



General Manager's Report September 2023

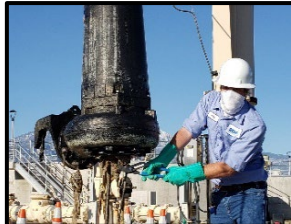


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ADMINISTRATION

Customer Service

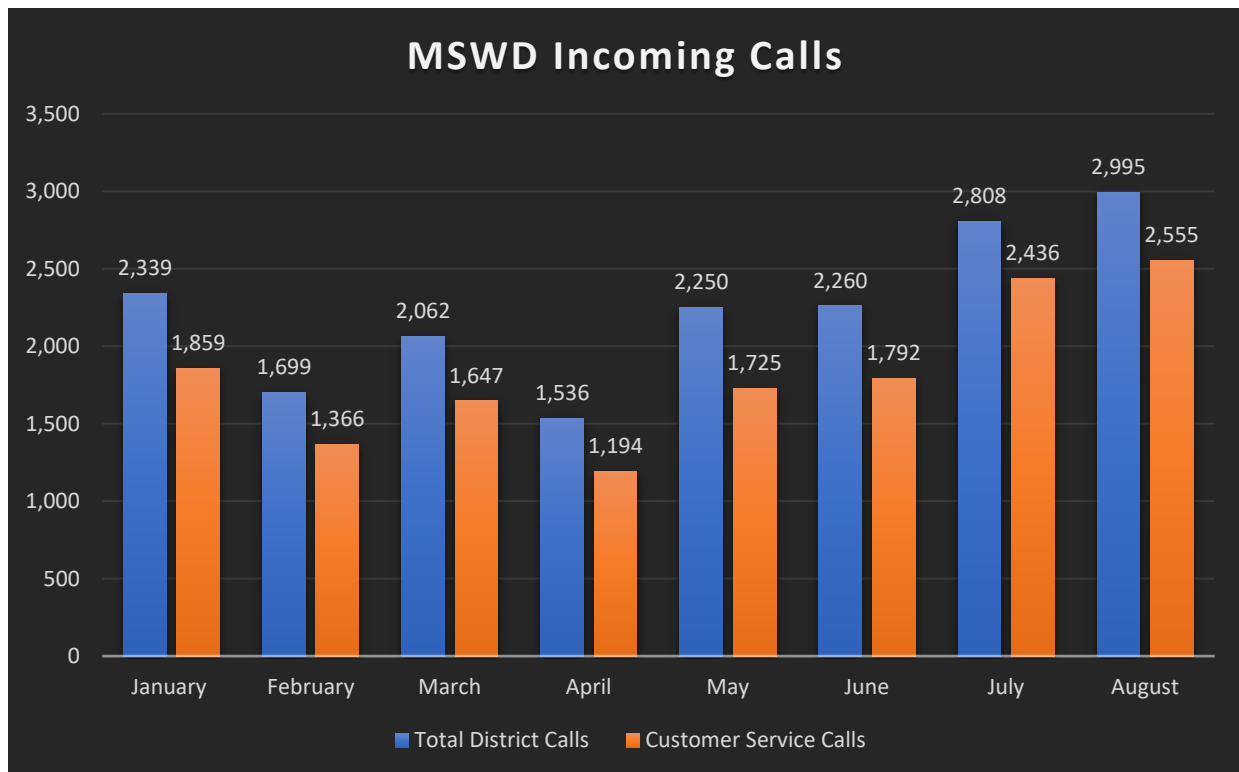
Customer Experience Enhancement Program

The Customer Service Department is proud to announce the Customer Experience Enhancement Program. This program will provide phone screening and on-the-spot feedback/coaching with a Customer Service representative. Also, the Customer Service team will host “Coffee Talk Wednesdays” providing mini-training and discussions.



Calls into the Customer Service Department

The District has seen an increase in the number of calls in the last four months. The chart below represents total MSWD incoming calls and those received by the Customer Service staff.

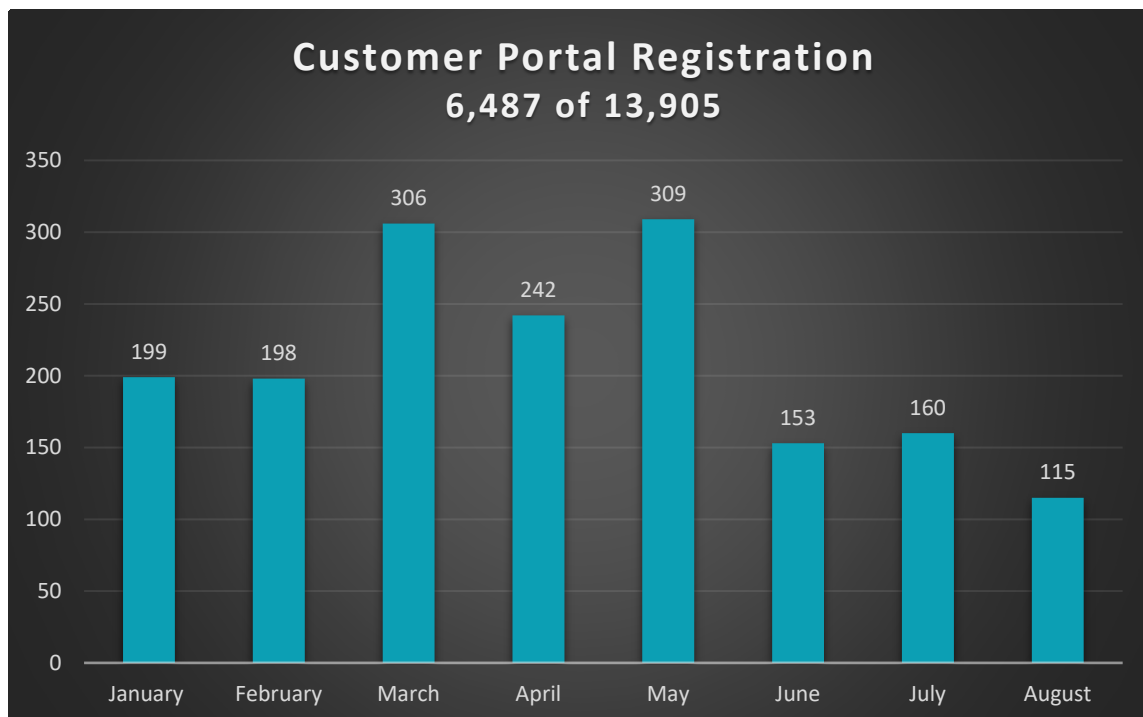


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for August 2023	Monthly Avg. for FY 2024	Total for FY 2024
Water Waste	1	2.5	5
High Bill Calls / Service Line Leaks	6	4.5	9
No Water	7	8.0	16
Disconnections by Request & Non-Pay	160	151.5	303
Reconnections by Request & Non-Pay	90	85.5	171
Service Transfers	107	102.0	204
New Customer / Roll Over Accounts	128	127.0	254
High/Low Pressure	10	6.0	12
Water Quality	1	3.0	6
Other / Miscellaneous	101	144.0	188

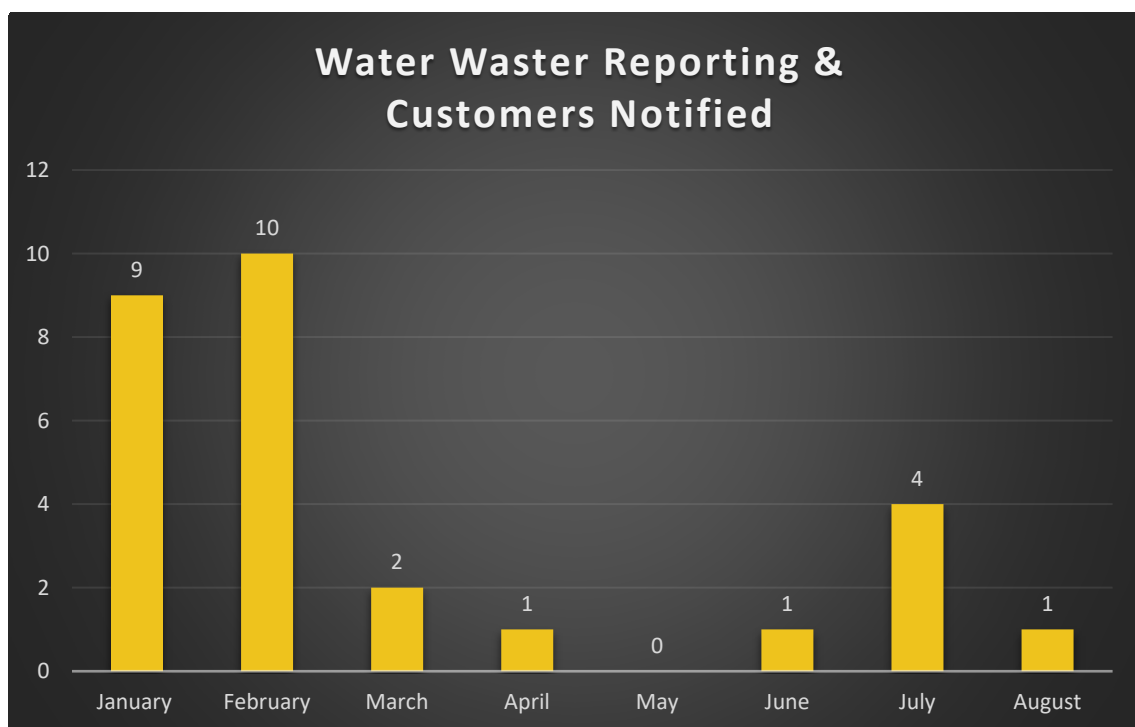
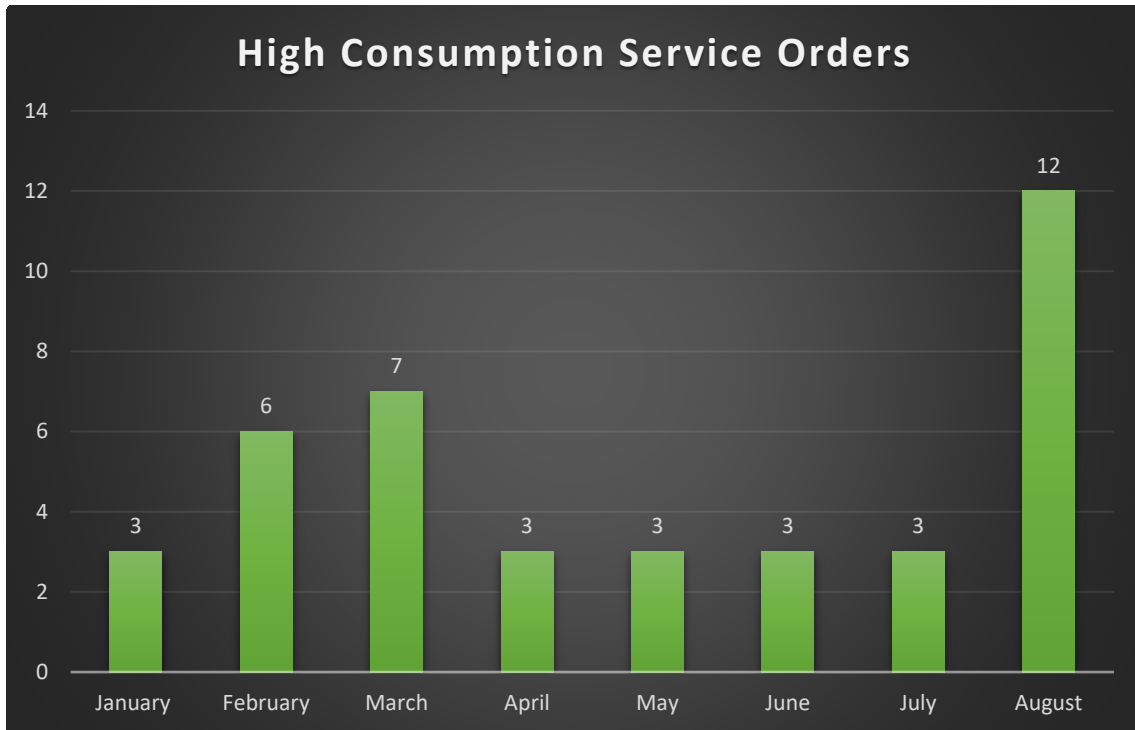
Customer Portal

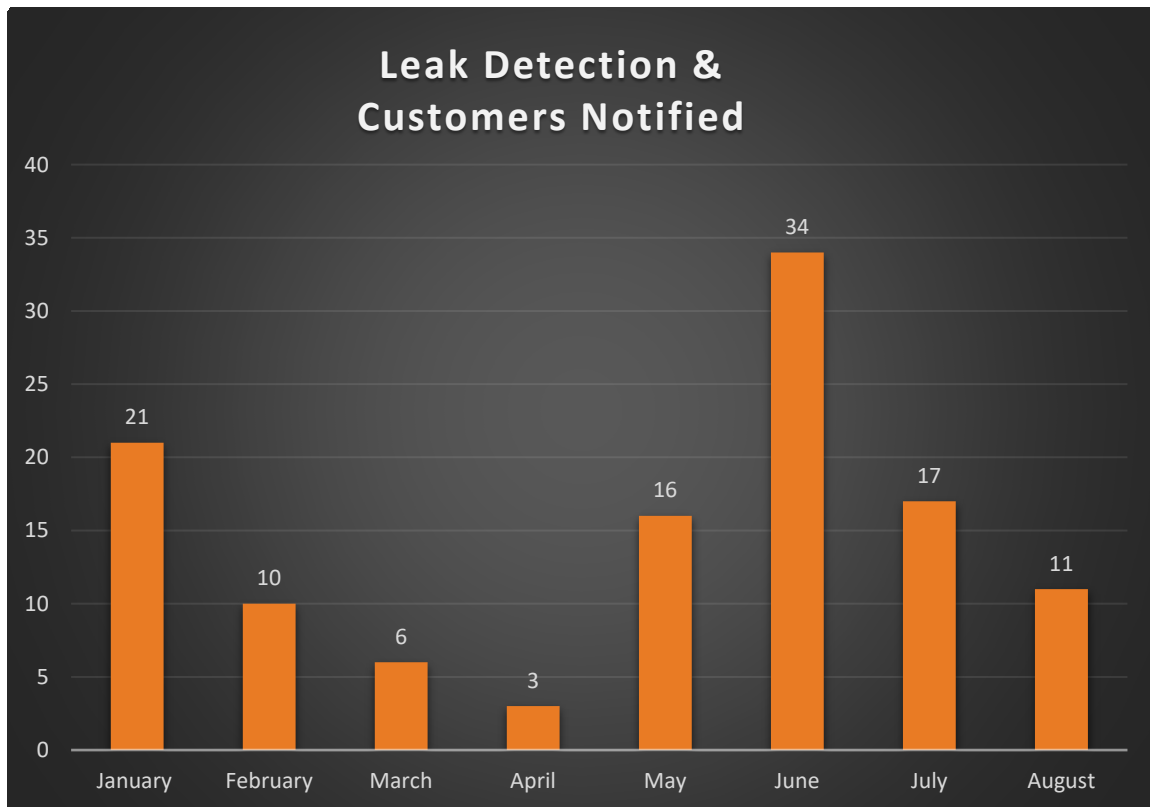
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 47%, or 6,487 customers registered so far.



Monitoring of Customer Accounts

The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks. The following charts represent the monitoring results for 13,905 customer accounts by the Customer Service staff.





Customer Bill Assistance Programs

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

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

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

Assistance Program	Customers Assisted in August 2024	Total Assistance in August 2024	Total Assistance in FY 2024
United Way of the Desert	10	\$1,000.00	\$1,800.00
LIHWAP / CAP Riverside	11	\$3,573.94	\$32,870.27
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Billed
107	\$44,202.42	107	\$47,980.84



Delinquency Service Disconnections

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
2023 – 2024 (Year to Date)	953	140	169	95
2022 – 2023	5,107	759	1,171	656
2021 – 2022 (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
2020 – 2021 (COVID Moratorium)	0	0	0	0
2019 – 2020 (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

Customer Bill Pay Options

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

- Payment Portal on MSWD.org/Customer Connect.
- Customers can pay at 7-11 in Desert Hot Springs, Palm Springs, Cathedral City, and Yucca Valley, CVS or Walmart in Palm Springs, and Family Dollar in Yucca Valley. Customer must have their bills present.
- Customers can drop payments (check or money order) in the drop box.
- Customers can call in and pay through the IVR system, or with Customer Service Representative assistance.
- Pay Near Me is promoting inclusive payment options including: Cash App Pay (New), PayPal, Google Pay, Apple Pay, and the QR code on the back of the bill. Customers can pay directly from their smartphone.
- Coming soon by December 2023, Pay Near Me will partner with Dollar General as another local payment location.

Cash App Pay

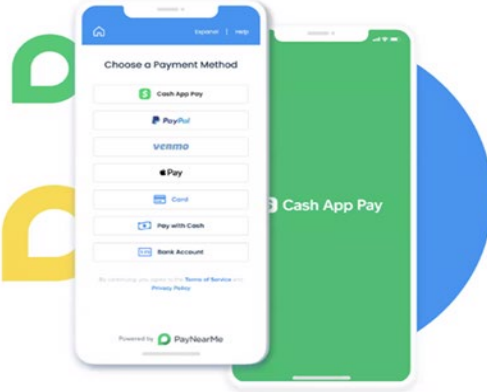
Pay Near Me is excited to announce that Cash App Pay is available as a payment option for billers. According to Pay Near Me research, 1 in 5 consumers say Cash App Pay is an important or very important option for bill pay. Now, Pay Near Me clients can offer even more convenient options for payments.


