

**APPENDIX E – Public Affairs Information** 

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# **ENGINEERING DIVISION**

# **Engineering Department**

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

#### Well 42 Project

Staff continued working with the contractor, Layne Christensen, to identify any change orders related to the conformed plans and confirmed the completion schedule. Staff will update the Board of Directors in the June 2025 meeting on the status of the project and any proposed change order costs that are necessary to complete it.

#### Well 22 Rehabilitation

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

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

Staff completed the final master plans and presented them to the Board. The plans were approved at the April 2025 Board meeting and are being used for the preparation of the Long-Range Financial Plan, which will be presented to the Board in May 2025.

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

The 100% design files were received for staff to plan check. Staff is reviewing the plans to determine how complete the previous plan check comments to address the corrections.

#### **Skyborne Village III - Housing Development**

The developer's contractor is nearing completion of the main water installation in Phase III of the project. They will coordinate with the inspector to conduct tests and finalize the water main for activation into MSWD's system. MSWD's contracted inspector, MWH Constructors, has been overseeing and verifying that the work meets MSWD construction standards.

#### PODS Storage - Commercial Development

The developer's contractor has not returned since October 31, 2024, to complete the project. Completion of the project remains on hold.

#### **Project Viento – Commercial Development**

The developer's contractor continued progress on the water, sewer, lift station, and force main system. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying the work meets MSWD construction standards. The contractor initially estimated that construction would be completed within the 125-workday schedule, however there were delays in the contractor completing the sewer line on 20<sup>th</sup> Avenue, which necessitates more construction inspections to be performed. There will be an item on the May 2025 Board of Directors Agenda that addresses this issue.

#### **Regional Water Reclamation Facility**

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

The contractor and MSWD Operations successfully completed the 60-day start up and commissioning period on April 27, 2025. The team is continuing the 14-day performance testing through May 11, 2025. MSWD will take over full operations after.

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

Final Parcel Map (FM-21-3) was approved by the City of Desert Hot Springs and is routing for signatures.

#### **RWRF Conveyance Line**

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

The contractor is procuring the materials required for the Horton Diversion. It will take 2-3 months for electrical procurement, then one month to complete.

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

Staff received additional RFIs from the State regarding the final bid package. Staff has prepared responses and submitted them to the State and will continue to monitor the status of final approval. Staff plans to bid the project following the State's approval.

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

Staff received the 90% plan check comments from the City of Desert Hot Springs and plans to meet with the City to discuss the comments provided.

Staff received the administrative draft IS and MND document in April 2025 for review. Following the review, the draft CEQA will be published for public comment.



# **Water Resources Department**

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

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

The Coachella Valley Regional Water Management Group (CVRWMG) implements the Integrated Regional Water Management (IRWM) Plan for the Coachella Valley IRWM Region. The CVRWMG met to discuss on-going grant funded projects and upcoming grant opportunities, including continued discussion on Conservation Regulations and Chromium-6 compliance.

#### Mission Creek Subbasin SGMA Compliance

The Coachella Valley Water District, on behalf of the Mission Creek Subbasin Management Agencies, awarded the 2027 Alternative Plan update to consultant, WSP. A kick-off meeting is scheduled for May 2025.

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

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

The California Department of Water Resources (DWR) began construction on one of two monitoring wells in the Desert Hot Springs Subbasin as part of a regional Salt and Nutrient Management Plan data collection effort, which is 100% funded through grants.



# **FINANCE DIVISION**

# **Customer Service Department**

#### **Lockbox Implementation**

Customer Service and IT have been working diligently with Wells Fargo to implement Lockbox services aimed to streamline payment processing workflow, reduce manual labor, and accelerate payment postings.

IT is currently ensuring accurate file formatting and testing file upload and is awaiting next phase of the implementation.

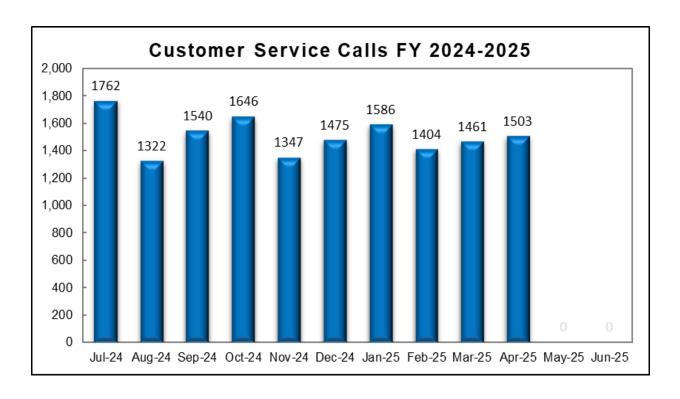
#### **Preparing Sewer prepayment Letters**

Approximately 9,200 letters will be issued by the end of month for FY 2025-2026. Customers will have the option to remit sewer prepayments no later than June 30, 2025.

Customer accounts not prepaid by the deadline will have charges added to their secured annual tax bill and paid via property taxes.

## **<u>Call into the Customer Service Department</u>**

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



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

Customer Request	Total for April 2025	Total for FY 2025
Water Waste	1	12
High Bill / Service Line Leak	1	77
No Water	7	66
Illegal Disconnect	8	46
Disconnections	114	1,039
Reconnections	99	823
Service Transfers	95	990
High / Low Pressure	4	57
Water Quality	2	37
Other / Miscellaneous	94	851

#### **WaterSmart Portal**

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

WaterSmart Portal	Total for April 2025	Overall Total	
Registered Customer Accounts	128	8,327	

#### <u>Billing</u>

During April 2025, Customer Service reviewed a total of 15,535 bills.

Bill Type	Total Bill Count for April 2025	Total Bill Amount for April 2025
Regular Bills	11,488	\$833,818.00
Delinquent Bills	3,885	\$1,173,671.00
Closing Bills	162	\$11,180.00
Delinquent Closing	0	\$0.00
Total	15,535	\$2,018,668.00

#### **Delinquency Service Statistics**

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

Delinquency Service	Total for April 2025
Auto-Dialer Calls	326
Door Hangers	29

#### **Customer Bill Assistance**

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

Assistance	Total Assistance	Total Assistance
Program	in April 2025	in FY 2025
United Way of the Desert	\$400	\$4,000.00

#### **Installment Payment Plans**

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

Total Active Payment Plans	Remaining Balance to be Collected
135	\$83,280.50

#### **Refunds**

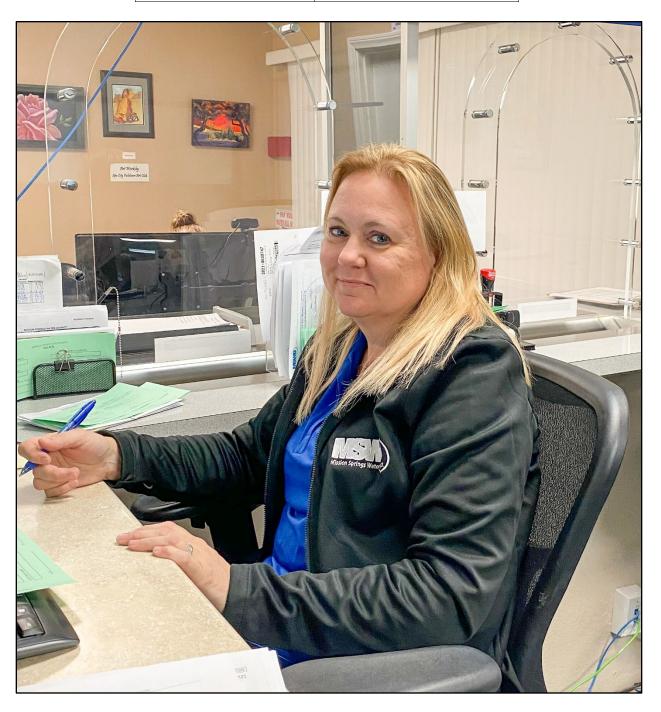
There was a total of 25 customer account refunds totaling \$1,959.73, resulting from closed accounts for the month of April 2025.

Account Type	Total Refund Count for April 2025	Total Refund Amount for April 2025
Customer Refunds	24	\$1,519.95
Construction Meter Refunds	1	\$439.78
Total	25	\$1,959.73

# <u>Liens</u>

Customer Service identified 4 accounts that were 90 days past due requiring Lien filing. Likewise, 20 Release of Liens were issued after securing payment for outstanding balances on past due accounts.

Lien Type	Total Lien Count for April 2025
Lien Recordings	4
Lien Releases	20



# **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 April 2025.

#### **Payroll**

Payroll activities this month focused on supporting quarterly tax return preparation, evaluating payroll service options, assisting with compensation reporting, and resolving a reporting issue with Lincoln. Coordination with the Accounting Firm and vendors has been ongoing to ensure compliance and data accuracy.

- Collaborated with Eide Bailly to update reports for quarterly tax return submission.
- Participated in Paycheck payroll demo and reviewed proposal for MSWD.
- Assisted Eide Bailly with necessary payroll data for 2024 Compensation Report.
- Resolved Lincoln contribution report issue in coordination with Lincoln representative.

#### **Budget**

There were four budget transfer requests for the month of April 2025, totaling \$80,300.

- \$100.00 from BID 630 Training & Seminars Front Office to BID 635 Temporary Customer Accounts Staff
- \$50,000 from BID 703 Admin Support Temp Help to BID 702 General Consulting
- \$30,000 from BID 531 CLA-VAL Maintenance to BID 533 Fire Hydrant Related Expenses
- \$200 from BID 662 Training & Education HR to BID 664 HR Books/Publications

#### **Finance**

The Finance Director is collaborating with Raftelis to conduct a comprehensive long-range financial and rate study. This study aims to provide insights into future financial planning, rate adjustments, and strategic budgeting for long-term sustainability.

The Finance Director is working with RAMS Auditors to provide auditors with requested financial records.

#### **Current Work Priorities**

The Accounting department continues to support other departments as needed:

- Engineering
  - Accounts Payable continues to process vendor requisitions.
- Operations
  - Accounting continues to support Operations on reimbursable jobs that include primarily damage to District property where a police report was filed.
- Human Resources
  - Accounting continues to work with Human Resources to update employee information related to change of status, new hires, and CalPERS appointments.

- Customer Service
  - Processing multiple customer refunds for credit balances on closed accounts.

#### <u>Cash</u>

Total cash receipts for the month of April 2025 amounted to \$5,469,322.09, with the largest contributors from the State of California amounting to \$1,584,273 and \$2,376,483, and from normal water and sewer customer account payments amounting to \$1,163,544.70.

Cash Disbursements for the month of April 2025 amounted to \$1,595,638.63 with the largest payments made to:

Entity	Amount
Net Payroll	\$503,809.92
TKE Engineering, Inc.	\$264,546.68
Southern California Edison	\$187,685.69

#### **Financial Statement**

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

#### Capital Improvement Program

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



# **Innovation & Technology Department**

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

#### 2024 State and Local Cybersecurity Grant Program (SLCGP) Award

The District continues with the setup and onboard with CalOES to begin the projects approved for the SLCGP. Funding has not yet been dispersed by FEMA while the manual review of all grants continues.

#### **Department Updates**

The initial data compatibility test of the new check deposit system was successful. IT and Customer Service continue to work with the service provider in the remaining aspects of setting up the new system.

IT had a new data rack installed as part of a larger project to migrate critical equipment into a new environment, increasing reliability and freeing up office space.

IT began attending demos as part of RFP process for the new Enterprise Resource Planning (ERP) system.

IT has been working with Engineering on the technical aspects of the Regional Plant's new access control system.

IT continued to assist Wastewater and Engineering with technical needs for the Regional Plant.

#### **Technology Improvements**

The adoption of the mobile device management system continues to move forward as more devices are brought under management.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

#### **Cyber Security News Roundup**

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

- President Trump signed an executive order shifting some of the Federal Governments cybersecurity responsibility to the states and localities while funding cuts have also reduced cybersecurity resources. The future of the SLCGP grant is uncertain. (GovTech)
- Oracle Cloud experienced a data breach compromising users' usernames, email addresses, passwords, authentication tokens, and encryption keys. CISA issued a warning about the severity of this breach, especially for enterprise environments that use Oracle's service. (The HIPAA Journal)

• Due to the Federal termination of funding, the Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC) has gone dark and funding has decreased for Multi-State Information Sharing and Analysis Center (MS-ISAC). Yet those in the MS-ISAC are committed to continue working. "We will weather this storm, but it is a new world and we have to find our way and find other funding sources, which we are in the process of doing," said James Globe, the organization's vice president and strategic advisor. (RouteFifty)

#### **Intelesys IT Support**

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

# **Purchasing Department**

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

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

Total inventory purchases were \$37,531.36 and the total issued for use by field crews was \$91,589.04 for the month of April 2025.



# **OPERATIONS & MAINTENANCE DIVISION**

# **Construction & Maintenance Department**

#### **Water Line Locations**

Staff completed approximately 391 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 April 2025.

- Eight water service lines were replaced with copper.
- Eight service line leaks were repaired.
- Three mainline leaks were repaired.
- Two fire hydrants were repaired/replaced.





#### **Water System Maintenance**

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

- 66 ground valves were exercised.
- 25 fire hydrants were flushed, maintained, and painted.
- Eight air-release valves were inspected and/or rebuilt.
- No Cla-Val valves were maintained or repaired.
- 75 blow-offs were flushed





#### **CMMS Workorder Program**

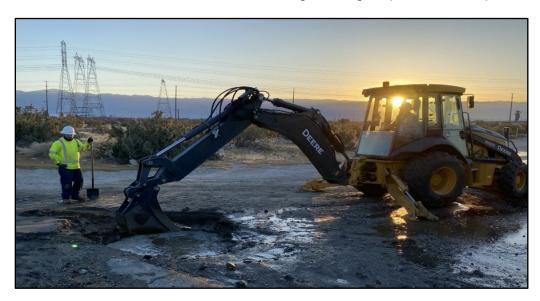
A total of 20 work orders were processed in April 2025 using the CMMS program.

#### **New Water Meter Service Installation**

Staff installed 60 new water service lines in April 2025.

#### **Fire Flow Testing**

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



# **Fleet & Facility Maintenance Department**

#### **Janitorial Services**

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

#### **Building Maintenance**

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

- Repaired six leaks at Well 27/31 irrigation and replaced damaged o-ring on solenoid valve.
- Replaced sprinkler valve and replumbed new piping on irrigation at Corporate Yard.
- Assembled a new picnic table and placed it outside of the Accounting Modular.
- Repaired feed to irrigation line on south fence line at Quail Reservoir.
- Replaced hinge to ladder access panel at Gateway Reservoir.
- Replaced hinges to ladder access panel at Well 34.
- Eight leaks on the irrigation system were repaired at Well 28, five were caused by wildlife damage.
- Replaced failed tee with coupling on irrigation at Terrace Reservoir.
- Replaced 30 feet of irrigation line, added four bubblers, and repaired one leak at Two Bunch Reservoir.
- Lubricated and adjusted latch to side gate at Administration Building.
- The inner handle on the lower lever back door of the Administration Building was repaired by Valley Lock.
- Installed window tint on HR Manager's office window.
- Installed multi-fold towel dispensers in upstairs restrooms at Administration Building.
- Installed new whiteboard in the Engineering Building.
- Replaced both flags at the Administration Building.
- Painted over graffiti on the south side of the Old Stores.
- Old Stores garage area was cleaned and blown out per bi-weekly cleanup.
- Reinstalled insulation to Visqueen over Yuri's office in the Administration Building.
- Replaced the door handle to lower kitchen closet door.
- The auxiliary AC fan to the kitchen was replaced by the HVAC contractor.

#### **Standby Generator Monthly Maintenance Program**

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

#### Fleet Maintenance/Repairs

- Unit 435 was sent back to the Jessup dealership for a poorly assembled left front brake set up and the issue was resolved.
- Unit 439 had the vice mount plate and vice installed.
- Unit 423 had a recall performed onsite with Ford mobile technicians.
- Unit 437 had a PM service performed, and tires rotated.
- Unit 434 had a broken sight-glass tube replaced.

- Unit 421 had a hole patched in the left front tire, then had all four tires replaced, front brake pads replaced, and a PM service performed, with new cabin/engine air filters.
- Unit 430 had a hole patched in the right rear tire.
- Unit 385 had the trailer plug replaced, and a suction issue repaired with a new suction valve and hoses.
- Unit 324 had a damaged harness repaired and the left rear taillight replaced.
- Unit 412 had a hole patched in the right rear tire.
- Unit 427 had a PM service performed, and passenger side tire rotated.
- Unit 48 had the battery and starter replaced due to a starting issue.
- Units 456, 457, and 458 had MSWD decals and strobes mounted, beds were coated with bedliner at Desert LINE-X, and accessories for Water Production were transferred from the old units.
- Unit 459 had MSWD decals installed and bedliner coated at Desert LINE-X.
- Unit 409 had MSWD decals removed, along with Production accessories, radio, and electronics for transfer to new units.
- Unit 419 had the right rear valve stem replaced.
- Unit 442 had the oxygen/acetylene tanks replaced.

# **Field Services Department**

#### WaterSmart / Neptune 360

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

Contact Type	Total for April 2025	Total for FY 2025	
Continuous Usage	101	1,034	
High Usage (>Normal)	21	176	
Reverse Flow	0	0	
Total	122	1,210	

#### **Cross Connection Control Program**

The Backflow and Cross Connection Specialist performs annual testing of Backflow Prevention Assemblies (BPAs) throughout the District as required by the SWRCB Cross Connection Control Policy Handbook. There were 96 BPAs tested in April 2025 and eight Hazard Assessments were completed.

# **Wastewater Collection Department**

<u>Sanitary Sewer Overflow</u>
There was one Category 4 Sanitary Sewer Overflows (SSOs) in the collection system this month which is a privately owned lateral spill.

