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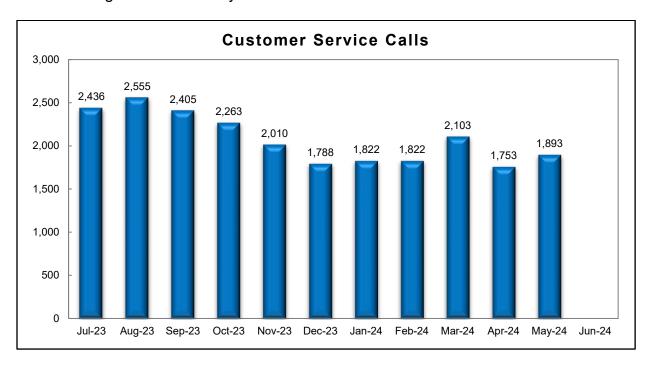
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# **ADMINISTRATION**

## **Customer Service**

# **Calls into the Customer Service Department**

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

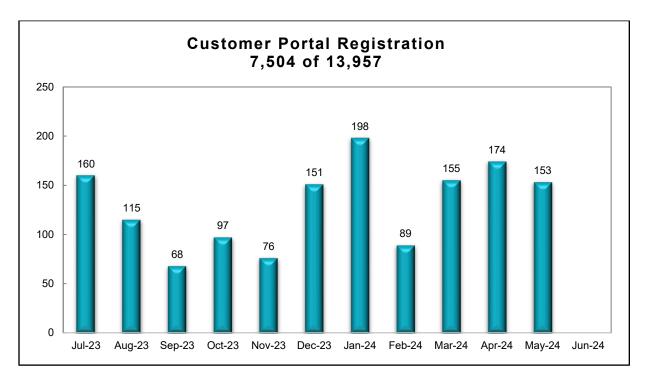


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for May 2024	Total for FY 2024	Monthly Average for FY 2024
Water Waste	2	15	1.36
High Bill Calls / Service Line Leaks	8	71	6.45
No Water	8	89	8.09
Disconnections by Request & Non-Pay	120	1,270	115.45
Reconnections by Request & Non-Pay	66	830	75.45
Service Transfers	123	1,132	102.91
High/Low Pressure	3	71	6.45
Water Quality	0	24	2.18
Other / Miscellaneous	92	1,048	95.27

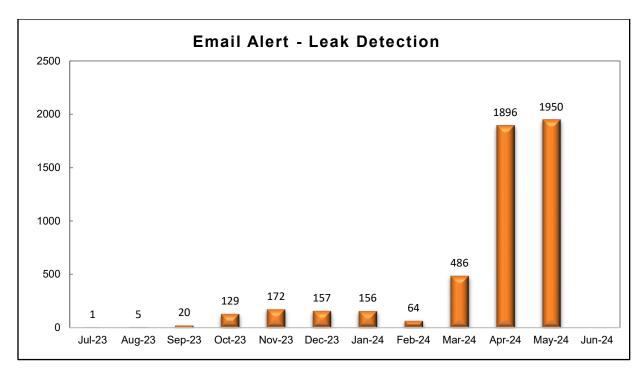
#### **Customer Portal**

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 54%, or 7,504 customers registered so far.



# **Monitoring of Customer Accounts**

WaterSmart Analytics data provides a comprehensive overview of leaks detected and automated alerts sent to MSWD customers. All customers are encouraged to sign up in the Customer Portal to access bills and leak alerts.



#### **Customer Experience Enhancement Program**

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



The Customer Service team continues to host "Coffee Talk Wednesdays" providing minitraining and discussions. Weekly training topics include:

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



## **Customer Bill Assistance Programs**

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

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

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

Assistance Program	Customers Assisted in May 2024	Total Assistance in May 2024	Total Assistance in FY 2024
United Way of the Desert	7	\$700.00	\$6,800.00
LIHWAP / CAP Riverside	276	\$55,121.70	\$136,987.94



#### **Installment Payment Plans**

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

Total Active	Payment Plan	Remaining Balance
Payment Plans	Original Balance	to be Collected
208	\$232,764.32	\$82,282.24

## **Delinquency Service Disconnections**

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
<b>2023 – 2024</b> (Year to Date)	4,177	582	915	557
2022 – 2023	5,107	759	1,171	656
<b>2021 – 2022</b> (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
<b>2020 – 2021</b> (COVID Moratorium)	0	0	0	0
<b>2019 – 2020</b> (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

# <u>Billing</u>

During May 2024, Customer Service reviewed a total of 15,319 bills.

May 2024	Bill Count	Bill Amount
Regular Bills	11,662	\$830,057.97
Delinquent Bills	3,432	\$1,932,792.68
Closing Bills	225	\$6,819.96
Total	15,319	\$2,769,670.61

#### Refunds

There was a total of 40 customer account refunds totaling \$5,901.12 resulting from closed accounts for the month of May 2024.

May 2024	Refund Count	Refund Amount
Customer Refunds	37	\$4,197.65
Construction Meter Refunds	3	\$1,703.47
Total	40	\$5,901.12

#### Liens

Customer Service identified 10 accounts that were 90 days past due requiring Lien filing. Likewise, 13 Release of Liens were issued after securing payment for outstanding balances on past due accounts.

May 2024	Lien Count
Lien Recordings	10
Lien Releases	13

# **Finance & Accounting Department**

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

#### Payroll

Staff continues to work with Lincoln Financial to gather employee information and make modifications to payroll reports, required by the implementation of the new investment platform called "Alliance" that will be rolling out in June 2024 for the deferred compensation plans administered by Lincoln.

Additionally, the following quarterly procedures were completed in the month of April 2024:

- Worker's Compensation Insurance Payments were calculated for the 1st quarter of 2024 and processed with ACWA for a total of \$37,437.81.
- Form 941 Employer's Quarterly Federal Tax Return was filed.
- Form DE 9 CA Quarterly Contribution Return and Report of Wages was filed.

#### Budget

The Director of Finance compiled all the budget reports before summarizing to meet with the General Manager and the June 5, 2024, Board workshop. This included:

- Operating Revenue Budget
- Operating Expenses Budget.
- Non-Operating Revenue and Expenses Budget.
- · Capital Improvement Projects.

Budget transfers for May 2024 totaled \$54,600:

		TRANSFER	TRANSFER	TO		
BID	DESCRIPTION OF EXPENDITURE	DATE	AMOUNT	BID	TRANSFER TO DESCRIPTION	APPROVAL
545	TRAINING AND SEMINARS	05-08-2024	5,000.00	541	ENCROACHMENT PERMITS CITY AND COUNTY	MACY
552	BACKFLOW PROGRAM REPAIR MATERIALS	05-16-2024	600.00	560	BEE REMOVAL	MACY
702	GENERAL CONSULTING	05-28-2024	5,000.00	894	SMART CONTROLLER PROGRAM EXPENSES	MACY
704	TURF CONVERSION PROGRAM REBATES	05-28-2024	12,000.00	893	SMART CONTROLLER PROGRAM REBATES	MACY
704	TURF CONVERSION PROGRAM REBATES	05-28-2024	20,000.00	896	WASHING MACHINE REBATE PROGRAM-6 OR LOWER RATED	MACY
708	TOILET REBATE PROGRAM REBATES	05-28-2024	12,000.00	895	TOILET REBATE PROGRAM-1.1GPF PREMIUM LOW FLOW	MACY

#### **Current Work Priorities**

The Accounting team worked on the preliminary audit work requested by RAMS who was in the office the week of May 27, 2024, performing audit procedures through March 2024.

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

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

Accounting continues to support other departments as needed:

- Engineering
  - A reimbursable job was created to track all the expenses related to New Development projects, for:

Industrial Pretreatment Comp Plan Review 13310 Little Morongo.

#### Operations

 Accounting continues to support Operations on reimbursable jobs that need to be billed. These include primarily damage to District property where a police report was filed.

#### • Human Resources

 Accounting continues to work with Human Resources to update employee forms and workflow using Laserfiche Forms; including the Boot Reimbursement form, Direct Deposit Change form, Timesheet submittal form, and the Off Work Request form.

#### Customer Service

- Accounting worked with Customer Service on the Sewer Charges Prepayment letter to go out to all customers with sewer fees, to prepay before they go on the property taxes.
- Accounting helped with the arrearage funds that were sent back to the state for current accounts of approximately \$1,500.

#### The Director of Finance continues:

- Work with Raftelis on the Long-Range Financial Master Plan, providing additional backup on District cost of services.
- Attended the 2024 ACWA Spring Conference in Sacramento, bringing back several ideas for improving District Procedures.
- Continues to work with the General Manager from Monte Vista Water District through the CSDA mentorship program.
- Continues to work with the General Manager and Timmons to streamline the GIS
  project into a shorter timeframe.
- Coordination with staff to work with Lincoln Financial group to update and plan documents related to the 457b deferred compensation plan and to implement a 401a plan.
- Continues to work with the outside business analyst on the grants and preparation of the Regional Grant reimbursement submittals.
- Continues to work with accounting on new GASB pronouncements that affect the District in the current year.
- Attended several CSDA trainings on things like PFAS and Payroll updates as well as contract agreements to stay on top of current trends affecting special districts.

The District received a plaque from the GFOA for the 2024 Distinguished Budget Presentation Award.

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

Total cash receipts for the month of May 2024 amounted to \$14,466,263, primarily from water and sewer customer account payments, including the County deposit for the sewer charges on the property taxes of approximately \$4 million. Also, the receipt of one of two checks from the State Water Board for the Regional Water Reclamation Facility grant totaling \$9,069,477.

Cash Disbursements for the month of May 2024 amounted to \$4,179,693.12 with the largest payments made to:

Entity	Amount
J.F. Shea Construction	\$1,477,761
Desert Water Agency	\$307,241
Net Payroll	\$291,370
US Bank AD #13 Passthrough	\$246,055
Downing Construction	\$243,619
Southern California Edison	\$111,800

#### **Financial Statement**

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

## **Capital Improvement Program**

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



# **Innovation & Technology Department**

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

#### **Department Updates**

- Intelesys is finalizing the migration to the new email security platform with an estimated go-live in early June 2024.
- Issues were encountered with a District firewall and the manufacturer issued a replacement. The replacement unit has been functioning properly.
- Assisted Public Affairs with technology needs for the internship program.
- Provided eDiscovery assistance for a public records request.

#### **Technology Improvements**

- A new wireless access point was installed at the Corporate Yard in the shop area to allow connectivity of the device used for automotive repair.
- Two new security cameras were installed at the Corporate Yard.
- A new wireless access point was installed at the Wright Regional Water Reclamation Facility.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

# **On-Going Cyber Security Training**

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

## **Cyber Security News Roundup**

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

• Ticketmaster breach (summarize) (<u>Tech.co</u>)

#### **Intelesys IT Support**

The District receives IT services and support through Intelesys. Their Client Report on May 2024 activities can be found in Appendix B.

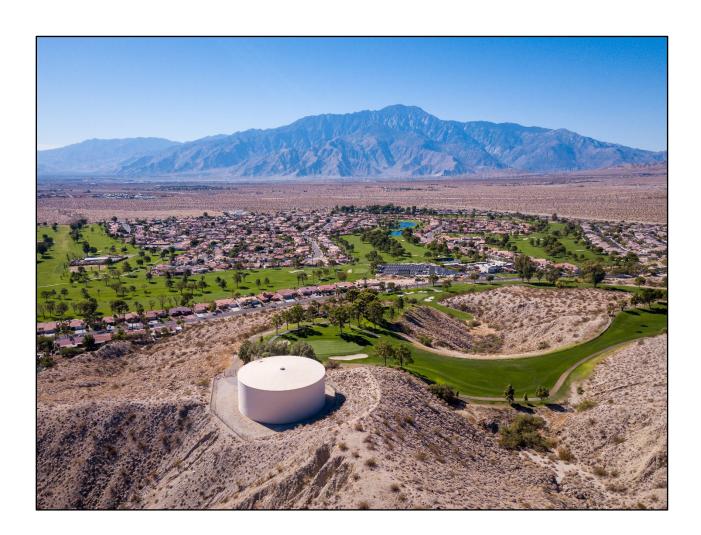


# **Purchasing Department**

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 \$35,624.67, and the total issued for use by field crews totaled \$36,474.74, for May 2024.



# **ENGINEERING & OPERATIONS**

# **Engineering Department**

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

#### Well 42 Project

MSWD has tentatively approved the proposed downhole rehabilitation plan provided by the hydrogeologist. As a result, the contractor provided a change order to complete the out-of-scope work. Given the out-of-scope nature of the well rehabilitation work, and total amount required to complete said work, staff will bring a contract amendment to the Board for approval in June 2024. Following approval of the contract amendment, staff will direct the contractor to complete the necessary work to complete the project.

# AD-18 - GQPP Sewer Project Areas "H" & "I"

MSWD staff is evaluating the next steps with respect to crossing private property to make the sewer connection at the south end of Hildago Street.

## Well 22 Rehabilitation

Staff is currently working with the contractor, Canyon Springs Enterprises, on scheduling the project and executing the agreement.

## Water and Wastewater System Comprehensive Master Plan Updates

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

#### AD-18 – GQPP Sewer Project Area "D3"

Following Board approval in April 2024, staff has reached out to AECOM to execute a contract to complete design work for Area D3. Staff will be issuing the notice to proceed in the coming weeks.

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

The Army Corps of Engineers design consultant, Genterra, is in the process of preparing the 100% design.

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

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

#### Well 34 Rehabilitation

Construction resumed and is on track for completion in July 2024.

# <u>Tropical Storm Hilary Waterline Replacement Project at 13<sup>th</sup> Avenue, Mission Lakes Boulevard, and Thomas Avenue</u>

Staff completed bidding the project and the Board approved the award for construction. Staff is currently working with the contractor, Tri-Star, on executing the agreement and scheduling the project with construction scheduled to start quickly in the coming weeks.

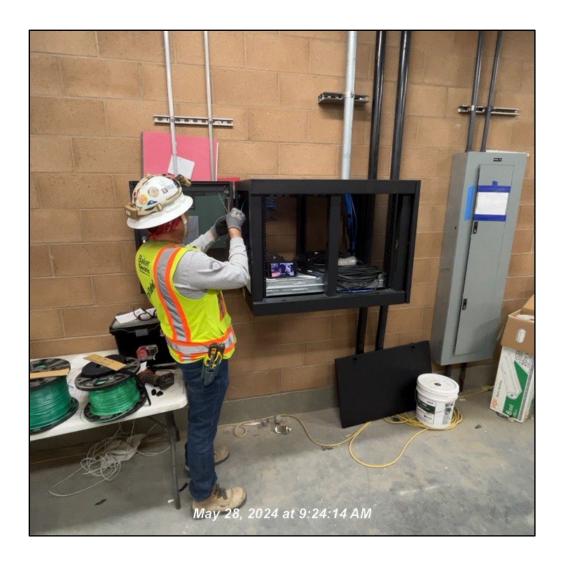
#### **Regional Water Reclamation Facility**

The Project Team continued 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) and has achieved the substantial completion milestone. Through the month of May 2024, JF Shea Construction:

- Completed the punch list for the mechanical, structural, architectural, and civil portion of the project.
- Completed finish grade of the site, drainage improvements, and long-term dust suppression.
- Continued completion of the site security system, with a target completion of the first week of June 2024.
- Demobilized the construction yard, trailers, and equipment.





In June 2024, JF Shea Construction will complete all remaining punch list items. Thereafter, they will primarily be idle until the raw water testing begins, following the completion of the Conveyance Line.

The Project Team completed a pre-construction meeting with the contractor, Yellow Jacket Drilling, at the Monitoring Well #2 site to confirm site access and staging requirements The contractor is expected to mobilize and complete construction of the third required monitoring well in late June through early July 2024. Thereafter, the closeout report regarding Waste Discharge Requirement Special Provision F.3. for RWRF Groundwater Monitoring will be submitted to the Regional Water Quality Control Board (RWQCB).

Staff completed review of the access agreement with the owner of a private well near Palm Drive and Interstate 10 required for annual sampling and reporting to the RWQCB. The agreement is routing for signature. Thereafter, the closeout report regarding Waste Discharge Requirement Special Provision F.4. for TDS Impact Evaluation will be submitted to the RWQCB.

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

- Staff received an update that the Reimbursement Request No. 2 and No. 3 have been processed and payment issued to MSWD.
- Staff responded to additional RFIs from the State regarding the Conveyance Line FBA.

# **RWRF Conveyance Line**

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

The contractor completed all construction of the force main and gravity sewer, including final paving, signage, and striping. The gravity sewer portion across the SCE transmission crossing still remains.

Staff continues to coordinate with SCE to resolve the easement issue along Little Morongo Road south of 18<sup>th</sup> Avenue. In May 2024, the Project Team responded to SCE's RFIs and addressed their comments on the easement acquisition documents.

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

Staff has received the final bid package and is preparing it for bidding. Staff has submitted the final bid package to the State for approval. Staff plans to bid the project following the State's approval.

