

MAY 2024

GENERAL MANAGER'S REPORT



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APPENDIX A – Finance & Accounting Information

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APPENDIX C – Federal Update from Carpi & Clay

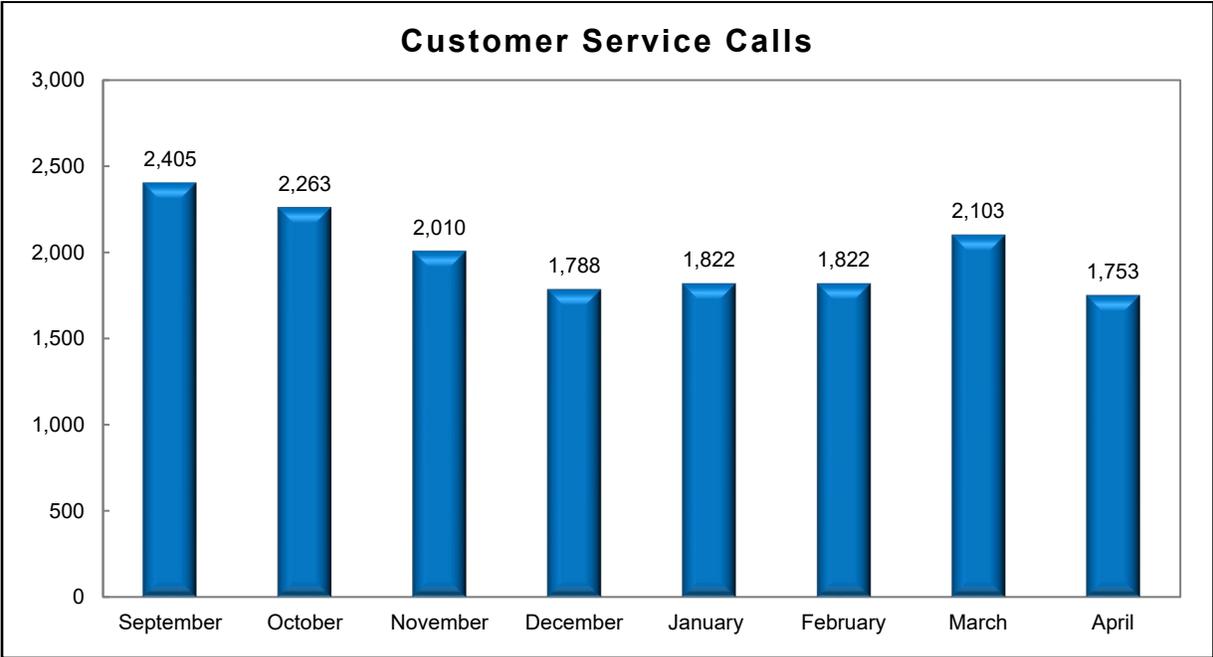
APPENDIX D – Public Affairs Information

ADMINISTRATION

Customer Service

Calls into the Customer Service Department

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

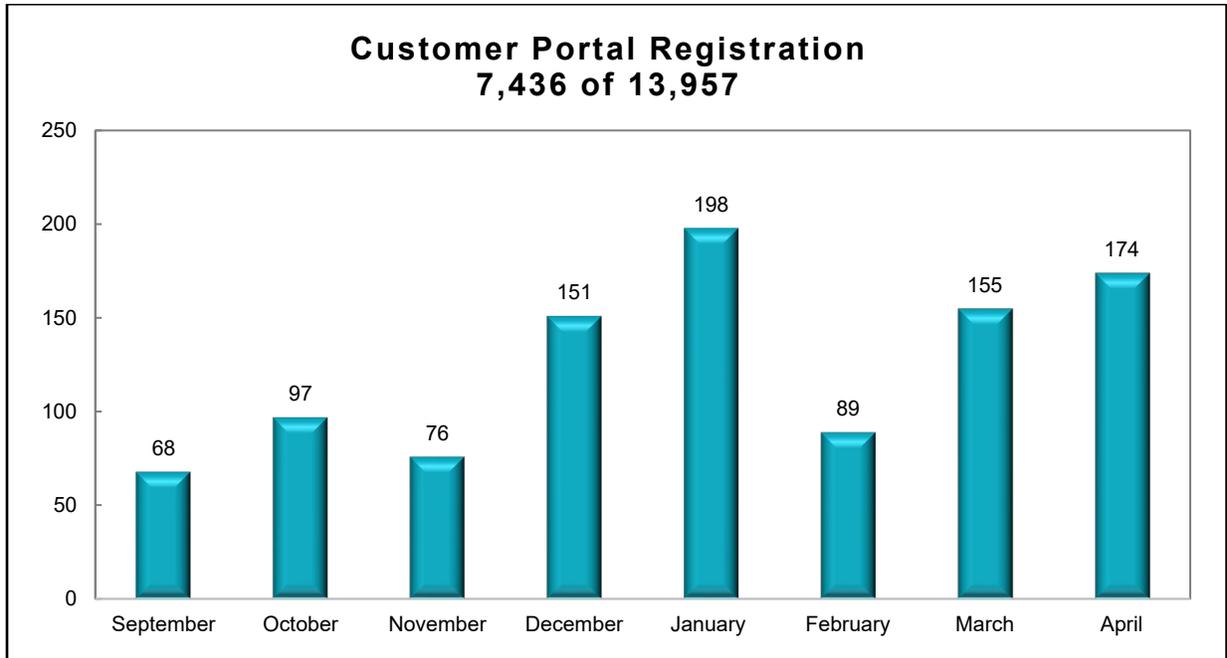


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for April 2024	Total for FY 2024	Monthly Average for FY 2024
Water Waste	3	13	1.30
High Bill Calls / Service Line Leaks	4	63	6.30
No Water	2	81	8.10
Disconnections by Request & Non-Pay	96	1,150	115.00
Reconnections by Request & Non-Pay	75	764	76.40
Service Transfers	124	1,009	100.90
High/Low Pressure	4	68	6.80
Water Quality	2	24	2.40
Other / Miscellaneous	104	956	95.60

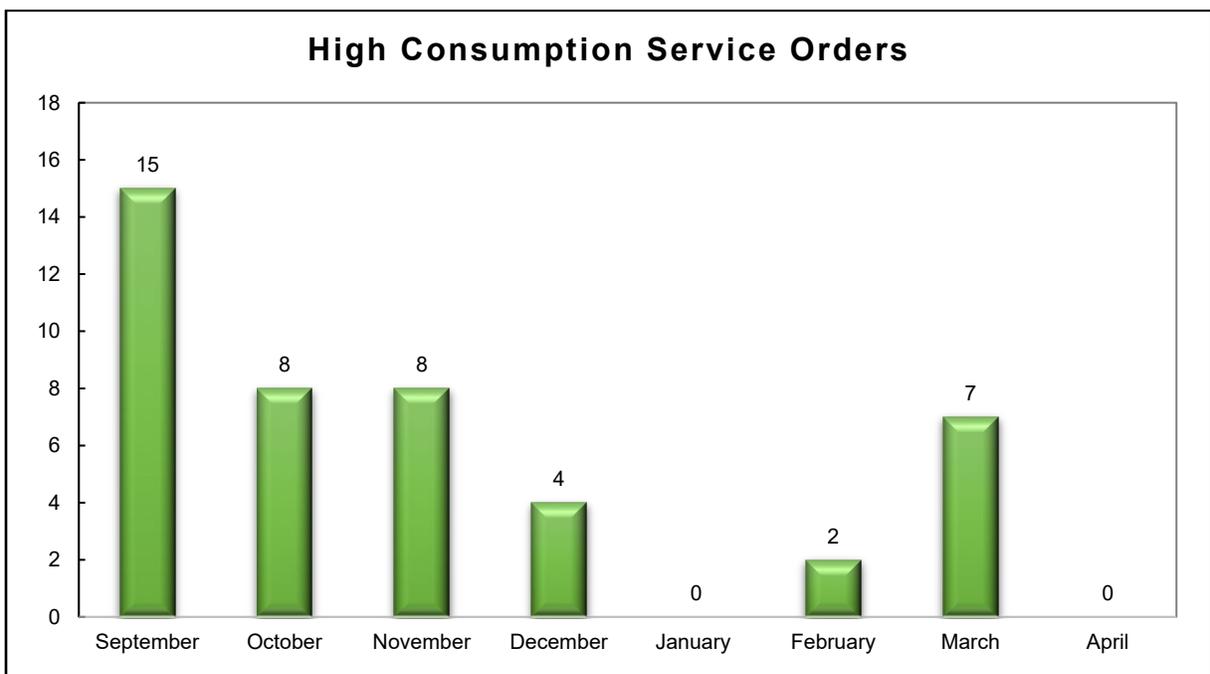
Customer Portal

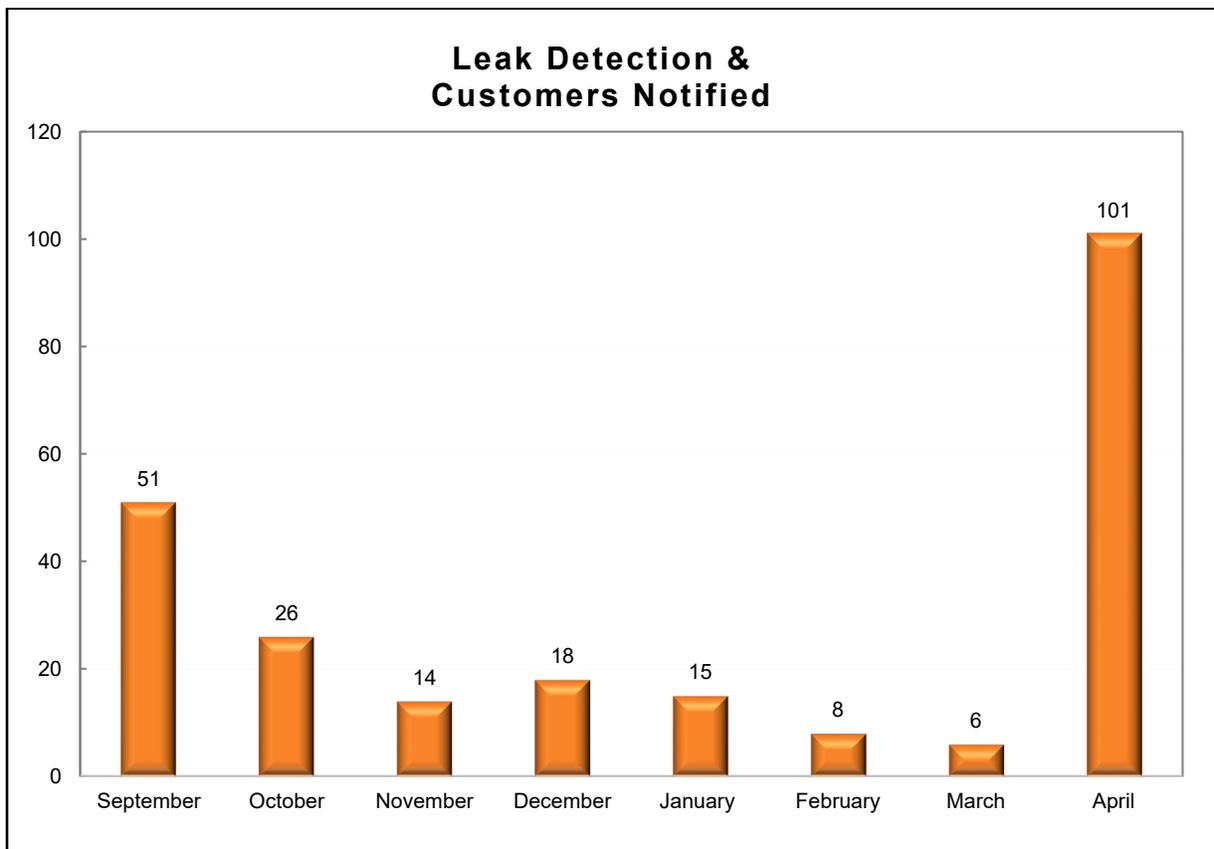
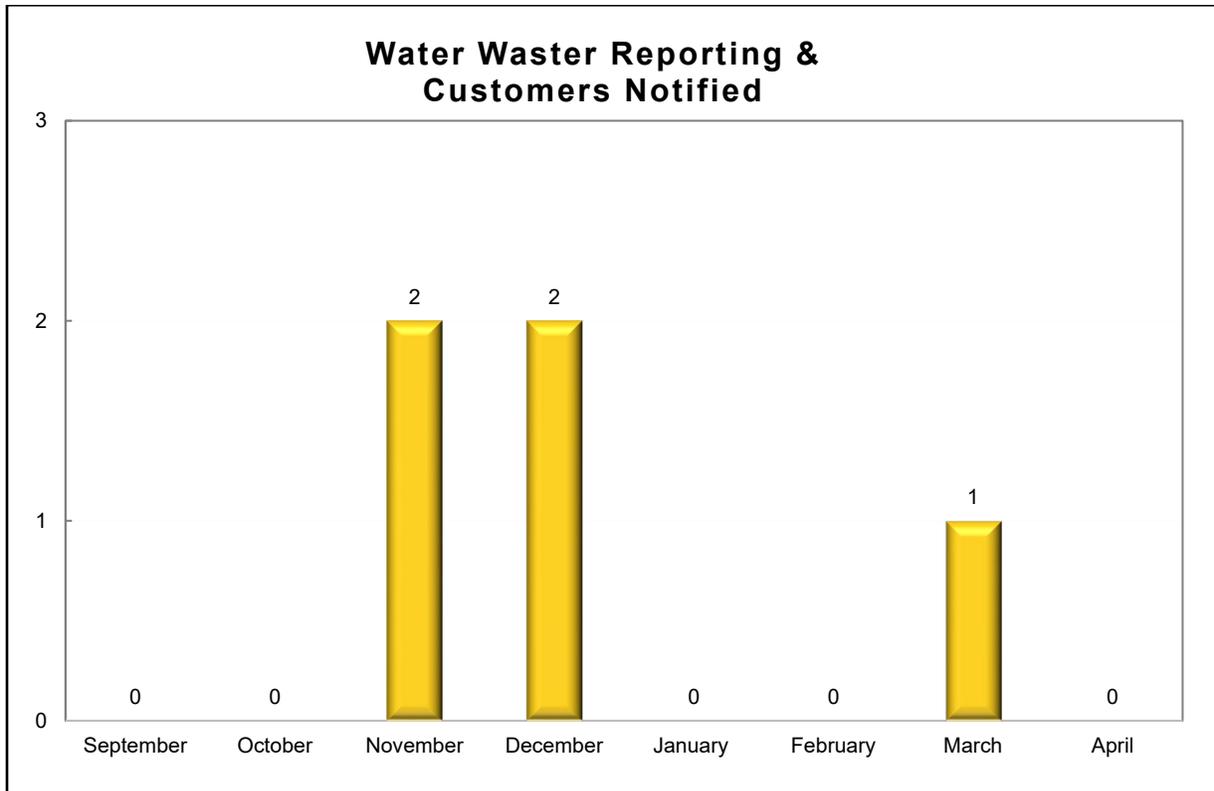
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 53%, or 7,436 customers registered so far.