#### **Dos Palmas Lift Station**

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

#### **Sewer Line Locations**

Staff completed 361 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

#### **Sewer Line/Collections** Maintenance

Staff did not complete any CCTV inspections in April 2025.

Staff cleaned 29,594.4 feet of sewer mainline in April 2025 in Assessment District 18, a total of 121 pipe segments.



# **Wastewater Treatment & Disposal Department**

#### **Plant Maintenance**

Staff spent 785-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs), and the Wright Regional Water Reclamation Facility (RWRF). Also, during this timeframe staff spent 55.5-man hours operating the sludge belt filter press, including filling and removing 12 trailers of sludge from the Horton and Desert Crest WWTPs, and the Wright RWRF.

#### Sampling and Laboratory

Staff collected 44 samples and spent 88-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. All three plants produce an effluent that consistently meets the District's permit discharge requirements.

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

#### **Pond Maintenance**

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





#### **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:

- Lift Station Bypass Pumping
- Changing Ponds

#### **Wastewater Report**

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

New Sanitary Service Connections to Collection System					
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21
July	9	4	4	18	8
August	7	12	26	20	4
September	2	17	20	20	5
October	2	3	13	36	9
November	22	7	8	29	50
December	5	21	8	12	9
January	1	2	35	14	21
February	55	1	4	7	23
March	30	1	24	17	48
April	56	7	16	7	18
May		8	9	16	17
June		0	4	2	21
Total	189	83	171	198	233

Additional sanitary service connection information is provided in Appendix C.

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

Wastewater Flow (MGD)						
Horton WWTP		Desert Crest WWTP		Wright RWRF		
Fiscal Year 2024/25	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000
November	2.080992	2.260242	0.045151	0.050590	0.000000	0.000000
December	2.063171	2.208058	0.043790	0.047380	0.000000	0.000000
January	2.052011	2.229541	0.043768	0.046930	0.000000	0.000000
February	2.021628	2.159446	0.042657	0.048510	0.173333	0.260000
March	1.881538	1.992163	0.046467	0.054370	0.175171	0.213597
April	1.866151	1.940300	0.042551	0.048930	0.164590	0.189517
May						
June						

Additional wastewater flow information is provided in Appendix C.

# **Water Production Department**

#### Water Pumped/Produced

During the month of April 2025, the District's three public water systems produced the following volume of water:

- MSWD (CA3310008) 592.77 Acre Feet (193.15 MG)
- West Palm Springs Village (CA3310078) 7.87 Acre Feet (2.57 MG)
- Palm Springs Crest (CA3310081) 4.00 Acre Feet (1.30 MG)

#### Water Sampling/Testing

- Bacteriological Sampling Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling The monthly and quarterly uranium sampling was completed in April 2025.
- Monthly and Quarterly Reporting The District's Monthly Coliform Monitoring Report for all three water systems was sent to the SWRCB Department of Drinking Water (DDW) on May 12, 2025.
- Chromium-6 Sampling Staff completed the initial sampling on March 27, 2025, for all wells.

#### **Chlorination System Updates**

- Chlorination Pumps Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning All of the chlorinator pumps were cleaned twice during the month of April 2025.
- Sodium Hypochlorite (Chlorine) Usage During the month of April 2025, a total of 1,405 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 April 2025, the Water Production staff checked and documented the chlorine residuals at all wells in use 195 times. The average chlorine residual of these readings was 0.878 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals During the month of April 2025, the Water Production staff checked and documented the chlorine residuals throughout the distribution system a total of 91 times. The average chlorine residual of these readings is 0.766 ppm. (This data reflects the MSWD and ID-E water systems.)

#### **Well Soundings**

Staff continued to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff aim to complete these by the 15<sup>th</sup> of each month.

#### **Water Production Facility Updates**

Staff oversee 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.

 Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing in April 2025. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.

#### **Well 33 Solar Site**

The District contracted with third party contractor, PVCA, to complete minor maintenance and assess major repair needs for the solar site. They will be onsite the week of April 14, 2025. A full report of their findings is expected by May 9, 2025, and will be reviewed with solar consultant, Kenwood Energy. The report will be used for FY 2026 budgeting purposes.



#### Water Report

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

New Service Connections to the Water System					
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21
July	9	5	6	18	7
August	14	14	28	19	6
September	6	19	22	23	18
October	2	4	16	33	13
November	25	9	10	27	10
December	6	5	9	9	2
January	1	5	26	14	15
February	59	3	14	8	13
March	37	6	29	19	16
April	64	11	24	6	11
May		9	16	19	15
June		3	5	1	24
Total	223	93	205	196	150

Additional water service connection information is provided in Appendix C.

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

Monthly Water Production (AF)							
FY 2024/2		Variance from Prior Year		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21
	2024/25	AF	%	2023/24	2022/23	2021122	2020/21
July	939.07	149.08	18.87	789.99	751.79	796.57	857.77
August	818.63	80.89	10.96	737.74	850.19	839.93	885.31
September	785.85	110.79	16.41	675.06	716.03	738.65	784.80
October	718.26	9.03	1.27	709.23	691.98	665.18	755.84
November	574.08	-54.97	-8.74	629.05	599.39	679.85	690.13
December	647.08	117.09	22.09	529.99	554.27	565.48	588.32
January	572.24	15.67	2.82	556.57	530.39	580.28	537.96
February	509.08	50.39	10.99	458.69	490.41	527.34	495.61
March	564.28	4.04	0.72	560.24	500.37	601.44	625.80
April	598.68	-50.99	-7.85	649.67	552.34	624.07	649.34
May				696.24	726.25	745.36	723.62
June				700.11	682.09	730.02	761.63
Total	6,727.25	431.02	6.85	7,692.58	7,645.50	8,094.17	8,356.13

Additional water production information is provided in Appendix C.

## **PUBLIC AFFAIRS**

# **Past & Upcoming Sponsorships / Events**

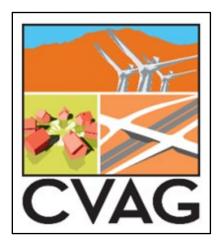
City of Desert Hot Springs Hacienda Avenue Street Improvement Project

**Groundbreaking: April 2, 2025** 

MSWD attended the City of Desert Hot Springs groundbreaking ceremony for the Hacienda Avenue Improvement Projects. The project is expected to create a safer environment for residents. improve connectivity to local businesses, schools. parks, and public transit, and lay the groundwork for future growth and development in Desert Hot Springs.



#### CVAG-CVCC and Energy & Sustainability Committee Meeting: April 10, 2025



CVAG is the regional planning agency coordinating government services within the Coachella Valley. By providing solutions to the common issues of the local governments and tribes that are its members, CVAG promotes a better quality of life and balanced growth for residents of Central and Eastern Riverside County. MSWD Board Director Amber Duff is a voting member.

#### DHS Women's Club Annual Spring BBQ: April 12, 2025

This annual BBQ is a fundraiser aimed at raising money for high school scholarships, participation will directly contribute to the future of our local students. The Women's Club is the oldest non-national non-profit established organization in Desert Hot Springs who raises scholarship funds for the students of Desert Hot Springs through these events.



#### CSDA Special District Leadership Academy in La Quinta: April 21-24, 2025



Board and staff attended the CSDA's Special District Leadership Academy. The academy offers curriculum-based training built around the essential partnership between board members and general managers. Designed for both new and seasoned board members, the groundbreaking curriculum equips attendees with the knowledge and skills necessary to lead effectively and uphold vital governance responsibilities.

#### CWEA Annual Conference in Palm Springs: April 22-25, 2025

MSWD Board and staff attended the locally held annual CWEA conference which brings the wastewater industry together for a week of training, tours, and education opportunities. MSWD received an award, the CWEA's first place winner for the Community Engagement and Outreach Project of the Year (Small category) award for the Nancy Wright Regional Water Reclamation Facility. MSWD also hosted a tour of the Nancy Wright Regional Water Reclamation Facility on April 22, 2025, for attendees that registered.



# CWEA Tour of the MSWD Nancy Wright Regional Water Reclamation Facility

## MSWD Blood Drive: April 23, 2025

MSWD hosted a bi-monthly blood drive in partnership with LifeStream. Eight donations were made, and a single donation can save multiple lives.



#### Town Hall with Senator Ochoa Bogh: April 26, 2025

The City of Desert Hot Springs hosted a Neighborhood Town Hall event for California State Senator, Rosilicie Ochoa Bogh. During the event, Senator Ochoa Bogh graciously recognized and invited several community leaders to speak about their roles, including our own Board President, Ivan Sewell, who represented MSWD



#### Earth Day at Cabot's Pueblo Museum: April 26, 2025



MSWD was a sponsor of the well-attended annual Cabot's Museum Earth Day event and hosted a booth sharing our award-winning water. Admission and tours were free!

#### CVCAN Golf Classic: May 2, 2025

Held at the Woodhaven Country Club in Plam Desert, MSWD was a sponsor of this event, the public affairs team hosted a booth at one of the holes titled "The Watering Hole" as a quick break between hoes to refresh with a water tasting, and information about our award-winning water.





#### MSWD Employee Appreciation Lunch: May 7, 2025

MSWD celebrated staff at the annual employee appreciation luncheon, lunch was served to the staff by board members, the general manager, and members of the events committee. The event also included the announcements of Administrative Employee of the Year, Cynthia Acosta, Field Employee of the Year, Alex Nine, Supervisor/Manager of the Year, Andy Grunnet, and Department of the Year, Wastewater. Congratulations to all!











#### ACWA Spring Conference: May 13-15, 2025

MSWD Board and select staff will attend the Association of California Water Agencies Spring Conference in Monterey. The event brings together water industry professionals to learn, connect, and discuss critical issues affecting California's water community.



#### CSDA Legislative Days: May 20-21, 2025



Select MSWD Board members and staff will attend CSDA Legislative Days in Sacramento, this is an opportunity for MSWD to hear from California's top decision-makers, build partnerships, and advocate for local control. Attendees are able to participate in pre-arranged legislative office visits.

# **Youth & Education Programs**

# <u>DHS High School REAL Academy Internships: Jan 21 - March 7, April 1 - 10, and April 14 - 24, 2025</u>

Through the MSWD and Desert Hot Springs High School REAL Academy partnership, MSWD hosted three groups of four interns for the spring session program. The students are partnered with a department and perform hands-on work. All students leave with a letter of reference, and "real" work experience. This session the departments are Wastewater/Collections, Construction and Maintenance, Field Customer Service, GIS, Accounting, and Public Affairs.



#### MADD California Annual Teen Influencer Summit: April 26, 2025



MSWD was a proud sponsor of the 1st Annual MADD Teen Influencer Summit which was a free interactive student event including students, parents, and prevention professionals for networking, resources, and community service hours, hosted at Desert Hot Springs High School.

# **Public & Media Outreach**

#### **Customer Newsletter**

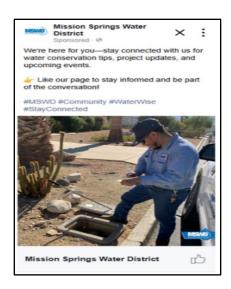
Our April 2025 Water Matters newsletter features information about updating your contact infornmation with MSWD, going paperless for Earth Day, and making conservation a way of life for Earth Day. Our monthly newsletter can be found on the website or with your paper bill statement and the E-Bill digital statement (scroll down to view) in English and Spanish. A copy of the newsletter is included in the Appendix E.



#### **Ongoing and New Campaigns**

Public Affairs launched the "MSWD Follow and Like Us" Campaign to increase followers of the District Facebook and Instagram social media accounts, this initiative to increase engagement with our customers, as well as notice of events, information, and crisis communication access. Since the start of the campaign, we have received 116 new likes on Facebook, and 39 on Instagram. The images and posts have been updated to run through June 2025.





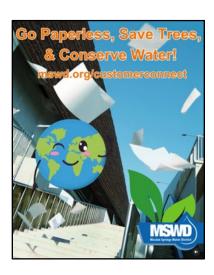
#### **Update Your Contact Information Campaign**



Starting the month of April 2025, Public Affairs has launched an "Update Your Contact Information" campaign. The campaign is promoted through social media, e-blast, the MSWD newsletter, and news outlets Uken Report and El Informador in Spanish.

# Go Paperless Campaign

Public Affairs also launched a "Go Paperless" campaign in honor of Earth Day. The campaign is promoted through social media, e-blast, and the MSWD newsletter.



#### **Sewer Pre-Payment Campaign**

The Sewer Pre-Payment Campaign started at the end of April 2025 to promote the sewer pre-payment option available May 1, 2025 through June 30, 2025. The campaign is promoted through social media, e-blast, the MSWD newsletter, and news outlets Uken Report and El Informador in Spanish.



#### **Editorials / Media**

The Uken Report picked up the MSWD the CWEA State Community Engagement Award, shared on social media and on their online publication. Both releases were also shared on social media by the media outlets and gained significant and were well received.

https://ukenreport.com/mswd-wins-state-community-engagement-award/

El Informador (Spanish publication) picked up CWEA Outreach Award news releases and feature the story in their web and print publication.

https://www.elinformadordelvalle.com/post/mswd-gana-el-premio-estatal-al-programa-de-participaci%C3%B3n-y-difusi%C3%B3n-comun itaria-del-a%C3%B1o-de-la-cwea





# **Legislative Updates**

# <u>Federal: Bipartisan Bill Introduced to Address Nitrate and Arsenic Contamination in Drinking Water</u>

Representatives Norma Torres (D-CA) and David Valadao (R-CA) reintroduced the Removing Nitrate and Arsenic in Drinking Water Act (H.R. 2656), which would establish a new Environmental Protection Agency (EPA) grant program to support projects that reduce nitrate and arsenic levels in drinking water. Grant funds could also be used to support the installation of treatment technologies for low-income households and rental properties. The legislation was referred to the House Committee on Energy and Commerce for consideration.

# <u>Federal: House Bill Introduced to Establish Cybersecurity Standards for Water</u> Systems.

Representatives Rick Crawford (R-AR) and Rob Bresnahan (R-PA) introduced a bill (H.R. 2594) to authorize the Environmental Protection Agency to certify an independent, non-governmental organization responsible for developing cybersecurity risk and resilience requirements for water and wastewater systems serving 3,300 or more people. This bill outlines a process for establishing and updating cybersecurity standards tailored to the operational needs and capabilities of covered water systems, with EPA oversight. This legislation was referred to the House Committees on Transportation and Infrastructure and Energy and Commerce for consideration.

#### <u>Federal: EPA and HHS Announce New Review of Fluoride in Drinking Water,</u> Drawing Public Health Criticism

On April 7, 2025, EPA Administrator Lee Zeldin and HHS Secretary Robert F. Kennedy Jr. announced a new federal review of potential health risks from fluoride in drinking water. EPA will conduct a scientific reassessment of fluoride's health effects under the Safe Drinking Water Act, while HHS has directed the CDC to reconvene an expert panel to revisit federal fluoridation recommendations.

#### Federal: EPA Releases WIFIA Program Annual Report

The EPA has released its 2024 Annual Report for the Water Infrastructure Finance and Innovation Act (WIFIA) program. The report outlines several key post-closing flexibilities available to borrowers, including changes to project scope and disbursement schedules, options for interest rate resets, and a streamlined 15-day processing time for disbursement requests. These features are designed to help borrowers adapt to changing project needs and support the delivery of critical water infrastructure improvements nationwide.

A full Federal Update is available in Appendix D.

#### **State Update**

This month of April 2025 was very busy in Sacramento with the Legislature working to pass all fiscal bills out of policy committees by the May 2, 2025, deadline. This meant committee hearings going late into the night by both house. Any bill that failed to meet this deadline will no longer progress this year but could be acted on in January 2026.

From here, bills that are still moving forward will be heard in the respective Appropriations Committee and must be passed by May 23, 2025. The Legislature is working towards the House of Origin deadline on June 6, 2025, where bills must pass off the floor of the house they were introduced in. Any bill that does not pass out of the house it was introduced in by June 6, 2025, is dead for the year.

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

# **MSWD** Digital Advertising

For the month of April 2025, the District featured three Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered an impressive 1.97K impressions, and 462 link clicks versus 390 last month. Our Facebook/Instagram (Meta) the four ads garnered 220K imprassions versus the 226K impressions from last month and 250 link clicks versus 146 last month. The most engagement was the MSWD is Hiring, garnering a reach of almost 52K, 66K impressions, and 80 link clicks. The MSWD website saw 6,665 users, 24,200 views, and 6,692 engaged sessions. The full report is included in Appendix E.

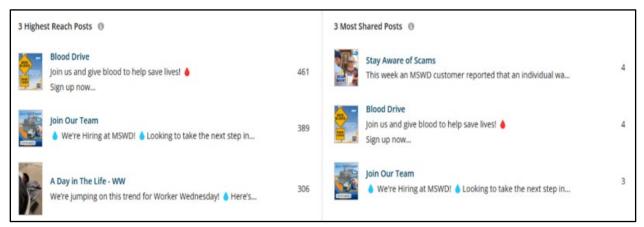


#### **Social Media**

This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included the Blood Drive, Join Our Team – We Are Hiring, and A Day in the Life (Worker Wednesday). Our most shared posts were the Beware of Scams, the Blood Drive, and the Join Our Team- We Are Hiring post.

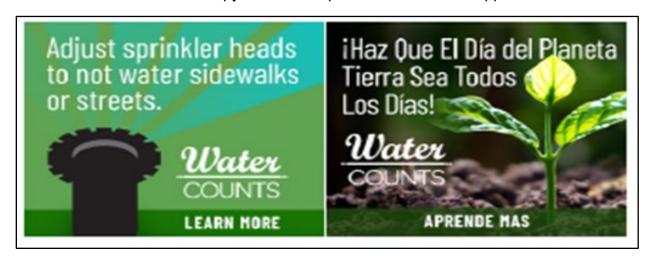
We were down on Facebook impressions by -1.7% but had an increase in organic reach by +65%, and had 26 new page likes. Instagram continues to grow with 4 new followers and 74,054 impressions (up 3.2%), LinkedIn is growing with 9 new followers, impressions were up by 39.7%, impressions are up 39.7%, and engagement is flat.

