

JANUARY 2024



GENERAL MANAGER'S REPORT



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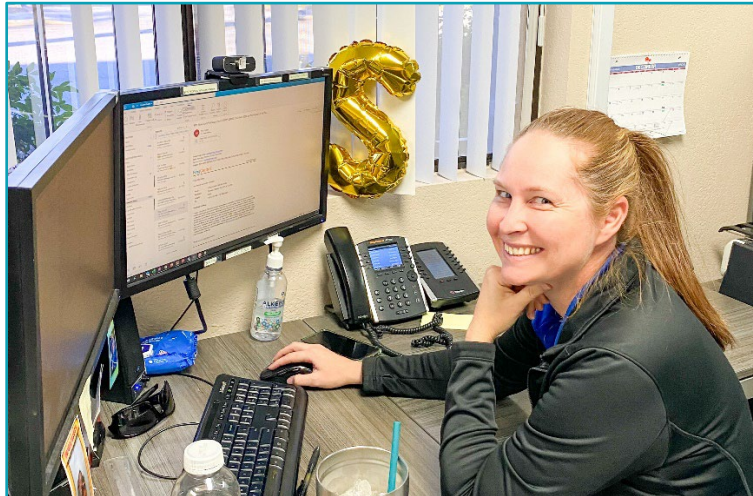
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ADMINISTRATION

Customer Service

Customer Experience Enhancement Program

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



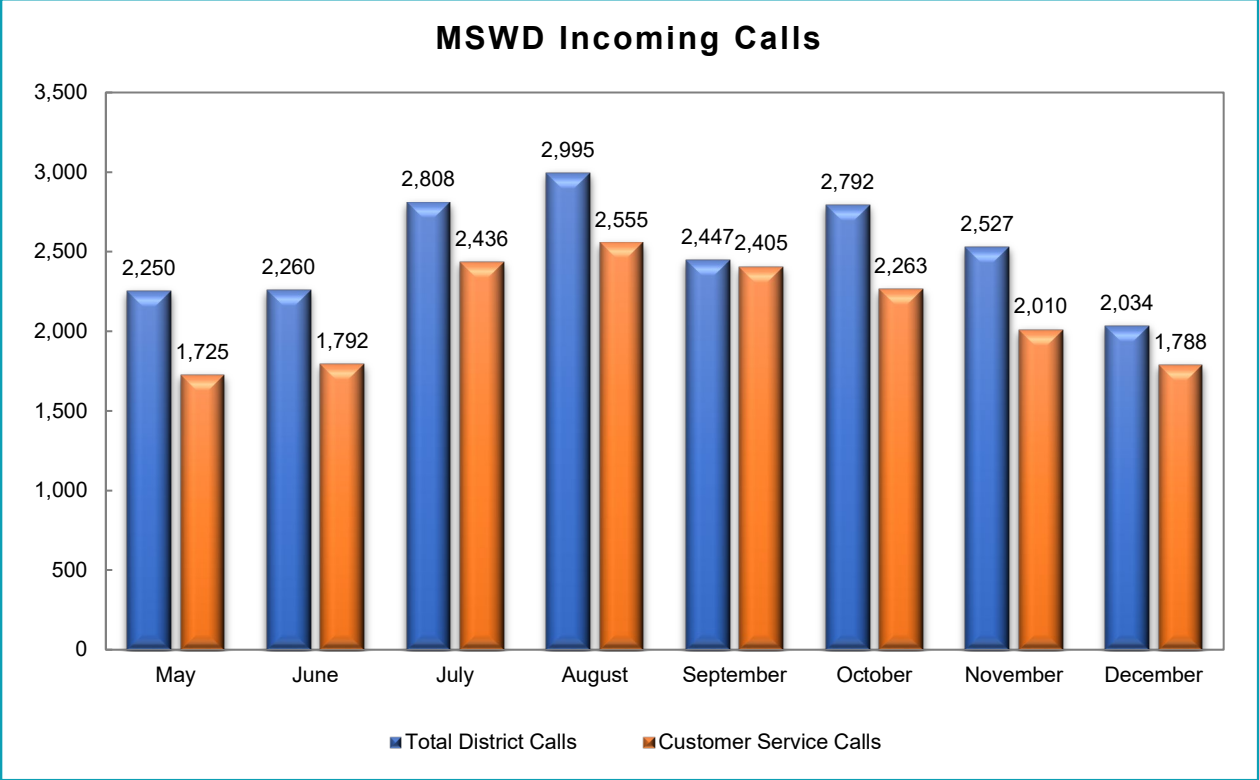
The Customer Service team continues to host “Coffee Talk Wednesdays” providing mini-training and discussions. Weekly training topics include:

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



Calls into the Customer Service Department

After the District had seen a steady increase in the number of calls earlier in the year, there has been a very slight decline in the number of calls over the last four months. The chart below represents total MSWD incoming calls and those received by the Customer Service staff.

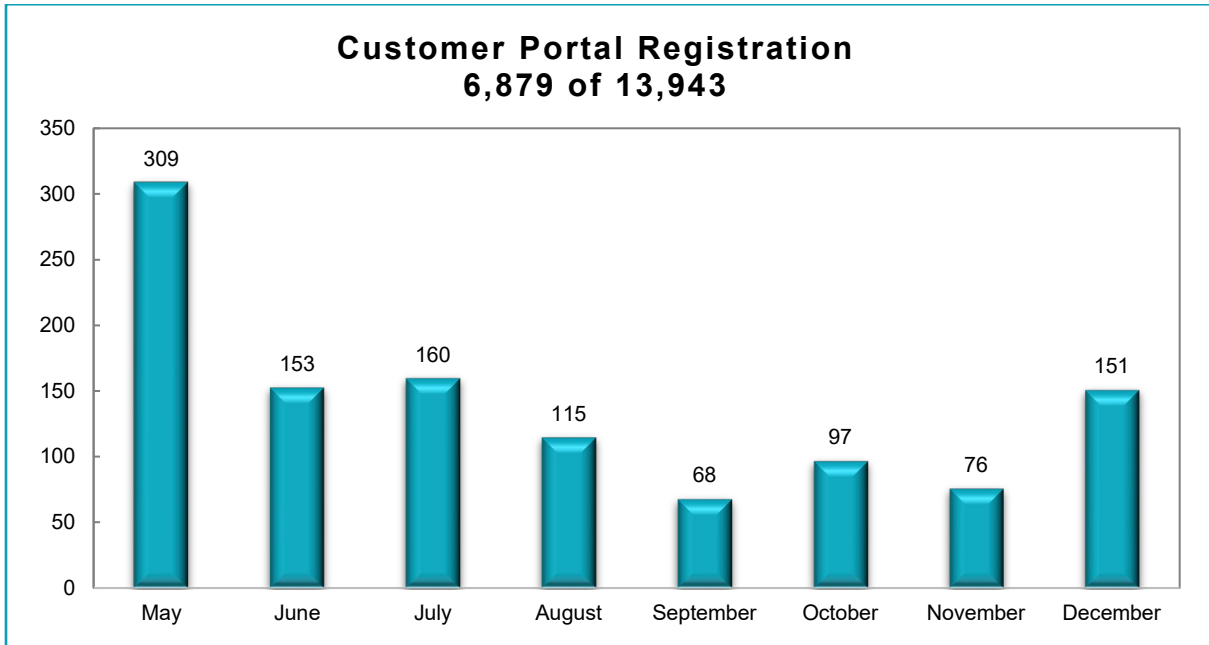


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for December 2023	Monthly Average for FY 2024	Total for FY 2024
Water Waste	2	1.50	9
High Bill Calls / Service Line Leaks	4	8.34	50
No Water	10	8.84	53
Disconnections by Request & Non-Pay	87	114.84	689
Reconnections by Request & Non-Pay	59	74.50	447
Service Transfers	68	94.50	567
High/Low Pressure	8	8.50	51
Water Quality	1	2.34	14
Other / Miscellaneous	60	90.34	542

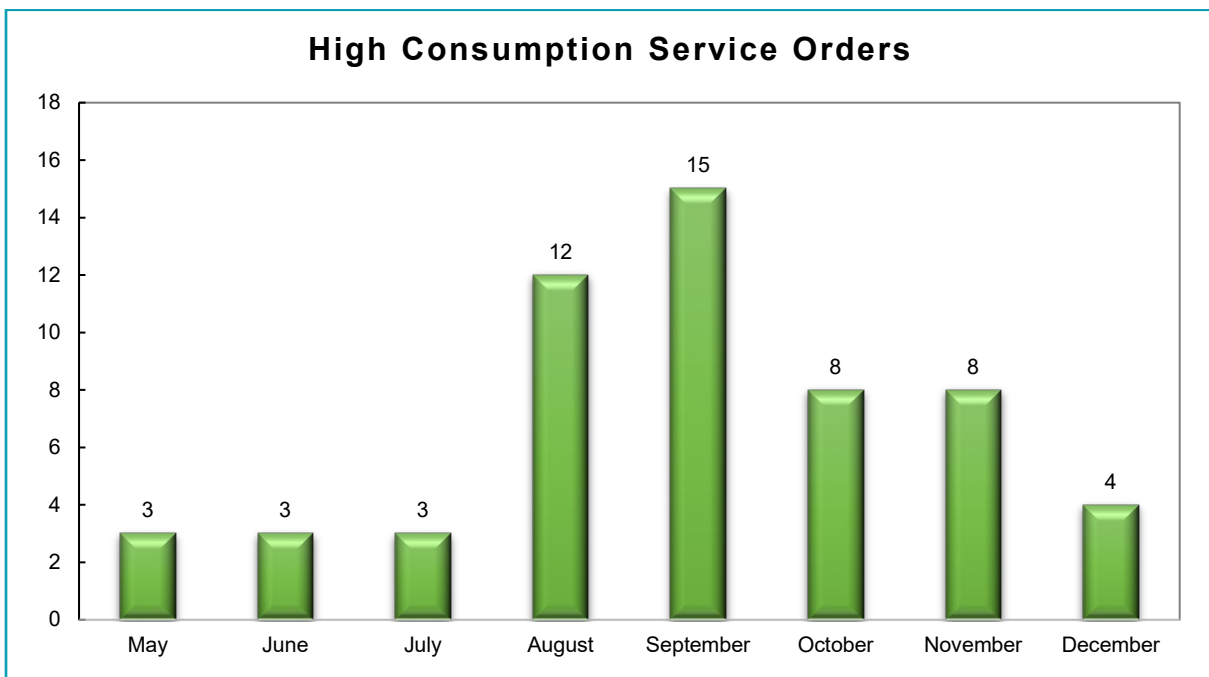
Customer Portal

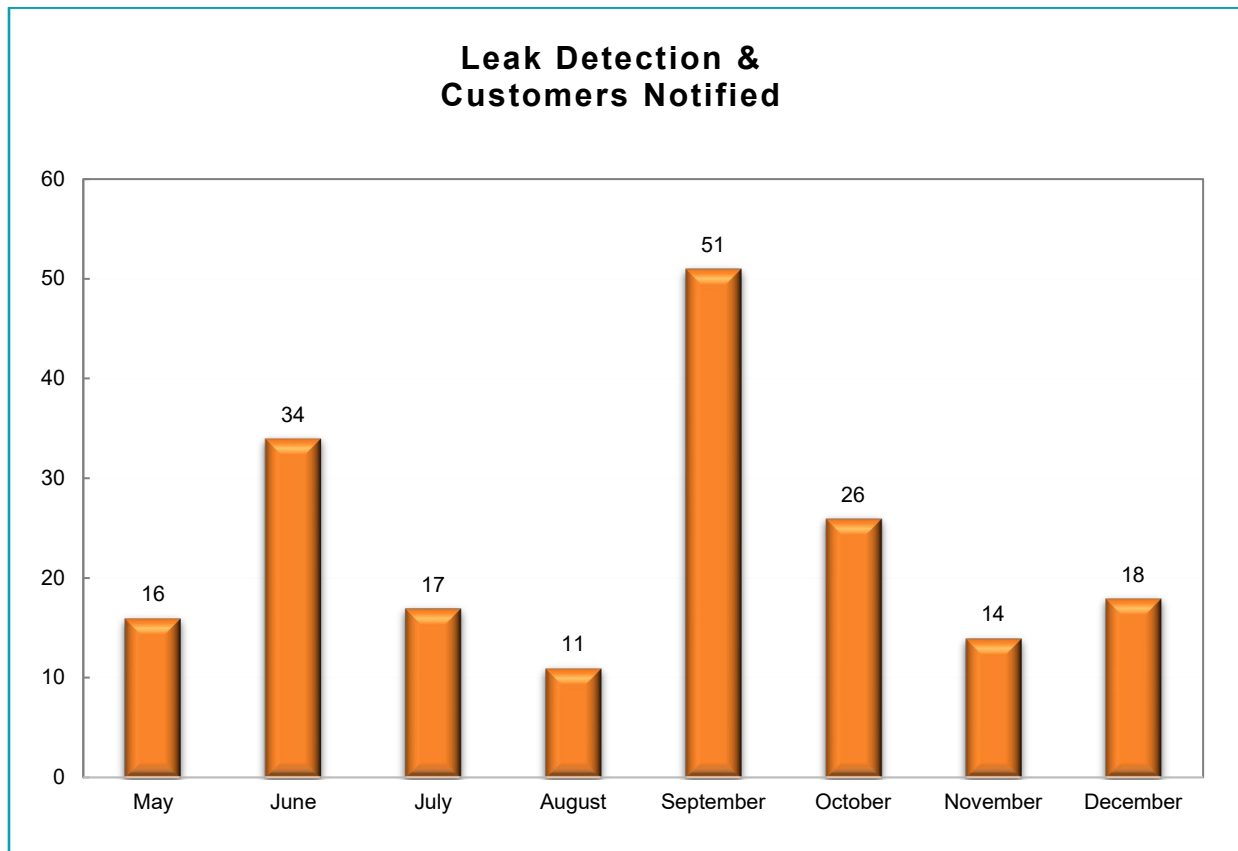
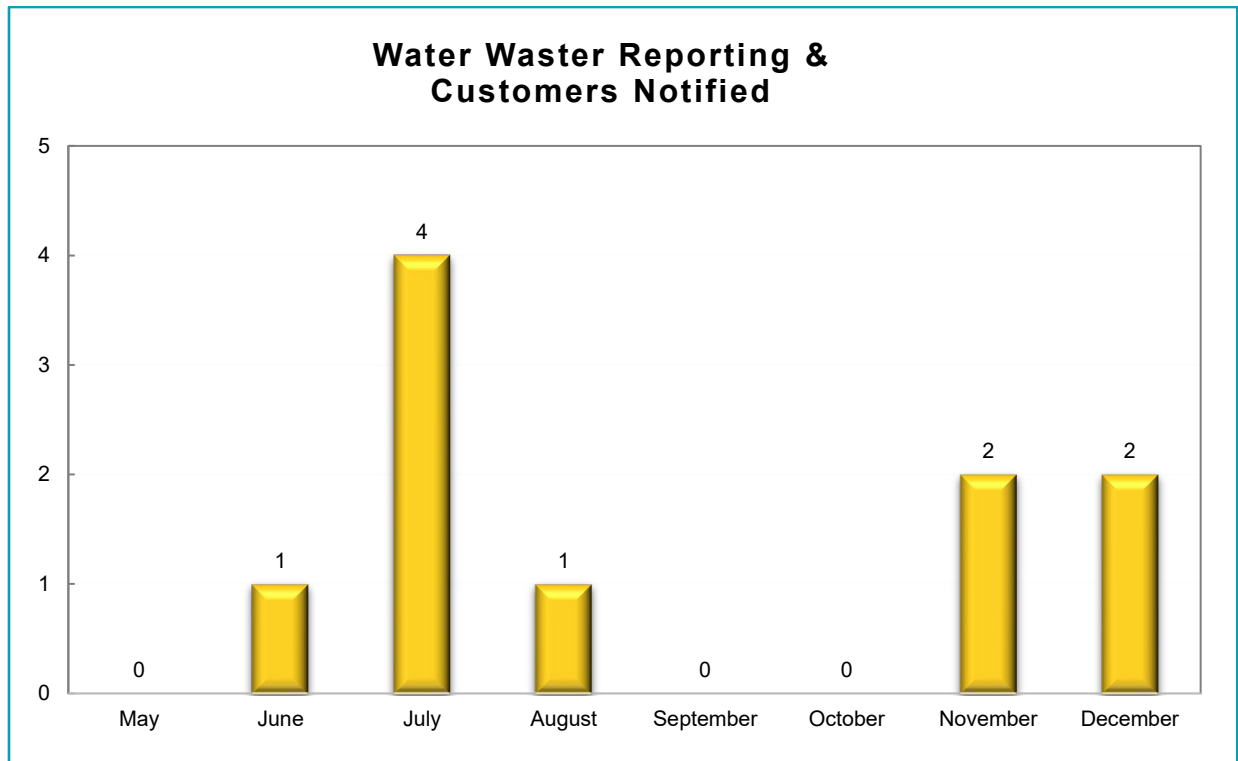
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 49.4%, or 6,879 customers registered so far.



Monitoring of Customer Accounts

The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks. The following charts represent the monitoring results for 13,943 customer accounts by the Customer Service staff.