Cash App Pay entered the market with their peer-to-peer money transfer service years ago and has since amassed 53 million monthly transacting activities as of March 2023. In 2021, the financial services app made it possible for merchants within the Square network to accept consumer payments via Cash App Pay. And recently, they welcomed merchants outside of the Square network, including Pay Near Me clients, to also reap the benefits of Cash App Pay.

Cash App Pay

Accept payments from the mobile wallets your customers use daily.

- Offer a convenient, online payment option for your underbanked customers.
- More than two-thirds of Cash App's monthly transacting actives are Millennial or Gen Z customers
- Supports one-time, future-dated payments and recurring payments.
- Pay with stored balances
- Mobile-first customer experience



Powered by  PayNearMe

Finance and Accounting Department

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

Current Work Priorities

The Finance Department continues to update the procurement policy to meet District needs while ensuring it meets State and Federal laws.

The Accounting Department continues to support other departments as needed.

Human Resources

- Processed final pay and certification pay changes.

Information Technology

- Continue to evaluate the migration from Unidata to another ERP system.
- Coordinated the catalog of software used by the District for GASB 96 reporting.

Customer Service

- Provided several corrections to customer service for customer accounts.
- Continued to work with Customer Service to review and update the Fiscal Year 2023-2024 Sewer Fees tax roll APN errors and Standby Charge removal.

Public Relations

- Assisted with communication efforts during the Tropical Storm Hillary aftermath.

Engineering and Construction and Maintenance

- Two new cost tracking jobs were requested by Engineering
 - Industrial Pre-Treatment Program – cost tracking, or sampling and inspections, at cultivation facilities.
 - New Service Applications - cost tracking for review before service installation.
- One new reimbursable job was requested by Engineering.
 - PS Fulfillment Center – water improvements for industrial building.
- One new reimbursable job was requested by Construction & Maintenance.
 - Camino Silvoso Mater Main Hit – damage to water main during residential fence installation.

Budget

Budget transfers in August for Fiscal Year 2022-2023 amounted to \$32,893 for engineering and general consulting services. There were no budget transfers for Fiscal Year 2023-2024.

Audit

The accrual period for Fiscal Year 2022-2023 ended on August 31, 2023, and the accounting staff began work on closing out the year.

Payroll

The Payroll Department continues to work with other departments to ensure timecards are prepared accurately.

Cash

Total cash receipts for the month of August 2023 amounted to \$22,028,566 with the majority being grant receipts for the Regional Water Reclamation Facility in the amount of \$20,336,043. The remainder mainly consists of water and sewer customer account payments.

Cash disbursements for the month of August 2023 amounted to \$2,368,916 with the largest payments going to:

- TKE Engineering - \$442,477
- Net Payroll - \$348,722
- EFTPS-IRS Federal Tax Remittance - \$170,501
- Layne Christensen Company - \$151,736
- Coachella Valley Water District - \$130,473
- CALPERS - \$113,405
- ACWA-JPIA Health Benefits Authority - \$100,238



Innovation and Technology Department

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

Hurricane Hillary Response

There were no District IT systems that were damaged as a result of the hurricane and the District's systems experienced zero downtime.

The IT Department worked with various staff to enable them the ability to securely work from home until roads reopened on August 22, 2023. IT also reconfigured the phone system to enable available staff to accept and respond to customer calls despite the inability for all but 3 staff members to reach the Administration office.

Technology Improvements

A system update was performed on the connection between the Corporate Yard and the Horton Wastewater Treatment Plant to improve performance and reliability.

Cabling upgrade for the Construction & Maintenance Lead Office has been completed, giving both offices a more reliable network connection as the age and weathering of the existing cabling increased the risk of failure.

IT has been performing after-hours software upgrades of network equipment to the most current stable versions for performance and security.

MSWD continues its push toward paperless operations with the expansion of Laserfiche forms which staff are currently using for managing budgets and submitting overtime. Additional forms are in development along with continuous improvements in current forms.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

Cyber Security News Roundup

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

- Researchers have learned that AI systems can be taught to recognize the sound of a user's keystrokes and, with 95% accuracy, can determine which keys were typed. This creates another opportunity for attackers to learn passwords and sensitive data as they only need a microphone near their target's keyboard. ([ARXIV](#))
- Language learning platform, Duolingo, left an API exposed to the Internet that allowed hackers to harvest the personal email addresses of 2.6 million users with public profiles. While this did not include credit card numbers, it does allow the hackers to perform more effective targeted phishing attacks against these users. ([Infosecurity Magazine](#))
- LinkedIn has been experiencing many attacks as hackers have been attempting to take over a massive number of accounts using leaked credentials or brute forcing users with weak passwords. Many victims have reported the hackers enabled multi-factor authentication after the takeover, making it more difficult for victims to regain control of their accounts. Users with strong unique passwords or multi-factor authentication enable have so far been protected. LinkedIn has not issued an official statement and has not reported any signs of internal breach. ([Bleeping Computer](#))
- Ransomware increased 74% in the second quarter of 2023. While there was a 41% decline in the first quarter of 2023, the volume of incidents began skyrocketing in the second quarter of 2023 and is expected to continue to climb as more variants of ransomware have been identified. ([Infosecurity Magazine](#))



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 \$55,114.08, and the total issued for use by field crews totaled \$41,143.61 for August 2023.



ENGINEERING AND OPERATIONS

Engineering Department

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

Well 42 Project

Construction is still on-hold due to revisions to the pumping and electrical equipment. The contractor is in the process of procuring the well motor and pump assembly, and is coordinating a submittal for the MCC equipment from the manufacturer. Construction will likely be on-hold for several more weeks while the equipment submittals are processed and the equipment is ordered, fabricated, and delivered to the site for construction and installation.

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

Staff has been unable to reach an agreement with the property owner at the south end of Hildago Street for an easement needed to complete the proposed sewer pipe alignment. As such, Staff is evaluating other options, including a small lift station to avoid the parcel.

Well 22 Rehabilitation

Staff has received the final project plans and specifications for the well site improvements. Staff is preparing the final bid package and anticipates putting the project out to bid in September 2023. Following completion of the bidding process, bids will be evaluated and the lowest responsible and responsive bid will be brought to the Board for award.

Water and Wastewater System Comprehensive Master Plan Updates

Staff is in the process of reviewing the draft water and sewer master plans. In addition, staff is reviewing and adjusting the flow model with demand and calibration data. Engineering and Operations staff are evaluating the breadth and depth of the proposed water CIP.

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

The design consultant, Genterra, continued progress on the 90% construction plans and specifications.

Backup Generators for Well Sites 27-32 and 37 Projects

Staff has received the contract extension returned from the consultant extending the contract term for one year.

The consultant submitted revised plans on June 23, 2023, and staff reviewed and approved the plans. Staff has received the specifications and engineer's construction estimate. Staff will review the specifications and prepare the contract documents for bidding purposes to solicit construction bids.

AD-18 GQPP Sewer Project Area "D3-1"

The California Department of Water Resources (DWR) has approved repurposing the grant funding for this project and combining it with other grant funding for the Area D-3 construction. Staff has received comments from DWR on the grant amendment and staff is preparing a response.

Supplemental Environmental Project

The bid opening was completed on August 17, 2023. Staff received three bids and is in the process of reviewing them. Upon completion of the bid review, staff will bring the lowest responsible and responsive bid to the Board for approval in the coming months.

Well 34 Rehabilitation

Staff posted the project for bidding on August 8, 2023. The pre-bid job walk was completed on August 23, 2023. The bid opening is scheduled for September 12, 2023, at 2:00pm. Following the completion of the bidding process, bids will be evaluated and the lowest responsible and responsive bid to the Board for award.

Regional Water Reclamation Facility

The Project Team continued processing submittals and responding to RFIs submitted by JF Shea Construction.

JF Shea Construction continued construction on the Regional Water Reclamation Facility (RWRf). Through the month of August 2023, JF Shea Construction:

- Continued installing the operations building insulation, interior conduits, fire suppression system, cable trays, air ducting, etc.
- Continued progress on forming and pouring of the Influent Pump Station and Headworks walls, channels, and slab.
- Continued outfitting the SBR tanks with catwalks, hand railings, scum troughs, air piping, etc.





The Project Team continued the process of contacting property owners to acquire right-of-way along 20th Avenue to construct the third required monitoring well, to be constructed at a later date. The appraisal report was received and reviewed by staff. Staff has sent the appraisal report to the property owner for review.

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

- The SWRCB issued payment for Reimbursement Request No. 1. Staff is currently preparing Reimbursement Request No. 2.
- Staff continues to check in with the SWRCB regarding approval of the Conveyance Line FBA.

RWRF Conveyance Line

The Project Team continued processing submittals and responding to RFIs submitted by Downing Construction, Inc.

Downing Construction continued constructing the gravity sewer along Little Morongo Road and 19th Street, and has begun constructing the force main along Dillon Road.

Area M2 Sewer Collection System (AD-15)

Staff has completed checking the draft design package and will be returning it to the design consultant, AECOM, to finalize in the coming weeks.

The Project Team is working with the design consultant to incorporate water service replacements throughout the project area.

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

The design consultant, TKE Engineering, completed the roadway geometric design and submitted it to the City of Desert Hot Springs for review and comment. The City of Desert Hot Springs provided comments regarding the street layout which are currently being reviewed by staff.

Operations & Maintenance

Construction & Maintenance

Water Line Locations

Staff completed approximately 592 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 August 2023.

- 20 water service lines were replaced with copper.
- 23 service line leaks were repaired.
- Eight mainline leaks were repaired.
- Zero hit fire hydrants were repaired.



Water System Maintenance

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

- 131 ground valves were exercised.
- 57 fire hydrants were flushed, maintained, and painted.
- Two air-release valves were inspected and/or rebuilt. The annual maintenance program has now been completed for this year.
- One blow-off was flushed. The annual maintenance program is now completed for this year.



Street/Asphalt Repair (City/County)

The District's contractor, B-81, continued efforts to finalize permanent asphalt repairs from leaks and scheduled work throughout the District. After all pending repairs are completed, repair work will be dispersed quarterly.

CMMS Workorder Program

A total of 56 work orders were processed in August 2023 using the CMMS program.

New Water Meter Service Installation

Staff installed four new water service lines in August 2023.

Fire Flow Testing

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

Fleet and Facility Maintenance

Janitorial Services

All District buildings continue to be cleaned and disinfected weekly, Tuesday through Friday, by our janitorial company. Routine disinfection is completed four times per week and routine janitorial services are completed twice a week (Wednesday and Friday). August will be the final month with our current janitorial services contractor. Beginning on September 6, 2023, the new janitorial services company will be Executive Services.

Building Maintenance

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

- Replaced AC filters on two AC units on the Administration Building rooftop.
- Readjusted the float and resealed the edges of the meter shop/lead office rooftop swamp cooler.
- Made four repairs to the irrigation lines at the Terrace Reservoir and one repair to an irrigation line at the Two Bunch Reservoir.
- Replaced 150 feet of sprinkler line at the Woodbridge Reservoir.
- Replaced a broken bubbler head on the irrigation at Well 28.
- Installed a water separator on the airline going to the shop.
- Replaced the wood and hinges on the Administration Building trash enclosure doors and repainted them.
- Installed new toilet paper holders in both restrooms at the Annex Building.
- Replaced a bad power pack for the Corporate Yard office computers.
- Replaced two ballasts on lights in the Accounting Modular.
- Replaced broken clip and both flags at the Administration Building.
- Replaced the spider bearings on Swamp #2.
- Swept standing water off low spots on the Administration Building roof and inspected for active leaks.
- Re-secured the bell to truss on the Administration Building.

Standby Generator Monthly Maintenance Program

This testing ensures the generators are in good working order and ready to be used when needed. There were no generator issues in August 2023, however, the 230KW Cummins portable generator remains out of service.

Fleet Maintenance/Repairs

- DEF Header inspected for issues and scheduled Unit 415 with the dealer for repairs on September 11, 2023.
- All belts replaced and Zirc fittings greased, male hose end replaced on suction tube and rust hole temp, and patched on Vortex cannister on Unit 385.
- Preventative maintenance performed on Units 388, 412, 389, 410, and 427.
- Replaced both rear taillamp bulbs, replaced ball hitch, and plugged left rear tire on Unit 418.

- Replaced light wiring harness and taillights on Unit 335.
- Installed MSWD decals and emergency strobes on Unit 435.
- Removed decals, radio, and decommissioned Unit 388.
- Tightened connection for an inverter issue and recharged the AC system on Unit 365.
- Replaced battery and taken in for service for an internal "U1267" CEL code on August 29, 2023, on Unit 420.
- Greased jack assembly and replaced cracked left rear hub cover on Unit 395.
- Installed trailer hitch assembly, as well as a 7-pin wiring harness and plug, and repaired a damaged alternator plug on Unit 402.
- Unit 408 was taken into Palm Springs Motors for a possible electrical draw, but they found no issues.
- Plugged right front tire on Unit 410.
- Replaced faulty EGR valve on Unit 389.
- Replaced the fuel cap tamper on Unit 399.

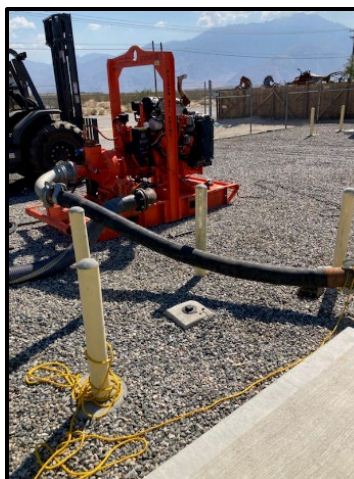
Wastewater Collections

Sanitary Sewer Overflows (SSOs)

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

Dos Palmas Lift Station

Operators conducted daily site visits at the Dos Palmas Lift Station checking for proper pump operation, ensuring the SCADA system is working properly, and checking site security. Pump 1 at the lift station failed on August 24, 2023, and staff ordered a bypass pump from Xylem to have on site in case Pump 2 fails. Staff had to take the forklift down to the lift station because the only available pump from Xylem after tropical storm Hilary was a skid mounted pump. Pump 1 will be sent in for repairs.



Sewer Line Locations

Staff completed 593 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed two inspections using CCTV in August 2023,
- Staff cleaned approximately 7.91 miles of sewer mainline in August 2023.

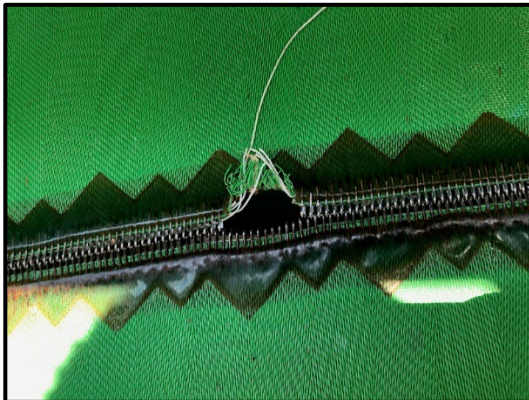
Wastewater Treatment

Plant Maintenance

Staff spent a combined 400.25-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 183-man hours operating the sludge belt filter press, including filling and removing 16 trailers of sludge from the Horton and Desert Crest WWTPs.

The Horton WWTP had a record 24-hour flow of 2.592078 MGD due to tropical storm Hilary. The plant only received minor damage on the dykes around the percolation ponds. The record flow was more than the 2.436 MGD permitted capacity of the Horton WWTP and was reported to the State Water Resources Control Board.

Staff replaced the lower belt on the belt press due to a tear in the seam. This belt was in operation for roughly eight months.



Sampling and Laboratory

Staff collected 47 samples and spent 70.5-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both wastewater treatment plants are producing an effluent that meets the District's permit discharge requirement. Staff continues to sample for a nitrogen study that the Horton WWTP is currently going through.

Staff continued to perform monthly groundwater sampling and sound water levels at the groundwater monitoring wells for the Wright RWRf.

Pond Maintenance

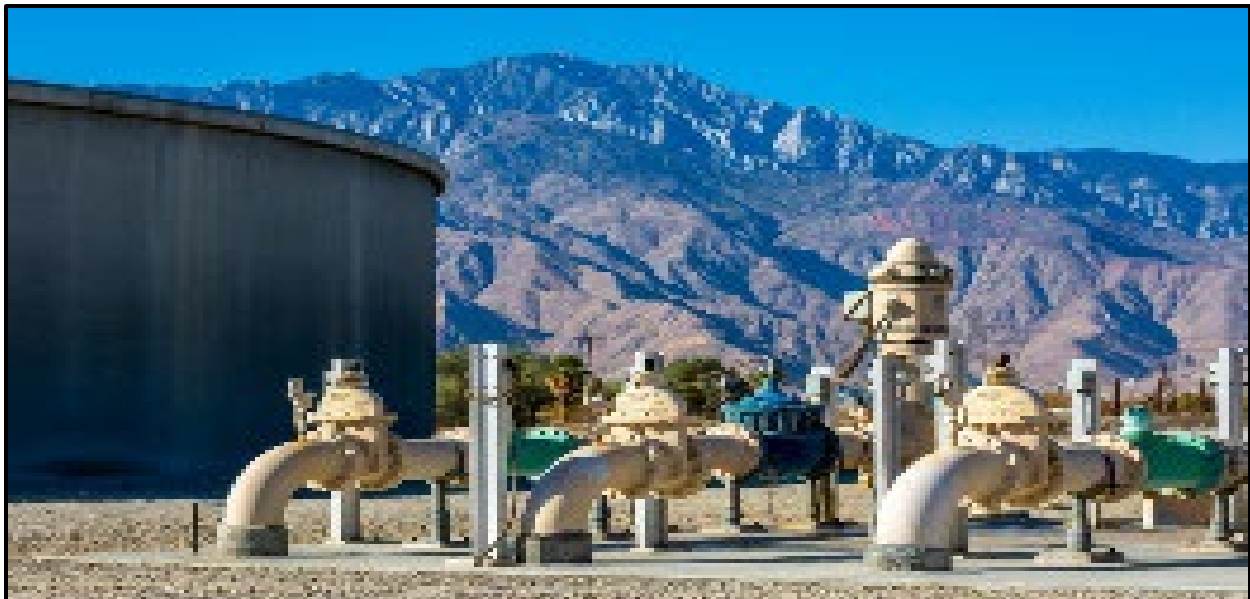
Staff cleaned and rehabilitated Ponds 1, 4, 6, 7, and 8 in August 2023. Pond 1 was cleaned twice.