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



#### **CV Water Counts**

CV Water Counts generated 368,630 display ad impressions, 7,282 search impressions, and 78,957 video impressions through Google Ads, resulting in 3,800 clicks overall. The website drew 3,235 users and 4,654 sessions, with the "Conservation Tips" and "Commit To Conserve This Earth Day" pages leading in engagement. On social, Facebook ads earned nearly 90K impressions and 431 clicks, while Instagram saw 7,693 views and 15 likes. The monthly email campaign, sent to 818 recipients, delivered a strong 52.6% open rate and 8.7% click rate. A copy of the full report can be found in Appendix E.



# **Rebates & Conservation**

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

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



# **Bottled Water Tracking Report**

Date Supplied	Requested By	Event or Purpose	Cases Requested
04/01/2025	Friends of the DHS Library	Various Events	3
04/02/2025	Community Access Center	Community Outreach	5
04/03/2025	MLCC Women's Golf	WGA Member Guest Tournament	4
04/09/2025	City of DHS	Monthly Water Supply	15
04/12/2025	DHS Women's Club	Spring BBQ Fundraiser	5
04/18/2025	Elks Lodge 2639	Charity Golf Tournament	5
04/18/2025	Living Word in the Desert	Easter Event	5
04/21/2025	MSWD	Wright RWRF Tour (CWEA CONF)	3
04/22/2025	Senator Ochoa Bogh	DHS Town Hall	3
04/23/2025	DHS HS Public Safety Academy	MADD Teen Influencer Summit	5
04/26/2025	MSWD	Cabot's Earth Day Event – MSWD Booth	5
04/30/2025	CVCAN	Golf Tournament	10
		Total	68



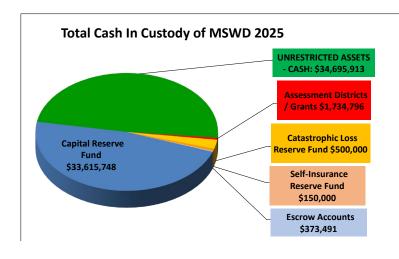
<b>GENERAL MANAGER'S REPORT MAY 2025</b>	

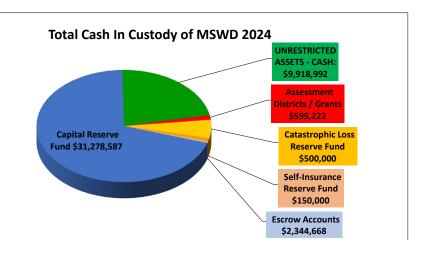
**APPENDIX A – Financial Information** 

#### MISSION SPRINGS WATER DISTRICT COMBINED FUNDS DISTRICT SUMMARY

JULY 1, 2024 TO MARCH 31, 2025

	YEAR	TO DATE					JULY 1, 2023 TO MAR	CH 31, 2024			
		FAVORABLE	FAVORABLE					FAVORABLE	FAVORABLE		
		(UNFAVORABLE)	(UNFAVORABLE)					(UNFAVORABLE)	(UNFAVORABLE)		
		VARIANCE	VARIANCE					VARIANCE	VARIANCE		
ACTUAL	BUDGET	AMOUNT	PERCENT			ACTUAL	BUDGET	AMOUNT	PERCENT		
15,528,669	15,292,296	236,373	2%	OPERATING REVENUE:		16,499,671	15,950,691	548,980	3%		
12,518,717	15,092,127	2,573,410	17%	OPERATING EXPENSE:		16,124,857	16,786,198	661,341	4%		
3,009,952	200,169	2,809,783	1404%	NET OPERATING INCOME		374,815	(835,507)	1,210,322	145%		
4,980,627	4,183,650	796,977	19%	ADD NON-OPERATING REVENUE		7,014,977	6,539,598	475,379	7%		
647.420	510,975	(136,445)	-27%	LESS NON-OPERATING EXPENSE		733,454	797.913	64,459	8%		
4,333,207	3,672,675	660,532	18%	NET NON-OPERATING INCOME		6,281,523	5,741,685	539,838	9%		
7,343,158	3,872,844	3,470,315	90%	NET INCOME		6,656,338	4,906,178	1,750,160	36%		
	OTHER INFORMATION										
			2.51	DEBT SERVICE RATIO		5.91					
			2.01	DEDI CERVICE RATIO		0.51					
			3.20%	INVESTMENT RETURN		1.03%					
		EARNED	\$ 38,500	WELLS FARGO LOAN INTEREST	\$	39,900	PAID				
			\$ 62,533,816	CASH - JULY 1	\$	42,784,058					
			\$ 8,162,641	INCREASE/(DECREASE) IN CASH	\$	2,003,411					
		=	\$ 70,696,457	CASH - END OF PERIOD	\$	44,787,469	=" =				
	v	VELLS FARGO	\$ 34,695,913	UNRESTRICTED CASH	\$	9,918,992	WELLS FARGO	)			
	v	VELLS FARGO	\$ 1,983,798	RESTRICTED - ASSESSMENT DISTRICTS	\$	2,344,668	WELLS FARGO	)			
		US BANK	\$ 373,491	RESTRICTED - ESCROW ACCOUNTS	\$	595,222	US BANK				
		CALTRUST	\$ 7,283,483	RESTRICTED - SHORT TERM FUND	\$	6,925,222	CALTRUST				
		CALTRUST	\$ 23,456,150	RESTRICTED - MEDIUM TERM FUND	\$	22,240,930	CALTRUST				
		CALTRUST	\$ 2,903,621	RESTRICTED - LIQUIDITY FUND	\$	2,762,435	CALTRUST				
		=	\$ 70,696,457	RESTRICTED TOTAL CASH	\$	44,787,469	=				





## MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - ONGOING MARCH 31, 2025

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	03-31-25	BUDGET	TO ACTUAL	COST		OF BUDGET	RESPONSIBLE
11147	WELL #42 (NEAR TO EXISTING WELL # 22)	3,235,277.03	271,572.74	0.00	-271,572.74	3,506,849.77	5,207,000.00	1,700,150.23	ENGINEERING
11424	REGIONAL WASTEWATER TREATMENT PLANT	51,387,547.85	767,745.26	0.00	-767,745.26	52,155,293.11	55,049,300.00	2,894,006.89	ENGINEERING
11425	AREA M-2 (AD #15)	709,954.24	31,504.14	0.00	-31,504.14			10,708,541.62	P ENGINEERING
11426	CONVEYANCE LINE FROM LS TO RWWTP	7,078,128.60	515,391.71	0.00	-515,391.71	7,593,520.31	8,300,000.00	706,479.69	ENGINEERING
	CHROMIUM 6 COMPLIANCE STUDY	64,726.19	55,176.83	0.00	-55,176.83	119,903.02	200,000.00	80,096.98	ENGINEERING
11456	HWWTP INFL. PUMP STATION ODOR CONTROL	647,969.84	0.00	0.00	0.00	647,969.84	730,000.00	82,030.16	ENGINEERING
	DESIGN & ENGINEERING AREAS H & I	336,320.57		0.00		336,320.57	460,000.00		ENGINEERING
	VISTA RESERVOIR NO. 2	127,027.61		0.00		127,027.61	975,427.00		ENGINEERING
	WELL REHABILITATION PROGRAM - WELL 22	609,264.22		0.00		774,258.95			PRODUCTION
	DESIGN & ENGINEERING FOR AREAS A & G	573,106.23		0.00	-,	583,009.71			ENGINEERING
	ADMIN BUILDING	1,855,431.73		0.00		2,089,053.11			ADMINISTRATION
	SEWER SYSTEM COLLECTIONS	561,007.76		0.00		561,007.76			ENGINEERING
	EMERGENCY BACKUP GENERATOR WELL 27/31	21,859.56		0.00		21,859.56			ENGINEERING
	EMERGENCY BACKUP GENERATOR WELL 32	21,767.00		0.00		21,767.00			ENGINEERING
	EMERGENCY BACKUP GENERATOR WELL 37	21,803.56		0.00		21,803.56			ENGINEERING
	GQPP AREA D3-1 SEWER DESIGN	10,126.62		0.00		74,639.07	2,334,765.00		ENGINEERING
	PORTABLE BOOSTER/TRANSFER PUMP	148,226.35		0.00		148,226.35			PRODUCTION
	TRAILER MOUNTED PORTABLE GENERATORS	487,220.74		0.00		487,220.74	537,375.00		CONSTRUCTION & MAINT.
	WELL REHAB PROGRAM DESIGN - 2022 FY	68,918.31		0.00		68,918.31	120,000.00		PRODUCTION
	35C WELL REHABILITATION	28,729.59		0.00		34,486.88	3,055,990.00		ENGINEERING
	34C WELL REHABILITATION	637,977.37		0.00		810,288.43			ENGINEERING
	INSTALL 18-INCH INTERTIE LINE	3,174.77		0.00		4,916.68			ENGINEERING
	19TH-20TH AVES & LITTLE MORONGO ROADWAY PROJECT			0.00		187,491.31	2,509,000.00		ENGINEERING
	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	63,160.06		0.00					ADMINISTRATION
	2024 - NEW METERS 3/4" - 2"	308,086.20		0.00		334,357.38			FIELD SERVICES
	13TH AVE DAMAGE: TSTORM HILARY	185,124.25		0.00		216,974.91	210,000.00		ENGINEERING
	THOMAS DR DAMAGE: TSTORM HILARY	33,158.02		0.00		282,630.43			ENGINEERING
	INDIAN CANYON DAMAGE: TSTORM HILARY	17,740.48		0.00		17,740.48	230,000.00		ENGINEERING
	MISSION LAKES DAMAGE: TSTORM HILARY	32,546.29		0.00		516,050.30			ENGINEERING
	GEHL TH842 TELEHANDLER	0.00		0.00		177,317.22	177,817.00		WASTEWATER
	CASE 570N EP SKIP LOADER	0.00		0.00		124,309.46			WASTEWATER
	GIS ESRI - SBITA	47,976.75		0.00		158,427.70			FIELD SERVICES
	GIS CITYWORKS - SBITA	0.00		0.00		97,013.03			FINANCE
	JOHN DEERE JD210P SKIP LOADER	0.00		0.00		133,302.65	157,300.00		CONSTRUCTION & MAINT.
	WACHS ERV-750 VALVE MACHINE	0.00		0.00		44,419.95			CONSTRUCTION & MAINT.
	BELT PRESS HOIZONTAL SCREW REPLACEMT	0.00		0.00		19,288.00			WASTEWATER
	TERRACE BOOSTER REHAB PROJECT	0.00	-,	0.00	-,	5,646.66	119,304.00		PRODUCTION
	TERRACE CLA-VAL REPLACEMENT	0.00	- /	0.00	. ,	102,052.97	112,617.00		PRODUCTION
	GQPP AD18 D3 PHS 1 WATER MAIN REPLACE: DESIGN	0.00	,	0.00	,	59,698.56			CONSTRUCTION & MAINT.
11882	OPEN GOV-DIGITAL BUDGET/PROCUREMENT S/W	0.00	101,706.47	0.00	-101,706.47	101,706.47	230,392.00	128,685.53	CONSTRUCTION & MAINT.
					<u> </u>				
TOTAL		00 440 500 00	4.054.057.04	0.00	4.054.057.04	70.000.540.00	407.044.500.00	00.045.000.00	
TOTAL		69,443,586.88	4,254,957.04	0.00	-4,254,957.04	73,698,543.92	137,044,530.00	63,345,986.08	3
40	December Lieted								
40	Records Listed								

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - PAUSED MARCH 31, 2025

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	03-31-25	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11087	HORTON WWTP EXPANSION #5	152,615.52	0.00	0.00	0.00	152,615.52	13,404,000.00	13,251,384.48	ENGINEERING
11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46	0.00	0.00	0.00	70,708.46	80,000.00	9,291.54	ENGINEERING
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44	0.00	0.00	0.00	594,668.44	652,000.00	57,331.56	ENGINEERING
11472	AREA J-2	293,853.72	0.00	0.00	0.00	293,853.72	300,000.00		ENGINEERING
11556	HWWTP ASU DEMOLITION	45,077.20		0.00	0.00	45,077.20	167,275.00		ENGINEERING
	HWWTP PERCOLATION PONDS (2)	350,213.58		0.00	0.00	350,213.58			WASTEWATER
11598	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86		0.00	0.00	1,451.86	155,000.00	153,548.14	ENGINEERING
11599	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91		0.00		25,947.91	,		ENGINEERING
	BOOSTER PUMP REHAB PROGRAM	119,375.93		0.00		119,375.93	,		PRODUCTION
11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25		0.00	0.00	88,417.25	124,180.00		PRODUCTION
11604	PAVEMENT REPAIRS - CORP YARD	43,757.39		0.00	0.00	43,757.39	,	301,817.61	ENGINEERING
11607	TERRACE RESERVOIR NO. 1	30,667.76		0.00	0.00	30,667.76			ENGINEERING
11608	TERRACE RESERVOIR NO. 2	32,374.80	0.00	0.00	0.00	32,374.80	2,814,461.00	2,782,086.20	ENGINEERING
11609	TERRACE RESERVOIR NO. 3	30,882.54		0.00		30,882.54	2,361,363.00		ENGINEERING
11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHA	343.68	0.00	0.00	0.00	343.68	150,000.00	149,656.32	ENGINEERING
11617	HWWTP SCADA UPGRADES	40,080.36	0.00	0.00	0.00	40,080.36	129,008.00	88,927.64	WASTEWATER
11622	2020 WATER CIP PIPELINE REPLACEMENT	275,188.54		0.00	0.00	275,188.54	2,264,975.00		ENGINEERING
11665	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86		0.00		2,366.86	225,075.00	,	PRODUCTION
11689	FILTRATION FOR HWWTP	108,952.07	0.00	0.00	0.00	108,952.07	1,500,000.00	1,391,047.93	ENGINEERING
11691	MUNICODE WEBSITE	9,021.78		0.00		9,021.78			ADMINISTRATION
11692	MUNICODE AGENDA	7,214.25	0.00	0.00	0.00	7,214.25	20,000.00	12,785.75	ADMINISTRATION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	0.00	0.00	35,339.27	135,000.00	99,660.73	ADMINISTRATION
TOTAL		2,358,519.17	0.00	0.00	0.00	2,358,519.17	28,369,543.00	26,011,023.83	3
22	Records Listed								

## MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - NOT STARTED MARCH 31, 2025

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	03-31-25	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11460	WELL 29 CHROMIUM 6 TREATMENT DESIGN	0.00	0.00	0.00	0.00	0.00	200,000.00	200,000.00	ENGINEERING
11719	RESERVOIR REHAB PROGRAM DESIGN - 2022 FY	0.00	0.00	0.00	0.00	0.00	120,000.00	120,000.00	PRODUCTION
11737	PIERSON BLVD SLURRY SEAL PROJECT	0.00	0.00	0.00	0.00	0.00	183,000.00		ENGINEERING
11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00	0.00	0.00	0.00	0.00	33,000.00	33,000.00	ENGINEERING
11789	WACHS ERV-750 VALVE MACHINE	0.00	0.00	0.00	0.00	0.00	42,000.00	42,000.00	CONSTRUCTION & MAINT.
11791	ERP SYSTEM REPLACEMENTS	0.00	0.00	0.00	0.00	0.00	1,710,000.00	1,710,000.00	<b>INNOVATION &amp; TECHNOLOG</b>
11812	LITTLE MORONGO DAMAGE: TSTORM HILARY	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00	ENGINEERING
11840	VACUUM EXTRACTOR	0.00	0.00	0.00	0.00	0.00	143,000.00	143,000.00	CONSTRUCTION & MAINT.
	WALK BEHIND TRENCHER	0.00		0.00	0.00	0.00	12,100.00	12,100.00	CONSTRUCTION & MAINT.
11843	AXLE WEIGHING SYSTEM	0.00	0.00	0.00	0.00	0.00	15,070.00	15,070.00	WASTEWATER
11845	HEADWORKS GRIT CLASSIFIER SCREW REPLACEMT	0.00		0.00		0.00			WASTEWATER
	AVILIGON CAMERA SYSTEM (HORTON)	0.00		0.00		0.00			WASTEWATER
11847	JWC AUGER REPLACEMENT	0.00	0.00	0.00	0.00	0.00	28,898.00		WASTEWATER
	ODOR CONTROL GREASE FILTER	0.00		0.00		0.00			WASTEWATER
	PSC - WPSV INTERTIE	0.00		0.00		0.00			ENGINEERING
	WATERLINE REPLACEMENT(S): EASEMENTS	0.00	0.00	0.00	0.00	0.00	62,000,000.00	62,000,000.00	ENGINEERING
11851	CHLORINE ENCLOSURES	0.00	0.00	0.00	0.00	0.00	169,474.00	169,474.00	PRODUCTION
	GATEWAY PLC UPGRADE	0.00	0.00	0.00	0.00	0.00	23,150.00	23,150.00	PRODUCTION
11853	HIGHLAND SOLAR & COMMUNICATIONS UPGRADE	0.00		0.00		0.00		23,442.00	PRODUCTION
11854	LITTLE MORONGO BOOSTER INSTALL	0.00	0.00	0.00	0.00	0.00	167,605.00		PRODUCTION
11855	LOW DESERT VIEW BOOSTER REHAB	0.00	0.00	0.00	0.00	0.00	69,304.00	69,304.00	PRODUCTION
11856	QUAL ALTITUDE VALVE UPGRADE	0.00	0.00	0.00	0.00	0.00	40,033.00		PRODUCTION
11857	SCADA SERVER UPGRADE	0.00		0.00		0.00		24,341.00	PRODUCTION
	WELL 25A REHABILITATION	0.00		0.00		0.00			PRODUCTION
	WELL 26A FENCING/ELEC POLE PROJECT	0.00		0.00		0.00			PRODUCTION
	WELL #28 REHABILITATION PROJECT	0.00		0.00		0.00			PRODUCTION
11885	REPLACEMENT HORTON WELLS: MO #1 & REHAB #11	0.00	0.00	0.00	0.00	0.00	150,000.00	150,000.00	WASTEWATER
	GIS VERTICAL ASSET MODEL	0.00	33,043.75	0.00	-33,043.75	33,043.75	196,292.00	163,248.25	INNOVATION & TECHNOLOG
11880	WELL BENCHMARK SURVEY	0.00	340.50	0.00	-340.50	340.50	21,000.00	20,659.50	PRODUCTION
11886	WELL #30 REHABILITATION PROJECT	0.00	0.00	0.00	0.00	0.00	790,230.00	790,230.00	PRODUCTION
11862	M-2 WATERLINE REPLACEMENT	0.00	0.00	0.00	0.00	0.00	3,574,309.00	3,574,309.00	ENGINEERING
				·					
TOTAL		0.00	33,384.25	0.00	-33,384.25	33,384.25	71,260,562.00	71,227,177.75	
31	Records Listed								