Customer Bill Assistance Programs

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

- The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance for one billing period annually, paying \$100 per approved customer.
- Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill up to \$2,000. The U.S. Department of Health and Human Services has permitted the extension of the LIHWAP program through March 31, 2024.
- Beginning March 13, 2023, LIHWAP will now be able to assist customers even if their account does not have an arrearage. When a customer is not past due on their bill, they will receive a base payment ranging between \$200 - \$371. The amount the customer receives will depend on their household size and income.



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

Assistance Program	Customers Assisted in December 2023	Total Assistance in December 2023	Total Assistance in FY 2024
United Way of the Desert	6	\$600.00	\$5,200.00
LIHWAP / CAP Riverside	19	\$9,791.53	\$50,294.62
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Billed
135	\$49,248.13	147	\$54,157.64



Delinquency Service Disconnections

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
2023 – 2024 (Year to Date)	2,447	349	506	299
2022 – 2023	5,107	759	1,171	656
2021 – 2022 (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
2020 – 2021 (COVID Moratorium)	0	0	0	0
2019 – 2020 (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

Customer Bill Pay Options

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

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



Finance and Accounting Department

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

Current Work Priorities

The Accounting Department continues to support other departments as needed.

- Human Resources
 - Accounting set up and reviewed new employee.
- Information & Technology
 - Finance director continues to collaborate on ArcGIS and ERP projects and RFPs.
- Customer Service
 - Accounting assisted with the process set up for additional state arrearage funds.
- Engineering and Construction & Maintenance
 - A reimbursable job was created to track all the expenses related to the fence damage at Well 22 from a tree falling.

Training

Accounting staff attended the virtual training “Government Tax and Employee Benefit Annual Update 2023” on December 5-6, 2023, hosted by Government Tax Seminars LLC.

Budget

Mid-Year Budget – Managers met with the Finance director to review budgets and make requests.

Budget transfers in December 2023 for Fiscal Year 2023-2024 totaled \$47,537.

BID	DESCRIPTION OF EXPENDITURE	G/L NUMBER	TRANSFER DATE	TRANSFER AMOUNT	TO BID	TRANSFER TO DESCRIPTION	TRANS TO GL NUMBER
695	GROUNDWATER GUARDIAN	101-5320-58001-000	12-06-2023	37.00	682	BOTTLED WATER	101-5120-53005-000
702	GENERAL CONSULTING	101-5120-56011-000	12-11-2023	18,000.00	703	ADMINISTRATIVE SUPPORT - TEMP HELP	101-5120-56011-000
844	WELL/BOOSTER INSPECTION AND MAINT	201-5440-56011-000	12-11-2023	2,500.00	848	LAB SERVICES FOR WELLS & RESEVOIRS	201-5440-56681-000
838	CHLORINE PUMP AND ANALYZER	201-5440-53005-000	12-14-2023	15,000.00	848	LAB SERVICES FOR WELLS & RESEVOIRS	201-5440-56681-000
702	GENERAL CONSULTING	101-5120-56011-000	12-18-2023	12,000.00	703	ADMINISTRATIVE SUPPORT - TEMP HELP	101-5120-56011-000

Audit

Audit testing was completed in December 2023. The primary focus was in drafting the financial report, including the 10-year statistical schedules.

Cash

Total cash receipts for the month of December 2023 amounted to \$1,821,155. The receipts consisted mainly of the water and sewer customer account payments.

Cash disbursements for the month of December 2023 amounted to \$3,033,826 with the largest payments going to:

- Southern California Edison - \$704,516.92
- Net Payroll - \$412,294.20
- Downing Construction - \$380,398.18
- TKE Engineering - \$242,742.29
- L.O. Lynch Quality Well & Pumps - \$179,803.00
- EFTPS-IRS Payroll Tax Remittance - \$154,719.88
- ACWA-JPIA Health Benefits Authority - \$108,525.59
- State Water Resources Control Board - \$91,769.00

Financial Statement

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

Capital Improvement Program

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



Innovation and Technology Department

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

Department Updates

Intelysis, the District's new IT support firm, has signed the contract to provide IT services for the remainder of the fiscal year and will onboard in January 2024.

Technology Improvements

- The District is testing a new model of laptop to become the standard issue computer. It provides excellent performance and options for mobility.
- MSWD continues its push toward paperless operations with the expansion of Laserfiche forms which staff are currently used for managing budgets and submitting overtime.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

Cyber Security News Roundup

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

- NordPass released its list of the most common passwords of 2023 as a warning to all as use of any will create a massive security risk. Among the worst are 12345678, password1, qwerty, and UNKNOWN. ([NordPass](#))
- Wired summarized the worst hacks of 2023 with MOVEit at the top of the list, a vulnerability allowed hackers to steal data from Shell, British Airways, and the US Dept of Energy, among others. Also on the list are hacks related to Okta, LastPass, MGM Resorts and Caesars Entertainment, and 23andMe. ([Wired](#))
- On December 15, 2023, the SEC's expanded cybersecurity rules took effect, requiring public companies to disclose cyber incidents within 4 business days. The US government has seen the need for increased oversight into cybersecurity to combat the rise in frequency and severity of incidents. "Every sector of the economy is under a transformative directive to fortify its digital defenses... This isn't just a policy change—it's a paradigm shift, making cybersecurity compliance a legal imperative because its implications are more far-reaching than ever before." ([Fortune](#))

Purchasing Department

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

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

Total inventory purchases were \$27,190.77, and the total issued for use by field crews totaled \$27,995.81, for December 2023.



ENGINEERING AND OPERATIONS

Engineering Department

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

Well 42 Project

The contractor is in the process of procuring the well motor, pump assembly, and the MCC equipment from the manufacturer. Construction will likely be on-hold for several more weeks while the equipment is ordered, fabricated, and delivered to the site for construction and installation. Staff is currently securing contract change order costs and anticipates presenting a project update at the January 2024 Board of Directors meeting.

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

Staff has been unable to reach an agreement with the property owner at the south end of Hildago Street for an easement needed to complete the proposed sewer pipe alignment. As such, staff is evaluating other options, and will reach out to the property owner in the next week.

Well 22 Rehabilitation

Staff posted the project for bids on the PlanetBids website. The pre-bid meeting was completed on October 25, 2023, and the bid opening has been rescheduled to February 8, 2024, at 2:00pm. Following the completion of the bidding process, bids will be evaluated, and the lowest responsible and responsive bid will be brought to the Board for award.

Water and Wastewater System Comprehensive Master Plan Updates

Staff are preparing for the next steps to evaluate future demands and system needs, as well as finalizing the master plans.

AD-18 – GQPP Sewer Project Area “D3”

Staff received approval from DWR for the project amendment. Staff is coordinating with the engineer of record, AECOM, to provide a proposal to complete the necessary design and CEQA updates to the existing documents.

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

Staff is completing a plan check of the 90% design package and will provide comments back to the consultant in January 2024. Thereafter, the consultant will complete the final design package.

Backup Generators for Well Sites 27-32 and 37 Projects

Staff received the contract extension from the consultant extending the contract term for one year. Staff have the plans signed and ready for bidding. Staff will review the specifications and prepare the contract documents for bidding purposes to solicit construction bids in the first quarter of 2024.

Supplemental Environmental Project

The contractor, RE Chaffee, completed connection and abatement of the 21 properties on December 8, 2023. Issuance and approval of the Notice of Completion is anticipated for February 2024, pending the approval of labor compliance and billing.

Well 34 Rehabilitation

Construction began on December 6, 2023, and is scheduled to be completed in March 2024. Through December 2023, the contractor, Legend, completed bailing, EMDS survey, and brushing the well. Upcoming activities include focused intake pumping, chemical injection and pumping, additional focused intake pumping and swabbing, airlifting, test pumping, and video logs, followed by the installation of new pumping equipment, well disinfection, and start-up.

Regional Water Reclamation Facility

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

The contractor continued construction on the Regional Water Reclamation Facility (RWRF). Through the month of December 2023, JF Shea Construction:

- Continued outfitting the operations building including insulation, conduits, fire suppression system, cable trays, air ducting, drywall, etc.
- Continued equipping the Headworks area and SBR and AST tanks with ALP piping, fine and course air bubble diffusers, wiring and electrical, valves, lighting, etc.
- Continued excavation and grading of the infiltration pond area.





The Project Team met with the property owners to begin negotiations to acquire permanent easements along 20th Avenue to construct the third required monitoring well to be constructed in early 2024. The outcome was positive, and staff is preparing the easement acquisition documents to bring to the Board for approval in January 2024.

The Project Team and staff continued to coordinate with the property/well owners near Palm Drive and Interstate 10 to obtain access to one of their wells for annual sampling and reporting to the Regional Water Quality Control Board.

The Project Team continued to coordinate with the State Water Resources Control Board (SWRCB) on the SRF/Grant funding agreement and reimbursement requests.

- Staff completed Reimbursement Request No. 2 and submitted it to the SWRCB.
- Staff continues to check in with the SWRCB regarding approval of the Conveyance Line FBA.

RWRF Conveyance Line

The Project Team continued processing submittals, responding to RFIs, and processing change orders and payment requests submitted by the contractor, Downing Construction. The contractor continued constructing the force main along Dillon Road and has completed the portion from Little Morongo Road to Palm Drive. The crossing of Palm Drive was successfully completed on December 1, 2023.

Area M2 Sewer Collection System (AD-15)

Staff completed checking the draft design package and will be returning it to the design consultant, AECOM, to finalize in the coming weeks. The Project Team is working with the design consultant to incorporate water service replacements throughout the project area.

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

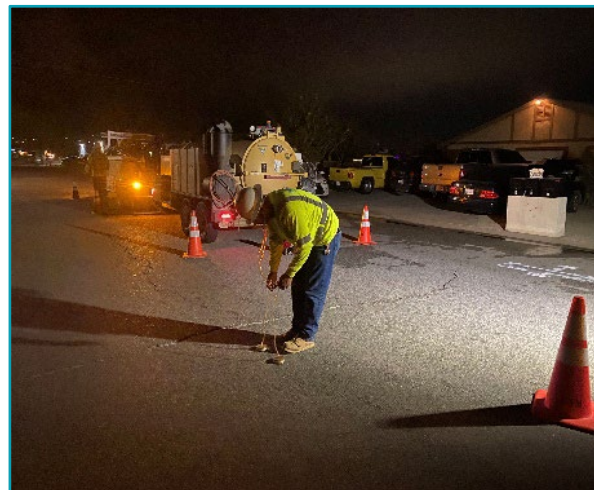
The design consultant, TKE Engineering, continued progress on the 60% design. Staff expects to receive the 60% design package in December 2023 for plan check.

Operations & Maintenance

Construction & Maintenance

Water Line Locations

Staff completed approximately 360 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 December 2023.

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



Water System Maintenance

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

- 115 ground valves were exercised.
- 35 fire hydrants were flushed, maintained, and painted.
- Zero air-release valves were inspected and/or rebuilt.
- Two blow-offs were flushed.



Street/Asphalt Repair (City/County)

The District's contractor, B-81, is working to finalize permanent asphalt repairs from leaks and scheduled work throughout the District. This is ongoing work throughout the year. After all pending repairs are completed, repair work will be dispersed quarterly. The contractor took some time off during the holidays and will resume their repair schedule at the beginning of January 2024.

CMMS Workorder Program

A total of 26 work orders were processed in December 2023 using the CMMS program.

New Water Meter Service Installation

Staff installed seven new water service lines in December 2023.

Fire Flow Testing

Staff continued performing field fire flow tests for the Engineering Department. Seven fire flow tests were conducted in December 2023.

Fleet & Facility Maintenance

Janitorial Services

The janitorial contractor, Executive Facilities, continues to clean and disinfect all District buildings. Routine disinfection is performed four times per week Tuesday through Friday. Additionally, routine janitorial services are provided twice per week on Wednesday and Friday. Carpet cleaning and exterior window cleaning is scheduled for January 12-13, 2024.

Building Maintenance

Staff completed the following building maintenance during the month of December 2023:

- Performed clean up at the Old Stores building on December 15 and 19, 2023.
- Installed new toilet paper holders at the Corporate Yard shop restroom and both upstairs bathrooms at the Administration Building.
- Cleaned up trash from underneath Accounting Modular ramp.
- Removed spigot on the south side of the Old Stores building due to water theft.
- Flushed drain on water fountain in the Accounting Modular due to backup.
- Repaired irrigation leaks at Well 27/31, Well 28, Terrace Reservoir, and Two Bunch Reservoir.
- Replaced the wax ring on the shop restroom toilet and reapplied caulking to base.
- Drained and shut down swamp coolers at the Corporate Yard for winter.
- Re-secured light in lower hallway to the lunchroom at the Administration Building.

Standby Generator Monthly Maintenance Program

Our team conducts monthly testing to ensure that all generators are in good working order and ready for use when needed. While there were no issues with the generators this month, the 230KW Cummins portable generator remains out of service. We were informed one of the three generators (200KW) will be delivered on January 10, 2024. The other two generators (275KW) do not have a confirmed delivery date but are expected in the next two months.

Fleet Maintenance/Repairs

- Units 404 and 429 had new tires installed at Desert Tire.
- Unit 398 had a burnt 10A trailer fuse replaced, oil changed, cabin filter replaced, and the switch for the emergency strobes replaced.
- Unit 437 (new unit) had a toolbox and emergency strobes installed, decals applied, 2-way radio installed, and trailer hitch mounted, along with water jug mount.
- Unit 117 had warranty work performed due to a defective part done at RDO, a missing tank cap was replaced, and the rear pressure wand hose replaced.
- Unit 402 had wiring repairs performed due to rodent damage and a 2-way radio installed and wired in.
- Unit 385 had a crack rewelded for the spoil tank mount after leaking at the failure point.
- Units 435, 412, 429, 414 and 405 had the PM service performed.
- Unit 435 had a 2-way radio mounted inside the cabin.
- Units 400 and 401 had all four tires replaced in house, and both emergency brake cables replaced and adjusted.
- Unit 379 had a fuel solenoid and battery replaced.
- Unit 362 had all zerk fittings greased, battery replaced, and hydraulic fluid topped off.
- Unit 437 had the right rear strobe replaced due to pattern issue.
- Unit 414 had the handheld ball mount replaced.

Wastewater Collections

Sanitary Sewer Overflows (SSOs)

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

Dos Palmas Lift Station

Operators conducted daily site visits to ensure proper pump operation, SCADA system functionality, and site security.

- Pump 1 remains inoperable, so the Xylem bypass pump (rental) remains set up as a backup in case Pump 2 fails.
- The Xylem pump was tested by staff, but it had trouble staying on. Xylem was contacted and they replaced the pump with another one.
- OnPower serviced the onsite generator and replaced the control board. They also cleaned up the transfer switch panel and load tested the generator.



Sewer Line Locations

Staff completed 292 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed nine CCTV inspections, totaling 3,105 feet in December 2023.
- Zero miles of sewer mainline was cleaned in December 2023.

Wastewater Treatment

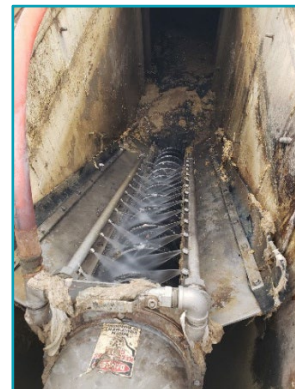
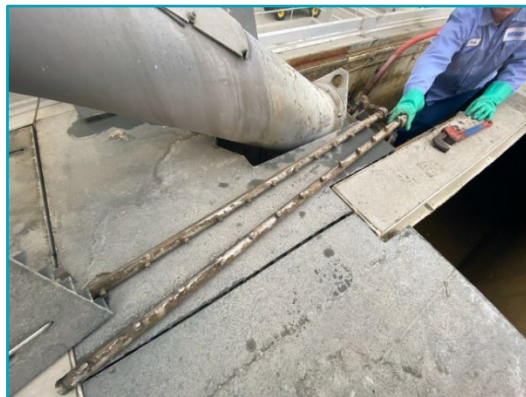
Plant Maintenance

Staff spent 376-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 170-man hours operating the sludge belt filter press, including filling and removing 21 trailers of sludge from the Horton and Desert Crest WWTPs.

The coupler between the motor and reducer on clarifier 4 had failed. Staff replaced the coupler with a different style, and the clarifier is now operating normally.



Staff inspected and cleaned the sprayers for the auger monster located at the headworks. These sprayers help remove organic material from rags that enter the plant.



Staff transferred the skip loader out to Desert Crest WWTP to rehab the facility.



Sampling and Laboratory

Staff collected 44 samples and spent 88-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both WWTPs are producing an effluent that meets the District's permit discharge requirement.



Pond Maintenance

Ponds 2, 3, 7, and 8 were cleaned and rehabilitated during December 2023.



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:

- Lock Out Tag Out
- Dumping Grit and Rags in the Trailer
- Know Your Lift Station



KNOW YOUR LIFT STATION
DOS PALMAS LIFT STATION
6692 DILLION ROAD
DESERT HOT SPRINGS, CA 92240

When Was It Built?
This Lift Station Was Built In Early 2007

What Is The Size Of The Lift Station?
30 Feet Depth
8 Feet Diameter

How Many Gallons Does It Usually Hold?
The Wet Well Is Maintained At 8.5 Feet Which Is Around 3,500 Gallons

What Size Pumps Are In The Wet Well?
There Are Two 60 HP Esco Pumps That Pump Around 600 GPM

What Flow Is The Dos Palmas Lift Station Rated For?
The Dos Palmas Lift Station Is Rated For 1 MGD

Where Does The Flow Go From Here?
The Dos Palmas Lift Station pumps around 220,000 gallons of wastewater up a force main to the Alan L. Horton Wastewater Treatment Plant. Eventually this flow will be redirected to the Nancy Wright Regional Water Reclamation Facility.



