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# **ENGINEERING DIVISION**

# **Engineering Department**

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

### Well 42 Project

The contractor, Layne Christensen, completed the downhole rehabilitation work, and the contractor is scheduled to complete the test pumping in early November 2024 and begin the civil site improvements.

### Well 22 Rehabilitation

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

### 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 continued to review and comment on the final draft chapters for both master plans. Staff anticipates completing the plans and presenting them to the Board in the coming weeks.

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

The design consultant, AECOM, continued preparing the 100% design package. Staff expects to receive the final bid package 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 95% design. The 95% design package is scheduled for completion in the coming weeks.

#### Well 34 Rehabilitation

The contractor, Legend Pump, is working on startup of the well equipment and boosters, disinfection, and performance and acceptance testing of the well equipment.

### Rancho Descanso Tract 38200 - Housing Development

Staff is working with the developer on project completion. Staff expects to bring the Bill of Sale to the Board for acceptance in November 2024.

#### Skyborne Village II – Housing Development

The developer's contractor has completed all improvements and expects sign-off from the District following inspection of the final punch list items in November 2024.

### **Skyborne Village III – Housing Development**

The developer's contractor is making progress with sewer main installation on North Star Lane, Skyvista Drive, Inspiration Drive, and Mooncrest Drive. Water main installation and progressing on Phase II (East Parkwalk Lane, Mooncrest Drive, Highwing Street, Inspiration Drive, Skyvista Drive, Starloft Circle and North Star Lane. MSWD's contract inspector, MWH Constructors, has been inspecting and verifying the work meets MSWD

construction standards. Phase I water and sewer improvements are complete and MSWD will accept the Bill of Sale at the November 2024 Board meeting.

### PODS Storage

The developer's contractor completed construction of the utility appurtenances and related improvements and is in the process of addressing the punch list items. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying that work meets MSWD's construction standards.

### **Regional Water Reclamation Facility**

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

Following completion of the Conveyance Line project, the contractor, JF Shea Construction, will be back on-site to complete wastewater startup, testing, and commissioning.

The monitoring well contractor, Yellow Jacket Drilling, completed the third required monitoring well. The Notice of Completion will be brought to the Board in November 2024. Staff prepared and submitted the closeout report regarding Waste Discharge Requirement Special Provision F.3. for RWRF Groundwater Monitoring to the Regional Board.

The Project Team continues to coordinate with the State Water Resources Control Board (SWRCB) on the SRF/Grant funding agreement and reimbursement requests. Staff began preparing the draft Disbursement Request No. 6 and associated quarterly report for submittal to the State.



### **RWRF Conveyance Line**

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

Staff and the contractor initiated the process with SCE to provide temporary support for the power pole near the construction area and to de-energize the power lines crossing Little Morongo Road to accommodate the final portion of gravity sewer construction. The contractor is tentatively scheduled to resume construction of the gravity sewer portion across the SCE transmission crossing in the coming weeks.

Staff signed the Final Budget Approval and is awaiting the executed copy to be provided by the SWRCB. The Project Team continues to coordinate with the SWRCB on the Final Budget Approval to begin the reimbursement process.

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

Staff continues to monitor approval of the final bid package with the SWRCB. Staff plans to bid the project following the SWRCB's approval.

The Project Team continues to coordinate with the SWRCB on approval of the final bid package. The SWRCB provided comments on the Right of Entry agreements, and staff addressed these comments and resubmitted to the SWRCB.

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

The consultant continued progress on the 90% design. Staff expects to receive the 90% design package in November 2024 for plan check.



# **Water Resources Department**

Below is a list of water resources related activities for November 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.

A kick-off meeting for the Coachella Valley Water Resiliency Plan was held with the CVRWMG, Tribes, and other stakeholders.

The CVRWMG continued to discuss the Conservation Regulations and Chromium-6 Compliance.

### Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

The Mission Creek Subbasin Water Management Committee (Management Committee) completed a kick-off meeting for the Sustainable Groundwater Management Act (SGMA) Annual Report. The Management Committee are preparing the required data for the consultant.

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

The public comment period for the Task 2 Technical Memorandum (TM) Characterize Groundwater Quality, and the Task 4 TM Technical Approach for Forecasting TDS/N in Groundwater, reports were completed. The consultant will be addressing any public comments in the coming weeks.

Staff attended the monthly Steering Committee meeting focused on discussing public comments on TM 2 and TM 4, and progress on drafting the Task 3 TM Delineate Draft Management Zones and Metrics to Characterize Beneficial Use Protection.



# **FINANCE DIVISION**

# **Customer Service Department**

### New After-Hours Form

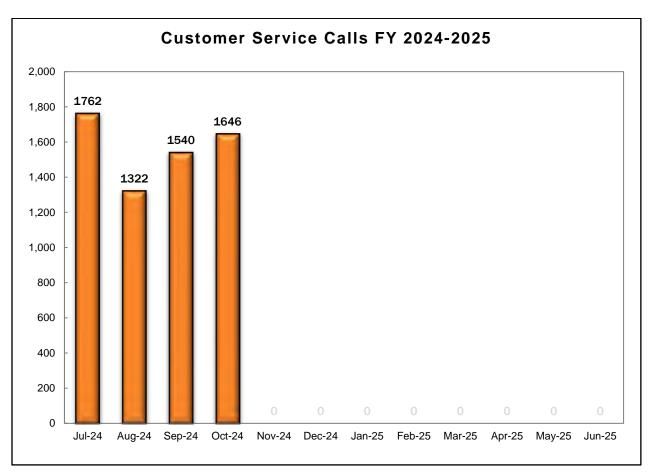
In October 2024, we began developing a new standardization form for handling after-hours requests from customers. The aim of this form is to streamline the process, ensuring that all after-hours requests are properly documented with the District. The form will also service as notice to customers if after-hour fees apply and who they can contact in case of questions or concerns. The After-Hours form will be finalized and reviewed by the Field Operations Superintendent and Director of Finance before the go-live implementation.

### <u>Changes in Staff – New Employee</u>

We are pleased to welcome Yanely Perez to the Customer Service team. She is currently undergoing comprehensive training that covers front counter requests, payment processing, customer account management, and billing process. Yanely brings valuable experience and a fresh perspective that we believe will contribute positively to our team's dynamics. We anticipate her full integration within the new few weeks.

### **Call into the Customer Service Department**

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



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

Customer Request	Total for October 2024	Total for FY 2025
Water Waste	3	6
High Bill / Service Line Leak	17	35
No Water	0	33
Illegal Disconnect	3	3
Disconnections	95	396
Reconnections	71	277
Service Transfers	113	399
High / Low Pressure	2	20
Water Quality	0	7
Other / Miscellaneous	93	369

### **WaterSmart Portal**

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

WaterSmart Portal	Total for October 2024	Overall Total	
Registered Customer Accounts	130	7,909	

### **Billing**

During October 2024, Customer Service reviewed a total of 15,757 bills.

Bill Type	Total Bill Count for October 2024	Total Bill Amount for October 2024
Regular Bills	10,725	\$988,128.03
Delinquent Bills	4,805	\$1,196,544.46
Closing Bills	227	\$11,551.44
Delinquent Closing	217	\$34,473.92
Total	15,757	\$2,230,697.85

### **Delinquency Service Statistics**

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

Delinquency Service	Total for October 2024		
Auto-Dialer Calls	250		
Door Hangers	24		

### **Customer Bill Assistance**

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

Assistance Program	Total Assistance in October 2024	Total Assistance in FY 2025
United Way of the Desert	\$100	\$1,300.00

### **Installment Payment Plans**

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

Total Active	Remaining Balance		
Payment Plans	to be Collected		
153	\$94,134.86		

### Refunds

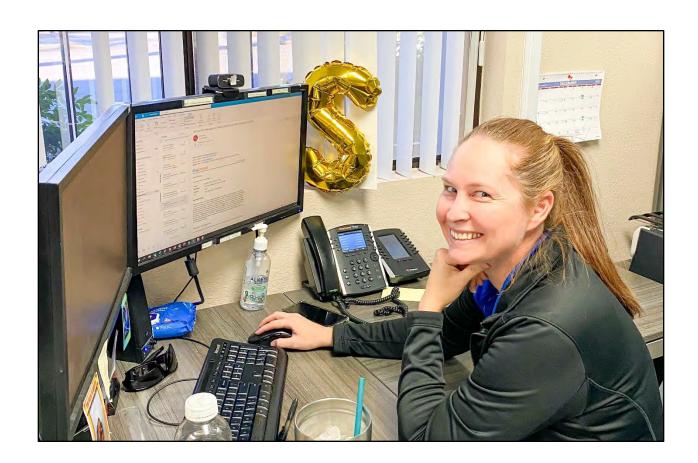
There was a total of 38 customer account refunds totaling \$2,560.92 resulting from closed accounts for the month of October 2024.

Account Type	Total Refund Count for October 2024	Total Refund Amount for October 2024	
Customer Refunds	37	\$2,079.98	
Construction Meter Refunds	1	\$480.94	
Total	38	\$2,560.92	

# <u>Liens</u>

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

Lien Type	Total Lien Count for October 2024		
Lien Recordings	20		
Lien Releases	8		



# **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 October 2024.

### Payroll

Payroll completed the IRS 941 reports for the 3<sup>rd</sup> quarter of calendar year 2024 through September 30, 2024.

Payroll is disputing an IRS charge for late submission of the 2022 W2 forms that the IRS says they did not receive until April 2023.

Payroll continues to step in to help Human Resources for employee changes, some promotions, and others simply changing departments.

All other payroll items were processed as expected and with no issues during the month.

#### **Budget**

There was one budget transfer request for the month of October 2024 from BID #684 – Video Production in the amount of \$3,000 to BID #681 – Event Related Expenses in the amount of \$3,000. Year to date transfers amount to \$93,000.

### **Finance**

The Director of Finance finalized the vendor selection for the annual budget software processing, and also prepared the staff report and presentation for the Board meeting. This also included procurement changes being made to meet District needs.

The Director of Finance attended several trainings during October 2024, including:

- California Special District Association (CSDA) How to Develop Your Agency's Succession Plan.
- California Society of Municipal Finance Officers (CSMFO) Unlock the Magic of Generative AI Automation in ACFR and Beyond.

The Director of Finance continues to work with the General Manager from Monte Vista Water District through the CSDA mentorship program.

The Director of Finance continues to work with the outside business analyst on the grants and preparation of the Regional Grant reimbursement submittals.

The Director of Finance made temporary changes by placing the Customer Service Manager over Accounting in addition to Customer Service, while also providing them with additional help in both departments. This included searching for accounting firms that can provide staff augmentation during this transition. However, most firms don't have staff availability and options are being reviewed on how to proceed to provide support for these changes.

The Director of Finance continues to help accounting with invoicing, payroll, journal entry review, and approvals.

The Director of Finance attended the annual employee potluck held at the Regional Water Reclamation Plant.

The Director of Finance continues to work with Wells Fargo on processing customer checks through their lockbox service, eliminating several hours for customer service staff to focus on customer-related issues instead.

The Director of Finance met with the auditors to reconcile the annual Unfunded Liability balance and provide accounting with the corresponding adjustments for the current audit.

On October 14, 2024, the Director of Finance bought lunch for Accounting, Customer Service, and IT as a thank you for all their support and efforts.

The Director of Finance started to attend monthly safety meetings that were restarted by the Human Resources Manager.

The Director of Finance continues to work with Public Relations to update policies and their corresponding code of the updated District administrative code.

The Director of Finance continues to work with the Business Analyst to improve and update current paper forms into electronic versions through Laserfiche, such as:

- Budget Trasnfer Request.
- New Job requests, separating into the three different types of jobs (Capital, Reimbursable and Cost Accounting).
- Construction Project Retention Request.

### **Current Work Priorities**

The Accounting continues to support other departments as needed:

- Engineering
  - Support with the backup details for the Regional Water Reclamation Plant grant.
  - Support with questions and information needed for the FEMA grant.
  - Accounts Payable continues to process vendor requisitions during the transition period of the executive assistant.
  - Accounting continues to support Engineering on reimbursable jobs that need to be billed for. These include primary development related jobs.
  - A reimbursable job was created to track all the expenses related to the following items:
    - 20<sup>th</sup> Avenue Logistics Center.
- Operations
  - Accounting continues to support Operations on reimbursable jobs that need to be billed for. These include primarily damage to District property where a police report was filed.
  - No reimbursable jobs were requested during October 2024.

### Human Resources

- Accounting continues to work with Human Resources to update employee information related to new hires and CalPERS appointments.
- Help correct mistakes when entering new employees in the payroll system.
- Other employee changes for promotions/demotions and change of departments.
- Other work involved Boot Reimbursements, Direct Deposit Changes, and the Off Work Requests.

### • Customer Service

 Processing multiple customer refunds for credit balances on closed accounts.

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

The total cash balance as of October 31, 2024, amounted to approximately \$64 million.

Total cash receipts for the month of October 2024 amounted to \$2,397,291 from normal water and sewer customer account payments. Additional funds were received from the County of Riverside for the final tax collection of Fiscal Year 2024.

Cash Disbursements for the month of October 2024 amounted to \$2,566,377 with the largest payments made to:

Entity	Amount
Tri-Star Contracting Inc.	\$563,038
Net Payroll	\$362,053
Southern California Edison	\$258,763
City of Desert Hot Springs	\$131,945
ACWA JPIA Health Benefits	\$95,353
Coachella Valley Water District	\$83,804

#### **Financial Statement**

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

### **Capital Improvement Program**

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

# **Innovation & Technology Department**

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

#### **Department Updates**

The IT department continues to assist Timmons Group and District GIS Specialist with the setup of the new GIS infrastructure for the upcoming asset management and work order management system.

IT continues to assist Wastewater and Engineering with technical needs for the Wright Regional Water Reclamation Plant.

### **Technology Improvements**

Staff completed the final steps of migration to the new email security system with cutover expected the first week of November 2024.

IT has begun the setup of a new mobile device management system.

Staff is evaluating new digital media storage solutions for photos and videos.

IT has begun a project designed to make the District's document management system more resilient, secure and accessible.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

### Cyber Security News Roundup

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

- The Indiana Office of Technology is offering free website hosting to local Indiana governments, providing secure, accessible IN.gov subdomains with templates and support. This initiative, through a contract with Tyler Indiana, aims to enhance cybersecurity and user experience across state and local government platforms. This allows governments without sufficient funds to achieve secure and trusted websites that are 508-compliant, giving the public a consistent and reliable experience. (GovTech)
- The White House and Treasury Department issued a final rule blocking U.S. investments in China's semiconductor, quantum computing, and AI sectors to prevent bolstering China's military and intelligence capabilities, emphasizing national security over economic relations. (NextGov)
- The EU Council adopted the Cyber Resilience Act, setting EU-wide cybersecurity requirements for digital products to ensure they are secure before market release,

enhancing consumer safety and supply chain security. This applies to everything connected directly or indirectly to networks, with exceptions made for certain categories such as medical devices, aeronautical products, and cars.(<a href="European Council"><u>European Council</u></a>)

 A coalition of former officials and employee groups urges the CFPB to consider national security risks in its data broker rule, warning that selling Americans' sensitive data exposes them to exploitation by foreign adversaries for espionage and blackmail. (NextGov)

# **Intelesys IT Support**

The District receives IT services and support through Intelesys. The Intelesys Monthly Client Report for October 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 \$58,727.79, and the total issued for use by field crews totaled \$49,162.22 for the month of October 2024.



# **OPERATIONS & MAINTENANCE DIVISION**

# **Construction & Maintenance Department**

### **Water Line Locations**

Staff completed approximately 404 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 October 2024.

- 10 water service lines were replaced with copper.
- 13 service line leaks were repaired.
- Four mainline leaks were repaired.
- Two fire hydrants were repaired.





### **Water System Maintenance**

Staff continued to implement preventative maintenance and inspection programs to keep the water distribution system in optimal working order and properly functioning without any interruption. Below is a summary of the maintenance completed in October 2024.

- 171 ground valves were exercised.
- 150 fire hydrants were flushed, maintained, and painted.
- Three air-release valves were inspected and/or rebuilt. Annual air-release valve maintenance has been completed.
- Zero Cla-Val valves were repaired.
- Six blow-offs were flushed.





### **CMMS Workorder Program**

A total of 30 work orders were processed in October 2024 using the CMMS program.

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

Staff installed three new water service lines in October 2024.

#### Fire Flow Testing

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





# **Fleet & Facility Maintenance Department**

## **Janitorial Services**

The janitorial contractor, Premier Properties Preservation, continues to clean and disinfect all District buildings. Disinfection along with routine janitorial services are performed two times per week on Tuesdays and Fridays.

### **Building Maintenance**

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

- A chlorination bung was welded to a pipe for Well 34.
- A desk was assembled for a new office space in the Administration Building and a whiteboard hung.
- Inspected, cleaned, and adjusted security bar latch mechanisms for the Water Production Office and Downstairs Conference Room.
- Replaced damaged water filter cannister to the Corporate Yard machines.
- Well 25 had two irrigation leaks repaired.
- Well 28 had six damaged irrigation bubblers replaced.
- Well 27/31 had four irrigation leaks repaired.
- Hung whiteboard in Ana Murillo's office in the Accounting Modular.
- Repairs were completed on AC unit 44 at the Administration Building.