Weekly Wastewater Training

Staff continues to conduct a weekly department “Wastewater Training” program. These training courses are intended to provide all operators with consistent knowledge and a better understanding of processes, including operating equipment in a more proficient manner. This training also aids in keeping operators safe when completing maintenance. This month’s training included:

- Ordering Bypass Pump for the Lift Station
- Sludge Trailer Switch Out
- Laboratory Reagent Water



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

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
July	4	4	18	8	7	9
August	12	26	20	4	1	8
September		20	20	5	2	12
October		13	36	9	4	8
November		8	29	50	10	9
December		8	12	9	3	3
January		35	14	21	7	1
February		4	7	23	5	1
March		24	17	48	1	0
April		16	7	18	3	3
May		9	16	17	11	3
June		4	2	21	7	3
Annual	16	171	198	233	61	60

Additional sanitary service connection information is provided in Appendix A.

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

Monthly Wastewater Flows

WASTEWATER FLOW MGD				
2023/24	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September				
October				
November				
December				
January				
February				
March				
April				
May				
June				

Additional wastewater flow information is provided in Appendix A.

Water Production

Water Pumped/Produced

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

- MSWD (CA3310008) – 719.43 Acre Feet (234.4 MG)
- Palm Springs Crest (CA3310081) – 13.48 Acre Feet (4.39 MG)
- West Palm Springs Village (CA3310078) – 7.84 Acre Feet (2.55 MG)

Water Sampling/Testing

- Staff collected 50 routine samples in Desert Hot Springs, four routine samples in ID-E, seven well samples in Desert Hot Springs, and four well samples in ID-E.
- Staff also collected 16 general physical samples in Desert Hot Springs and two general physical samples in ID-E.
- The monthly uranium sampling at Well 26A was completed on August 7, 2023.
- The MSWD Monthly Coliform Monitoring Report for August 2023 was sent to the SWRCB on September 8, 2023.



Chlorination System Updates

- Staff continued to conduct routine chlorine pump maintenance and inspections at all well sites, making necessary adjustments to all chlorine pumps and/or their related equipment, ensuring proper operation and repairing/rebuilding as needed. All chlorinators were functioning properly in August 2023, with only typical preventative maintenance required for these pumps.
- Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All of the chlorine pumps were cleaned during August 2023. Unfortunately, due to the storm event, staff was only able to clean the chlorinators once this month.

- During the month of August 2023, a total of 2,233 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and the production facilities. (Reflects usage in the MSWD and ID-E systems)
- During the of August 2023, the Production staff checked and documented the chorine residuals at all the wells that are in-use a total of 225 times. The average chlorine residual of these 225 readings was 0.98 ppm. (Reflects data in the MSWD and ID-E systems)
- The chlorine analyzer at the Valley View Reservoir was having some issues this month. Staff cleaned the analyzer and flushed the water feed line and needle valve. This seemed to solve the issues. Additionally, due to the number of nuisance SCADA alarms, staff added an alarm delay to eliminate brief dropouts in chlorine residual readings.
- During the month of August 2023, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 98 times. The average chlorine residual of these 98 readings was 0.88 ppm. (Reflects data in the MSWD and ID-E systems)



Well Soundings

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



Production Facility Updates

Staff continued to oversee all water production sites making necessary adjustments. Staff routinely climb reservoirs and conduct monthly overflow maintenance as needed. Staff also conduct reservoir roof inspections using a drone.

- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of August 2023.
 - Both the mechanical and chemical rehabilitation methods were completed.
 - Test pumping was performed during the first couple of weeks in May 2023. The test pumping provided the important information regarding the possible yield capacity of this well. A maximum flow rate of approximately 1,290 gpm was achieved with a drawdown rate of less than 10 feet. The test pump and motor was pulled during the last week of May 2023.
 - A larger pump and motor was installed during the first week of June 2023. A maximum flow rate of approximately 1,500 gpm was achieved, which was less than expected. The constant rate test pumping was performed during the week of June 19, 2023. The test pump equipment was pulled from the well during the week of June 26, 2023.
 - The final step is disinfection and outfitting the well with the permanent pump and motor. The downhole equipment has been ordered and there is a minimum 2 month lead time on the pump. The final design flow was determined to be 1,600 gpm.
 - As of August 31, 2023, the downhole pumping equipment is still on order. No additional work was done during the month of August 2023.

- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on August 14, 2023. All systems functioned properly. Water loss data was captured and entered into the water loss tracking worksheet.
- Well 24 Motor – On August 3, 2023, the 600HP motor for Well 24 failed. The motor was pulled and sent to Walton Motors to be repaired. Staff received the repaired motor and it was installed on August 31, 2023. Once the well was operational, staff collected a bacteriological sample before putting the well back into normal service. A passing result was received from the laboratory on September 1, 2023, and the well was put back into normal service on September 1, 2023.
- IXP Treatment Plant (Well 26A) – The IXP Treatment Plant formed a lead on the pre-treatment sediment filter canisters during the week of August 29, 2023. Envirogen was dispatched to replace the o-ring seals and the system was put back into service on the same day.
- Valley View B1 Motor – During the Hilary storm event, the Valley View Booster #1 motor was damaged due to water intrusion. The motor was pulled and sent to Walton Motors for inspection/repair. However, Walton Motors reported that the motor was not able to be repaired and helped source a new motor for the District. The pump was down for approximately four days before the new motor was installed and put back into service.
- Two Bunch Booster #2 Circuit Breaker – Staff found that the circuit breaker for Two Bunch Booster #2 was tripped following the Hilary storm event. This pump was out of service for approximately four days while staff investigated the cause of the tripped breaker. No issues were found, and the pump/motor were put back into service before the weekend of August 26, 2023.
- Redbud Booster SCE Power – During the Hilary storm event, power was lost to the Redbud Booster Station for approximately two days. A new portable transfer pump was put to use during this power outage and staff was able to maintain Highland's water level.
- Water Loss from Hilary Storm Event – During the storm event, it is estimated that the District lost approximately 4.2 million gallons of water due to the pipeline damage. eservoir that is prone to be exposed to thermal stratification.

Well 33 Solar Site

A major component of the Well 33 electrical switchgear was replaced by the solar contractor, Total Energies (TE), during the month of August 2023. This replacement was necessary to restore the site to normal power generation. TE scheduled a return visit during the second week of August 2023 to finish out the final work and energize the system. Staff is waiting for confirmation when the monthly generation reports will show the amount of energy generated.

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

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
July	5	6	18	7	4	5
August	14	28	19	6	10	5
September		22	23	18	2	14
October		16	33	13	3	21
November		10	27	10	16	4
December		9	9	2	17	3
January		26	14	15	6	3
February		14	8	13	8	5
March		29	19	16	2	3
April		24	6	11	1	3
May		16	19	15	12	5
June		5	1	24	11	2
Annual	19	205	196	150	92	73
Avg./ Mo.	1.58	17.08	16.33	12.50	7.67	6.08

Additional water service connection information is provided in Appendix A.

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 for each month.

Monthly Water Production

	FY	Variance		FY	FY	FY	FY
	2023/24	from prior year		2022/23	2021/22	2020/21	2019/20
	AF	AF	%	AF	AF	AF	AF
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18
September		-	0.00%	716.03	738.65	784.80	757.08
October		-	0.00%	691.98	665.18	755.84	709.39
November		-	0.00%	599.39	679.85	690.13	619.87
December		-	0.00%	554.27	565.48	588.32	537.23
January		-	0.00%	530.39	580.28	537.96	553.20
February		-	0.00%	490.41	527.34	495.61	520.85
March		-	0.00%	500.37	601.44	625.80	557.73
April		-	0.00%	552.34	624.07	649.34	573.02
May		-	0.00%	726.25	745.36	723.62	698.99
June		-	0.00%	682.09	730.02	761.63	806.02
TOTAL	1,527.73	-74.25	-4.63%	7,645.50	8,094.17	8,356.13	7,981.79

Additional water production information is provided in Appendix A.

Water Resources

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

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.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

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

San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance

DWR is currently reviewing the 2022 Groundwater Sustainability Plan for the San Geronio Pass Subbasin.

Indio Subbasin Sustainable Groundwater Management Act Compliance

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

Salt and Nutrient Management Planning

Staff attended the monthly Steering Committee meeting on August 23, 2023, for the Coachella Valley Salt and Nutrient Management Plan (CV SNMP) Update.

Staff has completed the review and comment on the Task 1 Technical Memo titled, Characterize TDS/N Mass Loading to the Groundwater Basin. Comments have been provided to the consultant to be addressed.



PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

Past and Upcoming Sponsorships / Events

DVBA Bowling Bash/Networking Night: August 16, 2023

Team MSWD joined community leaders at a special networking night hosted by the Desert Valley Builders Association. The annual event brings together a mix of developers and the business community from all areas of the Coachella Valley. The MSWD team features a couple of ringers, as the District finished in second place overall.



MSWD Blood Drive: September 13, 2023

MSWD will host the LifeStream bloodmobile again on September 13, 2023, to honor the lives of our fallen 9/11 heroes. Watch your email or the District's social media for appointment information.



City of Desert Hot Springs 60th Anniversary Event: September 17, 2023, 2:00-8:00pm

MSWD will join others in the community to celebrate the City of Desert Hot Springs's 60th Anniversary at a special event held at Mission Springs Park on Sunday, August 16, 2023. The Public Affairs team will have a resource booth offering information about programs and services and featuring our award-winning water.



Project WET Educator Workshop: Saturday, November 4, 2023

MSWD is partnering with the Coachella Valley Water District to present a Project WET. The program is designed to give educators tools and hands-on activities to share our water message and deliver California's history/social science standards through an environmental lens. All activities are tied to Common Core and the Next Generation Science Standards (NGSS). This workshop is ideal for K-12 formal and informal educators interested in cross-curriculum water education lessons.



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

MSWD is launching a new fall series of our popular Water 101: Let's Talk Water community workshops. The monthly courses will be at the new Desert Hot Springs Library from 6:00 – 7:00pm to discuss our water and wastewater systems, finances, and planning functions. Following is a complete list of dates:



- September 28, 2023
- October 26, 2023
- November 9, 2023
- December 21, 2023 (rescheduled from August 24, 2023)

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

Public & Media Outreach

Boil Water Notice: Tropical Storm Hilary Outreach

Before, during, and after the storm, the MSWD Public Affairs team worked to provide our residents with various emergency preparedness information, system status and water quality updates and information. These efforts included real-time website updates, social media posts, automated phone calls, customer service talking points, flyer/bottled water distributions, and the use of traditional media. Aside from using the emergency alert splash page on the home page of our website, we also created an easy-to-access quick link at www.mswd.org/hilary that provided customers with maps, notices, and factsheets. Public response has been positive in person and on social media.



MSWD Community Calendar Drawing Contest

MSWD is again launching a children's drawing contest, soliciting local students' artwork illustrating water conservation and groundwater protection. K-12 students throughout the District are being encouraged to participate. In addition, the Public Affairs team is promoting the contest through our local schools, social media, parent e-blasts, and our August 2023 customer newsletter.



Twelve winners will receive an Amazon gift card and have their artwork showcased in the District's 2024 community calendar. The deadline for submission is October 3, 2023. More information and a copy of the entry form are available on the District's website at www.mswd.org/drawingcontest.

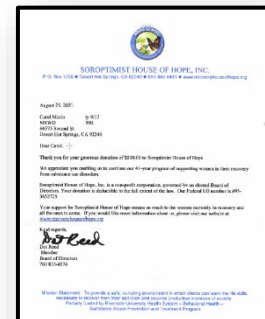
Customer Newsletter

Our August 2023 Water Matters newsletter featured information about the appointment of Interim General Manager Brian Macy, the 2024 Calendar Drawing Contest, and the benefits of the Customer Connect portal. Printed copies of the bi-lingual newsletter are available in our lobby and also available online in the news section of our website. A copy of the newsletter is included in Appendix D.



A Note of Thanks

In July 2023, MSWD helped sponsor the Soroptimist House of Hope luncheon. As a thank you, the club provided MSWD with a letter of thanks for our contribution. A copy of the thank you letter is included in Appendix D.



Legislative Update

Federal: A Look Ahead: Congress Returns to Washington

Congress spent the month of August 2023 back at home in their respective districts/states. The Senate is scheduled to return the week of September 4, 2023, and the House the week of September 11, 2023. When Members return to Washington, their top focus will be on the Fiscal Year (FY) 2024 appropriations bills. The federal fiscal year ends on September 30, 2023, and to avoid a government shutdown, Congress will need to pass a short-term Continuing Resolution (CR). Given the current political climate in the House, the path forward for the CR will be more difficult than in previous years. In addition, FY 2024 appropriations, Congress will need to deal with several other authorizations that expire at the end of the month, including Federal Aviation Administration (FAA) authorization, the Farm Bill, the Pandemic and All-Hazards Preparedness Act, the President's Emergency Plan for AIDS Relief and the National Flood Insurance Program. Additional Federal Updates are located in Appendix B.

California: Making Conservation a Way of Life

The State Water Resources Control Board (SWRCB) recently initiated the formal rulemaking for Making Conservation a California Way of Life and released the draft regulation text and supporting material. The draft regulation outlines water use efficiency requirements for urban retail water suppliers, including urban water use efficiency standards, variances, an urban water use objective, and commercial, industrial, and institutional (CII) measures.

The SWRCB will hold a public hearing on October 4, 2023, to present the draft regulation and allow interested parties to provide oral comments. MSWD is reviewing the draft regulation and working with our representative at ACWA to provide written comments. A factsheet with background on this rulemaking is included in Appendix C.

Hexavalent Chromium

Following the State Water Resources Control Board's August 2023 workshop, MSWD submitted a comment letter to the State. A copy of that letter is included in Appendix C.

Public & Media Outreach

MSWD Digital Advertising







The District featured three Google and Facebook/Instagram ads promoting Water 101, Toilet Rebates, and Educational Resources.

Despite being halted the Friday before tropical storm Hilary, the campaigns garnered more than 210,000 impressions and 221 link clicks. Our Facebook ads garnered more than 91,000 impressions and 332 link clicks. A full report is included in Appendix D.



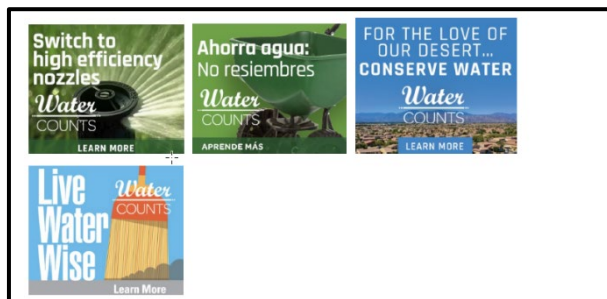
Social Media

A copy of the August 2023 social media report can be found in Appendix D. This report highlights activities and posts on the District's social media platforms. Before the storm, we halted all organic posts, instead focusing on emergency preparedness and system updates. While overall impressions were slightly down, our audience grew by more than ten followers, and our three posts with the highest engagement included storm-related information and the job announcement.

3 Highest Reach Posts			3 Most Shared Posts		
	Join Us Here's your chance to join our team! MSWD is currently a...	1,115		Hurricane Hillary 1:30 Storm Update: Two areas of the MSWD system experienced lo...	10
	Hurricane Hillary 8-22-2023 Update The MSWD boil water advisory remains in effect for app...	592		Hurricane Hillary 8-22-2023 Update The MSWD boil water advisory remains in effect for app...	9
	Join Us Here's your chance to join our team! MSWD is currently a...	4		Join Us Here's your chance to join our team! MSWD is currently a...	4

CV Water Counts

Over 1,700 people viewed at least one page on the website in August 2023. The most popular pages were the landscaping tip of the month, conservation tips, and the skip overseeding post. Mobile phones were used to view the website more than 52% of the time, with about 36% of views on a desktop and just over 10% on a tablet. A full report is in Appendix D.



Rebates & Conservation

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

Toilet Rebates

There were no new toilet rebate applications in August 2023.

Turf Rebates

There were no new turf rebate applications in August 2023.

Conservation Kits

There were no new requests for Conservation Kits in August 2023.