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - COMPLETED MARCH 31, 2025

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	03-31-25	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
10371	SEWER LINE ENCASEMENT I-10 CROSSING @ INDIAN	251,972.22	0.00	0.00	0.00	251,972.22	251,972.00	-0.22	ENGINEERING
10693	WELL SITE-WORSLEY RD NORTH-27 ACRES	39,326.00	0.00	0.00	0.00	39,326.00	39,326.00	0.00	ENGINEERING
10702	WELL SITE WORSLEY-ENV/ENG	2,404.50		0.00	0.00	2,404.50			ENGINEERING
	PRELIM DESIGN/ENG HORTON WWTP EXP# 5	171,702.93	0.00	0.00	0.00	171,702.93			ENGINEERING
	FINAL DESIGN HORTON WWTP EXP #5	940,340.32	0.00	0.00	0.00	940,340.32	940,340.00	-0.32	ENGINEERING
11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48	0.00	0.00	0.00	366,443.48	375,000.00		ENGINEERING
11088	EIR HORTON WWTP EXPANSION #5	71,415.62		0.00	0.00	71,415.62	,		ENGINEERING
	MISSION CREEK - 80 ACRES	325,077.18		0.00	0.00	325,077.18	,	,	ENGINEERING
	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20	0.00	0.00	0.00	29,207.20	,		PRODUCTION
	HWWTP PERCOLATION POND REHAB	28,181.34		0.00		28,181.34		-,	WASTEWATER
	ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	700,272.63	0.00	0.00	0.00	700,272.63			PRODUCTION
11787	JOHN DEERE 3032E COMPACT UTILITY TRAILER	30,405.00	0.00	32,000.00	32,000.00	30,405.00	32,000.00	1,595.00	WASTEWATER
	MUFFIN MONSTER 6" INLINE GRINDER	16,197.28	0.00	15,100.00	15,100.00	16,197.28	17,100.00		WASTEWATER
	JOHN DEERE GATOR TE MODEL (1 OF 2)	0.00	15,372.77	0.00	-15,372.77	15,372.77	.,		WASTEWATER
11832	JOHN DEERE GATOR TX MODEL (2 OF 2)	0.00	15,372.77	0.00	-15,372.77	15,372.77	16,000.00	627.23	ENGINEERING
TOTAL		2,972,945.70	30,745.54	47,100.00	16,354.46	3,003,691.24	3,074,666.00	70,974.76	
15	Records Listed								

GENERAL MANAGER'S REPORT MAY 2025	
<b>APPENDIX B – Innovation</b>	& Technology Information

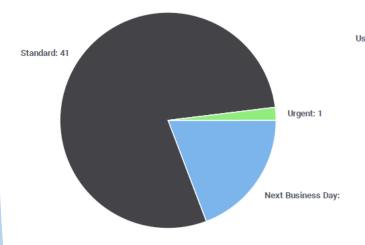


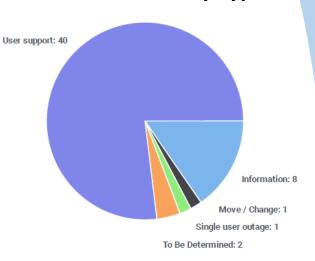
## Mission Springs — April 2025 Client report

## **Client Activity Report and Analysis**

#### **Tickets received by Priority**

#### **Tickets received By Type**





<b>Client Service Rating</b>	
Overall Satisfaction	_
Number of Service Requests	57
Number of Survey Responses	0
Response Rate	0%

Tickets Received 52
Tickets Closed 57
Ticket MTTR 16.56

### **Client Hours — April**

Hours on SOs 139

Hours on Projects 1

Meeting Hours 0

TOTAL HOURS 140



## Mission Springs — March 2025 Client report

## **April Client Meetings**

Meeting Title	Topics	Time Allocated
_	<ul> <li>No April Meeting</li> </ul>	0

## **Client Pending Projects**

Project Title	Purpose
Windows 11 Upgrade	Updating OS on computers
Client Server Updates	Update security servers

GENERAL MANAGER'S REPORT MAY 2025	
APPENDIX C – Wastewater & Water Production Table	29
All Endix 9 Wastewater & Water Fredaction rabi	

#### **WASTEWATER REPORT**

						SEWER CO	NNECTION	<b>SUMMARY</b>						
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	9	4	4	18	8	7	9	51	2	1	139	2	0	0
August	7	12	26	20	4	1	8	53	2	4	214	4	0	2
September	2	17	20	20	5	2	12	8	11	2	90	2	1	0
October	2	3	13	36	9	4	8	12	4	21	65	8	2	1
November	22	7	8	29	50	10	9	7	7	1	52	18	7	3
December	5	21	8	12	9	3	3	64	1	0	86	22	11	2
January	1	2	35	14	21	7	1	16	8	3	27	3	11	1
February	55	1	4	7	23	5	1	42	0	3	5	46	6	1
March	30	1	24	17	48	1	0	23	5	0	31	16	2	1
April	56	7	16	7	18	3	3	15	30	0	8	95	14	3
May		8	9	16	17	11	3	20	45	7	13	98	3	2
June		0	4	2	21	7	3	6	70	4	4	72	2	0
Annual	189	83	171	198	233	61	60	317	185	46	734	386	59	16

#### **Connections to Sewer Collection System:**

As of June 30, 2024 8,919 Plus YTD

189

Total Sewer Connections = 9,108

		WASTE	WATER FLO	OW MGD			
	HORTO	N PLANT	DESER	CREST	WRIGHT PLANT		
2024/25	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	
	Flow	Flow	Flow	Flow	Flow	Flow	
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000	
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000	
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000	
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000	
November	2.080992	2.260242	0.045151	0.050590	0.000000	0.000000	
December	2.063171	2.208058	0.043790	0.047380	0.000000	0.000000	
January	2.052011	2.229541	0.043768	0.046930	0.000000	0.000000	
February	2.021628	2.159446	0.042657	0.048510	0.196484	0.266883	
March	1.881538	1.992163	0.046467	0.054370	0.175171	0.213597	
April	1.866151	1.940300	0.042551	0.048930	0.164590	0.189517	
May							
June							

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

#### WATER REPORT

					WAT	<b>ER CONNE</b>	CTION SUM	IMARY					
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	9	5	6	18	7	4	5	7	2	0	0	1	0
August	14	14	28	19	6	10	5	3	2	2	0	1	0
September	6	19	22	23	18	2	14	4	13	3	0	2	2
October	2	4	16	33	13	3	21	8	3	20	0	5	1
November	25	9	10	27	10	16	4	0	7	3	0	1	0
December	6	5	9	9	2	17	3	3	2	0	0	2	0
January	1	5	26	14	15	6	3	20	1	1	2	2	0
February	59	3	14	8	13	8	5	11	1	0	1	0	1
March	37	6	29	19	16	2	3	6	5	0	12	0	0
April	64	11	24	6	11	1	3	7	11	2	7	0	1
May		9	16	19	15	12	5	11	9	8	2	0	1
June		3	5	1	24	11	2	8	2	10	1	0	0
Annual	223	93	205	196	150	92	73	88	58	49	25	14	6
Avg./ Mo.	18.58	7.75	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50

#### **Connections to Water System:**

As of June 30, 2024 13,636

Plus YTD 223

Total Water Connections = 13,859

	WATER PRODUCTION SUMMARY												
	FY 2024/25	Varia from pri		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15
	AF	AF	%	AF									
July	939.07	149.08	18.87%	789.99	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00
August	818.63	80.89	10.96%	737.74	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71
September	785.85	110.79	16.41%	675.06	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67
October	718.26	9.03	1.27%	709.23	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30
November	574.08	-54.97	-8.74%	629.05	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69
December	647.08	117.09	22.09%	529.99	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83
January	572.24	15.67	2.82%	556.57	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86
February	509.08	50.39	10.99%	458.69	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49
March	564.28	4.04	0.72%	560.24	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94
April	598.68	-50.99	-7.85%	649.67	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58
May		0.00	0.00%	696.24	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28
June		0.00	0.00%	700.11	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34
TOTAL	6,727.25	431.02	6.85%	7,692.58	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69





## Mission Springs Water District Federal Update

April 30, 2025

#### **Appropriations and Budget Reconciliation Update**

With the federal government now funded through September 30, Congress has turned its attention to the Fiscal Year (FY) 2026 appropriations cycle. In April, the <u>House</u> and <u>Senate</u> Appropriations Committees released guidance to Members and Senators on submitting FY26 project funding requests as well as programmatic funding and language proposals. The President's FY26 budget proposal has not yet been released, but it is expected in May and will help shape funding priorities.

In parallel, a budget resolution has passed both the House and Senate, setting the stage for the use of the budget reconciliation process to advance President Trump's legislative priorities. This procedural tool allows certain measures to pass with a simple majority vote in the Senate, avoiding the filibuster. House committees have begun marking up their respective portions of the forthcoming reconciliation bill, with further action anticipated in early May. This reconciliation bill is expected to focus on tax policy and modifications to entitlement and discretionary spending programs aligned with the Trump administration's policy goals.

#### **Trump Administration Appointments**

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

Dept/Agency	<u>Position</u>	<u>Appointee</u>
Commerce	Under Secretary for Economic	Joyce Meyer
	Affairs	
Labor	Solicitor	Jonathan Berry
Labor	Chief Financial Officer	David Brian Castillo
Labor	Inspector General	Anthony D'Esposito
Labor	Administrator of the Wage and	Andrew Rogers
	Hour Division	

#### **EPA Outlines New PFAS Actions**

On April 28, the Environmental Protection Agency (EPA) <u>announced</u> a set of actions to address Per- and Polyfluoroalkyl Substances (PFAS) contamination. These actions include the designation of an agency lead for PFAS, the development of new effluent limitations guidelines (ELGs) for certain industrial sectors, and engagement with Congress and industry to establish

a liability framework that follows a polluter-pays approach while protecting passive receivers such as utilities. EPA notes that its efforts are organized under three primary objectives: strengthening the science, fulfilling statutory obligations, and building partnerships. The agency also noted it is continuing to assess stakeholder input on passive receiver liability and intends to issue further actions in the months ahead. EPA's announcement did not directly address existing drinking water standards finalized under the previous administration or the status of potential CERCLA (Superfund) designations.

#### LEGISLATIVE ACTIVITY

**Bipartisan Bill Introduced to Address Nitrate and Arsenic Contamination in Drinking Water.** Representatives Norma Torres (D-CA) and David Valadao (R-CA) reintroduced the *Removing Nitrate and Arsenic in Drinking Water Act* (H.R. 2656), which would establish a new Environmental Protection Agency (EPA) grant program to support projects that reduce nitrate and arsenic levels in drinking water. Grant funds could also be used to support the installation of treatment technologies for low-income households and rental properties. The legislation was referred to the House Committee on Energy and Commerce for consideration.

House Bill Introduced to Establish Cybersecurity Standards for Water Systems. Representatives Rick Crawford (R-AR) and Rob Bresnahan (R-PA) introduced a bill (H.R. 2594) to authorize the Environmental Protection Agency to certify an independent, non-governmental organization responsible for developing cybersecurity risk and resilience requirements for water and wastewater systems serving 3,300 or more people. This bill outlines a process for establishing and updating cybersecurity standards tailored to the operational needs and capabilities of covered water systems, with EPA oversight. This legislation was referred to the House Committees on Transportation and Infrastructure and Energy and Commerce for consideration.

Senators Introduce Bipartisan Bills to Expand Municipal Infrastructure Financing Tools. Senators Roger Wicker (R-MS) and Michael Bennet (D-CO) introduced two bipartisan bills aimed at enhancing state and local governments' ability to finance infrastructure projects. The LOCAL Infrastructure Act (S. 1481) would restore tax-exempt advance refunding for municipal bonds, a financing tool eliminated by the 2017 Tax Cuts and Jobs Act. A similar House measure (H.R. 1255) was introduced in March. The senators also reintroduced the American Infrastructure Bonds Act (S. 1480), which would authorize a new class of taxable "direct-pay" municipal bonds, modeled after the Build America Bonds program, with the U.S. Treasury reimbursing issuers for a portion of interest costs. Both bills are intended to expand affordable financing options for infrastructure projects at the state and local levels.

**Democratic Appropriators Highlight Scope of Frozen Federal Funds.** Senator Patty Murray (D-WA) and Representative Rosa DeLauro (D-CT), top Democrats on the Senate and House Appropriations Committees, respectively, released **a list** identifying \$437 billion in federal funding that the Trump administration has reportedly frozen or canceled across more than 100 programs. The largest amount of held-up funds includes \$102 billion in FEMA grants. The lawmakers criticized the freezes as contrary to congressional intent and launched a

webpage to track the actions. Republican appropriators have indicated a formal rescissions package is expected soon, with an initial proposal reportedly totaling \$9.3 billion.

#### **CONGRESSIONAL LETTERS**

Four Republican Senators Caution Against Full Repeal of Energy Tax Credits. Senators Lisa Murkowski (R-AK), John Curtis (R-UT), Thom Tillis (R-NC), and Jerry Moran (R-KS) sent a letter to Senate Majority Leader John Thune urging caution against a full repeal of clean energy tax credits established under the *Inflation Reduction Act*. The Senators emphasized that many U.S. companies have already made significant investments based on the current tax framework and warned that a wholesale rollback could disrupt long-term planning, increase utility costs, and hinder domestic energy production.

**Seven House Members Send Letter in Support of Tax Exemption of Municipal Bonds.** On April 11, seven House Republicans sent <u>a letter</u> to Ways & Means Committee Chairman Jason Smith in support of the tax-exempt status of municipal bonds. The Committee is expected to consider a tax package that may eliminate the tax-exempt status of municipal bonds, a critical finance tool for local governments to fund infrastructure projects.

House Democrats Urge Musk's Removal from Government Role. More than 70 House Democrats, led by Rep. Greg Casar (D-TX), sent <u>a letter</u> to President Trump urging the removal of Elon Musk from his government position by May 30. The lawmakers cited federal law limiting special government employees to 130 days of service per year and raised concerns about Musk's influence over federal agencies and programs. Lawmakers called for a public commitment from the administration to ensure Musk steps down by May 30.

#### FEDERAL AGENCY ACTIONS AND PERSONNEL CHANGES

President Trump Signs Executive Order Aiming to Accelerate Federal Permitting Processes for Infrastructure Projects. On April 15, the President signed an executive order and accompanying action plan to modernize and accelerate the federal permitting process for infrastructure projects. Central to the initiative is an expanded role for the Council on Environmental Quality (CEQ), which will lead efforts to implement digital tools, enhance data transparency, and coordinate agency action. The plan introduces centralized permitting dashboards, improved interagency collaboration, and clearer project timelines—facilitated in part by the Federal Permitting Improvement Steering Council.

President Trump Signs Executive Order Targeting Climate and Cap-and-Trade Programs. On April 8, President Trump signed an executive order titled "Protecting American Energy from State Overreach," directing federal action against state and local climate-related laws and lawsuits that the administration argues unlawfully restrict domestic energy production. The order instructs Attorney General Pam Bondi to identify state policies—particularly those related to greenhouse gas emissions, climate accountability

lawsuits, and ESG initiatives—that may be unconstitutional, preempted by federal law, or otherwise unenforceable. Within 60 days, DOJ must report back with recommendations to halt enforcement or litigation under those policies. The order singles out California's cap-and-trade program and state-level climate funds that require fossil fuel companies to contribute to adaptation efforts as examples of "extortion" and overreach. The directive also targets civil litigation that seeks to hold oil companies liable for climate damages—such as California's ongoing lawsuits—and accuses states of attempting to regulate global emissions through retroactive penalties.

**President Trump Issues Executive Order Aimed at Expanding Skilled Trades and Consolidating Workforce Programs.** On April 23, President Trump signed an executive order titled "Preparing Americans for High-Paying Skilled Trade Jobs of the Future," which directs the Secretaries of Labor, Education, and Commerce to review and modernize federal workforce development programs. The order calls for a comprehensive report within 90 days identifying opportunities to integrate or restructure workforce programs, eliminate ineffective spending, and better equip workers for high-demand sectors, including those involving artificial intelligence. It also outlines plans to support alternative credentials beyond four-year degrees and expand registered apprenticeships, setting a goal of reaching one million new active apprentices. Some have expressed concern that program consolidation may lead to funding cuts. The order's recommendations are expected to influence both the future of workforce development legislation, including potential reauthorization of the *Workforce Innovation and Opportunity Act* (WIOA), and the administration's upcoming budget proposals.

President Trump Issues Executive Order on Immigration Enforcement. On April 28, President Trump signed an executive order titled "Protecting American Communities from Criminal Aliens," directing the Departments of Justice and Homeland Security to identify states, counties, and cities deemed to be out of compliance with federal immigration enforcement. Within 30 days, those jurisdictions must be publicly listed and given an opportunity to "come into compliance." Jurisdictions that do not comply may face suspension or termination of certain federal funds. The order also calls for new verification systems to prevent undocumented immigrants from accessing federal public benefits in listed jurisdictions.