RWRF Roadway Design (19<sup>th</sup> Avenue, Little Morongo Road, and 20<sup>th</sup> Avenue) The consultant initiated the 90% design.



# **Operations & Maintenance**

## **Construction & Maintenance**

#### **Water Line Locations**

Staff completed approximately 467 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 May 2024.

- 10 water service lines were replaced with copper.
- 14 service line leaks were repaired.
- Eight mainline leaks were repaired.
- One fire hydrant was replaced.





#### **Water System Maintenance**

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

- 251 ground valves were exercised.
- 125 fire hydrants were flushed, maintained, and painted.
- One air-release valve was inspected and/or rebuilt. Annual air-release valve maintenance has been completed.
- No Cla-Val valves were maintained this month.
- 15 blow-offs were flushed.





#### **CMMS Workorder Program**

A total of 32 work orders were processed in May 2024 using the CMMS program.

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

Staff installed 17 new water service lines in May 2024.

#### Fire Flow Testing

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



# Fleet & Facility Maintenance

#### **Janitorial Services**

The janitorial contractor, Executive Facilities Services Inc., continues to clean and disinfect all District buildings. Routine disinfection is performed four times per week Tuesday through Friday. Additionally, routine janitorial services are provided twice per week on Wednesdays and Fridays. Staff is preparing an RFP to request revised bids reducing the cleaning and disinfection to two days a week each and add the new Wright RWRF to the list of facilities.

## **Building Maintenance**

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

- Installed a new gate sign at the Corporate Yard.
- Repaired 9 leaks at the Well 27/31 west fence line irrigation.
- Readjusted the float on the meter shop swamp cooler.
- Replaced a damaged power cord on the Corporate Yard shop welder.
- Repaired 3 leaks on the irrigation line at the Two Bunch Reservoir.
- Moved extra generator cables to the shelf in the Corporate Yard shop and reorganized shelves.
- Installed antennas at the Corporate Yard and Horton WWTP Plant and adjusted with Kurt.
- Installed two Ring camera/floodlights at the Corporate Yard, one above the north break room entrance and one above the southeast main door to the shop.
- Re-secured door trim on the west door to the Corporate Yard break room.
- Flushed drain on upstairs men's restroom at the Administration Building.
- Repaired two leaks on the irrigation at the Terrace Reservoir.
- Replaced ADT alarm batteries in the shop at the Corporate Yard.
- Replaced air chuck at the gas pumps at the Corporate Yard.
- Removed film from the west stairs exterior camera at the Administration Building and inspected other perimeter cameras.
- Installed Visqueen and fir strip board to the upstairs north hall at the Administration Building.
- Installed different shelves in Amanda's office at the Administration Building.
- Installed a Wi-Fi antenna and ran cable in the shop at the Corporate Yard for Kurt.
- Replaced toilet in women's restroom in the Engineering/Annex Building.
- Performed blowout of old stores twice this month.

# Standby Generator Monthly Maintenance Program

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

#### Fleet Maintenance/Repairs

- Units 428, 429, and 430 had 2-way radios and antennas installed.
- Unit 428 had the PM service and tire rotation performed.
- Unit 410 had the PM service, tire rotation, and filter change performed.
- Unit 412 had the PM service, tire rotation, and two internal plugs installed, as well as cosmetic repairs performed.
- Unit 439 had a valve key mount fabricated and installed.
- Unit 437 had the PM service and tire rotation performed.

- Unit 408 had the PM service performed and cabin filter replaced.
- Unit 360 had the PM service performed, battery replaced, fuel filter replaced, and a faulty fuel pump and shutoff solenoid replaced.
- Unit 442 was picked up from crane Install at Morgan Crane, had the roof light replaced with a directional bar, had Line-X applied, and was outfitted for service.
- Unit 117 had the suction tube repaired.
- Units 429 and 430 had back racks installed.
- Unit 416 had the air filter blown out due to excessive dirt buildup and will be scheduled for service.
- Unit 437 had license plates installed.
- Unit 444 had the rear Gannon picked up from GBD and mounted, the roof was lowered, and had MSWD decals and unit numbers applied.
- Unit 432 had the seat patches replaced.
- Unit 345 had 3 tires replaced at Desert Tire.
- Unit 421 had the battery replaced.
- Unit 391 was decommissioned and had the GPS transferred to Unit 442.
- Unit 367 had repairs performed at RDO for the left front axle assembly.
- Unit 335 had the PM service performed, and replaced the fuel filter, upper radiator hose, and belt. A loom was added to the harness and brackets made for main power wire restraint.



#### **Wastewater Collections**

## **Sanitary Sewer Overflows (SSOs)**

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

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

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

#### **Sewer Line Locations**

Staff completed 374 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

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

- Staff completed 49 CCTV inspections, totaling 15,312 feet in May 2024.
- Zero miles of sewer mainline were cleaned in May 2024.

#### **Wastewater Treatment**

#### **Plant Maintenance**

Staff spent 534-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 136.2-man hours operating the sludge belt filter press, including filling and removing 19 trailers of sludge from the Horton and Desert Crest WWTPs.

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

Staff pulled new wiring for the South photo electric beam due to a faulty signal coming from ADT.

The new Kubota tractor for the Desert Crest WWTP has arrived. Staff will now be able to maintain the WWTP more efficiently. The Kubota will be stored within a locked shipping container on site.





## **Sampling and Laboratory**

Staff collected 49 samples and spent 98-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both plants are producing an effluent that meets the District's permit discharge requirements.

# **Pond Maintenance**

Ponds 1, 2, 4, 5, 6, 7, and 8 were cleaned and rehabilitated during May 2024. Pond 1 was cleaned and rehabilitated twice this month. With the warm temperatures and high winds, staff are seeing algae blooms in the ponds causing issues for percolation. Staff will be keeping the ponds online for no more than 2 weeks at a time to try and prevent algae from coating the bottom of the ponds.





# **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:

- Loader Fluid Inspections
- Skip Loader Fluid Inspections
- Kubota Fluid Inspections

#### Nancy Wright RWRF Startup Training

Staff have continued training on various equipment throughout the Nancy Wright RWRF.



## **Wastewater Report**

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

New Sanitary Service Connections to Collection System								
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20			
July	4	4	18	8	7			
August	12	26	20	4	1			
September	17	20	20	5	2			
October	3	13	36	9	4			
November	7	8	29	50	10			
December	21	8	12	9	3			
January	2	35	14	21	7			
February	1	4	7	23	5			
March	1	24	17	48	1			
April	7	16	7	18	3			
May	8	9	16	17	11			
June		4	2	21	7			
Total	83	171	198	233	61			

Additional sanitary service connection information is provided in Appendix C.

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

Wastewater Flow (MGD)							
Fiscal Year	Horton	WWTP	Desert Cre	est WWTP			
2023/24	Average Daily Flow	Peak 24 Hour Flow	Average Daily Flow	Peak 24 Hour Flow			
July	1.922043	2.149212	0.050983	0.071200			
August	1.929369	2.592078	0.047453	0.067540			
September	2.037218	2.182773	0.046081	0.055570			
October	2.050049	2.173503	0.040804	0.051000			
November	2.065661	2.265582	0.046158	0.059550			
December	2.037725	2.208722	0.045566	0.057730			
January	2.014687	2.152567	0.045226	0.049620			
February	1.999080	2.184408	0.047016	0.053920			
March	2.075331	2.301861	0.047050	0.054740			
April	2.059142	2.222371	0.040275	0.047630			
May	1.983604	2.113440	0.036827	0.040730			
June							

Additional wastewater flow information is provided in Appendix C.

#### **Water Production**

# Water Pumped/Produced

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

- MSWD (CA3310008) 679.59 Acre Feet (221.45 MG)
- West Palm Springs Village (CA3310078) 11.37 Acre Feet (3.70 MG)
- Palm Springs Crest (CA3310081) 5.27 Acre Feet (1.72 MG)

#### Water Sampling/Testing

- Bacteriological Sampling Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- During May 2024, staff collected weekly Bac-T samples at Well 22. All these samples passed.
- Well 26A Uranium Treatment (IXP) Sampling The monthly uranium sampling was completed on May 6, 2024.
- Monthly Reporting The District's Monthly Coliform Monitoring Report for May 2024 for all three water systems was sent to the SWRCB on June 4, 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 twice during the month of May 2024.
- Sodium Hypochlorite (Chlorine) Usage During the month of May 2024, a total of 1,667 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 May 2024, the Production staff checked and documented the chlorine residuals at all wells in use 218 times. The average chlorine residual of these readings was 0.88 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals During the month of May 2024, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 97 times. The average chlorine residual of these readings is 0.73 ppm. (This data reflects the MSWD and ID-E water systems.)

# **Well Soundings**

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

## **Production Facility Updates**

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

- Well 22 Rehabilitation As previously mentioned, this well experienced intermittent failing bacteriological tests. However, this issue has been rectified as indicated in repeated passing Bac-T results.
- Gateway Fire Pump Monthly Testing Staff performed the monthly fire pump testing on May 8, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Well 24 Update The well is still offline, and the pump is currently out of the well.
   MSWD staff has determined that it is best to run this well to failure. We are working
   with contractors to bring this well back into operation as soon as possible. The
   extracted equipment was picked up by Southwest Pump on May 21, 2024, to be
   inspected by their service department. We are waiting for their final equipment
   inspection report.
- Well 31 Pump Noise The pump has been removed from this well and is currently being inspected for necessary repairs. Additionally, since the pump is out of the well, we are having a video survey and EMDS (well casing study) performed on the well. It has been determined that all the downhole equipment needs to be replaced. This work is expected to be completed before the end of June 2024.
- Well 33 Chlorination System Upgrade Project This project is complete and functional. This site now automatically monitors and adjusts chlorine dosing to ensure proper and continuous chlorination.
- Reservoir Inspections The following reservoirs were climbed and inspected by MSWD Production staff during May 2024: Worsley, Gateway, Well 34 Suction, Overhill, Valley View, and Little Morongo. No significant concerns were found. All MSWD reservoirs were viewed via drone during May 2024.
- Motor Oil and Greasing All well and booster motors were serviced by staff in May 2024. The servicing included cleaning, oil change, and bearing greasing.
- Pump Packing Maintenance The packing for the following pumps were serviced/adjusted by MSWD staff in May 2024: Little Morongo and Well 22.
- Generator Usage Due to upgrades being made to SCE equipment, MSWD experienced multiple power outages at the Overhill and Gateway booster stations. Staff deployed generators to these sites to ensure continued water service to the Painted Hills communities.

#### Well 33 Solar Site

Staff continue to monitor the performance of the solar system. However, MSWD is still working with Kenwood Energy to review past maintenance reports and the current condition of the facility. They are also helping prepare an RFP for an O&M service contract.

# **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 S	Service Co	nnections	to the Wat	er System	
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	5	6	18	7	4
August	14	28	19	6	10
September	19	22	23	18	2
October	4	16	33	13	3
November	9	10	27	10	16
December	5	9	9	2	17
January	5	26	14	15	6
February	3	14	8	13	8
March	6	29	19	16	2
April	11	24	6	11	1
May	9	16	19	15	12
June		5	1	24	11
Total	90	205	196	150	92

Additional water service connection information is provided in Appendix C.

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

		Monthly	Water P	roduction (	(AF)		
	FY 2023/24	Varianc Prior		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20
	2023/24	AF	%	2022/23	2021/22	2020/21	2019/20
July	789.99	38.20	5.08	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23	850.19	839.93	885.31	795.18
September	675.06	-40.97	-5.72	716.03	738.65	784.80	757.08
October	709.23	17.25	2.49	691.98	665.18	755.84	709.39
November	629.05	29.66	4.95	599.39	679.85	690.13	619.87
December	529.99	-24.28	-4.38	554.27	565.48	588.32	537.23
January	556.57	26.18	4.94	530.39	580.28	537.96	553.20
February	458.69	-31.72	-6.47	490.41	527.34	495.61	520.85
March	560.24	59.87	11.97	500.37	601.44	625.80	557.73
April	649.67	97.33	17.62	552.34	624.07	649.34	573.02
May	696.24	-30.01	-4.13	726.25	745.36	723.62	698.99
June				682.09	730.02	761.63	806.02
Total	6,992.47	29.06	0.42	7,645.50	8,094.17	8,356.13	7,981.79

Additional water production information is provided in Appendix C.

# **Water Resources**

Below is a list of water resources related activities for May 2024.

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

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

The CVRWMG continued to discuss the Urban Water Use Efficiency and Conservation Regulations and Chromium-6 Regulations.

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

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 sometime later in 2024.

# San Gorgonio Pass Subbasin Sustainable Groundwater Management Act Compliance

The consultant, Provost & Pritchard, completed and submitted the final SGMA Annual Report for Water Year 2022-23 to DWR.

# Indio Subbasin Sustainable Groundwater Management Act Compliance

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

# Salt and Nutrient Management Planning

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



# **PUBLIC AFFAIRS**

# **Past & Upcoming Sponsorships / Events**

#### MSWD Blood Drive: May 15, 2024

Mission Springs Water District (MSWD) partnered with LifeStream Blood Bank to host a blood drive; these events continue to be successful with MSWD employees and community members signing up to give. There will be another opportunity to donate on July 10, 2024, hosted my MSWD.



## CVCAN Event – Let's Talk Cannabis Tourism: May 9, 2024



The Coachella Valley Cannabis Alliance Network (CVCAN) hosted an event called "Let's Talk Cannabis Tourism." This event was specifically designed for hotels, attractions, visitor information centers, event producers, hospitality frontline staff, and tourism businesses in the Coachella Valley. MSWD Sponsored a table where we educated attendees about our award-winning water.

#### CSDA Special District Legislative Days: May 21-22, 2024

General Manager Brian Macy, Assistant General Manager Marion Champion, and Board Vice President Robert Griffith participated in the CSDA Legislative Days in May 2024. This event brings together various special districts in California to address shared public policy challenges. During the event, they met with state legislators Greg Wallis, Josh Becker, Tasha Borner, and the offices of Rosalie Ochoa Bogh and Corey Jackson.



#### Desert Hot Springs Rotary Big Heart Awards: May 23, 2024



MSWD joined local leaders to celebrate the unsung heroes of Desert Hot Springs during the Annual Desert Hot Springs Rotary Club Big Heart Awards Ceremony. Among the honorees was MSWD's Tropical Storm Hilary Emergency Response Team, recognized for their extraordinary efforts during the August 20, 2023, storm event.

The MSWD team includes Water Production Supervisor Chad Finch, Field Operations Technician II Lorenzo Soto, Wastewater

Treatment Plant Operator Mark Vermeer, and Water Production Operator II Tim Owens.

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

# **Youth Programs**

## Desert Hot Springs High School REAL Academy Internship: April 30-May 25, 2024



After completing a new spring internship program, Mission Springs Water District celebrated Gabriel Almanza and Kaleb Herbest at its Board of Directors meeting on Monday, May 20, 2024. In partnership with the Desert Hot Springs High School REAL Academy, the program provides valuable hands-on experience and educational opportunities to students, exposing a new generation to the opportunities in water.

# **Desert Hot Springs Recreation Center Summer Camp**

In partnership with the Desert Hot Springs High School Recreation Center, MSWD will present eight water education and activity sessions to students this summer as part of the Recreation Center's summer programming. This year's summer program features water, and what better way than to have MSWD join in and help share our love for all things water? All students will receive a specially designed refillable MSWD water bottle for the kids to keep. Dates include:

Wednesday, June 12, 2024 – Two Morning Sessions Tuesday, June 25, 2024 – Two Afternoon Sessions Wednesday, July 17, 2024 – Two Morning Sessions Tuesday, July 30, 2024 – Two Afternoon Sessions



#### Water Talks with MSWD: May 29, 2024

Water Talks with MSWD is a monthly event hosted by the Mission Springs Water District. Customers are invited to sign up for each event through various outreach channels such as direct emails, social media, paid/sponsored social media, and on the home page of the district website. This month, twenty-one participants were able to learn and ask questions from our presenter, water expert Chad Seidel PH.D, P.E. from Corona



Environmental Consulting, who spoke about the State Water Board and the EPA's recent adoption of new PFAS and Chromium-6 water quality standards, and how these new regulations will impact MSWD and your water service. Join us for the next Water Talks event on Wednesday, June 26, 2024, at 5:00 pm at the Desert Hot Springs Library.

#### **Project WET Teacher Training: June 27, 2024**

MSWD is proud to partner with CVWD to offer Project WET professional development workshops for local educators. Project WET workshops guide educators through an engaging, firsthand experience that prepares them to easily implement Project WET activities in their classroom or learning space. Participants will leave with their own copy of the updated Foundations of Water Education Guide. FREE and open to all educators, this year's training will be held on Thursday, June 27, 2024, from 8:30 am to 2:30 pm at 75515 Hovley Lane, East Palm Desert, CA 92211.



## **Public & Media Outreach**

#### **Customer Survey**

MSWD launched the customer survey to redesign the monthly water bill experience, which concluded on May 24, 2024. This initiative underscored our commitment to delivering exceptional service and engaging our valued community in shaping the future of our utility statements.

