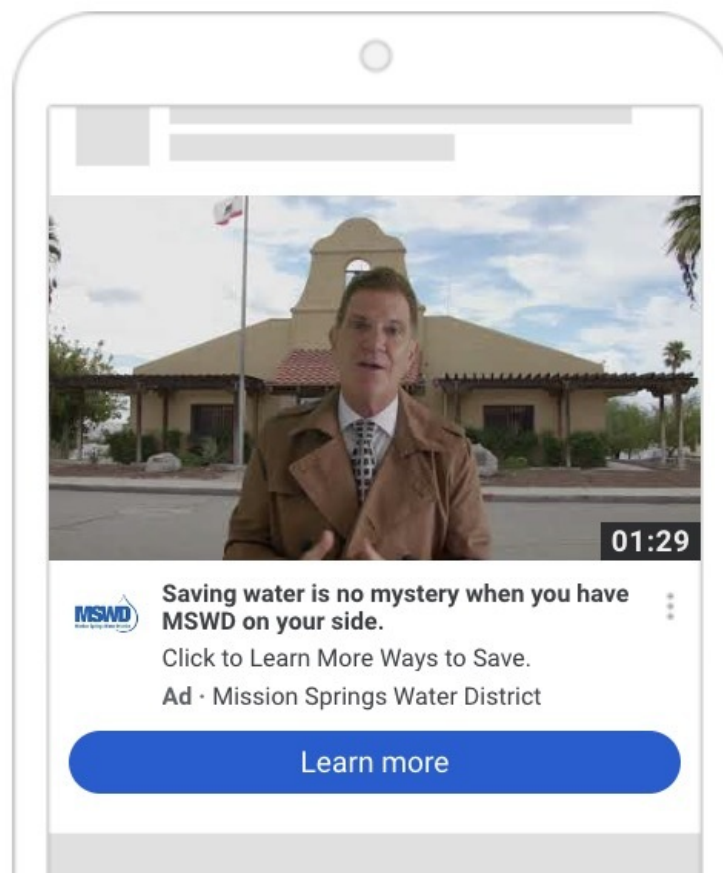
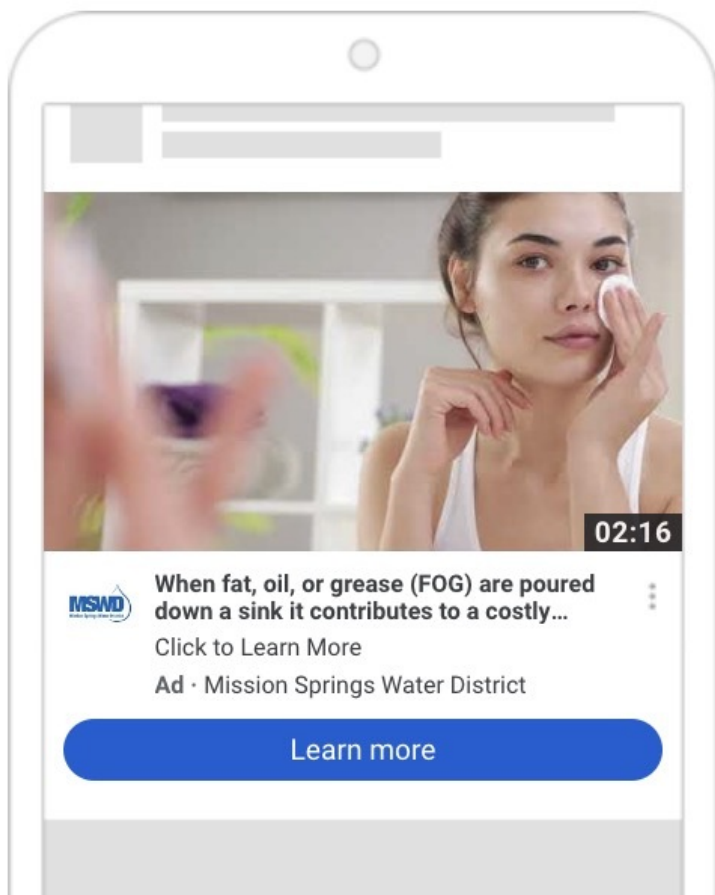
877

 **CTR**
MSWD

1.81%

 **GOOGLE ADS CAMPAIGN PERFORMANCE**
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Fogs Video	36,964	663	1.79%
MSWD Vanishing Visitor Video	11,469	214	1.87%
	48,433	877	1.81%



Meta Campaign Performance

Includes Facebook and Instagram campaigns

Campaign performance

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
MSWD Water Low Income Assistance March 2024	199	30,329	8,443	0
MSWD March Video Campaigns -2024	93	131,428	79,560	0
	292	161,757	82,838	0

Mission Springs Water District Sponsored

Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill. The ...See more

BILL PAY ASSISTANCE AVAILABLE

Learn about our **FREE** signup events

capriverside.org
Low Income Water Assistance Program [Learn more](#)

Mission Springs Water District Sponsored

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

mswd.org
MSWD - Vanishing Visitor
Mission Springs Water Di... [Learn more](#)

Like Comment Share

Mission Springs Water District Sponsored

You may not know it, but every time you pour fat, oil, or grease (FOG) down your sink (e.g., bacon grease), you are contributing ...See more

mswd.org
Don't Let Wipes or FOGS Become Clogs [Learn more](#)

14 2 comments 3 shares

Like Comment Share

Website Information

Users
www.mswd.org - http://www.msw...

6,251

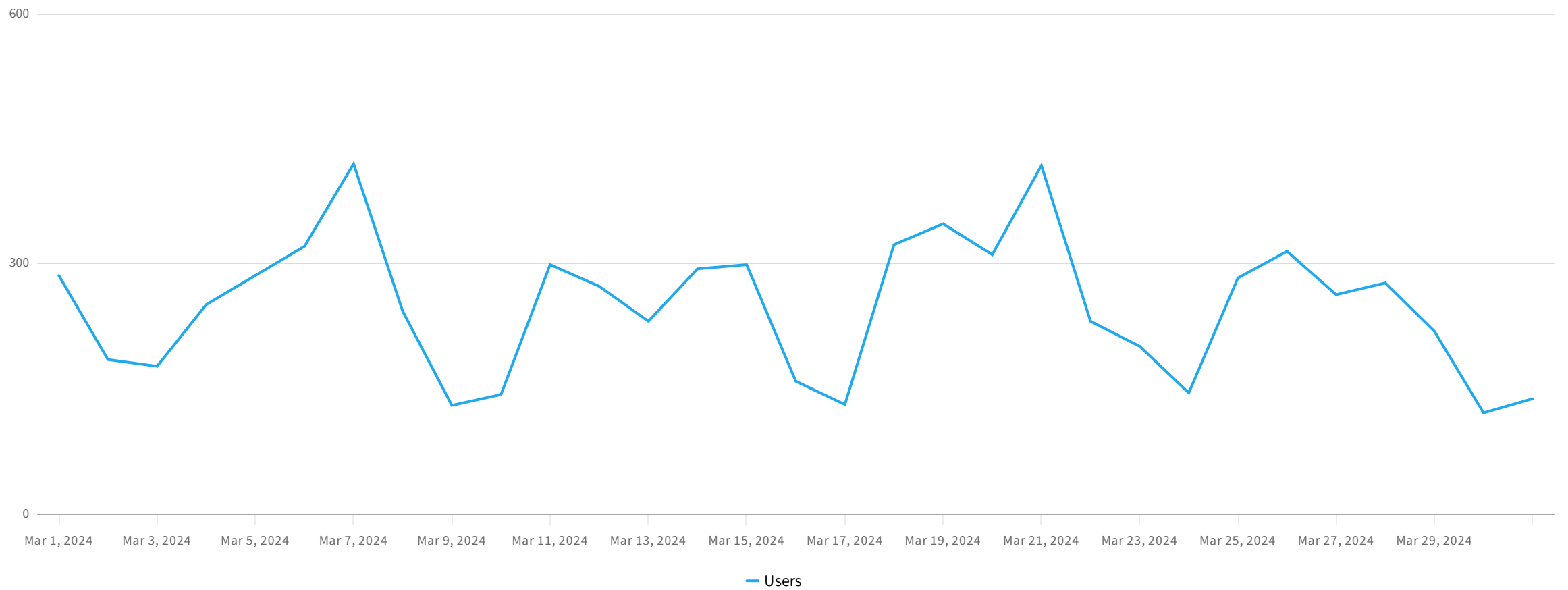
Views
www.mswd.org - http://www.msw...