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 13,957 customer accounts by the Customer Service staff.





Customer Experience Enhancement Program

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



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

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



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)	4,096	573	890	542
2022 – 2023	5,107	759	1,171	656
2021 – 2022 (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
2020 – 2021 (COVID Moratorium)	0	0	0	0
2019 – 2020 (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

Customer Bill Pay Options

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

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



Customer Bill Assistance Programs

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

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



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

Assistance Program	Customers Assisted in April 2024	Total Assistance in April 2024	Total Assistance in FY 2024
United Way of the Desert	0	\$0.00	\$6,100.00
LIHWAP / CAP Riverside	17	\$7,797.55	\$81,866.24
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Collected
171	\$48,360.63	154	\$34,742.83



Billing

During April 2024, Customer Service reviewed a total of 15,408 bills.

April 2024	Bill Count	Bill Amount
Regular Bills	11,438	\$648,669.68
Delinquent Bills	3,790	\$1,993,678.13
Closing Bills	180	\$7,114.96
Total	15,408	\$2,649,462.77

Refunds

There was a total of 38 customer account refunds totaling \$4,018.60 resulting from closed accounts for the month of April 2024.

April 2024	Refund Count	Refund Amount
Customer Refunds	38	\$4,018.60
Construction Meter Refunds	1	\$2,140.61
Total	39	\$6,159.21

Liens

Customer Service identified five accounts that were 90 days past due requiring Lien filing. Likewise, 17 Release of Liens were issued after securing payment for outstanding balances on past due accounts.



Finance & Accounting Department

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

Payroll

Payroll staff completed the 2023 Government Compensation Report with the State Controller's Office.

Staff also began working with Lincoln Financial to gather employee information and make modifications to payroll reports required by the implementation of a new investment platform that will be rolling out in May 2024 for the deferred compensation plans administered by Lincoln Financial.

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

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

Budget

Fiscal Year 2025 budget worksheets were prepared and distributed to each responsible manager/supervisor to request changes and updates for next year's budget.

Budget transfers for April 2024 totaled \$101,500:

BID	DESCRIPTION OF EXPENDITURE	G/L NUMBER	DATE	AMOUNT	BID	TRANSFER TO DESCRIPTION	TRANS TO GL NUMBER
315	TEMPORARY ADMIN LABOR	101-5060-56011-000	04-01-2024	20,000.00	614	OFFICE SUPPLIES	101-5060-53021-000
591	SLUDGE DISPOSAL	301-5640-56881-000	04-01-2024	30,000.00	581	WASTEWATER OPERATIONS MATERIALS AND EQUIPMENT	301-5640-53401-000
515	FACILITY MAINTENANCE	101-5020-53005-000	04-05-2024	2,000.00	518	DISTRICT YARD PEST CONTROL	101-5020-56381-000
545	TRAINING AND SEMINARS	201-5460-74001-000	04-05-2024	2,000.00	543	UNDERGROUND SERVICE ALERT	201-5460-56011-000
591	SLUDGE DISPOSAL	301-5640-56881-000	04-08-2024	3,000.00	578	MISC LABORATORY	301-5640-53005-000
591	SLUDGE DISPOSAL	301-5640-56881-000	04-08-2024	10,000.00	588	ROUTINE LABORATORY TESTING	301-5640-56011-000
861	PRODUCTION FACILITIES IMPROVEMENTS	201-5440-53005-000	04-08-2024	2,000.00	837	WATER PRODUCTION MAINTENANCE SUPPLIES	201-5440-53005-000
603	TEMPORARY STAFF	301-5640-56011-000	04-11-2024	1,000.00	587	SCADA MONITORING SERVICE	301-5640-56011-000
844	WELL/BOOSTER INSPECTION AND MAINTENANCE PROGRAM	201-5440-56011-000	04-17-2024	3,500.00	841	SMALL TOOLS	201-5440-53461-000
531	CLA-VAL MAINTENANCE	201-5460-53005-000	04-24-2024	10,000.00	532	MAINLINE LEAK REPAIR MATERIALS	201-5460-53005-000
662	TRAINING AND EDUCATION - HR	101-5140-74001-000	04-30-2024	3,000.00	661	EMPLOYEE RECRUITMENT	101-5140-56281-000
844	WELL/BOOSTER INSPECTION AND MAINTENANCE PROGRAM	201-5440-56011-000	04-30-2024	15,000.00	848	LAB SERVICES FOR WELLS & RESEVOIRS	201-5440-56681-000

Current Work Priorities

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

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

Accounting continues to support other departments as needed:

- Engineering
 - One reimbursable job was created to track all the expenses related to New Development project for:
 - Zakataka-landscape and water improvement plan

- Operations
 - Two new reimbursable jobs were created to track costs from:
 - Damage to hydrant at Pierson and Palm
 - Damage to hydrant at 6th and Palm
 - Four new capital jobs were created to track costs related to procuring:
 - Gehl TH842 Telehandler
 - Case 570N EP Skip Loader
 - (2) John Deere Gator TX Model
- Human Resources
 - Accounting continues to work with Human Resources to update employee forms and workflow using Laserfiche Forms; including the Boot Reimbursement form, Direct Deposit Change form, Timesheet submittal form, and the Off-Work Request form.

The Director of Finance continues to work with Raffelis on the Long-Range Financial Master Plan, providing additional backup on District cost of services.

Through CSDA the Director of Finance signed up for their mentorship program and was paired with the General Manager from Monte Vista Water District. This will give the Director of Finance a different perspective and insight of best practices in the industry.

The Director of Finance joined the GFOA's Uncertainty and Risk Advisory Group to collaborate with other government agencies through the entire US on issues and uncertainties affecting the District.

The Director of Finance signed up for and started the CSDA Certified Special District Manager that awards a certificate after completing an exam that covers various special district management, operations and governance.

The Director of Finance and staff worked with Lincoln Financial group to update and plan documents related to the 457b deferred compensation plan and to implement a 401a plan.

Cash

Total cash receipts for the month of April 2024 amounted to \$1,344,043, primarily from water and sewer customer account payments.

Cash disbursements for the month of April 2024 amounted to \$1,940,447.12 with the largest payments going to:

Entity	Amount
RE Chaffee Construction Inc	\$371,333
Net Payroll	\$272,857
Enterprise FM Trust	\$145,393
EFTPS-IRS Payroll Tax Remittance	\$141,092
ACWA-JPIA Health Benefits Authority	\$107,444
CalPERS	\$73,028

Financial Statement

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

Capital Improvement Program

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



Innovation & Technology Department

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

Department Updates

- IT continues to work with Soffa Electric on the network configuration for the Wright RWRP as more security controls are put in place and systems are tested.
- The link between the Wright RWRP and the Administration Building has been realigned for better throughput and reliability.
- IT led site walks with potential surveillance camera vendors at the Horton WWTP to begin outlining the requirements of the camera system both to replace aging hardware and to maintain a centrally managed system for both the Wright RWRP and Horton WWTP.
- IT assisted with the kick-off of the new GIS project with Timmons Group.

Technology Improvements

- IT has begun a new project to implement a new email protection system.
- Advanced file monitoring is being implemented on the District servers.
- An updated password policy is being deployed to all staff.
- IT worked with Field Services to create a more effective way for backflow management and inspection scheduling.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

Cyber Security News Roundup

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

- It was discovered that a Microsoft storage server related to their Bing search engine was left open and unsecured on the Internet allowing access to configuration files containing internal passwords to other Microsoft services. ([Techcrunch](#))
- A critical bug in LG smart TV's WebOS TV versions 4 through 7 was discovered to allow complete device takeover. LG was informed of the vulnerability in November 2023 and a patch was issued on March 22, 2024. It is recommended that LG smart TV owners check for and install the latest OS updates. ([Cybernews](#))
- UnitedHealth revealed that the source of their breach was the use of compromised user credentials for Citrix, which provides employees with remote network access. Hackers then took advantage of a Citrix vulnerability to encrypt files and demand a ransom be paid. ([Reuters](#))

Intelesys IT Support

April 2024 completes the District's third month of IT support through Intelesys. Below is their report on April 2024 activities.

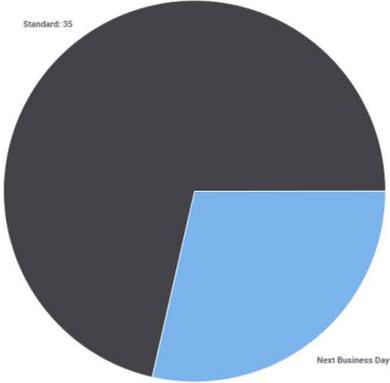


INTELESYS
IT for Public Sector

Mission Springs — April 2024 Client report

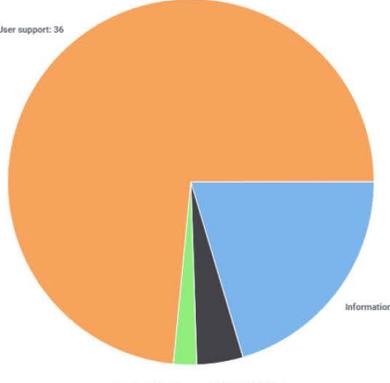
Client Activity Report and Analysis

Tickets received by Priority



Client Service Rating	
Overall Satisfaction	100%
Number of Service Requests	52
Number of Survey Responses	3
Response Rate	5.8%

Tickets received By Type



Tickets Received 49

Tickets Closed 52

Ticket MTTR 9.6 hr.