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

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

### Fleet Maintenance/Repairs

- Unit 414 had a DEF code cleared, a tire rotation performed, and front-end components greased.
- Unit 414 valve machine had the wiring harness repaired, secondary filter changed, and vacuum unit filter hold down replaced.
- Unit 362 had the ignition replaced and all four tires replaced by Parkhouse Tire.
- Unit 401 had an oil change and transmission service performed, and a wiring repair performed to the alternator pigtail.
- Unit 403 had an oil change and air filter replacement performed.
- Unit 398 had a failed toggle switch and fuse replaced.
- Unit 389 was picked up from the dealer after coolant crossover repair. Oil change and air filter replacement were performed in-house.
- Unit 385 had the strongarm stay refabricated and replaced.
- Unit 390 had the third brake light bulb replaced.
- Unit 346 had both tires replaced.
- Unit 360 was picked up from RDO after repairs to the fuel system.
- Wastewater 3300 Honda generator was serviced with an oil change, spark plug replacement, and cleanout of spark arrestor.
- Unit 409 had the left rear TPMS replaced by Desert Tire and trailer plug replaced due to extreme corrosion.
- Received two new John Deere UTV electric Gators for the Wright RWRF facility.
- · Received the new CASE skip loader for the Wright RWRF facility.

# **Field Services Department**

### WaterSmart / Neptune 360

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

Contact Type	Total for September 2024	Total for FY 2025	
Continuous Usage	122	420	
High Usage (>Normal)	25	86	
Reverse Flow	0	0	
Total	147	506	

### **Cross Connection Control Program**

The Backflow and Cross Connection Specialist performs annual testing of Backflow Prevention Assemblies (BPAs) throughout the District as required by the SWRCB Cross Connection Control Policy Handbook. There were 136 BPAs tested in October 2024.

There has been an increase of BPA thefts throughout the Coachella Valley, including a recent uptick within the District. With the help of the Construction & Maintenance department, staff are installing backflow vandal cages to prevent theft from District sites.





# **Wastewater Collection Department**

# **Sanitary Sewer Overflow**

There were no Sanitary Sewer Overflows (SSOs) in the collection system this month.

Little Morongo SSO (9/20/2024) – Staff went out to the area that had the sewer backup to inspect the sewer mainline for additional debris in the line that might cause more blockages. Staff pulled out large chunks of asphalt that were dropped in when the City of Desert Hot Springs completed their asphalt replacement project. All findings were documented and recorded to submit a claim against the City's contractor for labor costs.





### **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 405 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

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

Staff completed one CCTV inspection in October 2024.

Staff cleaned 18,902 feet of sewer mainline in October 2024 in the Hacienda Heights area, a total of 81 pipe segments.

Staff assisted Wastewater Treatment staff and vacuumed out the headworks at the Desert Crest WWTP to remove a buildup of grit and solids.







# **Wastewater Treatment & Disposal Department**

### **Plant Maintenance**

Staff spent 821.25-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 174-man hours operating the sludge belt filter press, including filling and removing 17 trailers of sludge from the Horton and Desert Crest WWTPs.

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

Staff replaced the rubber sweep on Clarifier 4. The original sweep was torn on one side and needed to be replaced.





The grinder located at the headworks for the Desert Crest WWTP was taken out to be worked on. Some of the blades had broken off so staff was able to reweld them back into place and the grinder was put back into normal operation.





Staff replaced one of the rollers on the belt press that had a damaged shaft end. A rental telehandler from United Rentals was used to help remove and install the new roller.









# **Pond Maintenance**

Ponds 1, 2, 4, 6, 7, and 8 were cleaned and rehabilitated during October 2024. Staff has noticed that the algae blooms have slowed down and are no longer hindering the percolation rate this month.





### Sampling and Laboratory

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

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

### **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:

- Horton Waste Discharge Permit
- Wright Waste Discharge Permit
- Desert Crest Waste Discharge Permit
- Collections Standby Calls

### **Nancy Wright RWRF**

Staff continued to visit the site in preparation for the plant's startup. The expected startup should occur at the beginning of 2025.



### **Wastewater Report**

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

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

Additional sanitary service connection information is provided in Appendix C.

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

Wastewater Flow (MGD)							
	Horton WWTP		Desert Cr	est WWTP	Wright RWRF		
Fiscal Year 2024/25	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000	
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000	
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000	
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000	
November							
December							
January							
February							
March							
April			-	_			
May							
June							

Additional wastewater flow information is provided in Appendix C.

# **Water Production Department**

### Water Pumped/Produced

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

- MSWD (CA3310008) 701.95 Acre Feet (228.73 MG)
- West Palm Springs Village (CA3310078) 10.57 Acre Feet (3.44 MG)
- Palm Springs Crest (CA3310081) 5.74 Acre Feet (1.86 MG)

### Water Sampling/Testing

- Bacteriological Sampling Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling The monthly uranium sampling was completed on October 7, 2024.
- Monthly Reporting The District's Monthly Coliform Monitoring Report for October 2024 for all three water systems was sent to the SWRCB Department of Drinking Water (DDW) on November 5 and 6, 2024.
- Chromium-6 Sampling Staff will continue to collect monthly Chromium-6 sampling until otherwise instructed. Additionally, staff sampled Well 31 daily between October 28 and November 1, 2024, while Well 27 was left off.

#### **Chlorination System Updates**

- Chlorination Pumps Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning All of the chlorinator pumps were cleaned twice during the month of October 2024.
- Sodium Hypochlorite (Chlorine) Usage During the month of October 2024, a total
  of 1,945 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 October 2024, the Water Production staff checked and documented the chlorine residuals at all wells in use 272 times. The average chlorine residual of these readings was 0.85 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals During the month of October 2024, the Water Production staff checked and documented the chlorine residuals throughout the distribution system a total of 107 times. The average chlorine residual of these readings is 0.69 ppm. (This data reflects the MSWD and ID-E water systems.)

### **Well Soundings**

Staff continued to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff aim to complete these by the 15<sup>th</sup> of each month. Note: Well 34 is still off-line undergoing completion of a rehabilitation project and staff are unable to collect the sounding data for this month.

### **Water 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.

- Gateway Fire Pump Monthly Testing Staff performed the monthly fire pump testing on October 22, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- High School Internship The Water Production department was provided with an intern from the REAL Academy. This intern, Diego, had the opportunity to spend a few weeks with us to experience and learn the Water Production department procedures.





 Well 26A – Staff replaced the packing in the downstream OS&Y valve on the backflow prevention assembly for the uranium filtration plant.



- Two Bunch Booster Station The booster pump control valves (i.e., Cla-Val valves) were serviced. All internal rubber parts were replaced, and the valve was cleaned and readjusted.
- Oil Changes All well and booster pump motors had the oil changed and were greased in October 2024.
- Well 31 Staff installed a new motion alarm sensor in October 2024 to improve site security.
- Well 34 Rehabilitation Update The contractor, Legend Pump, has completed much of this project. The well experienced an equipment failure on October 1, 2024. This was evaluated by the contractor on October 3, 2024, and they have been working with the Engineering department for further direction. The equipment has been re-installed into the well and is awaiting startup and testing. The booster pumps were briefly tested and were operational. The suction reservoir has been cleaned and disinfected and is ready for service.



### Well 33 Solar Site

Staff continues 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. Kenwood Energy has reached out to Total Energies requesting maintenance data and repair log. Staff reached out to a third-party maintenance company to assess the maintenance and repair needs for the solar site. A proposal is still pending.

### **Water Report**

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

New Service Connections to the Water System							
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21		
July	9	5	6	18	7		
August	14	14	28	19	6		
September	6	19	22 23		18		
October	2	4	16 33		13		
November		9	10	27	10		
December		5	9	9	2		
January		5	26	14	15		
February		3	14	8	13		
March		6	29	19	16		
April		11	24	6	11		
May		9	16	19	15		
June		3	5	1	24		
Total	31	93	205	196	150		

Additional water service connection information is provided in Appendix C.

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

Monthly Water Production (AF)								
	FY 2024/25	Variance from Prior Year		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	
		AF	%	2023/24	2022/23	2021/22	2020/21	
July	939.07	149.08	18.87	751.79	796.57	857.77	853.23	
August	818.63	80.89	10.96	850.19	839.93	885.31	795.18	
September	785.85	110.79	16.41	716.03	738.65	784.80	757.08	
October	718.26	9.03	1.27	691.98	665.18	755.84	709.39	
November				599.39	679.85	690.13	619.87	
December				554.27	565.48	588.32	537.23	
January				530.39	580.28	537.96	553.20	
February				490.41	527.34	495.61	520.85	
March				500.37	601.44	625.80	557.73	
April				552.34	624.07	649.34	573.02	
May				726.25	745.36	723.62	698.99	
June				682.09	730.02	761.63	806.02	
Total	3,261.81	349.79	12.01	7,645.50	8,094.17	8,356.13	7,981.79	

Additional water production information is provided in Appendix C.

# **PUBLIC AFFAIRS**

# **Past & Upcoming Sponsorships / Events**

### Desert Hot Springs State of the City: October 3, 2024

Staff members and members of the Board joined the Greater Coachella Valley Chamber of Commerce, in partnership with the City of Desert Hot Springs State of the City, to attend the Annual Business Awards and Exposition. In addition to a city update, local business professionals were recognized for professional accomplishments and significant contributions to their community. Among the categories honored were Business of the Year.



### GCVCC Legislative Breakfast featuring Cogressman Ken Calvert: October 4, 2024



Staff members and members of the Board attended the Greater Coachella Valley Chamber of Commerce (GCVCC), in partnership with SunLine Transit Agency, legislative breakfast with Congressman Ken Calvert representing the 41st Congressional District. Attendees were invited to share their thoughts on legislative and community issues. Congressman Calvert answered questions provided by the GCVCC legislative committee as well as their membership at large.

# ACWA Webinar- From Policy to Practice (Part 2): Implementing the Making Conservation a California Way of Life Regulation: October 22, 2024

MSWD Board and staff attended "From Policy to Practice (Part 2): Implementing the Making Conservation a California Way of Life Regulation" webinar hosted ACWA. The regulation establishes unique efficiency goals for each Urban Retail Water Supplier in California.



### 2024 ESRI Infrastructure Management & GIS Conference: October 22-24, 2024



Staff attended and presented an MSWD case study during the annual ESRI conference in Palm Springs. Agencies from across California and beyond learned about the District's use of GIS and the upgrade process we are currently undertaking. GIS specialist Ryan Goodner-Belli presented and was a fan favorite.

#### Water Talk: October 30, 2024

This month we learned about the Chuckwalla National Monument from speaker Karin Jaffie who serves as Friends of the Desert Mountains (FODM) Marketing and Development Associate. She also represents FODM on the Protect California Deserts coalition campaigning to establish Chuckwalla National Monument.



### Annual Palm Springs State of the City: October 30, 2024



MSWD attended the Annual Palm Springs State of the City where Mayor Jeffrey Bernstein and the City Council shared district updates, recent accomplishments and new ideas with the community.

### **Desert Hot Springs Historical Society**

MSWD was a proud sponsor and participant in the Desert Hot Springs Historical Society HISTORY SPEAKS series. This week's topic focused on the city's renowned awardwinning hot and cold water. The presentation featured MSWD Board Director Amber Duff and DWA Board Director Jeff Bowman.



# <u>Special Districts Association of Riverside County (local CSDA Affiliate Chapter)</u> <u>Fall Meeting: November 7, 2024</u>



Annual fall meeting with special guest speaker Dr. Bruce Underwood of LAFCO. California Special Districts Associstion (CSDA) affiliated chapters are local groups of special districts whose officials (staff and board members) desire to collaborate, learn, and network together and with other representatives from state, regional, and local entities on a regular basis.

### **CVEP Economic Summit: November 19, 2024**

MSWD is once again proud to be a table sponsor of the Coachella Valley Economic Partnership (CVEP) Economic Summit that details demographics and economic data for the Coachella Valley and beyond. The event will also highlight our region's business strategies and goals to mobilize a long-term sustainable effort to elevate the economy of the Coachella Valley.

### Water Talk: November 20, 2024

MSWD hosts guest speaker Aaron Betts, the President of Intelesys, IT for the Public Sector who serves government and education agencies throughout Southern California for this month's Water Talk. The presentation is focused on cybersecurity for public agencies, including essential tips to protect yourself at home.



### MSWD Blood Drive: November 25, 2024



Mission Springs Water District is partnering with LifeStream Blood Bank to host a blood drive on Monday, November 25, 2024. Thanks to community members and MSWD employees signing up to give, these events continue to be successful in saving lives. The blood drive will occur in the Board room from 7 am to 12 pm.

### ACWA 2024 Fall Conference & Expo: December 3-5, 2024

Hosted by the Association of California Water Agencies, the event brings together water industry professionals to learn, connect, and discuss critical issues affecting California's water community. Attendees can expect an all-inclusive format with enhanced networking opportunities, including keynote speakers, case-study presentations, and product demonstrations.



### National HCP Coalition - 2024 Annual Meeting: December 12, 2024



This annual meeting serves as a pivotal gathering for environmental professionals, habitat conservation plan (HCP) practitioners, policymakers, industry leaders, and advocates to come together, share insights, and collaborate on HCP practices and policies.

# **Youth & Education Programs**

### MSWD Celebrates Internship Program with Desert Hot Springs High School REAL Academy



In partnership with the Desert Hot Springs High School REAL Academy, MSWD selected four students for the Fall 2024 internship program. The students hit the ground running and were working in Accounting, Customer Service, Water Production, and Wastewater departments.

Following the completion of the fall internship program, Mission Springs Water District celebrated Diego Ramirez, Emmanuel Romero Galvez, Fabiola Herrera Lopez, and Nathan Irene at its Board of Directors meeting October 22, 2024.

### **Mission Creek Tours**

MSWD is once again proud to partner with the Wildlands Conservancy to provide school tours of the Mission Creek preserve, highlighting groundwater protection and groundwater sources in our subbasin. Schools within the MSWD service area can qualify for FREE bus transportation to and from the preserve courtesy of MSWD.

Six tours were scheduled for the month of October 2024 by Desert Hot Springs Schools.



### Painted Hills Middle School Career Day: October 3, 2024



MSWD GIS Specialist Ryan Goodner-Belli and Programs and Public Affairs Specialist April Scott participated in the Painted Hills Middle School Career Day with a booth. It was an exciting event that brought several hundred students through on their lunch breaks. We spoke to students about MSWD, what we do in their community, and shared valuable insights into the diverse and exciting career opportunities available in the water industry.

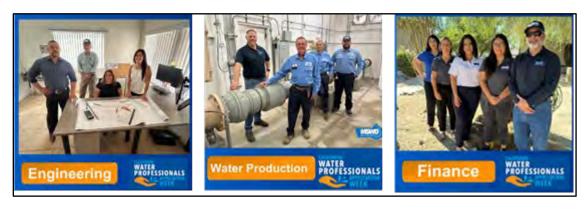
### **Desert Hot Springs High School Career Exploration Class: October 7, 2024**

MSWD Field Operations Technician Julio Martinez and Assistant General Manager Marion Champion participated in the Career Exploration class at Desert Hot Springs High School, presenting information about the many opportunities for a career in water to approximately 16 students.

### **Public & Media Outreach**

### Water Professionals Appreciation Week: October 5-13, 2024

The District celebrated our dedicated team of professionals at MSWD for Water Professionals Appreciation Week. The Public Affairs team captured new department photos and created a social media campaign to highlight the various departments, and a general overview of the work they are responsible for. This initiative highlights the collective efforts required to ensure the District operates smoothly, underscoring our commitment to the community that we are proud to serve.



### <u>Jewish Family Services Senior Center "Lunch and Learn" Series: October 8, 2024</u> <u>& January 14, 2025</u>

MSWD was invited to speak at the "Lunch and Learn" educational events held by Jewish Family Service of the Desert at the Desert Hot Springs Senior Center. Assistant General Manager Marion Champion presented the "Groundwater Quality Protection Program" covering information about the program goals, recent achievements, the history1995-today, assessment districts, and funding to a very engaged group of approximately 40 attendees. The next scheduled event for MSWD to present is January 14, 2025, regarding water quality.



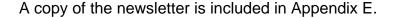
### **Desert Hot Springs Senior Center: November 21, 2024**



MSWD has been invited to present about our local water quality at the Desert Hot Springs Senior Center November 21, 2024, at 11 am. This event will be held prior to their lunch service.

### **Customer Newsletter**

Our October 2024 Water Matters newsletter features information about the completion of the new Nancy Wright Regional Water Facility, MSWD awarded the District of Distinction and Certificate of Excellence in Transparency, and a reminder to sign up for our customer portal to set leak alerts and more.





# **Community Giving for the Holidays**

As we continue to gear up for the holiday season, MSWD has partnered with local organizations to celebrate the holiday season by giving.

### Thanksgiving Non-Perishable Food Driving: November 5-22, 2024



MSWD, in partnership with Two Bunch Palms Elementary School Early Act Club, is hosting a Thanksgiving Non-Perishable Food Drive for the families in need at Two Bunch Palms Elementary School. Drop-off boxes are available at the Corporate Yard breakroom and the Administration Building.