20,766

Engaged sessions
www.mswd.org - http://www.msw...

6,049

Users by Day
www.mswd.org - http://www.mswd.org - GA4

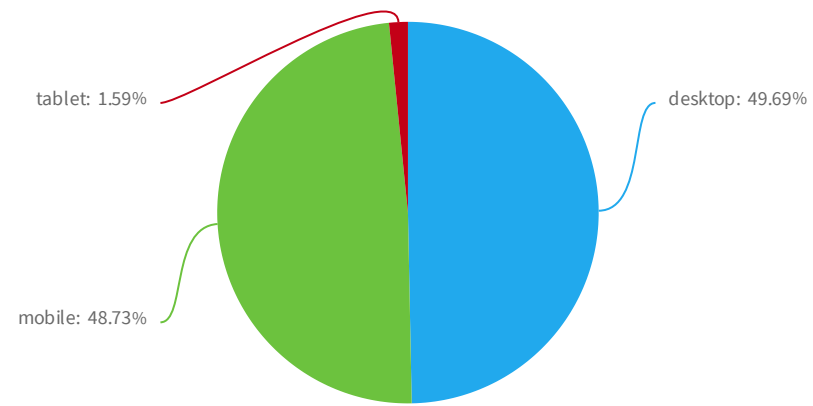


Page Title performance
www.mswd.org - http://www.mswd.org - GA4

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page Mission Springs, CA Water District	5,213	1.55	3,342	4,003	1.34	19s
New Customer Portal Mission Springs, CA Water District	4,325	1.59	2,700	3,252	1.36	15s
Online Payment System Mission Springs, CA Water District	1,256	1.61	781	686	1.18	26s
Job Opportunities Mission Springs, CA Water District	1,017	2.61	387	535	1.68	24s
Bill Pay Options Mission Springs, CA Water District	930	1.38	673	616	1.18	29s
Video: Protecting Your Pipes Mission Springs, CA Water District	770	1.32	575	193	1.23	15s
Careers Mission Springs, CA Water District	574	1.82	315	448	1.57	20s
Search Mission Springs, CA Water District	360	2.26	159	180	1.21	44s
(not set)	349	0.16	2,246	168	1.21	0s
Application for Water Service Mission Springs, CA Water District	332	1.93	169	217	1.59	3m 44s
	20,339	3.27	6,156	5,980	1.49	58s

Engaged sessions by Device category

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



Users by City

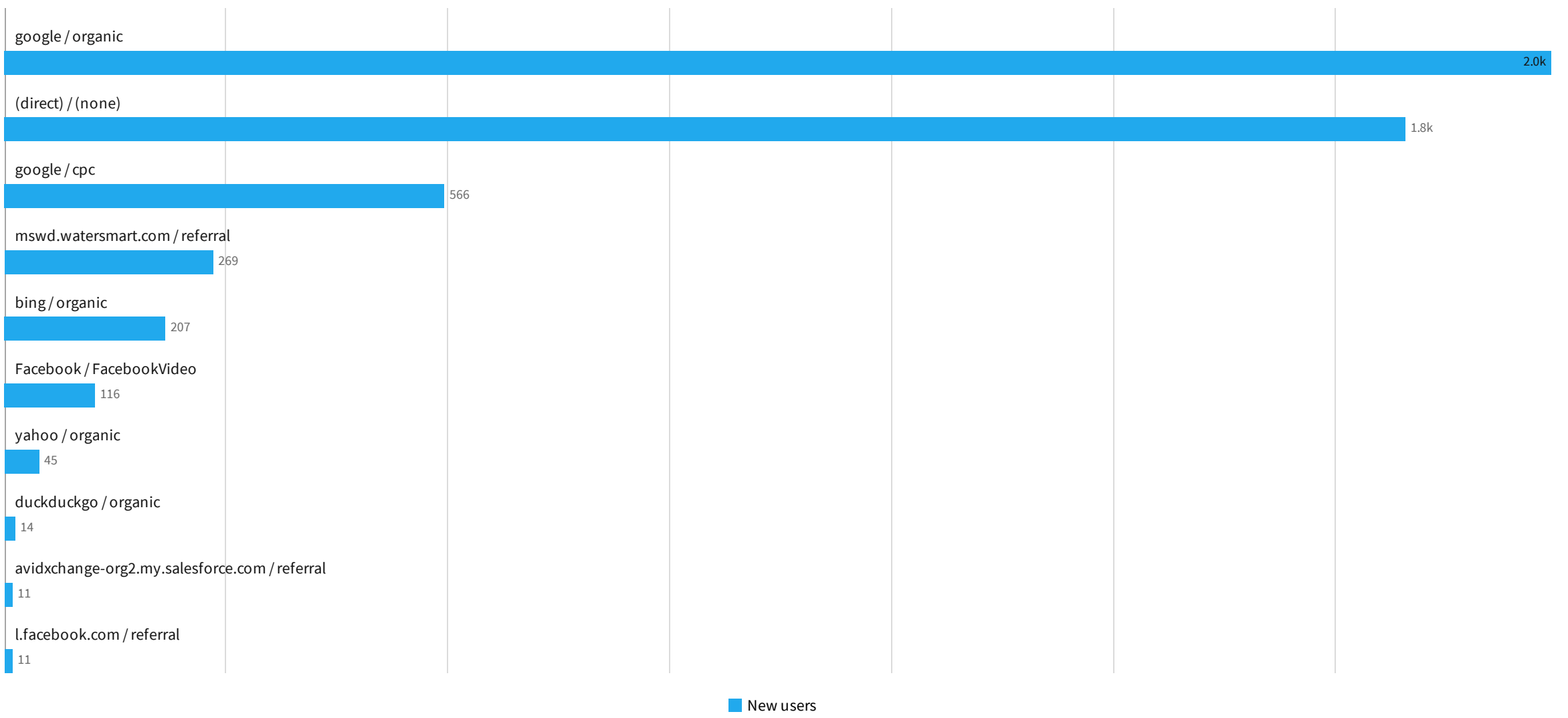
www.mswd.org - http://www.mswd.org - GA4

City	Users
Desert Hot Springs	1,415
Los Angeles	1,303
(not set)	287
Indio	258
San Diego	217
Riverside	181
(not set)	175
La Quinta	151
Palm Springs	125
Palm Desert	77
	6,251



New users by First user source / medium

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





CVWC Digital Marketing Report Website, Social, and Marketing Performance

Mar 1 - 31, 2024

by Hunter | Johnsen

Google Ads Campaigns

 **DISPLAY AD IMPRESSIONS**
CV Water Counts

395.59K

 **SEARCH AD IMPRESSIONS**
CV Water Counts

2,513

 **VIDEO IMPRESSIONS**
CV Water Counts

76,013

 **Clicks**
CV Water Counts

3,495

 **GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE**
CV Water Counts

Campaign name	Clicks	Impr.
CV Water Counts March 2024 Spanish	1,553	208,795
CV Water Counts March - 2024	1,614	186,795
	3,167	395,590