Client Hours

Hours on SOs	84
Hours on Projects	23
Meeting Hours	9
TOTAL HOURS	116

securing^{Technology}



Mission Springs — April 2024 Client report

Client Meetings

Meeting Title	Topics	Time Allocated
Weekly Technology Review (During Onboarding)	<ul style="list-style-type: none"> Mail Protection Solution Mobile Device Management (MDM) solution Server refresh 	8 hours
GoTo Demo	Demo of the GoTo Connect platform	1 Hour

Client Open Projects

Project Title	Purpose
Wright Wastewater Plant Network	Setup and configure network connectivity for new plan.
Advanced Monitoring setup	Configure the servers for alerts on new files created
Mail Protection	Increase inbound mail protection and visibility

Client Pending Projects

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

Client Closed Projects

Project Title	Purpose
New MFA deployment	Increase MSWD network security

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 \$26,287.48, and the total issued for use by field crews totaled \$45,378.61, for April 2024.



ENGINEERING & OPERATIONS

Engineering Department

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

Well 42 Project

As recommended by the hydrogeologist, the contractor completed a downhole video of the well to assess its condition. The hydrogeologist then prepared a downhole rehabilitation plan to remove the biofilm and encrustation found to be present along wetted casing and screen intervals below the static water level. MSWD is reviewing the rehabilitation plan and upon approval, will direct the contractor to complete the necessary work.

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

Staff had a meeting with the property owner to discuss a new alternative alignment for the sewer at the south end of Hildago Street. The owner was not receptive to the new alternative that was presented. Therefore, staff is evaluating the next steps.

Well 22 Rehabilitation

Staff has completed evaluation of bids and the project was awarded to Canyon Springs Enterprises for the Well 22 Rehabilitation at the April 2024 Board Meeting. Staff is currently working with the contractor on scheduling the project and executing the agreement.

Water and Wastewater System Comprehensive Master Plan Updates

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

AD-18 – GQPP Sewer Project Area “D3”

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

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

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

Backup Generators for Well Sites 27-32 and 37 Projects

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

Well 34 Rehabilitation

Construction was scheduled to be completed in March 2024; however, due to weather and material procurement delays, it will extend into June 2024. Both Booster Pumps 1

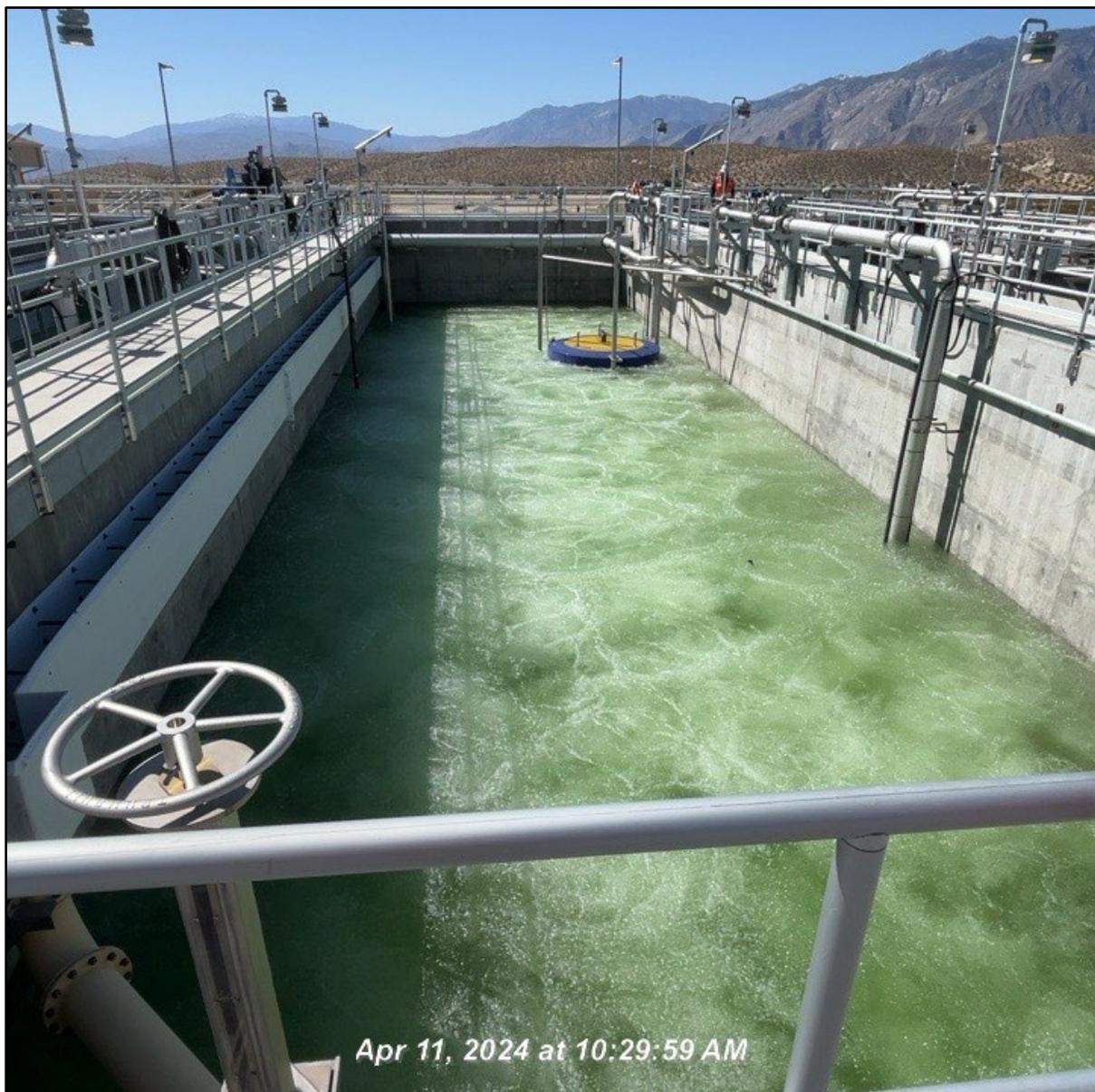
and 2 were pulled to investigate the condition and determine scope of rehabilitation efforts.

Regional Water Reclamation Facility

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

The contractor continued construction on the Regional Water Reclamation Facility (RWRF). Through the month of April 2024, JF Shea Construction:

- Continued outfitting the operations building, wiring, electrical, and security throughout the facility, and site finish work.
- Continued on the startup, testing, troubleshooting, and training on the various individual components and systems within the plant.
- Completed the clean water testing.



Following recording of the grant deed for the permanent easements along 20th Avenue, staff contacted Yellow Jacket Drilling to obtain a schedule to mobilize and complete construction of the third required monitoring well.

Staff received comments on the access agreement with the owner to access a private well near Palm Drive and Interstate 10 required for annual sampling and reporting to the RWQCB. Staff is reviewing with MSWD legal counsel.

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

- Staff received an update that the Reimbursement Request No. 2 has been processed and a check is forthcoming.
- Staff received an update that the Conveyance Line FBA is still in review by the State.

RWRF Conveyance Line

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

The contractor completed construction of the gravity sewer along Little Morongo Road between 18th Avenue and Dillon Road. The portion across the SCE transmission crossing still remains.

Staff continues to coordinate with SCE to resolve the easement issue along Little Morongo Road south of 18th Avenue.

Area M2 Sewer Collection System (AD-15)

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

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

The 60% design plan check has been completed and returned to the consultant to review and begin the 90% design.



Operations & Maintenance

Construction & Maintenance

Water Line Locations

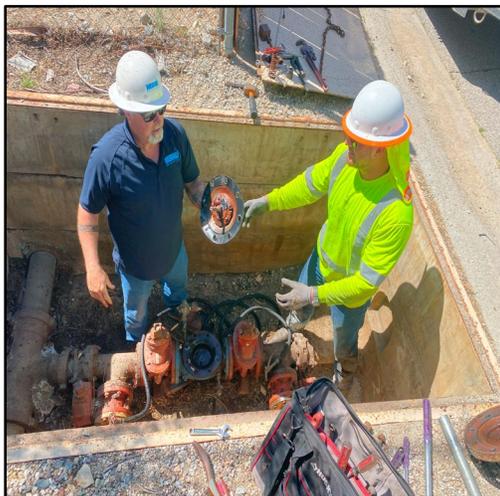
Staff completed approximately 374 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Replacement

Staff continued to repair and replace components of the water distribution system keeping it in optimum working order and properly functioning without any interruption. Below is a summary of the repairs and replacements completed in April 2024.

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



Water System Maintenance

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

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



- Staff potholed several locations along Mission Creek at the water main crossings preparing for the replacement of water mains associated with Tropical Storm Hilary.



CMMS Workorder Program

A total of 22 work orders were processed in April 2024 using the CMMS program.

New Water Meter Service Installation

Staff installed 17 new water service lines in April 2024.

Fire Flow Testing

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

Fleet & Facility Maintenance

Janitorial Services

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

Building Maintenance

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

- Built an office chair for April in the Administration Building.
- Cleaned up trash in the Administration Building dumpster enclosure.
- Installed signs and barbed wire on the new Corporate Yard gate.
- Built a palletized chlorine enclosure for the Production Department.
- Made irrigation repairs at Well 25, Well 28, and Two Bunch Reservoir.
- Secured antenna cables at the Wright RWRF.
- Repaired irrigation breaks at the Administration Building parking lot.
- The drain in the Corporate Yard shop restroom was snaked with assistance from the Wastewater department.
- Sealed holes in the Corporate Yard Shop roof.
- Replaced the exterior outlet cover on the Accounting Trailer.
- Prepared all the Corporate Yard swamp coolers for upcoming use.
- Welded chain to the gate at the MSWD Airport well property.
- Replaced both flags at the Administration Building due to wear.
- Re-mounted cross beams at the Administration Building front shade structure.
- Assisted Amanda in office relocation, raised desk, hung whiteboard, and bulletin boards in office per her locations.
- Replaced failed air hose in the Corporate Yard shop and drained the water filter.
- Readjusted rooftop antennas at the Administration Building for Kurt.
- Removed excess pole length above the Horton WWTP antenna at the Administration Building.
- Built mount for a tire spreader for use in the Corporate Yard Shop.
- Trimmed palm tree in the northwest corner of the Corporate Yard.
- Assisted April in swapping desks for her new office.
- Cleaned up trash around the Corporate Yard gate.
- Replaced vent fan in the lower Administration Building hallway restroom.

Standby Generator Monthly Maintenance Program

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

Fleet Maintenance/Repairs

- Unit 433 had license plates Installed.
- Unit 362 had battery replaced due to dead cell and rear bucket tooth replaced.
- Unit 418 had the starter button replaced as the original was used to repair Unit 419.

- Unit 399 had the rear glass replaced on the cab, a new hydro boost unit installed, and had the utility crane inspected and greased.
- Unit 435 had the preventative maintenance service and tire rotation performed.
- Unit 391 had the crane removed for installation on Unit 442.
- Unit 442 was taken in to have the crane installed and rack modifications made.
- Unit 402 had the rear brake pads replaced.
- Units 424 and 431 had fire extinguishers mounted in the cab.
- Unit 424 had a broken outrigger pin replaced.
- Unit 425 had the 500-hour service performed, all filters and oil were changed, and all grease points lubricated.
- Units 409, 410, and 412 had range extending antennas installed.
- Unit 390 had the preventative maintenance service performed, rear tires replaced at Desert Tire, and cabin filter changed.
- Unit 435 had a recall performed at Jessup.
- Unit 398 had the utility crane inspected and greased.
- Unit 434 had a directional lightbar installed on the rear of the truck.
- Unit 397 had all 4 rear tires replaced at Desert Tire.



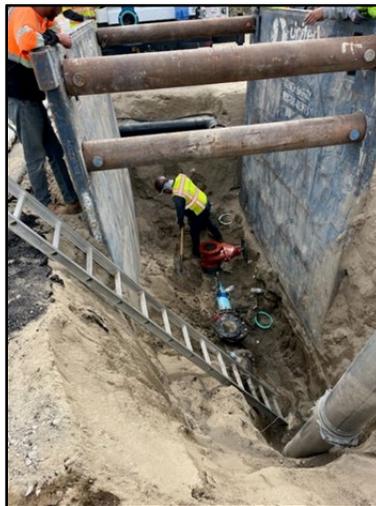
Wastewater Collections

Sanitary Sewer Overflows (SSOs)

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

Dos Palmas Lift Station

Operators conducted daily site visits to ensure proper pump operation, SCADA (Supervisory Control and Data Acquisition) system functionality, and site security. Staff completed a confined space entry to replace the low-level float for the lift station. Since all four floats have been replaced, we have not had any abnormal alarm calls from the pumps going out of sequence. Downing Construction was able to successfully bypass the lift station force main to install all the valves and pipes to allow the force main to go in either direction, Horton WWTP or Wright RWRP. The lift station is now back in normal operation.