Wastewater Report

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

New Sanitary Service Connections to Collection System					
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	4	4	18	8	7
August	12	26	20	4	1
September	17	20	20	5	2
October	3	13	36	9	4
November	7	8	29	50	10
December	21	8	12	9	3
January		35	14	21	7
February		4	7	23	5
March		24	17	48	1
April		16	7	18	3
May		9	16	17	11
June		4	2	21	7
TOTAL	64	171	198	233	61

Additional sanitary service connection information is provided in Appendix B.

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

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

Additional wastewater flow information is provided in Appendix B.

Water Production

Water Pumped/Produced

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

- MSWD (CA3310008) – 516.51 Acre Feet (168.30 MG)
- Palm Springs Crest (CA3310081) – 9.32 Acre Feet (3.04 MG)
- West Palm Springs Village (CA3310078) – 5.31 Acre Feet (1.73 MG)

Water Sampling/Testing

- Bacteriological Sampling – Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area (WPSV and PSC systems), seven well samples in MSWD, and four well samples in ID-E.
- Staff also collected 16 general physical samples in MSWD and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling – The quarterly uranium sampling was completed on December 4, 2023.
- Monthly Reporting – The District's Monthly Coliform Monitoring Report for December 2023 for all three water systems was sent to the SWRCB on January 8, 2024.

Chlorination System Updates

- Chlorination Pumps – Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning – Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All the chlorine pumps were cleaned during the month of December 2023.
- Sodium Hypochlorite (Chlorine) Usage – During the month of December 2023, a total of 1,182 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 December 2023, the Production staff checked and documented the chlorine residuals at all wells in use 220 times. The average chlorine residual of these readings was 0.99 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals – During the month of December 2023, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 105 times. The average chlorine residual of these 105 readings is 0.97 ppm. (This data reflects the MSWD and ID-E water systems.)

Well Soundings

Staff continued to sound the groundwater levels for 13 production wells and nine monitoring wells.

Production Facility Updates

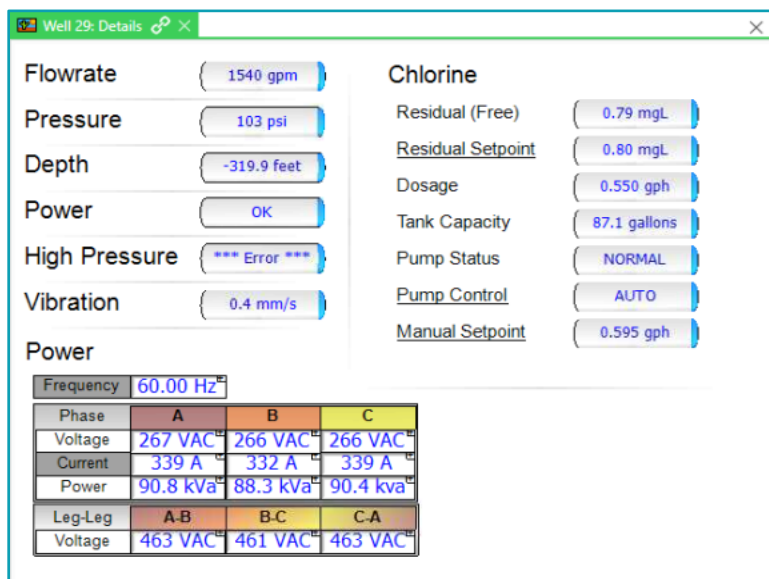
Staff oversees all water production sites, making necessary adjustments. They conduct monthly overflow maintenance as needed by climbing reservoirs. Staff also inspect reservoir roofs using a drone.

- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of 2023. Please see the following updates:
 - Both the mechanical and chemical rehabilitation methods have been completed.
 - The larger test pump was installed and we achieved a max flow rate of approximately 1,500 gpm. This was less than expected, but we were told by Kyle Groundwater that they hope to see our design flow rate to be set at approximately 1,800 gpm. The constant rate test pumping was performed during the week of June 19th, 2023.
 - As of October 31, 2023, L.O. Lynch installed all of the downhole equipment. The only items remaining is the pump discharge head and the installation of the motor. Once these items are installed (first part of November) we will disinfect, pump to waste, and collect BacT samples. Once passed, we will put the well into service.
 - As of November 30, 2023, L.O. Lynch is waiting for a component to be delivered to complete the water lube system for the well. Once received, the final work will be completed to startup this well and perform a BacT test.
 - As of December 31, 2023, we are still waiting for the water flush system components to be delivered and installed. We anticipate this well to be operational before the end of January 2024.
- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on December 14, 2023. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Well 22 Fence Damage (Vehicular Accident) – There was a traffic collision in the early morning hours of December 6, 2023, at Well 22. A vehicle struck the north side of our fencing (wrought iron). A repair estimate has been received and approved. Repairs are anticipated to be completed during January 2024.



- Well 24 – This well continues to exhibit an unusual amount of vibration. L.O. Lynch was called out on October 31, 2023, to evaluate the vibration and determine a work plan to resolve this issue. We continue to monitor this vibration and are working to schedule a repair.
- Well 29 Chlorine Room – This project is now 100% complete and operational. This well site will now automatically adjust the chlorinator dosing rate based on the actual, continuous, analyzed residual. The operators can now set dosing rates via SCADA and the system will automatically adjust to that new setpoint. Additionally, the chlorine storage tank level is now connected to SCADA for real-time monitoring and datalogging. Lastly, the old chlorine enclosure is now torn down and removed from site.





- Well 29 Real-Time Well Sounding – Staff installed a sonar-based, automatic, real-time well sounder that is now logging groundwater levels into SCADA. The image below is the display interface that is in the field. (note: this image was taken prior to calibration and is not the actual measurement)



- Salt Nutrient Management Plan Data Request – Water sampling data was requested for Wells 1, 5, 28, 34 and 35. Work was completed by Legend Pump before the deadline of December 31, 2023. Laboratory data has been received and provided to TKE Engineering for reporting. Well 1 was unable to be test pumped and sampled due to a down-hole obstruction. The well is scheduled for a down-hole video inspection on January 3, 2024, along with Well 28.
- Well 22 and Gateway Fence Repairs – Quotes for these two fence repair projects have been received and approved, but we are waiting for all the necessary labor compliance documentation to be completed before work commences.
- Two Bunch Booster Station – The header piping was painted by staff on December 29, 2023.



- Wells 27 and 31 – Staff painted the well header piping at Wells 27 and 31 in December 2023.



- Well 33 Solar Site – Staff continues to monitor the performance of the solar system. The December 2023 Monthly Performance Report showed that the system produced 127,420 kilowatt hours, which is within 98.5% of expected energy output. Please note performance reports are running a month behind schedule.

Water Report

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

New Service Connections to the Water System					
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	5	6	18	7	4
August	14	28	19	6	10
September	19	22	23	18	2
October	4	16	33	13	3
November	9	10	27	10	16
December	5	9	9	2	17
January		26	14	15	6
February		14	8	13	8
March		29	19	16	2
April		24	6	11	1
May		16	19	15	12
June		5	1	24	11
TOTAL	56	205	196	150	92

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production (AF)							
	FY 2023/24	Variance from Prior Year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20
		AF	%				
July	789.99	38.20	5.08	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23	850.19	839.93	885.31	795.18
September	675.06	-40.97	-5.72	716.03	738.65	784.80	757.08
October	709.23	17.25	2.49	691.98	665.18	755.84	709.39
November	629.05	29.66	4.95	599.39	679.85	690.13	619.87
December	529.99	-24.28	-4.38	554.27	565.48	588.32	537.23
January				530.39	580.28	537.96	553.20
February				490.41	527.34	495.61	520.85
March				500.37	601.44	625.80	557.73
April				552.34	624.07	649.34	573.02
May				726.25	745.36	723.62	698.99
June				682.09	730.02	761.63	806.02
TOTAL	4,071.06	-92.59	-2.22	7,645.50	8,094.17	8,356.13	7,981.79

Additional water production information is provided in Appendix B.

Water Resources

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

Integrated Regional Water Management Planning

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

The CVRWVG agencies continued discussing the proposed State Water Board regulatory framework for making water conservation a California way of life. This includes a new Water Use Efficiency Objective annual reporting. The first annual report is due on January 1, 2024.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

Staff attended a kick-off meeting with CVWD, DWA, and consultant (WSP) for the SGMA Annual Report for Water Year 2022-23. Staff also compiled and submitted the water production, demand, quality, and wastewater flow data to the consultant.

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

San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance

A meeting is scheduled for December 2023 with the GSAs to discuss the SGMA Annual Report for Water Year 2022-23 and next steps for the 2022 San Geronio Pass Subbasin Groundwater Sustainability Plan approval.

Indio Subbasin Sustainable Groundwater Management Act Compliance

Staff compiled and submitted the water production, demand, quality, and wastewater flow data to the consultant (Woodard and Curran).

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

Salt and Nutrient Management Planning

The Task 1 Technical Memorandum – Characterize TDS/N Mass Loading to the Coachella Valley Groundwater Basin was released for public review in November 2023. Public comments are due in the coming weeks.

PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

City of Desert Hot Springs Holiday Parade: December 9, 2023

Team MSWD once again participated in the Desert Hot Springs Holiday Parade. This year's theme was "1963-2023 Holiday Traditions," a nod to the city's 60th anniversary. MSWD's float featured the Grinch and solicited lots of excitement from the crowd. In keeping with our winning tradition, the float won honors in the "best decoration" category.



Honey Mesquite Restoration Workshop: December 14, 2023



MSWD participated in a Coachella Valley Conservation Committee event discussing the restoration of the Western Honey Mesquite (*Prosopis glandulosa* v. *torreyana*) in the Coachella Valley. MSWD presented information on its septic-to-sewer/groundwater protection programs and answered questions related to the local watershed.



MSWD LifeStream Blood Drive: December 19, 2023

During our last blood drive on December 19, 2023, we collected 12 pints of life-saving blood. In 2023, we hosted five blood drives, which collected more than 73 pints of life-saving donations.

Water 101: Let's Talk Water: August – December 2023



MSWD completed the fall series of our popular Water 101: Let's Talk Water community workshops in December 2023. The monthly courses took place at the new Desert Hot Springs Library from 6:00-7:00pm and included discussions on our water and wastewater systems, finances, and planning functions.

Leadership Coachella Valley Presentation: January 19, 2024

MSWD staff will present information related to the impact of MSWD on the community in front of about 50 local emerging leaders from various industries within the Coachella Valley. This session is on January 19, 2024, at the Veteran's Post in Desert Hot Springs.



Desert Hot Springs Rockhouse Grant Opening & Open House: January 20, 2024, 10:00am – 4:00pm

As a proud sponsor and supporter of the Desert Hot Springs Historical Society, MSWD will be on hand to welcome guests and provide information during the historical Rockhouse Grand Opening and Open House.



CORBS Awards Ceremony: January 27, 2024, 5:30pm



MSWD will attend the Colorado River Basin Section California Water Environment Association annual dinner on January 27, 2024. We anticipate MSWD will once again receive special honors this year.

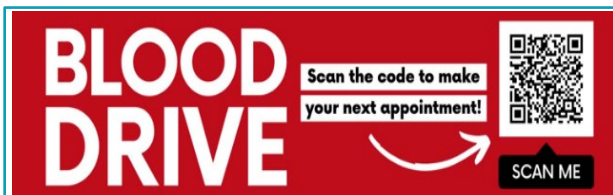
Palm Springs Air Museum Fundraising Dinner: February 10, 2024

This year's Palm Springs Air Museum Fundraising Dinner will honor the pioneers of modern tech aviation while raising funds to support local educational programs.



MSWD Blood Drives: 2024

Recognizing the continued need in our community, MSWD will continue to partner with LifeStream to host employee/community blood drives in 2024. We have scheduled five events for next year:



- Wednesday, February 28, 2024
- Wednesday, May 15, 2024
- Wednesday, July 10, 2024
- Wednesday, September 11, 2024
- Wednesday, November 13, 2024

For more information or to schedule an appointment, please visit www.lifestream.org/MSWD.

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

Public & Media Outreach

MSWD Conservation & Groundwater Prevention Calendar

The 2024 MSWD community calendar is available for pick-up at District offices and select locations throughout Desert Hot Springs. The English/Spanish calendars feature local student artwork and include conservation and important groundwater protection information. Calendars are available for pickup at:



- Mission Springs Water District – 66575 Second St.
- Desert Hot Springs City Hall - 65950 Pierson Blvd.
- Desert Hot Springs Library - 14380 Palm Dr.
- Desert Hot Springs Recreation Center - 11750 Cholla
- Desert Hot Springs Senior Center - 11777 West Dr.
- Mas More Better Skate Shop – 66038 Pierson Blvd

For more information or to view the calendar online, please visit www.MSWD.org/communitycalendar

Customer Newsletter

Our December 2023 Water Matters newsletter featured information about our Groundwater & Conservation calendars, free water conservation kits, and available rebates.

A copy of the newsletter is included in Appendix D.



Introducing MSWD Water Talks

Starting in January 2024, MSWD will be hosting a monthly Water Talk featuring presenters from various organizations covering topics important to the water future of our valley.



Our first session will cover the Salon Sea. Other topics this year will include fleet electrification, the future of the Colorado River, drought and climate resilience, infrastructure needs, special districts, and more. Sessions will be held between 5:00-6:00pm in the Desert Hot Springs Library Community Room. Here is a list of upcoming Water Talks: 1/31/2024, 2/21/2024, 3/27/2024, 5/29/2024, 6/26/2024, 7/24/2024, 8/28/2024, 9/25/2024, 10/30/2024, and 11/20/2024.

Legislative Update

Federal: Congress Passes Continuing Resolution

Congress left Washington, D.C., for the holiday recess without progressing in finalizing the Fiscal Year (FY) 2024 appropriations bills. Currently, the federal government is being funded through a two-tiered laddered Continuing Resolution (CR), which divided the twelve appropriations bills into the following two groups with two different deadlines:

- Extends the agencies funded under the below bills through January 19, 2024:
 - Agriculture-FDA
 - Energy and Water
 - Military Construction-Veterans Affairs
 - Transportation-Housing and Urban Development
- Extends agencies funded under the below bills through February 2, 2024:
 - Commerce-Justice-Science
 - Labor-HHS-Education
 - Defense
 - Financial Services
 - Homeland Security
 - Interior-Environment
 - Legislative Branch
 - State-Foreign Operations

With the Senate scheduled to return to Washington on January 8, 2024, and the House on January 9, 2024, Members will return with only a handful of days to take action to avoid a partial government shutdown on January 19, 2024.

A complete federal update is located in Appendix C.

California: Returning from Holidays on January 3, 2024

The California Legislature reconvened on January 3, 2024, launching into the second year of the 2023-24 legislative session and reviving discussion of issues important to the water industry, including water rights bills and the possibility of a water/climate resilience bond on the November 2024 statewide ballot. Staff will update the Board as more information becomes available.










MSWD Digital Advertising

The District featured three Google and Facebook/Instagram ads promoting various MSWD programs.

The Google campaign garnered more than 256,387 impressions and 249 link clicks. Our Facebook ads garnered more than 116,864 impressions and 419 link clicks. A full report is included in Appendix D.

Social Media

A copy of the December 2023 social media report can be found in Appendix D. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included MSWD's holiday parade participation and educator posts.

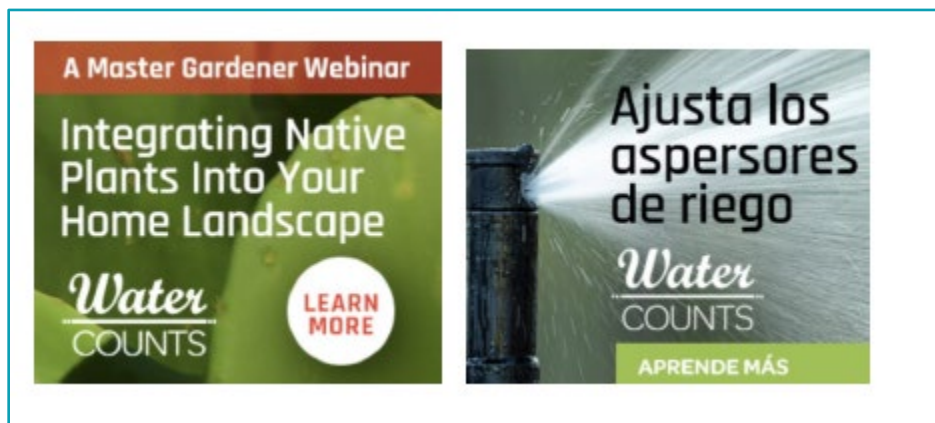
3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>Holiday Parade Thank you to everyone who joined MSWD and our communi...</p> <p>19.84%</p>	 <p>Join Our Team Join the #MSWD team! We are looking for a temporary Fiel...</p> <p>448</p>	 <p>Join Our Team Join the #MSWD team! We are looking for a temporary Fiel...</p>
 <p>Post 28669759 Attention DHS educators, we are delighted to share the fa...</p> <p>10.91%</p>	 <p>Holiday Parade Thank you to everyone who joined MSWD and our communi...</p> <p>252</p>	 <p>Water 101 - Dec 21 Fill your brain with some water knowledge! We'll let t...</p>
 <p>Happy New Year Wishing you and your loved ones a year ahead filled wi...</p> <p>8.55%</p>	 <p>Water 101 - Dec 21 Fill your brain with some water knowledge! We'll let t...</p> <p>201</p>	 <p>Holiday Parade Thank you to everyone who joined MSWD and our communi...</p>

CV Water Counts

CV Water Counts is proud to host its Water Counts Academy once again. Designed for current and emerging leaders in the Coachella Valley who want to learn about water resources, the course covers the history, use, and management of water in the Coachella Valley. This year's sessions will be in-person at UC Riverside and include an MSWD Nancy Wright Water Reclamation Facility tour. To sign up or for more information, please visit [CV Water Counts | Water Counts Academy - CV Water Counts](#).