 **GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE**
CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	76,013	27,187	12,390	175
CVWC Water Saving Tips YouTube Spanish March, 2024	34,883	13,831	7,819	47
CVWC Water Saving Tips English YouTube March, 2024	41,130	13,356	4,571	128
	76,013	27,187	12,390	175



 **GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE**
CV Water Counts

Campaign	Clicks	Impr.
CVWC Search Campaigns	153	2,513
	153	2,513


Campaign	Clicks	Impr.
	153	2,513

Facebook Ad Campaigns



FACEBOOK AD PERFORMANCE

Hunter Johnsen

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 CVWC - March 2024 www.instagram.com Conservation Tip of the Month: Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons every minute.	534	86,719	35,558	2.44	553
	534	86,719	35,558	2.44	553

Website Information

Users
CV Water - CV Water Counts - GA4

3,617

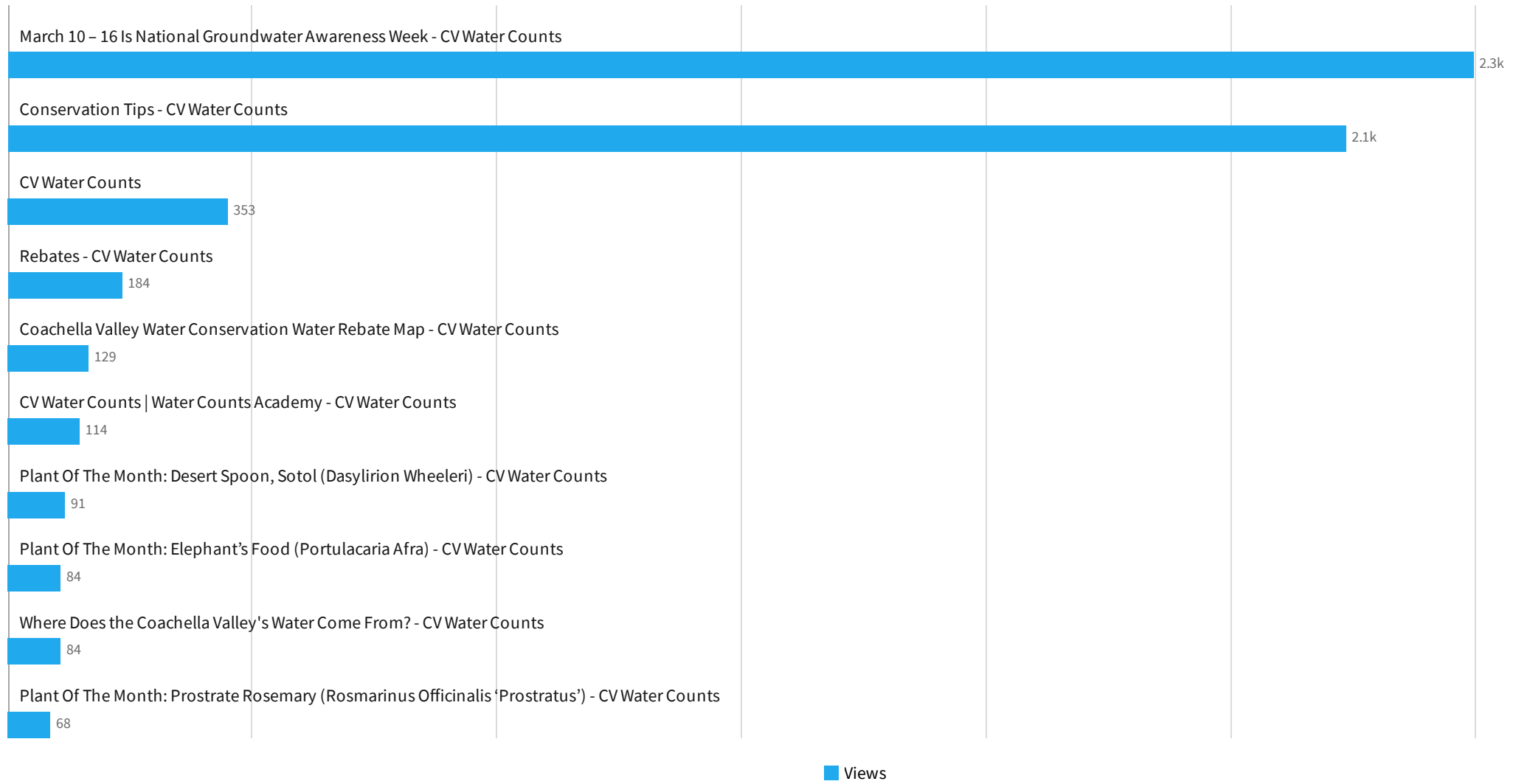
Sessions
CV Water - CV Water Counts - GA4

5,016

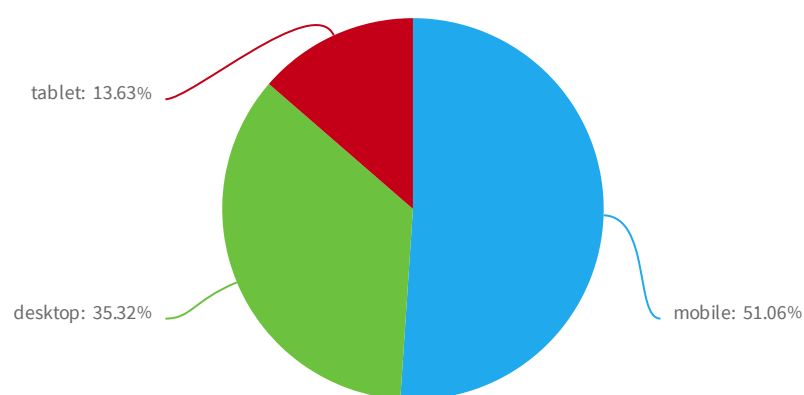
PAGEVIEWS
CV Water - CV Water Counts - GA4