President Trump Orders Agencies to Repeal Regulations Using Fast-Track Authority. On April 9, President Trump issued <u>a memorandum</u> directing federal agencies to repeal regulations deemed unlawful, including those inconsistent with recent Supreme Court rulings. The memo instructs agencies to use the "good cause" exemption under the *Administrative Procedure Act* to expedite repeals without the usual notice-and-comment process. The action prioritizes rules that exceed statutory authority or conflict with decisions such as *West Virginia v. EPA* and *Loper Bright v. Raimondo*. Agencies must justify each repeal and submit summaries of any regulations retained despite initial identification as potentially unlawful.

President Trump Directs CEQ to Launch Permitting Technology Action Plan. On April 15, President Trump issued <u>a memorandum</u> directing the Council on Environmental Quality to lead the creation of a Permitting Technology Action Plan aimed at modernizing and accelerating federal environmental review and permitting processes. The plan will guide

agencies in digitizing permit applications, streamlining interagency coordination, and enhancing transparency and predictability for project sponsors. CEQ must release the plan within 45 days, including technology standards, software requirements, and a roadmap for interagency data systems. The memo also establishes a Permitting Innovation Center to design and test new digital permitting tools.

**Federal Hiring Freeze Extended.** On April 17, the White House <u>announced</u> that the current hiring freeze has been extended to July 15. The hiring freeze, initially set to expire on April 20, applies to all executive branch departments and agencies with few exceptions including military personnel, positions related to national security or public safety, and positions within the Executive Office of the President.

**CEQ Rule Revoking Biden-Era NEPA Regulations Takes Effect.** On April 11, the Council on Environmental Quality's <u>interim final rule</u> revoking the Biden administration's National Environmental Policy Act (NEPA) regulations officially went into effect. Federal agencies now have until February 2026 to update and develop their own implementation procedures in line with the revised framework.

**EPA and Army to Host Listening Session on WOTUS Rulemaking.** On May 6, the Environmental Protection Agency and the Department of the Army will host <u>a listening session</u> for local government stakeholders to gather input on forthcoming revisions to the definition of "waters of the United States" (WOTUS). The session follows a <u>March 2025 announcement</u> by EPA Administrator Lee Zeldin that the agencies intend to revise the WOTUS definition in line with the Supreme Court's 2023 *Sackett v. EPA* decision. The agencies are seeking feedback on implementation challenges and key legal concepts such as "continuous surface connection," "relatively permanent" waters, and ditch classifications. Input will inform a forthcoming proposed rule. Advance registration is required by May 5 at noon ET.

**EPA and HHS Announce New Review of Fluoride in Drinking Water, Drawing Public Health Criticism.** On April 7, EPA Administrator Lee Zeldin and HHS Secretary Robert F. Kennedy Jr. **announced** a new federal review of potential health risks from fluoride in drinking water. EPA will conduct a scientific reassessment of fluoride's health effects under the *Safe Drinking Water Act*, while HHS has directed the CDC to reconvene an expert panel to revisit federal fluoridation recommendations.

**EPA Releases WIFIA Program Annual Report.** The EPA has <u>released</u> its 2024 Annual Report for the Water Infrastructure Finance and Innovation Act (WIFIA) program. The report outlines several key post-closing flexibilities available to borrowers, including changes to project scope and disbursement schedules, options for interest rate resets, and a streamlined 15-day processing time for disbursement requests. These features are designed to help borrowers adapt to changing project needs and support the delivery of critical water infrastructure improvements nationwide.

EPA Extends Public Comment Period on Proposed Multi-Sector General Permit for Industrial Stormwater Discharges. The Environmental Protection Agency has extended the

public comment period for the proposed 2026 National Pollutant Discharge Elimination System (NPDES) Multi-Sector General Permit (MSGP), which governs stormwater discharges from certain categories of industrial activity in areas where EPA is the permitting authority. proposed MSGP affects a wide range of industrial sectors, including manufacturing, mining, waste management, and transportation facilities. The new deadline for submitting comments is May 19.

**TSA REAL ID Enforcement Begins May 7.** TSA has <u>announced</u> that the agency will no longer accept state-issued identifications that are not REAL ID compliant at TSA checkpoints starting on May 7. Passengers who present a state-issued identification that is not REAL ID compliant and who do not have another acceptable alternative (e.g., passport) can expect to face delays, additional screening, and the possibility of not being permitted into the security checkpoint.

## ## ##



#### Mission Springs Water District Sacramento Update

April 2025

April ended on a slightly more positive note regarding water deliveries with the Department of Water Resources (DWR) announcing that they were increasing water allocations. Specifically, DWR announced that the State Water Project allocation will be increased from 40% of requested supplies to 50%.

#### Legislative Update

The month of April was very busy in Sacramento with the Legislature working to pass all fiscal bills out of policy committees by the May 2 deadline. This meant committee hearings going late into the night in both houses. Any bill that failed to meet this deadline will no longer progress this year but could be acted on in January of 2026.

From here, bills that are still moving forward will be heard in the respective Appropriations Committee and must be passed by May 23. The Legislature is working towards the House of Origin deadline on June 6 where all bills must pass off the floor of the house that they were introduced in. Any bill that does not pass out of the house it was introduced in by June 6 is dead for the year.

Mission Springs engaged on the following bills by submitting position letters and testifying in legislative committees, as relevant.

AB 532 (Ransom) – Support

AB 794 (Gabriel) – Oppose

AB 874 (Ávila Farías) - Oppose Unless Amended

AB 929 (Connolly) – Oppose

AB 1413 (Papan) – Oppose

SB 394 (Allen) – Support

SB 466 (Caballero) – Support

SB 496 (Hurtado) – Support

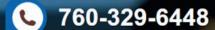
AB 601 (Allen) – Oppose

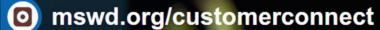
#### State Budget

In addition to action on legislation, Budget Subcommittees in both houses continued to meet in April discussing the Governor's proposed 2025-26 state budget. Everyone is anxiously awaiting the Governor's May Revise which must be released by May 15. The May Revise will reflect tax revenue received in April and will be the numbers used to determine the amount of money the state can spend in the 2025-26 fiscal year. Unfortunately, it is widely expected that the May Revise will include a very large budget deficit. We will review the May Revise and report on the deficit and any cuts that are relevant to Mission Springs.

GENERAL N	MANAGER'S REPORT	MAY 2025		
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## New Contact Information? Let us know...







9 66575 2<sup>nd</sup> Street

MSWD WATER MATTERS

News From Your Water Provider - April 2025



#### Stay Connected: Keep Your Contact Information Up to Date

Have you recently changed your phone number or email address? If so, be sure to update your contact information with us and all of your utility companies, there are important reasons a utility may need to reach you, such as:

- Notifying you about emergency outages or upcoming projects
- Alerting you to unusually high usage
- Informing you about a service interruption due to nonpayment

Don't miss out on critical updates, help us keep you informed. Contact us today to ensure we have your most up-to-date information!

#### Go paperless for Earth Day 🌮 🌳

We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees!

Did you know? It takes more than 1½ cups of water to make one sheet of paper. That's nearly 47 gallons of water per ream of paper. Over 40% of wood pulp goes toward the production of paper. Reducing paper use reduces greenhouse gases: 40 reams of paper is like 1.5 acres of pine forest absorbing carbon for a year.

Another perk – no more lost mail and missed payments; online bills are received instantly and are available in the customer portal for 12 months.

To sign up for paperless billing statements go to: mswd.org/customerconnect - For questions, or assistance, call 760-329-6448.

#### Making Water Conservation a Way of Life for Earth Day

Earth Day is the perfect time to reflect on how we use water every day and how we can individually make an impact to ensure that there is enough for future generations. One of the simplest yet most powerful ways to make a difference is by conserving our individual water use, water is a precious and finite resource, essential for all life, yet it's often taken for granted. Making water conservation a daily habit not only lowers our bill and supports the environment but also ensures a sustainable future for generations to come.

Every drop counts. Small actions like turning off the tap while brushing your teeth, fixing leaks promptly, and using water-efficient appliances can significantly reduce household water usage. Outdoors, planting native and drought-resistant plants, using mulch, and watering during cooler parts of the day can help maintain beautiful gardens without unnecessary waste. Small changes can lead to a big impact on conservation!

You may qualify for rebates for the purchase of a water efficient toilet, clothes washer, smart irrigation controller, and turf replacement, visit mswd.org/rebates to see if you qualify.

MSWD customers can also request a FREE Conservation Kit featuring a high-efficiency showerhead, sink aerators, water-saving tips, and much more! Simply send an email to conservation@mswd.org. Remember to include your mailing address and account number, and we will send a kit to you!













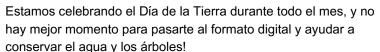
## Mantente conectado: Mantén tu información de contacto actualizada

Has cambiado recientemente tu número de teléfono o dirección de correo electrónico? Si es así, asegúrate de actualizar tu información de contacto con nosotros y con todas tus compañías de servicios públicos. Hay razones importantes por las que una compañía de servicios podría necesitar comunicarse contigo, tales como:

- Notificarte sobre cortes de emergencia o proyectos próximos
- · Alertarte sobre un consumo inusualmente alto
- Informarte sobre una interrupción del servicio debido a falta de pago

No te pierdas actualizaciones importantes. Ayúdanos a mantenerte informado. ¡Contáctanos hoy para asegurarte de que tenemos tu información más actualizada!

#### Pásate al formato digital por el Día de la Tierra 🄊 🌳



Sabías que se necesitan más de 1½ tazas de agua para producir una sola hoja de papel? Eso equivale a casi 47 galones de agua por resma de papel. Más del 40% de la pulpa de madera se destina a la producción de papel. Reducir el uso de papel también reduce los gases de efecto invernadero: 40 resmas de papel equivalen a 1.5 acres de bosque de pinos absorbiendo carbono durante un año.

Otro beneficio: no más correos perdidos ni pagos atrasados. Las facturas electrónicas se reciben al instante y están disponibles en el portal del cliente por 12 meses.

Para inscribirte en la facturación sin papel, visita: mswd.org/customerconnect Para preguntas o ayuda, llama al 760-329-6448.

## Haciendo de la conservación del agua una forma de vida por el Día de la Tierra

El Día de la Tierra es el momento perfecto para reflexionar sobre cómo usamos el agua cada día y cómo, individualmente, podemos generar un impacto que asegure que haya suficiente para las futuras generaciones. Una de las formas más simples pero poderosas de marcar la diferencia es conservando el agua que usamos en casa. El agua es un recurso precioso y limitado, esencial para toda forma de vida, y a menudo se da por sentado. Convertir la conservación del agua en un hábito diario no solo reduce tu factura y apoya al medio ambiente, sino que también garantiza un futuro sostenible para todos.

Cada gota cuenta. Acciones pequeñas como cerrar la llave mientras te cepillas los dientes, reparar fugas rápidamente y usar electrodomésticos eficientes en el uso del agua pueden reducir considerablemente el consumo en el hogar. En exteriores, plantar especies nativas y resistentes a la sequía, usar mantillo y regar durante las horas más frescas del día ayuda a mantener jardines hermosos sin desperdiciar agua. Pequeños cambios pueden lograr un gran impacto!

Ahorra y recibe recompensas Puede que califiques para reembolsos por la compra de un inodoro eficiente, lavadora, controlador de riego inteligente o reemplazo de césped. Visita mswd.org/rebates para ver si calificas.

Clientes de MSWD también pueden solicitar un Kit de Conservación GRATUITO! Incluye una regadera de alta eficiencia, aireadores para grifos, consejos para ahorrar agua jy mucho más! Solo envía un correo a conservation@mswd.org, incluyendo tu dirección postal y número de cuenta, y te enviaremos el kit directamente a casa.











https://www.elinformadordelvalle.com/post/mantente-conectado-mant%C3%A9n-tu-informaci%C3%B3n-de-contacto-actualizada



#### Mantente Conectado: Mantén Tu Información de Contacto Actualizada



#### Desert Hot Springs www.mswd.org

¿Has cambiado recientemente tu número de teléfono o dirección de correo electrónico? Si es así, asegúrate de actualizar tu información de contacto con nosotros

y con todas tus compañías de servicios públicos.

Hay razones importantes por las que una compañía de servicios podría necesitar comunicarse contigo, como, por ejemplo:

 Notificarte sobre cortes de emergencia o proyectos próximos. Alertarte sobre un consumo inusualmente alto. Informarte sobre una interrupción del servicio debido a falta de pago.

No te pierdas actualizaciones importantes; ayúdanos a mantenerte informado. ¡Contáctanos hoy para asegurarte de que tenemos tu información más actualizada!



MSWD

Desert Hot Springs

Desert Hot Springs



#### MSWD gana el Premio Estatal al Programa de Participación y Difusión Comunitaria del Año de la CWEA





#### Desert Har Springs, CA mew.mast.org

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Con motivo de la finalización de la Monte Regional de Histoperación de Agua Noncy terigire en aspriamistre do Dicivi, Millevico alcoradi un hito algorificativo. Lo pioreo es associal para los estuacios de Microti por protegar y priservor no recursos Histopo automotivos recordes poro los generociones travos, sel como porre opoque el orecimiento de la ciudad y los crecimien recessidades de agua de la registo. Con capacidad para procesar f. la milliones de galanes por dia, la plante es el proyecto más grande en la historia de Maleva, lo que impulsa la recoelada de una compaña de proujgación para incretener informaçõe, a los usuarios, del dientiro durante rodo el proyecto.



"Deside el principio, comprendiren la importanza de autobrar con nuestros cirentes poro transmissimos conomiente los benedicios e lango pisolo que esta inscribidad por principio y of crecimiento futura de tesserrivot tipologor, decidad el precidente de la junto, fucio Sesser. "Al ser el proyecto más grande en la factoria del tramita, em apunhamente importante intendene en un transportente trade en como de las catego, en porticular intendenciado por incidencia de un proyecto financiado con una autoencián-de dial militare."

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Esto es la tercoro lucr que el dietrito recibe honores estopaise. Poro consultor la tissa completo de premios de tetioso, yuaire **seuso neuvo org/owards.** 

https://www.elinformadordelvalle.com/post/mswd-

gana-el-premio-estatal-al-programa-de-participaci%C3%B3n-y-difusi%C3%B3n-comunitaria-dela%C3%B1o-de-la-cwea



#### MSWD WINS STATE COMMUNITY ENGAGEMENT AWARD

Posted by Cindy Uken | Apr 29, 2025 | Education



#### MSWD WINS STATE CWEA COMMUNITY ENGAGEMENT & OUTREACH PROGRAM OF THE YEAR AWARD



Representatives from MSWO attended the CWEA Awards commonly held in Palm Springs, April 24, 2025 (self to Right: Stephanie Douglas, Project Manager for Mott McDonald & CWEA Board Member; Ted Maychofen, Director; Damy Friend, Director of Operations, Amber Duff, Director; Ceng Chapman, Wastewater Treatment Plans Operation; Lyard Scott, Programs and Public Affairs Specialist; Robert Griffith, Board Vice President; Russ Martin, Director; Chris Jacobson, Wastewater Freatment Plant. Operator II; Brian Macy, Cameral Manager; and Jann Jones, CWEA Encusive Director;

DESERT HOT SPRINGS — Mission Springs Water District has snagged yet another award. It is becoming the Meryl Streep among water districts. It announced Monday that during an awards ceremony hosted by the California Water Environment Association (CWEA), MSWD won first place at the state level for the District's Nancy Wright Regional Water Reclamation Facility Community Engagement and Outreach Campaign.

Marking the completion of the Nancy Wright Regional Water Reclamation Facility in September of 2024, MSWD reached a significant milestone. The facility is

essential to MSWD's efforts to protect and preserve the local groundwater resources for future generations, as well as support the growth of the city and the region's growing water needs. With a capacity to process 1.5 million gallons per day, the facility is the largest project in MSWD's history – prompting the need for an outreach campaign to keep district customers informed throughout the project.



"From the onset, we understood the importance of engaging with our customers to clearly convey the long-term benefits this facility would bring to the District and to the future growth of Desert Hot Springs," said Board President Ivan Sewell. "As the largest project in the District's history, it was equally important to maintain full transparency regarding costs, particularly bringing awareness that it was part of a \$68 million grant-funded project."

Founded in 1928, CWEA unites wastewater professionals throughout the state. Together they address real-time issues, develop and deliver cutting-edge training, raise awareness of the profession, and shape the future of wastewater.

This is the third time the District took home State honors, for a complete list of MSWD awards, please visit www.mswd.org/awards.