Sewer Line Locations

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

Sewer Line/Collections Maintenance

- Staff completed 42 CCTV inspections, totaling 12,994 feet in April 2024.
- Zero miles of sewer mainline were cleaned in April 2024.

Wastewater Treatment

Plant Maintenance

Staff spent 520.5-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 148.2-man hours operating the sludge belt filter press, including filling and removing 17 trailers of sludge from the Horton and Desert Crest WWTPs.

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

Staff completed a confined space entry to inspect the vortex grit removal unit for the Horton WWTP.



Staff had All Valley Crane come out to pull out the auger at the headworks to replace the brush on the auger. While the crane was here, staff replaced the spider couplings in aerators 8 through 11 on aeration tanks 4 and 5.



Pond Maintenance

Ponds 1, 3, 6, 7, and 8 were cleaned and rehabilitated during April 2024. Pond 1 was cleaned and rehabilitated twice this month.

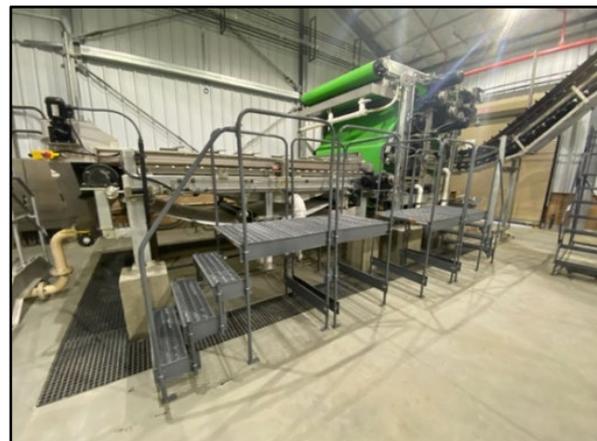
Weekly Wastewater Training

The training courses aim to provide all operators with consistent knowledge and a better understanding of processes, including operating equipment more proficiently. This training helps keep operators safe while completing maintenance. A summary of this month's training includes:

- Wastewater Required State Reporting
- Wright RWRf Waste Discharge Requirements (WDR)

Nancy Wright RWRf Startup Training

Staff has started training on various equipment throughout the Nancy Wright RWRf.



Wastewater Report

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

New Sanitary Service Connections to Collection System					
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	4	4	18	8	7
August	12	26	20	4	1
September	17	20	20	5	2
October	3	13	36	9	4
November	7	8	29	50	10
December	21	8	12	9	3
January	2	35	14	21	7
February	1	4	7	23	5
March	1	24	17	48	1
April	7	16	7	18	3
May		9	16	17	11
June		4	2	21	7
Total	75	171	198	233	61

Additional sanitary service connection information is provided in Appendix B.

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

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

Additional wastewater flow information is provided in Appendix B.

Water Production

Water Pumped/Produced

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

- MSWD (CA3310008) – 633.71 Acre Feet (206.50 MG)
- West Palm Springs Village (CA3310078) – 12.09 Acre Feet (3.93 MG)
- Palm Springs Crest (CA3310081) – 3.88 Acre Feet (1.26 MG)

Water Sampling/Testing

- Bacteriological Sampling – Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area (WPSV and PSC systems), and four well samples in ID-E.
- Staff also collected 16 general physical samples in MSWD and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling – The monthly uranium sampling was completed on April 1, 2024.
- Monthly Reporting – The District's Monthly Coliform Monitoring Report for April 2024 for all three water systems was sent to the SWRCB on May 10, 2024.

Chlorination System Updates

- Chlorination Pumps – Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning – Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All the chlorine pumps were cleaned during the month of April 2024.
- Sodium Hypochlorite (Chlorine) Usage – During the month of April 2024, a total of 1,414 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and our production facilities. (Reflects usage in the MSWD and ID-E water systems.)
- Chlorine Residuals at Production Well Sites – In April 2024, the Production staff checked and documented the chlorine residuals at all wells in use 225 times. The average chlorine residual of these readings was 0.90 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals – During the month of April 2024, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 85 times. The average chlorine residual of these readings is 0.75 ppm. (This data reflects the MSWD and ID-E water systems.)

Well Soundings

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

Production Facility Updates

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

- Well 22 Rehabilitation – While this well is mechanically operational, we've continued to experience intermittent failing bacteriological test. Staff is working to find a resolution to this issue.
- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on April 10, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Well 24 Update – The well is still offline, and the pump is currently out of the well. MSWD staff has determined that it is best to run this well to failure. We are working with contractors to bring this well back into operation as soon as possible.
- Well 31 Pump Noise – The pump has been removed from this well and is currently being inspected for necessary repairs. Additionally, since the pump is out of the well, we are having a video survey and EMDS (well casing study) performed on the well.
- Well 29 Chlorine Analyzer Servicing – Staff replaced the DPD and cleaned the sample cell on April 25, 2024.
- Well 33 Chlorination System Upgrade Project – Staff are working diligently to complete the upgrades. This project is considered 95% complete. The remaining item to be completed is its integration into the PLC/SCADA control system. This should be completed by mid-May 2024.
- Well 27/31, Valley View, and Overhill PLC (Programmable Logic Controller) Upgrade Project – The PLC upgrade project has been completed. This project has improved the communications between the sites and the booster pump control logic to a Lead/Lag Alternator strategy. This will help ensure that each pump has an equal number of run-time hours.
- Security Camera Maintenance – Using the new bucket truck, staff cleaned the cameras at Wells 22, 24, 29,, 34, and Worsley Reservoir.
- Well 37 Chlorine Analyzer Leak – Staff found the chlorine analyzer to be leaking on April 30, 2024. A replacement part has been ordered and is expected to be installed by May 6, 2024.
- Well 32 Water Box Leak – The Discharge Head Water Box drain line was damaged. Staff repaired this drain line and routed the water away from the well pedestal to prevent corrosion.
- Well 37 Security Door Switch – Staff replaced a damaged security door switch for the chlorine room.



Water Report

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

New Service Connections to the Water System					
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	5	6	18	7	4
August	14	28	19	6	10
September	19	22	23	18	2
October	4	16	33	13	3
November	9	10	27	10	16
December	5	9	9	2	17
January	5	26	14	15	6
February	3	14	8	13	8
March	6	29	19	16	2
April	11	24	6	11	1
May		16	19	15	12
June		5	1	24	11
Total	81	205	196	150	92

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production (AF)							
	FY 2023/24	Variance from Prior Year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20
		AF	%				
July	789.99	38.20	5.08	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23	850.19	839.93	885.31	795.18
September	675.06	-40.97	-5.72	716.03	738.65	784.80	757.08
October	709.23	17.25	2.49	691.98	665.18	755.84	709.39
November	629.05	29.66	4.95	599.39	679.85	690.13	619.87
December	529.99	-24.28	-4.38	554.27	565.48	588.32	537.23
January	556.57	26.18	4.94	530.39	580.28	537.96	553.20
February	458.69	-31.72	-6.47	490.41	527.34	495.61	520.85
March	560.24	59.87	11.97	500.37	601.44	625.80	557.73
April	649.67	97.33	17.62	552.34	624.07	649.34	573.02
May				726.25	745.36	723.62	698.99
June				682.09	730.02	761.63	806.02
Total	6,296.23	59.07	0.95	7,645.50	8,094.17	8,356.13	7,981.79

Additional water production information is provided in Appendix B.

Water Resources

Below is a list of water resources related activities for April 2024:

Integrated Regional Water Management Planning

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

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

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

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

San Gorgonio Pass Subbasin Sustainable Groundwater Management Act Compliance

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

Indio Subbasin Sustainable Groundwater Management Act Compliance

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

Salt and Nutrient Management Planning

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



PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

ACWA 2024 Legislative Symposium: April 10, 2024

MSWD's management team and board members attended ACWA's Spring Legislative Symposium, which focused on issues impacting water agencies across the State. The event focused on up-to-date information on critical water policy issues, including Conservation as a Way of Life and SGMA implementation.



Assemblyman Wallis Tour of the MSWD Regional Water Reclamation Facility: April 12, 2024



On May 12, 2024, MSWD hosted Assemblyman Greg Wallis for a tour of MSWD's new Nancy Wright Regional Water Reclamation Facility. Support from our elected officials has been instrumental in making this project possible. Together, we're advancing sustainable water solutions for our community.

Women's Club Spring BBQ Fundraiser: April 13, 2024

As part of our commitment to community engagement and support, MSWD proudly supported the Desert Hot Springs Women's Club Annual Spring BBQ Fundraiser. Proceeds from the event provide scholarships for Desert Hot Springs High School students, positively impacting our local community.



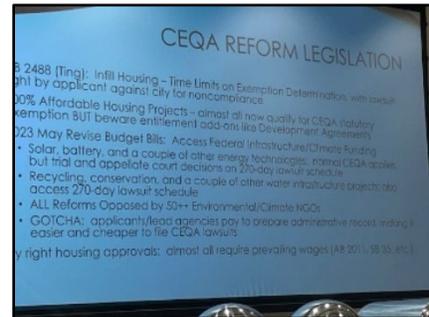
Coachella Valley Business Conference and Economic Forecast: April 18, 2024

Board members and staff attended Riverside County's Economic Forecast hosted by the Riverside County Board of Supervisors and the Riverside County Office of Economic Development. The event provided business professionals with valuable insights into current trends, the health of the region's economy, and the economic outlook for the Coachella Valley 12. Attendees had the opportunity to network, explore exhibitor booths, and gain knowledge about small business resources available locally.



BIASC Coachella Valley Housing, Infrastructure, and CEQA Event: April 23, 2024

The Public Affairs office and Board had the opportunity to engage in discussions related to housing, infrastructure, and the California Environmental Quality Act (CEQA) during an event hosted by the Building Industry Association of Southern California (BIASC). The event brought together industry leaders committed to creating a better future for California through community building, job creation, and housing opportunities.



ACWA 2024 Spring Conference and Expo: May 7-9, 2024

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

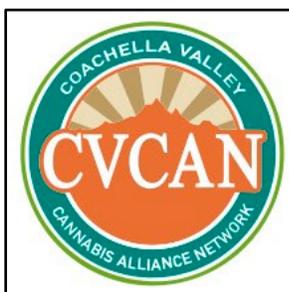


MSWD Blood Drive: May 15, 2024

Mission Springs Water District (MSWD) is partnering with LifeStream Blood Bank to host a blood drive on Wednesday, May 15, 2024, between 7:00am to 12:00 pm in the MSWD Boardroom. To sign up and save a life, click on the link here.



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



The Coachella Valley Cannabis Alliance Network (CVCAN) is hosting an event called “Let’s Talk Cannabis Tourism.” This event is specifically designed for hotels, attractions, visitor information centers, event producers, hospitality frontline staff, and tourism businesses in the Coachella Valley.

CSDA Special Districts Legislative Days: May 21-22, 2024

Special Districts Legislative Days is an event that brings together various special districts in California to address shared public policy challenges. As the California State Legislature grapples with a projected \$38-58 billion budget deficit, and the California Supreme Court considers the constitutionality of an initiative that could disrupt state and local government functions, this gathering provides an opportunity for special districts to understand and influence policy decisions.



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



The 2024 Big Heart Awards are scheduled for Thursday, May 23, 2024, from 5:00 to 9:00pm PDT at the Miracle Springs Resort & Spa in Desert Hot Springs, California. This special in-person event celebrates individuals who have demonstrated exceptional kindness and compassion in the community. The proceeds from the awards will directly fund the Desert Hot Springs Rotary Club Youth Projects, supporting essential programs and opportunities for local youth. It's a heartwarming evening filled with gratitude and positivity!

Water Talks with MSWD: May 29, 2024

Water Talks with MSWD is a monthly event hosted by the Mission Springs Water District. During these talks, participants explore crucial water topics that shape the future of the valley and state. The May 29, 2024, session will focus on water quality and new State regulations that will impact MSWD operations.



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

Youth Programs

Earth Day Celebration with Cabot's Museum and Desert Hot Springs High School REAL Academy

In partnership with Cabot's Pueblo Museum and the Desert Hot Springs High School REAL Academy, Mission Springs Water District proudly unveiled a remarkable student-created 3D model of the watershed.