6,505

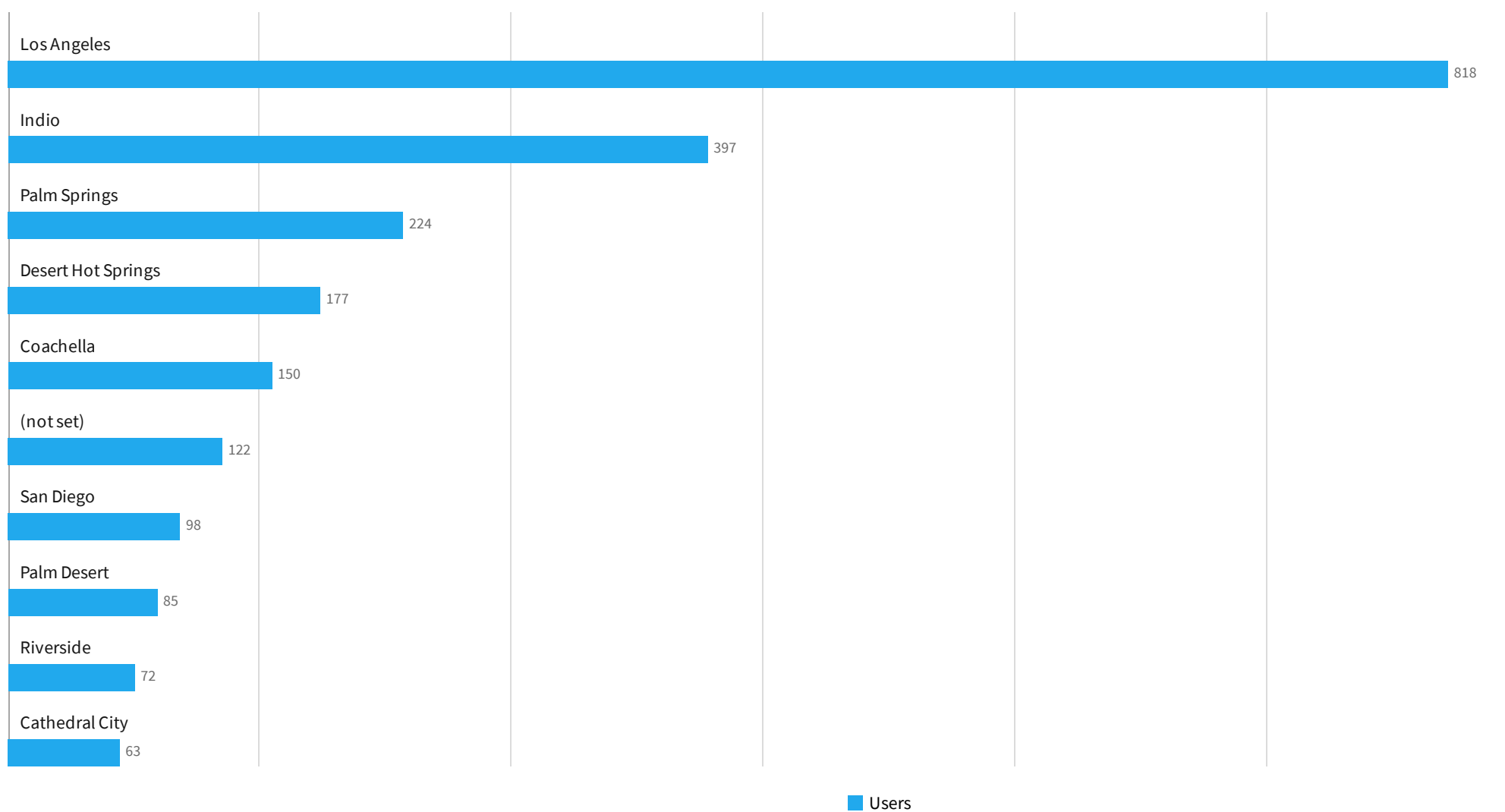
Views by Page title and screen class
CV Water - CV Water Counts - GA4



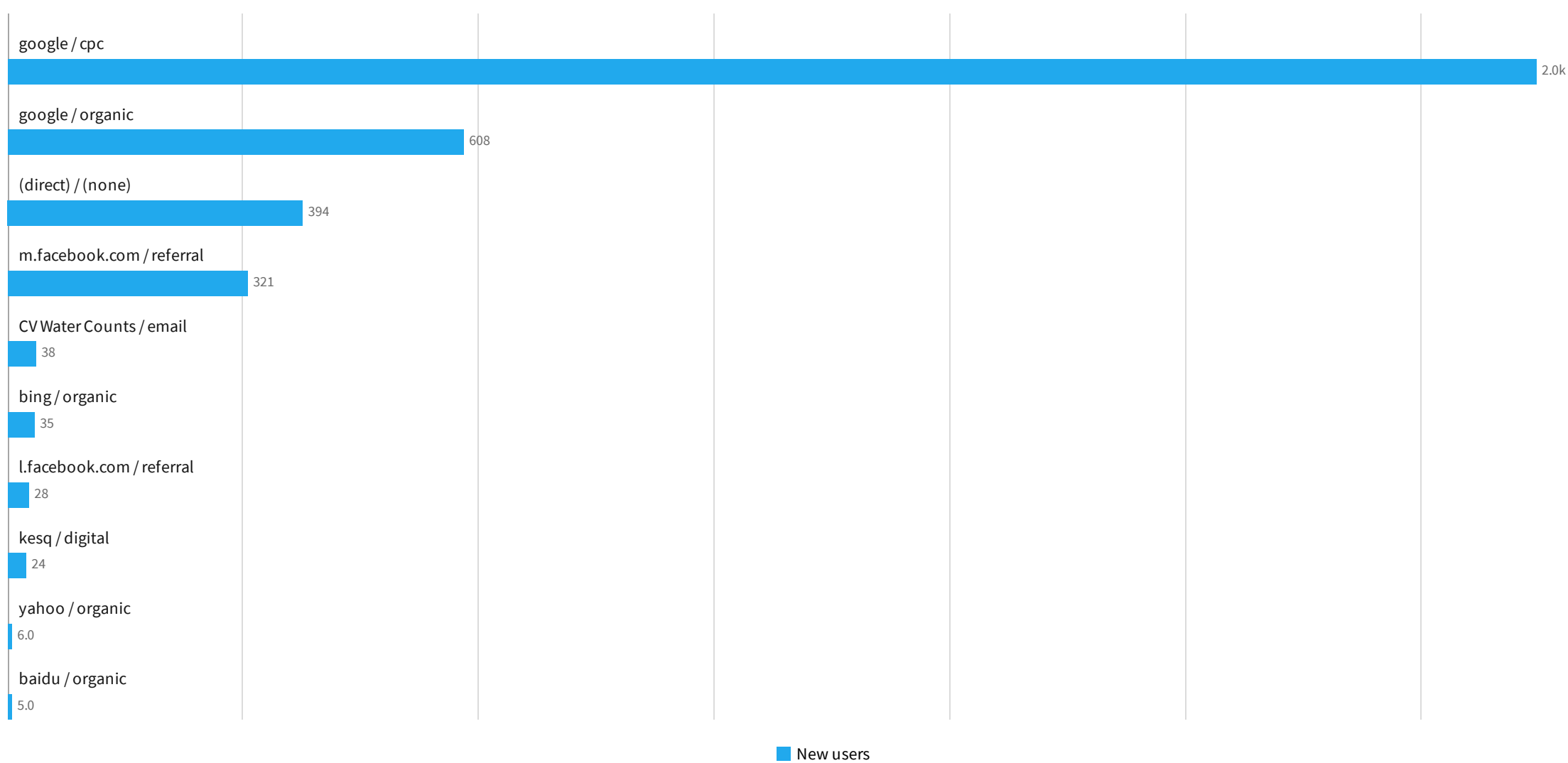
Engaged sessions by Device category
CV Water - CV Water Counts - GA4



Users by City
CV Water - CV Water Counts - GA4



New users by First user source / medium
CV Water - CV Water Counts - GA4



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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
March 2024	3,534	1,275	25.4%	1.39	13s
February 2024	3,512	1,334	26.3%	1.4	14s
January 2024	3,803	1,246	25.4%	1.27	19s
December 2023	2,626	909	24.6%	1.37	15s
November 2023	2,046	674	23.0%	1.4	14s
October 2023	1,751	562	24.8%	1.26	15s
	17,272	6,034	25.3%	1.36	15s

Organic Search

Query performance

cvwatercounts.com/


Query	Impr.	Clicks	CTR	Avg. position
phoenix dactylifera	2,187	0	0%	2.72
prostrate rosemary	1,625	33	2.03%	2.05
elephant food	1,509	7	0.46%	3.3
artichoke agave	1,411	11	0.78%	1.43
creeping rosemary	1,297	7	0.54%	9.45
sotol plant	1,282	13	1.01%	6.75
agave geminiflora	980	15	1.53%	4.09
lake cahuilla	953	2	0.21%	9.77
cleveland sage	820	1	0.12%	1.31
agave parryi	783	1	0.13%	1.2
	12,847	90	0.7%	4.21

Page performance

cvwatercounts.com/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	5,075	23	0.45%	4.58
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasyliion-wheeleri/	4,699	62	1.32%	5.66
https://cvwatercounts.com/plant-of-the-month-prostrate-rosemary-rosmarinus-officinalis-prostratus/	4,673	64	1.37%	6.63
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	3,975	19	0.48%	6.15
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	3,817	22	0.58%	5.46
https://cvwatercounts.com/plant-of-the-month-twin-flowered-agave-agave-geminiflora/	2,178	32	1.47%	5.91
https://cvwatercounts.com/plant-of-the-month-red-bird-of-paradise-caesalpinia-pulcherrima/	2,010	22	1.09%	5.29
https://cvwatercounts.com/save-water-pledge/	1,956	7	0.36%	4.84
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	1,893	10	0.53%	11.24
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	1,883	5	0.27%	3.05
	32,159	266	0.83%	5.88