# CVWC Digital Marketing Report Website, Social, and Marketing Performance

Apr 1 – 30, 2025

by Hunter | Johnsen

## Google Ads Campaigns









368.63K

7,282

78,957

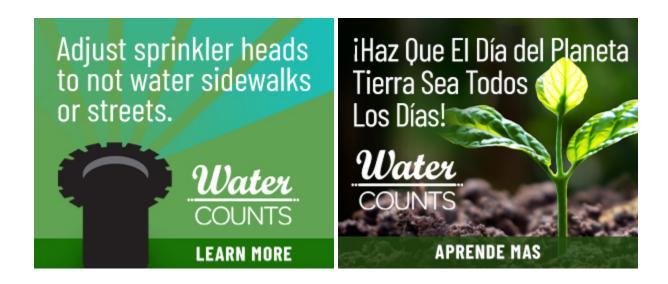
3,800



#### GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE

CV Water Counts

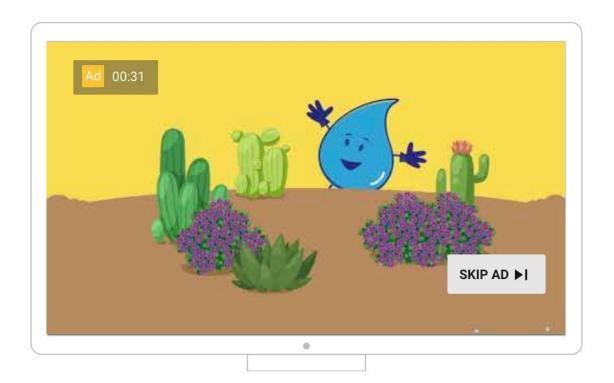
Campaign name	Clicks	Impr.
CV Water Counts 2025 April	1,680	205,670
CV Water Counts Spanish 2025 April	1,666	162,960
	3,346	368.630



#### GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE

CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	78,957	29,239	16,522	220
CVWC Water Saving Tips YouTube Spanish 2025 April	39,046	16,213	10,154	68
CVWC Water Saving Tips English YouTube 2025 April	39,911	13,026	6,368	152
	78.957	29,239	16.522	220







Campaign	Clicks	Impr.
CVWC search	234	7,282
	234	7,282



## Facebook Ad Campaigns



Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
CVWC - April 2025 www.instagram.com Conservation Tip of the Month: Adjust sprinkler heads to not water sidewalks or streets, and save on average 12-15 gallons each time you water.  For more water-saving tips, visit	431	89,931	24,023	3.74	435
CVWaterCounts.com/conservation-tips.  #WaterWiseWednesday					

431

89,931

24,023

3.74

435



## Website Information



#### Users

CV Water - CV Water Counts - GA4



PAGEVIEWS

CV Water - CV Water Counts - GA4

3,235

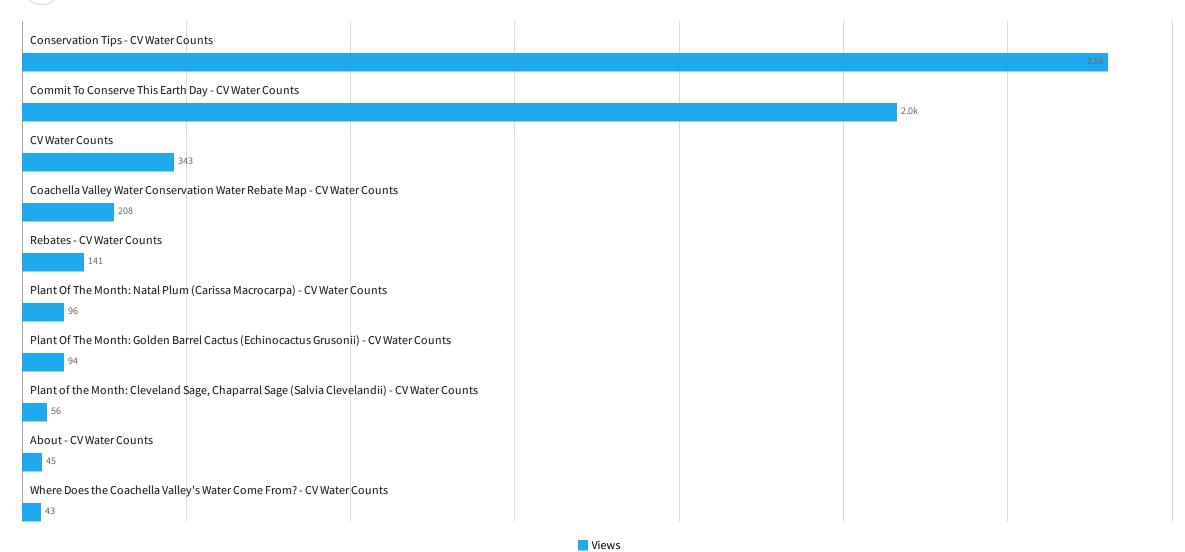
4,654

6,164



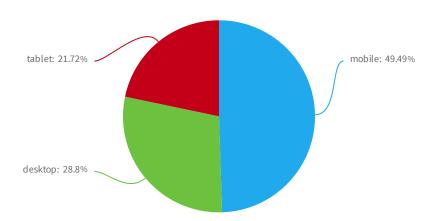
#### Views by Page title and screen class

CV Water - CV Water Counts - GA4

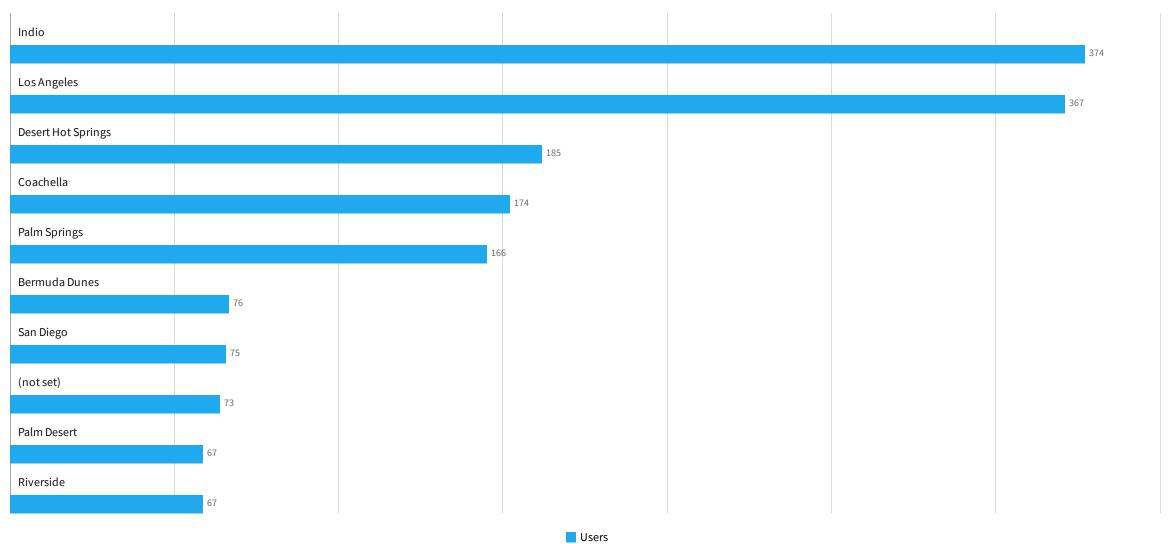


#### **Engaged sessions by Device category**

CV Water - CV Water Counts - GA4

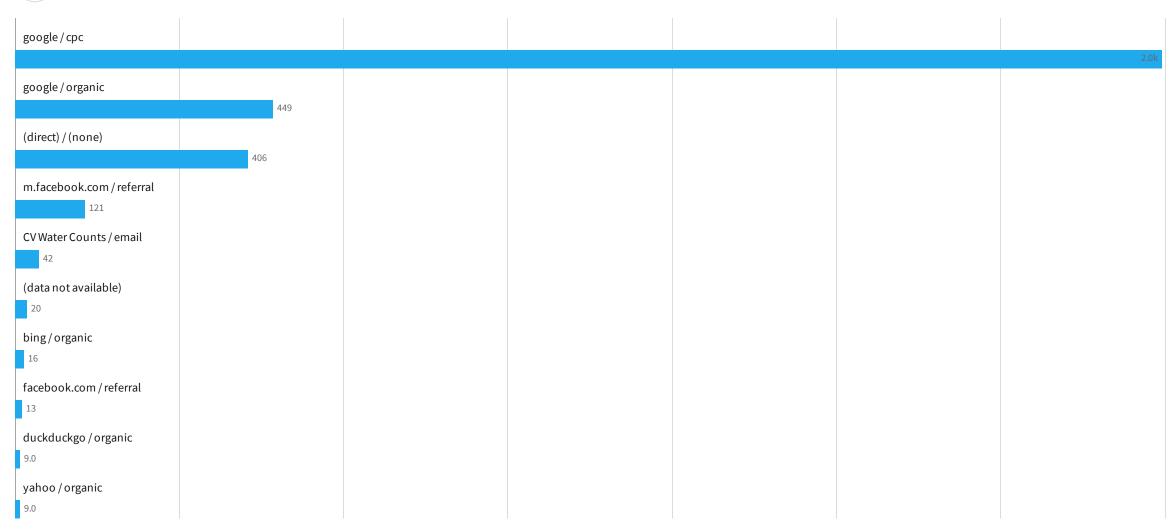






#### New users by First user source / medium

CV Water - CV Water Counts - GA4



New users



#### Month performance

CV Water - CV Water Counts - GA4

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
April 2025	3,108	1,268	27.2%	1.44	13s
March 2025	3,781	1,640	30.7%	1.36	16s
February 2025	3,523	1,310	26.1%	1.38	11s
January 2025	4,091	1,682	27.9%	1.43	13s
December 2024	3,547	1,438	28.7%	1.37	11s
November 2024	3,245	1,037	24.7%	1.27	13s
	21,295	8,276	27.1%	1.41	13s

## Organic Search



Query	Impr.	Clicks	CTR	Avg. position
golden barrel cactus	6,517	2	0.03%	1.24
carissa	5,486	5	0.09%	1.6
echinocactus grusonii	4,545	5	0.11%	1.48
natal plum	4,207	2	0.05%	2.03
weeping rosemary	2,389	2	0.08%	11.06
anacahuita	2,327	3	0.13%	1
cleveland sage	2,206	11	0.5%	1.08
carissa macrocarpa	2,170	2	0.09%	1.29
金鯱 サボテン	2,021	1	0.05%	1.01
barrel cactus	1,989	0	0%	7.17
	33,857	33	0.1%	2.9



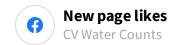
Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-golden-barrel-cactus-echinocactus-grusonii/	52,228	60	0.11%	1.52
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	21,857	27	0.12%	2.1
https://cvwatercounts.com/plant-of-the-month-texas-olive-cordia-boissieri/	5,783	6	0.1%	1.76
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	3,432	15	0.44%	1.95
https://cvwatercounts.com/plant-of-the-month-prostrate-rosemary-rosmarinus-officinalis-prostratus/	3,341	2	0.06%	17.18
https://cvwatercounts.com/where-does-the-coachella-valley-water-come-from/	3,115	17	0.55%	21.18
https://cvwatercounts.com/plant-of-the-month-sand-verbena-abronia-villosa/	2,046	6	0.29%	3.93
https://cvwatercounts.com/save-water-pledge/	1,473	2	0.14%	4.3
https://cvwatercounts.com/leak-detectors/	1,222	0	0%	39.59
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	1,065	1	0.09%	11.73
	95,562	136	0.14%	10.52



## Facebook Information



Reach
CV Water Counts





82,387

19,326

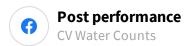
0

445





28 3,942



Post		Created at	Reach	Likes
	When washing your car, make sure you're using an automatic shutoff nozzle. For more water-saving tips, visit CVWaterCounts.com/conservation-tips. #WaterWiseWednesday	April 30, 2025	19	2
Help2Others ASSISTANCE PROGRAM	If you or someone you know is in need of water bill assistance, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out an online application	April 29, 2025	24	2
	For many garden plants, the best way to know if they need water is to let your finger be the guide. Dig down several inches near the base of the plant. If the soil is bone dry, that's an indication that you need to water.	April 25, 2025	34	3
	Did You Know there are more than 100 ways to save water? And some of them are really easy. Visit our website to find out the many ways you can help save our most precious resource. #WaterWiseWednesday	April 24, 2025	23	3
ODERST AND THE	<u>DWA currently has about 24,000 domestic water</u> <u>connections that serve a population of about 75,000</u> <u>people. Learn more:</u>	April 22, 2025	14	4
	The areas around pools and patios are some of the most difficult places to landscape attractively and for low water and low maintenance. Click to learn more about what to consider when landscaping near poo	April 19, 2025	17	2
	Once your used pasta water cools, use it to water your plants. Starchy water spurs the release of plant nutrients in the soil. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	April 16, 2025	17	2
	The Trailing Lantana is a clumping, rapid-growing and free-blooming groundcover that ranges from 1 to 2 feet high, spreading to 3 feet wide, with a canopy coverage of up to 7 square feet. Learn More:	April 14, 2025	17	2
	<u>Headed to Coachella or Stagecoach this month? Be</u> <u>sure to stay hydrated!</u>	April 11, 2025	42	4
	When washing your dishes or clothes, wait until you have a full load. This can save anywhere from 300 to 800 gallons of water a month and saves energy, too. For more water-saving tips, visit	April 9, 2025	34	3
EARTH	Help protect the planet by conserving water! Celebrate Earth Day on April 22 by changing your water use habits year-round. Click for some easy tips to get started:	April 7, 2025	15	3
	<u>During the month of April in our desert, the best times</u> <u>to water your plants are during non-daylight hours,</u> when it's cooler. If you have a spray system, watering for 10 minutes a day, 7 days a week is sufficient. If y	April 4, 2025	25	2
	April is National Garden Month! Here in the desert, it is also a great time to give your garden some attention before the weather gets hot. Learn More:	April 3, 2025	14	2

39

19,553

Post		Created at	Reach	Likes
3	Conservation Tip of the Month: Adjust sprinkler heads to not water sidewalks or streets, and save on average 12-15 gallons each time you water. For more water-saving tips, visit	April 2, 2025	19,231	3
Use Water Wise: Adjust spreider heads to not water informable or affect	CV Water Counts updated their cover photo.  https://www.facebook.com/cvwatercounts	April 1, 2025	27	2
			19,553	39



## Instagram Information



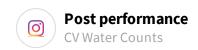
**Likes**CV Water Counts

Followers (lifetime)
CV Water Counts

7,693

15

253



Post	Views	Engagement	Reach	Saved
Headed to Coachella or Stagecoach this month? Be sure to stay hydrated!	29	5	23	0
Conservation Tip of the Month: Adjust sprinkler heads to not water sidewalks or streets, and save on average 12-15 gallons each time you water. For more water-saving tips, visit	22	3	16	0
For many garden plants, the best way to know if they need water is to let your finger be the guide. Dig down several inches near the base of the plant. If the soil is bone dry, that's an indication that you need to water.	19	4	12	0
Did You Know there are more than 100 ways to save water? And some of them are really easy. Visit our website to find out the many ways you can help save our most precious resource. #WaterWiseWednesday	10	3	9	0
	80	15	60	0



CVWC Digital Marketing Report

Apr 1 – 30, 2025

# E-Blast Information



Campaign	Send Time	Emails Sent	Unique Opens	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Unsubscribe Count
CV Water Counts April 2025	Wednesday, April 2, 2025 10:00 AM	818	430	724	52.57%	16.97%	157	8.67%	1.01%	4
		818	430	724	52.57%	16.97%	157	8.67%	1.01%	4





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

Apr 1 – 30, 2025



# Google Ads Campaigns





CTR MSWI

196.65K

462

0.23%



Campaign name	Impr.	Clicks	CTR
MSWD Customer Service April 2025	70,068	157	0.22%
MSWD Paperless April 2025	69,776	156	0.22%
MSWD Jobs April 2025	56,807	149	0.26%
	196,651	462	0.23%







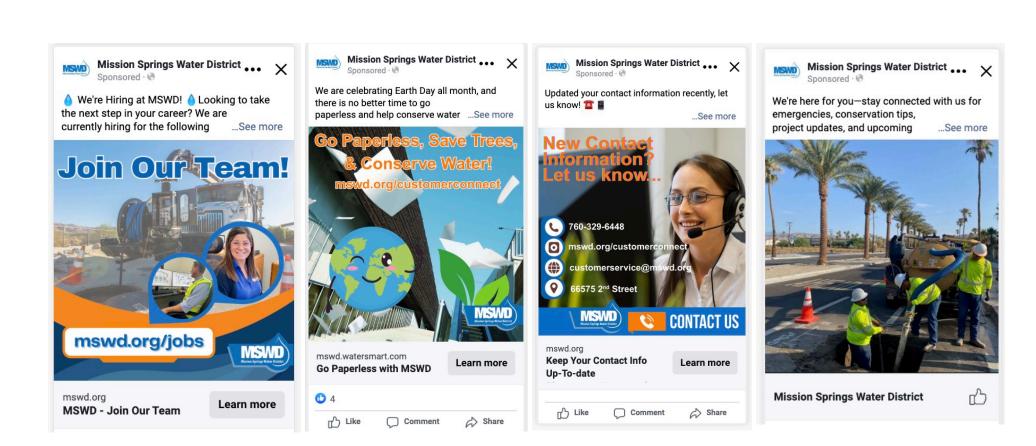
# Meta Campaign Performance

Includes Facebook and Instagram campaigns



Campaign	Link Clicks	Impr.	Reach	Page Likes
MSWD Go Paperless- Spring 2025	83	62,820	37,594	0
MSWD Jobs - Spring 2025	80	66,077	51,557	0
MSWD Contact Us - Spring 2025	80	60,199	35,088	0
MSWD Like Campaign Winter 2025 - April	6	8,354	3,471	27
MSWD IG Follow Campaign 2025 - April	1	21,649	16,545	0
	250	219.099	96,495	27

Page likes counts only Facebook page likes.