Traffic increased on the CV Water Counts website from 2,100 in November 2023 to 2,703 in December 2023. The top pages were Conservation Tips, the Academy Application Page, and the Webinar Page. Over 120,000 ad impressions were seen from Google Ads on websites, apps, and YouTube, while 142,000+ impressions were seen on Facebook and Instagram.

A full report is in Appendix D.



Rebates & Conservation

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

Toilet Rebates

We funded two new toilet rebate applications in December 2023 for three toilets, totaling \$300. For the year, we received 17 applications and paid rebates on 27 replacements, totaling \$2,700 in rebates.

Turf Rebates

We did not receive any new turf applications in December 2023, but we have two pending applications totaling \$4,670. In 2023, we received six applications and paid out ten for a total of \$104,275.

Conservation Kits

We received one new conservation kit request in December 2023 and mailed out a total of 35 kits in 2023.

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
12/07/2023	St. Elizabeth's Church	Special Event	5
12/13/2023	DHS High School	Club de Mujeres Latinas de DHS	5
12/28/2023	DHS Senior Center	Holiday Community Party	5
TOTAL			15



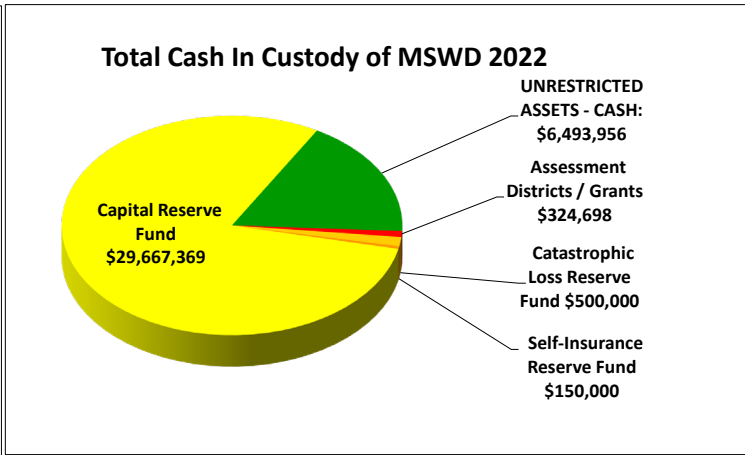
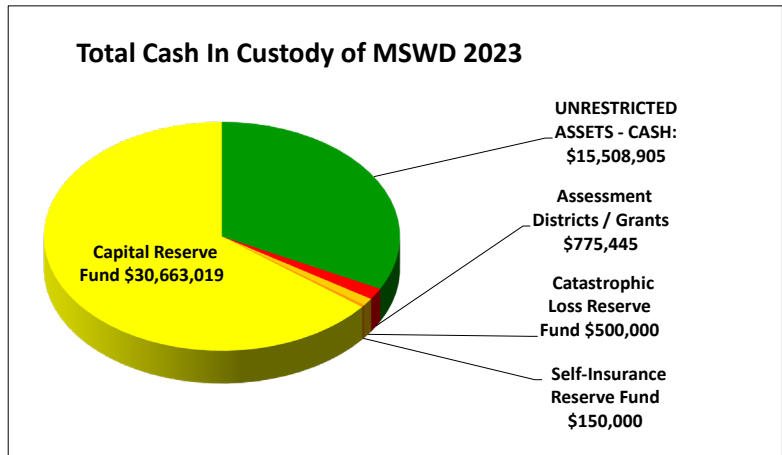
APPENDIX A – Finance & Accounting Information

MISSION SPRINGS WATER DISTRICT
COMBINED FUNDS
DISTRICT SUMMARY
JULY 1, 2023 TO DECEMBER 31, 2023

YEAR TO DATE				JULY 1, 2022 TO DECEMBER 31, 2022				
ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE	FAVORABLE (UNFAVORABLE) VARIANCE	ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE	FAVORABLE (UNFAVORABLE) VARIANCE	
		AMOUNT	PERCENT			AMOUNT	PERCENT	
10,674,925	10,633,794	41,131	0%	11,008,865	10,393,212	615,653	6%	
8,657,402	11,958,278	3,300,876	28%	9,728,975	11,421,824	1,692,849	15%	
<u>2,017,523</u>	<u>(1,324,484)</u>	<u>3,342,007</u>	252%	<u>1,279,890</u>	<u>(1,028,612)</u>	<u>2,308,502</u>	224%	
				OPERATING REVENUE:				
				OPERATING EXPENSE:				
				NET OPERATING INCOME				
				ADD NON-OPERATING REVENUE				
				LESS NON-OPERATING EXPENSE				
				NET NON-OPERATING INCOME				
				NET INCOME				
4,913,988	2,362,359	2,551,629	108%	1,937,226	1,752,878	184,348	11%	
452,492	531,942	79,450	15%	297,667	374,028	76,361	20%	
<u>4,461,495</u>	<u>1,830,417</u>	<u>2,631,078</u>	144%	<u>1,639,559</u>	<u>1,378,850</u>	<u>260,709</u>	19%	
<u>6,479,019</u>	<u>505,933</u>	<u>5,973,085</u>	1181%	<u>2,919,449</u>	<u>350,238</u>	<u>2,569,211</u>	734%	

OTHER INFORMATION

	7.39	DEBT SERVICE RATIO	7.25
	0.39%	INVESTMENT RETURN	0.02%
EARNED \$	49,167	WELLS FARGO LOAN INTEREST	\$ 53,200 PAID
	\$ 42,784,058	CASH - JULY 1	\$ 47,763,077
	<u>\$ 4,813,312</u>	INCREASE/(DECREASE) IN CASH	<u>\$ (10,627,054)</u>
	<u>\$ 47,597,370</u>	CASH - END OF PERIOD	<u>\$ 37,136,023</u>
WELLS FARGO	\$ 15,508,905	UNRESTRICTED CASH	\$ 6,493,956
WELLS FARGO	\$ 345,533	RESTRICTED - ASSESSMENT DISTRICTS	\$ 414,640
CALTRUST	\$ 6,854,342	RESTRICTED - SHORT TERM FUND	\$ 6,398,368
CALTRUST	\$ 22,163,198	RESTRICTED - MEDIUM TERM FUND	\$ 21,279,272
CALTRUST	\$ 2,725,391	RESTRICTED - LIQUIDITY FUND	\$ 2,549,787
	<u>\$ 47,597,370</u>	RESTRICTED TOTAL CASH	<u>\$ 37,136,023</u>



**MISSION SPRINGS WATER DISTRICT
CAPITAL IMPROVEMENT PROGRAM
DECEMBER 31, 2023**

	A	B	C	D	E	F	G	H	I	J	K	L
1			BEG BAL	CURRENT	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	CLOSED TO	ADOPTED	BALANCE	
2	JOBNO	PROJECT TITLE	07-01-2023	MONTH	12-31-23	BUDGET	TO ACTUAL	COST	PROPERTY	BUDGET	OF BUDGET	STATUS
3	10371	SEWER LINE ENCASUREMENT I-10 CROSSING @ INDIAN	251,972.22		0.00	0.00	0.00	251,972.22		251,972.00	-0.22	COMPLETED
4	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	COMPLETED
5	10702	WELL SITE WORSLEY-ENV/ENG	2,404.50		0.00	0.00	0.00	2,404.50		2,405.00	0.50	COMPLETED
6	10969	PRELIM DESIGN/ENG HORTON WWTP EXP# 5	171,702.93		0.00	0.00	0.00	171,702.93		171,703.00	0.07	COMPLETED
7	11032	FINAL DESIGN HORTON WWTP EXP #5	940,340.32		0.00	0.00	0.00	940,340.32		940,340.00	-0.32	COMPLETED
8	11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48		0.00	0.00	0.00	366,443.48		375,000.00	8,556.52	COMPLETED
9	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	PAUSED
10	11088	EIR HORTON WWTP EXPANSION #5	71,415.62		0.00	0.00	0.00	71,415.62		71,416.00	0.38	COMPLETED
11	11147	WELL #42 (NEAR TO EXISTING WELL # 22)	2,414,627.28	921.78	260,867.84	2,210,777.00	1,949,909.16	2,675,495.12		4,600,000.00	1,924,504.88	ONGOING
12	11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46		0.00	9,292.00	9,292.00	70,708.46		80,000.00	9,291.54	PAUSED
13	11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44		0.00	57,332.00	57,332.00	594,668.44	0.00	652,000.00	57,331.56	PAUSED
14	11282	MISSION CREEK - 80 ACRES	325,077.18		0.00	0.00	0.00	325,077.18		328,000.00	2,922.82	PAUSED
15	11392	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20		0.00	0.00	0.00	29,207.20		30,000.00	792.80	COMPLETED
16	11424	REGIONAL WASTEWATER TREATMENT PLANT	35,657,188.93	826.19	8,703,910.48	20,001,215.00	11,297,304.52	44,361,099.41		51,000,000.00	6,638,900.59	ONGOING
17	11425	AREA M-2 (AD #15)	634,711.19	760.00	1,110.00	10,819,868.00	10,818,758.00	635,821.19	0.00	11,450,000.00	10,814,178.81	ONGOING
18	11426	CONVEYANCE LINE FROM LS TO RWWTP	1,886,431.81	19,662.68	2,446,685.30	7,257,876.00	4,811,190.70	4,333,117.11		8,300,000.00	3,966,882.89	ONGOING
19	11451	CHROMIUM 6 COMPLIANCE STUDY	14,489.48		1,820.00	185,511.00	183,691.00	16,309.48		200,000.00	183,690.52	PAUSED
20	11456	HWWTP INFL. PUMP STATION ODOR CONTROL	647,827.69	0.00	119.31	82,745.00	82,625.69	647,947.00		730,000.00	82,053.00	ONGOING
21	11460	WELL 29 CHROMIUM 6 TREATMENT DESIGN			0.00	200,000.00	200,000.00	0.00		200,000.00	200,000.00	NOT STARTED
22	11472	AREA J-2	293,853.72		0.00	6,146.00	6,146.00	293,853.72		300,000.00	6,146.28	PAUSED
23	11498	HWWTP PERCOLATION POND REHAB	28,181.34		0.00	0.00	0.00	28,181.34		42,000.00	13,818.66	PAUSED
24	11556	HWWTP ASU DEMOLITION	45,077.20		0.00	122,198.00	122,198.00	45,077.20		167,275.00	122,197.80	PAUSED
25	11557	HWWTP PERCOLATION PONDS (2)	350,213.58		0.00	29,786.00	29,786.00	350,213.58		380,000.00	29,786.42	PAUSED
26	11566	DESIGN & ENGINEERING AREAS H & I	332,182.49	130.17	1,067.65	129,775.00	128,707.35	333,250.14		460,000.00	126,749.86	ONGOING
27	11598	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86		0.00	153,548.00	153,548.00	1,451.86		155,000.00	153,548.14	PAUSED
28	11599	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91		0.00	200,340.00	200,340.00	25,947.91		226,288.00	200,340.09	PAUSED
29	11600	BOOSTER PUMP REHAB PROGRAM	119,375.93		0.00	80,515.00	80,515.00	119,375.93		150,000.00	30,624.07	PAUSED
30	11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25		0.00	38,018.00	38,018.00	88,417.25		124,180.00	35,762.75	PAUSED
31	11602	ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	699,854.57		365.23	0.00	-365.23	700,219.80		741,404.00	41,184.20	ONGOING
32	11604	PAVEMENT REPAIRS - CORP YARD	43,757.39		0.00	301,818.00	301,818.00	43,757.39		345,575.00	301,817.61	PAUSED
33	11607	TERRACE RESERVOIR NO. 1	30,667.76		0.00	723,675.00	723,675.00	30,667.76		754,343.00	723,675.24	PAUSED
34	11608	TERRACE RESERVOIR NO. 2	32,374.80		0.00	782,086.00	782,086.00	32,374.80		814,461.00	782,086.20	PAUSED
35	11609	TERRACE RESERVOIR NO. 3	30,882.54		0.00	330,480.00	330,480.00	30,882.54		361,363.00	330,480.46	PAUSED
36	11610	VISTA RESERVOIR NO. 2	125,979.40	208.20	298.85	849,448.00	849,149.15	126,278.25		975,427.00	849,148.75	PAUSED
37	11611	WELL REHABILITATION PROGRAM - WELL 22	315,712.46	8,795.78	207,681.24	1,328,219.00	1,120,537.76	523,393.70		1,560,000.00	1,036,606.30	ONGOING
38	11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68		0.00	149,656.00	149,656.00	343.68		150,000.00	149,656.32	PAUSED
39	11617	HWWTP SCADA UPGRADES	40,080.36		0.00	94,006.00	94,006.00	40,080.36		129,008.00	88,927.64	PAUSED
40	11618	DESIGN & ENGINEERING FOR AREAS A & G	526,554.15	2,864.88	7,639.47	1,099,118.00	1,091,478.53	534,193.62		1,600,000.00	1,065,806.38	ONGOING
41	11621	ADMIN BUILDING	1,523,556.61		8,369.14	16,802,667.00	16,794,297.86	1,531,925.75		33,300,000.00	31,768,074.25	ONGOING
42	11622	2020 WATER CIP PIPELINE REPLACEMENT	275,188.54		0.00	1,989,786.00	1,989,786.00	275,188.54		2,264,975.00	1,989,786.46	PAUSED
43	11645	MISSION CREEK SUBBASIN ALTERNATIVE PLAN	340,014.59	25.93	25.93	0.00	-25.93	340,040.52	-340,014.59	560,000.00	219,959.48	COMPLETED
44	11657	SEWER SYSTEM COLLECTIONS	560,651.81		128.56	192,873.00	192,744.44	560,780.37		750,000.00	189,219.63	ONGOING
45	11665	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86		0.00	222,708.00	222,708.00	2,366.86		225,075.00	222,708.14	PAUSED
46	11666	EMERGENCY BACKUP GENERATOR WELL 27/31	18,098.29		3,554.01	395,166.00	391,611.99	21,652.30		411,002.00	389,349.70	ONGOING
47	11667	EMERGENCY BACKUP GENERATOR WELL 32	18,008.94		3,551.21	284,230.00	280,678.79	21,560.15		300,331.00	278,770.85	ONGOING
48	11668	EMERGENCY BACKUP GENERATOR WELL 37	18,043.56		3,553.02	284,200.00	280,646.98	21,596.58		300,331.00	278,734.42	ONGOING
49	11689	FILTRATION FOR HWWTP	108,952.07		0.00	1,391,082.00	1,391,082.00	108,952.07		1,500,000.00	1,391,047.93	PAUSED
50	11691	MUNICODE WEBSITE	9,021.78		0.00	0.00	0.00	9,021.78		31,000.00	21,978.22	PAUSED
51	11692	MUNICODE AGENDA	7,214.25		0.00	0.00	0.00	7,214.25		20,000.00	12,785.75	PAUSED
52	11693	GQPP AREA D3-1 SEWER DESIGN	8,840.75		0.00	147,159.00	147,159.00	8,840.75		156,000.00	147,159.25	PAUSED
53	11716	PORTABLE BOOSTER/TRANSFER PUMP			148,226.35	180,000.00	31,773.65	148,226.35		180,000.00	31,773.65	ONGOING
54	11717	TRAILER MOUNTED PORTABLE GENERATORS			0.00	537,375.00	537,375.00	0.00		537,375.00	537,375.00	NOT STARTED
55	11719	RESERVOIR REHAB PROGRAM DESIGN - 2022 FY			0.00	120,000.00	120,000.00	0.00		120,000.00	120,000.00	NOT STARTED
56	11720	WELL REHAB PROGRAM DESIGN - 2022 FY	53,528.31		2,047.50	66,472.00	64,424.50	55,575.81		120,000.00	64,424.19	PAUSED
57	11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27		0.00	99,661.00	99,661.00	35,339.27		135,000.00	99,660.73	PAUSED
58	11737	PIERSON BLVD SLURRY SEAL PROJECT			0.00	183,000.00	183,000.00	0.00		183,000.00	183,000.00	NOT STARTED
59	11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ			0.00	33,000.00	33,000.00	0.00		33,000.00	33,000.00	NOT STARTED
60	11741	35C WELL REHABILITATION	14,226.50		4,713.35	2,685,773.00	2,681,059.65	18,939.85		2,700,000.00	2,681,060.15	ONGOING
61	11742	34C WELL REHABILITATION	13,269.15	2,483.43	8,865.67	464,997.00	456,131.33	22,134.82		475,000.00	452,865.18	ONGOING