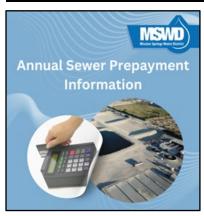
The District greatly appreciates the participating customers' feedback and opinions on how we should present the monthly water bill statement.

The results to the survey questions are below:



- How visually appealing do the customers find the current statement?
  - Very Appealing 20%
  - Somewhat Appealing 22%
  - Neutral 46%
- How easy is it to understand the information presented on the current water bill?
  - Extremely Easy 37%
  - Somewhat Easy 28%
  - Neutral 21%
- Which sections or elements of the current water bill are the most confusing or difficult to interpret?
  - Account Summary 20%
  - Monthly Water Use Comparison 28%
  - Current Charges Due Date 30%
  - Bill Pay Options 20%
- How important are graphs and visual representations of water use?
  - Extremely Important 52%
  - Somewhat Important 20%
  - Neutral 20%
  - Not Important 7%

#### **Annual Sewer Pre-Payment Option for 2024-2025**



MSWD Customers can pre-pay their annual sewer service bill instead of allowing it to be placed on their property tax bill. Customers can pre-pay their sewer bills by Monday, July 1, 2024, to avoid having their sewer payment rolled onto the property taxes. To promote the pre-payment option, MSWD sent letters with a tear-off payment coupon to all wastewater customers and promoted it on social media and our website promotions.

#### **Customer Newsletter**

Our May 2024 Water Matters newsletter featured information about the Strategic Plan launch, the Intern program in partnership with Desert Hot Springs High School REAL Academy, and State assistance funds applied to delinquent accounts. A copy of the newsletter is included in Appendix E.

# **Legislative Update**

#### Federal: California Special Election Results

In the special election to replace former Speaker of the House Kevin McCarthy's seat, State Representative and former District Director for McCarthy, Vince Fong, defeated Mike Boudreaux to serve the remainder of the 118th Congress. Representative-elect Fong will be sworn into Congress in the coming days and is running for a full term in November 2024. California's 20th Congressional District has been vacant since McCarthy resigned at the end of 2023.

Additional Federal updates are available in Appendix D.

#### **Federal: National Security Memorandum for Critical Infrastructure**

The Environmental Protection Agency (EPA) released a new National Security Memorandum (NSM) to replace the decade-old presidential policy document on critical infrastructure protection. The NSM clarifies the roles and responsibilities of the lead federal agencies identified to improve the resilience of our critical infrastructure sectors against all hazards. The EPA is the lead federal agency for the water sector. The NSM also implements a coordinated nationwide approach to assess and manage sector-specific risks.



#### State: Revised Conservation as a Way of Life Regulation

In May 2024, the State Water Resources Control Board released the third version of the revised draft regulation for Making Conservation a California Way of Life with a 15-day written comment period that ended June 4, 2024. The revised draft regulation outlines unique water use efficiency goals for each urban retail water supplier, including urban water use efficiency standards, variances, an urban water use objective, and commercial, industrial, and institutional (CII) performance measures.

Given the arid nature of our region and the disadvantaged community we serve, achieving a 0.55 LEF standard by 2040 poses significant challenges. Achieving this standard will be a tremendous lift and create significant affordability challenges, particularly absent dedicated funding or technical assistance. The 0.55 LEF is based on design standards, and many factors in the real world make striving for this level of efficiency impractical, especially for communities in the highest evapotranspiration zones in the state. We appreciate the concerns the State Board members expressed about water affordability, equity, and the potential infeasibility of achieving the 2040 outdoor standard, and we encourage continued collaboration to devise a sensible solution. Retail and wholesale water suppliers will still need to generate revenues to cover their operating and capital costs, including the increased costs driven by these regulations, and rates will rise accordingly.

A copy of the MSWD comment letter is included in Appendix E.

# State: Initiative 1935 - Taxpayer Protection Act Update

Ballot Initiative 1935 would result in the loss of billions of dollars annually in critical state and local funding, disrupting the ability of voters, local agencies, and the State of California to fund services and infrastructure by:

- Adopting new and severely stricter rules for raising taxes, fees, assessments, and other charges.
- Revising the State Constitution, as amended by Propositions 13, 218, and 26, among other provisions, to the advantage of the initiative's proponents and plaintiffs, creating new grounds to challenge these funding sources and disrupting fiscal certainty.
- Restricting the ability of local governments to issue fines and penalties to corporations and property owners that violate local environmental, water quality, public health, public safety, fair housing, nuisance, and other laws and ordinances.

The initiative includes provisions that would retroactively void all state and local taxes or fees adopted after January 1, 2022, if they did not align with the provisions of this initiative. This may also affect indexed fees that adjust over time for inflation or other factors. Effectively, it would allow well-funded interests that are not residents of your community to invalidate the prior actions of local voters, undermining local control and voter-approved decisions about investments needed in their essential services and infrastructure.

Last fall, Governor Gavin Newsom, joined by the State Legislature and former State Senate President Pro Tem John Burton, filed an emergency petition to the California

Supreme Court for a pre-election challenge to Initiative 1935, arguing that the measure is unlawful because it improperly revises the state constitution via initiative, and would impair essential government services. CSDA promptly joined a coalition to file a letter to the Supreme Court in favor of granting pre-election review.

On November 29, 2023, the California Supreme Court issued an order to show cause why the measure should not be removed from the ballot and established a schedule for briefing the court. An amicus brief filed by CSDA, and 10 other local government partners argues the measure is an unlawful revision of the state constitution because of the ways the measure would redistribute authority between state and local governments, the measure would undermine essential functions of local governments, and because the ballot measure is so poorly drafted that it raises many interpretive issues that will not be simply resolved without requiring extensive litigation after passage. The brief urges the Court to act before the measure is placed on the ballot for the November 2024 election because planning impacts are being felt now and could impair essential government services.

The California Supreme Court is likely to rule on the pre-election challenge before the end of June 2024, when the Secretary of State is anticipated to qualify the measure for the November 2024 ballot formally.

# **MSWD Digital Advertising**

The District featured four Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered almost 295,000 impressions and 1,139 link clicks. Our Facebook ads garnered more than 258,000 impressions and 391 link clicks.

A full report is included in Appendix E.

# **Social Media**

A copy of the May 2024 social media report can be found in Appendix E. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included the Worker Wednesday Posts, the Team Mom scholarship contest opportunity, and a post highlighting one of the Desert Host Springs REAL Academy Interns learning in the field.





## **CV Water Counts**

In May 2024, CV Water Count's digital marketing saw significant engagement across multiple channels. Google Ads achieved 412.5K display impressions and 79.3K video impressions, while Facebook campaigns garnered 127K impressions and 821 engagements. Website traffic was robust, with 4.2K users and top content related to conservation tips and Earth Day.



# **Rebates & Conservation**

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

#### **Toilet Rebates**

The District received two toilet rebate applications in May 2024. (Pending Processing)

#### **Turf Rebates**

The District received one new turf rebate application in May 2024, pending payment totaling \$1,859, and has one pending application totaling \$3,000.

#### **Clothes Washer Rebates**

The District received one clothes washer rebate application in May 2024.

# **Smart Controller Rebates**

The District received one smart controller rebate application in May 2024.

# **Conservation Kits**

The District did not receive any requests for conservation kits in May 2024.

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# **Bottled Water Tracking Report**

Date Supplied	Requested By	Event or Purpose	Cases Requested
5/2/2024	Emily Granados	City Employee Event	1
5/8/2024	Bella Vista Elementary School	Teacher Appreciate Week	3
5/8/2024	MSWD	CVCAN Networking Event	3
5/14/2024	City of Desert Hot Springs	Monthly Supply for Meetings	15
5/14/2024	Desert Hot Springs High School Career Specialist	2024 Senior Awards and Scholarship Night	5
5/15/2024	First 5 Family Resource Center	Community Events & Homeless Clinics	5
5/15/2024	Desert Hot Springs Police Department	Investigations, Traffic Accidents, Crime Scenes, & Community Events	6
5/22/2024	Cabot Yerxa Rainbow Club	End-of-Year Celebration for Students	2
5/23/2024	Desert Hot Springs High School	Graduation (Full Pallet)	72
5/29/2024	City of Desert Hot Springs	Groundbreaking for Fire Station 98	4
5/29/2024	Painted Hills Middle School	8 <sup>th</sup> Grade Honors Dessert	5
5/29/2024	Painted Hills Middle School	8 <sup>th</sup> Grade Promotion	5
5/29/2024	Diversity Desert Hot Springs	Candidate Forum	5
5/30/2024	MSWD	Water Talks	2
		Total	133

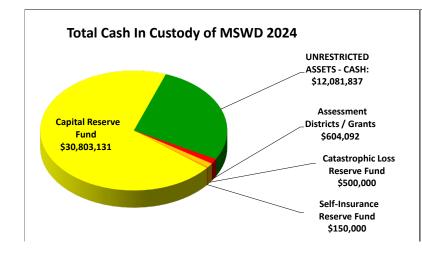


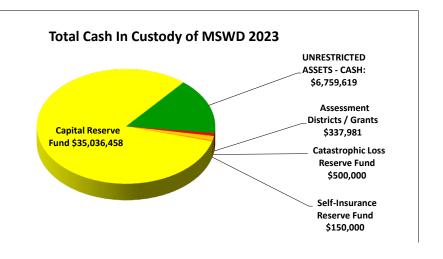
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#### MISSION SPRINGS WATER DISTRICT COMBINED FUNDS DISTRICT SUMMARY

JULY 1, 2023 TO APRIL 30, 2024

	YEAR	TO DATE				JULY 1, 2022 TO APR	IL 30, 2023	
		FAVORABLE	FAVORABLE				FAVORABLE	FAVORABLE
		(UNFAVORABLE)	(UNFAVORABLE)				(UNFAVORABLE)	(UNFAVORABLE)
		VARIANCE	VARIANCE				VARIANCE	VARIANCE
ACTUAL	BUDGET	AMOUNT	PERCENT		ACTUAL	BUDGET	AMOUNT	PERCENT
17,087,498	17,722,990	(635,492)	-4%	OPERATING REVENUE:	16,590,902	17,110,621	(519,719)	-3%
17,752,133	20,591,626	2,839,493	14%	OPERATING EXPENSE:	13,940,770	14,135,652	194,881	1%
(664,635)	(2,868,636)	2,204,001	77%	NET OPERATING INCOME	 2,650,132	2,974,969	(324,837)	-11%
7,508,403	6,932,011	576,392	8%	ADD NON-OPERATING REVENUE	3,143,440	2,932,133	211,307	7%
812,243	886,570	74,327	8%	LESS NON-OPERATING EXPENSE	491,587	1,208,703	717,116	59%
6,696,160	6,045,441	650,719	11%	NET NON-OPERATING INCOME	2,651,853	1,723,430	928,423	54%
6,031,525	3,176,805	2,854,720	90%	NET INCOME	5,301,985	4,698,399	603,586	13%
				OTHER INFORMATION				
			4.86	DEBT SERVICE RATIO	8.28			
			1.27%	INVESTMENT RETURN	0.39%			
		EARNED	\$ 37,959	WELLS FARGO LOAN INTEREST	\$ 53,200	PAID		
			\$ 42,784,058	CASH - JULY 1	\$ 47,763,075			
			\$ 1,355,002	INCREASE/(DECREASE) IN CASH	\$ (4,979,018)	)		
		=	\$ 44,139,060	CASH - END OF PERIOD	\$ 42,784,058	- =		
	W	ELLS FARGO	\$ 12,081,837	UNRESTRICTED CASH	\$ 6,759,619	WELLS FARGO	)	
	W	ELLS FARGO	\$ 207,483	RESTRICTED - ASSESSMENT DISTRICTS	\$ 248,980	WELLS FARGO	)	
		CALTRUST	\$ 6,936,762	RESTRICTED - SHORT TERM FUND	\$ 11,583,514	CALTRUST		
		CALTRUST	\$ 22,138,299	RESTRICTED - MEDIUM TERM FUND	\$ 21,562,247	CALTRUST		
		CALTRUST	\$ 2,774,678	RESTRICTED - LIQUIDITY FUND	\$ 2,629,698	CALTRUST		
		=	\$ 44,139,060	RESTRICTED TOTAL CASH	\$ 42,784,058	=		





#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - ONGOING APRIL 30, 2024

	BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO PROJECT TITLE	07-01-2023	04-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11147 WELL #42 (NEAR TO EXISTING WELL # 22)	2,414,627.28	528,554.64	2,210,777.00	1,682,222.36	2,943,181.92	4,739,000.00	1,795,818.08	ENGINEERING
11424 REGIONAL WASTEWATER TREATMENT PLANT	35,733,398.82	14,199,397.38	20,001,215.00	5,801,817.62	49,932,796.20		3,116,503.80	ENGINEERING
11425 AREA M-2 (AD #15)	634,711.19	63,475.09	10,819,868.00	10,756,392.91	698,186.28	11,450,000.00	10,751,813.72	ENGINEERING
11426 CONVEYANCE LINE FROM LS TO RWWTP	1,886,431.81	4,293,157.80	7,257,876.00	2,964,718.20	6,179,589.61	8,300,000.00	2,120,410.39	ENGINEERING
11451 CHROMIUM 6 COMPLIANCE STUDY	14,489.48	4,150.00	185,511.00	181,361.00	18,639.48	200,000.00	181,360.52	ENGINEERING
11456 HWWTP INFL. PUMP STATION ODOR CONTROL	647,827.69	142.15		82,602.85	647,969.84	730,000.00	82,030.16	ENGINEERING
11566 DESIGN & ENGINEERING AREAS H & I	332,182.49	4,138.08	129,775.00	125,636.92	336,320.57	460,000.00	123,679.43	ENGINEERING
11602 ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	699,854.57	418.06	0.00	-418.06	700,272.63	741,404.00	41,131.37	PRODUCTION
11610 VISTA RESERVOIR NO. 2	125,979.40	1,048.21	849,448.00	848,399.79	127,027.61	975,427.00	848,399.39	ENGINEERING
11611 WELL REHABILITATION PROGRAM - WELL 22	315,712.46	290,949.01	1,328,219.00	1,037,269.99	606,661.47	1,560,000.00	953,338.53	PRODUCTION
11618 DESIGN & ENGINEERING FOR AREAS A & G	526,554.15	45,526.81	1,099,118.00	1,053,591.19	572,080.96			ENGINEERING
11621 ADMIN BUILDING	1,523,556.61	106,752.49	16,802,667.00	16,695,914.51	1,630,309.10	33,300,000.00	31,669,690.90	ADMINISTRATION
11657 SEWER SYSTEM COLLECTIONS	560,651.81	355.95	192,873.00	192,517.05	561,007.76	750,000.00	188,992.24	ENGINEERING
11666 EMERGENCY BACKUP GENERATOR WELL 27/31	18,098.29	3,761.27	395,166.00	391,404.73	21,859.56	411,002.00	389,142.44	ENGINEERING
11667 EMERGENCY BACKUP GENERATOR WELL 32	18,008.94	3,758.06	284,230.00	280,471.94	21,767.00	300,331.00	278,564.00	ENGINEERING
11668 EMERGENCY BACKUP GENERATOR WELL 37	18,043.56	3,760.00	284,200.00	280,440.00	21,803.56	300,331.00	278,527.44	ENGINEERING
11716 PORTABLE BOOSTER/TRANSFER PUMP	0.00	148,226.35	180,000.00	31,773.65	148,226.35	180,000.00	31,773.65	PRODUCTION
11717 TRAILER MOUNTED PORTABLE GENERATORS	0.00	487,220.74	537,375.00	50,154.26	487,220.74			CONSTRUCTION & MAINT.
11741 35C WELL REHABILITATION	14,226.50	5,094.50	2,685,773.00	2,680,678.50	19,321.00	2,700,000.00	2,680,679.00	ENGINEERING
11742 34C WELL REHABILITATION	13,269.15	340,894.45	464,997.00	124,102.55	354,163.60	475,000.00		ENGINEERING
11743 INSTALL 18-INCH INTERTIE LINE	685.19	2,489.58	1,100,000.00	1,097,510.42	3,174.77	1,100,000.00	1,096,825.23	ENGINEERING
11769 19TH-20TH AVES & LITTLE MORONGO ROADWAY PROJECT	44,736.64	56,409.95	286,768.00	230,358.05	101,146.59	309,000.00	207,853.41	ENGINEERING
11790 2024 - NEW METERS 3/4" - 2"	0.00	273,393.50	350,000.00	76,606.50	273,393.50	350,000.00	76,606.50	FIELD SERVICES
TOTAL	45,543,046.03	20,863,074.07	67,528,601.00	46,665,526.93	66,406,120.10	124,518,170.00	58,112,049.90	
23 records								