### Lifestream Blood Drive: November 25, 2024

It's time again to save lives! MSWD's end-of-the-year Holiday Blood Drive will be held on Monday, November 25, 2024, in the Board room from 7 am to 11 am. Donations will greatly help, so let's do our part and save lives together. Sharing is caring, especially during this season, so please give the gift of life, hope, and blood. Appointment link: <u>LifeStream - Donor Portal</u>



# Snowflake Toy Drive - Now through December 14, 2024



For the second year in a row, MSWD is participating in the Riverside First 5 Snowflake Toy Drive for those youth in our community who could use some extra holiday help. This is our chance to make a real impact and share the spirit of gratitude and kindness. Every toy brings us one step closer to making someone's holiday season a little brighter. MSWD will help 60 children who need gifts.

#### Desert Hot Springs Holiday Parade: December 14, 2024

MSWD will once again participate in the City's annual parade of lights event. This year's parade theme is Home for the Holidays – Celebrating the Heart of our Community. Employees can bring their family and ride or walk alongside the MSWD float. After the parade ends, the city will host a tree-lighting spectacular and holiday festival at City Hall.



#### **Legislative Update**

#### Federal: EPA Publishes Final Lead and Copper Rule Improvements

The Environmental Protection Agency (EPA) released the Lead and Copper Rule Improvements final rule that requires drinking water systems to identify and replace lead pipes within ten years. The rule also includes improved communication methods between water utilities and their communities to better inform residents about the risks of lead in drinking water, lead pipe locations, and plans to replace those lead pipes. EPA created a landing page with more information on the rule and its development. The rule is effective on December 30, 2024. Federal report is included in Appendix D.

#### Federal: EPA Issues Proposed Rule to Add PFAS Substances to the TRI

EPA issued a proposed rule adding 16 individually listed per- and polyfluoroalkyl substances (PFAS) and 15 PFAS categories to the Toxics Release Inventory (TRI) list of toxic chemicals subject to reporting to comply with the FY20 NDAA. The proposed PFAS are being considered due to their toxicity to human health and/or the environment, and the rule would establish a reporting threshold of 100 pounds for manufacturing, processing, or other uses. Comments are due by November 7, 2024.

# <u>State: On the November 2024 Ballot are 10 Initiatives – Climate Bond Proposition 4 Includes Funding for Water Projects</u>

The 2024 Election will be held on November 5, 2024. In addition to federal races, all 80 Assemblymembers and 20 of the 40 Senators are up for election or re-election. Also on the November ballot are 10 initiatives – 5 qualified via voter signatures and 5 items passed by the Legislature that need voter approval. One of the initiatives placed on the ballot by the Legislature is the climate bond, a \$10 billion bond, titled Proposition 4. Proposition 4 includes approximately \$3.8 billion for water projects, including funding to improve water quality, protect the state from floods and droughts, and other activities, including restoring rivers and lakes. Recent polling by the Public Policy Institute of California shows that 65% of likely voters would vote "yes" on Proposition 4. If passed by voters in November, we will engage as the relevant grant applications and funding details are released.

#### **MSWD** Digital Advertising

For the month of October 2024, the District featured three Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered 244,561K impressions, and 770 link clicks. Our Facebook/Instagram (Meta) ads garnered more than 309,608K impressions (71,348 more than last month) and an impressive 531 link clicks.

A full report is included in Appendix E.



#### **Social Media**

A copy of the October 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 Fall interns, C & M highlight during Water Professionals Week, and Wastewater highlight during Water Professionals Week. Our most shared posts were the Fall Interns, C & M highlight during Water Professionals Week, and the Friendly Reminder video/reel reminding people that wipes are not flushable.

We had notable gains on Facebook with 3% increase in likes, and 4 new page likes. Instagram continues to grow with 21 new followers, an increase of 90.9%, up 71.4% in profile views, but down in impressions 9475, and 5532 reached.



#### **CV Water Counts**

There was continued success with digital marketing this past month, generating 127K display ad impressions, 8,728 search ad impressions, and 69,793 video impressions. The website experienced steady traffic with 3,993 users and 4,821 sessions, where the "Conservation Tips" page received the most views at 3.1K. Facebook ads garnered 86,067 impressions across Facebook and Instagram.



#### **Rebates & Conservation**

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

Rebate Type	Total Rebates for October 2024	Total Rebates for October 2024
Toilet	1	\$94.00
Turf	0	\$0.00
Clothes Washer	0	\$0.00
Smart Controller	1	\$5.750.00
Conservation Kit	2	-

### **Bottled Water Tracking Report**

Date Supplied	Requested By	Event or Purpose	Cases Requested
10/01/2024	Desert Springs Middle School	Flag Football & Volleyball Games	5
10/01/2024	United Cerebral Palsy of the Inland Empire & Variety of the Desert	Harvest Carnival	10
10/01/2024	Friends of the DHS Library	Various Events (3)	8
10/01/2024	Knights of Columbus	Special Events/Meetings	5
10/08/2024	First 5 Family Resource Center	Community Events	5
10/15/2024	City of DHS	Monthly Supply	15
10/16/2024	Club De Mujeres Latinas of Desert Hot Springs	Fiesta Latina Celebration	5
10/22/2024	MSWD	ESRI Conference Presentation	3
10/25/2024	Two Bunch Palms Early Act Club	Happy Health Halloween Booth	2
10/30/2024	Lily of the Valley Worship Center	Harvest Fest	5
10/30/2024	MSWD	Water Talk DHS Library	1
10/31/2024	Living World of the Desert	Fall Event	6
		Total	70

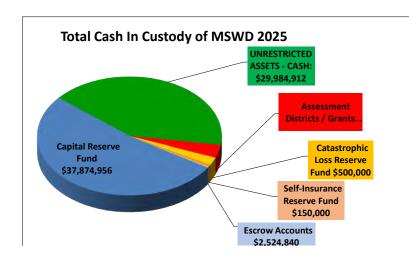


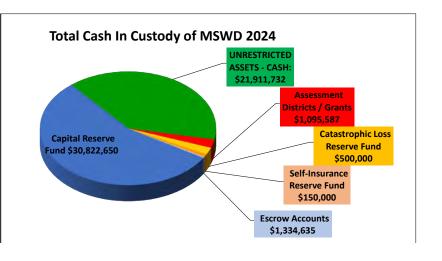
GENERAL MANAGER'S REPORT NOVEMBER 2024
<b>APPENDIX A – Finance &amp; Accounting Information</b>

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

JULY 1, 2024 TO SEPTEMBER 30, 2024

	YEAR TO DATE				 J	ULY 1, 2023 TO SEPTEM	MBER 30, 2023	
	FAVORABLE	FAVO	RABLE				FAVORABLE	FAVORABLE
	(UNFAVORABLE)	(UNFAV	ORABLE)				(UNFAVORABLE)	(UNFAVORABLE)
	VARIANCE	VAR	IANCE				VARIANCE	VARIANCE
ACTUAL	BUDGET AMOUNT	PER	CENT		ACTUAL	BUDGET	AMOUNT	PERCENT
4,132,653	5,097,432 (964,779	9) -1	9%	OPERATING REVENUE:	6,495,543	5,316,897	1,178,646	22%
3,676,567	6,649,727 2,973,160	ý 4:	5%	OPERATING EXPENSE:	2,582,447	5,882,428	3,299,981	56%
456,086	(1,552,295) 2,008,381	12	29%	NET OPERATING INCOME	3,913,096	(565,531)	4,478,628	-792%
522,646	1,395,100 (872,454	1) -6	3%	ADD NON-OPERATING REVENUE	801,255	1,180,767	(379,512)	-32%
143,400	170,325 26,925	,	6%	LESS NON-OPERATING EXPENSE	251,043	265,971	14,928	6%
379,246	1,224,775 (845,529		9%	NET NON-OPERATING INCOME	550,212	914,796	(364,585)	-40%
835,332	(327,520) 1,162,852	2 -35	55%	NET INCOME	 4,463,308	349,265	4,114,043	1178%
				OTHER INFORMATION				
			3.32	DEBT SERVICE RATIO	7.80			
			1.36%	INVESTMENT RETURN	0.34%			
	EARNE	D \$	35,960	WELLS FARGO LOAN INTEREST	\$ 53,200	PAID		
		\$ 62	,533,816	CASH - JULY 1	\$ 42,784,058			
			,475,297	INCREASE/(DECREASE) IN CASH	\$ 10,361,276			
			,009,113	CASH - END OF PERIOD	\$ 53,145,334	=		
	WELLS FARG	<b>າ</b> ¢ 20	.984,912	UNRESTRICTED CASH	\$ 21 011 722	WELLS FARGO	,	
	WELLS FARG	- + -	,382,346	RESTRICTED - ASSESSMENT DISTRICTS	\$ 	WELLS FARGO		
	US BAN	- •	,502,540	RESTRICTED - ESCROW ACCOUNTS	\$ ,	US BANK	•	
	CALTRUS	*	,142,916	RESTRICTED - SHORT TERM FUND	\$	CALTRUST		
	CALTRUS		,136,472	RESTRICTED - MEDIUM TERM FUND	\$ 	CALTRUST		
	CALTRUS		,837,626	RESTRICTED - LIQUIDITY FUND	\$ 	CALTRUST		
	J.LINGO		,009,113	RESTRICTED TOTAL CASH	\$ 54,479,969			
			<del></del>		 , -,	=		





#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - ONGOING OCTOBER 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11147	WELL #42 (NEAR TO EXISTING WELL # 22)	3,235,277.03	8,223.81	0.00	-8,223.81	3,243,500.84	4,973,000.00	1,729,499.16	ENGINEERING
11424	REGIONAL WASTEWATER TREATMENT PLANT	51,387,547.85	42,660.72	0.00	-42,660.72	51,430,208.57	53,049,300.00	1,619,091.43	ENGINEERING
11425	AREA M-2 (AD #15)	709,954.24	113.65	0.00	-113.65	710,067.89	11,450,000.00	10,739,932.11	ENGINEERING
11426	CONVEYANCE LINE FROM LS TO RWWTP	7,078,128.60	106,001.16	0.00	-106,001.16	7,184,129.76	8,300,000.00	1,115,870.24	ENGINEERING
11451	CHROMIUM 6 COMPLIANCE STUDY	64,726.19	10,722.50	0.00	-10,722.50	75,448.69	200,000.00	124,551.3	ENGINEERING
11456	HWWTP INFL. PUMP STATION ODOR CONTROL	647,969.84	0.00	0.00	0.00	647,969.84	730,000.00	82,030.16	ENGINEERING
11566	DESIGN & ENGINEERING AREAS H & I	336,320.57	0.00	0.00	0.00	336,320.57	460,000.00	123,679.43	ENGINEERING
	VISTA RESERVOIR NO. 2	127,027.61		0.00	0.00	127,027.61	975,427.00	848,399.39	ENGINEERING
11611	WELL REHABILITATION PROGRAM - WELL 22	609,264.22	5,763.40	0.00	-5,763.40	615,027.62	1,560,000.00	944,972.38	PRODUCTION
11618	DESIGN & ENGINEERING FOR AREAS A & G	573,106.23	1,498.42	0.00	-1,498.42	574,604.65	1,600,000.00	1,025,395.35	ENGINEERING
11621	ADMIN BUILDING	1,855,431.73	211,301.57	0.00	-211,301.57	2,066,733.30	33,300,000.00	31,233,266.70	ADMINISTRATION
11657	SEWER SYSTEM COLLECTIONS	561,007.76	0.00	0.00	0.00	561,007.76	750,000.00	188,992.24	ENGINEERING
11666	EMERGENCY BACKUP GENERATOR WELL 27/31	21,859.56	0.00	0.00	0.00	21,859.56	411,002.00	389,142.44	I ENGINEERING
11667	EMERGENCY BACKUP GENERATOR WELL 32	21,767.00	0.00	0.00	0.00	21,767.00	300,331.00	278,564.00	ENGINEERING
11668	EMERGENCY BACKUP GENERATOR WELL 37	21,803.56		0.00	0.00	21,803.56		278,527.44	ENGINEERING
	GQPP AREA D3-1 SEWER DESIGN	10,126.62	17,067.75	0.00	-17,067.75	27,194.37	156,000.00		BENGINEERING
	PORTABLE BOOSTER/TRANSFER PUMP	148,226.35		0.00	0.00	148,226.35			PRODUCTION
	TRAILER MOUNTED PORTABLE GENERATORS	487,220.74		0.00	0.00	487,220.74			CONSTRUCTION & MAINT.
	WELL REHAB PROGRAM DESIGN - 2022 FY	68,918.31		0.00	0.00	68,918.31			PRODUCTION
	35C WELL REHABILITATION	28,729.59		0.00	-72.24	28,801.83			ENGINEERING
	34C WELL REHABILITATION	637,852.37	,	0.00	-40,910.38	678,762.75	,		ENGINEERING
	INSTALL 18-INCH INTERTIE LINE	3,174.77		0.00	-811.11				ENGINEERING
	19TH-20TH AVES & LITTLE MORONGO ROADWAY PROJECT	,		0.00	-5,150.00	125,379.09			ENGINEERING
11776	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	63,160.06	48,524.84	0.00	-48,524.84	111,684.90	150,000.00	38,315.10	ADMINISTRATION
	2024 - NEW METERS 3/4" - 2"	308,086.20		0.00	-11,425.96	319,512.16	350,000.00		FIELD SERVICES
	13TH AVE DAMAGE: TSTORM HILARY	185,124.25	,	0.00	-21,405.16		200,000.00		ENGINEERING
	THOMAS DR DAMAGE: TSTORM HILARY	33,158.02	,	0.00	-222,497.07	255,655.09	,		ENGINEERING
	INDIAN CANYON DAMAGE: TSTORM HILARY	17,740.48		0.00	0.00	17,740.48			ENGINEERING
	MISSION LAKES DAMAGE: TSTORM HILARY	32,546.29	,	0.00	-425,372.93	457,919.22	,		ENGINEERING
	GIS ESRI - SBITA	47,976.75	,	0.00	-44,871.74	<u> </u>	,		FIELD SERVICES
11838	GIS CITYWORKS - SBITA	0.00	36,746.39	0.00	-36,746.39	36,746.39	270,000.00	233,253.6	FINANCE
TOTAL		69,443,461.88	1,261,140.80	0.00	-1,261,140.80	70,704,602.68	126,320,766.00	55,616,163.32	2
31	Records Listed				<u> </u>			<u> </u>	

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - PAUSED OCTOBER 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	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	0.00	0.00	70,708.46	80,000.00	9,291.54	ENGINEERING
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44	0.00	0.00	0.00	594,668.44	652,000.00	57,331.56	ENGINEERING
11472	AREA J-2	293,853.72	0.00	0.00	0.00	293,853.72	300,000.00	- /	ENGINEERING
11556	HWWTP ASU DEMOLITION	45,077.20	0.00	0.00	0.00	45,077.20	167,275.00	122,197.80	ENGINEERING
	HWWTP PERCOLATION PONDS (2)	350,213.58	0.00	0.00		350,213.58	380,000.00		WASTEWATER
	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86	0.00	0.00		1,451.86	· · · · · · · · · · · · · · · · · · ·	/	ENGINEERING
	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91	0.00	0.00		25,947.91	226,288.00	,	ENGINEERING
	BOOSTER PUMP REHAB PROGRAM	119,375.93	0.00	0.00		119,375.93	/		PRODUCTION
11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25	0.00	0.00		88,417.25	124,180.00		PRODUCTION
11604	PAVEMENT REPAIRS - CORP YARD	43,757.39	0.00	0.00	0.00	43,757.39	345,575.00	301,817.61	ENGINEERING
11607	TERRACE RESERVOIR NO. 1	30,667.76	0.00	0.00		30,667.76	2,754,343.00	2,723,675.24	ENGINEERING
11608	TERRACE RESERVOIR NO. 2	32,374.80	0.00	0.00		32,374.80	2,814,461.00		ENGINEERING
11609	TERRACE RESERVOIR NO. 3	30,882.54	0.00	0.00	0.00	30,882.54	2,361,363.00	2,330,480.46	ENGINEERING
11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68	0.00	0.00	0.00	343.68	150,000.00	149,656.32	ENGINEERING
11617	HWWTP SCADA UPGRADES	40,080.36	0.00	0.00	0.00	40,080.36	129,008.00	/-	WASTEWATER
11622	2020 WATER CIP PIPELINE REPLACEMENT	275,188.54	0.00	0.00	0.00	275,188.54	2,264,975.00		ENGINEERING
	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86	0.00	0.00		2,366.86	225,075.00	,	PRODUCTION
11689	FILTRATION FOR HWWTP	108,952.07	0.00	0.00	0.00	108,952.07	1,500,000.00	1,391,047.93	ENGINEERING
11691	MUNICODE WEBSITE	9,021.78	0.00	0.00	0.00	9,021.78	31,000.00	21,978.22	ADMINISTRATION
11692	MUNICODE AGENDA	7,214.25	0.00	0.00	0.00	7,214.25	20,000.00	12,785.75	ADMINISTRATION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	0.00	0.00	35,339.27	135,000.00	99,660.73	ADMINISTRATION
TOTAL		2,358,519.17	0.00	0.00	0.00	2,358,519.17	28,369,543.00	26,011,023.83	
22	Records Listed								