APPENDIX B – Wastewater & Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY

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

Connections to Sewer Collection System:

As of June 30, 2023 8,836

Plus YTD 64

Total Sewer Connections = 8,900

WASTEWATER FLOW MGD

2023/24	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September	2.037218	2.182773	0.046081	0.055570
October	2.050049	2.173503	0.040804	0.051000
November	2.065661	2.265582	0.046158	0.059550
December	2.037725	2.208722	0.045566	0.057730
January				
February				
March				
April				
May				
June				

WASTEWATER FLOW MGD

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

WATER REPORT

WATER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September	19	22	23	18	2	14	4	13	3	0	2	2	0
October	4	16	33	13	3	21	8	3	20	0	5	1	1
November	9	10	27	10	16	4	0	7	3	0	1	0	1
December	5	9	9	2	17	3	3	2	0	0	2	0	0
January		26	14	15	6	3	20	1	1	2	2	0	0
February		14	8	13	8	5	11	1	0	1	0	1	0
March		29	19	16	2	3	6	5	0	12	0	0	4
April		24	6	11	1	3	7	11	2	7	0	1	4
May		16	19	15	12	5	11	9	8	2	0	1	2
June		5	1	24	11	2	8	2	10	1	0	0	0
Annual	56	205	196	150	92	73	88	58	49	25	14	6	12
Avg./ Mo.	4.67	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00

Connections to Water System:

As of June 30, 2023 13,542

Plus YTD 56

Total Water Connections = 13,598

WATER PRODUCTION SUMMARY													
	FY 2023/24	Variance from prior year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November	629.05	29.66	4.95%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December	529.99	-24.28	-4.38%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January		-	0.00%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February		-	0.00%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March		-	0.00%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April		-	0.00%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May		-	0.00%	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18
June		-	0.00%	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96
TOTAL	4,071.06	-92.59	-2.22%	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69	8,385.66

APPENDIX C – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

December 29, 2023

Fiscal Year 2024 Appropriations Update

Congress left Washington, D.C. for the holiday recess without making progress on finalizing the Fiscal Year (FY) 2024 appropriations bills. Currently, the federal government is being funded through a two-tiered laddered Continuing Resolution (CR), which divided the twelve appropriations bills into the following two groups with two different deadlines:

- Extends the agencies funded under the below bills through **January 19th, 2024**:
 - Agriculture-FDA
 - Energy and Water
 - Military Construction-Veterans Affairs
 - Transportation-Housing and Urban Development

- Extends agencies funded under the below bills through **February 2nd, 2024**:
 - Commerce-Justice-Science
 - Labor-HHS-Education
 - Defense
 - Financial Services
 - Homeland Security
 - Interior-Environment
 - Legislative Branch
 - State-Foreign Operations

With the Senate scheduled to return to Washington on January 8th, and the House on January 9th, Members will return with only a handful of days to take action to avoid a partial government shutdown on January 19th.

OMB Releases Fall 2023 Regulatory Agenda

The White House Office of Management and Budget (OMB) released the **Fall 2023 Regulatory Agenda**. The agenda, released twice a year, lays out the regulations federal departments and agencies plan on working on over the course of the next six months.

House Members Introduce Workforce Innovation and Opportunity Act Reauthorization

House Committee on Education and Workforce Chair Virginia Foxx (R-NC) and Ranking Member Bobby Scott (D-VA), introduced the *A Stronger Workforce for America Act* ([H.R. 6655](#)) to reauthorize the *Workforce Innovation and Opportunity Act*. The bill would direct 50% of funding for adults and displaced workers to job training, would ensure displaced workers receive individual training accounts of \$5,000 for reskilling programs, and aims to strengthen the accountability system for states and local areas. For young people, 65% of funding would be directed to those disconnected from school programs and would authorize funding for in-school youth to seek job training programs outside of their school district. The bill would also codify programs to assist individuals released from prison as they transition into the workforce. A markup was held on December 12th and the bill passed out Committee by a vote of 44-1.

Schumer Urges Treasury to Expedite IRA Direct Pay Guidance

Senate Majority Leader Chuck Schumer (D-NY) wrote a [letter](#) to Department of Treasury Secretary Janet Yellen urging the expedited release of direct pay incentive guidance for tax-exempt entities for clean energy projects. The Inflation Reduction Act (IRA) authorizes tax-exempt entities, such as nonprofits, local governments, publicly owned utilities, and rural electric cooperatives, to claim tax incentives in the form of a direct payment from the Internal Revenue Service (IRS). Schumer's letter presses for rapid finalization of guidelines for waivers related to domestic content mandates should entities prove that there is no other sourcing option and wants Treasury to pay credits sooner than a year or more after an entity completes a clean energy project.

Members of Congress Announce Departures and Retirements

In December, several Members of Congress announced their intent to retire or resign. Most notably, former Speaker of the House Kevin McCarthy (R-CA) announced he will resign from Congress effective December 31st. Representative Bill Johnson (R-OH) intends to resign effective March 15th to assume the role of President of Youngstown State University. Representative Drew Ferguson (R-GA) and North Carolina Representatives Patrick McHenry (R), Kathy Manning (D), and Wiley Nickel (D) announced their intent to retire at the end of the 118th Congress. Additionally, on December 1st, the House voted to expel Representative George Santos (R-NY) by a vote 311-114 following the release of a report by the House Ethics Committee. A special election to fill the seat is scheduled for February 13th.

Federal Funding Opportunities & Announcements

DOI Announces \$72 Million for Salton Sea Restoration. The Department of the Interior (DOI) [announced](#) \$72 million in IRA funding to accelerate restoration of the Salton Sea in California through the state's 10-year Salton Sea Management Plan. From the funding, \$70 million will support expansion of the Species Conservation Habitat Project to create up to 7,000 acres of aquatic habitats for wildlife and cover exposed lakebed. The remaining \$2 million will support the Torres Martinez Desert Cahuilla Indians over five years to expand technical capacity and fund positions supporting Salton Sea project implementation.

EPA Releases \$30.7 Million Water Technical Assistance NOFO. The Environmental Protection Agency (EPA) released a \$30.7 million [NOFO](#) through the Training and Technical Assistance to Improve Water Quality and Enable Small Public Water Systems to Provide Safe Drinking Water grant program. The program supports technical assistance for small public water systems to achieve and maintain compliance with the Safe Drinking Water Act (SDWA), provide managerial and/or financial assistance for maintaining SDWA compliance, improve water quality at publicly owned small wastewater systems, and provide support to improve water quality for private well owners. Applications are due February 2nd.

EPA Publishes \$2 Billion Community Change Grants NOFO. EPA published a [NOFO](#) through the Environmental and Climate Justice Community Change Grant Program for the availability of \$2 billion to fund community-driven projects that address climate challenges and reduce pollution while strengthening communities through thoughtful implementation. There will be two tracks of funding under this opportunity. Track I will fund approximately 150 large, transformational community-driven investment grants of \$10 million to \$20 million. Track II will fund approximately 20 meaningful engagement grants of \$1 million to \$3 million. Applications are due November 21st; however, EPA will evaluate applications on a rolling basis until that date.

EPA Awards \$600 Million through Environmental Justice Thriving Communities Grantmaking Program. EPA [awarded](#) \$600 million to 11 Grantmakers under the Environmental Justice Thriving Communities Grantmaking program. Communities will be able to apply for subgrants through a Grantmaker to fund projects such as small local cleanups, local emergency preparedness and disaster resiliency programs, environmental workforce development programs, fence line air quality and asthma related projects, healthy home programs, and projects that address illegal dumping.

Reclamation Awards \$51 Million through WaterSMART Aquatic Ecosystem Restoration Program. The Bureau of Reclamation [awarded](#) \$51 million to 18 projects through the WaterSMART Aquatic Ecosystem Restoration Program. Grants will fund the study, design, and construction of ecosystem restoration projects to improve the health of fisheries, wildlife, and aquatic habitats through restoration and improved fish passage.

Federal Agency Personnel/Regulatory Announcements

White House Releases List of IRA Programs Covered by Justice40 Initiative. The White House has released a [list of IRA funded programs](#) that are covered by the Justice40 Initiative, a goal set by the administration that 40 percent of the overall benefits of certain federal investments go to disadvantaged communities.

White House Releases Frontiers of Benefit-Cost Analysis Initiative Report. The White House released its first annual report from the Frontiers of Benefit-Cost Analysis Initiative titled, "[Advancing the Frontiers of Benefit-Cost Analysis: Federal Priorities and Directions for Future Research](#)." The report details how the Initiative will spearhead

policy updates to ensure that federal agencies have access to analytical tools and knowledge focused on wildfires and extreme weather, public benefit programs, non-fatal health effects, ecosystem services, information, and transparency. The White House also released a [fact sheet](#) summarizing the report.

CEQ Publishes RFI on the Environmental Justice Scorecard. The Council on Environmental Quality (CEQ) published a [request for information](#) (RFI) seeking feedback on Phase One of the Environmental Justice Scorecard, which will inform future versions of the Environmental Justice Scorecard. Comments are due by January 19th.

EPA Releases Annual PFAS Report. EPA released a report entitled, “[EPA’s PFAS Strategic Roadmap: Second Annual Progress Report](#).” The report details EPA’s implementation of its PFAS Strategic Roadmap and outlines efforts to restrict, remediate, and research per- and polyfluoroalkyl substances (PFAS), centered around protecting public health.

EPA, FDA, and USDA Release Draft National Strategy to Reduce Food Loss and Waste. EPA, USDA, and FDA released the “[Draft National Strategy for Reducing Food Loss and Waste and Recycling Organics](#).” The draft strategy outlines specific EPA, USDA, and FDA actions to prevent the loss and waste of food and other organic wastes, reducing associated environmental impacts such as methane pollution. The draft strategy outlines four objectives: preventing food loss, preventing food waste, increasing recycling rates for organic waste, and supporting policies that incentivize and encourage food loss, waste prevention, and organics recycling.

EPA and USDA Announce Partnership for Rural Wastewater Infrastructure Development. EPA, USDA, and a network of 25 organizations announced a strengthened partnership to develop wastewater infrastructure in rural and underserved communities, focused on affordability, modernization, and ensuring safety. The agencies entered into a [memorandum of understanding](#) (MOU) that will “improve the overall performance and management of decentralized systems, continue collaborative efforts on training and certification, promote public awareness and support education on the management of decentralized systems.”

FEMA Releases 2023 National Preparedness Report. FEMA released the [2023 National Preparedness Report](#). The report details the preparedness of local, state, and federal governments with an emphasis on natural disasters.

Seven Agencies Release MOU on American Climate Corps. The Departments of Commerce, Labor, DOI, USDA, DOE, EPA, and AmeriCorps entered into an [MOU](#) to serve as a blueprint for the American Climate Corps (ACC). ACC is a workforce development program announced by the Biden Administration to train individuals for clean energy, conservation, and climate related jobs. The MOU includes details on the mission, goals, priorities, and next steps for ACC. Multiple [listening sessions](#) are scheduled throughout January to provide more information on the program.

USACE Releases Annual Section 7001 Report for WRDA. The U.S. Army Corps of Engineers (USACE) released its annual [Section 7001 Report](#) to Congress as part of the Water Resources Development Act (WRDA) development process. The report provides detailed information on future water resource development studies and projects.

##

APPENDIX D – Public Affairs Information



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

December, 2023

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESS...
CV WATER COUNTS

120,102

 SEARCH AD IMPRESSI...
CV WATER COUNTS

7,177

 VIDEO IMPRESSIONS
CV WATER COUNTS

83,936

 CLICKS
CV WATER COUNTS

1,959

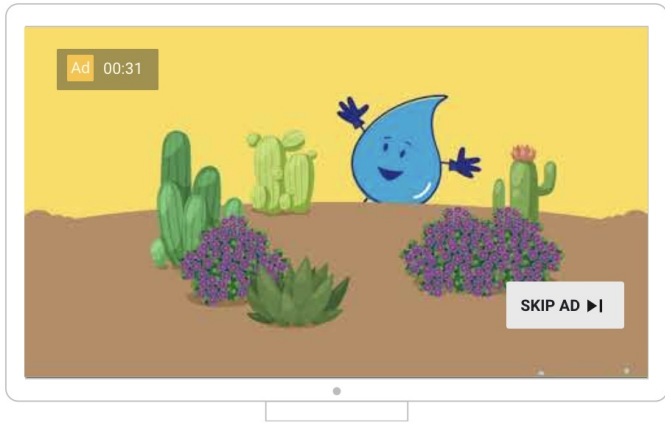
GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE CV WATER COUNTS

Campaign name	Clicks	Impr.
CV Water Counts December 2023	928	57,748
CV Water Counts December 2023 Spanish	462	41,895
CVWC Webinar Dec 2023	228	20,459
	1,618	120,102



GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	83,936	30,850	15,055	198
CVWC Water Saving Tips YouTube Spanish December 2023	36,039	15,688	9,692	52
CVWC Water Saving Tips English YouTube Dec 2023	47,897	15,162	5,363	146
	83,936	30,850	15,055	198



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE



CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaigns	143	7,177
	143	7,177

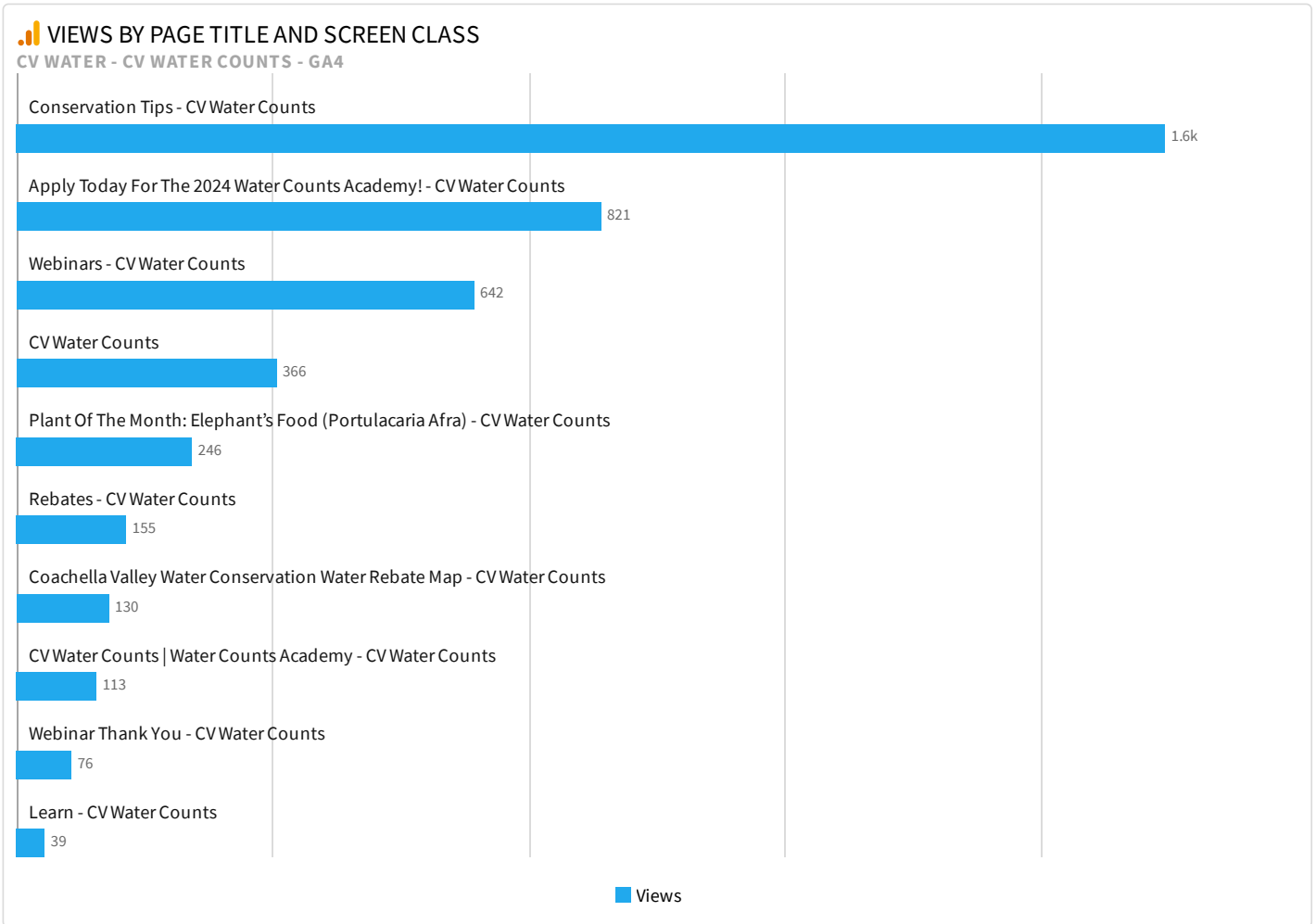
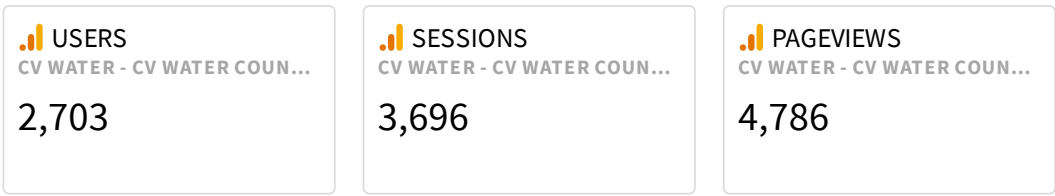
Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE

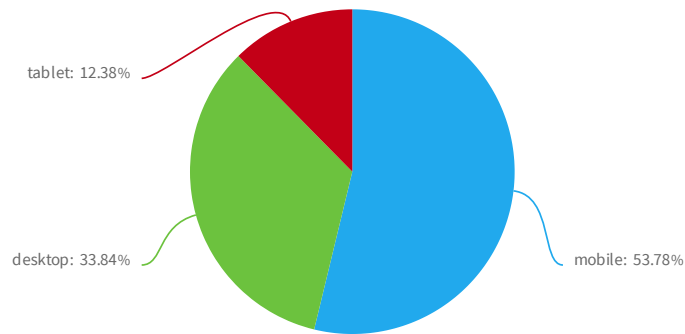
HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>CVWC - December 2023 www.instagram.com 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 CVWaterCounts.com/conservation-tips.</p> <p>#WaterWiseWednesday</p>	614	100,658	43,389	2.32	625
 <p>CVWC - Webinar www.instagram.com ☑️💧 Join us for a special webinar on Tuesday, December 12 @ Noon featuring Brad Hardison, UCCE Master Gardener, Riverside County.</p> <p>Learn more and RSVP: https://cvwatercounts.com/webinars/</p>	276	42,047	25,324	1.66	286
	890	142,705	54,263	2.63	911

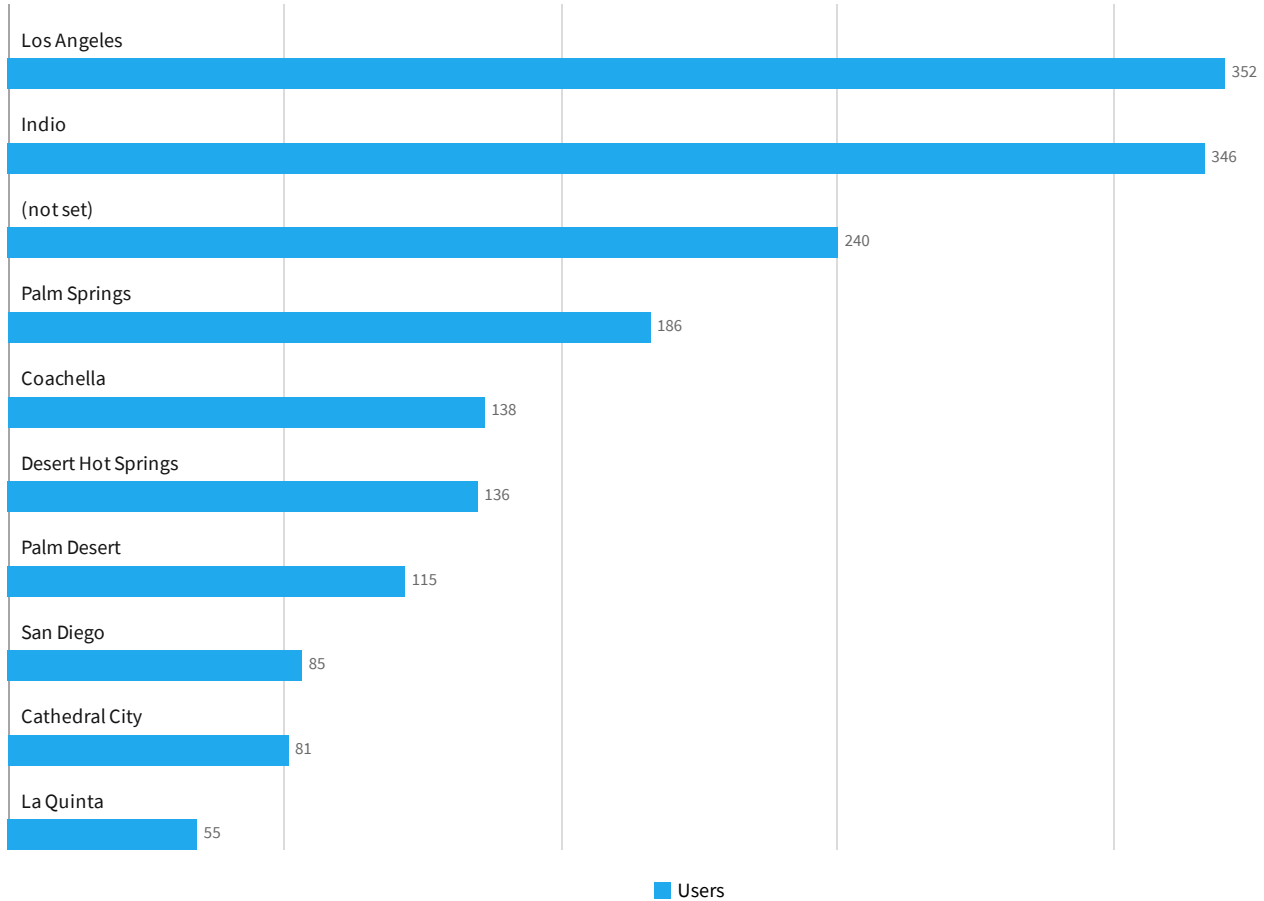
Website Information



ENGAGED SESSIONS BY DEVICE CATEGORY
CV WATER - CV WATER COUNTS - GA4

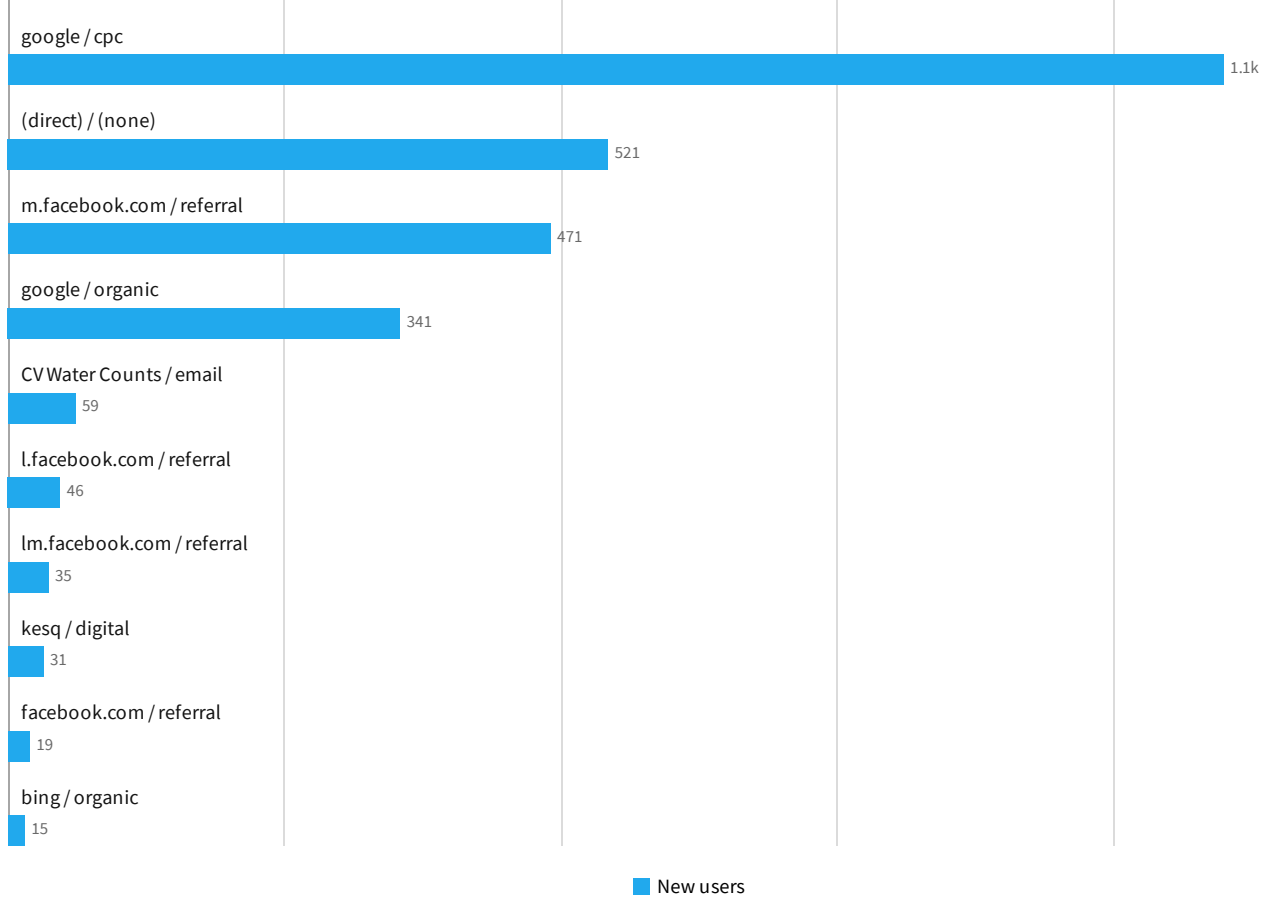


USERS BY CITY
CV WATER - CV WATER COUNTS - GA4



NEW USERS BY FIRST USER SOURCE / MEDIUM

CV WATER - CV WATER COUNTS - GA4



MONTH PERFORMANCE

PAST 6 MONTHS: CV WATER - CV WATER COUNTS - GA4

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
December 2023	2,626	909	24.6%	1.37	15s
November 2023	2,046	674	23.0%	1.4	14s
July 2023	1,965	632	25.2%	1.28	15s
September 2023	1,806	814	28.2%	1.56	16s
October 2023	1,751	562	24.8%	1.26	15s
August 2023	1,711	611	24.6%	1.43	17s
	11,905	4,331	25.5%	1.42	15s

Organic Search

QUERY PERFORMANCE

CVWATERCOUNTS.COM/







Query	Impr.	Clicks	CTR	Avg. position
portulacaria afra	2,837	15	0.53%	2.65
indio water authority	1,193	0	0%	10.74
lake cahuilla	1,148	0	0%	8.35
water pledge	646	0	0%	8.13
mission springs water district	405	0	0%	11.87
agave geminiflora	403	3	0.74%	1.93
phoenix dactylifera	384	0	0%	9.9
prostrate rosemary	379	12	3.17%	6.25
artichoke agave	285	5	1.75%	2.79
coachella valley	268	0	0%	1.18
	7,948	35	0.44%	6.38










PAGE PERFORMANCE








CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	3,862	20	0.52%	3.71
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	2,257	8	0.35%	10.71
https://cvwatercounts.com/agency-spotlight-indio-water-authority-3/	1,372	0	0%	12.13
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevicensis/	1,357	8	0.59%	20
https://cvwatercounts.com/save-water-pledge/	1,204	2	0.17%	6.95
https://cvwatercounts.com/where-does-the-coachella-valley-water-come-from/	978	12	1.23%	7.92
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	946	12	1.27%	5.57
https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/	874	1	0.11%	45.56
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	840	4	0.48%	17.72
https://cvwatercounts.com/take-the-pledge-to-serve-water-for-your-new-years-resolution/	771	9	1.17%	7.61
	14,461	76	0.53%	13.79

Facebook Information

 IMPR. CV WATER COUNTS 141,210	 REACH CV WATER COUNTS 69,697	 NEW PAGE LIKES CV WATER COUNTS 0	 ENGAGED USER CV WATER COUNTS 850
 TOTAL PAGE VIEWS CV WATER COUNTS 78	 PAGE LIKES CV WATER COUNTS 3,993		

 POST PERFORMANCE CV WATER COUNTS				
Post	Created at	Post reach	Post engaged users	Likes
	December 30, 2023	13	3	3
	December 28, 2023	70	2	2
	December 25, 2023	87	5	4
	December 22, 2023	22	2	2
	December 21, 2023	55	2	2
	December 18, 2023	27	2	2
	December 15, 2023	60	4	4
	December 14, 2023	90	6	3
		44,019	601	44

Post	Created at	Post reach	Post engaged users	Likes
 <p>Do you want to learn more about water in the Coachella Valley? The CV Water Counts Academy 2024 is now accepting applications! These fun and informative sessions are designed for current and emerging leaders here in our desert. To learn more and...</p>	December 11, 2023	32	2	2
 <p>Did you know that your local tap water is your most affordable drink when it comes to beverages? Did you also know that your tap water is continuously monitored and treated according to federal standards? It's true! As a water agency, we are req...</p>	December 9, 2023	22	2	2
 <p>On Tuesday, December 12 from Noon to 1:00 p.m., CV Water Counts is pleased to present a Master Gardener Webinar "Integrating Native Plants Into Your Home Landscape," presented by Brad Hardison, UCCE Master Gardener, Riverside County. Register:</p>	December 7, 2023	28	3	3
 <p>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 CVWaterCounts.com/conservation-tips. #WaterWiseWednesday</p>	December 6, 2023	43,400	564	9
 <p>For more water-saving tips, visit CVWaterCounts.com/conservation-tips</p>	December 4, 2023	20	2	2
 <p>During the month of December in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 3 minutes a day, 5 days a week is sufficient. If you have a rotor system, 6...</p>	December 1, 2023	63	2	2
 <p>CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts</p>	December 1, 2023	30	0	2
		44,019	601	44

Instagram Information

IMPRESSIONS CV WATER COUNTS

2,857

LIKES CV WATER COUNTS

13







FOLLOWERS (LIFETIME) CV WATER COUNTS

236

MEDIA PERFORMANCE CV WATER COUNTS

Media

Impr. Engagement Reach Saved Video views

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>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 our website. Link in bio. #WaterWiseWednesday</p>	18	4	14	0	0
 <p>During the month of December in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 3 minutes a day, 5 days a week is sufficient. If you have a rotor system, 6...</p>	16	3	12	0	0
 <p>Merry Christmas!</p>	13	2	12	0	0
 <p>If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. For details and to fill out an online application visit: UnitedWayoft...</p>	12	1	9	0	0
 <p>Reuse leftover water from cooked or steamed foods to start a nutritious soup. For more water-saving tips, visit CVWaterCounts.com/conservation-tips. #WaterWiseWednesday</p>	10	1	8	0	0
 <p>For more water-saving tips, visit our website. Link in bio.</p>	0	2	15	0	23
	69	13	70	0	23

E-Blast Information

CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
Academy 2024	Thursday, December 14, 2023 7:00 PM	281	454	59.07%	17.67%	37	5.05%	0.87%	2	0
CVWC Webinar Link (copy 01)	Tuesday, December 12, 2023 7:00 PM	91	143	80.22%	17.67%	48	30.77%	0.87%	0	0
CVWC Webinar Link	Monday, December 11, 2023 10:00 PM	90	214	77.78%	17.67%	25	17.78%	0.87%	0	0
CV Water Counts December 2023	Wednesday, December 6, 2023 6:15 PM	605	586	56.03%	17.67%	67	6.68%	0.87%	2	7
		1,067	1,397	60.73%	17.67%	177	15.07%	0.87%	4	7



MSWD Digital Marketing & Website Report




Website, Social, and Marketing Performance

December, 2023

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

 IMPRESSIONS MSWD 256,387	 CLICKS MSWD 246	 CTR MSWD 0.1%
--	---	---

GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Happy Holidays Dec 2023	122,288	145	0.12%
MWSD Educators	89,836	58	0.06%
MSWD Calendar Pickup	44,263	43	0.1%
	256,387	246	0.1%



Meta Campaign Performance

Includes Facebook and Instagram campaigns

CAMPAIGN PERFORMANCE

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
MSWD Educators - Dec 2023	201	26,705	7,142	0
MSWD Calendar Pickup - Dec 2023	175	28,809	8,935	0
MSWD Happy Holidays Dec 2023	43	61,350	35,679	0
	419	116,864	42,289	0

 Mission Springs Water District
Sponsored



Happy Holidays

From



Offices Closed 12/25-1/1

Extending our warm wishes to you this Holiday Season. 🎄

[Learn more](#)

Instagram

 missionspringswaterdistrict
Sponsored

START 2024 OFF RIGHT!
Pick up your **FREE MSWD Calendar!**



Learn more >

👍 🗨️ 📌

missionspringswaterdistrict  The 2024 MSWD Conservation and Groundwater Protection Cale... more

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

A reminder that MSWD offers resources for local educators including Free Tours, Presenters and Teaching Materials. ...See more



mswd.org
Resources for Local Educators [Learn more](#)