Bottle Water Tracking Report

Water Donations for August 2023

Date Supplied	Requests Filled	Event or Purpose	# Cases Requested
8/1/2023	DHS High School	Class Orientations	10
8/1/2023	Food Now	Replaced water that was stolen	15
8/2/2023	Desert Regional Medical Ctr	Community School Events	10
8/10/2023	City of DHS	Council/Commission Meetings/Walk-in Guest	25
8/21/2023	Park West Mobile Home Park	storm-related	40
8/21/2023	Other residents	storm-related	70
Total Cases			170

APPENDIX A – Wastewater and Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY

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

Connections to Sewer Collection System:

As of June 30, 2023 8,836
 Plus YTD 16

Total Sewer Connections = 8,852

WASTEWATER FLOW MGD

2023/24	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September				
October				
November				
December				
January				
February				
March				
April				
May				
June				

WASTEWATER FLOW MGD

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

WATER REPORT

WATER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September		22	23	18	2	14	4	13	3	0	2	2	0
October		16	33	13	3	21	8	3	20	0	5	1	1
November		10	27	10	16	4	0	7	3	0	1	0	1
December		9	9	2	17	3	3	2	0	0	2	0	0
January		26	14	15	6	3	20	1	1	2	2	0	0
February		14	8	13	8	5	11	1	0	1	0	1	0
March		29	19	16	2	3	6	5	0	12	0	0	4
April		24	6	11	1	3	7	11	2	7	0	1	4
May		16	19	15	12	5	11	9	8	2	0	1	2
June		5	1	24	11	2	8	2	10	1	0	0	0
Annual	19	205	196	150	92	73	88	58	49	25	14	6	12
Avg./ Mo.	1.58	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00

Connections to Water System:

As of June 30, 2023 13,542

Plus YTD 19

Total Water Connections = 13,561

WATER PRODUCTION SUMMARY													
	FY 2023/24	Variance from prior year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September		-	0.00%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October		-	0.00%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November		-	0.00%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December		-	0.00%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January		-	0.00%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February		-	0.00%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March		-	0.00%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April		-	0.00%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May		-	0.00%	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18
June		-	0.00%	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96
TOTAL	1,527.73	-74.25	-4.63%	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69	8,385.66

APPENDIX B – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

August 31, 2023

A Look Ahead: Congress Returns to Washington

Congress has spent the month August back at home in their respective districts/states. The Senate is scheduled to return the week of September 4th and the House the week of September 11th. When Members return to Washington, their top focus will be on the Fiscal Year (FY) 2024 appropriations bills. The federal fiscal year ends on September 30th, and to avoid a government shutdown, Congress will need to pass a short-term Continuing Resolution (CR). Given the current political climate in the House, the path forward for the CR will be more difficult than in previous years. In addition, FY24 appropriations, Congress will need to deal with several other authorizations that expire at the end of the month, including Federal Aviation Administration (FAA) authorization, the Farm Bill, the Pandemic and All-Hazards Preparedness Act, the President’s Emergency Plan for AIDS Relief and the National Flood Insurance Program.

FY 2024 House vs. Senate Community Project Funding

The chart below provides a side-by-side comparison of community project requests in both the House and Senate FY24 appropriations bills. A couple of important items to note: 1) the Defense, Legislative Branch, and State and Foreign Operations bills were not included in the community project request process, and 2) the House Financial Services and Labor, HHS, and Education bills do not contain any community project requests.

FY24 Bill	House CPF Amount (in millions)	# of House Community Projects (earmarks)	Senate CPF Amount (in millions)	# of Senate Community Projects (earmarks)
Agriculture	\$485	396	\$297	226
Commerce, Justice, Science	\$600	683	\$547.276	460
Energy & Water	\$944.5	90	\$783.22	176
Financial Services	\$0	0	\$188	196
Homeland Security	\$181.2	123	\$120	91
Interior-Environment	\$880	767	\$744	436

Labor-HHS-Education	\$0	0	\$1,429.6	1,074
MilCon-VA	\$294.6	24	\$1,332	125
Transportation-HUD	\$3,969	2,668	\$2,137.5	919

OMB Releases Final BABA Guidance

OMB released its final guide on implementing provisions of the *Build America, Buy America* (BABA) Act included as part of the Bipartisan Infrastructure Law (BIL). The guidance outlines the statutory requirements and domestic sourcing standards for manufactured products, construction materials, iron, and steel used in federally funded infrastructure projects. A summary of the guidance can be found [HERE](#) and the full guidance can be found [HERE](#).

EPA and USACE Release Amended WOTUS Rule

The Environmental Protection Agency (EPA) and the U.S. Army Corps of Engineers (USACE) released an updated Water of the United States (WOTUS) rule. Following the U.S. Supreme Court decision in May in the *Sackett v. EPA* case, EPA and USACE were required to amend the rule to address language regarding wetlands protections. In the newly released rule, the definition for wetlands regulated under WOTUS are only wetlands with relatively permanent surface water connections to larger waterways. Additionally, EPA and USACE did not put the amended rule out for public comment, citing the “good cause” exception of the Administrative Procedure Act as the agencies claim the rule was being amended to comply with the Supreme Court ruling. The amended rule can be found [HERE](#).

Reclamation Announces 2024 Operating Conditions for Lake Powell and Lake Mead

The Bureau of Reclamation (Reclamation) released the [Colorado River Basin August 2023 24-month Study](#), which lays out the operating criteria for Lake Powell and Lake Mead. Based on projections in the study, Lake Powell will operate in a Mid-Elevation Release Tier with a 7.48 million acre-feet release in water year 2024. Consistent with existing agreements, Lake Mead will operate in a Level 1 Shortage Condition – an improvement from the Level 2 Shortage Condition announced last year – with required shortages by Arizona and Nevada, coupled with Lower Basin Drought Contingency Plan water savings contributions. These levels will remain in effect until the near-term guidelines from the Supplemental EIS are finalized.

Companion Water Efficiency and Conservation Bills Reintroduced

California Representative Mike Levin (D) and Senator Padilla introduced companion legislation in the House and Senate titled the *Water Efficiency, Conservation, and*

Sustainability Act of 2023 ([H.R. 5016/S. 2654](#)). The legislation would create three new programs at EPA to address water inefficiencies and losses in public water systems:

- **Water Efficiency and Conservation Grant Program (\$50 million/year for five years):** Would provide funding to states, municipalities, and water systems to carry out water efficiency incentive and direct installation programs.
- **Sustainable Water Loss Control Program (\$40 million/year for five years):** Would provide funding and technical assistance to conduct annual water audits, implement controls to address losses, and establish water loss control programs.
- **Assistance for Water Efficient Plumbing Code Adoption (\$20 million/year for five years):** Would provide funding to state, local, and tribal governments to assist in the voluntary adoption and implementation of model water-efficient plumbing codes.

A fact sheet on the legislation can be found [HERE](#).

Federal Funding Opportunities & Announcements

EPA Publishes DERA NOFO. The Environmental Protection Agency (EPA) published a NOFO for the availability of \$115 million in grant funding under the Diesel Emissions Reduction Act (DERA) for projects that cut pollution from the nation's existing fleet of older diesel engines. Funding can be used to upgrade or replace older diesel-powered buses, trucks, marine engines, locomotives, and nonroad equipment with newer more efficient technologies. Applications are due December 1st and more information can be found [HERE](#).

FEMA Announces \$2.442 Billion in BRIC and FMA Awards. FEMA announced \$2.442 billion in Building Resilient Infrastructure and Communities (BRIC) and Flood Mitigation Assistance (FMA) awards to support hazard mitigation projects by state, local, tribal, and territorial governments. BRIC-funded projects received \$1.8 billion, and FMA-funded projects received \$642 million. The list of projects selected can be found [HERE](#).

Reclamation Releases NOFOs for Three WaterSMART Program Grants. The Bureau of Reclamation (Reclamation) released NOFOs for three grants under the WaterSMART Program, including:

- **Drought Resiliency Projects:** Provides funding for projects that increase water management flexibility and operational resiliency. Applications are due October 31st and more information can be found [HERE](#).
- **Planning and Project Design Grants:** Provides funding for collaborative planning and design projects to support water management improvements, including Watery Strategy Grants, Project Design Grants, and Drought Contingency Plans. There are two application windows: to be considered for FY23, applications are due October 17th, and to be considered for FY24, applications are due April 2nd. More information can be found [HERE](#).

- **Cooperative Watershed Management Program:** Provides funding for activities to develop a watershed group, complete watershed restoration planning activities, and design watershed management projects. There are two application windows: to be considered for FY23, applications are due December 5th, and to be considered for FY24, applications are due September 3rd, 2024. More information can be found [HERE](#).

USDA Announces \$808 Million in Grants and Loans for Rural Utilities and Cooperatives. USDA announced \$808 million in grants and loans for rural utilities and cooperatives to fund projects in 36 states and two territories that focus on electric and water system reliability, resiliency, and security. The funding includes \$78 million for lead pipe remediation projects. Grant programs funded include: the Electric Loan Program, Water and Waste Disposal Direct Loan and Grant Program, Water and Waste Disposal Loan Guarantees Program, Water and Waste Facility Loans and Grants to Alleviate Health Risks for Colonias Program, Solid Waste Management Grants Program, Community Facilities Program, Business and Industry Loan Guarantee Program, and Rural Economic Development Loan and Grant Program. The list of projects funded can be found [HERE](#).

Federal Agency Personnel/Regulatory Announcements

CEQ Releases Proposed Bipartisan Permitting Reform Implementation Rule. The Council on Environmental Quality (CEQ) announced its proposed Bipartisan Permitting Reform Implementation Rule to revise the regulations for implementing procedural provisions of the National Environmental Policy Act. CEQ is proposing to improve public involvement, provide regulatory certainty, and to consider climate change and environmental justice in decision making processes. Comments are due September 29th and more information can be found [HERE](#).

EPA Initiates Review of Ozone NAAQS. EPA announced a new review of the Ozone National Ambient Air Quality Standards (NAAQS) to update the standards to reflect current ozone conditions and consider new information related to acceptable ozone levels. EPA will consider reports on ozone science from the Clean Air Scientific Advisory Committee and the Ozone Review Panel while conducting the review. Comments are due October 24th and more information can be found [HERE](#).

EPA Releases Nationwide Monitoring Data on 29 PFAS and Lithium. EPA released the first set of data collected under the fifth Unregulated Contaminant Monitoring Rule. The new data will provide EPA with the frequency and levels that 29 per- and polyfluoroalkyl substances (PFAS) and lithium occur in drinking water systems. More information can be found [HERE](#).

FEMA Hosts Summit on Extreme Heat. On August 28th, FEMA hosted a summit on extreme heat for community leaders and officials. The summit focused on sharing tactics and best practices for dealing with the impacts of extreme heat and related weather conditions. More information can be found [HERE](#).

##

APPENDIX C – State Legislative Update



Fact Sheet

Making Conservation a California Way of Life

What is *Making Conservation a California Way of Life*?

Making Conservation a California Way of Life is a new regulatory framework proposed by State Water Board staff that establishes individualized efficiency goals for each Urban Retail Water Supplier. These goals are based on the unique characteristics of the supplier's service area and give suppliers the flexibility to implement locally appropriate solutions. Once implemented, these goals are expected to reduce urban water use by more than 400-thousand-acre feet by 2030, helping California adapt to the water supply impacts brought on by climate change.

Why is the framework needed?

California has always experienced large swings between dry and wet weather, and due to climate change, these swings are becoming more severe. The recent storms and flooding seen statewide--following years of back-to-back extreme drought--make clear the importance of staying prepared. Hotter and drier periods that are increasing in frequency, reduced snowpack, and drier soils are making our water supplies more vulnerable. As part of the state's all-of-the-above strategy to expand storage, develop new water supplies, and promote more efficient water use, the proposed regulation seeks to cultivate long-term practices that help communities adapt to California's ongoing water challenges and lessen the need for the kinds of emergency water use reduction targets that were important in recent droughts.

Who is impacted by the framework?

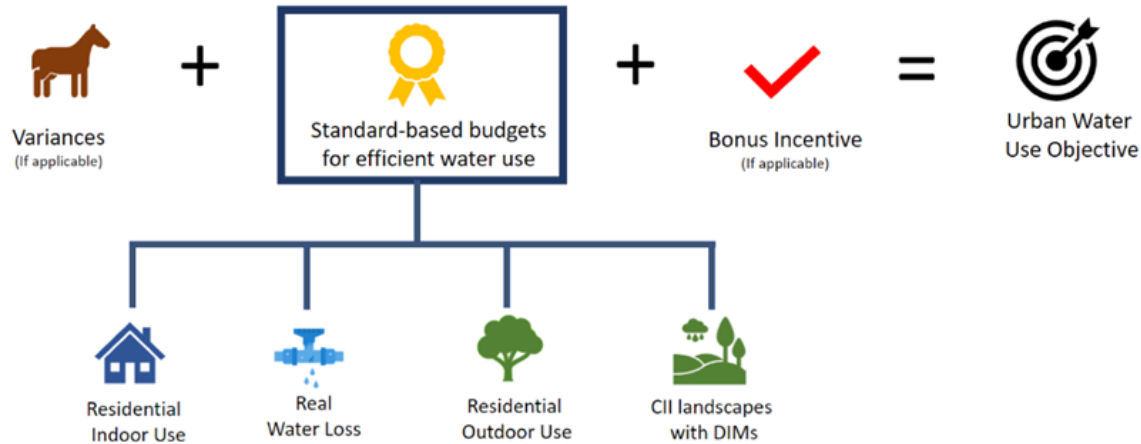
In 2018, the California State Legislature passed [Assembly Bill \(AB\) 1668 and Senate Bill \(SB\) 606](#), directing the State Water Board to adopt efficiency standards and also performance measures for commercial, industrial, and institutional water use.

As part of the proposed regulation, *Urban Retail Water Suppliers – not individual households or businesses* – will be held to annual “urban water use objectives.” Urban Retail Water Suppliers are publicly and privately run agencies that deliver water to 95% of Californians. The regulation gives suppliers significant flexibility to meet objectives in a way that works best for them.

To meet annual objectives, suppliers may use a wide variety of tools to encourage customers to use water wisely, indoors and outdoors. Examples include education and outreach, leak detection, rate reform, incentives to plant “climate ready” landscapes, and rebates to replace old and inefficient fixtures and appliances.



How would objectives be calculated?



The proposed regulation would require suppliers to annually calculate their objective, which is the sum of efficiency budgets for a subset of urban water uses: residential indoor water use, residential outdoor water use, real water loss and commercial, industrial and institutional landscapes with dedicated irrigation meters. Each efficiency budget will be calculated using a statewide efficiency standard and local service area characteristics such as population, climate, and landscape area. Where relevant, suppliers may also include in their objective “variances” for unique uses, or a bonus incentive for potable recycled water use.

Suppliers would need to meet the overall objective, not each individual budget. The one exception is the budget for water loss, which was set by a [separate regulation](#).

What else would the framework do?

The proposed regulation would help realize the water savings outlined in California’s [Water Supply Strategy](#), released in 2022. The framework also is expected to result in suppliers making investments and programmatic changes that encourage individuals, businesses, and local governments to adapt how they use water. Such changes have the potential to advance the State Water Board’s mission of preserving, enhancing, and restoring the quality of water resources and the statutory directive to advance California’s climate change mitigation and adaptation goals. Specifically, the transition to climate-ready landscapes may:

- Bolster nature-based solutions.
 - Example: Increase the prevalence of native and pollinator-friendly plants.
- Create healthier soils and divert organic waste from landfills.
 - Example: Increase the use of compost and mulch.

- Advance equity.
 - Examples: Encourage suppliers to reevaluate rate structures and invest in partnerships that reduce urban heat.

What is the process and timeline for the State Water Board to consider adopting the framework?

Looking forward

The regular rulemaking process for the proposed regulation to Make Conservation a California Way of Life is underway. The notice of proposed rulemaking will be released on August 18, to be followed by a public comment period and public hearing. There will be multiple opportunities for the public to provide input before the board considers adopting it in 2024.

Looking Back

The standards for efficient residential indoor water use and water loss have already been set. The Legislature set the residential indoor standard in 2022 with the passage of Senate Bill 1157. The State Water Board adopted the water loss standard in early 2023.

Additional information

To learn more about the proposed regulation and upcoming opportunities to participate, visit: <https://waterboards.ca.gov/conservation/framework/>

(This fact sheet was last updated on August 15, 2023.)



Date: August 18, 2023

Clerk to the Board Ms. Jeanine Townsend
State Water Resources Control Board
P.O. Box 100
Sacramento, CA 95812-0100
Sent via email: commentletters@waterboards.ca.gov

RE: Comment Letter – Hexavalent Chromium

Dear State Water Resources Control Board:

Mission Springs Water District (MSWD) submits these written comments to the State Water Resources Control Board (SWRCB). MSWD is located approximately 90 miles east of Los Angeles in Riverside County. Desert Hot Springs, along with nine other cities in the region, comprises a geographical area commonly known as “The Coachella Valley.” MSWD’s main customer base is the City of Desert Hot Springs, the fastest growing city in the Coachella Valley with approximately 40,000 residents. The City of Desert Hot Springs is a severely disadvantaged community, with many residents struggling to meet their monthly expenses.

MSWD is a member of the Association of California Water Agencies (ACWA) and fully supports all comments submitted by ACWA. MSWD believes the proposed regulation does not provide an accurate estimate of the cost of compliance nor does MSWD believe the SWRCB has assured utilities that funding assistance will be available and sufficient. Below is a summary of MSWD’s preliminary cost estimates specific to our service area.

Cost Impacts to MSWD and Ultimately its Customers

In order to comply with the proposed maximum contaminant level (MCL) of 10 ppb, MSWD will have no choice but to implement either strong base anion exchange (SBA IX) or reduction coagulation filtration (RCF) treatment as approved best available technologies (BAT) designated by the SWRCB. At the proposed MCL, at least five (5) of MSWD’s thirteen (13) wells may require treatment, although it could be as high as eight (8) when considering wells that have historically demonstrated concentrations of 8.0 ppb or 80% of the proposed MCL.

Capital Costs for Treatment, Land, Buildings, and Well Replacement: \$32-\$40 Million.

Using RCF cost tables from the Initial Statement of Reasons (ISOR) and previous estimates for SBA IX, MSWD’s estimate includes costs to acquire additional land necessary for SBA IX or RCF wellhead treatment installations. It also includes the cost of additional new well drilling and wellhead treatment to replace existing wells above the proposed MCL that do not have adequate property to build BAT treatment facilities.