## Website Information



#### Users

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



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



6,665

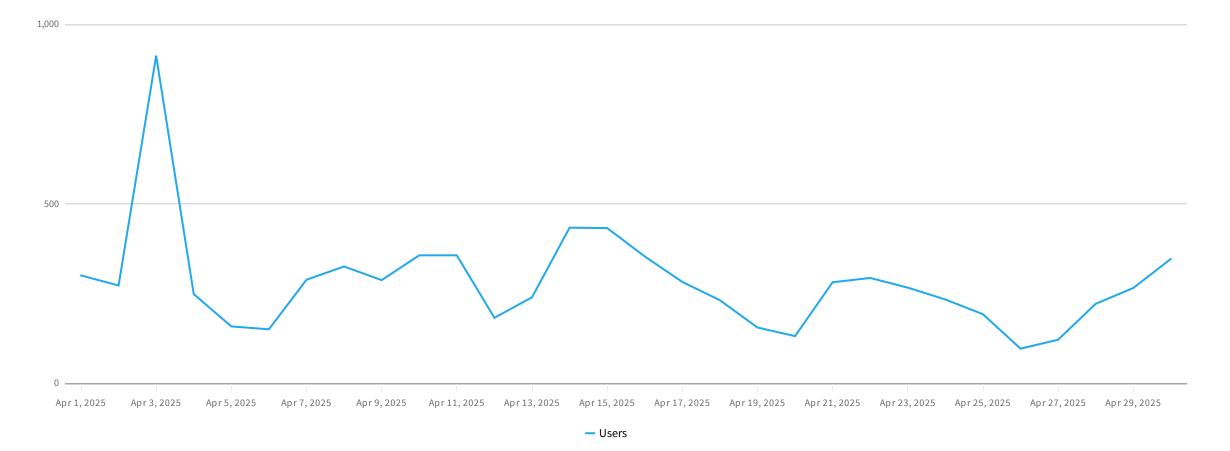
24,200

6,692



#### **Users by Day**

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



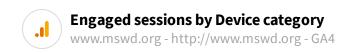
#### **Overall Performance**

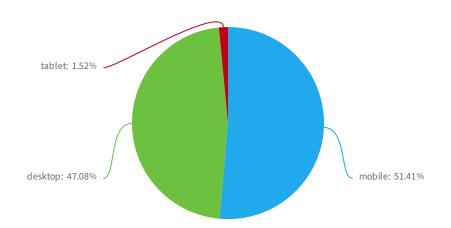


#### Page path performance

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

Page path	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
/	5,453	1.61	3,385	4,111	1.43	17s
/mswd/page/customer-portal	4,329	1.64	2,618	3,034	1.49	14s
/jobs	2,596	2.31	1,124	1,328	1.46	29s
/mswd/job-opening/customer-service-representative-iii-0	1,459	1.93	756	808	1.33	26s
/mswd/page/employment-application	1,262	2.15	585	784	1.72	7m 6s
/mswd/page/careers	888	1.99	444	687	1.65	30s
/mswd/page/online-payment-system	702	1.55	450	454	1.22	25s
/mswd/job-opening/accounting-technician-1	695	1.86	371	418	1.36	21s
/mswd/page/bill-pay-options	637	1.43	442	435	1.26	22s
/mswd/page/application-water-service	481	2.75	174	213	1.43	5m 3s
	24,200	3.6	6,665	6,692	1.58	1m 34s







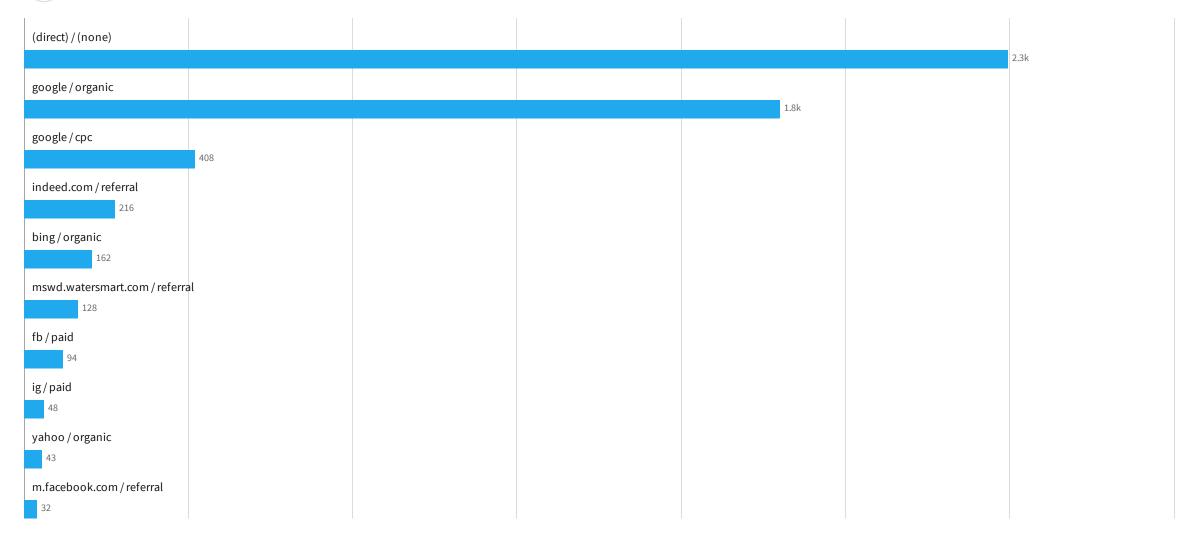
www.mswd.org - http://www.mswd.org - GA4

City	Users
Desert Hot Springs	1,064
Los Angeles	632
Indio	378
San Diego	216
Riverside	208
Aspen	203
Palm Springs	198
La Quinta	190
Palm Desert	138
Aurora	94

6,665

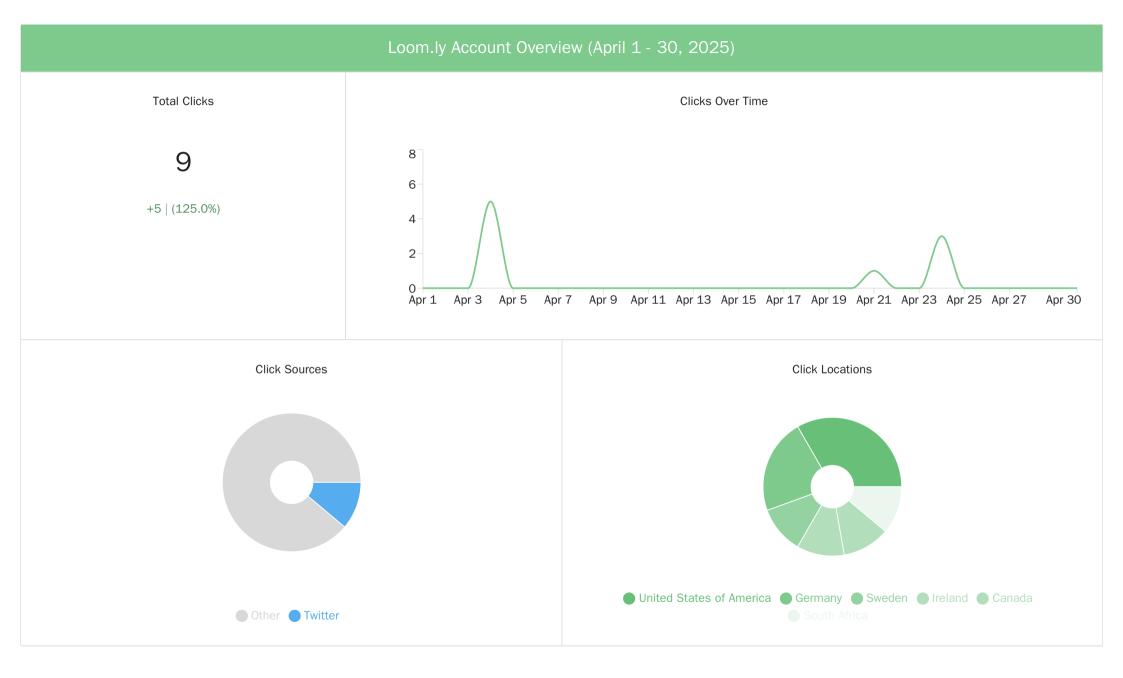
 ${\tt MSWD\,Digital\,Marketing\,\&\,Website\,Report}$ Apr 1 – 30, 2025

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



New users





#### Loom.ly Link Metrics (April 1 - 30, 2025)

Creation Date	Shortened URL & Original Link	Clicks	Sources	Locations	
April 03, 2025 3:12 PM	https://loom.ly/Q-8fssM https://getpocket.com/explore/item/who-has-the-world-s-best-tap-water-there-s-a-competition-for-that? utm_source=emailsynd&utm_medium=social	5	Other 4 Twitter 1	United States of America Germany More	2 1 2
April 03, 2025 3:18 PM	https://loom.ly/Cj720 https://berkeleyspringswatertasting.com/winners/	3	Other 3	Germany Ireland Singapore	1 1 1
Total	2 links shortened with Loomly	8			
Average		4.0			

	Facebool	K Account Over	view (April 1 -	30, 2025)				
Posts Published	Posts Published Total Likes		New Likes		Unlikes			
24	1,37	8		28	4			
+7   41.2%	+26   1.9	9%		-9   -24.3%	-6   -60.0%			
Total Reach	Organic Reach	Paid	Reach	Impressions	Video Views			
132,061	5,986	126	,279	154,400	679			
-9,148   -6.5%	+2,356   64.9%	-11,261	-8.2%	-2,650   -1.7%	-5,525   -89.1%			
3	Highest Reach Posts		3 Most Shared Posts					
Blood Drive  Join us and give blood to help save lives!  Sign up now			Stay A	ted that an individual wa 4				
Join Our Team  • We're Hiring at MSWD!	Looking to take the next step in	389	Blood Blood Join u	Drive s and give blood to help save li	ves! 💧 4			

306

A Day in The Life - WW

We're jumping on this trend for Worker Wednesday! https://www.action.com/

Sign up now...

Join Our Team

♦ We're Hiring at MSWD! ♦ Looking to take the next step in...

3 Lowest Reach Posts		3 Least Shared Posts	
Join us at Cabot's Saturday, April 26, 10 am 3 pm., in	57	Worker Wednesday Backflow	0
Go Paperless	62	Go Paperless	0
April Calendar  Marc P. from Julius Corsini Elementary School reminds us	72	Go Paperless We are celebrating Earth Day all month, and there is no b	0
Likes By Country		Likes By City	
1. United States of America (1,341 likes)		1. Desert Hot Springs, CA (643 likes)	
2. Mexico (15 likes)		2. Indio, CA (68 likes)	
3. France (4 likes)		3. Cathedral City, CA (53 likes)	
4. Canada (3 likes)		4. La Quinta, CA (50 likes)	
5. Argentina (1 like)		5. Palm Springs, CA (49 likes)	

		Facebook Post Me	etrics (April 1 - 30, 2025)						
Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 30, 2025 5:24 PM PDT	Video	Here for you 24/7 Our skilled and dedicated team is here for you 24/7/365 for assistance from bill concerns to emergencies, we are here to serve. Call 760-329-6448 to report leaks, or any other concerns and our f	Worker Wed	124	8	0	0	2	104
April 29, 2025 4:34 PM PDT	Image	Water Matters Newsletter  Stay in the Know with MSWD! Earth Day may be over, but our commitment to conservation continues year-round. Check out the latest initiatives in the Water Matters Newsletter. Find the monthly news	Customer Service	101	6	0	1	1	0
April 28, 2025 4:17 PM PDT	Image	CWEA Award News Release: MSWD Wins State CWEA Community Engagement & Outreach Program of the Year Award Mission Springs Water District is proud to announce that during an awards ceremony hosted by the Calif	News Releases	195	13	0	1	24	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 26, 2025 12:48 PM PDT	Video	It's a beautiful day to celebrate Earth day at Cabot's Pueblo Museum, free to the public until 3pm.			5	0	0		
April 26, 2025 12:29 PM PDT	Multi-Image	We are enjoying a beautiful day celebrating Earth Day at Cabot's Pueblo Museum which is free to the public today, open until 3pm.		177	15	0	0	49	0
April 25, 2025 3:47 PM PDT	Multi-Image	+8		118	11	2	0	54	0
April 25, 2025 11:49 AM PDT	Multi-Image	Senator The City of Desert Hot Springs hosted a  +1 Neighborhood Town Hall event yesterday for California State Senator Rosilicie Ochoa Bogh. During the event, Senator Ochoa Bogh graciously recognized and invi	Event	149	9	0	0	35	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 23, 2025 2:36 PM PDT	Video	CWEA Tours NWRWRF Yesterday, we were delighted to host a group of the CWEA (California Water Environment Association) Conference attendees for a tour of our Nancy Wright Regional Water Reclamation Facility. We not o	Event	98	8	0	0	16	52
April 22, 2025 1:57 PM PDT	<b>Image</b> Image	Earth Day Cabot's Promo Happy Earth Day! Join us Saturday, April 26, 10 am 3 pm. at Cabot's Pueblo Museum as we celebrate Earth Day and learn about our award winning water, plus enjoy free admission to the museum	Customer Service  Event	139	10	1	2	0	0
April 18, 2025 2:22 PM PDT	Video	FFF Valve Replacement It's Fun Fact Friday! Recently, our construction and maintenance crews completed a planned replacement of a 4" and an 8" water valve as part of our ongoing system reliability maintenance. Have you	Customer Service  Worker Wed	109	9	0	0	7	57

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 17, 2025 5:01 PM PDT	Image	Portal promo Did you know you can receive online alerts about your water usage, including possible leaks?  Avoid unexpected high bills by staying informed! Our customer web portal provides detailed insights on	Customer Service	137	9	0	2	6	0
April 15, 2025 6:02 PM PDT	Video	Conservation Kits Earth Day  Is conserving water one of your Earth Day resolutions? It sure is on the top of our list! Simple changes can add up to big savings, let us help you get started with a FREE conservation kit! MSWD	Conservation/Rebates	98	4	0	0	0	38
April 14, 2025 5:53 PM PDT	Image	April Calendar Marc P. from Julius Corsini Elementary School reminds us that water is precious, so we must be mindful of every drop. Practice sustainable habits to conserve water and ensure there is enough for fu	Conservation/Rebates	72	5	0	0	0	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 14, 2025 3:12 PM PDT	Simple Status	Join us at Cabot's Saturday, April 26, 10 am 3 pm., in celebration of Earth Day, admission to the museum is free for all attendees.		57	7	0	0	1	0
April 11, 2025 4:10 PM PDT	<b>≥</b> Image	FFF - We are here for you Fun Fact Friday! Did you know that we are available 24 hours a day, 7 days a week, 365 days a year for emergencies? If you see a leak in the street don't ignore it until Monday, call us! The lon	Customer Service	111	7	0	0	6	0
April 10, 2025 3:33 PM PDT	<b>≧</b> Image	Blood Drive	Event	168	5	0	0	0	0
April 10, 2025 3:33 PM PDT	Image	Blood Drive Join us and give blood to help save lives!  Sign up now for the MSWD Blood Drive on Wednesday, April 23. To schedule an appointment, scan the QR code, call 800.879.4484, or visit Istream.org/mswd	Event	461	9	0	4	7	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 09, 2025 4:58 PM PDT	Video	A Day in The Life - WW We're jumping on this trend for Worker Wednesday! A Here's A Day in the Life for Fernando, a highly dedicated Collections System Operator at MSWD. From the moment of waking up and getting his day st	Worker Wed	306	33	1	1	79	194
April 08, 2025 4:25 PM PDT	Image Image	Join Our Team  We're Hiring at MSWD!  Looking to take the next step in your career? We are currently hiring for the following positions:  Accounting Manager  Accounting Technician  Customer Service  Represen	New Hire / Jobs	389	17	0	3	35	0
April 04, 2025 3:33 PM PDT	Image	Berkeley Springs Article  Fun Fact Friday! Did you know that MSWD has won 11 medals at the Annual Berkeley Springs International Water Tasting Competition, including our most recent bronze medal this year?  The Berkeley	Customer Service	94	9	0	0	2	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 03, 2025 2:02 PM PDT	Video	Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees!  Did you know? It takes more than 1½ cups of water to make one sheet of pap	Customer Service  Web Portal	85	8	O	0	0	29
April 03, 2025 2:02 PM PDT	<b>i</b> Image	Go Paperless	Customer Service  Web Portal	62	6	0	0	1	0
April 02, 2025 5:27 PM PDT	Image	Worker Wednesday Backflow  Wednesdays are always more fun when it's Worker Wednesday! You may spot Joe out and about testing more than 1,300 devices across the MSWD service area. Why is testing the backflow devices impo	Customer Service  Worker Wed	127	12	0	0	9	O

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
April 01, 2025 6:15 PM PDT	Image	Stay Aware of Scams This week an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requesting to enter their home to test their water quality, MSWD will NOT request to enter	Customer Service	226	11	0	4	5	0
			Total	3,603	236	4	18	339	474
			Average	156.7	9.8	0.2	0.8	14.7	20.6

Twitter Account Overvie	w (April 1 - 30, 2025)
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Tweets Published	Total Likes	Total R	etweets	Total Followers	Following
17	2	_	1	107	99
+2   13.3%				+1   0.9%	
3	Most Retweeted Posts			3 Most Liked Posts	
	Springs hosted a Neighborhood Town California State Senator Rosilicie	1	<b>♦</b> Did	ey Springs Article you know that MSWD has won 11 medal tasting competition, including our most re	
Here for you 24/7 Our skilled and dedicated to assistance from bill concern	0	<b>♦</b> We	ur Team 're Hiring at MSWD! 💧 Looking to take the defeare the following for the fol		
	SWD!  Sarth Day may be over, but ration continues year-round. Check	0	Our sk	or you 24/7 illed and dedicated team is here for you a ance from bill concerns to emergencies, v	

3 Least Retweeted Posts		3 Least Liked Posts	
Stay Aware of Scams This week, an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requestin	0	Stay Aware of Scams This week, an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requestin	0
Worker Wednesday Backflow  Wednesday's are always more fun when it's Worker  Wednesday! You may see Joe out and about testing over 1300  backflow	0	Worker Wednesday Backflow  Wednesday's are always more fun when it's Worker  Wednesday! You may see Joe out and about testing over 1300  backflow	0
Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees	0	Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees	0

Twitter Post Metrics (April 1 - 30, 2	2025)
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		·	(piii 1 - 30, 2023)		
Date	Format	Post	Labels	Retweets	Likes
April 30, 2025 5:24 PM PDT	Video	Here for you 24/7 Our skilled and dedicated team is here for you 24/7/365 for assistance from bill concerns to emergencies, we are here to serve. Call 760-329-6448 to report leaks, or any other concerns and our fri	Worker Wed	0	0
April 29, 2025 4:34 PM PDT	Image	Water Matters Newsletter  Stay in the Know with MSWD! Earth Day may be over, but our commitment to conservation continues year-round. Check out the latest initiatives in the Water Matters Newsletter. The newsletter is with	Customer Service	0	0
April 28, 2025 4:17 PM PDT	Image	CWEA Award News Release: Mission Springs Water District is proud to announce that MSWD won the CWEA first place at the state level for the District's Nancy Wright Regional Water Reclamation Facility Community	News Releases	0	0