👍 4 2 shares

👍 Like 💬 Comment ➦ Share

Website Information

USERS

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

5,091

VIEWS

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

17,446

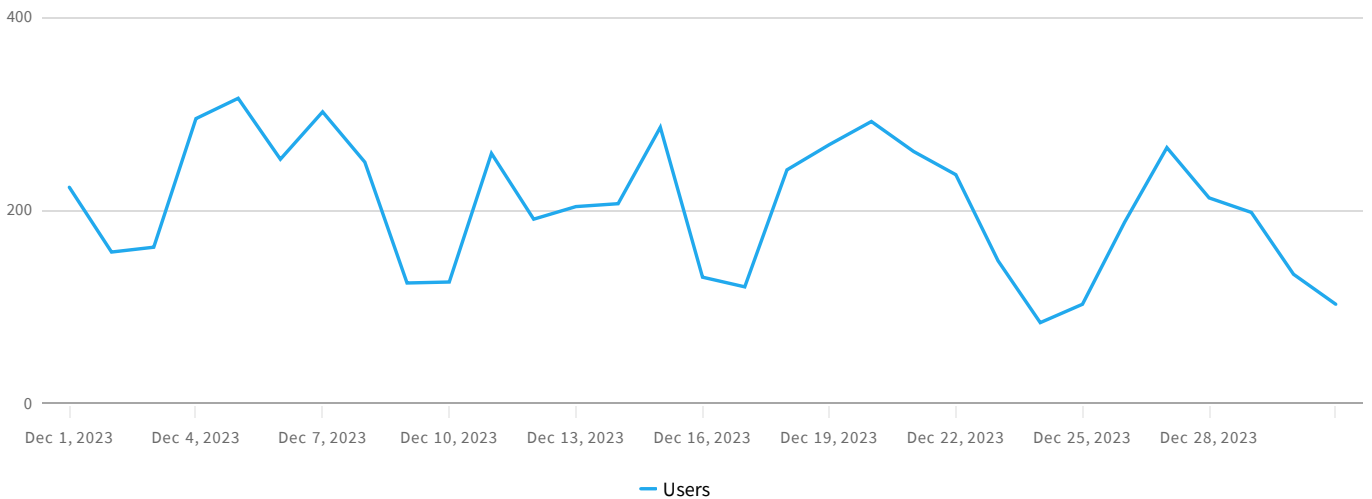
ENGAGED SESSIONS

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

5,239

USERS BY DAY

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4



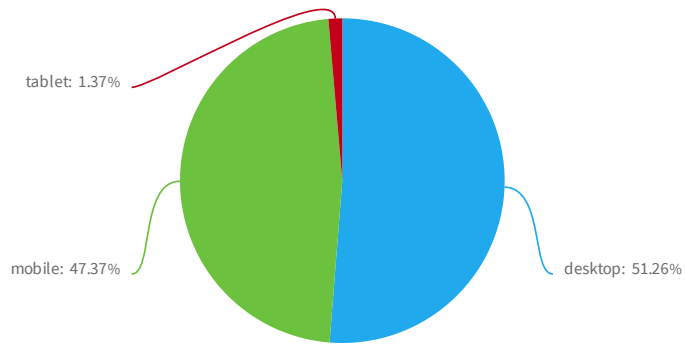
PAGE TITLE PERFORMANCE

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page Mission Springs, CA Water District	4,918	1.58	3,104	3,694	1.37	17s
New Customer Portal Mission Springs, CA Water District	4,187	1.64	2,541	3,179	1.43	16s
Online Payment System Mission Springs, CA Water District	987	2.1	468	444	1.18	43s
Bill Pay Options Mission Springs, CA Water District	909	1.54	585	563	1.26	25s
Job Opportunities Mission Springs, CA Water District	696	2.71	257	349	1.71	40s
Careers Mission Springs, CA Water District	332	1.67	198	265	1.49	25s
Application for Water Service Mission Springs, CA Water District	310	2.3	133	178	1.67	4m 5s
Search Mission Springs, CA Water District	244	2.22	110	118	1.15	50s
Community Outreach Mission Springs, CA Water District	240	1.12	209	20	1.11	5s
Start/Stop Water Service Mission Springs, CA Water District	232	1.41	164	178	1.22	26s
	16,916	3.35	5,009	5,109	1.51	59s

ENGAGED SESSIONS BY DEVICE CATEGORY

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4



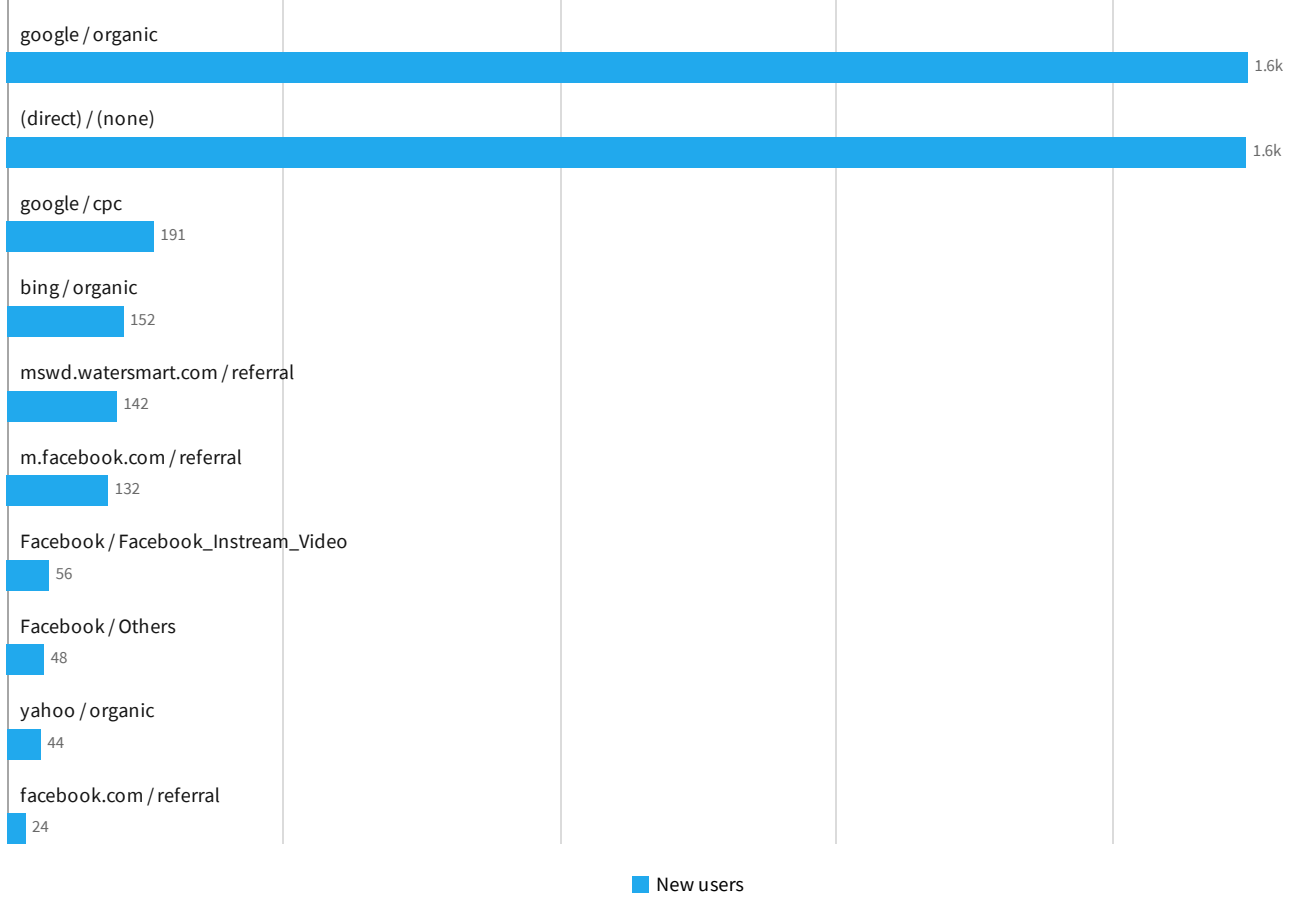
USERS BY CITY

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4

City	Users
Desert Hot Springs	1,174
Los Angeles	981
(not set)	464
Indio	247
San Diego	180
San Jose	154
La Quinta	134
Palm Springs	121
Palm Desert	79
Cathedral City	62
	5,091










NEW USERS BY FIRST USER SOURCE / MEDIUM

WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4



Facebook Account Overview (December 1 - 31, 2023)




<p>Posts Published</p> <p>10</p> <p>-7 -41.2%</p>	<p>Total Likes</p> <p>1,225</p> <p>-1 -0.1%</p>	<p>New Likes</p> <p>0</p> <p>-1 -100.0%</p>	<p>Unlikes</p> <p>0</p>	<p>Engaged People</p> <p>694</p> <p>+414 147.9%</p>
<p>Total Reach</p> <p>66,671</p> <p>+26,870 67.5%</p>	<p>Organic Reach</p> <p>2,265</p> <p>+498 28.2%</p>	<p>Paid Reach</p> <p>64,858</p> <p>+26,389 68.6%</p>	<p>Impressions</p> <p>81,872</p> <p>+35,383 76.1%</p>	<p>Video Views</p> <p>64</p> <p>-15,654 -99.6%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>Holiday Parade</p> <p>🎄❄️ Thank you to everyone who joined MSWD and our communi...</p> <p>19.84%</p>	 <p>Join Our Team</p> <p>Join the #MSWD team! We are looking for a temporary Fiel...</p> <p>448</p>	 <p>Join Our Team</p> <p>Join the #MSWD team! We are looking for a temporary Fiel...</p> <p>3</p>
 <p>Post 28669759</p> <p>Attention DHS educators, we are delighted to share the fa...</p> <p>10.91%</p>	 <p>Holiday Parade</p> <p>🎄❄️ Thank you to everyone who joined MSWD and our communi...</p> <p>252</p>	 <p>Water 101 - Dec 21</p> <p>💧😎 Fill your brain with some water knowledge! We'll let t...</p> <p>2</p>
 <p>Happy New Year</p> <p>🎉🌟 Wishing you and your loved ones a year ahead filled wi...</p> <p>8.55%</p>	 <p>Water 101 - Dec 21</p> <p>💧😎 Fill your brain with some water knowledge! We'll let t...</p> <p>201</p>	 <p>Holiday Parade</p> <p>🎄❄️ Thank you to everyone who joined MSWD and our communi...</p> <p>1</p>




3 Least Engaging Posts

	Blood Drive 🌲 It's the most wonderful time of the year! 📅 Mark your ca...	3.3%
	Join Our Team Join the #MSWD team! We are looking for a temporary Fiel...	4.69%
	Holiday Closure 🌟🎁 Happy Holidays from Mission Springs Water District! 🌲👶...	5.95%

3 Lowest Reach Posts

	Post 28669759 Attention DHS educators, we are delighted to share the fa...	110
	Happy Holidays 🌲🌟 Season's Greetings from MSWD! 🌟🎁 Wishing you and your ...	113
	News Release: Calendar Contest Winners News Release: MSWD Announces Calendar Drawing Contest Win...	116

3 Least Shared Posts

	Happy New Year 🌟🌟 Wishing you and your loved ones a year ahead filled wi...	0
	Holiday Closure 🌟🎁 Happy Holidays from Mission Springs Water District! 🌲👶...	0
	Happy Holidays 🌲🌟 Season's Greetings from MSWD! 🌟🎁 Wishing you and your ...	0

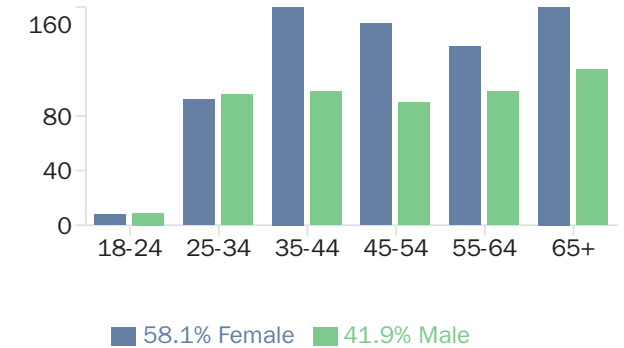
Likes By Country

1. United States of America (1,192 likes)
2. Mexico (13 likes)
3. France (4 likes)
4. Canada (2 likes)
5. Sierra Leone (1 like)

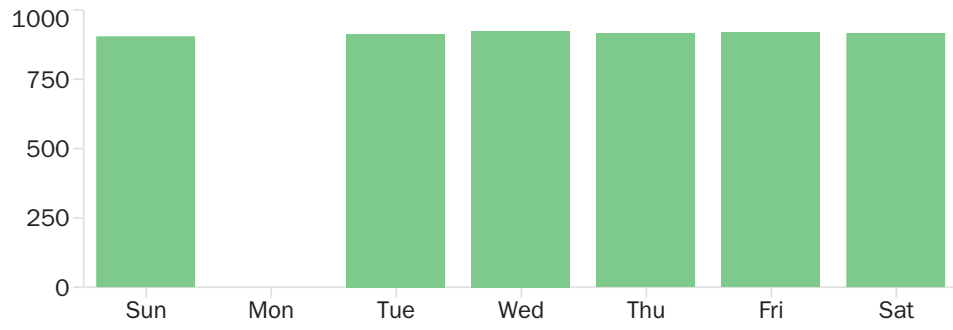
Likes By City

1. Desert Hot Springs, CA (558 likes)
2. Indio, CA (59 likes)
3. Palm Springs, CA (51 likes)
4. La Quinta, CA (51 likes)
5. Palm Desert, CA (48 likes)

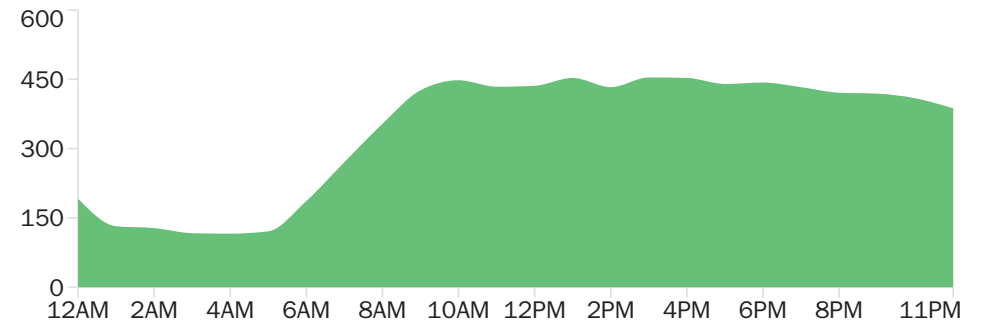
Likes by age & gender







Days your fans are online



















Hours fans are online







Facebook Post Metrics (December 1 - 31, 2023)

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
December 31, 2023 4:14 PM PST	 Image	 <p>Happy New Year 🎉🌟 Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Year from all of us at MSWD! 🎆🥂 #HappyNewYear #NewBeginnings #CheersTo2023 #MSWdc...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	152	13	8.55%	12	1	0	7	0
December 26, 2023 4:17 AM PST	 Image	 <p>Holiday Closure 🌟🎁 Happy Holidays from Mission Springs Water District! 🎄👶 Our offices will be closed from December 25, 2023, to January 1, 2024. For emergency services, please call 760-329-6448. ❄️ We extend heart...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	168	10	5.95%	9	0	0	4	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
December 25, 2023 4:01 AM PST	 Image	 <p>Happy Holidays 🌲 ✨ Season's Greetings from MSWD! 🌟 📺 Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa, and a Happy New Year! 🎅 🙌 🌿</p>	Event	113	9	7.96%	7	1	0	4	0
December 20, 2023 12:26 PM PST	 Image	 <p>Join Our Team Join the #MSWD team! We are looking for a temporary Field Services Representative I. This is a great introductory opportunity for someone who is interested in joining the water industry. In thi...</p>	New Hire / Jobs	448	21	4.69%	10	0	3	11	0
December 19, 2023 11:19 AM PST	 Image	 <p>News Release: Calendar Contest Winners News Release: MSWD Announces Calendar Drawing Contest Winners FREE 2024 MSWD Conservation & Groundwater Protection Calendars Now Available Mission Springs Water District is proud to announce the ...</p>	News Releases	116	7	6.03%	6	0	1	1	0


Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
December 18, 2023 5:54 PM PST	 Image	 <p>Water 101 - Dec 21  Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21 as we explore Planning and Regional Collaboration. Join us and learn more! https...</p>	Event	201	13	6.47%	9	0	2	5	0
December 13, 2023 10:34 AM PST	 Image	 <p>Blood Drive  It's the most wonderful time of the year!  Mark your calendars for December 19 for a jolly holiday donor day at Mission Springs Water District. Donate whole blood and walk away with a LifeStream ...</p>	Event	182	6	3.3%	5	0	1	1	0
December 12, 2023 12:04 PM PST	 Image	 <p>Holiday Parade  Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Saturday. It was great to see our community come together to celebrate the holidays. ...</p>	Event	252	50	19.84%	16	0	1	43	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
December 06, 2023 6:03 PM PST	 Image	 Worker Wed Horton Captured from above, our dedicated team at the Horton Wastewater Treatment Plant are reaching new heights in service and excellence! 🌟 From engineers to technicians, every member of our team plays ...	Worker Wed	168	12	7.14%	11	0	0	3	0
December 05, 2023 5:56 PM PST	 Image	 Post 28669759 Attention DHS educators, we are delighted to share the fantastic news that damages caused by tropical storm Hilary have been successfully repaired at Mission Creek Preserve. Thanks to these efforts...		110	12	10.91%	12	0	0	5	0
Total				1,910	153		97	2	8	84	0
Average				191.0	15.3	8.01%	9.7	0.2	0.8	8.4	0.0


Twitter Account Overview (December 1 - 31, 2023)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
8	0	0	102	99
+4 100.0%			+1 1.0%	


3 Most Retweeted Posts

- 

Holiday Parade
 🎄❄️ Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Sat... ..