Annual Operating, Maintenance, and Brine/Backwash Water Disposal Costs: \$1.3 - \$2 million annually.

Using RCF cost tables from the ISOR and previous estimates for SBA IX, the MSWD cost estimate includes additional full-time employees for treatment facility maintenance and operations. For SBA IX, MSWD would be required to contract with vendors to effectively manage, treat, and dispose of the hazardous brine waste produced by the SBA IX wellhead treatment. This hazardous waste management would require expensive offsite trucking, possibly to an out of state location. For RCF, MSWD would be required to handle, or pay for the local wastewater system to handle and backwash water/sludge.

Concerns with SWRCB Underestimate of Cost Impacts

MSWD maintains affordability concerns to comply with the proposed Cr(VI) MCL and believes DDW's estimates for MSWD to comply dramatically underestimate the expected real costs. Reviewing the [ISOR Attachment 5: Cost Estimates for Individual Sources](#) and comparing with MSWD knowledge and results, MSWD deduces from the system criteria columns (e.g. "System Type"=CWS, "Approx. Service Connections in PWS"=13,000, "Approx. Population of PWS"=37,000) that "Source Estimate ID Number" values of 145, 264, 300, 458, and 459 correspond to MSWD Wells 29, 37, 27, 31, and 24, respectively.

The ISOR Attachment 5 includes total capital costs of \$3,782,684 for each of those 5 wells – dramatically lower than what would be expected for the MSWD wells that range in capacity from 1,100 to 1,700 gpm.

Using those known flow rates for MSWD wells, capital costs for the DDW-analysis selected RCF treatment costs would be expected be between \$4,446,482 (1,000 gpm) and \$5,739,023 (2,000 gpm) according to the Standardized Regulatory Impact Assessment (SRIA) (SWRCB-DDW-21-003, December 13, 2022).

This one aspect of the cost analysis alone represents an up to 50% increase over the ISOR stated costs. These discrepancies raise concerns for how the SWRCB will be able to financially support severely disadvantaged communities like MSWD when the ISOR Errata (July 31, 2023) describes the estimated amount of financial assistance necessary to cover those costs of compliance as 9% (not 1% as originally estimated before the Errata) of the available funding assistance from the State Water Boards Division of Financial Assistance.

Additional Comments

Additionally, MSWD would like to highlight the following requests specific to our customers:

1. Consider updating overall capital and operational cost estimates and reassess the MCL based on updated cost analysis, land requirements, building requirements, and brine/backwash water disposal requirements to meet the MCL, and not just sewer discharge for backwash water.
2. Reconsideration of an MCL of 25 ppb to minimize economic hardship and environmental impacts. The 25 ppb is highly regarded as a safe standard by federal standards and the World Health Organization (WHO).
3. Consider analyzing potential environmental impacts, such as hazardous waste production from SBA IX and RCF, and update cost estimates associated with the elimination of hazardous waste production.
4. Take into consideration that MSWD, as well as many other water purveyors throughout the State of California, do not have surface or imported water to make up for lost well

production due to inactivating wells to meet the MCL in such a short compliance timeframe. The lack of a supplemental surface water supply poses an economic hardship and fire protection risk to the disadvantaged communities we serve.

5. Consider statewide drought conditions and the negative impacts that the MCL will have on already stressed local water supplies and disadvantaged community household budgets.

MSWD's comments presented in this letter are based on our staff's prior experience, and we encourage SWRCB to consider this information during the development of the proposed MCL.

Sincerely,



Brian Macy, PE
Interim General Manager
Mission Springs Water District

APPENDIX D – Public Affairs Information



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

August, 2023

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESSIONS
CV WATER COUNTS

153,041

 SEARCH AD IMPRESSIONS
CV WATER COUNTS

816

 VIDEO IMPRESSIONS
CV WATER COUNTS

72,180

 CLICKS
CV WATER COUNTS

1,148

 CTR
CV WATER COUNTS

0.51%

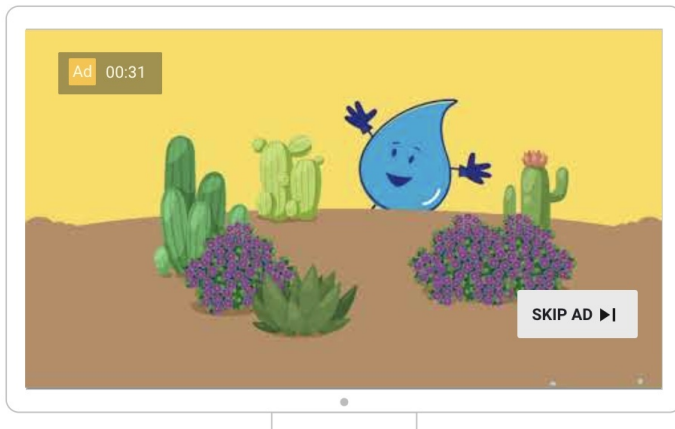
 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CV Water Counts - For the Love of Our Desert	41	63,733
For the Love of Our Desert	41	63,733
CV Water Counts Aug 2023 Spanish	618	45,692
High Efficiency Nozzles	522	37,378
Skip Overseeding	96	8,314
CV Water Counts - Live Water Wise	75	26,242
Live Water Wise	75	26,242
CV Water Counts Aug 2023	182	17,374
High Efficiency Nozzles	143	13,094
Skip Overseeding	39	4,280
	916	153,041



GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	72,180	31,197	16,153	178
CVWC Water Saving Tips YouTube Spanish Aug 2023	30,343	15,187	10,089	70
CVWC Water Saving Tips English YouTube Aug 2023	41,837	16,010	6,064	108
	72,180	31,197	16,153	178



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaigns	54	816
	54	816


KEYWORDS PERFORMANCE
CV WATER COUNTS

Account name	Clicks	Impr.	CTR
CV Water Counts	38	159	23.9%
water rebate program	25	120	20.83%
grass removal rebate	13	39	33.33%
	38	159	23.9%

Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE

HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>CVWC - Skip Overseeding - August 2023 cvwatercounts.com Even though overseeding has been a longstanding practice in the Coachella Valley, it is not necessary and can be wasteful. By not overseeding this year, you will save time, water, and money. This can equate to a savings of more than 8,000 gallons of water for each 1,000 square feet of grass.</p>	461	78,704	21,477	3.66	477
	461	78,704	21,477	3.66	477

Website Information

USERS
CV WATER - CV WATER COUNTS - GA4

1,740

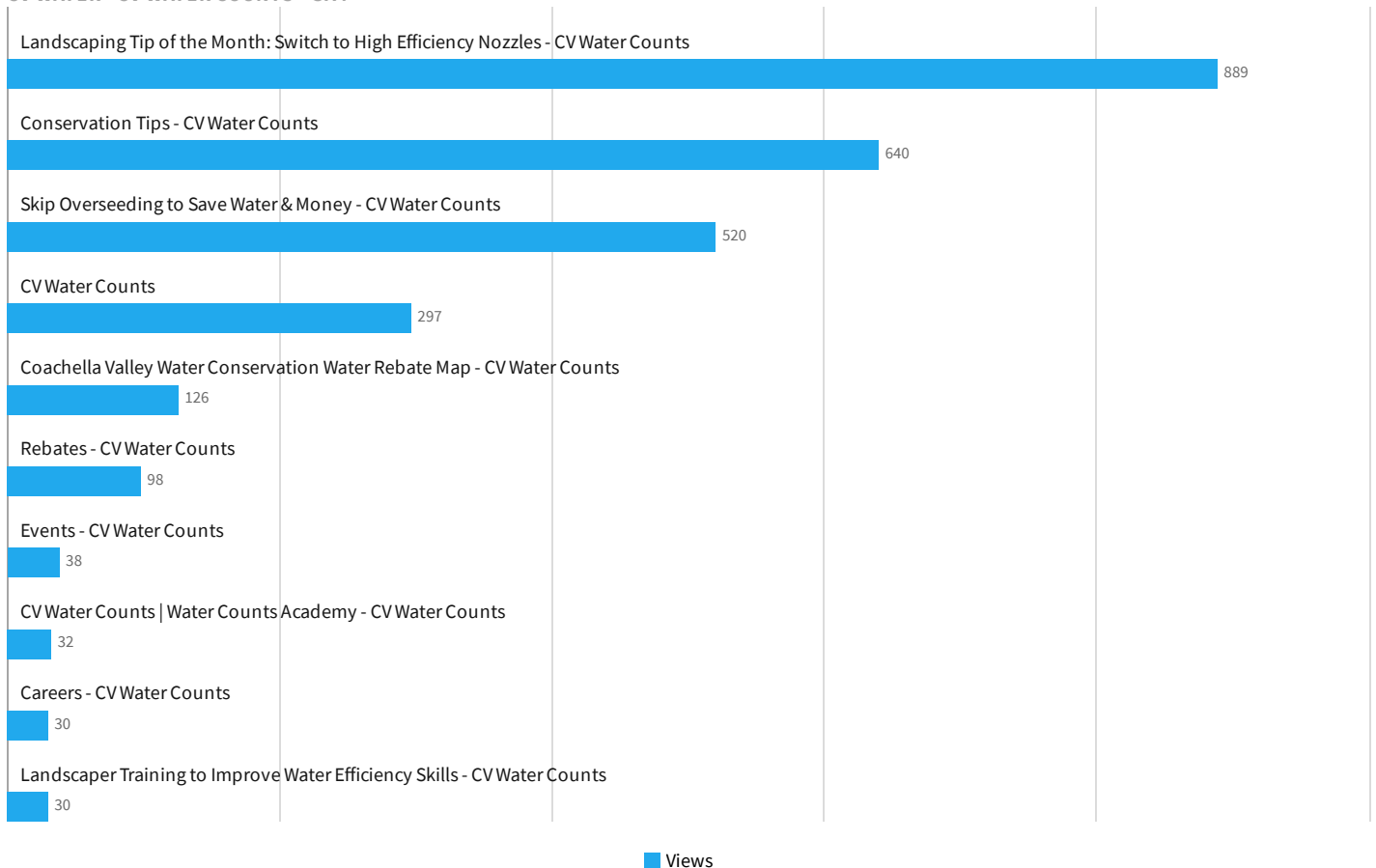
SESSIONS
CV WATER - CV WATER COUNTS - GA4

2,483

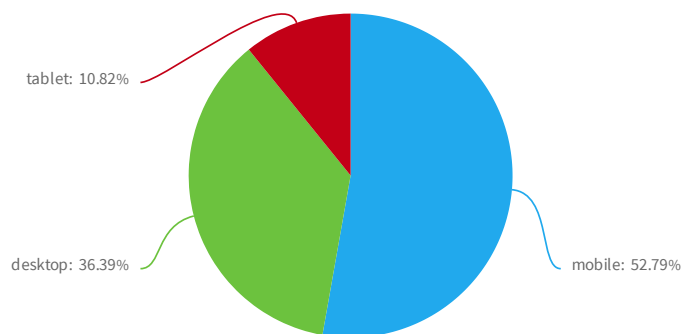
PAGEVIEWS
CV WATER - CV WATER COUNTS - GA4

3,182

VIEWS BY PAGE TITLE AND SCREEN CLASS
CV WATER - CV WATER COUNTS - GA4

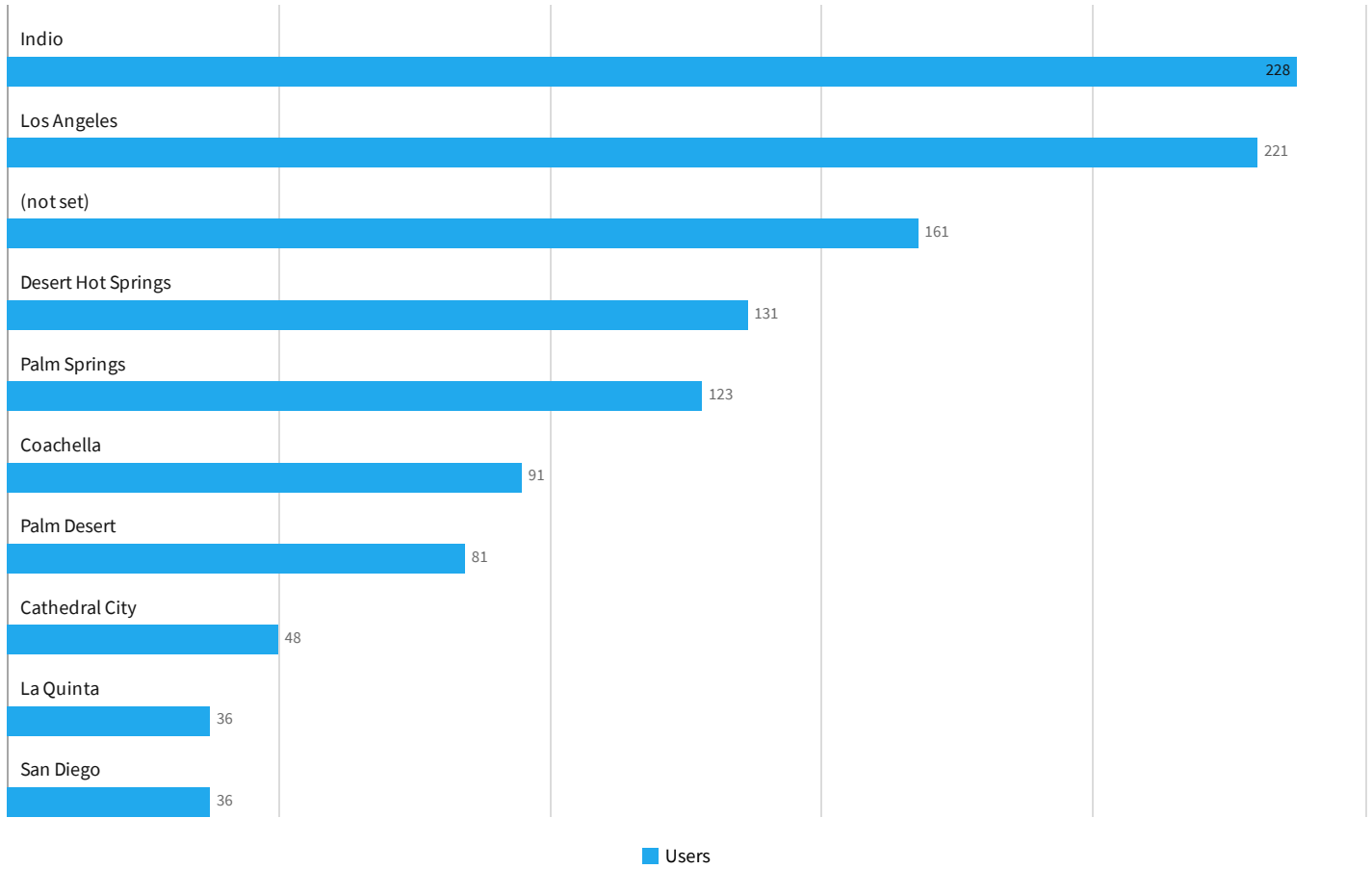


ENGAGED SESSIONS BY DEVICE CATEGORY
CV WATER - CV WATER COUNTS - GA4



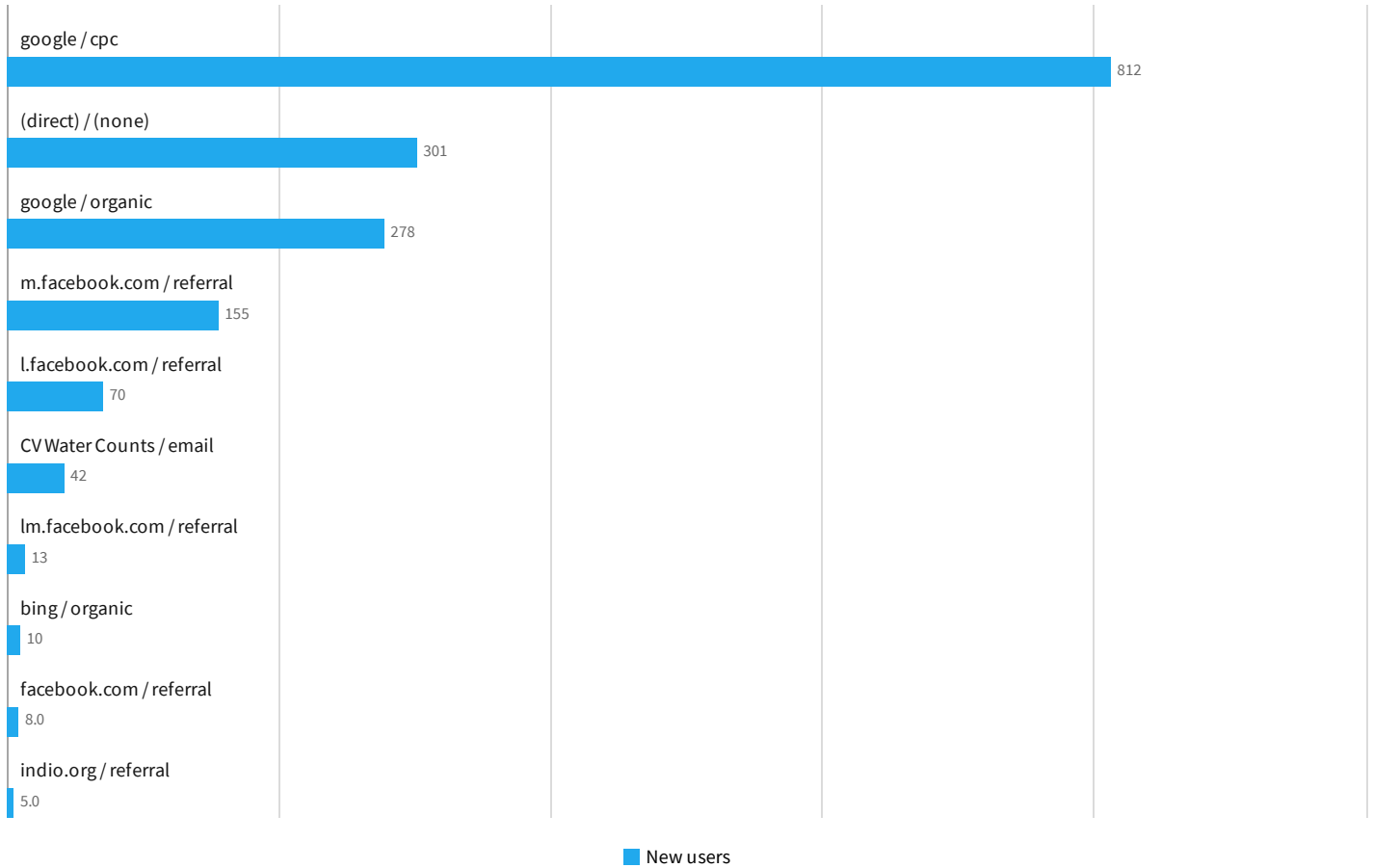
USERS BY CITY

CV WATER - CV WATER COUNTS - GA4



NEW USER ACQUISITION

CV WATER - CV WATER COUNTS - GA4



MONTH PERFORMANCE

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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time	Conv.
August 2023	1,711	611	24.6%	1.43	17s	5
July 2023	1,965	632	25.2%	1.28	15s	0
June 2023	19	4	19.0%	1.17	15s	0
May 2023	0	0	0.0%	0	0s	0
April 2023	0	0	0.0%	0	0s	0
March 2023	0	0	0.0%	0	0s	0
	3,695	1,246	24.8%	1.37	16s	5