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - PAUSED APRIL 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	04-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11087	HORTON WWTP EXPANSION #5	152,615.52	0.00	0.00	0.00	152,615.52	13,404,000.00	13,251,384.48	ENGINEERING
11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46	0.00	9,292.00	9,292.00	70,708.46	80,000.00	9,291.54	ENGINEERING
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44	0.00	57,332.00	57,332.00	594,668.44	652,000.00	57,331.56	ENGINEERING
11282	MISSION CREEK - 80 ACRES	325,077.18	0.00	0.00	0.00	325,077.18	328,000.00	2,922.82	ENGINEERING
11472	AREA J-2	293,853.72	0.00	6,146.00	6,146.00	293,853.72	300,000.00	6,146.28	ENGINEERING
11498	HWWTP PERCOLATION POND REHAB	28,181.34	0.00	0.00	0.00	28,181.34	42,000.00	13,818.66	WASTEWATER
11556	HWWTP ASU DEMOLITION	45,077.20	0.00	122,198.00	122,198.00	45,077.20	167,275.00	122,197.80	ENGINEERING
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	WASTEWATER
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	ENGINEERING
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	ENGINEERING
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	PRODUCTION
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	PRODUCTION
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	ENGINEERING
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	ENGINEERING
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	ENGINEERING
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	ENGINEERING
11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68	0.00	149,656.00		343.68	150,000.00		ENGINEERING
11617	HWWTP SCADA UPGRADES	40,080.36	0.00	94,006.00	94,006.00	40,080.36	129,008.00	88,927.64	WASTEWATER
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	ENGINEERING
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	PRODUCTION
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	ENGINEERING
11691	MUNICODE WEBSITE	9,021.78	0.00	0.00	0.00	9,021.78	31,000.00	21,978.22	ADMINISTRATION
11692	MUNICODE AGENDA	7,214.25	0.00	0.00		7,214.25	20,000.00	12,785.75	ADMINISTRATION
11693	GQPP AREA D3-1 SEWER DESIGN	8,840.75	370.07	147,159.00	146,788.93	9,210.82	156,000.00	146,789.18	ENGINEERING
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	PRODUCTION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	99,661.00	99,661.00	35,339.27	135,000.00	99,660.73	ADMINISTRATION
11776	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	5,614.75	21,657.14	50,000.00	28,342.86	27,271.89	70,000.00	42,728.11	ADMINISTRATION
TOTAL		2,779,761.50	24,074.71	7,045,764.00	7,021,689.29	2,803,836.21	23,085,543.00	20,281,706.79	
27 records									

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - NOT STARTED APRIL 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	04-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11460	WELL 29 CHROMIUM 6 TREATMENT DESIGN	0.00	0.00	200,000.00	200,000.00	0.00	200,000.00	200,000.00	ENGINEERING
11719	RESERVOIR REHAB PROGRAM DESIGN - 2022 FY	0.00	0.00	120,000.00	120,000.00	0.00	120,000.00	120,000.00	PRODUCTION
11737	PIERSON BLVD SLURRY SEAL PROJECT	0.00	0.00	183,000.00	183,000.00	0.00	183,000.00	183,000.00	ENGINEERING
11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00	0.00	33,000.00	33,000.00	0.00	33,000.00		ENGINEERING
	JOHN DEERE 3032E COMPACT UTILITY TRAILER	0.00		32,000.00			32,000.00		WASTEWATER
11788	MUFFIN MONSTER 6" INLINE GRINDER	0.00	0.00	15,100.00	15,100.00	0.00	17,100.00	17,100.00	WASTEWATER
11789	WACHS ERV-750 VALVE MACHINE	0.00	0.00	42,000.00	42,000.00	0.00	42,000.00	42,000.00	CONSTRUCTION & MAINT.
11791	ERP SYSTEM REPLACEMENTS	0.00	0.00	1,710,000.00	1,710,000.00	0.00	1,710,000.00	1,710,000.00	INNOVATION & TECHNOLOGY
11809	13TH AVE DAMAGE: TSTORM HILARY	0.00	13,767.34	70,000.00	56,232.66	13,767.34	100,000.00	86,232.66	ENGINEERING
11810	THOMAS DR DAMAGE: TSTORM HILARY	0.00	21,184.35	75,000.00	53,815.65	21,184.35	105,000.00	83,815.65	ENGINEERING
11811	INDIAN CANYON DAMAGE: TSTORM HILARY	0.00	17,740.48	230,000.00	212,259.52	17,740.48	230,000.00	212,259.52	ENGINEERING
11812	LITTLE MORONGO DAMAGE: TSTORM HILARY	0.00	0.00	30,000.00	30,000.00	0.00	30,000.00	30,000.00	ENGINEERING
11813	MISSION LAKES DAMAGE: TSTORM HILARY	0.00	18,384.32	150,000.00	131,615.68	18,384.32	650,000.00	631,615.68	ENGINEERING
11829	GEHL TH842 TELEHANDLER	0.00	0.00	177,317.00	177,317.00	0.00	177,317.00		WASTEWATER
11830	CASE 570N EP SKIP LOADER	0.00	0.00	124,000.00	124,000.00	0.00	124,000.00	124,000.00	WASTEWATER
11831	JOHN DEERE GATOR TE MODEL (1 OF 2)	0.00	0.00	15,500.00	15,500.00	0.00	15,500.00	15,500.00	WASTEWATER
11832	JOHN DEERE GATOR TX MODEL (2 OF 2)	0.00	0.00	15,500.00	15,500.00	0.00	15,500.00	15,500.00	ENGINEERING
TOTAL		0.00	71,076.49	3,222,417.00	3,151,340.51	71,076.49	3,784,417.00	3,713,340.51	
17 records									

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - COMPLETED APRIL 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	04-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
10371	SEWER LINE ENCASEMENT I-10 CROSSING @ INDIAN	251,972.22	0.00	0.00	0.00	251,972.22	251,972.00	-0.22	ENGINEERING
10693	WELL SITE-WORSLEY RD NORTH-27 ACRES	39,326.00	0.00	0.00	0.00	39,326.00	39,326.00	0.00	ENGINEERING
10702	WELL SITE WORSLEY-ENV/ENG	2,404.50	0.00	0.00	0.00	2,404.50	2,405.00	0.50	ENGINEERING
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	ENGINEERING
11032	FINAL DESIGN HORTON WWTP EXP #5	940,340.32	0.00	0.00	0.00	940,340.32	940,340.00	-0.32	ENGINEERING
11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48	0.00	0.00	0.00	366,443.48	375,000.00	8,556.52	ENGINEERING
11088	EIR HORTON WWTP EXPANSION #5	71,415.62	0.00	0.00	0.00	71,415.62	71,416.00	0.38	ENGINEERING
11392	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20	0.00	0.00	0.00	29,207.20	30,000.00	792.80	PRODUCTION
TOTAL		1,872,812.27	0.00	0.00	0.00	1,872,812.27	1,882,162.00	9,349.73	
8 records									

GENERAL MANAGER'S REPORT JUNE 2024	
<b>APPENDIX B – Innovation</b>	& Technology Information

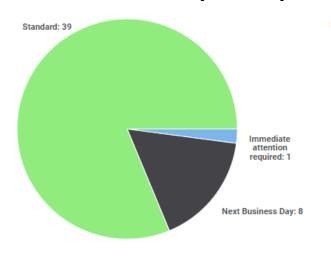


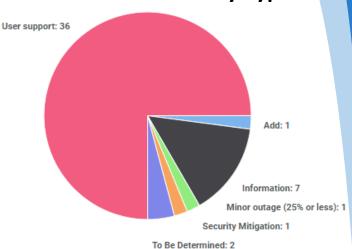
### Mission Springs — May, 2024 Client Report

# **Client Activity Report and Analysis**

### **Tickets Received by Priority**

### **Tickets Received by Type**





Client Service RatingOverall Satisfaction100%Number of Service Requests47Number of Survey Responses1

Response Rate

Tickets Closed 47

48

6 hr.

**Tickets Received** 

**Ticket MTTR** 

Hours on SOs 128

2%

Hours on Projects 14

Meeting Hours 8

TOTAL HOURS 150

 $\textbf{securing}^{\mathsf{Technology}}$ 



## Mission Springs — May, 2024 Client Report

### **May Client Meetings**

Meeting Title		Topics	Time Allocated
	•	Mail Protection Solution	
Weekly Technology Review (During Onboarding)	•	Mobile Device Management (MDM) solution	9 hours
	•	Server refresh	

# **Client Open Projects**

Project Title	Purpose
Advanced Monitoring setup	Configure the servers for alerts on new files created
Mail Protection	Increase inbound mail protection and visibility

## **Client Pending Projects**

Project Title	Purpose
Server Refresh	Ensure MSWD servers are within proper life cycle
Phone system Review	Secure best pricing and technology for MSWD phones

### **Client Closed Projects**

Project Title	Purpose
Wright Wastewater Plant Network	Setup and configure network connectivity for new plan

<b>GENERAL MANAGER'S REPORT JUNE 2024</b>	
<b>APPENDIX C – Wastewater</b>	& Water Production Tables
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### **WASTEWATER REPORT**

					SEWI	ER CONNEC	CTION SUMI	MARY					
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	4	4	18	8	7	9	51	2	1	139	2	0	0
August	12	26	20	4	1	8	53	2	4	214	4	0	2
September	17	20	20	5	2	12	8	11	2	90	2	1	0
October	3	13	36	9	4	8	12	4	21	65	8	2	1
November	7	8	29	50	10	9	7	7	1	52	18	7	3
December	21	8	12	9	3	3	64	1	0	86	22	11	2
January	2	35	14	21	7	1	16	8	3	27	3	11	1
February	1	4	7	23	5	1	42	0	3	5	46	6	1
March	1	24	17	48	1	0	23	5	0	31	16	2	1
April	7	16	7	18	3	3	15	30	0	8	95	14	3
May	8	9	16	17	11	3	20	45	7	13	98	3	2
June		4	2	21	7	3	6	70	4	4	72	2	0
Annual	83	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 83

ewer Connections = 8,919

Total Sewer Connections = 8,919

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

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

#### WATER REPORT

	WATER CONNECTION SUMMARY												
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September	19	22	23	18	2	14	4	13	3	0	2	2	0
October	4	16	33	13	3	21	8	3	20	0	5	1	1
November	9	10	27	10	16	4	0	7	3	0	1	0	1
December	5	9	9	2	17	3	3	2	0	0	2	0	0
January	5	26	14	15	6	3	20	1	1	2	2	0	0
February	3	14	8	13	8	5	11	1	0	1	0	1	0
March	6	29	19	16	2	3	6	5	0	12	0	0	4
April	11	24	6	11	1	3	7	11	2	7	0	1	4
May	9	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	90	205	196	150	92	73	88	58	49	25	14	6	12
Avg./ Mo.	7.50	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 90

Total Water Connections = 13,632

	WATER PRODUCTION SUMMARY												
	FY 2023/24	Varia from pri		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									
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November	629.05	29.66	4.95%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December	529.99	-24.28	-4.38%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January	556.57	26.18	4.94%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February	458.69	-31.72	-6.47%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March	560.24	59.87	11.97%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April	649.67	97.33	17.62%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May	696.24	-30.01	-4.13%	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18
June		0.00	0.00%	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96
TOTAL	6,992.47	29.06	0.42%	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

GENERAL MANAGER'S REPORT JUNE 2024
GENERAL MANAGER 3 REPORT JUNE 2024
APPENDIX D – Federal Update from Carpi & Clay



# Mission Springs Water District Federal Update

June 3, 2024

### **FY25 Appropriations Update**

House Appropriations Committee Chair Tom Cole (R-OK) announced several important fiscal year (FY) 2025 appropriations updates, including subcommittee allocations and a markup schedule for all twelve annual appropriations bills. Funding levels include defense and non-defense spending as developed by the *Fiscal Responsibility Act of 2023*.

FY25 Appropriations Bill	Subcommittee Allocation (in billions)	Subcommittee Markup Date	Full Committee Markup Date
Agriculture-Rural Development	\$25.873	June 11 <sup>th</sup>	July 10 <sup>th</sup>
Commerce-Justice- Science	\$78.288	June 12 <sup>th</sup>	July 9 <sup>th</sup>
Defense	\$833.053	June 5 <sup>th</sup>	June 13 <sup>th</sup>
Energy-Water Development	\$59.19	June 28 <sup>th</sup>	July 9 <sup>th</sup>
Financial Services	\$23.608	June 5 <sup>th</sup>	June 13 <sup>th</sup>
Homeland Security	\$64.805	June 4 <sup>th</sup>	June 12 <sup>th</sup>
Interior-Environment	\$37.739	June 28 <sup>th</sup>	July 9 <sup>th</sup>
Labor-HHS	\$186.586	June 27 <sup>th</sup>	July 10 <sup>th</sup>
Legislative Branch	\$7.125	May 23 <sup>rd</sup>	June 13 <sup>th</sup>
MilCon-VA	\$147.520	May 21 <sup>st</sup>	May 23 <sup>rd</sup>
State-Foreign Ops	\$51.713	June 4 <sup>th</sup>	June 12 <sup>th</sup>
THUD	\$90.4	June 27 <sup>th</sup>	July 10 <sup>th</sup>

Additionally, House Members submitted their fifteen community project requests to the House Appropriations Committee for consideration in the appropriations bills. Members are required to post their projects lists on their websites. The House Appropriations

Committee will provide links to all Members websites who submitted projects once there are compiled and those links will be found <u>HERE</u>.

### **California Special Election Results**

In the special election to replace former Speaker of the House Kevin McCarthy's seat, State Representative and former District Director for McCarthy Vince Fong defeated Mike Boudreaux to serve the remainder of the 118<sup>th</sup> Congress. Representative-elect Fong will be sworn into Congress in the coming days and is running for a full term in November. California's 20<sup>th</sup> Congressional District has been vacant since McCarthy resigned at the end of 2023.

### **EPA Releases National Security Memorandum for Critical Infrastructure**

The Environmental Protection Agency (EPA) released a new <u>National Security</u> <u>Memorandum</u> (NSM) to replace the decade-old presidential policy document on critical infrastructure protection. The NSM clarifies the roles and responsibilities of the lead federal agencies identified to improve the resilience of our critical infrastructure sectors against all hazards. EPA is the lead federal agency for the water sector. The NSM also implements a coordinated nationwide approach to assess and manage sector-specific risks.

### **Legislative Activity**

**House Passes Special District Grant Accessibility Act.** On May 7<sup>th</sup>, the House passed the *Special District Grant Accessibility Act* (<u>H.R. 7525</u>) by a vote of 352-27. The legislation would require that special districts be recognized as units of local government for the purposes of federal grant eligibility. The bill was transmitted to the Senate and referred to the Homeland Security and Government Affairs Committee for consideration.

### **Federal Funding Opportunities & Announcements**

**EPA Announces \$3 Billion for Lead Pipe Replacement.** EPA <u>announced</u> \$3 billion in funding to help all states and territories identify and replace lead service lines through the Lead Service Line formula grant program. The awarded funding will be proportional to the number of lead service lines identified in each state or territory. In addition, EPA released a <u>memo</u> and <u>outreach documents</u> that clarify how states and territories can use this funding and other funding opportunities to reduce lead exposure in drinking water.

**Reclamation Announces WaterSMART Drought Resiliency Awards.** Reclamation <u>announced</u> \$147.6 million for the FY24 WaterSMART Drought Resiliency grant program. The grants will support building new or upgrading existing infrastructure, recharging aquifers, advancing water recycling and treatment, and supporting innovative technology development.

Reclamation Announces WaterSMART Small-Scale Water Efficiency Grants. Reclamation announced \$3.7 million for 41 projects in 14 Western states through the

WaterSMART Small-Scale Water Efficiency Grant program. Reclamation provides funding to irrigation and water districts, tribes, states and other entities with water or power delivery authority for small water efficiency improvements that have been identified through previous planning efforts.

**Reclamation Releases WaterSMART Small Scale-Scale Water Efficiency Round 2 NOFO.** Reclamation released a <u>NOFO</u> for \$12 million through the WaterSMART Small-Scale Water Efficiency Grant program. The grant program supports states, tribes, and local governments as they plan for and implement actions to increase water supply sustainability through investments in existing infrastructure and attention to local water conflicts. Applications are due by July 9<sup>th</sup>.

Reclamation Announces WaterSMART Large-Scale Water Recycling Awards. Reclamation announced \$179 million for four projects in California and Utah through the WaterSMART Large-Scale Water Recycling Program. Funding will support water infrastructure projects, including rural water, water storage, conservation and conveyance, nature-based solutions, dam safety, water purification and reuse, and desalination.

Reclamation Announces Funding for San Joaquin Valley Drought Resilience. Reclamation announced \$81 million through a <a href="Memorandum of Understanding">Memorandum of Understanding</a> (MOU) signed with the Central Valley Project South-of-Delta contractors – including the San Luis & Delta-Mendota Water Authority, San Joaquin River Exchange Contractors Water Authority and Friant Water Authority. The MOU identifies a framework, long-term drought plan, and a 2024 Pilot Program, including a "drought pool," to build drought resiliency in the San Joaquin Valley.