Facebook Information

 **Impressions**
CV Water Counts

85,810

 **Reach**
CV Water Counts


37,032

 **New page likes**
CV Water Counts

1

 **Post engagement**
CV Water Counts


607







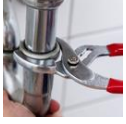






 **Total page views**
CV Water Counts






144

 **Page likes**
CV Water Counts

3,990

 **Post performance**
CV Water Counts

Post	Created at	Reach	Post engaged users	Likes
 Myoma Dunes Mutual Water Company (MDMWC) continues to provide clean and reliable drinking water to its customers, and has been for more than seven decades. Learn more:	March 30, 2024	17	2	2
 Wash your pets outdoors, in an area of your lawn that needs water. For more water-saving tips, visit CVWaterCounts.com/conservation-tips . #WaterWiseWednesday	March 29, 2024	39	2	2
 For more water-saving tips, visit CVWaterCounts.com/conservation-tips . #WaterWiseWednesday	March 28, 2024	21	2	2
 Reduce the amount of lawn in your yard by planting shrubs and ground covers appropriate to your site and region. Your water agency may offer rebates that help you replace everything from turf to irrigation...	March 25, 2024	17	2	2
 Today is World Water Day. To find out more, visit UN.org/World Water Day	March 22, 2024	35	2	2
 Use an automatic shutoff nozzle while you wash your car. You could save up to 70 gallons per wash. For more water-saving tips, visit CVWaterCounts.com/conservation-tips ...	March 21, 2024	43	2	2
 There are things you can do on your own to see if you have a leak. Here are a few simple things you can do:	March 18, 2024	20	2	2
 Happy St. Paddy's Day! #StPatricksDay #StPaddysDay	March 17, 2024	53	3	2
 You may have noticed patches of purple wildflowers popping up throughout the Coachella Valley recently. Along roadsides, in vacant lots, and around sandy washes and hills, miles of native sand verberna are...	March 15, 2024	18	2	2
 Much of the water we use comes from the ground. March 10-16 is the time to learn more about the importance of groundwater, the threats to its safety, and how to protect its sources during Groundwater...	March 13, 2024	18	2	2
 When cleaning out fish tanks, give the nutrient-rich water to your non-edible plants. For more water-saving tips, visit CVWaterCounts.com/conservation-tips . #WaterWiseWednesday	March 13, 2024	38	2	2
 Today is National Plant a Flower Day	March 13, 2024	34	2	2
 If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out ...	March 8, 2024	37	3	2
		36,712	585	51

Post	Created at	Reach	Post engaged users	Likes
 <p>Showers under 5 minutes can save 12.5 gallons each time when using a water-efficient showerhead. For more water-saving tips, visit CVWaterCounts.com/conservation-tips...</p>	March 7, 2024	53	2	2
 <p>https://www.facebook.com/529183852552636/posts/</p>	March 6, 2024	67	8	4
 <p>During the month of March in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 7 minutes a day, 5 days a week is...</p>	March 4, 2024	59	5	3
 <p>Conservation Tip of the Month: Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons every minute.</p>	March 1, 2024	36,112	542	14
 <p>CV Water Counts updated their cover photo. https://www.facebook.com/cwwatercounts</p>	March 1, 2024	31	0	2
		36,712	585	51

Instagram Information

 **Impressions**
CV Water Counts


2,839




 **Likes**
CV Water Counts

9

 **Followers (lifetime)**
CV Water Counts

244

 **Post performance**
CV Water Counts

Post	Impr.	Engagement	Reach	Saved	Video views
 <p>Happy St. Paddy's Day! #StPatricksDay #StPaddysDay</p>	24	4	22	0	0
 <p>Conservation Tip of the Month: Use a broom instead of a hose to clean your patio, sidewalk and driveway, and save on average 6 gallons every minute.</p>	19	2	16	0	0
 <p>If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. For details and to fill out an online...</p>	18	1	16	0	0
 <p>For more water-saving tips, visit our link bio. #WaterWiseWednesday</p>	0	4	13	0	17
	61	11	67	0	17

E-Blast Information



Campaign performance










CV Water Counts

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts March 2024	Wednesday, March 6, 2024 10:45 PM	756	841	61.64%	17.88%	154	8.99%	0.87%	1	2
		756	841	61.64%	17.88%	154	8.99%	0.87%	1	2




Facebook Account Overview (March 1 - 31, 2024)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">16</p> <p style="font-size: 12pt; color: green;">+2 14.3%</p>	<p>Total Likes</p> <p style="font-size: 24pt; font-weight: bold;">1,235</p> <p style="font-size: 12pt; color: green;">+1 0.1%</p>	<p>New Likes</p> <p style="font-size: 24pt; font-weight: bold;">2</p> <p style="font-size: 12pt; color: red;">-3 -60.0%</p>	<p>Unlikes</p> <p style="font-size: 24pt; font-weight: bold;">1</p> <p style="font-size: 12pt; color: red;">+1</p>
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<p>Total Reach</p> <p style="font-size: 24pt; font-weight: bold;">66,983</p> <p style="font-size: 12pt; color: red;">-22,042 -24.8%</p>	<p>Organic Reach</p> <p style="font-size: 24pt; font-weight: bold;">3,336</p> <p style="font-size: 12pt; color: green;">+760 29.5%</p>	<p>Paid Reach</p> <p style="font-size: 24pt; font-weight: bold;">63,843</p> <p style="font-size: 12pt; color: red;">-22,829 -26.3%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">79,234</p> <p style="font-size: 12pt; color: red;">-27,668 -25.9%</p>	<p>Video Views</p> <p style="font-size: 24pt; font-weight: bold;">11,619</p> <p style="font-size: 12pt; color: green;">+5,652 94.7%</p>
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3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Join us tomorrow for our monthly Water Talk, where we wil...</p> <p style="text-align: right; font-weight: bold;">23.08%</p> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>MSWD was proud to celebrate DHS resident Linda Crowson an...</p> <p style="text-align: right; font-weight: bold;">490</p> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are ava...</p> <p style="text-align: right; font-weight: bold;">2</p> </div> </div>
<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>News Release: SP & AGM News Release: MSWD Announces New Strategic Plan and App...</p> <p style="text-align: right; font-weight: bold;">17.48%</p> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are ava...</p> <p style="text-align: right; font-weight: bold;">190</p> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>MSWD was proud to celebrate DHS resident Linda Crowson an...</p> <p style="text-align: right; font-weight: bold;">2</p> </div> </div>
<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>St. Patty Day Wishing you a happy and safe Saint Patrick's Day! 🍀 #staysafe</p> <p style="text-align: right; font-weight: bold;">17.17%</p> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>St. Patty Day Wishing you a happy and safe Saint Patrick's Day! 🍀 #staysafe</p> <p style="text-align: right; font-weight: bold;">185</p> </div> </div>	<div style="display: flex; justify-content: space-between; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Water Talks Mar 27 JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATE...</p> <p style="text-align: right; font-weight: bold;">1</p> </div> </div>




3 Least Engaging Posts

	LIHWAP Program Need help with your water bill? #LIHWAP funds are here ...	3.64%
	World Water Day Happy World Water Day! Today, we celebrate the unsung h...	3.85%
	LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are ava...	4.74%