Organic Search

TOP KEYWORDS CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
lake cahuilla	1,358	1	0.07%	9.91
water pledge	656	0	0%	6.35
indio water authority	463	0	0%	9.73
lantana ground cover	296	0	0%	3.31
cv water	282	3	1.06%	5.65
spotlight cv	174	0	0%	48.64
indian fig	155	0	0%	44.34
myoma water	152	0	0%	3.47
chaparral sage	150	0	0%	6.75
eco friendly car wash	104	0	0%	87.87
	3,790	4	0.11%	22.6

TOP PAGES CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	2,171	13	0.6%	11
https://cvwatercounts.com/save-water-pledge/	1,414	2	0.14%	5.53
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevideensis/	1,098	13	1.18%	19.26
https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/	901	0	0%	47.57
https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/	605	2	0.33%	18.75
https://cvwatercounts.com/agency-spotlight-indio-water-authority-3/	585	0	0%	13.28
https://cvwatercounts.com/	576	7	1.22%	9.76
https://cvwatercounts.com/where-does-the-coachella-valley-water-come-from/	477	3	0.63%	15.16
https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/	461	6	1.3%	8.09
https://cvwatercounts.com/agency-spotlight-indio-water-authority-4/	459	1	0.22%	15.81
	8,747	47	0.54%	16.42

Facebook Information

f IMPRESSIONS
CV WATER COUNTS

50,684

f REACH
CV WATER COUNTS

17,797

f NEW PAGE LIKES
CV WATER COUNTS

2

f ENGAGED USERS
CV WATER COUNTS

545


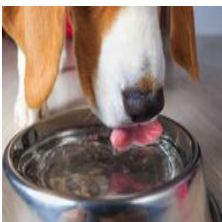


f PAGE VIEWS
CV WATER COUNTS







207

f LIFETIME PAGE LIKES
CV WATER COUNTS

3,999

f POSTS
CV WATER COUNTS

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Mission Springs Water ...</p>	August 31, 2023	15	2	13%	2	0
 <p>When you give your pe...</p>	August 31, 2023	324	3	1%	2	0
 <p>High efficiency nozzles ...</p>	August 28, 2023	56	5	9%	3	0
 <p>As its common name i...</p>	August 26, 2023	32	5	16%	5	0
		1,362	65	5%	48	3

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>If you or someone you...</p>	August 24, 2023	25	5	20%	3	0
 <p>When cleaning out fish...</p>	August 24, 2023	110	2	2%	2	0
 <p>Instead of running wat...</p>	August 22, 2023	94	4	4%	3	0
 <p>Looking for something...</p>	August 17, 2023	48	4	8%	3	0
 <p>Do you know where o...</p>	August 14, 2023	78	3	4%	3	0
	August 12, 2023	178	13	7%	4	1
		1,362	65	5%	48	3

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
<p>Thinking about a caree...</p>	August 10, 2023	87	6	7%	4	1
<p>Make sure your swimm...</p>	August 10, 2023	160	5	3%	4	1
<p>Report broken pipes o...</p>	August 7, 2023	26	3	12%	3	0
<p>Landscapers intereste...</p>	August 4, 2023	24	2	8%	2	0
<p>At home or while stayi...</p>	August 3, 2023	69	3	4%	3	0
<p>CV Water Counts upda...</p>	August 1, 2023	36	0	0%	2	0
		1,362	65	5%	48	3

Instagram Information

 **IMPRESSIONS**
CV WATER COUNTS

4,417






 **LIKES**
CV WATER COUNTS




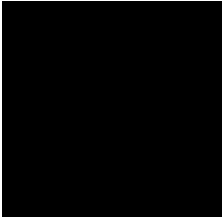
13

 **FOLLOWERS (LIFETIME)**
CV WATER COUNTS

233

 **MEDIA PERFORMANCE**
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>At home or while stayi...</p>	21	1	14	0	0
 <p>Make sure your swim...</p>	15	1	9	0	0
 <p>Do you know where o...</p>	13	1	8	0	0
 <p>Thinking about a caree...</p>	13	3	7	0	0
 <p>Instead of running wat...</p>	11	1	7	0	0
	100	11	255	0	210

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>Looking for something...</p>	11	1	6	0	0
 <p>When you give your pe...</p>	8	2	8	0	0
 <p>When cleaning out fish...</p>	8	1	6	0	0
 <p>Report broken pipes o...</p>	0	0	190	0	210
	100	11	255	0	210

Twitter Information

Jul 2023 · 31 days

TWEET HIGHLIGHTS

Top Tweet earned 27 impressions

Rebates from your water agency can be a great way to beautify your home, save money, and save water too. Visit our rebates page at CVWaterCounts.com/rebates to find out more. pic.twitter.com/RikGdGuESS



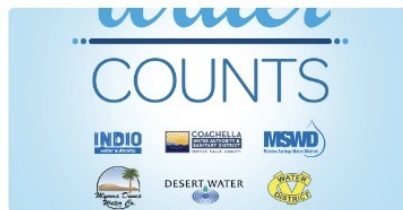
♥ 2

View Tweet activity

View all Tweet activity

Top media Tweet earned 12 impressions

CV Water Counts is a nonprofit group that was formed for focus on water conservation. It is made up of our valley's six water agencies. To find out more, visit our Shared Goals page at CVWaterCounts.com/about/#SharedG... pic.twitter.com/ecjW4vgSqD



♥ 1

View Tweet activity

View all Tweet activity

JUL 2023 SUMMARY

Tweets

8

Tweet impressions

180

Profile visits

34

New followers

0

E-Blast Information

CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts August 2023	Wednesday, August 2, 2023 5:00 PM	567	543	56.08%	17.32%	74	6.53%	0.85%	1	1
		567	543	56.08%	17.32%	74	6.53%	0.85%	1	1



MSWD Digital Marketing & Website Report

Website, Social, and Marketing Performance

August, 2023

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

IMPRESSIONS
MSWD

210,123

CLICKS
MSWD

221

CTR
MSWD

0.11%

GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Campaign	Impr.	Clicks	CTR
MSWD Water 101 August 24	100,757	117	0.12%
MSWD Educators Aug 2023	89,185	76	0.09%
MSWD Toilet Rebate Aug 2023	20,181	28	0.14%
	210,123	221	0.11%



Facebook Ad Campaigns

Includes ad campaign information for all campaigns, excluding anniversary event

AD GROUP PERFORMANCE

MSWD

Ad	Link Clicks	Impr.	Reach	Page Likes
MSWD Water 101	136	18,708	5,812	0
MSWD Toilet Rebate Aug 2023	50	51,150	6,028	0
MSWD Educators - August 2023	146	21,452	5,294	0
	332	91,310	12,236	0

MSWD Mission Springs Water District × ⋮
Sponsored ·

MSWD's Toilet Rebate Program is designed to assist homeowners who want to replace old toilets with newer, more efficient [...See more](#)



Stop flushing money away
Toilet rebates available

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

MSWD Mission Springs Water District × ⋮
Sponsored ·

MSWD is hosting a series of Water 101 presentations for those in the Desert Hot Springs community who want to [...See more](#)



WATER 101 CLASSES

Sign up today

mswd.org
MSWD Water 101 Classes [Learn more](#)
Learn more about Water 1...

Like Comment Share

MSWD Mission Springs Water District × ⋮
Sponsored ·

As we head back to school, a reminder that MSWD offers resources for local educators including Free Tours, Presenters [...See more](#)



Calling Local Educators

Let us share our work with you and your students!

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

Website Information

Note: New Google Analytics GA4 tracking enabled on 7/10, with information below from 7/10-7/31.

USERS

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

6,976

VIEWS

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

21,850

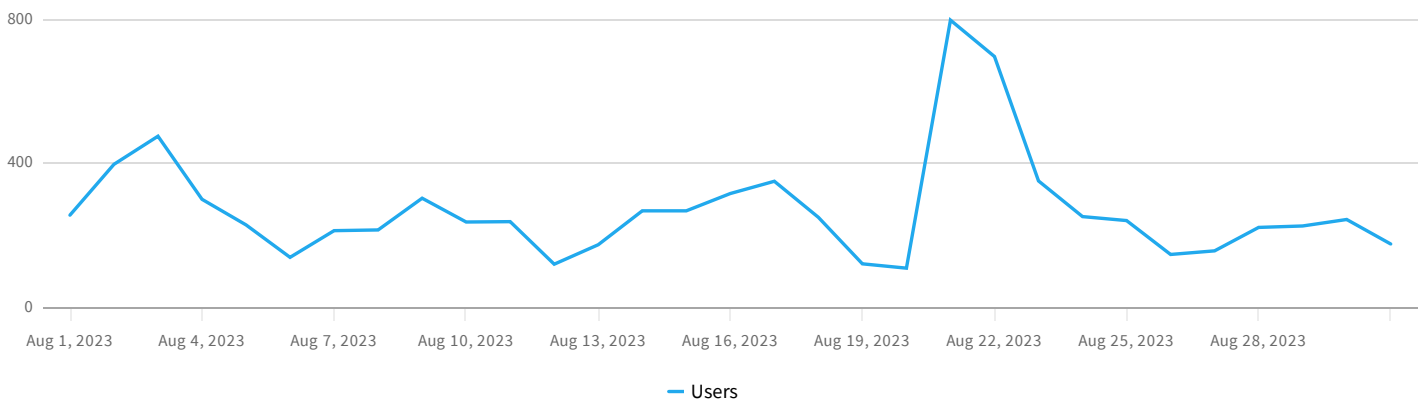
ENGAGED SESSIONS

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

6,878

USERS BY DAY

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

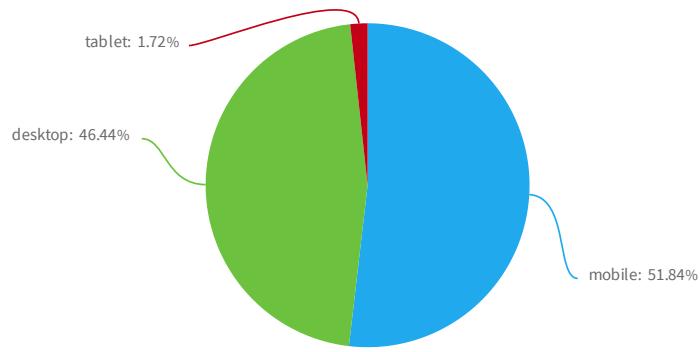


PAGE TITLE PERFORMANCE

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

Page Title	Views	Views Per User	Users	Engaged sessions	Sessions per User	Average engagement time
Mission Springs Water District Home Page Mission Springs Water District CA	6,311	1.63	3,854	4,679	1.4	20s
New Customer Portal Mission Springs Water District CA	4,253	1.65	2,565	157	1.49	14s
Hurricane Hilary - Boil Water Notice Mission Springs Water District CA	2,066	1.61	1,273	384	1.27	39s
Job Opportunities Mission Springs Water District CA	1,152	2.28	503	212	1.49	26s
Bill Pay Options Mission Springs Water District CA	744	1.34	546	372	1.21	21s
Careers Mission Springs Water District CA	521	1.75	295	121	1.47	20s
Community Outreach Mission Springs Water District CA	442	1.27	347	52	1.2	6s
Application for Water Service Mission Springs Water District CA	359	2.02	175	37	1.58	3m 19s
Start/Stop Water Service Mission Springs Water District CA	330	1.45	227	30	1.22	24s
Search Mission Springs Water District CA	307	2.02	152	7	1.24	39s
	21,850	3.09	6,976	6,878	1.49	54s

ENGAGED SESSIONS BY DEVICE CATEGORY
 WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4

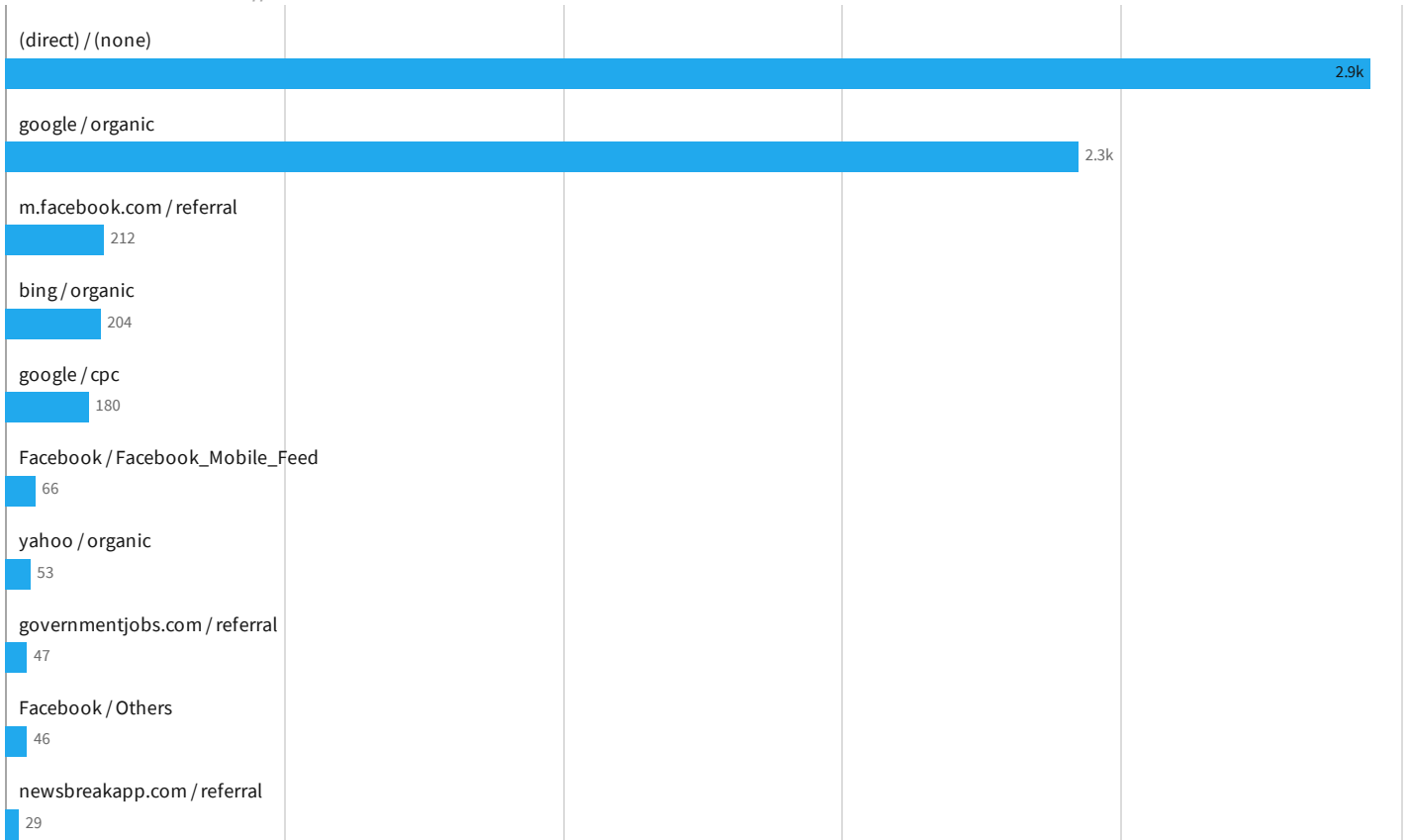


USERS BY CITY
 WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4

City	Users
Desert Hot Springs	1,531
Los Angeles	998
(not set)	818
Indio	300
San Diego	260
Palm Springs	214
La Quinta	162
Palm Desert	100
Las Vegas	65
Cathedral City	58
	6,976

NEW USER ACQUISITION

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






















■ New users






Aug 2023 Social Media Analytics

Facebook Account Overview (August 1 - 31, 2023)