**Reclamation Announces FY24 Aging Infrastructure Grants.** Reclamation <u>announced</u> \$520 million through the FY24 Aging Infrastructure program. The grants will support projects that improve water conveyance and storage, increase safety, improve hydropower generation, and provide water treatment.

### **Federal Agency Personnel & Regulatory Announcements**

President Biden Announces Expansion of White House EJ Advisory Council. President Biden <u>announced</u> the appointment of 12 additional members to the White House Environmental Justice (EJ) Advisory Council. The EJ Advisory Council advises the administration on EJ issues across all federal agencies. The Council is holding a <u>public hearing</u> on June 5<sup>th</sup> and 6<sup>th</sup> which will include the newly appointed members.

**EPA Transmits Clean Watersheds Survey to Congress.** EPA <u>transmitted</u> its 2022 Clean Watershed Needs Survey to Congress. The survey is a comprehensive report on wastewater, stormwater, and other clean water infrastructure needs nationwide. EPA estimates \$630 billion is needed over the next 20 years for clean water infrastructure.

**EPA Publishes Final PFOA and PFOS CERCLA Rule.** EPA published its <u>final rule</u> to designate two per- and polyfluoroalkyl substances (PFAS) — perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS), including their salts and structural Isomers — as hazardous substances under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), also known as Superfund. The rule will enable investigation and cleanup of these chemicals and ensure that leaks, spills, and other releases are reported. The rule is effective July 8<sup>th</sup>.

IRS Publishes Final Rule on EV Tax Credits. The Internal Revenue Service (IRS) published a final rule regarding the critical mineral and battery components requirements for the new clean vehicle credit. The guidance finalizes rules for taxpayers intending to transfer the new and previously owned clean vehicle credits to dealers who are eligible to receive advance payments as well as provides rules regarding the process for dealers to become eligible entities to receive advance payments of the transferred credits. The final rule also provides guidance regarding the IRS compliance process in the case of the taxpayer's omission of a correct vehicle identification number. Finally, it finalizes the rules for qualified manufacturers of new clean vehicles to determine if the battery components and applicable critical minerals contained in a vehicle battery are foreign entity of concern (FEOC) compliant. For purposes of the FEOC-compliance requirements, the final regulations:

- Provide relevant definitions;
- Impose a due diligence requirement for battery components and applicable critical minerals;
- Describe the methods by which FEOC-compliance is determined; and
- Outline a reporting and review process for determinations of FEOC-compliance.

The rule is effective on July 5<sup>th</sup>.

**IRS Announces Direct File as Permanent Tax Filing Option.** The IRS <u>announced</u> that Direct File will be a permanent option for filing federal tax returns beginning with the 2025 filing season. Direct File allows individuals with simple federal tax returns to file directly with the IRS at no cost.

usual a partnership with EPA, the Food and Drug Administration (FDA), and the U.S. Agency for International Develop (USAID) to renew the Federal Interagency Collaboration to Reduce Food Loss and Waste. Participating agencies will strengthen coordination to continue to produce educational and guidance materials, conduct outreach, community investments, voluntary programs, technical assistance, policy discussion, and public-private partnerships related to food loss and waste prevention.

GENERAL MANAGER'S REPORT JUNE 2024	

**APPENDIX E – Public Affairs Information** 



June 4, 2024

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

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

Dear Honorable State Water Resources Control Board,

The Coachella Valley Regional Water Management Group (CVRWMG) includes Coachella Water Authority (CWA), Coachella Valley Water District (CVWD), Desert Water Agency (DWA), Indio Water Authority (IWA), Mission Springs Water District (MSWD), and Valley Sanitary District (VSD). The group represents a collaborative effort to implement the Coachella Valley Integrated Regional Water Management (CVIRWM) Plan to address the water resources planning needs of the Coachella Valley. The CVRWMG's Region is located in central Riverside County, within the Colorado River Funding Area.

The CVRWMG would like to express our appreciation for the opportunity to comment on the third draft of the Making Conservation a California Way of Life Regulation (Regulation). After reviewing the third draft of the proposed Regulation, we continue to have concerns (which we outlined in our previous letters) that have not been addressed. We believe our comments and recommendations make valuable contributions that increase the feasibility of compliance with the proposed Regulation. Specific comments and recommendations are provided below.

#### **Feasibility**

In our previous letter, we requested a change to the LEF standard of 0.55 due to feasibility concerns. The CVRWMG is disappointed this was not addressed in the updated proposed Regulation. The CVRWMG is made up of agencies in an arid region with many disadvantaged communities (DACs) and water agencies in the region have expressed concerns about the feasibility of a residential outdoor 0.55 LEF standard. Achieving 0.55 LEF for 2040 will be a tremendous lift for many suppliers, and could still impose significant affordability challenges, particularly absent dedicated funding or technical assistance. The 0.55 LEF is based on design standards and many factors in the real world make striving for this level of efficiency impractical, especially for communities in the highest evapotranspiration zones in the state.

Similarly, we originally requested the inclusion of 20% irrigable non irrigated (INI) as irrigated and not as a buffer. Including the 20% INI as a buffer does not meet the intent of the legislation or conform with real-world conditions. This 20% should not be viewed as additional, but as an area that is being irrigated. The Department of Water Resources conducted a statistical analysis of outdoor water use, Landscape Area Measurement (LAM) and INI data. The data concluded that the INI area is being irrigated at one-fifth or 20% of the irrigable area.

We also continue to request that Effective Precipitation be removed from the final Regulation and outdoor standard. Landscapes are generally not designed to consider effective precipitation since it is highly variable in our region. Precipitation can percolate below the root zone of the plant negating its beneficial effect to that plant's watering needs. Additionally, precipitation is often not distributed evenly throughout suppliers' service areas. Some areas may receive precipitation and other areas none, making it difficult to apply one effective precipitation rate at the water supplier level.

We continue to request changes that recognize inherent data limitations and gaps. If the 20% INI buffer is not a permanent facet of all suppliers' budgets, the State should consider a Data Error Adjustment.

In Section 974, which addresses commercial, industrial, and institutional best management practices, the draft Regulation should replace "implement" with "offer" to recognize suppliers' appropriate authorities. Water agencies cannot feasibly implement programs against the will of, or without express consent from, their customers.

#### **Tree Provisions**

The third draft incorporates a new variance for tree canopies, however, as written we have concerns regarding implementation. We support ACWAs recommended changes to the Tree Variance so that it is feasible for water suppliers to utilize.

#### **Alternative Compliance**

We appreciate that the second draft Regulation modified alternative compliance pathways to be more accessible for suppliers facing large reductions. This path to compliance is an essential improvement for agencies facing the challenge of operating at the limits of their resources, while striving to meet the required objectives. The modified alternative compliance pathways will be based on the median household income (MHI) of the population served by suppliers, which will greatly benefit the many DACs in the Coachella Valley and in California.

#### Collaboration

We value the State Water Resources Control Board's commitment to working with all suppliers, non-governmental organizations, and other entities in drafting the Regulation. Collaboration plays a vital role in drafting the Regulation as it ensures diverse perspectives are considered, leading to more comprehensive and effective policies. We request the State Water Resources Control Board continue to work with all suppliers, non-governmental organizations, and other entities on addressing unclear or inconsistent language before the Regulation goes to Board.

Thank you again for providing an opportunity to comment. We look forward to continuing to work with you on this topic.

Sincerely,

Zoe Rodriguez del Rey

On behalf of the Coachella Valley Regional Water Management Group

Water Resources Manager

Coachella Valley Water District

CVRWMG agency representatives:

Steve Johnson, Desert Water Agency

Ron Buchwald, Valley Sanitary District

Castulo Estrada, Coachella Water Authority

Reymundo Trejo, Indio Water Authority

Marion Champion, Mission Springs Water District



June 4, 2024

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

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

Dear Honorable State Water Resources Control Board,

On behalf of Mission Springs Water District, I would like to extend our gratitude for the opportunity to provide feedback on the third draft of the Making Conservation a California Way of Life Regulation (Regulation). We appreciate the State Water Resources Control Board's responsiveness to our comments on the initial drafts and the subsequent revisions that have been made. While we generally concur with the proposed modifications in the newest draft of the Regulation, we have some lingering concerns that merit attention and further collaboration.

**Feasibility:** Given the arid nature of our region and the disadvantaged community we serve, achieving a 0.55 LEF standard by 2040 poses significant challenges. Achieving this standard will be a tremendous lift and create significant affordability challenges, particularly absent dedicated funding or technical assistance. The 0.55 LEF is based on design standards, and many factors in the real world make striving for this level of efficiency impractical, especially for communities in the highest evapotranspiration zones in the state.

**Cost:** We appreciate the concerns expressed by Board members about water affordability, equity, and the potential infeasibility of achieving the 2040 outdoor standard. Retail and wholesale water suppliers will still need to generate revenues to cover their operating and capital costs, including the increased costs driven by these regulations, and rates will rise accordingly.

**Alternative Compliance:** We appreciate that the latest draft of the Regulation modified alternative compliance pathways to be more accessible for suppliers like MSWD, which face significant reductions. This path to compliance is an essential improvement for agencies facing the challenge of operating at the limits of their resources while striving to meet the required objectives.

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

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

Sincerely,

Brian E. Macy, PE General Manager bmacy@mswd.org



# **Water Matters**

News from your water provider



May 2024

#### **MSWD Adopts Roadmap For Success**

Mission Springs Water District is proud to unveil its new strategic plan, which outlines a comprehensive roadmap for enhancing operations and service delivery across seven key areas: Customer Communications, Water Supply, System Reliability, Financial Management, Technology and Processes, Environmental Sustainability, and Workforce Excellence.

The new strategic plan represents MSWD's commitment to meeting the evolving needs of its community and ensuring the long-term sustainability of water resources. By focusing on these seven critical areas, MSWD aims to deliver enhanced services, improve efficiency, and promote environmental stewardship.

"Today marks an important milestone for MSWD as we launch our new strategic plan," said Board President Ivan Sewell. "This plan reflects our dedication to providing exceptional water services while addressing the challenges and opportunities facing our District. We believe that by prioritizing customer communications, investing in infrastructure, and fostering a culture of excellence, we can better serve our community and build a sustainable future."

Supporting its strategic plan, MSWD General Manager Brian Macy announced the appointment of Marion Champion as the District's new Assistant General Manager. Champion will play a critical role in helping to oversee the execution of the strategic plan and driving initiatives to advance MSWD's goals.

To learn more about the District's new plan, please visit mswd.org.



#### **Past Due Accounts Received State Assistance**

As part of our ongoing commitment to assisting customers, MSWD applied for and received financial assistance for more than 4,555 delinquent accounts. To date, MSWD customers have received more than \$340,000 in credits through the California Extended Water and Wastewater Arrearage Payment Program. To be eligible, accounts must have been delinquent between June 16, 2021, and December 31, 2022.

To learn more about this or other payment assistance programs, visit mswd.org or contact our customer service team at (760) 329-6448 or customerservice@mswd.org.

## **Welcome Aboard!**



MSWD recently welcomed two new Desert Hot Springs High School interns through a partnership with the DHS High School REAL Academy! First up, Kaleb and Gabriel met with Chad Finch, our Water Production Supervisor, who showed them the fascinating world of our water system and how we move water from the ground to your homes.

# **Water Matters**

News from your water provider



Mayo 2024

#### MSWD Adopta un Plan de Ruta hacia el Éxito

La Misión Springs Water District se enorgullece en presentar su nuevo plan estratégico, que esboza una hoja de ruta integral para mejorar las operaciones y la prestación de servicios en siete áreas clave:
Comunicaciones con el Cliente, Suministro de Agua, Fiabilidad del Sistema, Gestión Financiera, Tecnología y Procesos, Sostenibilidad Ambiental y Excelencia Laboral.

El nuevo plan estratégico representa el compromiso de MSWD de satisfacer las necesidades cambiantes de su comunidad y garantizar la sostenibilidad a largo plazo de los recursos hídricos. Al centrarse en estas siete áreas críticas, MSWD tiene como objetivo ofrecer servicios mejorados, mejorar la eficiencia y promover la protección del medio ambiente.

"Hoy marca un hito importante para MSWD al lanzar nuestro nuevo plan estratégico", dijo el Presidente de la Junta, Ivan Sewell. "Este plan refleja nuestra dedicación a proporcionar servicios de agua excepcionales mientras abordamos los desafíos y oportunidades que enfrenta nuestro Distrito. Creemos que al priorizar las comunicaciones con los clientes, invertir en infraestructura y fomentar una cultura de excelencia, podemos servir mejor a nuestra comunidad y construir un futuro sostenible."

Apoyando su plan estratégico, el Gerente General de MSWD, Brian Macy, anunció el nombramiento de Marion Champion como la nueva Subgerente General del Distrito. Champion desempeñará un papel crítico en ayudar a supervisar la ejecución del plan estratégico y en impulsar iniciativas para avanzar en los objetivos de MSWD.

Para obtener más información sobre el nuevo plan del Distrito, visite mswd.org.

#### **Cuentas Atrasadas Reciben Asistencia Estatal**

Como parte de nuestro compromiso continuo de ayudar a los clientes, MSWD solicitó y recibió asistencia financiera para más de 4,555 cuentas atrasadas. Hasta la fecha, los clientes de MSWD han recibido más de \$340,000 en créditos a través del Programa de Pagos de Atrasos Extendidos de Agua y Aguas Residuales de California. Para ser elegibles, las cuentas debían estar atrasadas entre el 16 de junio de 2021 y el 31 de diciembre de 2022.

Para obtener más información sobre este u otros programas de asistencia de pago, visite mswd.org o comuníquese con nuestro equipo de servicio al cliente al (760) 329-6448 o customerservice@mswd.org.

# ¡Bienvenidos!



MSWD dio la bienvenida recientemente a dos nuevos pasantes de Desert Hot Springs High School a través de una asociación con la Academia REAL de la Escuela Secundaria DHS. ¡Primero, Kaleb y Gabriel se reunieron con Chad Finch, nuestro Supervisor de Producción de Agua, quien les mostró el fascinante mundo de nuestro sistema de agua y cómo llevamos el agua desde el suelo hasta sus hogares.

# Water COUNTS

CVWC Digital Marketing Report Website, Social, and Marketing Performance

May 1 - 31, 2024

by Hunter | Johnsen

# Google Ads Campaigns





VIDEO IMPRESSIONS

Clicks
CV Water Counts

**412.5**K

2,830

79,267

3,845

### GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE

CV Water Counts

Campaign name	Clicks	Impr.
CV Water Counts May 2024 Spanish	1,723	222,842
CV Water Counts Mayl - 2024	1,735	189,658
	3.458	412.500





### GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE

CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	79,267	29,202	13,245	221
CVWC Water Saving Tips YouTube Spanish May, 2024	34,678	13,989	7,794	65
CVWC Water Saving Tips English YouTube May, 2024	44,589	15,213	5,451	156
	79,267	29,202	13,245	221







Campaign	Clicks	Impr.
CVWC Search Campaigns	166	2,830
	166	2,830



# Facebook Ad Campaigns



### **FACEBOOK AD PERFORMANCE**

Hunter Johnsen

#WaterWiseWednesday

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
	759	127,171	47,841	2.66	821
CVWC - May 2024					
www.instagram.com					
Conservation Tip of the Month: Convert your					
front or back yard to drought-friendly					
landscaping and save on average 230 gallons per day. For more water-saving tips, visit CVWaterCounts.com/conservation-tips.					