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - NOT STARTED OCTOBER 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET TOTAL		ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	BUDGET	TO ACTUAL COST		BUDGET	OF BUDGET	RESPONSIBLE
11460	WELL 29 CHROMIUM 6 TREATMENT DESIGN	0.00	0.00	0.00	0.00	0.00	200,000.00	200,000.00	ENGINEERING
11719	RESERVOIR REHAB PROGRAM DESIGN - 2022 FY	0.00	0.00	0.00	0.00	0.00	120,000.00		PRODUCTION
11737	PIERSON BLVD SLURRY SEAL PROJECT	0.00	0.00	0.00	0.00	0.00	183,000.00	183,000.00	ENGINEERING
11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00	0.00	0.00	0.00	0.00	33,000.00	33,000.00	ENGINEERING
11789	WACHS ERV-750 VALVE MACHINE	0.00	0.00	0.00	0.00	0.00	42,000.00	42,000.00	CONSTRUCTION & MAINT.
11791	ERP SYSTEM REPLACEMENTS	0.00	0.00	0.00	0.00	0.00	1,710,000.00		<b>INNOVATION &amp; TECHNOLOGY</b>
11812	LITTLE MORONGO DAMAGE: TSTORM HILARY	0.00	0.00	0.00	0.00	0.00	30,000.00	30,000.00	ENGINEERING
11829	GEHL TH842 TELEHANDLER	0.00	0.00	0.00	0.00	0.00	177,817.00	177,817.00	WASTEWATER
11830	CASE 570N EP SKIP LOADER	0.00	0.00	0.00	0.00	0.00	124,500.00	124,500.00	WASTEWATER
11839	JOHN DEERE JD210P SKIP LOADER	0.00	0.00	0.00	0.00	0.00	157,300.00	157,300.00	CONSTRUCTION & MAINT.
11840	VACUUM EXTRACTOR	0.00	0.00	0.00	0.00	0.00	143,000.00	143,000.00	CONSTRUCTION & MAINT.
11841	WACHS ERV-750 VALVE MACHINE	0.00	0.00	0.00	0.00	0.00	45,000.00	45,000.00	CONSTRUCTION & MAINT.
11842	WALK BEHIND TRENCHER	0.00	0.00	0.00	0.00	0.00	12,100.00	12,100.00	CONSTRUCTION & MAINT.
11843	AXLE WEIGHING SYSTEM	0.00	0.00	0.00	0.00	0.00	15,070.00	15,070.00	WASTEWATER
11844	BELT PRESS HOIZONTAL SCREW REPLACEMT	0.00	0.00	0.00	0.00	0.00	22,775.00	22,775.00	WASTEWATER
11845	HEADWORKS GRIT CLASSIFIER SCREW REPLACEMT	0.00	0.00	0.00	0.00	0.00	96,076.00	96,076.00	WASTEWATER
11846	AVILIGON CAMERA SYSTEM (HORTON)	0.00	0.00	0.00	0.00	0.00	71,886.00	71,886.00	WASTEWATER
11847	JWC AUGER REPLACEMENT	0.00	0.00	0.00	0.00	0.00	28,898.00	28,898.00	WASTEWATER
11848	ODOR CONTROL GREASE FILTER	0.00	0.00	0.00	0.00	0.00	17,000.00	17,000.00	WASTEWATER
11849	PSC - WPSV INTERTIE	0.00	0.00	0.00	0.00	0.00	358,010.00	358,010.00	ENGINEERING
11850	WATERLINE REPLACEMENT(S): EASEMENTS	0.00	0.00	0.00	0.00	0.00	64,000,000.00	64,000,000.00	ENGINEERING
11851	CHLORINE ENCLOSURES	0.00	0.00	0.00	0.00	0.00	169,474.00	169,474.00	PRODUCTION
11852	GATEWAY PLC UPGRADE	0.00	0.00	0.00	0.00	0.00	23,150.00	23,150.00	PRODUCTION
11853	HIGHLAND SOLAR & COMMUNICATIONS UPGRADE	0.00	0.00	0.00	0.00	0.00	23,442.00	23,442.00	PRODUCTION
11854	LITTLE MORONGO BOOSTER INSTALL	0.00	0.00	0.00	0.00	0.00	167,605.00	167,605.00	PRODUCTION
11855	LOW DESERT VIEW BOOSTER REHAB	0.00	0.00	0.00	0.00	0.00	69,304.00	69,304.00	PRODUCTION
11856	QUAL ALTITUDE VALVE UPGRADE	0.00	0.00	0.00	0.00	0.00	40,033.00	40,033.00	PRODUCTION
11857	SCADA SERVER UPGRADE	0.00	0.00	0.00	0.00	0.00	24,341.00	24,341.00	PRODUCTION
11858	TERRACE BOOSTER REHAB PROJECT	0.00	0.00	0.00	0.00	0.00	119,304.00	119,304.00	PRODUCTION
11859	TERRACE CLA-VAL REPLACEMENT	0.00	0.00	0.00	0.00	0.00	112,617.00	112,617.00	PRODUCTION
11860	WELL 25A REHABILITATION	0.00	0.00	0.00	0.00	0.00	104,211.00	104,211.00	PRODUCTION
11861	WELL 26A FENCING/ELEC POLE PROJECT	0.00	0.00	0.00		0.00	56,901.00		PRODUCTION
11862	M-2 WATERLINE REPLACEMENT	0.00	0.00	0.00	0.00	0.00	3,574,309.00	3,574,309.00	ENGINEERING
TOTAL		0.00	0.00	0.00	0.00	0.00	72,072,123.00	72,072,123.00	
33	Records Listed								

#### MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - COMPLETED OCTOBER 31, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2024	10-31-24	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
	WELL SITE WORSLEY-ENV/ENG	2,404.50		0.00	0.00		,		ENGINEERING
	PRELIM DESIGN/ENG HORTON WWTP EXP# 5	171,702.93	0.00	0.00	0.00	171,702.93	171,703.00		ENGINEERING
	FINAL DESIGN HORTON WWTP EXP #5	940,340.32		0.00	0.00	940,340.32	•		ENGINEERING
	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48	0.00	0.00	0.00	366,443.48	375,000.00	- /	ENGINEERING
	EIR HORTON WWTP EXPANSION #5	71,415.62		0.00	0.00	71,415.62	71,416.00		ENGINEERING
	MISSION CREEK - 80 ACRES	325,077.18		0.00	0.00	325,077.18	,	<u> </u>	ENGINEERING
	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20		0.00	0.00	29,207.20	,	+	PRODUCTION
	HWWTP PERCOLATION POND REHAB	28,181.34		0.00	0.00		,	<u> </u>	WASTEWATER
	ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	700,272.63		0.00	0.00	700,272.63	,		PRODUCTION
	JOHN DEERE 3032E COMPACT UTILITY TRAILER	30,405.00		32,000.00	,		,		WASTEWATER
	MUFFIN MONSTER 6" INLINE GRINDER	16,197.28		15,100.00	,		,		WASTEWATER
	JOHN DEERE GATOR TE MODEL (1 OF 2)	0.00	,	0.00	-15,372.77	15,372.77	•		WASTEWATER
11832	JOHN DEERE GATOR TX MODEL (2 OF 2)	0.00	15,372.77	0.00	-15,372.77	15,372.77	16,000.00	627.23	ENGINEERING
				•					
TOTAL		2,972,945.70	30,745.54	47,100.00	16,354.46	3,003,691.24	3,074,666.00	70,974.76	
15	Records Listed								

NERAL MANAGER'S REPORT NOVEMBER 2024	
APPENDIX B – Innovation & Technology Informatio	n
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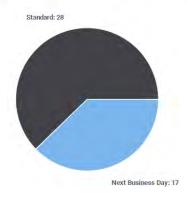
### Mission Springs — October, 2024 Client report

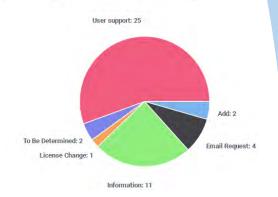
### **Client Activity Report and Analysis**

#### Tickets received by Priority

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

Tickets Received by Priority - Mission Springs Tickets Received by Type - Mission Springs





<b>Client Service Rating</b>			
Overall Satisfaction	_		
Number of Service Requests	45		
Number of Survey Responses	0		
Response Rate	0%		

Tickets Received 45
Tickets Closed 45
Ticket MTTR 13 hr.

### **Client Hours — September**

Hours on SOs 90

Hours on Projects 13

Meeting Hours 1

TOTAL HOURS 104



### Mission Springs — October, 2024 Client report

### **October Client Meetings**

Meeting Title	Topics	Time Allocated
Monthly Project Review	<ul> <li>Current projects that are pending</li> <li>Proofpoint finalization</li> <li>Quotes refresh</li> <li>Cyber Security Presentation</li> </ul>	1

## **Client Pending Projects**

Project Title	Purpose
Proofpoint Installation	Protect email from SPAM
Laserfiche Cloud	Migrate to hosted solution— free up local resources
Server Refresh	Replace server host with new equipment due to age

GENERAL MANAGER'S REPORT NOVEMBER 2024
<b>APPENDIX C – Wastewater &amp; Water Production Tables</b>

#### **WASTEWATER REPORT**

	SEWER CONNECTION SUMMARY													
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	9	4	4	18	8	7	9	51	2	1	139	2	0	0
August	7	12	26	20	4	1	8	53	2	4	214	4	0	2
September	2	17	20	20	5	2	12	8	11	2	90	2	1	0
October	2	3	13	36	9	4	8	12	4	21	65	8	2	1
November		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		0	4	2	21	7	3	6	70	4	4	72	2	0
Total	20	83	171	198	233	61	60	317	185	46	734	386	59	16

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

As of June 30, 2024 8,919 Plus YTD

20

Total Sewer Connections = 8,939

	WASTEWATER FLOW MGD											
	HORTO	N PLANT	DESER	CREST	WRIGHT PLANT							
2024/25	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.						
	Flow	Flow	Flow	Flow	Flow	Flow						
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000						
August	2.132868	2.253870	0.045258	0.063150	0.000000	0.000000						
September	2.084274	2.299028	0.042407	0.050700	0.000000	0.000000						
October	2.056787	2.242007	0.045147	0.054820	0.000000	0.000000						
November												
December												
January												
February												
March												
April												
May												
June												

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

#### WATER REPORT

	WATER CONNECTION SUMMARY												
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	9	5	6	18	7	4	5	7	2	0	0	1	0
August	14	14	28	19	6	10	5	3	2	2	0	1	0
September	6	19	22	23	18	2	14	4	13	3	0	2	2
October	2	4	16	33	13	3	21	8	3	20	0	5	1
November		9	10	27	10	16	4	0	7	3	0	1	0
December		5	9	9	2	17	3	3	2	0	0	2	0
January		5	26	14	15	6	3	20	1	1	2	2	0
February		3	14	8	13	8	5	11	1	0	1	0	1
March		6	29	19	16	2	3	6	5	0	12	0	0
April		11	24	6	11	1	3	7	11	2	7	0	1
May		9	16	19	15	12	5	11	9	8	2	0	1
June		3	5	1	24	11	2	8	2	10	1	0	0
Annual	31	93	205	196	150	92	73	88	58	49	25	14	6
Avg./ Mo.	2.58	7.75	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50

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

As of June 30, 2024 13,636

Plus YTD 31

Total Water Connections = 13,667

	WATER PRODUCTION SUMMARY												
	FY 2024/25	Varia from pr		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15
	AF	AF	%	AF									
July	939.07	149.08	18.87%	789.99	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00
August	818.63	80.89	10.96%	737.74	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71
September	785.85	110.79	16.41%	675.06	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67
October	718.26	9.03	1.27%	709.23	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30
November		0.00	0.00%	629.05	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69
December		0.00	0.00%	529.99	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83
January		0.00	0.00%	556.57	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86
February		0.00	0.00%	458.69	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49
March		0.00	0.00%	560.24	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94
April		0.00	0.00%	649.67	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58
May		0.00	0.00%	696.24	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28
June		0.00	0.00%	700.11	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34
TOTAL	3,261.81	349.79	12.01%	7,692.58	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69

GENERAL MANAGER'S REPORT NOVEMBER 2024
APPENDIX D – Federal & State Legislative Information
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# Mission Springs Water District Federal Update

October 31, 2024

#### A Look Ahead: Congressional Lame Duck Session

The House and Senate are currently scheduled to return to Washington, D.C., on November 12<sup>th</sup> to begin the lame duck session. One of the top priorities Congress will focus on is finding a path forward to finish the Fiscal Year (FY) 2025 appropriations bills before the Continuing Resolution (CR) expires on December 20<sup>th</sup>. The election results will dictate how Congress will choose to do FY25 appropriations during the remainder of the 118<sup>th</sup> Congress. Additional legislative priorities Congress will likely focus on during the lame duck session include:

- Farm Bill Reauthorization
- FY26 National Defense Authorization Act
- 2024 Water Resources Development Act
- Disaster Supplemental Appropriations bill

Congress is scheduled to adjourn for the end of the year on Friday, December 20<sup>th</sup>. Any pending bills that are not passed by both the House and the Senate and signed into law by the President by the end of the Congress are considered dead and will have to be reintroduced in the new Congress to be active.

#### **EPA Publishes Final Lead and Copper Rule Improvements**

The Environmental Protection Agency (EPA) released the Lead and Copper Rule Improvements <u>final rule</u> that requires drinking water systems to identify and replace lead pipes within ten years. The rule also includes improved communication methods between water utilities and their communities to better inform residents about the risks of lead in drinking water, lead pipe locations, and plans to replace those lead pipes. EPA created a <u>landing page</u> with more information on the rule and its development. The rule is effective on December 30<sup>th</sup>.

#### FEDERAL FUNDING OPPORTUNITIES

**EPA Releases Training and Technical Assistance for Small Water Systems NOFO.** EPA released a \$30.7 million notice of funding opportunity (NOFO) through Training and Technical Assistance to Improve Water Quality and Enable Small Public Water Systems to Provide Safe Drinking Water grant program. The funding will support building financial and managerial capacity at small public water utilities to improve water quality and sustainability operations. Applications are due by November 25<sup>th</sup>.

#### **GRANT AWARD ANNOUNCEMENTS**

**EPA Announces \$268.6 Million for California Drinking Water Infrastructure.** EPA <a href="mailto:announced">announced</a> \$268.6 million in funding through the Drinking Water State Revolving Funds (DWSRFs) to support lead pipe replacement and inventory projects.

**Reclamation Announces \$4.2 Million for Science and Technology Research.** The Bureau of Reclamation (Reclamation) <u>announced</u> \$4.2 million for 31 new wide-ranging science and technology research projects. Projects selected include research on water infrastructure, power and energy, environmental issues for water delivery and management, water operations planning, and water resource development.

**USDA Rural Development Announces \$230 Million in REAP Renewable and Energy Efficiency Grants and Loans.** The Department of Agriculture's (USDA) Office of Rural Development <a href="mailto:announced">announced</a> \$104 million in grants and loans for the Rural Energy for America Program (REAP) Renewable and Energy Efficiency Program to 302 awardees in 34 states in early October and an <a href="mailto:additional">additional</a> \$126 million in grant awards for 654 awardees in a second round of October award announcements. REAP funds agricultural producers and rural small business owners to expand their use of renewable energy resources and improve energy efficiency.

#### FEDERAL AGENCY REGULATORY ACTIONS

**EPA Issues Proposed Rule to Add PFAS Substances to the TRI.** EPA issued a **proposed rule** adding 16 individually listed per- and polyfluoroalkyl substances (PFAS) and 15 PFAS categories to the Toxics Release Inventory (TRI) list of toxic chemicals subject to reporting to comply with the FY20 NDAA. The proposed PFAS are being considered due to their toxicity to human health and/or the environment, and the rule would establish a reporting threshold of 100 pounds for manufacturing, processing, or other uses. Comments are due by November 7<sup>th</sup>.

#### FEDERAL AGENCY ANNOUNCEMENTS AND PERSONNEL CHANGES

**ASA for Civil Works Michael Connor Resigns.** After serving for three years, Assistant Secretary of the Army (ASA) for Civil Works Michael Connor will resign effective November 1<sup>st</sup>. Jaime Pinkham will assume the role of Acting ASA for Civil Works.

**CDC Publishes a Recycled Water Webpage.** The Centers for Disease Control and Prevention (CDC) published a new webpage titled "Recycled Water for Drinking: An Overview" on its Drinking Water Resources site. The webpage presents an accessible

overview of recycled water practices in the U.S. for non-scientific audiences and summarizes associated treatment processes and research on the safety of potable reuse.

**EPA Solicits LGAC Nominations.** EPA is requesting <u>nominations</u> for its Local Government Advisory Committee (LGAC). Eligible nominees include elected officials in local, state, tribal, or territorial government or full-time government employees appointed by an elected official. LGAC members serve two-year terms, and EPA plans to appoint up to twelve new members for the term beginning in January 2025. Nominations are due by November 14<sup>th</sup>.

**EPA Releases 2023 Greenhouse Gas Reporting Program Data.** EPA <u>released</u> 2023 Greenhouse Gas Report Program data from more than 8,100 industrial facilities nationwide. The data shows that greenhouse gas emissions from stationary sources were down 4% from 2022 but still represent approximately half of all emissions.