Date	Format	Post	Labels	Retweets	Likes
April 25, 2025 11:48 AM PDT	Multi-Image	Senator The City of Desert Hot Springs hosted a +1 Neighborhood Town Hall event yesterday for California State Senator Rosilicie Ochoa Bogh. During the event, the Senator invited several community leaders to	Event	1	0
April 23, 2025 2:36 PM PDT	Video	CWEA Tours NWRWRF Yesterday, we were delighted to host a group of the CWEA (California Water Environment Association) Conference attendees for a tour of our Nancy Wright Regional Water Reclamation Facility. #Wastewa	Event	0	0
April 22, 2025 1:57 PM PDT	<b>≟</b> Image	Earth Day Cabot's Promo Happy Earth Day! Join us Saturday, April 26, 10 am 3 pm. at Cabot's Pueblo Museum as we celebrate Earth Day and learn about our award winning water, plus enjoy free admission to the museum. Loc	Customer Service  Event	0	0

Date	Format	Post	Labels	Retweets	Likes
April 18, 2025 2:22 PM PDT	Video	FFF Valve Replacement Recently, our construction and maintenance crews completed a planned replacement of a 4" and an 8" water valve as part of our ongoing system reliability maintenance. Great work to everyone involved	Customer Service  Worker Wed	0	0
April 17, 2025 5:02 PM PDT	Image	Portal promo Did you know you can receive online alerts about your water usage, including possible leaks?  Our customer web portal provides detailed insights on your daily water use and has a variety of leak a	Customer Service	0	0
April 15, 2025 6:02 PM PDT	Video	Conservation Kits Earth Day  Is conserving water one of your Earth Day resolutions? It sure is on the top of our list! Let us help you get started with a FREE conservation kit! Send an email to conservation@mswd.org, include	Conservation/Rebates	0	0

Date	Format	Post	Labels	Retweets	Likes
April 14, 2025 5:53 PM PDT	Image	April Calendar Marc P. from Julius Corsini Elementary School reminds us that water is precious, so we must be mindful of every drop. Practice sustainable habits to conserve water and ensure there is enough for fu	Conservation/Rebates	0	0
April 11, 2025 4:10 PM PDT	Image	FFF - We are here for you Fun Fact Friday! Did you know that we are available 24 hours a day, 7 days a week, 365 days a year for emergencies? We wish everyone a safe and happy weekend, and while we hope there are no leak	Customer Service	0	0
April 10, 2025 3:33 PM PDT	<b>i</b> Image	Blood Drive Join us and give blood to help save lives! To schedule an appointment, scan the QR code, call 800.879.4484, or visit https://t.co/OR2JYVdsNM Walk-ups are also welcome! The drive will take place in	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
April 08, 2025 4:25 PM PDT	<b>≧</b> Image	Join Our Team  We're Hiring at MSWD!  Looking to take the next step in your career? We are currently hiring for the following positions:  Accounting Manager,  Accounting Technician,  Customer Service  Representativ	New Hire / Jobs	0	1
April 04, 2025 3:33 PM PDT	<b>≟</b> Image	Berkeley Springs Article Did you know that MSWD has won 11 medals at the annual water tasting competition, including our most recent bronze medal this year? MSWD's awards visit: https://t.co/H8PmAFvzqG & The most rec	Customer Service	0	1
April 03, 2025 2:02 PM PDT	Video	Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees!  Did you know? It takes more than 1½ cups of water to make one sheet of paper	Customer Service Web Portal	0	0

Date	Format	Post	Labels	Retweets	Likes
April 02, 2025 5:27 PM PDT	<b>≟</b> Image	Worker Wednesday Backflow Wednesday's are always more fun when it's Worker Wednesday! You may see Joe out and about testing over 1300 backflow devices throughout the MSWD service area. To learn more about backflow and cros	Customer Service  Worker Wed	0	0
April 01, 2025 6:15 PM PDT	<b>≟</b> Image	Stay Aware of Scams This week, an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requesting to enter their home to test their water quality, MSWD will NOT request to ente	Customer Service	0	0
			Total	1	2
			Average	0.1	0.1

Instagram Account	Overview (April	1 - 30, 2025)
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Posts Published	Total Followers	New Followers	Reach				
18	453	4	74,054				
+3   20.0%	+13   3.0%	-10   -71.4%	+2,301   3.2%				
3 Most Li	ked Posts	3 Most Com	mented Posts				
A Day in The Life - WW We're jumping on this trend for Worke Day in the Life for Fernando, a highly		A Day in The Life - WW We're jumping on this trend for Worker Wednesday!  Here's A Day in the Life for Fernando, a highly dedicated Collecti					
	FFF Valve Replacement It's Fun Fact Friday! Recently, our construction and maintenance crews completed a planned replacement of a 4" and an		NEA Community Engagement 3 rd				
CWEA Award  News Release: MSWD Wins State CW  & Outreach Program of the Year Awar  Mission Springs Water		Here for you 24/7 Our skilled and dedicated team is he assistance from bill concerns to eme					

3 Least Liked Posts	3 Least Commented Posts						
Water Matters Newsletter	6	Stay Aware of Scams This week an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requesting	0				
Stay Aware of Scams This week an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requesting	8	Worker Wednesday Backflow  Wednesdays are always more fun when it's Worker  Wednesday!  You may spot Joe out and about testing more than 1,300	0				
Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees	8	Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees	0				

### Instagram Story Metrics (April 1 - 30, 2025)

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
April 28, 2025 6:01 PM PDT			6	34	33	0	24	-
April 23, 2025 2:56 PM PDT			1	17	17	0	17	-
April 23, 2025 2:56 PM PDT			2	18	18	0	15	2
April 23, 2025 2:56 PM PDT			2	19	19	0	17	1
April 23, 2025 2:56 PM PDT			3	22	22	0	14	1
April 22, 2025 2:02 PM PDT	Stories Cabots Promo	Customer Service  Event	14	43	42	0	26	1
April 14, 2025 7:14 PM PDT			3	18	17	0	14	-
April 14, 2025 7:14 PM PDT			-	17	17	0	16	1
April 14, 2025 7:14 PM PDT			-	18	18	0	15	4

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
April 14, 2025 7:13 PM PDT			-	18	18	0	17	2
April 14, 2025 7:13 PM PDT			2	19	19	0	15	2
April 14, 2025 5:55 PM PDT	April Calendar	Conservation/Rebates	7	25	22	0	16	2
April 13, 2025 12:21 PM PDT			4	30	29	0	26	2
April 13, 2025 12:02 PM PDT			4	32	32	0	27	-
April 11, 2025 4:12 PM PDT	FFF - We are here for you	Customer Service	8	37	37	0	28	-
April 10, 2025 3:33 PM PDT	Blood Drive	Event	4	23	20	0	15	-
April 09, 2025 8:17 PM PDT			7	36	33	0	32	1
April 09, 2025 8:17 PM PDT			2	37	35	0	33	-
April 09, 2025 8:17 PM PDT			1	37	35	0	36	-

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
April 09, 2025 8:16 PM PDT			2	37	35	0	37	2
April 09, 2025 8:16 PM PDT			1	38	36	0	37	-
April 08, 2025 4:34 PM PDT	Join Our Team	New Hire / Jobs	12	42	37	0	44	-
April 04, 2025 3:33 PM PDT	Berkeley Springs Article	Customer Service	6	28	28	0	18	-
April 02, 2025 5:29 PM PDT	Worker Wednesday Backflow	Customer Service Worker Wed	7	26	25	0	14	-
April 01, 2025 6:23 PM PDT	Scam Alert	Customer Service	10	33	33	0	26	-

Instagram Post	Metrics (April 1	- 30, 2025)
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Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
April 30, 2025 5:24 PM PDT	Video	Here for you 24/7 Our skilled and dedicated team is here for you 24/7/365 for assistance from bill concerns to emergencies, we are here to serve. Call 760-329-6448 to report leaks, or any other concerns and our f	Worker Wed	15	0	441	220	15	6.82%	0	441
April 29, 2025 4:34 PM PDT	Image	Water Matters Newsletter  Stay in the Know with MSWD! Earth Day may be over, but our commitment to conservation continues year-round. Check out the latest initiatives in the Water Matters Newsletter. Find the monthly news	Customer Service	6	0	138	53	6	11.32%	0	138
April 28, 2025 4:18 PM PDT	Image	CWEA Award News Release: MSWD Wins State CWEA Community Engagement & Outreach Program of the Year Award Mission Springs Water District is proud to announce that during an awards ceremony hosted by the Calif	News Releases	20	3	414	268	23	8.58%	0	414

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
April 25, 2025 11:49 AM PDT	Carousel	Senator The City of Desert Hot Springs hosted a Neighborhood Town Hall event yesterday for California State Senator Rosilicie Ochoa Bogh. During the event, Senator Ochoa Bogh graciously recognized and invi	Event	18	0	169	96	18	18.75%	0	169
April 23, 2025 2:36 PM PDT	Video	CWEA Tours NWRWRF Yesterday, we were delighted to host a group of the CWEA (California Water Environment Association) Conference attendees for a tour of our Nancy Wright Regional Water Reclamation Facility. We not o	Event	13	0	345	200	13	6.5%	0	345
April 22, 2025 1:57 PM PDT	Image	Earth Day Cabot's Promo Happy Earth Day! Join us Saturday 10 am 3 pm. at Cabot's Pueblo Museum as we celebrate Earth Day and learn about our award winning water, plus enjoy free admission to the museum. There wil	Customer Service  Event	11	0	126	88	11	12.5%	0	126

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
April 18, 2025 2:22 PM PDT	Video	FFF Valve Replacement It's Fun Fact Friday! Recently, our construction and maintenance crews completed a planned replacement of a 4" and an 8" water valve as part of our ongoing system reliability maintenance. Have you	Customer Service Worker Wed	24	0	416	232	25	10.78%	1	416
April 17, 2025 5:02 PM PDT	Image	Portal promo Did you know you can receive online alerts about your water usage, including possible leaks?  Avoid unexpected high bills by staying informed! Our customer web portal provides detailed insights on	Customer Service	8	0	161	70	8	11.43%	0	161
April 15, 2025 6:02 PM PDT	Video	Conservation Kits Earth Day  Is conserving water one of your Earth Day resolutions? It sure is on the top of our list! Simple changes can add up to big savings, let us help you get started with a FREE conservation kit! MSWD	Conservation/Reba···	8	0	146	77	8	10.39%	0	146

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
April 14, 2025 5:53 PM PDT	Image	April Calendar Marc P. from Julius Corsini Elementary School reminds us that water is precious, so we must be mindful of every drop. Practice sustainable habits to conserve water and ensure there is enough for fu	Conservation/Reba···	10	0	67	54	11	20.37%	1	67
April 11, 2025 4:10 PM PDT	Image	FFF - We are here for you Fun Fact Friday! Did you know that we are available 24 hours a day, 7 days a week, 365 days a year for emergencies? If you see a leak in the street don't ignore it until Monday, call us! The lon	Customer Service	13	0	99	72	13	18.06%	0	99
April 10, 2025 3:33 PM PDT	Image	Blood Drive Join us and give blood to help save lives!  Sign up now for the MSWD Blood Drive on Wednesday, April 23. To schedule an appointment, scan the QR code, call 800.879.4484, or visit lstream.org/mswd	Event	9	0	94	60	9	15.0%	0	94

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
April 09, 2025 4:59 PM PDT	Video	A Day in The Life - WW We're jumping on this trend for Worker Wednesday! Here's A Day in the Life for Fernando, a highly dedicated Collections System Operator at MSWD. From the moment of waking up and getting his day st	Worker Wed	66	16	1,711	1,024	85	8.3%	3	1,711
April 08, 2025 4:26 PM PDT	Image	Join Our Team  We're Hiring at MSWD!  Looking to take the next step in your career? We are currently hiring for the following positions:  Accounting Manager  Accounting Technician  Customer Service  Represen	New Hire / Jobs	14	0	419	265	14	5.28%	0	419
April 04, 2025 3:33 PM PDT	Image	Berkeley Springs Article Fun Fact Friday! Did you know that MSWD has won 11 medals at the Annual Berkeley Springs International Water Tasting Competition, including our most recent bronze medal this year?  The Berkeley	Customer Service	12	0	139	91	12	13.19%	0	139

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
April 03, 2025 2:02 PM PDT	Video	Go Paperless We are celebrating Earth Day all month, and there is no better time to go paperless and help conserve water and trees!  Did you know? It takes more than 1½ cups of water to make one sheet of pap	Customer Service  Web Portal	8	0	187	95	8	8.42%	0	187
April 02, 2025 5:27 PM PDT	Image	Worker Wednesday Backflow Wednesdays are always more fun when it's Worker Wednesday! You may spot Joe out and about testing more than 1,300 devices across the MSWD service area. Why is testing the backflow devices impo	Customer Service Worker Wed	12	0	88	68	12	17.65%	0	88
April 01, 2025 6:16 PM PDT	<b>Image</b>	Stay Aware of Scams This week an MSWD customer reported that an individual was knocking on doors claiming to be from MSWD, and requesting to enter their home to test their water quality, MSWD will NOT request to enter	Customer Service	8	0	123	90	8	8.89%	O	123
			Total	275	19	5,283	3,123	299		5	5,283

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Reels Plays
			Average	15.3	1.1	293.5	173.5	16.6	9.57%	0.3	293.5

LinkedIn Account Overview (April 1 - 30, 2025)												
Posts Published	Likes	Views	Followers									
7	52	53	423									
+3   75.0%	+6   13.0%	+23   76.7%	+9   2.2%									
Comments	Impressions	Clicks	Engagement Rate									
0	1,192	90	10.22%									
	+339   39.7%	+26   40.6%	0.0   -0.1%									
3 Most Eng	aging Posts	3 Most Shared Posts										
CWEA Tours NWRWRF Yesterday, we were delighted to host (California Water Environment Associa		Join Our Team  • We're Hiring at MSWD! • Looking to take the next step in your career? We are currently hiring for the following posi										
Senator  +1 The City of Desert Hot Springs hos Hall event yesterday for California		Berkeley Springs Article  Superings Article  Fun Fact Friday! Did you know that at the Annual Berkeley Springs Intern										
Join Our Team  • We're Hiring at MSWD! • Looking your career? We are currently hiring for		Earth Day Cabot's Promo  Happy Earth Day!  Join us Saturday, April 26, 10 am 3 pm. at Cabot's Pueblo  Museum as we celebrate Earth Day an										

3 Least Engaging Posts	3 Least Shared Posts
Berkeley Springs Article  In Fact Friday! Did you know that MSWD has won 11 medals at the Annual Berkeley Springs International Water Tasting	Water Matters Newsletter  Stay in the Know with MSWD! Earth Day may be over, but our commitment to conservation continues year-round. Check ou
Earth Day Cabot's Promo  Happy Earth Day!  Join us Saturday, April 26, 10 am 3 pm. at Cabot's Pueblo  Museum as we celebrate Earth Day an	CWEA Award  News Release: MSWD Wins State CWEA Community Engagement  & Outreach Program of the Year Award  Mission Springs Water
Water Matters Newsletter	Senator +1 The City of Desert Hot Springs hosted a Neighborhood Town Hall event yesterday for California State Senator Rosilicie

#### LinkedIn Post Metrics (April 1 - 30, 2025)

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 29, 2025 4:34 PM PDT	Image	Water Matters Newsletter  Stay in the Know with MSWD! Earth Day may be over, but our commitment to conservation continues year-round. Check out the latest initiatives in the Water Matters Newsletter. Find the monthly news	Customer Service	0	1	8.77%	4	57	0
April 28, 2025 4:17 PM PDT	Image	CWEA Award News Release: MSWD Wins State CWEA Community Engagement & Outreach Program of the Year Award Mission Springs Water District is proud to announce that during an awards ceremony hosted by the Calif	News Releases	0	16	11.88%	8	202	O

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 25, 2025 11:49 AM PDT	Multi-Image	Senator The City of Desert Hot Springs hosted a  +1 Neighborhood Town Hall event yesterday for California State Senator Rosilicie Ochoa Bogh. During the event, Senator Ochoa Bogh graciously recognized and invi	Event	0	9	18.29%	6	82	0
April 23, 2025 2:36 PM PDT	Video	CWEA Tours NWRWRF Yesterday, we were delighted to host a group of the CWEA (California Water Environment Association) Conference attendees for a tour of our Nancy Wright Regional Water Reclamation Facility. We not o	Event	0	12	22.62%	6	84	1
April 22, 2025 1:57 PM PDT	Image	Earth Day Cabot's Promo Happy Earth Day! Join us Saturday, April 26, 10 am 3 pm. at Cabot's Pueblo Museum as we celebrate Earth Day and learn about our award winning water, plus enjoy free admission to the museum	Customer Service  Event	0	1	8.2%	4	61	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 08, 2025 4:25 PM PDT	Image	Join Our Team  We're Hiring at MSWD!  Looking to take the next step in your career? We are currently hiring for the following positions:  Accounting Manager  Accounting Technician  Customer Service  Represen	New Hire / Jobs	2	40	13.92%	13	395	0
April 04, 2025 3:33 PM PDT	Link	Berkeley Springs Article  Fun Fact Friday! Did you know that MSWD has won 11 medals at the Annual Berkeley Springs International Water Tasting Competition, including our most recent bronze medal this year?  The Berkeley	Customer Service	0	6	6.67%	4	150	0
			Total	2	85		45	1,031	1
			Average	0.3	12.1	12.91%	6.4	147.3	0.1