The event, held at Cabot's Pueblo Museum, attracted community members and local leaders to witness the unveiling ceremony and engage in discussions surrounding our community's water resources.

The centerpiece of the event was the unveiling of the innovative 3D model of the watershed, meticulously crafted by students from the Desert Hot Springs High School REAL Academy. The project represents a significant step towards raising awareness about water conservation in the desert region and fostering hands-on learning experiences for students.

The ceremony featured notable speakers, including Jeff Bowman, President of Cabot's Pueblo Museum Board of Directors; Scott Matas, Mayor of Desert Hot Springs; Ivan Sewell, President of Mission Springs Water District Board of Directors; John Gerardi, Trustee of Palm Springs Unified School District; and Casey Heiser, Instructor/Advisor at Desert Hot Springs High School REAL Academy. Desert Hot Springs High School students also shared their insights and experiences from the project.



The model is currently being displayed in the “water room” at Cabot's Pueblo Museum. The unveiling ceremony is also available for viewing on the MSWD Facebook page.

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



Earlier this month, MSWD welcomed two new Desert Hot Springs High School interns through a partnership with the Desert Hot Springs High School REAL Academy! First up, Kaleb and Gabriel met with Chad Finch, our Water Production Supervisor, who showed them the fascinating world of our water system and how we move water from the ground to your homes. Next, they took a tour of our facilities with General Manager Macy before starting rotations in our Engineering and Public Affairs Departments.

Project WET Teacher Training

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

Project WET Workshop
Thursday, June 27, 2024 | 8:30 am - 2:30 pm

Join Coachella Valley Water District for our Project WET workshop that will provide K-12 educators with an abundance of multi-disciplinary tools and hands-on activities. All activities are tied to Common Core and Next Generation Science Standards. Participants will receive a copy of the all-new Foundations of Water Education Guide.

\$20 fee will be reimbursed upon workshop completion.

REGISTER
Registration closes
June 25, 2024

CVWD Palm Desert
75515 Hovley Ln. East
Palm Desert, CA 92211

Questions? Contact Paula Alcantara
palcantara@cvwd.org
(760) 398-2661 ext. 2298

Public & Media Outreach

Customer Survey

MSWD is excited to announce the launch of a customer survey aimed at redesigning the monthly water bill experience. This initiative underscores our commitment to delivering exceptional service and engaging our valued community in shaping the future of our utility statements.

Starting April 25, 2024, customers of MSWD are invited to participate in this survey, which will run through Friday, May 24, 2024. The survey seeks to gather feedback from customers regarding their preferences, and suggestions for improving the current water statement format. By sharing insights, customers can play a vital role in driving positive change and enhancing the overall customer experience.



The survey covers a wide range of topics, including:

- Clarity and readability of the current statement
- Understanding of charges and billing information
- The importance of graphs and visual representations of water use
- Request of feedback of what additional features or information customers would like to see on their statements to improve usefulness

Participation in the survey is simple and convenient. Residents can access the survey online through the MSWD website, the Customer Connect portal, or through the provided link in email communications. English and Spanish paper copies of the survey are also available upon request for those who prefer traditional methods. For more information, visit www.mswd.org/survey.

Customer Newsletter

Our April 2024 Water Matters newsletter features information about our new rebate offerings.

A copy of the newsletter is included in Appendix D.



Legislative Update

Federal: Fiscal Year 2025 Appropriations Update

Earlier this month, House Republican leadership announced that Rep. Tom Cole (R-OK) would be taking over as the new Chair of the Appropriations Committee. The previous Committee Chair Kay Granger (R-TX) announced last month her intent to step down from the leadership position effective immediately. With the appointment of the new Chair, the House Appropriations Committee has been in the process of putting together guidance from Members on the Fiscal Year (FY) 2025 appropriations process. The Committee has shared information with Members regarding programmatic and language requests and guidance related to community project requests. Over in the Senate, the Senate Appropriations Committee provided deadlines to Senators for community project request submissions, which are due to the respective subcommittees the second week of May 2024. Additional information is available in Appendix C.

Federal: EPA Releases PFAS National Primary Drinking Water Regulation

The Environmental Protection Agency (EPA) released its final PFAS National Primary Drinking Water Regulation. This National Primary Drinking Water Regulation establishes the following legally enforceable Maximum Contaminant Levels (MCLs) for six per- and polyfluoroalkyl substances (PFAS) in drinking water. Additional information is available in Appendix C.

California: State Water Board Adopts Rulemaking for Chromium-6 MCL

The State Water Resources Control Board last month adopted a new Maximum Contaminant Level (MCL) of 10 parts per billion (ppb) for Hexavalent Chromium (Chromium-6) in drinking water.

The regulation applies to all water suppliers, including small public water systems (PWS). Prior to taking effect, the regulation must first be approved by the Office of Administrative Law. Once approved, it is expected that the regulation will take effect by October 2024. Water suppliers will be required to comply with the regulation in accordance with the following specified timelines. PWS with 10,000 or more connections will be required to comply within two years after the MCL takes effect.

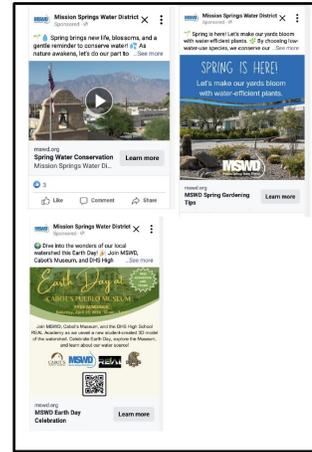
California: Climate Resilience Board

The California Legislature is currently considering placing a general obligation bond measure on the November 2024 ballot to fund investments that will support California's climate resilience. ACWA is advocating in support of a climate resilience bond measure that includes significant funding for water infrastructure. Specifically, ACWA is advocating for a \$7.85 billion investment in water infrastructure that focuses on a number of critical water issues including, dam safety, recycled water, safe drinking water, groundwater recharge and storage, flood protection, conveyance, regional watershed resilience, storage, State Water Project improvements, and water conservation. For a factsheet on the proposed bond, please see Appendix D.

MSWD Digital Advertising

The District featured three Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign garnered almost 276,000 impressions and 2,130 link clicks. Our Facebook ads garnered more than 154,000 impressions and 613 link clicks.

A full report is included in Appendix D.



Social Media

A copy of the April 2024 social media report can be found in Appendix D. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included the live recording of the Earth Day Event, a Worker Wed post, and the Assemblyman Greg Wallis tour.

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
<p>ASM Wallis Tour 🇺🇸💧 Grateful to Assemblyman Greg Wallis for visiting and t...</p> <p>18.4%</p>	<p>REAL Academy Interns 🏡 MSWD welcomed two new Desert Hot Springs High School int...</p> <p>726</p>	<p>News Release: Enhanced Rebates 📄 News Release: MSWD Announces Enhanced Rebate Offerings P...</p> <p>3</p>
<p>Worker Wed - tight space 📢 Shout Out to Our Amazing C&M Crew! 💧💧 To all the dedic...</p> <p>15.84%</p>	<p>News Release: Enhanced Rebates 📄 News Release: MSWD Announces Enhanced Rebate Offerings P...</p> <p>247</p>	<p>Earth Day Event 🌍📅 Mark your calendars and join MSWD, Cabot's Pueblo Muse...</p> <p>2</p>
<p>Earth day event!</p> <p>14.86%</p>	<p>Earth Day Event 🌍📅 Mark your calendars and join MSWD, 215 Cabot's Pueblo Muse...</p> <p>215</p>	<p>REAL Academy Interns 🏡 MSWD welcomed two new Desert Hot Springs High School int...</p> <p>2</p>

CV Water Counts

In April 2024, CV Water Counts maintained robust Google Ads campaigns, amassing more than 447,000 impressions across display, search, social, and video formats, while the website witnessed steady traffic and engagement, with 3,791 users viewing more than 7,000 pages. Meanwhile, the e-Newsletter continues to perform extremely well, with an open rate of nearly 60% in April 2024.



Rebates & Conservation

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

Toilet Rebates

The District funded one toilet rebate application in April 2024 totaling \$100.

Turf Rebates

The District received one new turf rebate application in April 2024, pending payment totaling \$1,859.58. Also, there is still one pending application totaling \$3,000.

Conservation Kits

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

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
04/03/2024	Mission Lakes CC Women's Golf Assn.	Invitational Golf Tournament	5
04/06/2024	Food Now	Chile Cookoff Fundraiser	5
04/11/2024	Mission Lakes CC	Spring Team Golf Tournament	3
04/17/2024	DHS High School	REAL Academy Event	5
04/18/2024	Friends of the Library	Author Series	6
04/22/2024	Desert Physicians Medical Group	Community Sports Physicals for Local High Schools	5
04/27/2024	Elks Lodge	Charity Golf Tournament	4
Total			33



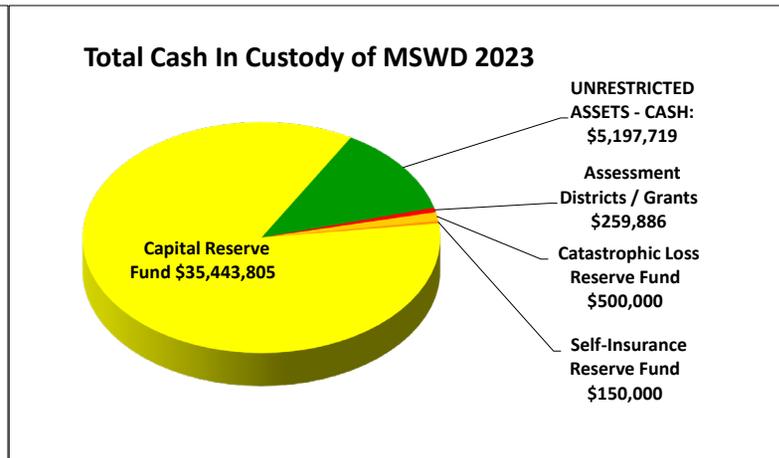
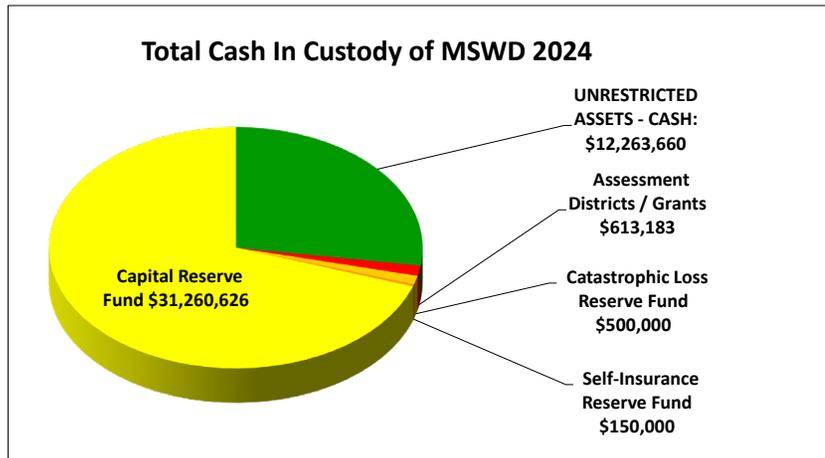
APPENDIX A – Finance & Accounting Information

MISSION SPRINGS WATER DISTRICT
COMBINED FUNDS
DISTRICT SUMMARY
JULY 1, 2023 TO MARCH 31, 2024

YEAR TO DATE				JULY 1, 2022 TO MARCH 31, 2023				
ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE)	FAVORABLE (UNFAVORABLE)	ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE)	FAVORABLE (UNFAVORABLE)	
		VARIANCE AMOUNT	VARIANCE PERCENT			VARIANCE AMOUNT	VARIANCE PERCENT	
16,499,671	15,950,691	548,980	3%	15,655,523	15,989,818	(334,295)	-2%	
16,124,857	16,786,198	661,341	4%	12,042,508	12,747,628	705,120	6%	
<u>374,815</u>	<u>(835,507)</u>	<u>1,210,322</u>	145%	<u>3,613,015</u>	<u>3,242,190</u>	<u>370,825</u>	11%	
				OPERATING REVENUE:				
7,014,977	6,539,598	475,379	7%	2,978,557	2,742,806	235,751	9%	
733,454	797,913	64,459	8%	490,262	1,198,542	708,280	59%	
<u>6,281,523</u>	<u>5,741,685</u>	<u>539,838</u>	9%	<u>2,488,294</u>	<u>1,544,264</u>	<u>944,030</u>	61%	
				ADD NON-OPERATING REVENUE				
				LESS NON-OPERATING EXPENSE				
<u>6,656,338</u>	<u>4,906,178</u>	<u>1,750,160</u>	36%	<u>6,101,309</u>	<u>4,786,454</u>	<u>1,314,855</u>	27%	
				NET OPERATING INCOME				
				NET NON-OPERATING INCOME				
				NET INCOME				