**EPA Accepting Applications for 2025 President's Environmental Student and Teacher Awards.** EPA is accepting applications for the 2025 **President's Environmental Youth Awards** and **Presidential Innovation Awards for Environmental Educators**. The awards recognize outstanding stewardship and environmental education opportunities by students and teachers to continue encouraging community involvement in environmental protection and advocacy. Applications for both awards are due by January 15<sup>th</sup>.

**Reclamation Breaks Ground on Salton Sea Rehabilitation Project.** Reclamation and the California Natural Resource Agency **broke ground** on the latest phase of the \$750 million Salton Sea Species Conservation Habitat Project. The project focuses on dust suppression and aquatic habitat restoration while supporting immediate water conservation needs. Reclamation is providing \$250 million in funding over five years, matched by \$500 million from California.

## ## ##



### Mission Springs Water District Sacramento Update

October 2024

During the month of October, the California Legislature convened as part of the Special Session that was called by Governor Newsom on August 31 to address gas prices and supplies. Both houses of the Legislature met, held hearings, and passed the Governor's gas supply proposal. Upon completion of this work both houses adjourned the Special Session and returned their focus to the November election.

With the November General Election right around the corner where all 80 Assemblymembers and 20 of the 40 Senators are up for election or re-election and 10 initiatives on the ballot, the focus has shifted away from Sacramento and to the election.

We are continuing to watch the polling on Proposition 4, the \$10 billion climate bond that was placed on the ballot by the Legislature. The most recent polling by the Public Policy Institute of California continues to show that 60% of likely voters would vote "yes" on this bond, a 5% drop from the polling from late August and early September. Despite this drop, the proponents of Proposition 4 are still feeling confident that voters will approve the bond expenditure next week. As a reminder, Proposition 4 includes approximately \$3.8 billion for water projects, including funding to improve water quality, protect the state from floods and droughts, and other activities, including restoring rivers and lakes. If passed by voters, we will engage as the relevant grant applications and funding details are released.

After the election, the Legislature will meet on December 2 to commence the 2025-26 Legislative Session. This organizational session is when newly elected and re-elected Legislators will be sworn in. This is the official start of the new 2-year session, but the real work does not start until January 6 when the Legislature Reconvenes after the holidays and will be in Sacramento weekly.

#### Amendments to Clean Water and Drinking Water State Revolving Fund (SRF)

The State Water Resources Control Board (State Board) announced proposed changes to both the clean water and drinking water SRFs. The State Board is holding a workshop to provide an overview of the policy on November 6 which will also be open for public comment. The workshop will be held in Sacramento and available remotely. The webcast of the workshop, which begins at 9am, is available <a href="here">here</a>. Written public comments are due by noon on November 22, 2024.

#### **Groundwater Conditions Update**

In early October the Department of Water Resources released its Fall Semi-Annual Groundwater Conditions update. This update also coincides with the 10-year anniversary of the enactment of the Sustainable Groundwater Management Act (SGMA) in September 2014. The fall update shows that groundwater levels are rebounding and there are fewer dry wells reported but also that climate change is posing a challenge to groundwater management. The full update can be viewed <a href="here">here</a>.

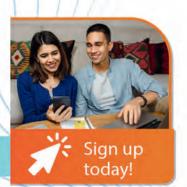
GENERAL MANAGER'S REPORT NOVEMBER 2024
GENERAL MANAGER 3 REPORT NOVEMBER 2024
<b>APPENDIX E – Public Affairs Information</b>
APPENDIX E - Public Affairs Information



# **AVOID SURPRISES!**

MSWD's Customer Connect portal helps you detect leaks, protect your home, and reduce water use.

### MSWD.ORG/CUSTOMERCONNECT



#### **MSWD WATER MATTERS**

News From Your Water Provider - October 2024

#### A New Era in Groundwater Protection Begins

MSWD celebrated a major milestone in sustainable water management, marking the completion of the new Nancy Wright Regional Water Reclamation Facility. On September 27, 2024, MSWD was joined by local and state officials, business leaders, and community members for a special ribbon cutting event.

Named in honor of Nancy Wright, who served on the MSWD Board of Directors for 34 years, the new facility will help protect groundwater and reduce dependence on the Colorado River by enabling wastewater treatment and eventual recycling.

The Nancy Wright Regional Water Reclamation Facility is a significant step forward in addressing the region's growing water needs while protecting natural resources and fostering sustainable growth for the MSWD community.

The facility is part of a \$68 million initiative, almost entirely funded through a Clean Water State Revolving Fund grant. To learn more about the project visit mswd.org/NWRWRF



# MSWD Awarded District of Distinction and Certificate of Excellence in Transparency

MSWD received the District of Distinction and District Transparency Certificate of Excellence from the Special District Leadership Foundation (SDLF) in recognition of its outstanding efforts to promote transparency and good governance.

To receive the award, MSWD demonstrated the completion of essential governance transparency requirements, including conducting ethics training for all board members, properly conducting open and public meetings, and filing financial transactions and compensation reports to the State Controller in a timely manner.

These awards highlight the District's commitment to various governance areas, including prudent fiscal practices. In an era where proper financial management is paramount, this accreditation helps districts demonstrate their commitment to sound policies and practices.

In addition to the District Distinction and Transparency honors, several members of the MSWD team were awarded individual Special District Governance certificates, designed to honor special district board members and staff who demonstrate a commitment to continuing education and special district governance.













# **¡EVITA SORPRESAS!**



El portal Customer Connect de MSWD te ayuda a detectar fugas, proteger tu hogar y reducir el uso de agua.

MSWD.ORG/CUSTOMERCONNECT



#### **MSWD WATER MATTERS**

Noticias de su proveedor de agua - Octubre 2024

### Una nueva era en la protección del agua subterránea comienza

MSWD celebró un hito importante en la gestión sostenible del agua, marcando la finalización de la nueva Planta Regional de Recuperación de Agua Nancy Wright. El 27 de septiembre de 2024, MSWD se unió a funcionarios locales y estatales, líderes empresariales y miembros de la comunidad para un evento especial de corte de cinta.

Nombrada en honor a Nancy Wright, quien sirvió en la Junta Directiva de MSWD durante 34 años, la nueva instalación ayudará a proteger el agua subterránea y a reducir la dependencia del Río Colorado al permitir el tratamiento de aguas residuales y su eventual reciclaje.

La Planta Regional de Recuperación de Agua Nancy Wright es un paso significativo hacia el cumplimiento de las crecientes necesidades hídricas de la región, mientras se protege los recursos naturales y se fomenta un crecimiento sostenible para la comunidad de MSWD.

La instalación es parte de una iniciativa de 68 millones de dólares, financiada casi en su totalidad a través de una subvención del Fondo Estatal Rotatorio de Agua Limpia. Para obtener más información sobre el proyecto, visite mswd.org/NWRWRF



#### MSWD recibe el premio Distrito de Distinción y el Certificado de Excelencia en Transparencia

MSWD recibió el premio Distrito de Distinción y el Certificado de Excelencia en Transparencia del Special District Leadership Foundation (SDLF) en reconocimiento a sus destacados esfuerzos por promover la transparencia y el buen gobierno.

Para recibir el premio, MSWD demostró el cumplimiento de los requisitos esenciales de transparencia en la gobernanza, que incluyen la realización de capacitaciones en ética para todos los miembros de la junta, la correcta realización de reuniones abiertas y públicas, y la presentación oportuna de los informes de transacciones financieras y compensación al Contralor del Estado.

Estos premios destacan el compromiso del Distrito con diversas áreas de gobernanza, incluidas las prácticas fiscales prudentes. En una era en la que la gestión financiera adecuada es fundamental, esta acreditación ayuda a los distritos a demostrar su compromiso con políticas y prácticas sólidas.

Además de los honores de Distinción y Transparencia del Distrito, varios miembros del equipo de MSWD recibieron certificados individuales de Gobernanza de Distritos Especiales, diseñados para reconocer a los miembros de la junta de distritos especiales y al personal que demuestran un compromiso con la educación continua y la gobernanza de distritos especiales.













# Water COUNTS

CVWC Digital Marketing Report Website, Social, and Marketing Performance

Oct 1 - 31, 2024

by Hunter | Johnsen

CVWC Digital Marketing Report October 1 - 31, 2024

# Google Ads Campaigns









**127.62**K

8,728

69,793

3,061

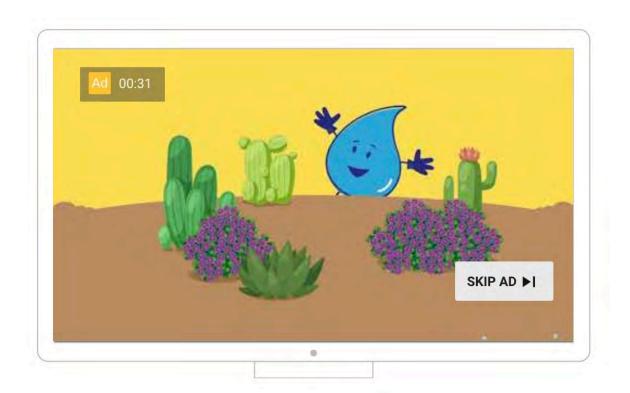
# GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE

Campaign name	Clicks	Impr.
CV Water Counts October 2024 Spanish	1,219	79,557
CV Water Counts October 2024	1,382	48,059
	2,601	127,616



# GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	69,793	23,293	9,220	186
CVWC Water Saving Tips YouTube Spanish October 2024	29,544	10,972	5,369	47
CVWC Water Saving Tips English YouTube October, 2024	40,249	12,321	3,851	139
	69,793	23,293	9,220	186





Campaign	Clicks	Impr.
CVWC search	274	8,728
	274	8,728



CVWC Digital Marketing Report October 1 - 31, 2024

# Facebook Ad Campaigns



Ad preview **Link Clicks** Page engagement Impr. Reach Frequency 475 470 86,067 31,711 2.71

CVWC - October 2024 www.instagram.com

Conservation Tip of the Month: Install a smart controller, and save up to 15,000 gallons of water per year. For more water-saving tips,  $visit\ CVW ater Counts. com/conservation-tips.$ #WaterWiseWednesday 470 31,711 86,067 2.71



475

CVWC Digital Marketing Report October 1 - 31, 2024

### Website Information



Sessions
CV Water - CV Water Counts - GA4

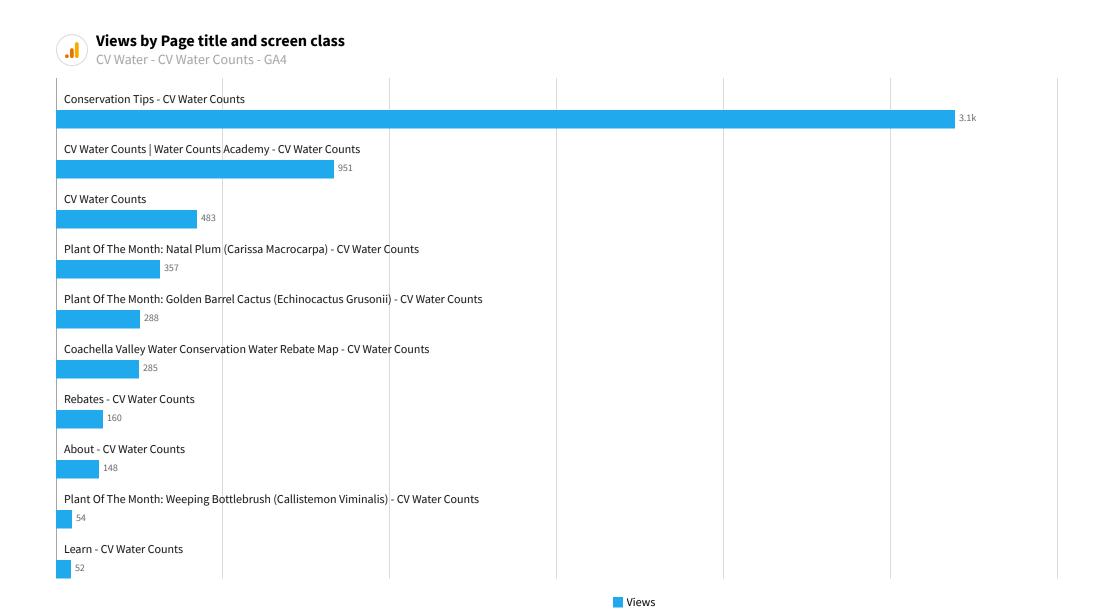
PAGEVIEWS

CV Water - CV Water Counts - GA4

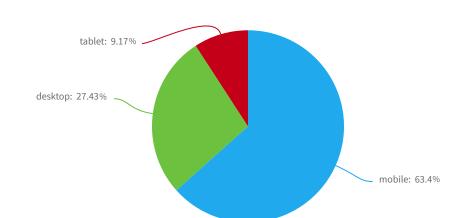
3,993

4,821

6,696

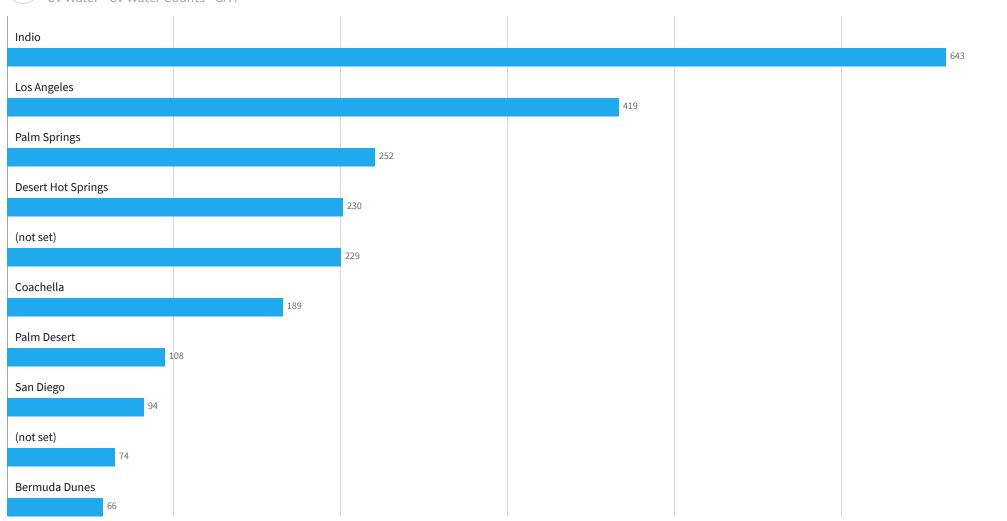


Engaged sessions by Device category
CV Water - CV Water Counts - GA4



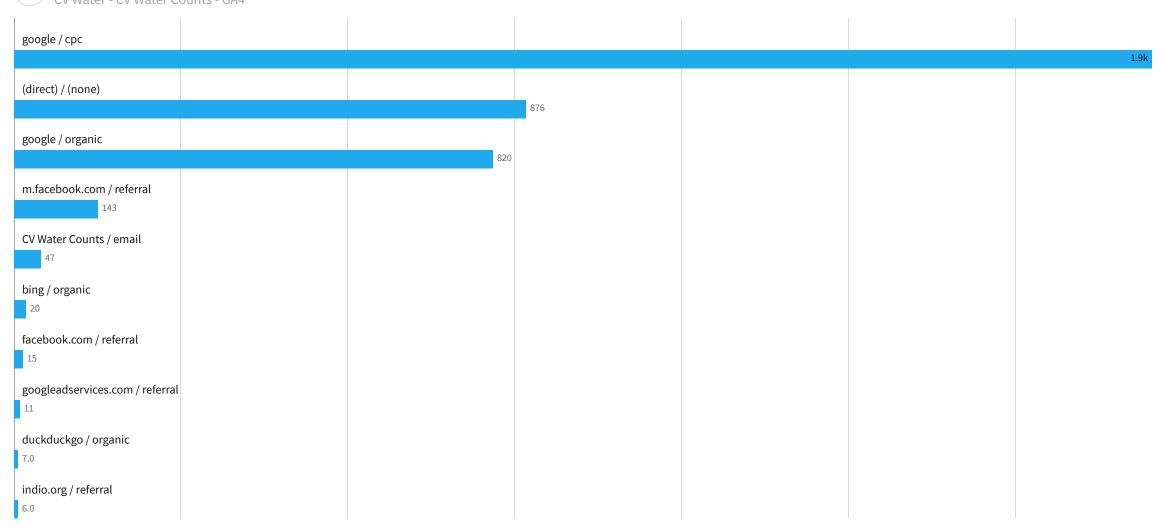
CVWC Digital Marketing Report October 1 - 31, 2024





Users

# **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
October 2024	3,917	1,567	32.5%	1.21	22s
September 2024	4,007	1,335	26.0%	1.26	14s
August 2024	3,966	1,413	26.6%	1.31	13s
July 2024	3,486	1,439	29.1%	1.37	12s
June 2024	3,918	1,161	22.9%	1.26	9s
May 2024	4,138	1,511	25.9%	1.37	12s
	23,432	8,440	27.1%	1.31	14s

# Organic Search



Query	Impr.	Clicks	CTR	Avg. position
carissa	7,654	17	0.22%	1.85
barrel cactus	7,248	26	0.36%	2.87
golden barrel cactus	7,104	25	0.35%	1.63
carissa macrocarpa	5,919	23	0.39%	1.37
echinocactus grusonii	5,822	6	0.1%	1.35
natal plum	5,324	27	0.51%	1.57
asiento de suegra	2,302	6	0.26%	1
schwiegermuttersitz	1,619	5	0.31%	1
金鯱 サボテン	1,552	0	0%	1
coussin de belle mere	1,533	3	0.2%	1
	46,077	138	0.3%	1.46



Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-golden-barrel-cactus-echinocactus-grusonii/	59,795	157	0.26%	1.75
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	39,358	147	0.37%	1.78
https://cvwatercounts.com/plant-of-the-month-weeping-bottlebrush-callistemon-viminalis/	2,084	25	1.2%	7.05
https://cvwatercounts.com/plant-of-the-month-sand-verbena-abronia-villosa/	1,899	14	0.74%	3.37
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasylirion-wheeleri/	1,804	5	0.28%	11.2
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-parryi-v-truncata/	1,766	2	0.11%	4.9
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	1,632	3	0.18%	16.59
https://cvwatercounts.com/plant-of-the-month-prostrate-rosemary-rosmarinus-officinalis-prostratus/	1,596	18	1.13%	21.22
https://cvwatercounts.com/where-does-the-coachella-valley-water-come-from/	1,557	15	0.96%	7.48
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	1,359	9	0.66%	5.87
	112,850	395	0.35%	8.12



# Facebook Information



Reach
CV Water Counts

New page likes
CV Water Counts

Post engagement
CV Water Counts

59,825

21,258

0

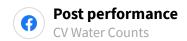
380



Page likes
CV Water Counts

3,972

94



Post		Created at	Reach	Likes
	Happy Halloween!	October 31, 2024	24	1
	Brooms aren't just for witches. Use a broom instead of a hose to clean your patio, sidewalk and driveway. You can save up to 18 gallons per minute! For more watersaving tips, visit CVWaterCounts.com/conservation	October 31, 2024	35	1
CESSER WATER	Established in 1961, DWA was founded to manage and protect water resources for Palm Springs and surrounding Coachella Valley areas. DWA is one of only 29 State Water Project contractors, securing essenti	October 28, 2024	22	4
TO SERVICE SER	The Palm Desert Golf Cart Parade is today! If you're on your way to enjoy it, be sure to stay hydrated.	October 27, 2024	35	2
	Soil can become compacted during home construction or from normal foot traffic. Aerating your soil with a simple aerator can increase the infiltration of water into the ground, improving water flow to th	October 25, 2024	19	3
	As temperatures drop here in the desert, consider a pool cover. It will help keep your pool clean, reduce chemical use – and prevent water loss through evaporation. For more water-saving tips, visit	October 24, 2024	53	2
Help2Others ASSISTANCE PROGRAM	If you or someone you know is in need of water bill assistance, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out an online application at	October 21, 2024	43	2
	https://l.facebook.com/l.php? u=https%3A%2F%2Fyoutu.be%2FGBLYItPhVb0%3Fsi% 6uAvmJ7sHYRYfj&h=AT0DqV7l3Tdaoc7ilwEHyuZrGswQ CD0hnusQ79FQS0qdxLsL0v20RLXmpxcwJqU3N6dL_pH	October 19, 2024	25	3
	Imagine waking up and there's no water for a shower or to brush your teeth. You can't wash your hands and forget making a cup of coffee. That's just part of what you'd be missing if there was no water. "Imagine a D	October 17, 2024	16	2
	Change your irrigation controller with the seasons.  Grass and plants don't require as much water during the cooler months. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	October 17, 2024	48	2
I tap water Think outside the bottle	https://www.facebook.com/photo.php? fbid=842433874714233&set=a.395351946089097&type	October 14, 2024	28	2
	Monitor your monthly water bill for unusually high use. Your bill and water meter are tools that can help you discover leaks. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	October 11, 2024	31	2
	Make sure all of your hoses are equipped with an automatic shut-off nozzle. Hoses that are left running can waste 8-12 gallons per minute. For more watersaving tips, visit CVWaterCounts.com/conservation	October 10, 2024	45	2
			21,599	44

Post		Created at	Reach	Likes
	This superior shrub or small tree has large, blue-green, leathery leaves and clusters of white flowers up to 2.5 inches wide. It grows 10 to 12 feet high, and spreads to 10 feet wide. Learn More: https://loom.ly/4ls8x2E	October 7, 2024	28	2
	Safe and reliable water is essential to our daily lives, yet we often don't think about how this precious resource gets to our tap. It takes a team of people to deliver the water you depend on to cook, clean, bat	October 5, 2024	27	2
	During the month of October in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 7 minutes a day, 7 days a week is	October 4, 2024	46	2
Water COUNTS ACADEMY 2025	CV Water Counts is gearing up for the ninth course of the Water Counts Academy, designed for community leaders in the Coachella Valley who want to learn about local water resources. Learn more:	October 3, 2024	72	3
Live Water Wise: Install a smart confroller,	CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts	October 1, 2024	54	3
	Conservation Tip of the Month: Install a smart controller, and save up to 15,000 gallons of water per year. For more water-saving tips, visit CVWaterCounts.com/conservation-tips	October 1, 2024	20,948	4
			21,599	44



# Instagram Information



CV Water Counts

Followers (lifetime)
CV Water Counts

27,643

12

245



Post		Impr.	Engagement	Reach	Saved	Video views
I tap water Think outside the bottle	https://www.instagram.com/p/DBFd1uATW/	13	6	12	0	0
	Brooms aren't just for witches. Use a broom instead of a hose to clean your patio, sidewalk and driveway. You can save up to 18 gallons per minute! For more watersaving tips, visit the link in our bio	12	1	11	0	0
	The Palm Desert Golf Cart Parade is today! If you're on your way to enjoy it, be sure to stay hydrated.	12	2	12	0	0
	Conservation Tip of the Month: Install a smart controller, and save up to 15,000 gallons of water per year. For more water-saving tips, visit our link in bio. #WaterWiseWednesday	8	3	7	0	0
	Happy Halloween!	5	1	5	0	0
		50	13	47	0	0

# E-Blast Information



Campaign	Send Time	Emails Sent	Unique Opens	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Unsubscribe Count
CV Water Counts Oct 2024	Wednesday, October 2, 2024 10:00 AM	753	455	920	60.42%	18.39%	173	10.39%	0.9%	3
		753	455	920	60.42%	18.39%	173	10.39%	0.9%	3





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

Oct 1 - 31, 2024



MSWD Digital Marketing & Website Report

October 1 - 31, 2024

# Google Ads Campaigns







**244.56**K

770

0.31%

# GOOGLE ADS CAMPAIGN PERFORMANCE

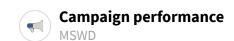
Campaign name	Impr.	Clicks	CTR
MSWD Water Talks Oct 2024	107,733	101	0.09%
MSWD Nancy Wright Regional Water Reclamation Facility 2024	85,533	98	0.11%
MSWD Rebates Oct 2024	51,295	571	1.11%
	244,561	770	0.31%



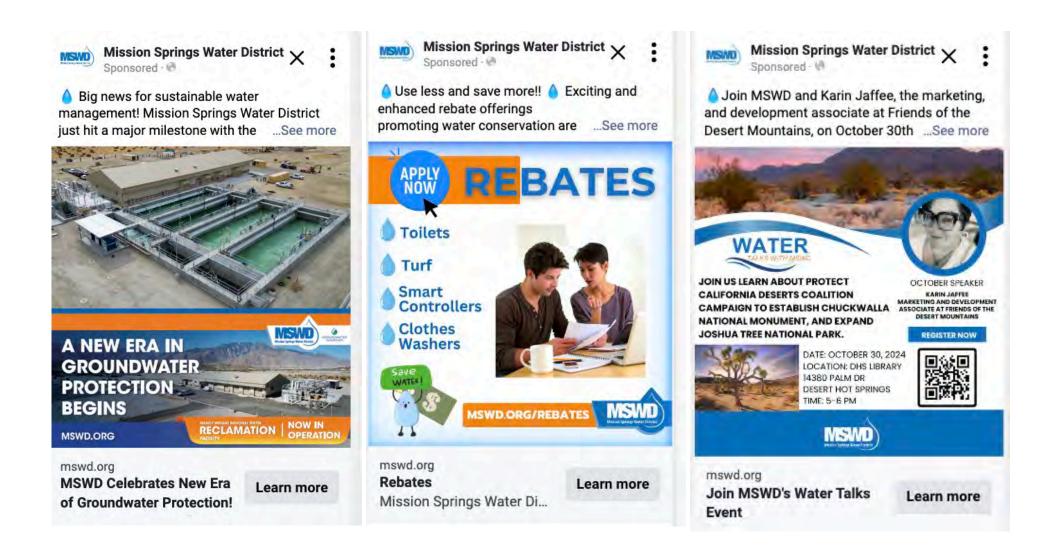
MSWD Digital Marketing & Website Report
October 1 - 31, 2024

# Meta Campaign Performance

Includes Facebook and Instagram campaigns



Campaign	Link Clicks	Impr.	Reach	Page Likes
Water Talks- October 2024	261	41,750	9,393	1
MSWD Rebates October - 2024	145	133,313	14,775	0
Nancy Wright Regional Water Reclamation Facility	125	134,545	15,380	0
	531	309,608	22,719	1



INSWD

MSWD Digital Marketing & Website Report

## Website Information







6,231

20,000

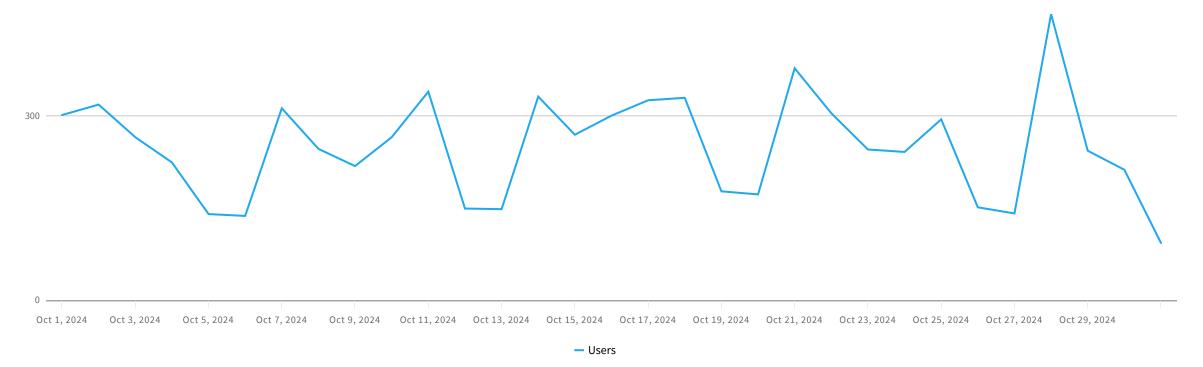
6,182



#### **Users by Day**

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

600





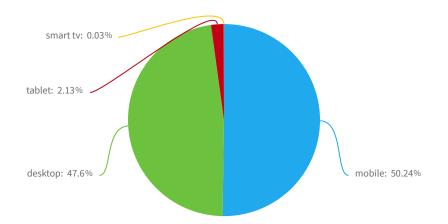
#### Page Title performance

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

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page   Mission Springs, CA Water District	4,601	1.61	2,842	3,632	1.42	18s
Customer Portal   Mission Springs, CA Water District	3,851	1.64	2,343	2,906	1.44	14s
Rebates   Mission Springs, CA Water District	986	1.35	701	398	1.15	12s
Job Opportunities   Mission Springs, CA Water District	910	2.83	321	416	1.61	18s
Online Payment System   Mission Springs, CA Water District	806	1.48	542	514	1.13	27s
Bill Pay Options   Mission Springs, CA Water District	764	1.44	530	498	1.23	26s
(not set)	759	0.36	2,126	157	1.22	0s
Water Talks with MSWD   Mission Springs, CA Water District	416	1.19	339	97	1.18	4s
Careers   Mission Springs, CA Water District	397	1.58	252	346	1.47	23s
Search   Mission Springs, CA Water District	301	2.41	125	145	1.21	52s
	19,899	3.17	6,209	6,182	1.51	56s

MSWD Digital Marketing & Website Report

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



## Use

#### **Users by City**

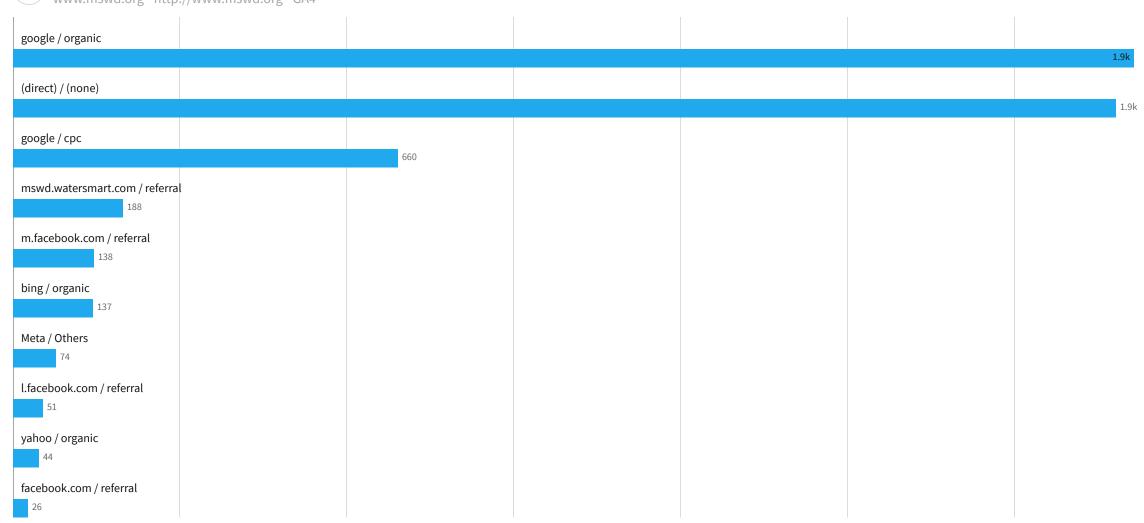
www.mswd.org - http://www.mswd.org - GA4

City	Users
Los Angeles	1,278
Desert Hot Springs	1,140
(not set)	611
Indio	412
San Diego	199
Riverside	188
Palm Springs	165
Boardman	164
La Quinta	146
San Jose	124
	6,231

IMSWD

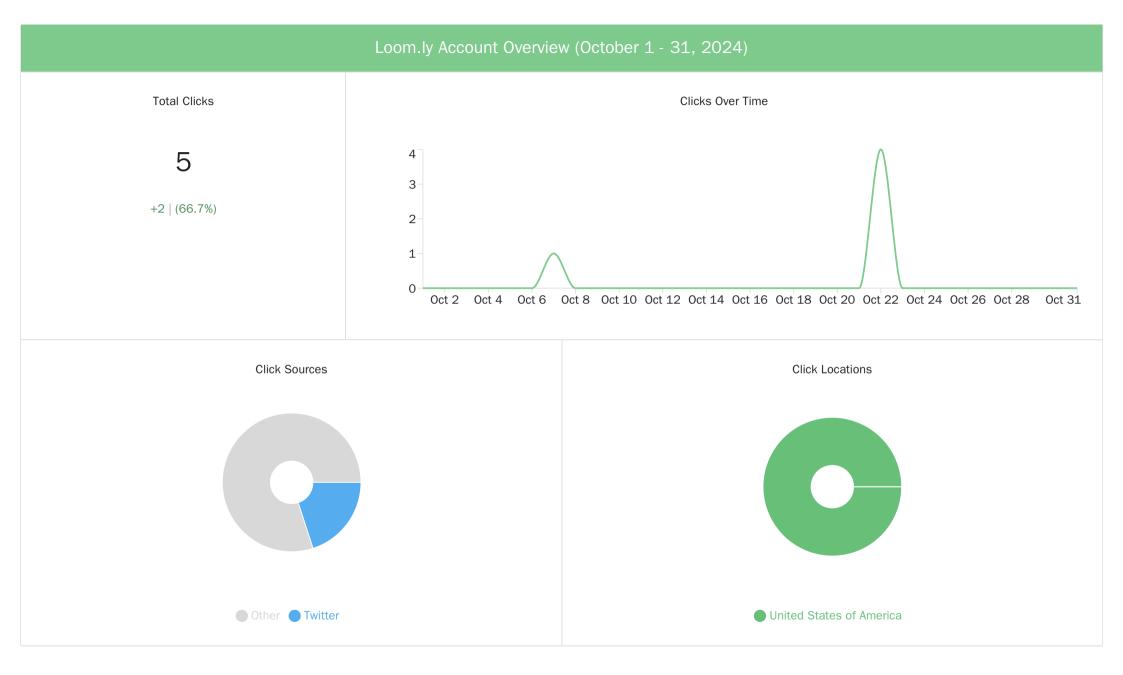
MSWD Digital Marketing & Website Report October 1 - 31, 2024

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



New users





	Loom.ly Link Metrics (October 1 - 31, 2024)			
Creation Date	Shortened URL & Original Link	Clicks	Sources	Locations
October 22, 2024 5:51 PM	https://loom.ly/DxAbRAM https://www.mswd.org/mswd/page/news-release-mswd-celebrates-internship-program-desert-hot-springs-high-school-real	4	Other 3 Twitter 1	United States of America 4