3 Lowest Reach Posts

	Join us tomorrow for our monthly Water Talk, where we wil...	26
	Article 6 Update To better serve our industrial wastewater users and ex...	59
	Happy Easter Happy Easter from MSWD! We hope you and your family hav...	65

3 Least Shared Posts

	Happy Easter Happy Easter from MSWD! We hope you and your family hav...	0
		0
	Join us tomorrow for our monthly Water Talk, where we wil...	0

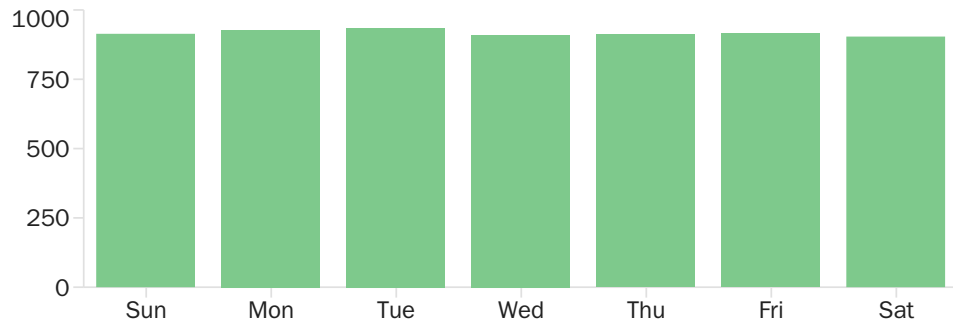
Likes By Country

1. United States of America (1,203 likes)
2. Mexico (13 likes)
3. France (4 likes)
4. India (2 likes)
5. Sierra Leone (1 like)

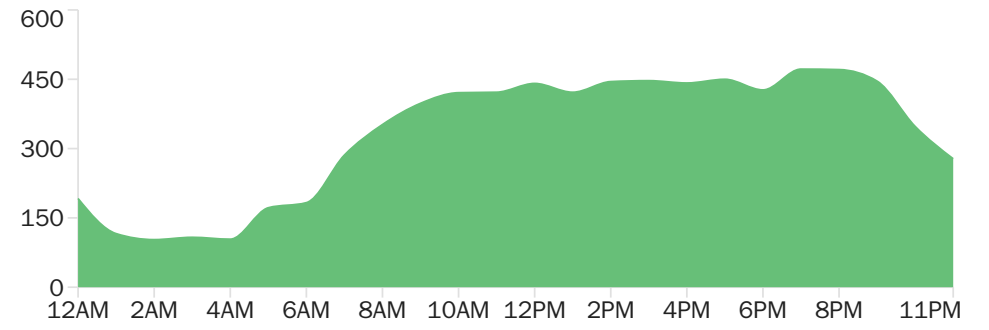
Likes By City

1. Desert Hot Springs, CA (568 likes)
2. Indio, CA (64 likes)
3. Palm Springs, CA (49 likes)
4. Cathedral City, CA (48 likes)
5. La Quinta, CA (48 likes)









Days your fans are online























Hours fans are online



















Facebook Post Metrics (March 1 - 31, 2024)



Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 31, 2024 8:09 PM PDT	 Image	 <p>Happy Easter 🐰 Happy Easter from MSWD! We hope you and your family have a wonderful Sunday. 🐣</p>	Event	65	5	7.69%	7	0	0	1	0
March 28, 2024 6:52 PM PDT	 Multi-Image	 <p>+3</p> <p>MSWD was proud to celebrate DHS resident Linda Crowson and her fellow Senior Inspiration award winners today. Thank you all for what you do for our Coachella Valley community ❤️</p>		490	66	13.47%	31	0	2	73	0
March 27, 2024 5:00 PM PDT	 Video			99	17	17.17%	11	2	0	18	115
March 26, 2024 11:07 AM PDT	 Link	 <p>Join us tomorrow for our monthly Water Talk, where we will host a special guest, Jerry Brown, the executive director of the exciting Sites Reservoir project. March 27 from 5-6 p.m. at the DHS Libr...</p>		26	6	23.08%	6	0	0	0	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 23, 2024 10:08 AM PDT	 Multi-Image	 <p data-bbox="622 288 656 312">+1</p> <p data-bbox="757 204 987 612"> DC Trip 🌊👉 We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senator Padilla, Senator Butler, Congressman Ruiz, and the U.S. Army Corps of Engineer... </p>		74	12	16.22%	7	0	0	11	0
March 22, 2024 7:08 PM PDT	 Image	 <p data-bbox="730 683 994 1018"> World Water Day Happy World Water Day! 🌊 Today, we celebrate the unsung heroes who work tirelessly to ensure we have access to clean water. From engineers designing innovative water treatment systems to utility wo... </p>		78	3	3.85%	6	0	0	0	0
March 20, 2024 9:14 PM PDT	 Simple Status			70	6	8.57%	4	1	0	3	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 20, 2024 8:08 AM PDT	 Image	 <p>Fix A Leak Week   Did you know? It's National Fix A Leak Week!   Leaks might seem small, but they add up to big water waste! The average household's leaks can waste nearly 10,000 gallons of water yearly—enough ...</p>	FOG/Wipes	110	14	12.73%	9	1	1	5	0
March 18, 2024 8:22 PM PDT	 Image	 <p>News Release: SP & AGM  News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water District is proud to unveil its new strategic plan, which outlines a comprehensive ro...</p>	News Releases	103	18	17.48%	15	0	0	6	0
March 17, 2024 8:12 PM PDT	 Image	 <p>St. Patty Day Wishing you a happy and safe Saint Patrick's Day!  #staysafe</p>	Event	185	19	10.27%	19	0	1	6	0








Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
<p>March 13, 2024 5:55 PM PDT</p>	<p> Image</p>	<p> LIHWAP Program  Need help with your water bill? #LIHWAP funds are here to assist! Act fast - the application deadline is March 15. Don't miss out! Learn more and apply today: https://loom.ly/UDazYfo #PayMyH2OBill </p>	<p>Customer Service</p>	<p>165</p>	<p>6</p>	<p>3.64%</p>	<p>5</p>	<p>0</p>	<p>1</p>	<p>1</p>	<p>0</p>
<p>March 12, 2024 1:07 PM PDT</p>	<p> Image</p>	<p> Groundwater Awareness Week  Let's dive in and celebrate National Groundwater Awareness Week!  Established in 1999, this annual observance emphasizes responsible development, management, and use of groundwater. Here in DHS,...</p>	<p>Event</p>	<p>68</p>	<p>6</p>	<p>8.82%</p>	<p>5</p>	<p>0</p>	<p>0</p>	<p>1</p>	<p>0</p>

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 07, 2024 5:25 PM PST	 Image	 <p>Water Talks Mar 27  JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATER! In March, we will discuss the state's need for more water storage and how the Sites Reservoir project will benefit us in the Coachella V...</p>	Event	150	12	8.0%	10	0	1	5	0
March 06, 2024 5:52 AM PST	 Image	 <p>Article 6 Update  To better serve our industrial wastewater users and expand services, MSWD is working to amend Article VI of our wastewater discharge ordinance. The proposed modifications will be discussed duri...</p>	Event	59	6	10.17%	4	0	0	2	0
March 05, 2024 4:46 PM PST	 Image	 <p>Congrats Jan Pye In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored today by the Riverside County Board of Supervisors as Woman of the Year in the Fourt...</p>	Event	89	12	13.48%	6	0	0	8	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
March 04, 2024 3:31 PM PST	 Image	 <p>LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill. The deadline to apply is March 15. Learn more: https://loom.ly/utBI8u4 #PayMyH...</p>	Customer Service	190	9	4.74%	7	0	2	4	0
Total				2,021	217		152	4	8	144	115
Average				126.3	13.6	10.74%	9.5	0.3	0.5	9.0	7.2