0
- 


Blood Drive
 🎄 It's the most wonderful time of the year! 📅 Mark your calendars for December 19 for a jolly holiday donor day at M... ..

0
- 


Water 101 - Dec 21
 💧🕶️ Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21... h...

0


3 Most Liked Posts

- 

Holiday Parade
 🎄❄️ Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Sat... ..

0
- 

Blood Drive
 🎄 It's the most wonderful time of the year! 📅 Mark your calendars for December 19 for a jolly holiday donor day at M... ..

0
- 

Water 101 - Dec 21
 💧🕶️ Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21... h...

0

3 Least Retweeted Posts



Happy New Year

🥳✨ Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New...

0

...



Holiday Closure

☀️🎁 Happy Holidays from Mission Springs Water District! 🌲👶
Our offices will be closed from December 25, 2023, to Jan...

0



Happy Holidays

🌲✨ Season's Greetings from MSWD! ☀️🎁
Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanz...

0

3 Least Liked Posts



Happy New Year

🥳✨ Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New...

0

...



Holiday Closure

☀️🎁 Happy Holidays from Mission Springs Water District! 🌲👶
Our offices will be closed from December 25, 2023, to Jan...

0





















Happy Holidays




🌲✨ Season's Greetings from MSWD! ☀️🎁
Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanz...

0

Twitter Post Metrics (December 1 - 31, 2023)

Date	Format	Post	Labels	Retweets	Likes
December 31, 2023 4:14 PM PST	 Link	 <p>Happy New Year 🎉🌟 Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New... https://t.co/88G7SrWVfB</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center;">Event</div>	0	0
December 26, 2023 4:17 AM PST	 Link	 <p>Holiday Closure 🌟🎁 Happy Holidays from Mission Springs Water District! 🎄👴 Our offices will be closed from December 25, 2023, to Jan... https://t.co/pwfsEb3U7Y</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center;">Event</div>	0	0
December 25, 2023 4:03 AM PST	 Link	 <p>Happy Holidays 🎄🌟 Season's Greetings from MSWD! 🌟🎁 Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanz... https://t.co/hehER7xoBp</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center;">Event</div>	0	0

Date	Format	Post	Labels	Retweets	Likes
December 20, 2023 12:26 PM PST	 Link	 <p>Join Our Team Join the #MSWD team! We are looking for a temporary Field Services Representative I. This is a great introductory... https://t.co/3bxSS7AnkP</p>		0	0
December 19, 2023 11:19 AM PST	 Link	 <p>News Release: Calendar Contest Winners News Release: MSWD Announces Calendar Drawing Contest Winners FREE 2024 MSWD Conservation & Groundwater Protection... https://t.co/9F3jOjaD6o</p>		0	0
December 18, 2023 5:54 PM PST	 Link	 <p>Water 101 - Dec 21 💧🕶️ Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21... https://t.co/eyk5lxIQSx</p>		0	0
December 13, 2023 10:34 AM PST	 Link	 <p>Blood Drive 🎄 It's the most wonderful time of the year! 📅 Mark your calendars for December 19 for a jolly holiday donor day at M... https://t.co/G6SBCq4Mvt</p>		0	0

Date	Format	Post	Labels	Retweets	Likes
December 12, 2023 12:07 PM PST	 Link	 <p>Holiday Parade 🎄❄️ Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Sat... https://t.co/UtVcVikLau</p>		0	0
Total				0	0
Average				0.0	0.0

Instagram Account Overview (December 1 - 31, 2023)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
10	312	8	42,016	38,323	70
-5 -33.3%	+5 1.6%	+4 100.0%	+40,755 3232.0%	+37,689 5944.6%	+23 48.9%

3 Most Liked Posts

- 

Holiday Parade
 🎄❄️ Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Satur...

14
- 

Worker Wed Horton
 Captured from above, our dedicated team at the Horton Wastewater Treatment Plant are reaching new heights in service

9
- 

Post 28669759
 Attention DHS educators, we are delighted to share the fantastic news that damages caused by tropical storm Hilary ha...

8

3 Most Commented Posts

- 

Post 28669759
 Attention DHS educators, we are delighted to share the fantastic news that damages caused by tropical storm Hilary ha...

0
- 

Worker Wed Horton
 Captured from above, our dedicated team at the Horton Wastewater Treatment Plant are reaching new heights in service

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- 

Holiday Parade
 🎄❄️ Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Satur...

0

3 Least Liked Posts



Happy New Year

🥳✨ Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Y...

4



Happy Holidays

🎄✨ Season's Greetings from MSWD! 🌟🎁
Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa...

4



News Release: Calendar Contest Winners

News Release: MSWD Announces Calendar Drawing Contest Winners

FREE 2024 MSWD Conservation & Groundwater Protection Ca...

4

3 Least Commented Posts



Happy New Year

🥳✨ Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Y...

0



Holiday Closure

🌟🎁 Happy Holidays from Mission Springs Water District! 🎄👶
Our offices will be closed from December 25, 2023, to Janua...

0



Happy Holidays




🎄✨ Season's Greetings from MSWD! 🌟🎁
Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa...







0







Instagram Story Metrics (December 1 - 31, 2023)



Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
<p><i>No stories found within the selected date range.</i></p>								

Instagram Post Metrics (December 1 - 31, 2023)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
December 31, 2023 4:14 PM PST	Image	 <p>Happy New Year 🎉🌟 Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Year from all of us at MSWD! 🎆🥂 #HappyNewYear #NewBeginnings #CheersTo2023 #MSWDc...</p>	Event	4	0	32	30	4	13.33%	0	
December 26, 2023 4:17 AM PST	Image	 <p>Holiday Closure 🌟🎁 Happy Holidays from Mission Springs Water District! 🌲👶 Our offices will be closed from December 25, 2023, to January 1, 2024. For emergency services, please call 760-329-6448. ❄️ We extend heart...</p>	Event	5	0	29	25	5	20.0%	0	
December 25, 2023 4:04 AM PST	Image	 <p>Happy Holidays 🌲🌟 Season's Greetings from MSWD! 🌟🎁 Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa, and a Happy New Year! 🎅🕎🦉</p>	Event	4	0	31	28	4	14.29%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
December 20, 2023 12:26 PM PST	 Image	 <p>Join Our Team Join the #MSWD team! We are looking for a temporary Field Services Representative I. This is a great introductory opportunity for someone who is interested in joining the water industry. In this...</p>	New Hire / Jobs	8	0	95	81	8	9.88%	0	
December 19, 2023 11:19 AM PST	 Image	 <p>News Release: Calendar Contest Winners News Release: MSWD Announces Calendar Drawing Contest Winners FREE 2024 MSWD Conservation & Groundwater Protection Calendars Now Available Mission Springs Water District is proud to announce the ...</p>	News Releases	4	0	44	36	4	11.11%	0	
December 18, 2023 5:54 PM PST	 Image	 <p>Water 101 - Dec 21 💧🧐 Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21 as we explore Planning and Regional Collaboration. Join us and learn more! https:...</p>	Event	4	0	50	42	4	9.52%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
December 13, 2023 10:34 AM PST	 Image	 <p>Blood Drive 🌲 It's the most wonderful time of the year! 📅 Mark your calendars for December 19 for a jolly holiday donor day at Mission Springs Water District. Donate whole blood and walk away with a LifeStream ...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	4	0	54	41	4	9.76%	0	
December 12, 2023 12:09 PM PST	 Image	 <p>Holiday Parade 🌲❄️ Thank you to everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Saturday. It was great to see our community come together to celebrate the holidays. ...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	14	0	69	58	15	25.86%	1	
December 06, 2023 6:03 PM PST	 Image	 <p>Worker Wed Horton Captured from above, our dedicated team at the Horton Wastewater Treatment Plant are reaching new heights in service and excellence! 🌟 From engineers to technicians, every member of our team plays ...</p>	<div style="background-color: #4169e1; border-radius: 10px; padding: 2px 5px; display: inline-block;">Worker Wed</div>	9	0	62	50	9	18.0%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
December 05, 2023 5:56 PM PST	 Image	 Post 28669759 Attention DHS educators, we are delighted to share the fantastic news that damages caused by tropical storm Hilary have been successfully repaired at Mission Creek Preserve. Thanks to these efforts...		8	0	54	48	8	16.67%	0	
Total				64	0	520	439	65		1	
Average				6.4	0.0	52.0	43.9	6.5	14.81%	0.1	

LinkedIn Account Overview (December 1 - 31, 2023)

Posts Published <h1 style="margin: 0;">5</h1>	Likes <h1 style="margin: 0;">15</h1> <p style="color: red; font-size: small;">-27 -64.3%</p>	Views <h1 style="margin: 0;">39</h1> <p style="color: green; font-size: small;">+3 8.3%</p>	Followers <h1 style="margin: 0;">268</h1> <p style="color: green; font-size: small;">+10 3.9%</p>
Comments <h1 style="margin: 0;">0</h1>	Impressions <h1 style="margin: 0;">689</h1> <p style="color: red; font-size: small;">-445 -39.2%</p>	Clicks <h1 style="margin: 0;">21</h1> <p style="color: red; font-size: small;">-22 -51.2%</p>	Engagement Rate <h1 style="margin: 0;">7.78%</h1> <p style="color: green; font-size: small;">+0.0 0.1%</p>

3 Most Engaging Posts

- 

Happy Holidays
 🎄 ✨ Season's Greetings from MSWD! 🌟🎁
 Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa...

8.82%
- 


Happy New Year
 🎉 ✨ Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Y...

6.06%
- 


Join Our Team
 Join the #MSWD team! We are looking for a temporary Field Services Representative I.
 This is a great introductory ...

5.03%


3 Most Shared Posts

- 

Join Our Team
 Join the #MSWD team! We are looking for a temporary Field Services Representative I.
 This is a great introductory ...

1
- 




Water 101 - Dec 21
 💧 😎 Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21 as...

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News Release: Calendar Contest Winners
 News Release: MSWD Announces Calendar Drawing Contest Winners
 FREE 2024 MSWD Conservation & Groundwater Protection Ca...

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3 Least Engaging Posts





	<p>Water 101 - Dec 21</p> <p>💧🕶️ Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21 as...</p>	0.96%
	<p>News Release: Calendar Contest Winners</p> <p>News Release: MSWD Announces Calendar Drawing Contest Winners</p> <p>FREE 2024 MSWD Conservation & Groundwater Protection Ca...</p>	2.13%
	<p>Join Our Team</p> <p>Join the #MSWD team! We are looking for a temporary Field Services Representative I.</p> <p>This is a great introductory ...</p>	5.03%

3 Least Shared Posts

	<p>Happy New Year</p> <p>🎉🌟 Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Y...</p>	0
	<p>Happy Holidays</p> <p>🌲🌟 Season's Greetings from MSWD! 🌟🎁</p> <p>Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa...</p>	0
	<p>News Release: Calendar Contest Winners</p> <p>News Release: MSWD Announces Calendar Drawing Contest Winners</p> <p>FREE 2024 MSWD Conservation & Groundwater Protection Ca...</p>	0

LinkedIn Post Metrics (December 1 - 31, 2023)

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
December 31, 2023 4:14 PM PST	 Image	 <p>Happy New Year 🎉🌟 Wishing you and your loved ones a year ahead filled with success, good health, and memorable moments. Happy New Year from all of us at MSWD! 🎆🥂 #HappyNewYear #NewBeginnings #CheersTo2023 #MSWDc...</p>	Event	0	0	6.06%	2	33	0
December 25, 2023 4:04 AM PST	 Image	 <p>Happy Holidays 🎄🌟 Season's Greetings from MSWD! 🌟🎁 Wishing you and your loved ones a Merry Christmas, Happy Hanukkah, Joyous Kwanzaa, and a Happy New Year! 🧑‍🎄🪄🕎🌿</p>	Event	0	1	8.82%	2	34	0
December 20, 2023 12:26 PM PST	 Image	 <p>Join Our Team Join the #MSWD team! We are looking for a temporary Field Services Representative I. This is a great introductory opportunity for someone who is interested in joining the water industry. In thi...</p>	New Hire / Jobs	1	0	5.03%	7	159	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
December 19, 2023 11:19 AM PST	 Image	 <p>News Release: Calendar Contest Winners News Release: MSWD Announces Calendar Drawing Contest Winners FREE 2024 MSWD Conservation & Groundwater Protection Calendars Now Available Mission Springs Water District is proud to announce the ...</p>	News Releases	0	0	2.13%	2	94	0
December 18, 2023 5:54 PM PST	 Link	 <p>Water 101 - Dec 21 💧🕶️ Fill your brain with some water knowledge! We'll let the information flow at our next Water 101 class on Dec 21 as we explore Planning and Regional Collaboration. Join us and learn more! https...</p>	Event	0	0	0.96%	2	208	0
Total				1	1		15	528	0
Average				0.2	0.2	4.6%	3.0	105.6	0.0

2024 MSWD Conservation & Groundwater Protection Calendars Now Available

Mission Springs Water District is proud to announce the winners of its Community Calendar Drawing Contest that took place earlier this fall.

Featuring student artwork depicting water conservation and groundwater protection efforts, FREE copies of the 2024 MSWD Community Calendar are available for pick-up at the District office and at select locations throughout Desert Hot Springs.



Others included in the calendar:

- Emanuel D. from Desert Springs Middle School
- Victoria C. from Bella Vista Elementary
- Coltin Y. from Cabot Yerxa Elementary
- Maximilian W. from CAVA/Private School
- Diego R. from Two Bunch Palms Elementary
- Kaylee H. from Bella Vista Elementary

Top honors were awarded to:

- Nahomy V. from Desert Hot Springs High School
- Mason A. from Painted Hills Middle School
- Jose D. from Painted Hills Middle School

- Joziah D. from Julius Corsini Elementary
- Jayden A. from Cabot Yerxa Elementary
- Emily N. from Cabot Yerxa Elementary

For more information or to view the calendar online, please view www.mswd.org/CommunityCalendar.

Make A New Years Resolution of Conservation

The District is offering a FREE indoor conservation kit that includes:

- A water-efficient showerhead
- Toilet fill cycle divertor
- Leak detector dye tablets
- A toilet tank bank
- Faucet aerators



If you are interested in receiving a kit, please email your name and address to Conservation@mswd.org. Hurry! Supplies are limited.

Brighten your holidays with cash rebates!

Treat yourself to a desert-friendly landscape or high-efficiency toilet this holiday season! The cooler winter months are a great time to replace grass with a more water-wise landscape.

To help offset the costs, MSWD offers rebates of \$2 for each square foot of grass removed. Replacing your toilet with a high-efficiency model could earn you up to \$100 in rebates!



These upgrades will cut your water use and help reduce your monthly bill.

They are the gifts that keep on giving! To learn more, visit www.mswd.org/rebates.

Ya están disponibles los calendarios GRATUITOS de conservación y protección de aguas subterráneas de MSWD 2024

El Distrito de Agua de Mission Springs se enorgullece en anunciar a los ganadores de su Concurso de Dibujo de Calendarios Comunitarios que se llevó a cabo a principios de este otoño.

Con obras de arte de estudiantes que representan los esfuerzos de conservación del agua y protección de las aguas subterráneas, las copias del Calendario Comunitario de MSWD 2024 están disponibles para recoger en la oficina del Distrito y en lugares seleccionados en Desert Hot Springs.

Los máximos honores fueron otorgados a:

- Nahomy V. de la Escuela Secundaria Desert Hot Springs
- Mason A. de la Escuela Secundaria Painted Hills
- José D. de la Escuela Secundaria Painted Hills



Otros incluidos en el calendario:

- Emanuel D. de la Escuela Intermedia Desert Springs
- Victoria C. de la Escuela Primaria Bella Vista
- Coltin Y. de la Escuela Primaria Cabot Yerxa
 - Maximilian W. de CAVA/Colegio Privado
 - Diego R. de la Escuela Primaria Two Bunch Palms
 - Kaylee H. de la Escuela Primaria Bella Vista
 - Joziah D. de la Escuela Primaria Julius Corsini
 - Jayden A. de la Escuela Primaria Cabot Yerxa
 - Emily N. de la Escuela Primaria Cabot Yerxa

Cada estudiante que participó recibirá un certificado de agradecimiento y una copia del calendario final.

Para obtener más información o para ver el calendario en línea, consulte www.mswd.org/CommunityCalendar.

Haz una resolución de conservación de Año Nuevo

El Distrito está ofreciendo un kit de conservación de interiores GRATIS que incluye:

- Un cabezal de ducha de bajo consumo de agua
- Desviador del ciclo de llenado del inodoro
- Pastillas de tinte detector de fugas
- Un banco de tanques de inodoro
- Aireadores de grifos

Si está interesado en recibir un kit, envíe un correo electrónico a su nombre y dirección a Conservation@mswd.org.

¡Apurarse! Las existencias son limitadas.



¡Alegra tus vacaciones con reembolsos en efectivo!

¡Disfrute de un paisaje desértico o un inodoro de alta eficiencia en esta temporada navideña! Los meses más fríos del invierno son un buen momento para reemplazar el césped con un paisaje más eficiente en el uso del agua. Para ayudar a compensar los costos, MSWD ofrece reembolsos de \$2 por cada pie cuadrado de césped eliminado.

¡Reemplazar su inodoro con un modelo de alta eficiencia podría generarle hasta \$100 en reembolsos! Estas mejoras reducirán su consumo de agua y ayudarán a reducir su factura mensual. ¡Son los regalos que siguen dando!



Para obtener más información, visite www.mswd.org/rebates.