	Facebook A	Account Overvie	ew (October 1	- 31, 2024)				
Posts Published	Total Like	S	New Likes		Unlikes			
28 +3   12.0%	<b>1,24</b>		-	4	1			
Total Reach	Organic Reach	Paid Reach Impressions Video View						
117,868	7,654	111	111,376 303,432		620			
+27,303   30.1%	+4,463   139.9%	+23,535	26.8%	+107,742   55.1%	+234   60.6%			
3	B Highest Reach Posts			3 Most Shar	red Posts			
Fall Interns News Release: MSWD Cele	brates Internship Program with Des	3,439	Fall Int	terns Release: MSWD Celebrates Inter	nship Program with Des	5		
C & M    Happy Water Profession	prince.			C & M  A Happy Water Professionals Week! Let's celebrate and sho				
	117,868  +27,303   30.1%  7,654  +4,463   139.9%  3 Highest Reach Posts  Fall Interns News Release: MSWD Celebrates Internship Program with Des  C & M			7367522 dly reminder this Worker Wednes	day, flushable wipe	1		

3 Lowest Reach Posts		3 Least Shared Posts	
Cyber Security Month October is Cyber Security Awareness Month, and to wrap it	25	Source Water Protection Week  Celebrate Source Water Protection Week by recognizing th	0
Wipes WW  Beware the Fatberg Monsters! Our wastewater team is o	45	Career Day and State of the City  MSWD was out and about in the community today!  Our fi	0
Don't Get Scared - High Bills  Spooky season is here, don't get scared by a high bill d	47	Water Professionals Week	0
Likes By Country		Likes By City	
1. United States of America (1,213 likes)		1. Desert Hot Springs, CA (512 likes)	
2. Mexico (12 likes)		2. Indio, CA (106 likes)	
3. France (4 likes)		3. Palm Springs, CA (62 likes)	
4. Canada (2 likes)		4. Cathedral City, CA (55 likes)	
5. Bangladesh (1 like)		5. La Quinta, CA (48 likes)	

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

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 31, 2024 3:48 PM PDT	Image	Happy Halloween! if you are going trick-ortreating, or enjoying a harvest festival, remember to stay hydrated and pack your refillable water bottles with our award-winning water to keep the whol	Customer Service  Event	63	4	0	0	0	0
October 30, 2024 5:07 PM PDT	Video	In case you missed it, Water Talk with Karin Jeffie from the Friends of the Desert Mountains as she discusses the proposed Chuckwalla National Monument!		296	16	0	1	16	166
October 30, 2024 1:22 PM PDT	Video	Cyber Security Month October is Cyber Security Awareness Month, and to wrap it up here are a few reminders to keep you and your loved one's safe during this spooky season and beyond!  Use strong passwords and a pas	Customer Service	25	2	0	0	0	13

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 29, 2024 3:13 PM PDT	Video	Wipes WW  Beware the Fatberg Monsters! Our wastewater team is on a mission to battle these scary, invasive clogs that form from so-called "flushable" wipes and other items that should never be flushed. T	F0G/Wipes	45	6	0	0	2	37
October 28, 2024 5:34 PM PDT	Image	Post 38099648		104	8	0	1	0	0
October 25, 2024 4:46 PM PDT	Video	Don't Get Scared - High Bills Spooky season is here, don't get scared by a high bill due to leaks! Sign up for the customer portal to set leak alerts, set your communication preferences, get tips to find leaks and to conserve	Customer Service	47	4	0	0	1	23

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 24, 2024 5:04 PM PDT	Image	Esri Conference Our GIS Specialist Ryan attended the ESRI Infrastructure Management GIS Conference in Palm Springs, and was honored to speak about the MSWD Geographic Information System. The ESRI IMGIS Conferenc	Event	143	10	1	0	14	0
October 23, 2024 3:26 PM PDT	Video	Testing Water  It's Worker Wednesday!  Our dedicated water production team takes thousands of samples a year, and tests at our wells daily throughout our service area to make sure your water exceeds all state and	Worker Wed	90	13	0	0	6	63
October 22, 2024 5:56 PM PDT	Image Image	Fall Interns News Release: MSWD Celebrates Internship Program with Desert Hot Springs High School REAL Academy Following the completion of the fall internship program, Mission Springs Water District celebrate	News Releases	3,439	82	1	5	310	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 21, 2024 6:05 PM PDT	Image	Newsletter  Check out the October Water Matters newsletter, and see what we have been up to! Our October Water Matters newsletter features information about the completion of the new Nancy Wright Regional W	Customer Service	103	4	0	0	2	O
October 20, 2024 2:10 PM PDT	Multi-Image	Company of the Compan		86	5	1	0	4	0
October 18, 2024 3:06 PM PDT	Image	Calendar Contest Coltin from Cabot Yerxa Elementary School reminds us to use water- efficient and desert- friendly landscaping to save water. Up to 75 percent of our residential water is used outdoors, so choosing	Conservation/Rebates	89	4	0	0	2	O

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video
October 17, 2024 9:40 AM PDT	Image Image	Day Without Water Imagine a day without water; over 2 million Americans live without running water or basic indoor plumbing, and countless others face inadequate sanitation. We can make a change by bringing awarenes	Event  Conservation/Rebates	84	7	0	0	1	0
October 16, 2024 12:32 PM PDT	Image	Great Shake Out Are you ready for the Great ShakeOut? The 2024 Great ShakeOut will take place tomorrow, Thursday, October 17 at 10:17 AM. The Great ShakeOut is an annual earthquake drill that encourages people to	Event	89	8	0	0	1	0
October 15, 2024 4:52 PM PDT	<b>i</b> Image	Evap Cooler Maint Did you know? Evaporative coolers use 3 to 15 gallons of water per hour when running efficiently.  But without proper maintenance, they could waste hundreds of gallons and raise your bill! Take	Conservation/Rebates	89	4	0	0	1	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 14, 2024 2:20 PM PDT	Image	Rebates  Use less and save more!! Exciting enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money!  For more information	Conservation/Rebates	85	4	0	0	2	O
October 12, 2024 9:39 AM PDT	Image	Post 37641041		211	17	2	0	67	0
October 11, 2024 3:06 PM PDT	Image	Water Professionals Week Finance	Event	241	24	1	1	35	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 10, 2024 4:25 PM PDT	Image	Post 37608617  The celebration continues! We are excited to show appreciation and highlight our Engineering Team for Water Professionals Appreciation Week! This skilled team handles everything from water infr		181	16	0	0	31	0
October 09, 2024 3:11 PM PDT	Image	Water Professionals Week The excitement of Water Professionals Week continues, and it's also Customer Service Week October 7–11! We get to extra celebrate and show appreciation to our Customer Service Team! Our dedicat	Customer Service  Event	222	19	2	0	54	0
October 08, 2024 3:58 PM PDT	Image Image	C & M	Event	569	36	1	2	118	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 07, 2024 3:21 PM PDT	Image	Water Professionals Wastewater         Today we get to show appreciation and highlight our Wastewater and Collections Team for Water Professionals Appreciation Week!     MSWD's wastewater and collections team performs a wide variety of s	Event	322	33	0	1	51	0
October 06, 2024 9:33 AM PDT	Image	Water Production Today we get to highlight and show appreciation to our Water Production Team for Water Professionals Appreciation Week! MSWD's water production team performs various skilled tasks involved in th	Event	181	16	0	0	16	0
October 05, 2024 9:18 AM PDT	Image	Field Service  We are very excited to kick off Water  Professionals Appreciation  Week with an appreciation post about our Field  Service Team!  MSWD's field service team performs many duties in the field such as	Event	235	19	1	0	48	0

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 04, 2024 6:33 PM PDT	<b>i</b> Image	Water Professionals Week  We can hardly wait to highlight our many departments of water professionals for Water Professionals Appreciation Week which starts tomorrow! Check in every day to learn about the various departm	Event	168	11	1	0	28	0
October 03, 2024 5:20 PM PDT	Image	Career Day and State of the City  MSWD was out and about in the community today!  Our first stop was Career Day at Painted Hills Middle School in Desert Hot Springs where we shared about careers in water with awesome groups of k	Event	215	14	1	0	55	0
October 02, 2024 4:37 PM PDT	Video	Post 37367522 A friendly reminder this Worker Wednesday, flushable wipes are not flushable. Joey and Mark from our Wastewater team are opening a pump to "de-rag" it, meaning the wipes have clumped up in our sys		247	25	0	1	19	165

Date	Format	Post	Labels	Reach	Reactions	Comments	Shares	Clicks	Video Views
October 01, 2024 11:07 AM PDT	Image	Source Water Protection Week  Celebrate Source Water Protection Week by recognizing the vital role of safeguarding our water for future generations! Source water protection is the mitigation of potential risks and impacts t	Event  Conservation/Rebates	74	8	0	0	2	O
			Total	7,743	419	12	12	886	467
			Average	276.5	15.0	0.4	0.4	31.6	16.7

#### Twitter Account Overview (October 1 - 31, 2024)

	7 1116631 7 13		. (33:35: 1	31, 232 .,	
Tweets Published	Total Likes	Total Ro	etweets	Total Followers	Following
26	2	(	)	109	99
+3   13.0%				+2   1.9%	
3	Most Retweeted Posts			3 Most Liked Posts	
	eek Protection Week by recognizing the Ir water for future generation	0	Source Cele	Water Protection Week  Borate Source Water Protection Week by I  Be of safeguarding our water for future ge	
	ker Wednesday, flushable wipes are water team is opening a pump	0	Imagin	thout Water e a day without water; over 2 million Ame t running water or basic indoor plumbing,	

0

🤰 Happy Halloween

Happy Halloween! ightharpoonup If you are going trick-or-treating, or enjoying

a harvest festival, remember to stay hydrated and ...

Career Day and State of the City

MSWD was out and about in the community today! d Career Day

at Painted Hills Middle School where we shared about career...

3 Least Retweeted Posts		3 Least Liked Posts	
Happy Halloween Happy Halloween!  is If you are going trick-or-treating, or enjoying a harvest festival, remember to stay hydrated and	0	Post 37367522  A friendly reminder this Worker Wednesday, flushable wipes are not flushable. Our Wastewater team is opening a pump	0
Cyber Security Month October is Cyber Security Awareness Month, here is a reminder to keep you and your loved one's safe during this spook	0	Career Day and State of the City  MSWD was out and about in the community today! Career Day at Painted Hills Middle School where we shared about career	0
Wipes WW  Beware the Fatberg Monsters! Our wastewater team is on a mission to battle these scary, invasive clogs that form	0	Water Professionals Week  We can hardly wait to highlight our many departments of water professionals for Water Professionals Appreciation Wee	0

Date	Format	Post	Labels	Retweets	Likes
October 31, 2024 3:48 PM PDT	Image	Happy Halloween Happy Halloween! in If you are going trick-or-treating, or enjoying a harvest festival, remember to stay hydrated and pack your refillable water bottles with our award-winning water to keep the whol	Customer Service  Event	0	O
October 30, 2024 1:22 PM PDT	Video	Cyber Security Month October is Cyber Security Awareness Month, here is a reminder to keep you and your loved one's safe during this spooky season and beyond! Remind your loved one's to play it safe from scammers lurki	Customer Service	0	0
October 29, 2024 3:13 PM PDT	Video	Wipes WW  Beware the Fatberg  Monsters! Our  wastewater team is on a  mission to battle these  scary, invasive clogs that  form from so-called  "flushable" wipes and other  items that should never be  flushed. R	FOG/Wipes	0	0

Date	Format	Post	Labels	Retweets	Likes
October 28, 2024 5:34 PM PDT	Image	Post 38099648  Save Water as Temperatures Drop! As the cooler weather finally sets in, your plants need less water. Reducing irrigation times helps conserve water, prevents overwatering, and keeps your landsca		0	0
October 25, 2024 4:46 PM PDT	Video	Don't Get Scared - High Bills Spooky season is here, don't get scared by a high bill due to leaks! Sign up for the customer portal to set leak alerts, set your communication preferences, get tips to find leaks, and send ser	Customer Service	0	0
October 24, 2024 5:04 PM PDT	Image Image	Esri Conference Our GIS Specialist Ryan attended the ESRI Infrastructure Management GIS Conference today, and was honored to speak about the MSWD Geographic Information System. The goal is to save the District mai	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
October 23, 2024 3:26 PM PDT	Video	Testing Water  It's Worker Wednesday!  Our dedicated water production team takes thousands of samples a year, and tests at our wells daily throughout our service area to make sure your water exceeds all state and	Worker Wed	0	O
October 22, 2024 5:57 PM PDT	Image	Fall Interns News Release: MSWD Celebrates Internship Program with Desert Hot Springs High School REAL Academy. During the Fall semester, MSWD hosted four REAL Academy students who learned what working in vario	News Releases	0	0
October 21, 2024 6:05 PM PDT	<b>≧</b> Image	Newsletter  Check out the October Water Matters newsletter, and see what we have been up to! Our monthly newsletter can be found with your paper bill, E-Bill, and on our website at https://t.co/4zQAY1y8Zi #MS	Customer Service	0	0

October 18, 2024 3:06 PM PDT					
	<b>I</b> mage Image	Calendar Contest Coltin from Cabot Yerxa Elementary School reminds us to use water-efficient and desert-friendly landscaping to save water, up to 75 percent of our residential water is used outdoors, To learn more	Conservation/Rebates	0	0
October 17, 2024 9:40 AM PDT	<b>Image</b> Image	Day Without Water Imagine a day without water; over 2 million Americans live without running water or basic indoor plumbing, and countless others face inadequate sanitation. Find more info at https://t.co/684kkOMWCq	Event  Conservation/Rebates	0	1
October 16, 2024 12:32 PM PDT	<b>≥</b> Image	Great Shake Out Are you ready for the Great ShakeOut? The 2024 Great ShakeOut will take place tomorrow, Thursday, October 17 at 10:17 AM. The Great ShakeOut is an annual earthquake drill that encourages people to	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
October 15, 2024 4:52 PM PDT	Image	Evap Cooler Maint Did you know? Evaporative coolers use 3 to 15 gallons of water per hour when running efficiently. But without proper maintenance, they could waste hundreds of gallons and raise your bill! For con	Conservation/Rebates	0	0
October 14, 2024 2:20 PM PDT	Image	Rebates  Use less and save more!! Exciting enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money! For more information a	Conservation/Rebates	0	0
October 12, 2024 9:39 AM PDT	Image	Post 37641041		0	0

Date	Format	Post	Labels	Retweets	Likes
October 11, 2024 3:06 PM PDT	Image	Water Professionals Week Finance	Event	0	0
October 10, 2024 4:25 PM PDT	<b>Image</b> Image	Post 37608617  The celebration continues! We are excited to show appreciation and highlight our Engineering Team for Water Professionals Appreciation Week! We appreciate and thank them all for their dedication!		0	0
October 09, 2024 3:11 PM PDT	<b>Image</b> Image	Water Professionals Week  The excitement of Water Professionals Week continues, and it's also Customer Service Week October 7–11! We get to extra celebrate and show appreciation to our Customer Service Team!  Even if the	Customer Service  Event	0	0

Date	Format	Post	Labels	Retweets	Likes
October 08, 2024 3:58 PM PDT	<b>≟</b> Image	C & M Happy Water Professionals Week! Let's celebrate and show appreciation to our Construction and Maintenance Team! We appreciate and thank them all for their dedication to keeping everything flowing s	Event	0	0
October 07, 2024 3:21 PM PDT	<b>≟</b> Image	Water Professionals Wastewater Today we get to show appreciation and highlight our Wastewater and Collections Team for Water Professionals Appreciation Week! They take care of everything from keeping our treatment systems runnin	Event	0	0
October 06, 2024 9:33 AM PDT	<b>≟</b> Image	Water Production  Today we get to highlight and show appreciation to our Water Production Team for Water Professionals Appreciation Week! We thank them for their hard work and dedication to the health and safety o	Event	0	0

October 05, 2024 9:18 AM PDT  Image  Field Service  Note are very excited to kick off Water Professionals Appreciation Meek with an appreciation post about our Field Service Team!  We appreciate and thank them for their dedication and service to o  October 04, 2024 6:33 PM PDT  Water Professionals Week Note an hardly wait to highlight our many departments of water professionals for Water Professionals Appreciation Week which starts tomorrow Mochanism for Water Professionals Appreciation Week which starts tomorrow Mochanism (Check in every day to learn about the various departm  October 03, 2024 5:20 PM PDT  Image  Field Service  Note are very excited to kick of Water Professionals Meek Note appreciation Week Note appre	Date	Format	Post	Labels	Retweets	Likes
G:33 PM PDT    We can hardly wait to highlight our many departments of water professionals for Water Professionals Appreciation Week which starts tomorrow! Check in every day to learn about the various departm  October 03, 2024 5:20 PM PDT   We can hardly wait to highlight our many departments of water professionals Appreciation Week which starts tomorrow!  Check in every day to learn about the various departm  Career Day and State of the City		<b>Image</b> Image	We are very excited to kick off Water Professionals Appreciation Week with an appreciation post about our Field Service Team!    We appreciate and thank them for their dedication	Event	0	0
5:20 PM PDT City		Image	We can hardly wait to highlight our many departments of water professionals for Water Professionals Appreciation Week which starts tomorrow! Check in every day to learn about the	Event	0	0
MSWD was out and about in the community today! Career Day at Painted Hills Middle School where we shared about careers in water, and then the Desert Hot Springs State of the City in partnership wit		Image	City MSWD was out and about in the community today! Career Day at Painted Hills Middle School where we shared about careers in water, and then the Desert Hot Springs State of the	Event	0	0

Date	Format	Post	Labels	Retweets	Likes
October 02, 2024 4:37 PM PDT	Video	Post 37367522 A friendly reminder this Worker Wednesday, flushable wipes are not flushable. Our Wastewater team is opening a pump to "de-rag" it, meaning the wipes have clumped up in our system and must be manu		0	0
October 01, 2024 11:07 AM PDT	Image Image	Source Water Protection Week  Celebrate Source Water Protection Week by recognizing the vital role of safeguarding our water for future generations!  MSWD's mission is to provide, protect, and preserve our most precious resou	Event Conservation/Rebates	O	1
			Total	0	2
			Average	0.0	0.1

Instagram Account Overvie	w (October 1 - 31, 2024)
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Posts Published	Total Followers	New Followers	Impressions	Impressions Reach			
26	387	21	9,475	5,532	228		
+3   13.0%	+18   4.9%	+10   90.9%	-8,860   -48.3%	-7,466   -57.4%	+95   71.4%		
	3 Most Liked Posts			3 Most Commented Posts			
Fall Interns  News Release: MSWD Celebrates Internship Program with Desert  Hot Springs High School REAL Academy  Following the com			Water Production  Testing Water				
	nighlight and show appreciation to Water Professionals Appreciation		↑ It's Worker Wedn	esday! 💧 Our dedicated water produced of samples a year, and tests at			
MATERIAL AND ADDRESS OF THE PARTY OF THE PAR	fessionals Week! Let's celebrate a Construction and Maintenance Tea			ction Week Water Protection Week by recogni rding our water for future generation			

#### 3 Least Liked Posts 3 Least Commented Posts Cyber Security Month Career Day and State of the City October is Cyber Security Awareness Month, and to wrap it up 3 0 Our first stop was Career Day at Painted Hills Middle School in here are a few reminders to keep you and your loved one'... De... **Evap Cooler Maint** Did you know? Evaporative coolers use 3 to 15 gallons of water 3 Water Professionals Week per hour when running efficiently. But without prope... ♦ We can hardly wait to highlight our many departments of water 0 professionals for Water Professionals Appreciation Wee... Happy Halloween 4 Field Service a harvest festival, remember to stay hydrated and ... ♦ We are very excited to kick off Water Professionals 0 Appreciation Week with an appreciation post about our Field

Serv...