Twitter Account Overview (March 1 - 31, 2024)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
<h1 style="margin: 0;">12</h1> <p style="margin: 0; color: green;">+2 20.0%</p>	<h1 style="margin: 0;">1</h1>	<h1 style="margin: 0;">0</h1>	<h1 style="margin: 0;">106</h1> <p style="margin: 0; color: green;">+2 1.9%</p>	<h1 style="margin: 0;">99</h1>

3 Most Retweeted Posts	3 Most Liked Posts
<div style="margin-bottom: 10px;">  <p>LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill...</p> <p style="text-align: right;">0</p> </div> <div style="margin-bottom: 10px;">  <p>Congrats Jan Pye In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored toda...</p> <p style="text-align: right;">0</p> </div> <div>  <p>Article 6 Update To better serve our industrial wastewater users , MSWD is working to amend Article VI of our wastewater discharge...</p> <p style="text-align: right;">0</p> </div>	<div style="margin-bottom: 10px;">  <p>DC Trip +1  MSWD recently had the opportunity to meet with the offices of Senator Padilla, Senator Butler, Congressman Ruiz, an...</p> <p style="text-align: right;">1</p> </div> <div style="margin-bottom: 10px;">  <p>LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill...</p> <p style="text-align: right;">0</p> </div> <div>  <p>Congrats Jan Pye In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored toda...</p> <p style="text-align: right;">0</p> </div>

3 Least Retweeted Posts



Happy Easter

🐰 Happy Easter from MSWD! We hope you and your family have a wonderful Sunday. 🐣 <https://t.co/PnaebAkA3k>

0



+1 DC Trip

💧👉 MSWD recently had the opportunity to meet with the offices of Senator Padilla, Senator Butler, Congressman Ruiz, an...

0



World Water Day

Happy World Water Day! 💧 Today, we celebrate the unsung heroes who work tirelessly to ensure we have access to clean ...

0

3 Least Liked Posts



Happy Easter

🐰 Happy Easter from MSWD! We hope you and your family have a wonderful Sunday. 🐣 <https://t.co/PnaebAkA3k>

0



World Water Day

Happy World Water Day! 💧 Today, we celebrate the unsung heroes who work tirelessly to ensure we have access to clean ...

0






















Fix A Leak Week










🇺🇸💡 Did you know? It's National Fix A Leak Week! Leaks might seem small, but they add up to big water waste! Let's ...








0

Twitter Post Metrics (March 1 - 31, 2024)

Date	Format	Post	Labels	Retweets	Likes
March 31, 2024 8:09 PM PDT	 Image	 <p> Happy Easter  Happy Easter from MSWD! We hope you and your family have a wonderful Sunday. 🐣 https://t.co/PnaebAkA3k </p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center; color: white;">Event</div>	0	0
March 23, 2024 10:08 AM PDT	 Multi-Image	 <p> DC Trip   MSWD recently had the opportunity to meet with the offices of Senator Padilla, Senator Butler, Congressman Ruiz, and the U.S. Army Corps of Engineers, sharing with them the progress being made on... +1 </p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center; color: white;">Event</div>	0	1
March 22, 2024 7:08 PM PDT	 Image	 <p> World Water Day Happy World Water Day!  Today, we celebrate the unsung heroes who work tirelessly to ensure we have access to clean water. We thank you! https://t.co/2gNsW0080T </p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center; color: white;">Event</div>	0	0

Date	Format	Post	Labels	Retweets	Likes
<p>March 20, 2024 8:08 AM PDT</p>	<p> Image</p>	 <p>Fix A Leak Week  Did you know? It's National Fix A Leak Week! Leaks might seem small, but they add up to big water waste! Let's fix those leaks and conserve water together. Visit https://t.co/M57FPWK23g #Fix...</p>	<p>FOG/Wipes</p>	<p>0</p>	<p>0</p>
<p>March 18, 2024 8:22 PM PDT</p>	<p> Image</p>	 <p>News Release: SP & AGM  News Release:MSWD adopted a new strategic plan today, which outlines a comprehensive roadmap for enhancing operations and service delivery across seven key areas. To support this, MSWD announced ...</p>	<p>News Releases</p>	<p>0</p>	<p>0</p>
<p>March 17, 2024 8:12 PM PDT</p>	<p> Image</p>	 <p>St. Patty Day Wishing you a happy and safe Saint Patrick's Day!  #staysafe https://t.co/NSnABf9JWI</p>	<p>Event</p>	<p>0</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Likes
<p>March 13, 2024 5:55 PM PDT</p>	<p> Image</p>	<p> LIHWAP Program  Need help with your water bill? #LIHWAP funds are here to assist! Act fast - the application deadline is March 15. Don't miss out! Learn more and apply today: https://t.co/ZWuRtgxzd #PayMyH2OBil...</p>	<p>Customer Service</p>	<p>0</p>	<p>0</p>
<p>March 12, 2024 1:07 PM PDT</p>	<p> Image</p>	<p> Groundwater Awareness Week  Let's dive in and celebrate National Groundwater Awareness Week! 100 % of our water is from groundwater sources, so it's very important that we protect this precious resource both now and in th...</p>	<p>Event</p>	<p>0</p>	<p>0</p>
<p>March 07, 2024 5:25 PM PST</p>	<p> Image</p>	<p> Water Talks Mar 27  JOIN MSWD FOR A FREE WATER TALK! In March, we will discuss the state's need for more storage and how the Sites Reservoir project will benefit the CV. Guest speaker Jerry Brown will provide an ov...</p>	<p>Event</p>	<p>0</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Likes
<p>March 06, 2024 5:52 AM PST</p>	<p> Image</p>	<p> Article 6 Update  To better serve our industrial wastewater users , MSWD is working to amend Article VI of our wastewater discharge ordinance. The changes will be discussed during a public hearing at our BOD Mee...</p>	<p>Event</p>	<p>0</p>	<p>0</p>
<p>March 05, 2024 4:46 PM PST</p>	<p> Image</p>	<p> Congrats Jan Pye In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored today by the Riv. Co. BOS as Woman of the Year. Not only is she a leader and a role ...</p>	<p>Event</p>	<p>0</p>	<p>0</p>
<p>March 04, 2024 3:31 PM PST</p>	<p> Image</p>	<p> LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill. The deadline to apply is March 15. Learn more: https://t.co/R4BVp7RN0m #PayMyH...</p>	<p>Customer Service</p>	<p>0</p>	<p>0</p>
Total				<p>0</p>	<p>1</p>

Date	Format	Post	Labels	Retweets	Likes
Average				0.0	0.1


Instagram Account Overview (March 1 - 31, 2024)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
12	330	6	84,712	77,310	55
+1 9.1%	+3 0.9%	-1 -14.3%	+42,563 101.0%	+40,064 107.6%	+8 17.0%


3 Most Liked Posts

- 

DC Trip
💧 👉 We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senato...

19
- 


News Release: SP & AGM
📄 News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water Distr...

13
- 


Congrats Jan Pye
 In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored toda...

8


3 Most Commented Posts

- 

LIHWAP Program
 Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill...

0
- 

Congrats Jan Pye
 In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored toda...

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- 

Article 6 Update
📄 To better serve our industrial wastewater users and expand services, MSWD is working to amend Article VI of our w...

0

3 Least Liked Posts



St. Patty Day

Wishing you a happy and safe Saint Patrick's Day! 🍀 #staysafe

2



LIHWAP Program

Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill...

2



Fix A Leak Week

💡 Did you know? It's National Fix A Leak Week! 💡
Leaks might seem small, but they add up to big water waste! The

3

a...

3 Least Commented Posts



Happy Easter

🐰 Happy Easter from MSWD! We hope you and your family have a wonderful Sunday. 🐣

0



DC Trip

💧👉 We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senato...