OTHER INFORMATION

	5.91	DEBT SERVICE RATIO	8.79
	1.03%	INVESTMENT RETURN	0.27%
EARNED \$	32,638	WELLS FARGO LOAN INTEREST	\$ 53,200 PAID
	\$ 42,784,058	CASH - JULY 1	\$ 47,763,075
	\$ 2,003,411	INCREASE/(DECREASE) IN CASH	\$ (6,211,665)
	<u>\$ 44,787,469</u>	CASH - END OF PERIOD	<u>\$ 41,551,410</u>
WELLS FARGO \$	12,263,660	UNRESTRICTED CASH	\$ 5,197,719
WELLS FARGO \$	595,222	RESTRICTED - ASSESSMENT DISTRICTS	\$ 714,266
CALTRUST \$	6,925,222	RESTRICTED - SHORT TERM FUND	\$ 11,535,433
CALTRUST \$	22,240,930	RESTRICTED - MEDIUM TERM FUND	\$ 21,484,500
CALTRUST \$	2,762,435	RESTRICTED - LIQUIDITY FUND	\$ 2,619,491
	<u>\$ 44,787,469</u>	RESTRICTED TOTAL CASH	<u>\$ 41,551,410</u>



APPENDIX B – Wastewater & Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	4	4	18	8	7	9	51	2	1	139	2	0	0
August	12	26	20	4	1	8	53	2	4	214	4	0	2
September	17	20	20	5	2	12	8	11	2	90	2	1	0
October	3	13	36	9	4	8	12	4	21	65	8	2	1
November	7	8	29	50	10	9	7	7	1	52	18	7	3
December	21	8	12	9	3	3	64	1	0	86	22	11	2
January	2	35	14	21	7	1	16	8	3	27	3	11	1
February	1	4	7	23	5	1	42	0	3	5	46	6	1
March	1	24	17	48	1	0	23	5	0	31	16	2	1
April	7	16	7	18	3	3	15	30	0	8	95	14	3
May		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	75	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 75

Total Sewer Connections = 8,911

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

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

WATER REPORT

WATER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September	19	22	23	18	2	14	4	13	3	0	2	2	0
October	4	16	33	13	3	21	8	3	20	0	5	1	1
November	9	10	27	10	16	4	0	7	3	0	1	0	1
December	5	9	9	2	17	3	3	2	0	0	2	0	0
January	5	26	14	15	6	3	20	1	1	2	2	0	0
February	3	14	8	13	8	5	11	1	0	1	0	1	0
March	6	29	19	16	2	3	6	5	0	12	0	0	4
April	11	24	6	11	1	3	7	11	2	7	0	1	4
May		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	81	205	196	150	92	73	88	58	49	25	14	6	12
Avg./ Mo.	6.75	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 81

Total Water Connections = 13,623

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									
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November	629.05	29.66	4.95%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December	529.99	-24.28	-4.38%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January	556.57	26.18	4.94%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February	458.69	-31.72	-6.47%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March	560.24	59.87	11.97%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April	649.67	97.33	17.62%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May		-	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	6,296.23	59.07	0.95%	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69	8,385.66

APPENDIX C – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

May 1, 2024

FY25 Appropriations Update

Earlier this month, House Republican leadership announced that Rep. Tom Cole (R-OK) would be taking over as the new Chair of the Appropriations Committee. The previous Committee Chair Kay Granger (R-TX) announced last month her intent to step down from the leadership position effective immediately. With the appointment of the new Chair, the House Appropriations Committee has been in the process of putting together guidance from Members on the Fiscal Year (FY) 2025 appropriations process. The Committee has shared information with Members regarding programmatic and language requests and guidance related to community project requests. Over in the Senate, the Senate Appropriations Committee provided deadlines to Senators for community project request submissions, which are due to the respective subcommittees the second week of May.

EPA Releases PFAS National Primary Drinking Water Regulation

The Environmental Protection Agency (EPA) released its final [PFAS National Primary Drinking Water Regulation](#). This National Primary Drinking Water Regulation establishes the following legally enforceable Maximum Contaminant Levels (MCLs) for six per- and polyfluoroalkyl substances (PFAS) in drinking water:

Compound	Final MCLG	Final MCL (enforceable levels)
PFOA	Zero	4.0 parts per trillion (ppt) (also expressed as ng/L)
PFOS	Zero	4.0 ppt
PFHxS	10 ppt	10 ppt
PFNA	10 ppt	10 ppt
HFPO-DA (commonly known as GenX Chemicals)	10 ppt	10 ppt
Mixtures containing two or more of PFHxS, PFNA, HFPO-DA, and PFBS	1 (unitless) Hazard Index	1 (unitless) Hazard Index

The final rule is effective on June 25th.

EPA Issues Final PFOA and PFOS CERCLA Rule

EPA released a [final rule](#) to designate perfluorooctanoic acid (PFOA) and perfluorooctanesulfonic acid (PFOS) as hazardous substances under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA). The rule addresses PFOA and PFOS contamination by enabling investigations and cleanup of the chemicals and will ensure that leaks, spills, and other releases are reported. The final rule is effective 60 days following publication in the *Federal Register*.

Legislative Activity

PFAS Passive Receiver Companion Bill Introduced in the House. Reps. John Curtis (R-UT) and Marie Gluesenkamp Perez (D-WA) introduced the *Water Systems PFAS Liability Protection Act* ([H.R. 7499](#)). This bill would create a CERCLA liability exemption for PFAS releases from water and wastewater systems. This is a companion bill to Sen. Lummis' PFAS passive receivers bill in the Senate ([S. 1430](#)). The House bill was referred to the Committees on Energy and Commerce and Transportation for consideration, and the Senate bill was referred to the Committee on Environment and Public Works.

House and Senate Bills Introduced to Address WIFIA Cost Shares. Sen. Alex Padilla (D-CA) and Rep. Scott Peters (D-CA) introduced the *Drought Relief Obtained Using Government Help Today (DROUGHT)* ([H.R. 8030/S. 4134](#)). Currently, projects receiving assistance from the Water Infrastructure Finance and Innovation Act (WIFIA) Program cannot accept assistance from the federal government for more than 80 percent of project costs. The *DROUGHT Act* would raise the limit from 80 percent to 90 percent for projects in areas experiencing extreme drought or serving historically disadvantaged communities. The House bill was referred to the Committees on Energy and Commerce and Transportation for consideration, and the Senate bill was referred to the Committee on Environment and Public Works.

LIHWAP Reauthorization Bill Introduced in the House. A bipartisan group of House Members led by Rep. Eric Sorensen (D-IL) introduced the *Low-Income Household Water Assistance Program (LIHWAP) Establishment Act* ([H.R. 8032](#)). This bill is the companion bill to the Senate version that was introduced by Sen. Padilla ([S. 3830](#)), which would reauthorize the LIHWAP program. LIHWAP funds subsidies to utilities to assist low-income households with paying for clean water and wastewater services. The House bill was referred to the Committees on Energy and Commerce and Transportation for consideration, and the Senate bill was referred to the Committee on Health, Education, Labor, and Pensions for consideration.

House and Senate Bills Introduced to Create Drought Resilient Infrastructure Program. Sen. Mark Kelly (D-AZ) and Rep. Greg Stanton (R-AZ) introduced the *Drought Resilient Infrastructure Program* ([H.R. 8079/S. 4172](#)). The legislation would:

- Enable the Army Corps of Engineers (Corps) to prioritize water conservation or storage efforts at Corps facilities,

- Directs the Corps to prioritize these conservation efforts above other Corps missions (like flood control or combating invasive species) during times of drought, and
- Provides new Corps infrastructure programs to help states, counties, cities, tribes, and other water users construct projects that respond to or prevent worsening drought conditions.

The House bill was referred to the Committee on Transportation and Infrastructure, and the Senate bill was referred to the Committee on Environment and Public Works for consideration.

House Democrats Introduce Bill to Reauthorize Large-Scale Water Recycling Program. Reps. Grace Napolitano (D-CA), Jared Huffman (D-CA), Susie Lee (D-NV), and Raúl Grijalva (D-AZ) introduced the *Large-Scale Water Recycling and Investment Act of 2024* ([H.R. 7990](#)). The legislation would provide an additional \$550 million to the previously authorized \$450 million for new water recycling projects led by state, tribal, or local water authorities. The legislation would require that projects cost at least \$1 billion, double the current project threshold of \$500 million. The bill was referred to the Committee on Natural Resources for consideration.

California Representatives Introduce Bill to Remove Nitrate and Arsenic from Drinking Water. Reps. Norma Torres (D-CA) and David Valadao (R-CA) introduced the *Remove Nitrate and Arsenic in Drinking Water Act* ([H.R. 7916](#)). The bill would amend the Safe Drinking Water Act to establish an annual \$15 million grant program for reducing nitrate and arsenic concentrations in drinking water supplies. The bill would also direct EPA to consider the needs of low-income and disadvantaged populations impacted by drinking water contamination. The bill was referred to the House Committee on Energy and Commerce for consideration.

Federal Funding Opportunities & Announcements

EPA Publishes Clean Heavy-Duty Vehicles Grants NOFO. EPA published a [NOFO](#) for the availability of \$932 million for the Clean Heavy-Duty Vehicles grant program. The grants will fund project that replace existing non-zero-emission heavy-duty vehicles with zero-emission vehicles, support zero-emission vehicle infrastructure, and to train and develop workers. At least \$400 million will be used to fund projects serving communities located in an area in nonattainment with the National Ambient Air Quality Standards. The EPA will offer funding to eligible recipients to replace existing non-zero-emission Class 6 and 7 heavy-duty vehicles with eligible Class 6 and 7 zero-emission vehicles. To support zero-emission vehicle adoption and deployment, funding may also be used for:

- zero-emission vehicle refueling infrastructure;
- workforce development and training; and
- project implementation costs.
-

Applications are due by July 25th.

Reclamation Announces Water Management and Forecasting Grants. The Bureau of Reclamation (Reclamation) [announced](#) \$13.3 million in grants for 51 applied science projects in 12 states through the WaterSMART Program. The funding will support development of modeling and forecasting tools, hydrological data platforms, and new data sets to inform water resource management.

Reclamation Announces WaterSMART Grants. Reclamation announced \$11.1 million in awards for 34 projects in 11 states and Guam through the WaterSMART program. The grants were awarded through two categories: [Project Design](#) and [Water Strategy](#) grants. Project Design grants support efficient and sustainable water project design, and Water Strategy grants provide financial assistance for water supply, water management, marketing, and river restoration projects.

Federal Agency Personnel & Regulatory Announcements

CISA Releases CIRCIA Reporting Requirements NPRM. The Cybersecurity and Infrastructure Security Agency (CISA) released a [notice of proposed rulemaking](#) (NPRM) for Cyber Incident Reporting for Critical Infrastructure Act (CIRCIA) Reporting Requirements. CISA is requesting comments on timeframes for covered entities to report cyber incidents, ransom payments made in response to a ransomware attack, and any substantial new or different information discovered related to a previously submitted report. Comments are due June 3rd.

EPA Releases Final Rule on CWA Analysis of Effluent. EPA released a [final rule](#) titled “Clean Water Act (CWA) Methods Update Rule for the Analysis of Effluent.” This rule updates test procedures under the CWA used by industry and municipalities when analyzing the chemical, physical, and biological composition of wastewater through the National Pollutant Discharge Elimination System permit program. The rule is effective on June 17th.

EPA Releases Updated Interim Guidance on PFAS Disposal. EPA released and an [update](#) to its “Interim Guidance on the Destruction and Disposal of Perfluoroalkyl and Polyfluoroalkyl Substances and Materials Containing Perfluoroalkyl and Polyfluoroalkyl Substances.” The updated guidance provides information that managers of PFAS waste can use to evaluate the most appropriate destruction, disposal, or storage method among those currently available. The guidance also recommends that decision-makers prioritize the use of technologies with the lowest potential for environmental release.