759

127,171

47,841

2.66

821



# Website Information



Sessions
CV Water - CV Water Counts - GA4

PAGEVIEWS

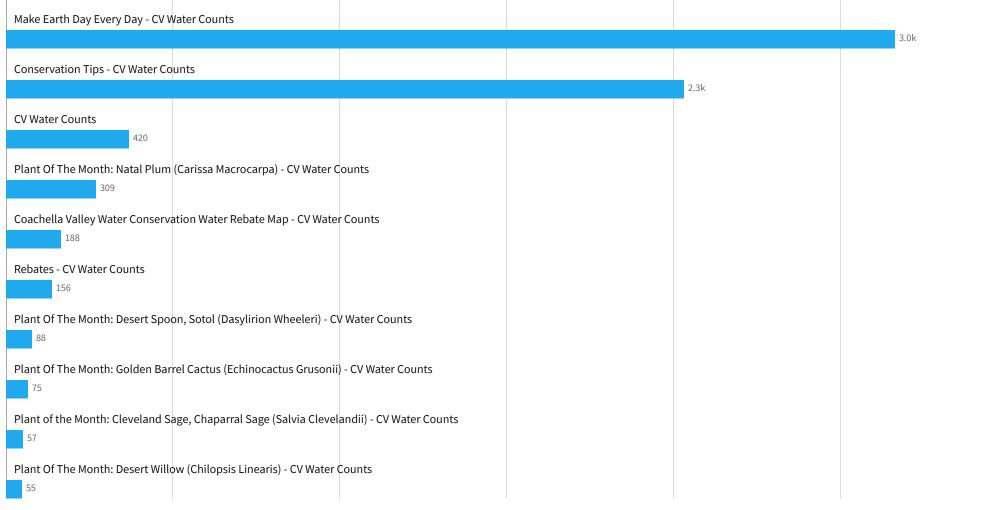
CV Water - CV Water Counts - GA4

4,214

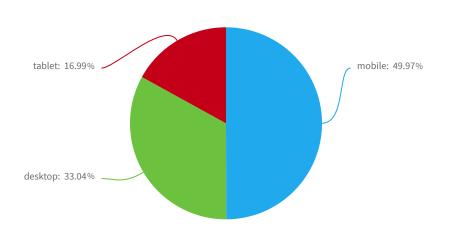
5,814

7,653

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

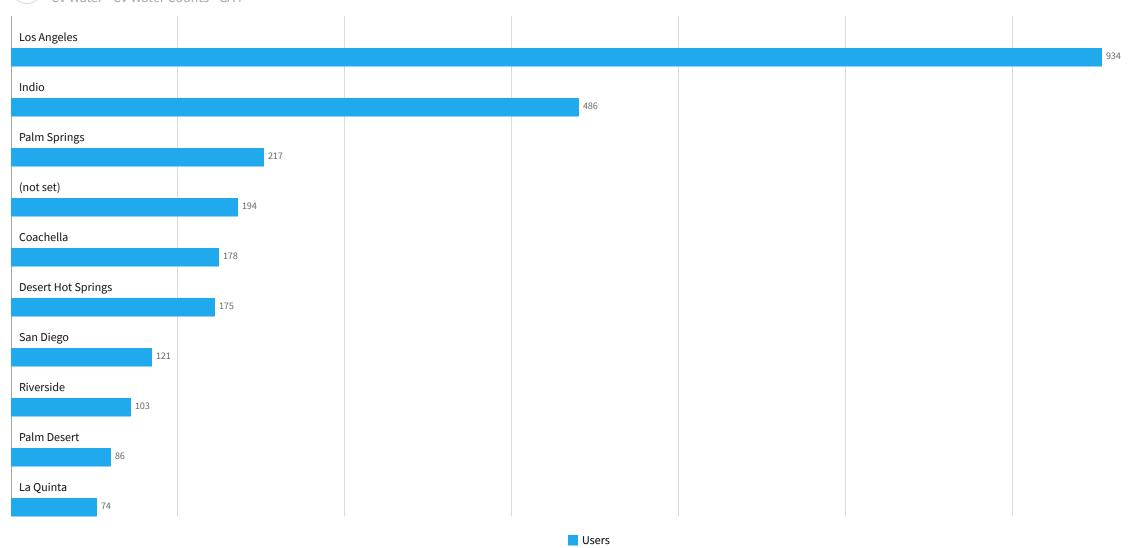


Engaged sessions by Device category
CV Water - CV Water Counts - GA4

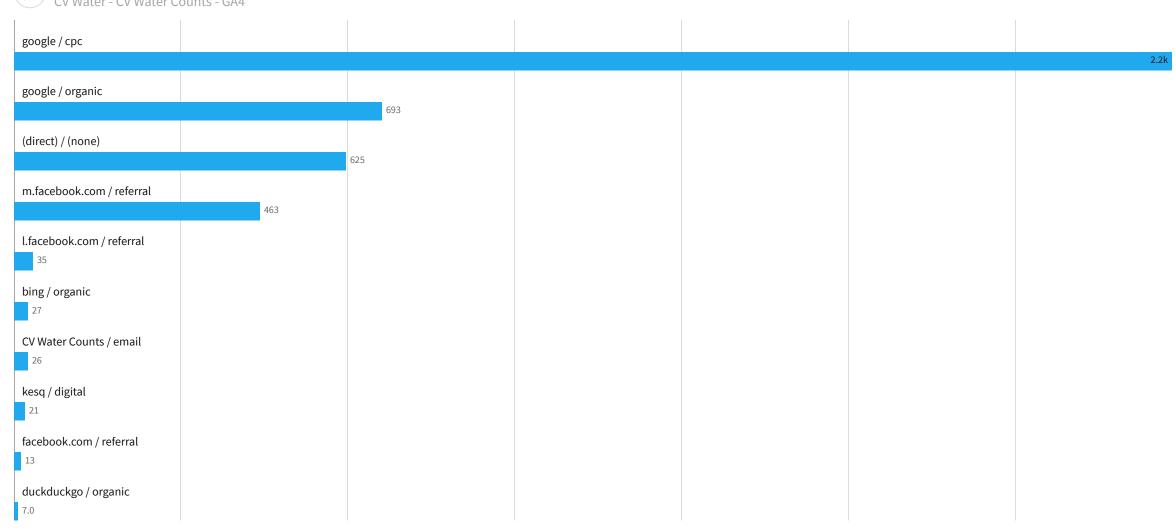


Views





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



New users

### Month performance

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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
May 2024	4,122	1,498	25.8%	1.38	12s
April 2024	3,666	1,478	27.7%	1.41	12s
March 2024	3,534	1,275	25.4%	1.39	13s
February 2024	3,512	1,334	26.3%	1.4	14s
January 2024	3,803	1,246	25.4%	1.27	19s
December 2023	2,626	909	24.6%	1.37	15s
	21,263	7,795	26.1%	1.39	14s

# Organic Search



# **Query performance** cvwatercounts.com/

Query	Impr.	Clicks	CTR	Avg. position
natal plum	3,603	84	2.33%	2.14
golden barrel cactus	2,206	20	0.91%	2.96
water pledge	1,928	0	0%	6.2
cleveland sage	1,875	14	0.75%	1.03
carissa macrocarpa	1,669	28	1.68%	4.34
artichoke agave	1,622	6	0.37%	1.2
trachelospermum jasminoides	1,445	9	0.62%	1.26
echinocactus grusonii	1,272	11	0.86%	2.48
sotol plant	1,146	9	0.79%	8.4
star jasmine plant	1,138	1	0.09%	1
	17,904	182	1.02%	3.1



### Page performance

cvwatercounts.com/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	7,613	137	1.8%	3.75
https://cvwatercounts.com/plant-of-the-month-golden-barrel-cactus-echinocactus-grusonii/	4,894	34	0.69%	4.46
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasylirion-wheeleri/	4,638	44	0.95%	7.58
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	4,301	30	0.7%	1.97
https://cvwatercounts.com/plant-of-the-month-star-jasmine-trachelospermum-jasminoides/	4,225	20	0.47%	1.88
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	3,716	18	0.48%	5.49
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	3,213	14	0.44%	5.23
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	2,889	20	0.69%	7.03
https://cvwatercounts.com/save-water-pledge/	2,842	0	0%	5.69
https://cvwatercounts.com/plant-of-the-month-red-bird-of-paradise-caesalpinia-pulcherrima/	2,120	10	0.47%	11.73
	40,451	327	0.81%	5.48



# Facebook Information



Reach
CV Water Counts

New page likes
CV Water Counts

**Created at** 

May 7, 2024

May 6, 2024

14

18

42,925

Post engagement
CV Water Counts

Post engaged users

Likes

**119.13**K

43,363

7

828

Reach



**Post performance** CV Water Counts

Page likes
CV Water Counts

84

Post

3,986

Post		Created at	Reacii	Post engaged users	LIKES
(Man)	It's National Water A Flower Day	May 30, 2024	26	2	2
Water COUNTS OF THE PROPERTY AND ADDRESS OF THE PROPERTY ADDRE	For more water-saving tips, visit CVWaterCounts.com/conservation-tips. #WaterWiseWednesday	May 30, 2024	22	0	2
	Celebrate. Honor. Remember.	May 27, 2024	36	0	2
ACHELLA WILLY TER DISTRICT	Coachella Valley Water District (CVWD) was formed in 1918 to protect and conserve local water resources. With more than 570 employees, CVWD provides water-related services to more than 270,000 people in the	May 25, 2024	19	1	2
	A family of four can save 14,000 to 25,000 gallons per year by switching from older toilets to the newer, more efficient ones. If yours uses more than 1.28 gallons per flush, you may consider switching. For more water	May 23, 2024	87	7	4
	Covering the soil with a layer of organic material prevents soil from crusting, which reduces the need to cultivate. Mulching also improves soil structure and lowers soil temperatures. A layer of mulch should be	May 20, 2024	13	3	2
Help2Others ASSISTANCE PROGRAM	If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out	May 18, 2024	42	2	2
	Happy Love a Tree Day!	May 16, 2024	39	2	2
	Did you know? A swimming pool naturally loses about 1,000 gallons a month to evaporation. Using a cover or adding a windbreak can help. Learn more at https://www.energy.gov/energysaver/swimming-po	May 16, 2024	44	2	2
	Given Coachella Valley's hot summers and naturally dry climate, wise desert gardeners follow water-efficient gardening principles. Here are some Watersaving plant tips recommended by the University of	May 13, 2024	16	3	3
#	Household leaks can waste more than 1 trillion gallons	May 9, 2024	60	3	2

annually nationwide. That's equal to the annual household water use of more than 11 million homes. Be sure to check your home for leaks regularly. For...

This light, airy, deciduous tree is perfect for locations

where you need summer shade but want winter sun, such as on the south side of the house or patio.

Graceful, light green leaves provide a splendid...

Water agencies join communities across North

America in celebrating Drinking Water Week, an annual observance led by the American Water Works Association. This year, Drinking Water Week will take...

778

Post		Created at	Reach	Post engaged users	Likes
	Happy Cinco de Mayo!	May 6, 2024	51	2	2
WATER YOUR YARD IN NON-DAYLIGHTHOURS	During the month of May 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 12 minutes a day, 7 days a week is sufficient. If yo	May 3, 2024	41	3	3
Making Conversation a California Way of Life	California is expected to adopt Making Conservation a California Way of Life regulations this year. The new regulation is expected to be finalized over the next few months and is intended to cultivate long-term	May 2, 2024	7	3	2
	Conservation Tip of the Month: Convert your front or back yard to drought-friendly landscaping and save on average 230 gallons per day. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	May 1, 2024	42,363	741	47
Live Water Wider Connect your discovery for including your property your	CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts	May 1, 2024	27	0	2
			42,925	778	85



# Instagram Information



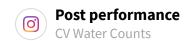
CV Water Counts

Followers (lifetime)
CV Water Counts

9,549

10

245



Post		Impr.	Engagement	Reach	Saved	Video views
	Conservation Tip of the Month: Convert your front or back yard to drought-friendly landscaping and save on average 230 gallons per day. For more water-saving tips, visit our link in bio. #WaterWiseWednesday	15	2	13	0	0
	Happy Cinco de Mayo!	14	1	10	0	0
WATER YOUR YARD IN NON-BAYLIGHT HOURS	During the month of May 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 12 minutes a day, 7 days a week is sufficient. If yo	14	2	10	0	0
Help2Others ASSISTANCE PROGRAM	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	9	1	7	0	0
	Happy Love a Tree Day!	7	1	5	0	0
	Celebrate. Honor. Remember.	5	1	3	0	0
NAME OF THE PARTY	It's National Water A Flower Day	2	1	2	0	0
COUNTS  Since County and	For more water-saving tips, visit our link in bio. #WaterWiseWednesday	0	1	5	0	7
		66	10	55	0	7

# E-Blast Information

# Campaign performance CV Water Counts

Campaign	Send Time	Emails Sent	<b>Unique Opens</b>	<b>Total Opens</b>	Open Rate	Industry Open Rate	<b>Total Clicks</b>	Click Rate	Industry Click Rate	<b>Unsubscribe Count</b>
CV Water Counts May 2024	Wednesday, May 1, 2024 5:00 PM	756	436	801	57.67%	18%	125	7.87%	0.88%	4
		756	436	801	57.67%	18%	125	7.87%	0.88%	4





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

May 1 - 31, 2024



MSWD Digital Marketing & Website Report

# Google Ads Campaigns



Clicks MSWD CTR MSW//

**294.68**K

1,139

0.39%

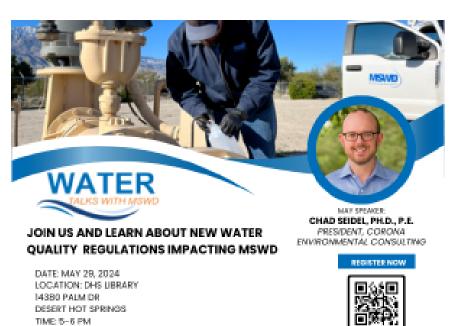


### **GOOGLE ADS CAMPAIGN PERFORMANCE**

MSME

Ad group	Impr.	Clicks	CTR
MSWD Rebates Available May 2024	106,481	643	0.6%
MSWD Water Talks May 2024	90,339	70	0.08%
MSWD Survey May 2024	82,061	45	0.05%
Update Contact Info	15,797	381	2.41%
	294,678	1,139	0.39%









MSWD Digital Marketing & Website Report

# Meta Campaign Performance

Includes Facebook and Instagram campaigns



### **Campaign performance**

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
Water Talks May 2024	221	38,838	9,711	0
MSWD Rebates May - 2024	74	72,396	9,227	0
MSWD Survey May 2024	51	77,620	7,757	0
MSWD Update Contact Info Video May 2024	25	48,652	29,300	0
MSWD Rebates May, 2024	20	20,675	4,198	0
	391	258,181	37,594	0

MSWD

MSWD Digital Marketing & Website Report









3/6

MSWD Digital Marketing & Website Report May 1 - 31, 2024

# Website Information



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

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

7,145

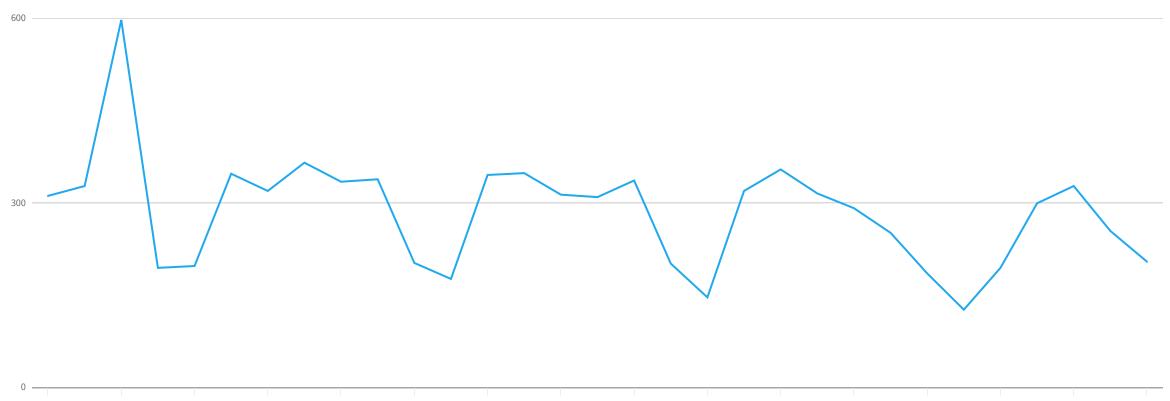
23,730

6,851



### **Users by Day**

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



May 1, 2024 May 3, 2024 May 5, 2024 May 7, 2024 May 9, 2024 May 11, 2024 May 13, 2024 May 15, 2024 May 17, 2024 May 19, 2024 May 23, 2024 May 25, 2024 May 27, 2024 May 29, 2024

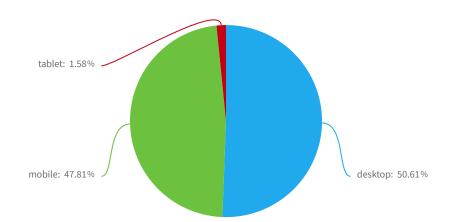
Users

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

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page   Mission Springs, CA Water District	5,219	1.55	3,354	4,146	1.38	19s
New Customer Portal   Mission Springs, CA Water District	4,380	1.64	2,651	3,285	1.42	16s
Job Opportunities   Mission Springs, CA Water District	1,542	3.06	502	789	1.83	33s
Rebates   Mission Springs, CA Water District	1,051	1.43	706	264	1.27	7s
Online Payment System   Mission Springs, CA Water District	1,006	1.47	678	573	1.15	23s
Bill Pay Options   Mission Springs, CA Water District	878	1.37	634	567	1.21	29s
(not set)	832	0.34	2,473	408	1.24	0s
Careers   Mission Springs, CA Water District	719	1.98	363	569	1.74	29s
Application for Water Service   Mission Springs, CA Water District	430	1.97	217	249	1.51	3m 34s
Water Talks with MSWD   Mission Springs, CA Water District	393	1.2	318	110	1.15	9s
	23,161	3.25	7,005	6,694	1.56	1m 3s