<p>Posts Published</p> <p>21</p> <p>+6 40.0%</p>	<p>Total Likes</p> <p>1,228</p> <p>-2 -0.2%</p>	<p>New Likes</p> <p>2</p> <p>-1 -33.3%</p>	<p>Unlikes</p> <p>3</p> <p>+1 50.0%</p>	<p>Engaged People</p> <p>800</p> <p>+95 13.5%</p>
<p>Total Reach</p> <p>52,162</p> <p>+7,011 15.5%</p>	<p>Organic Reach</p> <p>5,342</p> <p>+2,817 111.6%</p>	<p>Paid Reach</p> <p>47,359</p> <p>+4,742 11.1%</p>	<p>Impressions</p> <p>94,065</p> <p>+27,769 41.9%</p>	<p>Video Views</p> <p>276</p> <p>-7,963 -96.7%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>Hurricane Hillary 7:30 pm update   Storm Update: All water service has been restored. If y...</p> <p>12.36%</p>	 <p>Join Us  Here's your chance to join our team! MSWD is currently a...</p> <p>1,115</p>	 <p>Hurricane Hillary 1:30 Storm Update: Two areas of the MSWD system experienced lo...</p> <p>10</p>
 <p>10.87%</p>	 <p>Hurricane Hillary 1:30 Storm Update: Two areas of the MSWD system experienced lo...</p> <p>687</p>	 <p>Hurricane Hillary 8-22-2023 Update   The MSWD boil water advisory remains in effect for app...</p> <p>9</p>
 <p>Hurricane Hillary   While our crews continue to clean up after Tropical Sto...</p> <p>10.18%</p>	 <p>Hurricane Hillary 8-22-2023 Update   The MSWD boil water advisory remains in effect for app...</p> <p>592</p>	 <p>Join Us  Here's your chance to join our team! MSWD is currently a...</p> <p>4</p>




3 Least Engaging Posts

	0.0%
 Join us for Water 101 Fill your brain with some water knowledge! We'll let the ...	2.27%
 Hurricane Hillary 8-28-2023 🌊🌀 The MSWD boil water advisory has been lifted. The Dist...	2.9%

3 Lowest Reach Posts

 Calendar Contest News Release: MSWD Launches Calendar Drawing Contest - Se...	69
	84
 Hurricane Hillary 7:30 pm update 🌊🌀 Storm Update: All water service has been restored. If y...	89

3 Least Shared Posts

 Hurricane Hillary 7:30 pm update 🌊🌀 Storm Update: All water service has been restored. If y...	0
	0
 Community Calendar 🌍❤️ Protect the planet and our award-winning water! Properl...	0

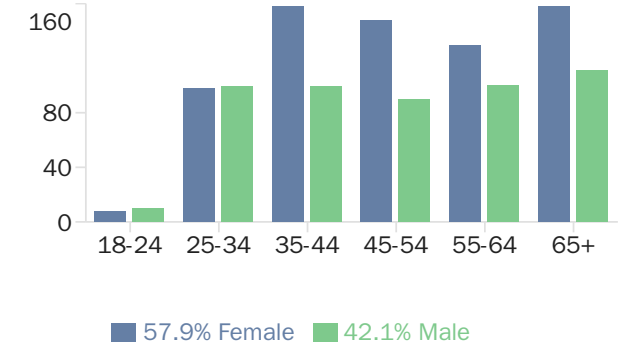
Likes By Country

1. United States of America (1,199 likes)
2. Mexico (14 likes)
3. France (4 likes)
4. Canada (2 likes)
5. Sierra Leone (1 like)

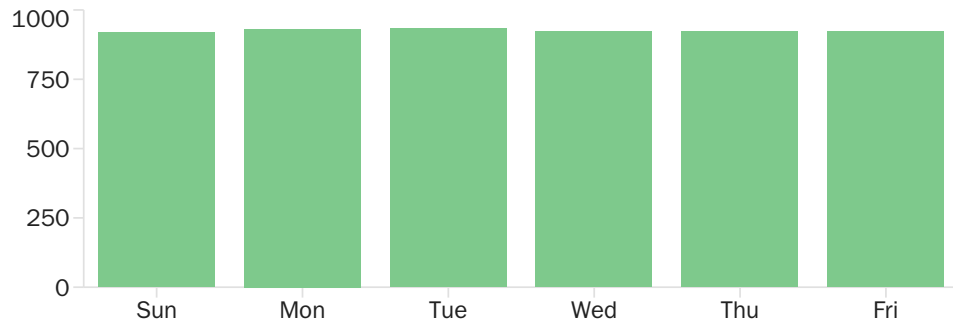
Likes By City

1. Desert Hot Springs, CA (556 likes)
2. Indio, CA (64 likes)
3. Palm Springs, CA (56 likes)
4. La Quinta, CA (49 likes)
5. Cathedral City, CA (45 likes)

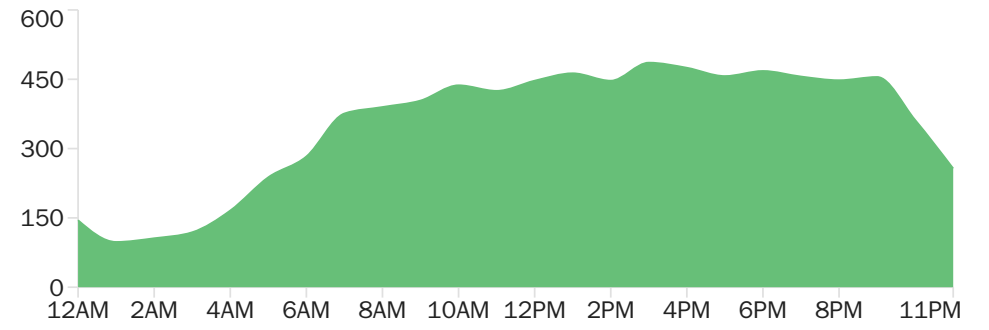
Likes by age & gender









Days your fans are online






























Hours fans are online















Facebook Post Metrics (August 1 - 31, 2023)



Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
August 30, 2023 11:52 AM PDT	 Image	 <p>Worker Wed New Install 🙌🔧 We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commitment to serving the community. Rain, sunshine, or heat, their hard work ensures ...</p>	185	13	7.03%	11	0	1	5	0
August 28, 2023 2:49 PM PDT	 Image	 <p>Hurricane Hillary 8-28-2023 💧🌀 The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Control Board and the Riverside County Health Department, has determined that customers' ...</p>	207	6	2.9%	5	0	2	0	0
August 26, 2023 9:53 AM PDT	 Image	 <p>8-26-2023 Hilary Update 💧🌀 Storm Update as of 8-26-2023: The MSWD boil water advisory* remains in effect for customers in Area 2, with the Approximate boundaries of North Pierson, East Mission Creek, Along Scenic, and Wes...</p>	164	8	4.88%	4	1	2	11	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
August 25, 2023 4:34 PM PDT	 Image	 <p>Hilary Update 8-25-2023   Status Update as of 4:30 p.m. 8-25-2023: The MSWD boil water advisory* remains in effect for approximately 200 customers. Impacted residents are advised to use boiled tap water or bottled water ...</p>	133	11	8.27%	6	0	2	7	0
August 24, 2023 3:04 PM PDT	 Video	 <p>Hurricane Hilary   While our crews continue to clean up after Tropical Storm Hilary, we wanted to take this opportunity to show you some of the pictures they have captured during the past couple of days.   It was t...</p>	167	17	10.18%	10	0	3	24	95
August 23, 2023 4:59 PM PDT	 Image	 <p>Hurricane Hilary 8232023   The MSWD boil water advisory remains in effect. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. Before the boil o...</p>	215	8	3.72%	3	0	2	5	0
August 22, 2023 8:58 AM PDT	 Image	 <p>Hurricane Hilary 8-22-2023 Update   The MSWD boil water advisory remains in effect for approximately 200 customers. Visit our website for maps, factsheets, and additional information. We anticipate resolving the issue within the n...</p>	592	30	5.07%	7	0	9	25	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
August 21, 2023 7:54 PM PDT	 Image	 Hurricane Hillary 7:30 pm update 🔴🌀 Storm Update: All water service has been restored. If you do not have water service, please contact MSWD at 760-329-6448. For additional updates, visit www.mswd.org/hilary #stormupdate #MSWDCares	89	11	12.36%	8	1	0	14	0
August 21, 2023 2:18 PM PDT	 Image	 Hurricane Hillary 1:30 Storm Update: Two areas of the MSWD system experienced low water pressure. Out of an abundance of caution, Mission Springs Water District, working with the State Water Resources Control Board, Divi...	687	52	7.57%	16	3	10	58	0
August 21, 2023 11:43 AM PDT	— Simple Status		92	10	10.87%	4	0	1	16	0
August 21, 2023 6:51 AM PDT	 Image	 Hurricane Hilary Situation Update as of 6:30 am. Storm Update: MSWD's Water and Wastewater systems remain operational, and we are continuing to be in close contact with the DHS and Country Emergency Management offices. As the State and County hav...	137	13	9.49%	6	6	1	9	0
August 18, 2023 11:11 AM PDT	 Video	 Hurricane Hillary 🌀 With #HurricaneHillary on the way, now is a great time for us all to remember our emergency preparedness skills. Visit our website to watch an informative video and for helpful links and ways to ...	123	5	4.07%	4	0	1	0	59












Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
August 18, 2023 10:49 AM PDT	Simple Status		84	0	0.0%	0	0	0	0	0
August 16, 2023 3:54 PM PDT	Image	 <p>Join Us Here's your chance to join our team! MSWD is currently accepting applications for a Business Analyst and a temporary Customer Service Representative. The District offers competitive pay, great ben...</p>	1,115	56	5.02%	13	0	4	50	0
August 15, 2023 11:48 AM PDT	Image	 <p>Community Calendar Protect the planet and our award-winning water! Properly dispose of household hazardous waste, batteries, old tires, and other trash so they do not pollute our groundwater supply. Just ask Bryso...</p>	89	5	5.62%	5	0	0	0	0
August 14, 2023 12:32 PM PDT	Image	 <p>Calendar Contest News Release: MSWD Launches Calendar Drawing Contest - Seeks Student Artwork Focused on Conservation & Groundwater Protection MSWD is accepting entries into a special calendar drawing contest takin...</p>	69	3	4.35%	3	0	0	0	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
August 11, 2023 11:45 AM PDT	 Image	 Water Quality Month August is National Water Quality Month! MSWD is proud to be a 10-Time Medal Winner for the Best Tasting Municipal Water in the World. Last month, MSWD released its annual Water Quality Report – if ...	99	5	5.05%	5	0	1	0	0
August 09, 2023 11:39 AM PDT	 Image	 1st Day of School 📚🎒 It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! Just like our hardworking staff, let's make this Worker Wednesday a day of dedicati...	429	36	8.39%	22	2	0	48	0
August 06, 2023 11:38 AM PDT	 Image	 National Friends Day ☀️ Happy National Friendship Day! ☀️ On this special day of celebrating friendship, let's remember to stay hydrated together! 💧💙 Remember, staying hydrated not only keeps us healthy but also helps us...	184	6	3.26%	6	0	1	2	0
August 04, 2023 11:36 AM PDT	 Image	 Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes that start Aug 24. Visit mswd.org/water101 to learn more about these FREE events an...	176	4	2.27%	4	0	1	0	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
August 02, 2023 11:32 AM PDT	 Image	 <p>Worker Wed - Hydrant 🚒 Did you know that our dedicated staff not only excel at fixing water and wastewater infrastructure but they also play a crucial role in supporting fire services? 🧡 At MSWD, we take immense pride...</p>	124	10	8.06%	5	0	0	6	0
Total			5,160	309		147	13	41	280	154
Average			245.7	14.7	5.99%	7.0	0.6	2.0	13.3	7.3

Twitter Account Overview (August 1 - 31, 2023)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
<h1 style="margin: 0;">14</h1> <p style="margin: 0; color: green;">+10 250.0%</p>	<h1 style="margin: 0;">11</h1>	<h1 style="margin: 0;">2</h1>	<h1 style="margin: 0;">96</h1> <p style="margin: 0; color: green;">+1 1.1%</p>	<h1 style="margin: 0;">99</h1>

3 Most Retweeted Posts	3 Most Liked Posts
<div style="margin-bottom: 10px;">  <p style="margin: 0;">Hurricane Hilary Situation Update as of 6:30 am. Update: MSWD's Water and Wastewater systems remain operational. As a local state of emergency has been declared, MS...</p> <p style="text-align: right; margin: 0;">1</p> </div> <div style="margin-bottom: 10px;">  <p style="margin: 0;">8-26-2023 Hilary Update   8/26/2023 Update: MSWD boil advisory remains in effect for Area 2, with the approximate boundaries of North Pier...</p> <p style="text-align: right; margin: 0;">1</p> </div> <div>  <p style="margin: 0;">Worker Wed - Hydrant  DYK that our dedicated staff not only excel at fixing water and wastewater infrastructure but they also play a cr...</p> <p style="text-align: right; margin: 0;">0</p> </div>	<div style="margin-bottom: 10px;">  <p style="margin: 0;">Worker Wed - Hydrant  DYK that our dedicated staff not only excel at fixing water and wastewater infrastructure but they also play a cr...</p> <p style="text-align: right; margin: 0;">3</p> </div> <div style="margin-bottom: 10px;">  <p style="margin: 0;">Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes t...</p> <p style="text-align: right; margin: 0;">2</p> </div> <div>  <p style="margin: 0;">1st Day of School  It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! J...</p> <p style="text-align: right; margin: 0;">1</p> </div>

3 Least Retweeted Posts



Worker Wed New Install

We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering comm...

0

...



Hurricane Hillary 8-28-2023

The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Contro...

0



Hurricane Hillary 8232023

The boil water advisory remains in effect. Pending favorable test results, we anticipate lifting the boil notice... h...

0

3 Least Liked Posts



Worker Wed New Install

We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering comm...

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Hurricane Hillary 8-28-2023

The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Contro...

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
8-26-2023 Hilary Update




8/26/2023 Update: MSWD boil advisory remains in effect for Area 2, with the approximate boundaries of North Pier...

0

Twitter Post Metrics (August 1 - 31, 2023)

Date	Format	Post	Retweets	Likes
August 30, 2023 11:52 AM PDT	 Link	 <p>Worker Wed New Install  We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering comm... https://t.co/otuBuTnwIG</p>	0	0
August 28, 2023 2:49 PM PDT	 Link	 <p>Hurricane Hillary 8-28-2023  The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Contro... https://t.co/crE6EvpFOE</p>	0	0
August 26, 2023 9:53 AM PDT	 Link	 <p>8-26-2023 Hilary Update  8/26/2023 Update: MSWD boil advisory remains in effect for Area 2, with the approximate boundaries of North Pier... https://t.co/lrwLp47laY</p>	1	0
August 23, 2023 4:59 PM PDT	 Link	 <p>Hurricane Hillary 8232023  The boil water advisory remains in effect. Pending favorable test results, we anticipate lifting the boil notice... https://t.co/7ISDyIntNe</p>	0	0
August 22, 2023 8:58 AM PDT	 Link	 <p>Hurricane Hillary 8-22-2023 Update  The MSWD boil water advisory remains in effect for approximately 200 customers. Visit our website for maps and i... https://t.co/ixTC6q7BKb</p>	0	0
August 21, 2023 7:54 PM PDT	 Link	 <p>Hurricane Hillary 7:30 pm update  Storm Update: All water service has been restored. If you do not have water service, please contact MSWD at 760-3... https://t.co/tG0p8sXGw7</p>	0	1


Date	Format	Post	Retweets	Likes
August 21, 2023 2:18 PM PDT	 Link	 <p>Hurricane Hillary 1:30 Storm Update: Two areas of the MSWD system experienced low water pressure. Out of an abundance of caution, MSWD has... https://t.co/94LP8DuS30</p>	0	0
August 21, 2023 6:51 AM PDT	 Link	 <p>Hurricane Hilary Situation Update as of 6:30 am. Update: MSWD's Water and Wastewater systems remain operational. As a local state of emergency has been declared, MS... https://t.co/MrLSeLE2SX</p>	1	1
August 18, 2023 11:11 AM PDT	 Link	 <p>Hurricane Hillary 🌀 With #HurricaneHillary on the way, now is a great time for us all to remember our emergency preparedness skills... https://t.co/LBqfQ4RXeg</p>	0	1
August 15, 2023 11:48 AM PDT	 Link	 <p>Community Calendar Protect the planet and our award-winning water! Dispose of household hazardous waste, batteries, old tires, and ot... https://t.co/r5mXPSEobM</p>	0	1
August 14, 2023 12:32 PM PDT	 Link	 <p>Calendar Contest MSWD Launches Calendar Drawing Contest - Seeks Student Artwork Focused on Conservation & Groundwater Protection 12... https://t.co/KZDNdjp81L</p>	0	1
August 09, 2023 11:39 AM PDT	 Link	 <p>1st Day of School 📚🎒 It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! J... https://t.co/GFBj6JHR1m</p>	0	1
August 04, 2023 11:36 AM PDT	 Link	 <p>Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes t... https://t.co/kKTG16ZSXX</p>	0	2


Date	Format	Post	Retweets	Likes
August 02, 2023 11:32 AM PDT	 Link	 <p>Worker Wed - Hydrant  DYK that our dedicated staff not only excel at fixing water and wastewater infrastructure but they also play a cr... https://t.co/S08iSOcFFk</p>	0	3
Total			2	11
Average			0.1	0.8


Instagram Account Overview (August 1 - 31, 2023)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
20	295	21	8,578	6,273	97
+5 33.3%	+16 5.7%	+16 320.0%	-11,943 -58.2%	-7,266 -53.7%	+59 155.3%

3 Most Liked Posts


- 


Worker Wed New Install
 🏗️💧 We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commit... 15
- 


1st Day of School
 📚🎒 It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! Jus... 14
- 

Hurricane Hillary 1:30
 Storm Update: Two areas of the MSWD system experienced low water pressure. Out of an abundance of caution, Mission Sp... 13

3 Most Commented Posts

- 

Hurricane Hillary
 💧💧 While our crews continue to clean up after Tropical Storm Hilary, we wanted to take this opportunity to show you so... 1
- 

Worker Wed - Hydrant
 🚒 Did you know that our dedicated staff not only excel at fixing water and wastewater infrastructure but they also pl... 0
- 

Join us for Water 101
 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes tha... 0

3 Least Liked Posts



Hurricane Hillary 8-28-2023

💧🌀 The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Control ...