EPA Releases GHG Standards for Heav-Duty Vehicles Final Rule. EPA released a [final rule](#) titled “Greenhouse Gas Emissions Standards for Heavy-Duty Vehicles – Phase 3.” The new standards will phase in starting with model year 2027 vehicles and will apply to all model years beginning 2032. The rule is effective on June 21st.

EPA Releases New Water Reuse and Natural-based Solutions Webpage. EPA released a [new website](#) called the Water Reuse and Nature-based Solutions Webpage.

The webpage identifies the multiple benefits of nature-based solutions and water reuse project examples.

EPA Releases WRAP Annual Progress Update. EPA [released](#) the “Water Reuse Action Plan (WRAP) Annual Progress Update.” The WRAP collaborative began four years ago and supports potable and non-potable water reuse nationwide.

EPA Announces EJ Online Clearinghouse. EPA announced the [Environmental Justice Clearinghouse](#), an online collection of environmental justice (EJ) resources. EPA is [accepting feedback](#) and the Clearinghouse will be updated on a rolling basis.

EPA Launches Permit Transparency Website. EPA launched a [new website](#) focused on providing transparency in the environmental permitting process. The new website provides centralized information about EPA permitting programs, public facing reports and resources, Fixing America’s Surface Transportation Act Title 41 (FAST-41) information, and Inflation Reduction Act funding information related to streamlining the permitting process.

FWS and NMFS Release ESA Final Rule. The Fish and Wildlife Service (FWS) and National Marine Fisheries Service (NMFS) released a [final rule](#) related to enforcement of the Endangered Species Act (ESA). The rule clarifies, interprets, and implements provisions of the ESA related to interagency cooperation. The rule is effective on May 6th.

NOAA Announces HeatRisk Tool. NOAA announced a new map-based tool called [HeatRisk](#) to forecast the risk of heat-related impacts in specific locations over a 24-hour period.

##

APPENDIX D – Public Affairs Information

HEALTHY EATING HEALTHY FAMILIES



FOOD NOW

14080 Palm Dr. Suite D-427
Desert Hot Springs, CA 92240
Phone: (760) 288-7878
Fax: (760) 288-7474
Tax I.D. # 95-2549152
www.FoodNowDHS.org

April 11, 2024

Mr. Brian Macy
Mission Springs Water District
Attn: Marion Champion
66575 2nd St
Desert Hot Springs, CA 92240

Dear Marion,

As the season of renewal blossoms, we at Food Now, together with the families we serve, wish to extend our heartfelt gratitude for your generous Sponsor donation in support of our Chili Cook-off of \$750.00. Your donation was received on 4/8/2024.

Spring symbolizes a time of renewal and hope, and your generosity embodies this spirit perfectly. With your support, we are not only able to nourish bodies but also to renew spirits, offering not just sustenance, but also a foundation for a brighter future.

We are acutely aware of the myriad of worthy causes vying for your attention and support. It is with sincere appreciation that we acknowledge your decision to contribute to Food Now. Your commitment to aiding others truly makes a difference, and we are honored to count you among our valued supporters.

May this season bring you the joy and hope that your generosity has provided to many. Thank you once again for your kindness and belief in our mission.

With warmest regards,

Dana C Johnson
Executive Director/President
Food Now
Dana@FoodNowDHS.org
Office: (760) 288-7878
Cell: (760) 288-5028

Your gift is fully tax-deductible to the extent applicable under law. Family Services of the Desert, Inc. dba Food Now is a 501(c)3 organization as determined by the IRS. For additional information or to donate, please visit our website at:
www.FoodNowDHS.org

Desert Hot Springs



Elks Lodge # 2639

Desert Hot Springs Women's Club
P.O. BOX 955,
Desert Hot Springs, CA 92240

RE: Donation Golf Tournament – 2024

March 18, 2024

Dearest Madam President and Team,

Thank you for your generous donation of \$500.00 to the lodge Golf Tournament. The funds you gave us really helps pay for the event expenses, scholarships and other planned community donations.

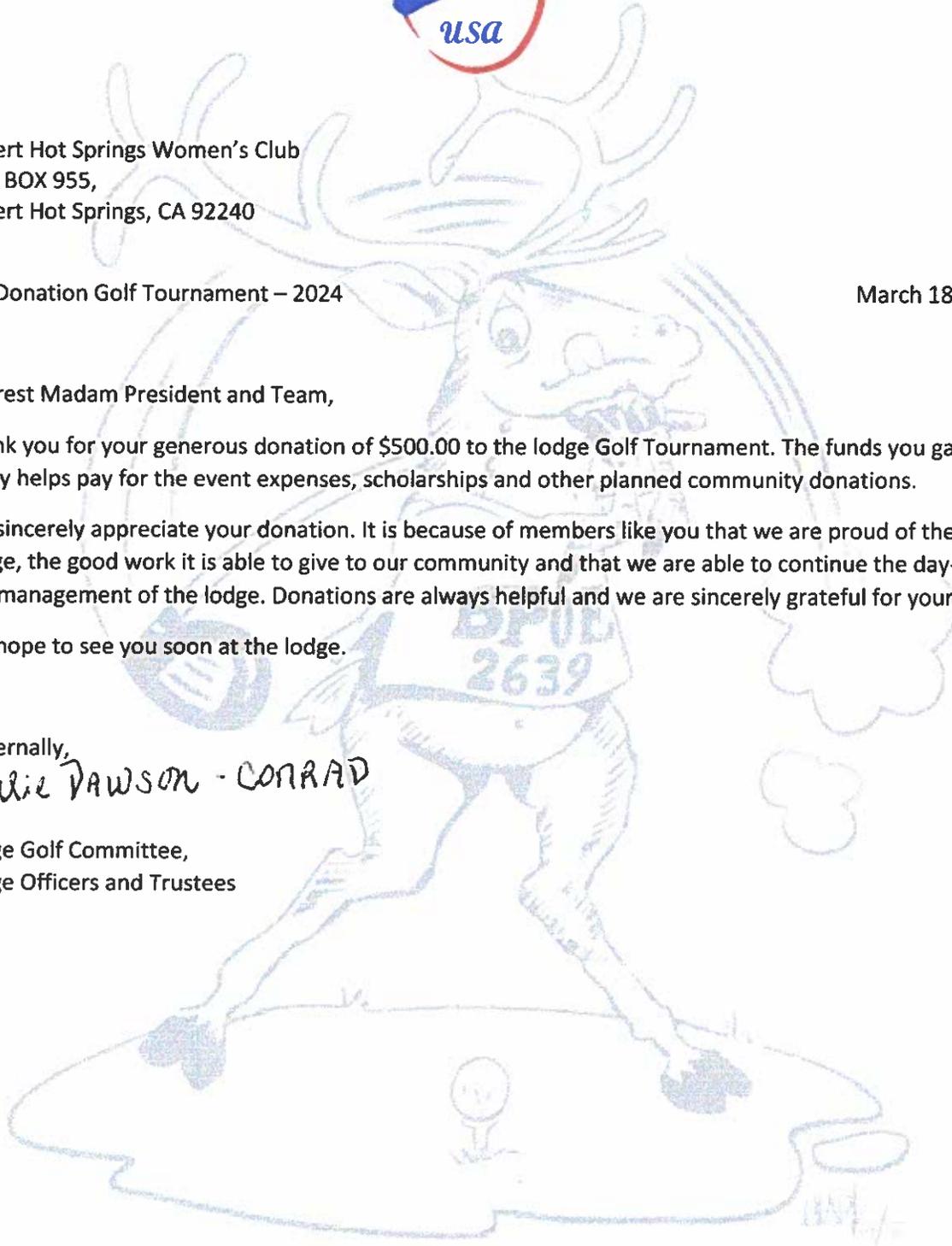
We sincerely appreciate your donation. It is because of members like you that we are proud of the Elks Lodge, the good work it is able to give to our community and that we are able to continue the day-to-day management of the lodge. Donations are always helpful and we are sincerely grateful for your help.

We hope to see you soon at the lodge.

Fraternally,

Julie Dawson - Conrad

Lodge Golf Committee,
Lodge Officers and Trustees



Water Matters

News from your water provider



April 2024

It Pays to Save

MSWD is committed to helping you conserve water and save money. That's why we're thrilled to announce new and enhanced rebate offerings to support your efforts in water conservation. Take advantage of these fantastic opportunities to upgrade your appliances and fixtures while contributing to a sustainable future.



Wash More Using Less

Upgrade to a water-efficient washing machine with a water factor of six (6) or lower and receive a \$150 rebate.



Replace and Save

Say goodbye to old, inefficient toilets and hello to savings! MSWD offers two tiers of rebates for water-efficient toilets:

- Ultra-Low-Flow Toilets: Replace your old toilet with a new model that uses 1.28 gallons per flush (GPF) or less and receive up to a \$100 rebate.
- Premium High-Efficiency Toilets: Upgrade to premium models using 1.1 GPF or less, or dual flush models using 1.1/1.6 GPF or less, and receive up to a \$150 rebate!



Take Charge With Smart Irrigation Controllers

Upgrade your irrigation system with a weather-based smart irrigation controller featuring rain shut-off capability.

Reimbursement Amounts:

- Single-family Home: Up to \$150 for the device; Up to \$100 for professional installation.
- Commercial or HOA: Up to \$5,000 (MSWD reimburses 100% of the first \$2,500 spent and 75% of remaining costs up to \$5,000); Up to \$750 for professional installation.



Rethink Your Grass

MSWD also continues offering customers \$2 per square foot for grass/turf replacements. Restrictions apply.

Don't miss out on these incredible rebate offerings! Upgrade your appliances and fixtures today to save water and money. Rebates are processed on a first-come, first-served basis, so act quickly to secure your savings.

For terms and conditions and more information, visit www.mswd.org/rebates or contact us directly at 760-329-6448, ext 121 or 145.

Water Matters

Noticias de tu proveedor de agua



Abril de 2024

¡Ahorra dinero mientras ahorras agua!

En MSWD (Distrito de Agua de Mission Springs), estamos comprometidos a ayudarte a conservar agua y ahorrar dinero. Nos complace anunciar nuevas y mejoradas ofertas de reembolso para respaldar tus esfuerzos en la conservación del agua. Aprovecha estas fantásticas oportunidades para mejorar tus electrodomésticos y accesorios mientras contribuyes a un futuro sostenible.



Lava más usando menos

Actualiza a una lavadora eficiente en el uso del agua con un factor de agua de seis (6) o menos y recibe un reembolso de \$150.



Reemplaza y ahorra

Di adiós a los inodoros antiguos e ineficientes y da la bienvenida a los ahorros!

MSWD ofrece dos niveles de reembolsos para inodoros eficientes en el uso del agua:

- Inodoros ultra bajos en flujo: Actualiza tu inodoro antiguo con un modelo nuevo que use 1.28 galones por descarga (GPF) o menos y recibe un reembolso de hasta \$100.
- Inodoros de alta eficiencia premium: Actualiza a modelos premium que usen 1.1 GPF o menos, o modelos de doble descarga que usen 1.1/1.6 GPF o menos, y recibe un reembolso de hasta \$150!



Controla tu riego con inteligencia

Actualiza tu sistema de riego con un controlador de riego inteligente basado en el clima que incluye función de apagado automático en caso de lluvia.

Montos de reembolso:

- Hogares unifamiliares: Hasta \$150 para el dispositivo; Hasta \$100 para instalación profesional.
- Comercial o HOA: Hasta \$5,000 (MSWD reembolsa el 100% de los primeros \$2,500 gastados y el 75% de los costos restantes hasta \$5,000); hasta \$750 para instalación profesional.



Replántate tu césped

MSWD sigue ofreciendo a los clientes \$2 por pie cuadrado para la sustitución de césped. Se aplican restricciones.

¡No te pierdas estas increíbles ofertas de reembolso! Actualiza tus electrodomésticos y accesorios hoy mismo para ahorrar agua y dinero. Los reembolsos se procesan por orden de llegada, así que actúe rápidamente para asegurar sus ahorros.

Para términos y condiciones y más información, visita www.mswd.org/rebates o contáctanos directamente al 760-329-6448, extensión 121 o 145.