MSWD Digital Marketing & Website Report

# **Engaged sessions by Device category** www.mswd.org - http://www.mswd.org - GA4



# Users by City

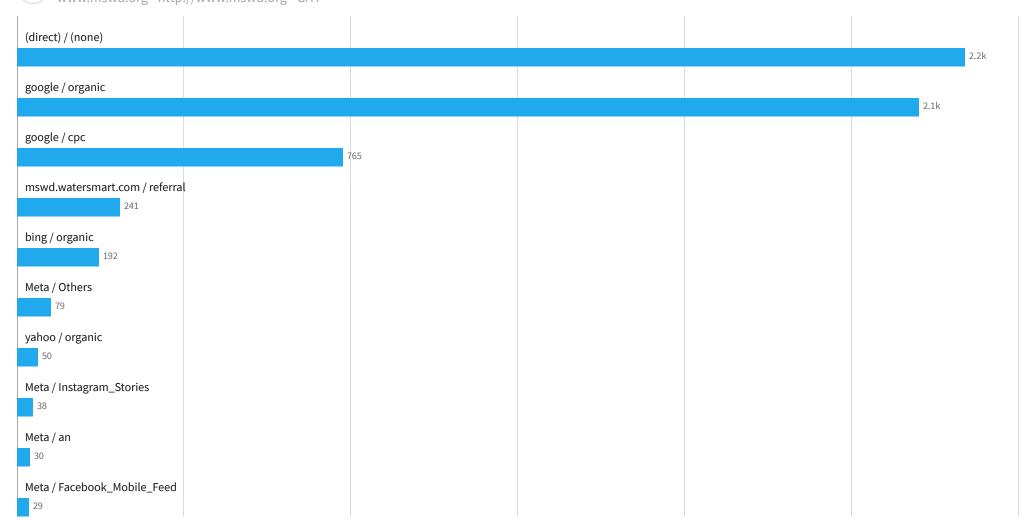
www.mswd.org - http://www.mswd.org - GA4

City	Users
Los Angeles	1,494
Desert Hot Springs	1,353
(not set)	388
Coffeyville	308
San Diego	279
(not set)	274
Indio	254
Palm Springs	223
Riverside	199
La Quinta	152

7,145

MSWD Digital Marketing & Website Report May 1 - 31, 2024

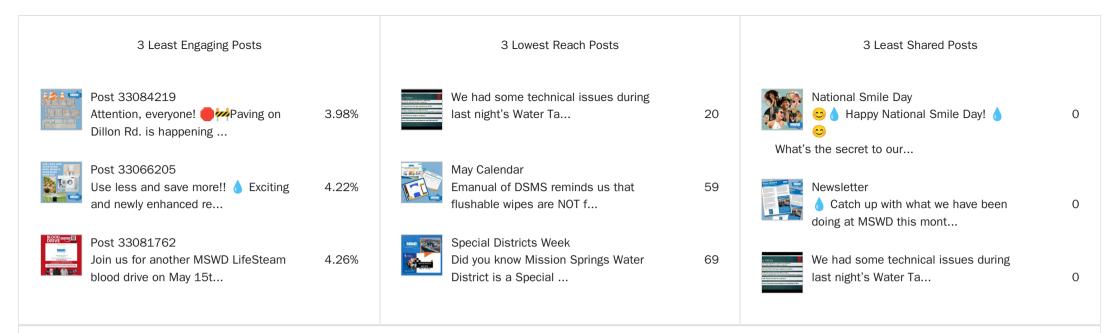
# **New users by First user source / medium** www.mswd.org - http://www.mswd.org - GA4

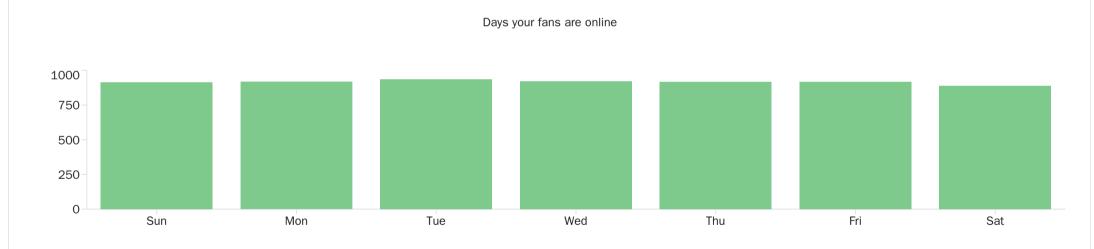


New users



		Facebook	Account Over	view (May 1 - 3	31, 2024)				
Posts Published		Total Likes	6		New Likes			Unlikes	
30		1,24	1		5			0	
+17   130.8%		+3   0.29	6		+2   66.7%			-1   -100.0%	
Total Reach	Organic Reac	n	Paid F	Reach		Impressions		Video Views	
108,442	7,568	3	101,	,617	226,816			3,406	
+48,855   82.0%	+3,788   100.	2%	+45,581	81.3%	+14	9,035   191.6%		-1,885   -35.6%	
3 Most Engaging P	Posts		3 Highest R	Reach Posts				ost Shared Posts	
Worker Wednesday On Wednesdays we love to the incredible water w	highlight 22.39%		Worker Weds Produc May is Water Awaren My Huge shoutout to	ness Month! 💧	1,006	May		Production  Awareness Month! 6  tout to the ded	3
Post 32991812 Huge shoutout to the dedicated MSWD field crews for their			Post 32911412 Team Mom scholarship contest opportunity! The winner rece		517	Tea		L2 holarship contest ne winner rece	3
Worker Wed. Blood Drive Big shoutout to our incredib workers! • They're n	1	Post 32912818  Exciting day at MS  DHS High School REA		450	<b>♦</b> E		L8 / at MSWD! Gabriel, our ool REAL	1	





## Facebook Post Metrics (May 1 - 31, 2024)

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 31, 2024 2:45 PM PDT	Image	National Smile Day  Happy National Smile Day!  Happy National Smile Day!  What's the secret to our smiles?  Our award-winning tap water! On this special day, we're celebrating the joy that comes from sipping on the best tap water around!	Customer Service	78	6	7.69%	5	1	0	3	0
May 30, 2024 12:25 PM PDT	Image	Newsletter  Catch up with what we have been doing at MSWD this month!  Read about the Strategic Plan, the Intern program in partnership with Desert Hot Springs High School REAL Academy in our monthly Water	News Releases	138	16	11.59%	5	1	0	25	0
May 30, 2024 11:45 AM PDT	<ul><li>Simple</li><li>Status</li></ul>	We had some technical issues during last night's Water Talk livestream. For those who missed it, here's a link to the video from the presentation.		20	1	5.0%	1	0	0	0	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 29, 2024 1:44 PM PDT	Image	Worker Wednesday On Wednesdays we love to highlight the incredible water workers who ensure we have clean, safe, and reliable water every day! From the water production team, maintenance crews to treatment plant op	Worker Wed	134	30	22.39%	16	1	0	20	0
May 28, 2024 12:17 PM PDT	Image	Water Talks Happening Tomorrow! Space available! Join MSWD on Wednesday, May 29, 2024, 5-6 PM to learn about water quality and new regulations impacting MSWD and your water. You can also join us monthly	Event	86	4	4.65%	5	0	0	0	0
May 27, 2024 7:30 AM PDT	Image	Memorial Day While our offices are closed in observance of Memorial Day, we do have personnel standing by to solve your water emergency 24/7.  Today, we pause to honor and remember the brave souls who made the	Customer Service	91	4	4.4%	6	0	0	0	0
May 25, 2024 1:34 PM PDT	Image	Rebates Use less and save more!!   Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money!  For more i	Conservation/Reba···	199	12	6.03%	7	1	1	7	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 24, 2024 5:31 PM PDT	Image	Big Heart Awards MSWD Hilary Emergency Response Team Honored at Big Heart Awards Mission Springs Water District joined local leaders last night celebrating the unsung heroes of Desert Hot Springs during the Annua	Event	385	39	10.13%	30	2	1	26	0
May 24, 2024 2:30 PM PDT	Image	Update Contact Information There are various reasons we may need to reach out to you.   ↑ To notify you of planned outages or projects.  ↑ To contact you in case of unusually high usage.  ↑ To promptly address any water quality	Customer Service	96	6	6.25%	5	0	0	1	0
May 23, 2024 12:31 PM PDT	Image	Special Districts Week Did you know Mission Springs Water District is a Special District?  In 1953, an election swept the new Desert Hot Springs County Water District into existence with a vote of 246 to 9. The new Dis	Event	69	7	10.14%	7	0	0	0	0
May 22, 2024 2:02 PM PDT	Image	Post 33472078  Day and night, our dedicated crews are hard at work ensuring safe and clean water flows into our homes and businesses. Call 760-329-6448 for emergencies 24/7, we are here for you! #WorkerWednes	Worker Wed	276	28	10.14%	19	1	1	18	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 21, 2024 5:43 PM PDT	Image	Post 33445547  News Release: MSWD  Celebrates Internship Program with  Desert Hot Springs High School  Following the completion of a new  spring internship program, Mission  Springs Water District celebrated  Gabrie	News Releases	175	21	12.0%	12	0	0	11	0
May 21, 2024 12:04 PM PDT	Image	Household Leaks Don't let household leaks drain your wallet or waste precious water! May is Water Awareness Month, take charge and tackle those drips and leaks. Your wallet and the planet will thank you! #SaveW	Conservation/Reba···	122	8	6.56%	9	0	1	0	0
May 20, 2024 2:25 PM PDT	Image	May Calendar Emanual of DSMS reminds us that flushable wipes are NOT flushable!  Despite what the packaging may say, these wipes don't break down fast enough and wreak havoc on our wastewater systems, causing	Conservation/Reba····	59	5	8.47%	5	0	0	0	0
May 18, 2024 2:35 PM PDT	Image	Bill Redesign Survey Calling all valued customers! Your feedback is important to us! Help shape the future of your monthly statement by participating in our quick survey. Click the link below to share your thoughts	Customer Service	87	5	5.75%	5	0	0	1	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 17, 2024 3:01 PM PDT	Image	Dig Alert Planning your spring planting or tackling outdoor projects? *	Customer Service	70	5	7.14%	5	0	0	0	0
May 16, 2024 3:01 PM PDT	Image	Sewer Pre Payment Did you know? You have the option to pre-pay your annual sewer service bill instead of it being added to your property taxes! Even better, the cost has stayed consistent since 2020, while our ser	Customer Service	166	9	5.42%	9	0	1	3	0
May 15, 2024 2:31 PM PDT	Image	Worker Wed. Blood Drive Big shoutout to our incredible field workers! They're not just keeping our facilities and systems in top shape, they're also superheroes, saving lives when it matters most. #HeroesAmongUs #Worke	Event	104	13	12.5%	11	0	0	5	0
May 14, 2024 10:01 AM PDT	Image	Project WET Project WET 2024 Workshop Registration is Open! MSWD is proud to partner with CVWD who is hosting Project WET professional development workshops for local educators. Project WET workshops guide ed	Event	183	8	4.37%	6	0	1	4	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 13, 2024 8:02 AM PDT	Image	Post 33084219 Attention, everyone! Paving on Dillon Rd. is happening May 14 - 17, leading to a lane reduction and flagged traffic in sections. The paving will start at Ave Manzana, and work West towards Little		377	15	3.98%	11	0	1	8	0
May 12, 2024 11:00 AM PDT	Image	Post 33081762 Join us for another MSWD LifeSteam blood drive on May 15th!  Be a hero and donate blood to help those in need. Every drop counts! Sign up now and make a difference. Visit www.lstream.org/mswd to m	Event	94	4	4.26%	4	0	1	0	0
May 10, 2024 7:06 AM PDT	Image	Post 33066205 Use less and save more!!   Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money! You can wash	Conservation/Reba···	166	7	4.22%	6	0	1	1	0
May 09, 2024 7:07 AM PDT	Image	Post 32994601 Did you know since 1997 Mission Springs Water District has won 10 international taste competitions? MSWD is the only water agency in the world to have won all three medals - gold, silver, and bron	Event	152	15	9.87%	14	0	0	2	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 08, 2024 9:09 AM PDT	Image	Post 32991812 Huge shoutout to the dedicated MSWD field crews for their relentless efforts in keeping our water and wastewater systems running smoothly.   https://www.document.com/releases/pubmedical/pubmedica	Worker Wed	125	17	13.6%	12	0	0	8	0
May 07, 2024 6:00 PM PDT	Image	Post 33035461 Mission Springs Water District wants to thank all of our local Teachers on National Teacher Appreciation Day, also known as National Teacher Day. The National Education Association describes Nation	Event	88	7	7.95%	7	0	0	0	0
May 07, 2024 10:00 AM PDT	Image	Post 32990238  Calling all valued customers!  Your feedback is important to us!  Help shape the future of your  monthly statement by participating  in our quick survey. Use the QR  code or go to www.mswd.org/survey	Customer Service	150	7	4.67%	7	0	1	1	0
May 06, 2024 10:47 AM PDT	Image	Drinking Water Week Celebrate Drinking Water Week with us! For over 40 years the American Water Works Association and members have celebrated Drinking Water Week - an opportunity for both water professionals and the	Event	154	17	11.04%	14	0	1	12	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
May 04, 2024 10:00 AM PDT	Image	Post 32911412 Team Mom scholarship contest opportunity! The winner receives a scholarship to the college/university of their choice to be used for books, tuition, etc https://www.unityride4homeless.com/blog#		517	29	5.61%	16	1	3	29	0
May 02, 2024 4:39 PM PDT	Image	Post 32912818  Exciting day at MSWD! Gabriel, our DHS High School REAL  Academy intern, joined us for an exclusive behind-the-scenes tour of the newly constructed Nancy Wright Regional Water Reclamation  Facility	Regional Plant	450	39	8.67%	25	1	1	36	0
May 01, 2024 11:55 AM PDT	Image	Worker Weds Production May is Water Awareness Month! Huge shoutout to the dedicated MSWD Production crew for their relentless efforts in testing our water supply daily. Thanks to them, we can all enjoy safe and clean	Worker Wed	1,006	117	11.63%	155	1	3	141	0
			Total	5,817	501		439	10	18	362	0
			Average	193.9	16.7	8.61%	14.6	0.3	0.6	12.1	0.0

Twitter Account Overview	(May 1 - 31, 2024)
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Tweets Published	Total Likes	Total R	etweets	Total Followers	Following
29	5	(	O	104	99
+18   163.6%				+1   1.0%	
3	Most Retweeted Posts			3 Most Liked Posts	5
Worker Weds Production  May is Water Awareness Month! Huge shoutout to the dedicated MSWD Production crew for their relentless efforts in tes		0	Excitin	32912818 ng day at MSWD! Gabriel, our DHS High S my intern, joined us for an exclusive tour	
MANUAL MA	riel, our DHS High School REAL for an exclusive tour of the newly	0	Celebr	ng Water Week rate Drinking Water Week with us! 💧 For can Water Works Association and membe	
Post 32911412 Team Mom scholarship contest opportunity! The winner receives a scholarship to the college/university of their choice			Huge	32991812 shoutout to the dedicated MSWD field cr less efforts in keeping our water and was	

# 3 Least Retweeted Posts National Smile Day

© ♠ Happy National Smile Day! ♠ ☺
What's the secret to our smiles? Our award-winning tap water! On this special day, w...



### Newsletter

♦ Catch up with what we have been doing at MSWD this month!

♠ Read about the Strategic Plan, the Intern program in pa...



### Worker Wednesday

On Wednesdays we love to highlight the incredible water workers who ensure we have clean, safe, and reliable water ev...