4



Hurricane Hillary 7:30 pm update

💧🌀 Storm Update: All water service has been restored. If you do not have water service, please contact MSWD at 760-329...

4



Join Us

💧 Here's your chance to join our team! MSWD is currently accepting applications for a Business Analyst and a temporary...

4

3 Least Commented Posts



Worker Wed New Install

👏💧🔧 We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commit...

0



Hurricane Hillary 8-28-2023

💧🌀 The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Control ...

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








8-26-2023 Hilary Update













💧🌀 Storm Update as of 8-26-2023: The MSWD boil water advisory* remains in effect for customers in Area 2, with the ap...








0










Instagram Post Metrics (August 1 - 31, 2023)







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 30, 2023 11:52 AM PDT	 Image	 <p>Worker Wed New Install  We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commitment to serving the community. Rain, sunshine, or heat, their hard work ensures ...</p>	15	0	79	67	15	22.39%	0	
August 28, 2023 2:50 PM PDT	 Image	 <p>Hurricane Hillary 8-28-2023  The MSWD boil water advisory has been lifted. The District, in conjunction with the State Water Resources Control Board and the Riverside County Health Department, has determined that customers'...</p>	4	0	44	38	4	10.53%	0	







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 26, 2023 9:53 AM PDT	 Image	 <p>8-26-2023 Hilary Update   Storm Update as of 8-26-2023: The MSWD boil water advisory* remains in effect for customers in Area 2, with the approximate boundaries of North Pierson, East Mission Creek, Along Scenic, and Wes...</p>	6	0	59	52	6	11.54%	0	
August 25, 2023 4:34 PM PDT	 Image	 <p>Hilary Update 8-25-2023   Status Update as of 4:30 p.m. 8-25-2023: The MSWD boil water advisory* remains in effect for approximately 200 customers. Impacted residents are advised to use boiled tap water or bottled water ...</p>	8	0	67	59	8	13.56%	0	
August 24, 2023 3:05 PM PDT	 Video	 <p>Hurricane Hilary   While our crews continue to clean up after Tropical Storm Hilary, we wanted to take this opportunity to show you some of the pictures they have captured during the past couple of days.   It was t...</p>	12	1		92	14	15.22%	1	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 23, 2023 4:59 PM PDT	 Image	 <p>Hurricane Hilary 8232023   The MSWD boil water advisory remains in effect. Impacted residents are advised to use boiled tap water or bottled water for drinking and cooking purposes as a safety precaution. Before the boil o...</p>	8	0	59	48	8	16.67%	0	
August 22, 2023 8:58 AM PDT	 Image	 <p>Hurricane Hilary 8-22-2023 Update   The MSWD boil water advisory remains in effect for approximately 200 customers. Visit our website for maps, factsheets, and additional information. We anticipate resolving the issue within the n...</p>	5	0	143	129	5	3.88%	0	
August 21, 2023 7:54 PM PDT	 Image	 <p>Hurricane Hilary 7:30 pm update   Storm Update: All water service has been restored. If you do not have water service, please contact MSWD at 760-329-6448. For additional updates, visit www.mswd.org/hilary #stormupdate #MSWDCares</p>	4	0	71	65	4	6.15%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 21, 2023 2:18 PM PDT	 Image	 <p>Hurricane Hillary 1:30 Storm Update: Two areas of the MSWD system experienced low water pressure. Out of an abundance of caution, Mission Springs Water District, working with the State Water Resources Control Board, Divi...</p>	13	0	125	110	13	11.82%	0	
August 21, 2023 6:52 AM PDT	 Image	 <p>Hurricane Hilary Situation Update as of 6:30 am. Storm Update: MSWD's Water and Wastewater systems remain operational, and we are continuing to be in close contact with the DHS and Country Emergency Management offices. As the State and County hav...</p>	5	0	74	63	6	9.52%	1	
August 18, 2023 11:11 AM PDT	 Image	 <p>Hurricane Hillary  With #HurricaneHillary on the way, now is a great time for us all to remember our emergency preparedness skills. Visit our website to watch an informative video and for helpful links and ways to ...</p>	7	0	99	90	7	7.78%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 16, 2023 3:54 PM PDT	 Image	 <p>Join Us  Here's your chance to join our team! MSWD is currently accepting applications for a Business Analyst and a temporary Customer Service Representative. The District offers competitive pay, great ben...</p>	4	0	70	62	4	6.45%	0	
August 15, 2023 11:48 AM PDT	 Image	 <p>Community Calendar   Protect the planet and our award-winning water! Properly dispose of household hazardous waste, batteries, old tires, and other trash so they do not pollute our groundwater supply. Just ask Bryso...</p>	5	0	47	40	5	12.5%	0	
August 14, 2023 12:32 PM PDT	 Image	 <p>Calendar Contest News Release: MSWD Launches Calendar Drawing Contest - Seeks Student Artwork Focused on Conservation & Groundwater Protection Mission Springs Water District is accepting entries into a special cale...</p>	7	0	42	39	7	17.95%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 11, 2023 11:56 AM PDT	 Image	 <p>Dig Alert Today serves as a good reminder to keep safety in mind when tackling your home projects. 🚧 Before starting any projects that require digging, contact DigAlert at 8-1-1 or visit direct.digalert.org ...</p>	4	0	34	32	4	12.5%	0	
August 11, 2023 11:45 AM PDT	 Image	 <p>Water Quality Month August is National Water Quality Month! MSWD is proud to be a 10-Time Medal Winner for the Best Tasting Municipal Water in the World. Last month, MSWD released its annual Water Quality Report – if ...</p>	7	0	46	43	7	16.28%	0	
August 09, 2023 11:39 AM PDT	 Image	 <p>1st Day of School 🎒 It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! Just like our hardworking staff, let's make this Worker Wednesday a day of dedicati...</p>	14	0	82	74	14	18.92%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
August 06, 2023 11:38 AM PDT	 Image	 National Friends Day ☀️ Happy National Friendship Day! ☀️ On this special day of celebrating friendship, let's remember to stay hydrated together! 💧💙 Remember, staying hydrated not only keeps us healthy but also helps us...	8	0	57	50	8	16.0%	0	
August 04, 2023 11:36 AM PDT	 Image	 Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes that start Aug 24. Visit mswd.org/water101 to learn more about these FREE events an...	4	0	39	34	4	11.76%	0	
August 02, 2023 11:32 AM PDT	 Image	 Worker Wed - Hydrant 🚒 Did you know that our dedicated staff not only excel at fixing water and wastewater infrastructure but they also play a crucial role in supporting fire services? ❤️ At MSWD, we take immense pride...	8	0	53	46	8	17.39%	0	
Total			148	1	1,290	1,233	151		2	




Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
		Average	7.4	0.1	67.9	61.7	7.6	12.25%	0.1	

LinkedIn Account Overview (August 1 - 31, 2023)




Posts Published <h2 style="margin: 0;">6</h2>	Likes <h2 style="margin: 0;">32</h2> +6 23.1%	Views <h2 style="margin: 0;">54</h2> -34 -38.6%	Followers <h2 style="margin: 0;">253</h2> +4 1.6%
Comments <h2 style="margin: 0;">0</h2> -1 -100.0%	Impressions <h2 style="margin: 0;">448</h2> -373 -45.4%	Clicks <h2 style="margin: 0;">10</h2> -6 -37.5%	Engagement Rate <h2 style="margin: 0;">8.7%</h2> +0.0 0.1%

3 Most Engaging Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Join Us Here's your chance to join our team! MSWD is currently accepting applications for a Business Analyst and a temporary...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>21.43%</p> </div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Join Us Here's your chance to join our team! MSWD is currently accepting applications for a Business Analyst and a temporary...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>2</p> </div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Worker Wed New Install We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commit...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>13.79%</p> </div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes tha...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>0</p> </div> </div>
<div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes tha...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>12.77%</p> </div> </div>	<div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>1st Day of School It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! Jus...</p> </div> <div style="text-align: right; flex-grow: 0;"> <p>0</p> </div> </div>










3 Least Engaging Posts







	<p>Community Calendar 🌍💙 Protect the planet and our award-winning water! Properly dispose of household hazardous waste, batteries, old tire...</p>	<p>3.28%</p>
	<p>Calendar Contest News Release: MSWD Launches Calendar Drawing Contest - Seeks Student Artwork Focused on Conservation & Groundwater Pr...</p>	<p>3.28%</p>
	<p>1st Day of School 📚🎒 It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! Jus...</p>	<p>8.96%</p>

3 Least Shared Posts

	<p>Worker Wed New Install 🧡💧🔧 We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commit...</p>	<p>0</p>
	<p>Community Calendar 🌍💙 Protect the planet and our award-winning water! Properly dispose of household hazardous waste, batteries, old tire...</p>	<p>0</p>
	<p>Calendar Contest News Release: MSWD Launches Calendar Drawing Contest - Seeks Student Artwork Focused on Conservation & Groundwater Pr...</p>	<p>0</p>

LinkedIn Post Metrics (August 1 - 31, 2023)

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
August 30, 2023 11:52 AM PDT	 Image	 <p>Worker Wed New Install  We'd like to extend a heartfelt appreciation to our remarkable staff for their perseverance and unwavering commitment to serving the community. Rain, sunshine, or heat, their hard work ensures ...</p>	0	2	13.79%	10	87	0
August 16, 2023 3:54 PM PDT	 Image	 <p>Join Us  Here's your chance to join our team! MSWD is currently accepting applications for a Business Analyst and a temporary Customer Service Representative. The District offers competitive pay, great ben...</p>	2	6	21.43%	7	70	0
August 15, 2023 11:48 AM PDT	 Image	 <p>Community Calendar  Protect the planet and our award-winning water! Properly dispose of household hazardous waste, batteries, old tires, and other trash so they do not pollute our groundwater supply. Just ask Bryso...</p>	0	0	3.28%	2	61	0

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
August 14, 2023 12:32 PM PDT	 Image	 <p>Calendar Contest News Release: MSWD Launches Calendar Drawing Contest - Seeks Student Artwork Focused on Conservation & Groundwater Protection Mission Springs Water District is accepting entries into a special cal...</p>	0	0	3.28%	2	61	0
August 09, 2023 11:39 AM PDT	 Image	 <p>1st Day of School 📚🎒 It's the first day of school, and it's time to get back to work and embark on an exciting educational journey! Just like our hardworking staff, let's make this Worker Wednesday a day of dedicati...</p>	0	1	8.96%	5	67	0
August 04, 2023 11:36 AM PDT	 Image	 <p>Join us for Water 101 Fill your brain with some water knowledge! We'll let the information flow at our next series of Water 101 classes that start Aug 24. Visit mswd.org/water101 to learn more about these FREE events an...</p>	0	3	12.77%	3	47	0
Total			2	12		29	393	0
Average			0.3	2.0	10.58%	4.8	65.5	0.0

August 2023

Interim General Manager Named

MSWD is excited to announce the appointment of Brian Macy as the District's new Interim General Manager.

An accomplished leader with more than 30 years of engineering and management experience overseeing operations and the strategic planning of water districts, Macy has a proven track record of successful leadership.

Before joining MSWD in 2019, Macy served as the General Manager of Indio Water Authority (2013-2018) and was the Assistant General Manager at Elsinore Valley Municipal Water District (2018-2019).

"As we continue to navigate climate uncertainty, aging infrastructure, and new water use restrictions that will greatly impact the water industry, Brian's experience and comprehensive understanding of sound water management principles will safeguard our capacity to meet future customer needs," said MSWD Board President Russ Martin.



Brian Macy
Interim General
Manager

Share your water knowledge to win prizes!

Students can show-off their creativity and water smarts by entering MSWD's Water Conservation & Groundwater Protection Calendar Drawing Contest.

- Submissions should be based on one of the below themes:
- Save water
 - Properly dispose of fats, oils and grease (FOG)
 - Clean cars at a car wash
 - Protect drinking water quality
 - Don't flush wipes
 - Use of water-efficient desert landscaping



The contest is open to all K-12 students at schools within the MSWD service area. Each student may submit one drawing that should focus on one message.

Twelve winning entries will be showcased in our 2024 community calendar, with prizes of up to \$150 in Amazon gift cards awarded to the winners. **The deadline to enter is October 3, 2023.**

How to Enter:

- Draw or paint an original picture depicting one of the six themes.
- Send entries and a completed application form to: Mission Springs Water District 66575 Second Street, Desert Hot Springs, CA 92240.

To download an application form and learn more about the contest, please visit www.MSWD.org/calendarcontest or call 760.329.6448 ext. 121 or 145.

Set Budgets and Communication Preferences in Customer Portal

Beyond bill payment options, MSWD's new Customer Connect portal also provides tools to help you stay on top of your water use throughout the month.

The portal offers water-savings opportunities by providing information and insights on consumption, possible leaks and inefficiencies.

Follow these steps to enroll:

1. Visit MSWD.org/CustomerConnect
2. Enter your MSWD account number and ZIP code
3. Click on "Find My Account" to set up your username and password

If you have questions or need further assistance, please call our office at 760.329.6448.



Nombramiento del Gerente General Interino

MSWD se complace en anunciar el nombramiento de Brian Macy como el nuevo Gerente General Interino del Distrito.

Un líder consumado con más de 30 años de experiencia en ingeniería y gestión supervisando operaciones y la planificación estratégica de los distritos de agua, Macy tiene un historial comprobado de liderazgo exitoso.

Antes de unirse a MSWD en 2019, Macy se desempeñó como Gerente General de Indio Water Authority (2013-2018) y fue Gerente General Adjunto en el Distrito Municipal de Agua de Elsinore Valley (2018-2019).

"A medida que continuamos navegando por la incertidumbre climática, el envejecimiento de la infraestructura y las nuevas restricciones de uso del agua que tendrán un gran impacto en la industria del agua, la experiencia y la comprensión integral de Brian de los principios sólidos de gestión del agua salvaguardarán nuestra capacidad para satisfacer las necesidades futuras de los clientes", dijo el presidente de la Junta de MSWD, Russ Martin.



Brian Macy
Gerente General Interino

¡Comparte tus conocimientos sobre el agua para ganar premios!

Los estudiantes pueden mostrar su creatividad e inteligencia hídrica participando en el Concurso de Dibujo del Calendario de Conservación del Agua y Protección de Aguas Subterráneas de MSWD.

Las presentaciones deben basarse en uno de los siguientes temas:

- Ahorrar agua
- Desechar adecuadamente las grasas, aceites y grasas (FOG)
- Limpie los autos en un lavado de autos
- Proteger la calidad del agua potable
- No tire las toallitas
- Uso de paisajes desérticos eficientes en el uso del agua



El concurso está abierto a todos los estudiantes de K-12 en las escuelas dentro del área de servicio de MSWD. Cada estudiante puede enviar un dibujo que debe centrarse en un mensaje.

Doce entradas ganadoras se exhibirán en nuestro calendario comunitario 2024, con premios de hasta \$ 150 en tarjetas de regalo de Amazon otorgadas a los ganadores. **La fecha límite para participar es el 3 de octubre de 2023.**

Cómo participar:

- Dibuja o pinta una imagen original que represente uno de los seis temas.

- Envíe las entradas y un formulario de solicitud completo a: Mission Springs Water District 66575 Second Street, Desert Hot Springs, CA 92240.

To download an application form and learn more about the contest, please visit www.MSWD.org/calendarcontest or call 760.329.6448 ext. 121 or 145.

Establecer presupuestos y preferencias de comunicación en el portal del cliente

Más allá de las opciones de pago de facturas, el nuevo portal Customer Connect de MSWD también proporciona herramientas para ayudarlo a mantenerse al tanto de su consumo de agua durante todo el mes.

El portal ofrece oportunidades de ahorro de agua al proporcionar información y conocimientos sobre el consumo, las posibles fugas y las ineficiencias.

Siga estos pasos para inscribirse:

1. Visita MSWD.org/CustomerConnect
2. Ingrese su número de cuenta MSWD y código postal
3. Haga clic en "Buscar mi cuenta" para configurar su nombre de usuario y contraseña

Si tiene preguntas o necesita más ayuda, llame a nuestra oficina al 760.329.6448.





SOROPTIMIST HOUSE OF HOPE, INC.

P.O. Box 1055 • Desert Hot Springs, CA 92240 • 951-849-9491 • www.recoveryhouseofhope.org

August 23, 2025

Carol Morin ty 9/17
MSWD 500.
66575 Second St.
Desert Hot Springs, CA 92240

Dear Carol,

Thank you for your generous donation of \$500.00 to Soroptimist House of Hope

We appreciate you enabling us to continue our 41-year program of supporting women in their recovery from substance use disorders.

Soroptimist House of Hope, Inc. is a non-profit corporation, governed by an elected Board of Directors. Your donation is deductible to the full extent of the law. Our Federal I.D number is #95-3652725

Your support for Soroptimist House of Hope means so much to the women currently in recovery and all the ones to come. If you would like more information about us, please visit our website at www.recoveryhouseofhope.org

Kind regards,

Dot Reed
Member
Board of Directors
760 835-4576

Mission Statement: To provide a safe, nurturing environment in which clients can learn the life skills necessary to recover from their addiction and become productive members of society.
Partially funded by Riverside University Health System – Behavioral Health –
Substance Abuse Prevention and Treatment Program