### Instagram Story Metrics (October 1 - 31, 2024)

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
October 28, 2024 5:36 PM PDT	Post 38099671		7	35	35	0	23	-
October 23, 2024 3:51 PM PDT	Testing Water	Worker Wed	7	33	33	0	29	1
October 17, 2024 9:40 AM PDT	Day Without Water	Event Conservation/Rebates	10	30	30	0	15	-
October 14, 2024 2:22 PM PDT	Rebates	Conservation/Rebates	13	40	40	0	21	1
October 11, 2024 10:23 PM PDT			6	24	24	0	16	2
October 11, 2024 10:23 PM PDT			1	25	25	0	21	2
October 11, 2024 10:23 PM PDT			1	25	25	0	25	3
October 11, 2024 10:21 PM PDT			-	26	26	0	26	5
October 11, 2024 10:21 PM PDT			-	26	26	0	27	5

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
October 11, 2024 10:20 PM PDT			2	26	26	0	22	1
October 10, 2024 4:57 PM PDT			7	26	26	0	19	4
October 10, 2024 4:57 PM PDT			2	27	27	0	25	2
October 10, 2024 4:56 PM PDT			2	28	27	0	24	2
October 10, 2024 4:56 PM PDT			-	28	27	0	25	4
October 10, 2024 4:56 PM PDT			-	30	29	0	26	3
October 10, 2024 4:56 PM PDT			1	30	29	0	28	6
October 10, 2024 4:56 PM PDT			3	31	30	0	26	1
October 09, 2024 3:41 PM PDT			4	11	11	0	8	1
October 09, 2024 3:41 PM PDT			-	11	11	0	12	1

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
October 09, 2024 3:40 PM PDT			-	11	11	0	12	2
October 09, 2024 3:40 PM PDT			-	11	11	0	13	1
October 09, 2024 3:40 PM PDT			1	11	11	0	11	-
October 09, 2024 3:40 PM PDT			4	12	12	0	7	-
October 06, 2024 11:04 AM PDT			4	25	25	0	19	4
October 06, 2024 11:03 AM PDT			1	26	25	0	25	6
October 06, 2024 11:03 AM PDT			2	26	25	0	26	7
October 06, 2024 11:02 AM PDT			6	29	28	0	25	4
October 05, 2024 9:34 AM PDT			4	16	16	0	12	2
October 05, 2024 9:33 AM PDT			3	18	18	0	15	-

Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
October 03, 2024 5:23 PM PDT	Career Day and State of the City	Event	19	45	44	0	19	-
October 01, 2024 11:05 AM PDT	Source Water Protection Week	Event  Conservation/Rebates	4	28	28	0	19	-

Instagram Post Metrics	October 1 - 31, 2024)
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Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 31, 2024 3:48 PM PDT	Image	Happy Halloween Happy Halloween! if you are going trick-ortreating, or enjoying a harvest festival, remember to stay hydrated and pack your refillable water bottles with our award-winning water to keep the whol	Customer Service  Event	4	0	31	28	4	14.29%	0	
October 30, 2024 1:23 PM PDT	Video	Cyber Security Month October is Cyber Security Awareness Month, and to wrap it up here are a few reminders to keep you and your loved one's safe during this spooky season and beyond!	Customer Service	3	0		22	3	13.64%	0	
October 29, 2024 3:14 PM PDT	Video	Wipes WW  Beware the Fatberg Monsters! Our wastewater team is on a mission to battle these scary, invasive clogs that form from so-called "flushable" wipes and other items that should never be flushed. T	F0G/Wipes	13	0		200	14	7.0%	1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 28, 2024 5:34 PM PDT	Image	Post 38099648  Save Water as Temperatures Drop! As the cooler weather finally sets in, your plants need less water. Reducing irrigation times helps conserve water, prevents overwatering, and keeps your landsca		6	1	38	33	7	21.21%	0	
October 25, 2024 4:47 PM PDT	Video	Don't Get Scared - High Bills Spooky season is here, don't get scared by a high bill due to leaks! Sign up for the customer portal to set leak alerts, set your communication preferences, get tips to find leaks and to conserv	Customer Service	6	0		41	7	17.07%	1	
October 24, 2024 5:04 PM PDT	Image	Esri Conference Our GIS Specialist Ryan attended the ESRI Infrastructure Management GIS Conference in Palm Springs, and was honored to speak about the MSWD Geographic Information System. The ESRI IMGIS Conferenc	Event	14	0	77	61	14	22.95%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 23, 2024 3:26 PM PDT	Video	Testing Water  It's Worker Wednesday!  Our dedicated water production team takes thousands of samples a year, and tests at our wells daily throughout our service area to make sure your water exceeds all state and	Worker Wed	15	2		74	17	22.97%	0	
October 22, 2024 5:57 PM PDT	Image	Fall Interns News Release: MSWD Celebrates Internship Program with Desert Hot Springs High School REAL Academy Following the completion of the fall internship program, Mission Springs Water District celebrate	News Releases	31	0	413	303	32	10.56%	1	
October 21, 2024 6:05 PM PDT	Image	Newsletter  Check out the October Water Matters newsletter, and see what we have been up to! Our October Water Matters newsletter features information about the completion of the new Nancy Wright Regional W	Customer Service	4	0	48	40	4	10.0%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 18, 2024 3:06 PM PDT	Image	Calendar Contest  Coltin from Cabot Yerxa Elementary School reminds us to use water- efficient and desert- friendly landscaping to save water. Up to 75 percent of our residential water is used outdoors, so choosing	Conservation/Reba···	6	0	58	55	6	10.91%	0	
October 17, 2024 9:40 AM PDT	Image	Day Without Water Imagine a day without water; over 2 million Americans live without running water or basic indoor plumbing, and countless others face inadequate sanitation. We can make a change by bringing awarenes	Event Conservation/Reba···	6	0	42	41	6	14.63%	0	
October 16, 2024 12:32 PM PDT	Image	Great Shake Out Are you ready for the Great ShakeOut? The 2024 Great ShakeOut will take place tomorrow, Thursday, October 17 at 10:17 AM. The Great ShakeOut is an annual earthquake drill that encourages people to	Event	5	0	37	35	5	14.29%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 15, 2024 4:53 PM PDT	Image	Evap Cooler Maint Did you know? Evaporative coolers use 3 to 15 gallons of water per hour when running efficiently.  But without proper maintenance, they could waste hundreds of gallons and raise your bill! Take ad	Conservation/Reba···	3	0	44	41	3	7.32%	0	
October 14, 2024 2:20 PM PDT	Image	Rebates  Use less and save more!! Exciting enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money!  For more information	Conservation/Reba···	6	0	52	50	6	12.0%	0	
October 12, 2024 9:39 AM PDT	Image	Post 37641041		17	0	97	83	17	20.48%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 11, 2024 3:07 PM PDT	Image	Water Professionals Week Finance	Event	19	0	286	215	19	8.84%	0	
October 10, 2024 4:25 PM PDT	Image	Post 37608617  The celebration continues! We are excited to show appreciation and highlight our Engineering Team for Water Professionals Appreciation Week! This skilled team handles everything from water infr		14	0	191	103	14	13.59%	0	
October 09, 2024 3:11 PM PDT	Image	Water Professionals Week  The excitement of Water Professionals Week continues, and it's also Customer Service Week October 7–11! We get to extra celebrate and show appreciation to our Customer Service Team!  Our dedicat	Customer Service  Event	20	0	217	109	20	18.35%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 08, 2024 3:58 PM PDT	Image	C & M  Happy Water  Professionals Week! Let's celebrate and show appreciation to our  Construction and Maintenance Team!  Our skilled construction and maintenance team handles everything from constructio	Event	22	0	413	320	23	7.19%	1	
October 07, 2024 3:21 PM PDT	Image	Water Professionals Wastewater  Today we get to show appreciation and highlight our Wastewater and Collections Team for Water Professionals Appreciation Week!  MSWD's wastewater and collections team performs a wide variety of s	Event	13	0	272	164	13	7.93%	0	
October 06, 2024 9:33 AM PDT	Image	Water Production Today we get to highlight and show appreciation to our Water Production Team for Water Professionals Appreciation Week! MSWD's water production team performs various skilled tasks involved in th	Event	24	2	254	120	27	22.5%	1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 05, 2024 9:18 AM PDT	Image	Field Service  We are very excited to kick off Water  Professionals Appreciation  Week with an appreciation post about our Field  Service Team!  MSWD's field service team performs many duties in the field such as	Event	15	0	252	104	15	14.42%	0	
October 04, 2024 6:33 PM PDT	Image	Water Professionals Week  We can hardly wait to highlight our many departments of water professionals for Water Professionals Appreciation Week which starts tomorrow! Check in every day to learn about the various departm	Event	12	0	200	98	12	12.24%	0	
October 03, 2024 5:20 PM PDT	Image	Career Day and State of the City  MSWD was out and about in the community today!  Our first stop was Career Day at Painted Hills Middle School in Desert Hot Springs where we shared about careers in water with awesome groups of k	Event	13	0	207	156	14	8.97%	1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 02, 2024 4:37 PM PDT	Video	Post 37367522 A friendly reminder this Worker Wednesday, flushable wipes are not flushable. Joey and Mark from our Wastewater team are opening a pump to "de-rag" it, meaning the wipes have clumped up in our sys		16	1		87	17	19.54%	0	
October 01, 2024 11:07 AM PDT	Image	Source Water Protection Week  Celebrate Source Water Protection Week by recognizing the vital role of safeguarding our water for future generations! Source water protection is the mitigation of potential risks and impacts t	Event  Conservation/Reba···	8	1	65	45	9	20.0%	0	
			Total	315	7	3,294	2,628	328		6	
			Average	12.1	0.3	156.9	101.1	12.6	12.48%	0.2	

LinkedIn Account Overview (October 1 - 31, 2024)											
Posts Published	Likes	Views	Followers								
12	127	35	374								
+5   71.4%	+58   84.1%	-13   -27.1%	+15   4.2%								
Comments	Impressions	Clicks	Engagement Rate								
2	2,965	227	8.69%								
-5   -71.4%	+922   45.1%	+106   87.6%	+0.0   6.3%								
3 Most Eng	gaging Posts	3 Most Sh	ared Posts								
Post 37608617  The celebration continues! We are appreciation and highlight our Engine Profess		Career Day and State of the City  MSWD was out and about in the concept of the City  Our first stop was Career Day at Paint  De									
Career Day and State of the City  MSWD was out and about in the concept of the City  Our first stop was Career Day at Pain  De		Field Service  We are very excited to kick off Wat Appreciation Week with an appreciation Serv									
C & M  Happy Water Professionals Week!  appreciation to our Construction and  O		Water Production  Today we get to highlight and show Production Team for Water Profession									

3 Least Engaging Posts		3 Least Shared Posts	
Day Without Water Imagine a day without water; over 2 million Americans live without running water or basic indoor plumbing, and countl	5.2%	Fall Interns  News Release: MSWD Celebrates Internship Program with Desert  Hot Springs High School REAL Academy  Following the com	0
Newsletter  Check out the October Water Matters newsletter, and see what we have been up to!  Our October Water Matters newslet	6.78%	Newsletter  Check out the October Water Matters newsletter, and see what we have been up to!  Our October Water Matters newslet	0
Water Professionals Week  The excitement of Water Professionals Week continues, and it's also Customer Service Week October 7–11! We get to e	8.14%	Day Without Water Imagine a day without water; over 2 million Americans live without running water or basic indoor plumbing, and countl	0

	LinkedIn Post Metrics (	(October 1 - 31, 2024)
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Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
October 22, 2024 5:57 PM PDT	Image	Fall Interns News Release: MSWD Celebrates Internship Program with Desert Hot Springs High School REAL Academy Following the completion of the fall internship program, Mission Springs Water District celebrate	News Releases	0	9	9.32%	13	236	0
October 21, 2024 6:05 PM PDT	Image	Newsletter  Check out the October Water Matters newsletter, and see what we have been up to! Our October Water Matters newsletter features information about the completion of the new Nancy Wright Regional W	Customer Service	0	4	6.78%	4	118	0
October 17, 2024 9:40 AM PDT	<b>≟</b> Image	Day Without Water Imagine a day without water; over 2 million Americans live without running water or basic indoor plumbing, and countless others face inadequate sanitation. We can make a change by bringing awarenes	Event Conservation/Rebates	0	1	5.2%	3	77	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
October 12, 2024 9:39 AM PDT	Image	Post 37641041  A Happy Water Professionals Week!  Today, we're wrapping up the celebration and showing appreciation to our Administration Team! The administrative team consists of dedicated professionals from va		0	23	12.94%	10	255	0
October 11, 2024 3:06 PM PDT	Image	Water Professionals Week Finance	Event	0	28	13.08%	14	321	0
October 10, 2024 4:25 PM PDT	<b>≟</b> Image	Post 37608617  The celebration continues! We are excited to show appreciation and highlight our Engineering Team for Water Professionals Appreciation Week!  This skilled team handles everything from water infr		0	41	19.5%	13	277	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
October 09, 2024 3:11 PM PDT	<b>i</b> Image	Water Professionals Week  The excitement of Water Professionals Week continues, and it's also Customer Service Week October 7–11! We get to extra celebrate and show appreciation to our Customer Service Team!  Our dedicat	Customer Service Event	0	14	8.14%	10	295	0
October 08, 2024 3:58 PM PDT	Image	C & M      Happy Water Professionals Week! Let's celebrate and show appreciation to our Construction and Maintenance Team! Our skilled construction and maintenance team handles everything from constructio	Event	0	20	15.59%	8	186	1
October 07, 2024 3:21 PM PDT	<b>I</b> mage Image	Water Professionals Wastewater  Today we get to show appreciation and highlight our Wastewater and Collections Team for Water Professionals Appreciation Week!  MSWD's wastewater and collections team performs a wide variety of s	Event	0	21	13.62%	10	235	1

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
October 06, 2024 9:33 AM PDT	Image	Water Production Today we get to highlight and show appreciation to our Water Production Team for Water Professionals Appreciation Week! MSWD's water production team performs various skilled tasks involved in th	Event	0	13	13.37%	10	172	0
October 05, 2024 9:18 AM PDT	Image	Field Service  We are very excited to kick off Water Professionals Appreciation Week with an appreciation post about our Field Service Team!  MSWD's field service team performs many duties in the field such as	Event	0	18	11.5%	15	287	0
October 03, 2024 5:20 PM PDT	Image	Career Day and State of the City  MSWD was out and about in the community today!  Our first stop was Career Day at Painted Hills Middle School in Desert Hot Springs where we shared about careers in water with awesome groups of k	Event	0	27	18.82%	8	186	0
			Total	0	219		118	2,645	2

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
Average				0.0	18.3	12.32%	9.8	220.4	0.2