0



World Water Day

Happy World Water Day! 💧 Today, we celebrate the unsung heroes who work tirelessly to ensure we have access to clean ...







0
















Instagram Story Metrics (March 1 - 31, 2024)







Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
------	-------	--------	-------	-------------	-------	---------	--------------	-----------







No stories found within the selected date range.

Instagram Post Metrics (March 1 - 31, 2024)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 31, 2024 8:09 PM PDT	 Image	 <p>Happy Easter 🐰 Happy Easter from MSWD! We hope you and your family have a wonderful Sunday. 🐣</p>	Event	4	0	18	18	4	22.22%	0	
March 23, 2024 10:08 AM PDT	 Carousel	 <p>DC Trip 🙌 We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senator Padilla, Senator Butler, Congressman Ruiz, and the U.S. Army Corps of Engineer...</p>	Event	19	0	81	67	19	28.36%	0	
March 22, 2024 7:09 PM PDT	 Image	 <p>World Water Day Happy World Water Day! 💧 Today, we celebrate the unsung heroes who work tirelessly to ensure we have access to clean water. From engineers designing innovative water treatment systems to utility wo...</p>	Event	7	0	43	41	7	17.07%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 20, 2024 8:08 AM PDT	 Image	 <p>Fix A Leak Week   Did you know? It's National Fix A Leak Week!   Leaks might seem small, but they add up to big water waste! The average household's leaks can waste nearly 10,000 gallons of water yearly—enough ...</p>		3	0	38	33	3	9.09%	0	
March 18, 2024 8:22 PM PDT	 Image	 <p>News Release: SP & AGM  News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water District is proud to unveil its new strategic plan, which outlines a comprehensive ro...</p>		13	0	79	72	15	20.83%	2	
March 17, 2024 8:12 PM PDT	 Image	 <p>St. Patty Day Wishing you a happy and safe Saint Patrick's Day!  #staysafe</p>		2	0	25	24	2	8.33%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 13, 2024 5:55 PM PDT	 Image	 <p>LIHWAP Program 💧 Need help with your water bill? #LIHWAP funds are here to assist! Act fast - the application deadline is March 15. Don't miss out! Learn more and apply today: https://loom.ly/UDazYfo #PayMyH2OBill 💧</p>	Customer Service	3	0	29	25	3	12.0%	0	
March 12, 2024 1:07 PM PDT	 Image	 <p>Groundwater Awareness Week 🌊 Let's dive in and celebrate National Groundwater Awareness Week! 🌍 Established in 1999, this annual observance emphasizes responsible development, management, and use of groundwater. Here in DHS,...</p>	Event	3	0	31	28	3	10.71%	0	
March 07, 2024 5:25 PM PST	 Image	 <p>Water Talks Mar 27 🚰 JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATER! In March, we will discuss the state's need for more water storage and how the Sites Reservoir project will benefit us in the Coachella V...</p>	Event	4	0	50	48	4	8.33%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
March 06, 2024 5:52 AM PST	 Image	 Article 6 Update To better serve our industrial wastewater users and expand services, MSWD is working to amend Article VI of our wastewater discharge ordinance. The proposed modifications will be discussed duri...	Event	3	0	45	42	3	7.14%	0	
March 05, 2024 4:46 PM PST	 Image	 Congrats Jan Pye In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored today by the Riverside County Board of Supervisors as Woman of the Year in the Fourt...	Event	8	0	63	59	8	13.56%	0	
March 04, 2024 3:31 PM PST	 Image	 LIHWAP Program Don't miss out on this opportunity! #LIHWAP funds are available to help you get caught up on your water or sewer bill. The deadline to apply is March 15. Learn more: https://loom.ly/utBI8u4 #PayMyH...	Customer Service	2	0	34	33	2	6.06%	0	
Total				71	0	536	490	73		2	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
			Average	5.9	0.0	44.7	40.8	6.1	14.9%	0.2	

LinkedIn Account Overview (March 1 - 31, 2024)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">5</p> <p>+5</p>	<p>Likes</p> <p style="font-size: 24pt; font-weight: bold;">59</p> <p>+44 293.3%</p>	<p>Views</p> <p style="font-size: 24pt; font-weight: bold;">83</p> <p>+28 50.9%</p>	<p>Followers</p> <p style="font-size: 24pt; font-weight: bold;">304</p> <p>+7 2.4%</p>
<p>Comments</p> <p style="font-size: 24pt; font-weight: bold;">14</p> <p>+10 250.0%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">1,933</p> <p>+1,464 312.2%</p>	<p>Clicks</p> <p style="font-size: 24pt; font-weight: bold;">135</p> <p>+123 1025.0%</p>	<p>Engagement Rate</p> <p style="font-size: 24pt; font-weight: bold;">7.71%</p> <p>+0.0 7.2%</p>

3 Most Engaging Posts

- DC Trip** +1

👉 We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senato...

20.0%
- Congrats Jan Pye**

In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored toda...

16.79%
- News Release: SP & AGM**

News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water Distr...

8.98%

3 Most Shared Posts

- News Release: SP & AGM**

News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water Distr...

1
- Congrats Jan Pye**






In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored toda...

0
- Water Talks Mar 27**







JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATER!
In March, we will discuss the state's need for more wate...

0









3 Least Engaging Posts






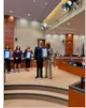

	Join us tomorrow for our monthly Water Talk, where we will host a special guest, Jerry Brown, the executive director ...	5.17%
	Water Talks Mar 27  JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATER! In March, we will discuss the state's need for more wate...	6.32%
	News Release: SP & AGM  News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water Distr...	8.98%

3 Least Shared Posts

	Join us tomorrow for our monthly Water Talk, where we will host a special guest, Jerry Brown, the executive director ...	0
	DC Trip +1   We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senato...	0
	Water Talks Mar 27  JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATER! In March, we will discuss the state's need for more wate...	0

LinkedIn Post Metrics (March 1 - 31, 2024)

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
March 26, 2024 11:10 AM PDT	 Link	 <p>Join us tomorrow for our monthly Water Talk, where we will host a special guest, Jerry Brown, the executive director of the exciting Sites Reservoir project. March 27 from 5-6 p.m. at the DHS Libr...</p>		0	4	5.17%	2	116	0
March 23, 2024 10:08 AM PDT	 Multi-Image	 <p>+1</p> <p>DC Trip  We had a busy couple of days in DC! Earlier this week, MSWD had the opportunity to meet with the offices of Senator Padilla, Senator Butler, Congressman Ruiz, and the U.S. Army Corps of Engineer...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	0	62	20.0%	10	360	0
March 18, 2024 8:22 PM PDT	 Image	 <p>News Release: SP & AGM  News Release: MSWD Announces New Strategic Plan and Appoints Assistant General Manager Mission Springs Water District is proud to unveil its new strategic plan, which outlines a comprehensive ro...</p>	<div style="background-color: #9370db; border-radius: 10px; padding: 2px 5px; display: inline-block;">News Releases</div>	1	51	8.98%	33	1,091	13

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
March 07, 2024 5:25 PM PST	 Link	 <p>Water Talks Mar 27  JOIN MSWD FOR A FREE MONTHLY TALK ABOUT ALL THINGS WATER! In March, we will discuss the state's need for more water storage and how the Sites Reservoir project will benefit us in the Coachella V...</p>		0	4	6.32%	7	174	0
March 05, 2024 4:46 PM PST	 Image	 <p>Congrats Jan Pye In honor of Women's History Month, MSWD would like to congratulate DHS Mayor Pro Tem Jan Pye, who was honored today by the Riverside County Board of Supervisors as Woman of the Year in the Four...</p>		0	17	16.79%	6	137	0
Total				1	138		58	1,878	13
Average				0.2	27.6	11.45%	11.6	375.6	2.6