0

0

0

### 3 Least Liked Posts

TOTAL DESIGNATION OF THE PARTY	Newsletter  Catch up with what we have been doing at MSWD this month!  Read about the Strategic Plan, the Intern program in pa	0
	Worker Wednesday On Wednesdays we love to highlight the incredible water workers who ensure we have clean, safe, and reliable water ev	0
water water and n.	Water Talks Happening Tomorrow! Space available! Join MSWD on Wednesday, May 29, 2024, 5-6 PM to learn about water quality	0

Twitter Post Metrics	(Mav 1 - 31, 202	4)
	(	

Date	Format	Post	Labels	Retweets	Likes
May 31, 2024 11:45 AM PDT	Image	National Smile Day  Alpha Happy National Smile  Day!  What's the secret to our  smiles? Our award-winning tap  water! On this special day,  we're celebrating the joy that  comes from sipping on the best  tap water around!	Customer Service	0	1
May 30, 2024 12:25 PM PDT	Image	Newsletter  Catch up with what we have been doing at MSWD this month! Read about the Strategic Plan, the Intern program in partnership with Desert Hot Springs High School REAL Academy in our monthly newsle	News Releases	0	0
May 29, 2024 11:43 AM PDT	Image	Worker Wednesday On Wednesdays we love to highlight the incredible water workers who ensure we have clean, safe, and reliable water every day! From the maintenance crews to treatment plant operators and emergency	Worker Wed	0	0

May 28, 2024 10:17 AM PDT  May 28, 2024 10:17 AM PDT  May 27, 2024 7:31 AM PDT  May 28, 2024 1:34 PM PDT  May 29, 2024 1:34 PM PDT  May 20, 2024 1:34 PM PDT  May 29, 2024 1:34 PM PDT  May 20, 2024 1:34 PM PDT  May 29, 2024 1:34 PM PDT  May 29, 2024 1:34 PM PDT  May 20, 2024 1:	Date	Format	Post	Labels	Retweets	Likes
While our offices are closed in observance of Memorial Day, we do have personnel standing by to solve your water emergency 24/7. Today, we pause to honor and remember the brave souls who made the  May 25, 2024 1:34 PM PDT  Rebates Use less and save more!! Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and		<b>Image</b> Image	Happening Tomorrow! Space available! Join MSWD on Wednesday, May 29, 2024, 5-6 PM to learn about water quality and new regulations impacting MSWD and your water. Held at the DHS Library,	Event	0	0
Use less and save more!! Lexciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and		Image	While our offices are closed in observance of Memorial Day, we do have personnel standing by to solve your water emergency 24/7. Today, we pause to honor and remember the brave souls who made the	Customer Service	0	0
		Image	Use less and save more!! Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and	Conservation/Rebates	0	0

May 24, 2024 4:31 PM PDT  Image  Big Heart Awards Mission Springs Water District joined local leaders last night celebrating the unsung heroes of Desert Hot Springs during the Annual DHS Rotary Club Big Heart Awards Ceremony. Congratulations to al  May 24, 2024 1:58 PM PDT  Image  Update Contact Information Why we may need to reach you!  To notify you of planned outages or projects  To contact you in case of unusually high usage	Event O  Customer Service O
1:58 PM PDT  Why we may need to reach you!  To notify you of planned outages or projects  To contact you in case of	Customer Service 0
↑ To promptly address any water quality concerns ↑ To alert you about an	
May 23, 2024 12:31 PM PDT  Image  Special Districts Week Did you know Mission Springs Water District is a Special District? In 1953, an election swept the new Desert Hot Springs County Water District into existence with a vote of 246 to 9. To learn mo	Event

Date	Format	Post	Labels	Retweets	Likes
May 22, 2024 2:23 PM PDT	<b>Image</b>	Post 33472078  Day and night, our dedicated crews are hard at work ensuring safe and clean water flows into our homes and businesses. Call 760-329-6448 for emergencies 24/7, we are here for you!  #WorkerWednes	Worker Wed	0	O
May 21, 2024 5:43 PM PDT	Image	Post 33445547  Following the completion of a spring internship program, MSWD celebrated Gabriel Almanza and Kaleb Herbest at its BOD meeting on Monday. In partnership with DHS HS REAL Academy, the program provid	News Releases	0	0
May 21, 2024 11:05 AM PDT	<b>I</b> mage	Household Leaks Don't let household leaks drain your wallet or waste precious water! May is Water Awareness Month, take charge and tackle those drips and leaks. Your wallet and the planet will thank you!  #SaveW	Conservation/Rebates	0	0

Date	Format	Post	Labels	Retweets	Likes
May 20, 2024 3:25 PM PDT	Image	May Calendar Emanual of DSMS reminds us that flushable wipes are NOT flushable! Despite what the packaging may say, these wipes don't break down fast enough and wreak havoc on our wastewater systems, causing c	Conservation/Rebates	0	0
May 18, 2024 10:35 AM PDT	Image	Bill Redesign Survey Calling all valued customers!  Your feedback is important to us! Help shape the future of your monthly statement by participating in our quick survey. Use the QR code or go to https://t.co/qoAL22Jp	Customer Service	0	0
May 17, 2024 2:03 PM PDT	Image	Dig Alert Planning your spring planting or tackling outdoor projects?  Don't forget to call 811 for a dig alert before you dig! Planting a garden or installing a new fence, it's critical to know what's be	Customer Service	0	0
May 16, 2024 1:03 PM PDT	Image	Sewer Pre Payment Did you know? You have the option to pre-pay your annual sewer service bill instead of it being added to your property taxes!  Even better, the cost has stayed consistent since 2020, while our ser	Customer Service	0	1

Date	Format	Post	Labels	Retweets	Likes
May 15, 2024 2:31 PM PDT	Image	Worker Wed. Blood Drive Big shoutout to our incredible field workers! They're not just keeping our facilities and systems in top shape, they're also superheroes, saving lives when it matters most. #HeroesAmongUs #Worker	Event	0	0
May 14, 2024 10:05 AM PDT	<b>Image</b>	Project WET Project WET 2024 Workshop Registration is Open! MSWD is proud to partner with CVWD who is hosting the Project WET professional development workshops for local educators on Thursday, June 27th, 2024	Event	0	0
May 13, 2024 7:06 AM PDT	Image	Post 33084219 Attention! Paving on Dillon Rd. is happening from May 14 - 17, leading to a lane reduction and flagged traffic in sections between Ave. Manzana to Little Morongo. This work is due to the sewer co		0	0
May 12, 2024 9:05 AM PDT	Image	Post 33081762 Join us for another MSWD LifeSteam blood drive on May 15th! Be a hero and donate blood to help those in need. Every drop counts! Sign up now and make a difference. Visit https://t.co/LWQwGJes8G t	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
May 10, 2024 7:10 AM PDT	Image	Post 33066205 Use less and save more!! • Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money! Toilet, turf,	Conservation/Rebates	0	0
May 09, 2024 7:10 AM PDT	Image	Post 32994601 Since 1997 MSWD has won 10 international taste competitions and are only water agency in the world to have won all three medals - MSWD won the Gold Medal in 2020, 2004, and 1999, the Silver Medal i	Event	0	0
May 08, 2024 9:13 AM PDT	Image	Post 32991812 Huge shoutout to the dedicated MSWD field crews for their relentless efforts in keeping our water and wastewater systems running smoothly.   \( \text{\te\	Worker Wed	0	1
May 07, 2024 6:01 PM PDT	Image	Post 33035461 Mission Springs Water District wants to thank all of our local Teachers on National Teacher Appreciation Day, also known as National Teacher Day. Without your hard work and dedication, we would not	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
May 07, 2024 10:05 AM PDT	Image	Post 32990238  Calling all valued customers!  Your feedback is important to us! Help shape the future of your monthly statement by participating in our quick survey. Use the QR code or go to https://t.co/qoAL22Jp	Customer Service	0	0
May 06, 2024 10:47 AM PDT	Image	Drinking Water Week Celebrate Drinking Water Week with us! For over 40 years the American Water Works Association and members have celebrated Drinking Water Week - an opportunity for both water professionals and the	Event	0	1
May 04, 2024 10:02 AM PDT	Image	Post 32911412 Team Mom scholarship contest opportunity! The winner receives a scholarship to the college/university of their choice to be used for books, tuition, etc https://t.co/HrAS9gy2nf #MSWDcares #schol		0	0
May 02, 2024 4:39 PM PDT	Image	Post 32912818 Exciting day at MSWD! Gabriel, our DHS High School REAL Academy intern, joined us for an exclusive tour of the newly constructed Nancy Wright Regional Water Reclamation Facility. He witnessed the c	Regional Plant	0	1

Date	Format	Post	Labels	Retweets	Likes
May 01, 2024 11:55 AM PDT	<b>≧</b> Image	Worker Weds Production May is Water Awareness Month! Huge shoutout to the dedicated MSWD Production crew for their relentless efforts in testing our water supply daily. Thanks to them, we can all enjoy safe and clean wat	Worker Wed	0	0
			Total	0	5
			Average	0.0	0.2

Instagram Account Overview	(May	/ 1 - 31	1, 2024)
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Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
29	337	5	37,836	32,779	128
+18   163.6%	+8   2.4%		-17,518   -31.6%	-14,127   -30.1%	+52   68.4%
	3 Most Liked Posts			3 Most Commented Posts	
ALL MEANS	SWD! Gabriel, our DHS High Schooled us for an exclusive behind-the-		Many	ction ness Month! 🂧 🎉 Huge shoutout oduction crew for their relentless e	
MGMO	Drive incredible field workers! • They'res and systems in top shape, the		ARSAMO	SWD! Gabriel, our DHS High Schooled us for an exclusive behind-the-	
MSAID.	ur dedicated crews are hard at wo		To the second concess	ship contest opportunity! The winne college/university of their choice	

### 3 Least Liked Posts 3 Least Commented Posts National Smile Day Rebates Use less and save more!! Exciting and newly enhanced rebate 2 0 offerings promoting water conservation are now availabl... What's the secret to our smiles? Our award-winning tap water! On this special day, w... Bill Redesign Survey Calling all valued customers! Vour feedback is important to 2 Newsletter us! Help shape the future of your monthly statement by... Catch up with what we have been doing at MSWD this month! 0 Read about the Strategic Plan, the Intern program in pa... Dig Alert Planning your spring planting or tackling outdoor projects? 🌴 🌵 2 Worker Wednesday Opn't forget to call 811 for a dig alert before you d... On Wednesdays we love to highlight the incredible water workers

who ensure we have clean, safe, and reliable water ev...

0

Instagram Story Metrics (May 1 - 31, 2024)										
Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back		

No stories found within the selected date range.

### Instagram Post Metrics (May 1 - 31, 2024)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 31, 2024 2:45 PM PDT	Image	National Smile Day  Happy National Smile Day!  Happy National Smile Day!  What's the secret to our smiles?  Our award-winning tap water! On this special day, we're celebrating the joy that comes from sipping on the best tap water around!	Customer Service	7	0	23	23	7	30.43%	0	
May 30, 2024 12:25 PM PDT	Image	Newsletter  Catch up with what we have been doing at MSWD this month!  Read about the Strategic Plan, the Intern program in partnership with Desert Hot Springs High School REAL Academy in our monthly Water	News Releases	5	0	25	23	5	21.74%	0	
May 29, 2024 1:44 PM PDT	Image	Worker Wednesday On Wednesdays we love to highlight the incredible water workers who ensure we have clean, safe, and reliable water every day! From the water production team, maintenance crews to treatment plant op	Worker Wed	12	0	47	44	12	27.27%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 28, 2024 12:17 PM PDT	Image	Water Talks Happening Tomorrow! Space available! Join MSWD on Wednesday, May 29, 2024, 5-6 PM to learn about water quality and new regulations impacting MSWD and your water. You can also join us monthly	Event	8	0	42	38	8	21.05%	0	
May 27, 2024 7:31 AM PDT	Image	Memorial Day While our offices are closed in observance of Memorial Day, we do have personnel standing by to solve your water emergency 24/7. Today, we pause to honor and remember the brave souls who made the	Customer Service	4	0	34	29	4	13.79%	0	
May 25, 2024 1:34 PM PDT	Image	Rebates Use less and save more!!   Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money!  For more in	Conservation/Reba···	2	0	36	31	2	6.45%	0	
May 24, 2024 5:31 PM PDT	Image	Big Heart Awards Mission Springs Water District joined local leaders last night celebrating the unsung heroes of Desert Hot Springs during the Annual DHS Rotary Club Big Heart Awards Ceremony. Among the honorees w	Event	15	0	67	63	15	23.81%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 24, 2024 2:30 PM PDT	Image	Update Contact Information There are various reasons we may need to reach out to you.   ↑ To notify you of planned outages or projects.  ↑ To contact you in case of unusually high usage.  ↑ To promptly address any water quality	Customer Service	5	0	46	41	5	12.2%	0	
May 23, 2024 1:05 PM PDT	Image	Special Districts Week Did you know Mission Springs Water District is a Special District?  In 1953, an election swept the new Desert Hot Springs County Water District into existence with a vote of 246 to 9. The new Dis	Event	5	0	43	40	5	12.5%	0	
May 22, 2024 12:23 PM PDT	Image	Post 33472078  Day and night, our dedicated crews are hard at work ensuring safe and clean water flows into our homes and businesses. Call 760-329-6448 for emergencies 24/7, we are here for you!  #WorkerWednes	Worker Wed	16	0	68	60	16	26.67%	0	
May 21, 2024 5:43 PM PDT	Image	Post 33445547  News Release: MSWD  Celebrates Internship Program with  Desert Hot Springs High School  Following the completion of a new  spring internship program, Mission  Springs Water District celebrated  Gabriel	News Releases	13	0	152	130	13	10.0%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 21, 2024 12:05 PM PDT	Image	Household Leaks Don't let household leaks drain your wallet or waste precious water!  May is Water Awareness Month, take charge and tackle those drips and leaks. Your wallet and the planet will thank you!  #SaveW	Conservation/Reba···	5	0	35	33	5	15.15%	0	
May 20, 2024 3:25 PM PDT	Image	May Calendar Emanual of DSMS reminds us that flushable wipes are NOT flushable!  Despite what the packaging may say, these wipes don't break down fast enough and wreak havoc on our wastewater systems, causing	Conservation/Reba···	8	0	29	29	8	27.59%	0	
May 18, 2024 3:35 PM PDT	Image	Bill Redesign Survey Calling all valued customers! Your feedback is important to us! Help shape the future of your monthly statement by participating in our quick survey. Click the link below to share your thoughts	Customer Service	2	0	24	22	2	9.09%	0	
May 17, 2024 3:03 PM PDT	Image	Dig Alert Planning your spring planting or tackling outdoor projects? ** * * * * * Don't forget to call 811 for a dig alert before you dig! Whether you're planting a garden or installing a new fence, it's critical to	Customer Service	2	0	32	30	2	6.67%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 16, 2024 2:32 PM PDT	Image	Sewer Pre Payment Did you know? You have the option to pre-pay your annual sewer service bill instead of it being added to your property taxes! Even better, the cost has stayed consistent since 2020, while our ser	Customer Service	6	0	47	44	6	13.64%	0	
May 15, 2024 3:31 PM PDT	Image	Worker Wed. Blood Drive Big shoutout to our incredible field workers! They're not just keeping our facilities and systems in top shape, they're also superheroes, saving lives when it matters most. #HeroesAmongUs #Worke	Event	16	0	77	71	16	22.54%	0	
May 14, 2024 10:07 AM PDT	Image	Project WET Project WET 2024 Workshop Registration is Open! MSWD is proud to partner with CVWD who is hosting Project WET professional development workshops for local educators. Project WET workshops guide ed	Event	5	0	51	44	5	11.36%	0	
May 13, 2024 11:04 AM PDT	Image	Post 33084219  Attention, everyone! Paving on Dillon Rd. is happening May 14 - 17, leading to a lane reduction and flagged traffic in sections. The paving will start at Ave Manzana, and work West towards Little		7	0	54	52	7	13.46%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 12, 2024 3:01 PM PDT	Image	Post 33081762 Join us for another MSWD LifeSteam blood drive on May 15th!	Event	4	0	39	36	4	11.11%	0	
May 10, 2024 7:10 AM PDT	Image	Post 33066205 Use less and save more!!   Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money! You can wash	Conservation/Reba···	4	0	41	35	4	11.43%	0	
May 09, 2024 7:10 AM PDT	Image	Post 32994601  Did you know since 1997  Mission Springs Water District has won 10 international taste competitions? MSWD is the only water agency in the world to have won all three medals - gold, silver, and bron	Event	7	0	60	53	8	15.09%	1	
May 08, 2024 9:13 AM PDT	Image	Post 32991812 Huge shoutout to the dedicated MSWD field crews for their relentless efforts in keeping our water and wastewater systems running smoothly.  Thanks to them, we can all enjoy safe and clean water	Worker Wed	12	0	76	70	12	17.14%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 07, 2024 6:01 PM PDT	Image	Post 33035461 Mission Springs Water District wants to thank all of our local Teachers on National Teacher Appreciation Day, also known as National Teacher Day. The National Education Association describes Nation	Event	3	0	33	30	3	10.0%	0	
May 07, 2024 10:05 AM PDT	Image	Post 32990238  Calling all valued customers!  Your feedback is important to us!  Help shape the future of your  monthly statement by participating  in our quick survey. Use the QR  code or go to www.mswd.org/survey	Customer Service	3	0	28	27	3	11.11%	0	
May 06, 2024 10:47 AM PDT	Image	Drinking Water Week Celebrate Drinking Water Week with us! For over 40 years the American Water Works Association and members have celebrated Drinking Water Week - an opportunity for both water professionals and the	Event	6	0	36	33	7	21.21%	1	
May 04, 2024 10:02 AM PDT	Image	Post 32911412 Team Mom scholarship contest opportunity! The winner receives a scholarship to the college/university of their choice to be used for books, tuition, etc https://www.unityride4homeless.com/blog #		3	0	42	36	3	8.33%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
May 02, 2024 4:39 PM PDT	Image	Post 32912818  Exciting day at MSWD! Gabriel, our DHS High School REAL  Academy intern, joined us for an exclusive behind-the-scenes tour of the newly constructed Nancy Wright Regional Water Reclamation Facility	Regional Plant	24	0	121	105	24	22.86%	0	
May 01, 2024 11:55 AM PDT	Image	Worker Weds Production May is Water Awareness Month! Huge shoutout to the dedicated MSWD Production crew for their relentless efforts in testing our water supply daily. Thanks to them, we can all enjoy safe and clean	Worker Wed	15	0	108	95	15	15.79%	0	
			Total	224	0	1,516	1,367	226		2	
			Average	7.7	0.0	52.3	47.1	7.8	16.53%	0.1	