DROUGHT AND FLOOD

Climate Resilience Bond – Water Infrastructure Priorities



Adapting to climate change requires California to urgently and significantly rehabilitate and modify existing water facilities, improve operational flexibility, and make generational investments in new water infrastructure. The State is currently underprepared to manage a water system with a decreasing snowpack, less frequent precipitation, and weather extremes. Additional above- and below-ground storage capacity must be developed to capture precipitation. In addition, new and enhanced conveyance facilities are essential for moving collected and stored water, connecting suppliers with different supply sources, transferring water among water users, and recharging groundwater for multi-beneficial purposes. State investment in water infrastructure is crucial to providing the reliable delivery of safe water to California residents, businesses, and agriculture. In addition, climate resilience projects have also been shown to stimulate local economies and create jobs.

Recycling and Desalination: (\$1.35 billion)

The State has set a target of 1.8 million acre-feet of new recycled water by the year 2040. In order to meet this goal the State Water Resources Control Board (State Water Board) estimates that the cost to State, local, and federal agencies will total approximately \$27 billion. In addition, the State has set a target of expanding brackish groundwater desalination by 84,000 acre-feet per year by 2040. Both ocean and brackish groundwater and surface water desalination play an important role in local communities' water supply planning process to enhance California's drought resilience.

Groundwater: (\$1 billion)

Historic droughts over the last several decades have placed extreme strain on California's groundwater basins. In response to the Sustainable Groundwater Management Act (SGMA), local agencies have proposed more than 340 new recharge projects that, if built, could result in as much as 2.2 million acre-feet of additional stored water in a single wet year by 2030.

Flood Protection: (\$1 billion)

Levees, weirs, bypasses, and other flood protection facilities reduce the risk of major flooding. Projects that repair, expand, or replace these facilities are essential to flood management and public safety. As recent atmospheric rivers have shown, California must invest significant resources in flood protection including new infrastructure to capture flood flows and divert them to groundwater recharge facilities.

Dam Safety/Reservoir Operations: (\$850 million)

In 2022, 112 California dams were rated "less than satisfactory" by State dam inspectors, resulting in many of the reservoirs being filled under full storage capacity. Dam safety projects would help protect public safety and increase storage capacity. In addition, Forecast-Informed Reservoir Operations (FIRO) increase the efficiency of water infrastructure through the use of data from watershed monitoring and weather forecasting to optimize water releases from reservoirs to increase resilience to droughts and floods.



Eastern Municipal Water District:
French Valley Recycled Water Expansion



Fresno Irrigation District:
Savory Groundwater Recharge Basin



**Western Municipal Water District:
Recycled Water & Groundwater Recharge**



Los Vaqueros Reservoir



**Contra Costa Water District:
Contra Costa Canal**



**Mesa Water:
Drought-Resilient Supply Project**

Regional Water Conveyance: (\$800 million)

New regional water conveyance systems and repairs of existing facilities will be essential to create a more resilient water infrastructure system. The Bureau of Reclamation estimates that repairing arterial canals in the central valley that have been damaged due to subsidence will cost over \$500 million. In addition, there are new regional conveyance projects planned in communities throughout the State that would create access to new water sources or provide emergency backup conveyance.

Surface Water Storage: (\$750 million)

As climate change continues to reduce California's snowpack, which serves as a natural storage reservoir, the State must invest in additional water storage infrastructure to capture and store rainfall for utilization during dry periods. The Governor's Water Supply Strategy identifies the need to develop over 4-million-acre feet of new storage facilities with other estimates placing the need much higher.

Safe Drinking Water/Water Quality: (\$600 million)

ACWA strongly supported the creation of California's Safe and Affordable Drinking Water Fund and recognizes the need to continue to direct resources to disadvantaged communities dealing with water quality issues. In addition, there are a number of communities throughout California dealing with water quality issues, including those caused by perfluoroalkyl and polyfluoroalkyl substances (PFAS) and other contamination that will result in millions of dollars in treatment costs to ratepayers.

Regional Watershed Resilience: (\$500 million)

Regional and inter-regional scale watershed resilience projects are essential to maximize investments that increase water infrastructure resilience to climate change. These projects include Integrated Regional Water Management (IRWM) projects and other regional collaborations that focus on managing the region's water resources, setting regional priorities for water infrastructure, improving regional water self-reliance, or reducing reliance on the Sacramento-San Joaquin Delta.

State Water Project Climate Change Resilience: (\$500 million)

The California State Water Project (SWP) is a multi-purpose water storage and delivery system that delivers clean water to 27 million Californians and many farms and businesses throughout the state. In order to continue to provide safe and reliable drinking water and to meet the renewable energy goals established for the SWP, California should provide funding to enhance the SWP delivery of water and increase its energy resilience.

Water Conservation: (\$500 million)

From 2013 to 2016, statewide per capita residential water use declined 21 percent and has remained 16 percent below (on average) 2013 levels. Public water agencies continue to invest in water conservation projects and programs that increase conservation efforts, such as turf replacement programs, water loss projects, and other water-use efficiency upgrades. Similarly, there are significant infrastructure projects at agricultural irrigation districts that would yield water savings.



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

Apr 1 - 30, 2024

by Hunter | Johnsen

Google Ads Campaigns

DISPLAY AD IMPRESSIONS
CV Water Counts

347.67K

SEARCH AD IMPRESSIONS
CV Water Counts

2,907

VIDEO IMPRESSIONS
CV Water Counts

76,270

Clicks
CV Water Counts

3,516

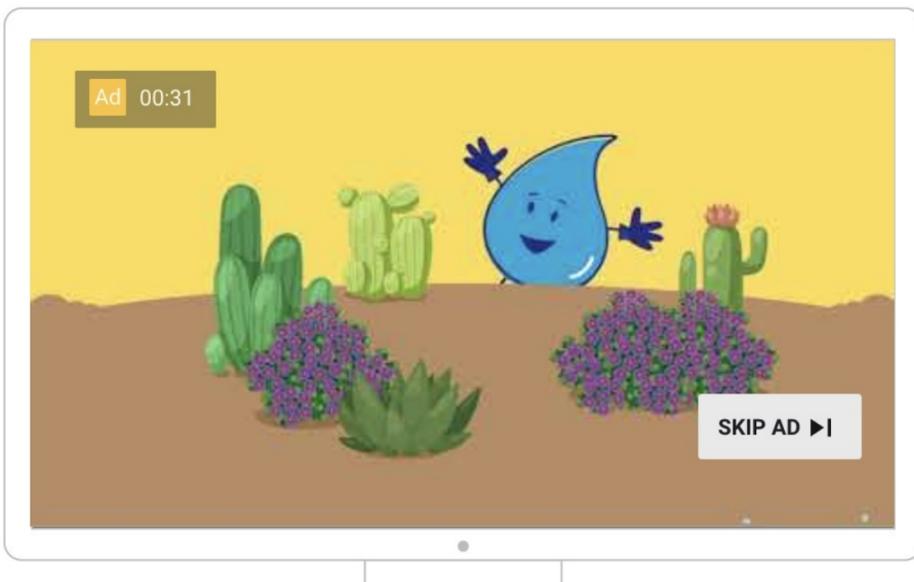
GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE
CV Water Counts

Campaign name	Clicks	Impr.
CV Water Counts April - 2024	1,687	183,471
CV Water Counts April, 2024 Spanish	1,453	164,202
	3,140	347,673



GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE
CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	76,270	26,800	12,262	223
CVWC Water Saving Tips YouTube Spanish April, 2024	34,544	13,512	7,403	63
CVWC Water Saving Tips English YouTube April, 2024	41,726	13,288	4,859	160
	76,270	26,800	12,262	223



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE
CV Water Counts

Campaign	Clicks	Impr.
CVWC Search Campaigns	153	2,907
	153	2,907

Campaign	Clicks	Impr.
	153	2,907

Facebook Ad Campaigns



FACEBOOK AD PERFORMANCE

Hunter Johnsen

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>CVWC - April 2024 www.instagram.com Conservation Tip of the Month: Repair drips and leaks. A leak as small as the tip of a pen can waste more than 200 gallons per day.</p>	602	102,541	34,461	2.98	612
	602	102,541	34,461	2.98	612

Website Information

Users
CV Water - CV Water Counts - GA4

3,791

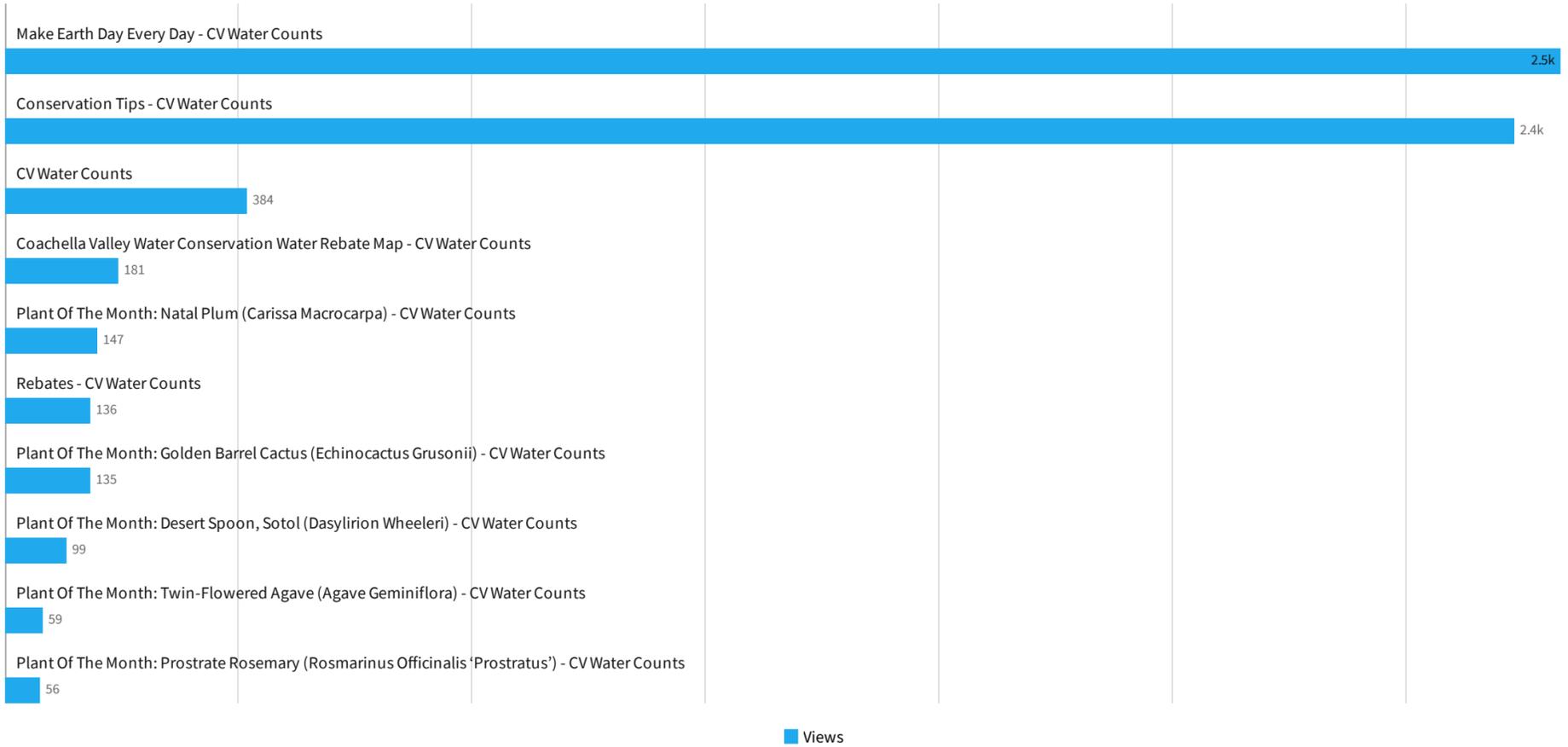
Sessions
CV Water - CV Water Counts - GA4

5,340

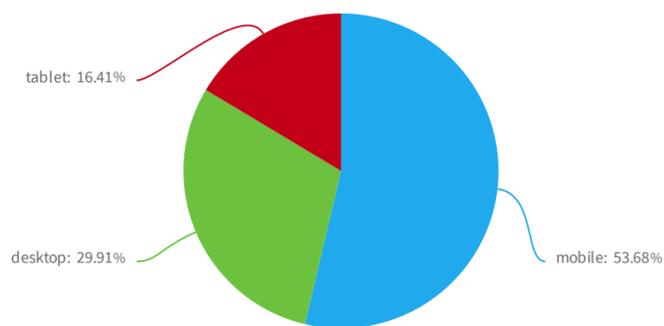
PAGEVIEWS
CV Water - CV Water Counts - GA4

7,053

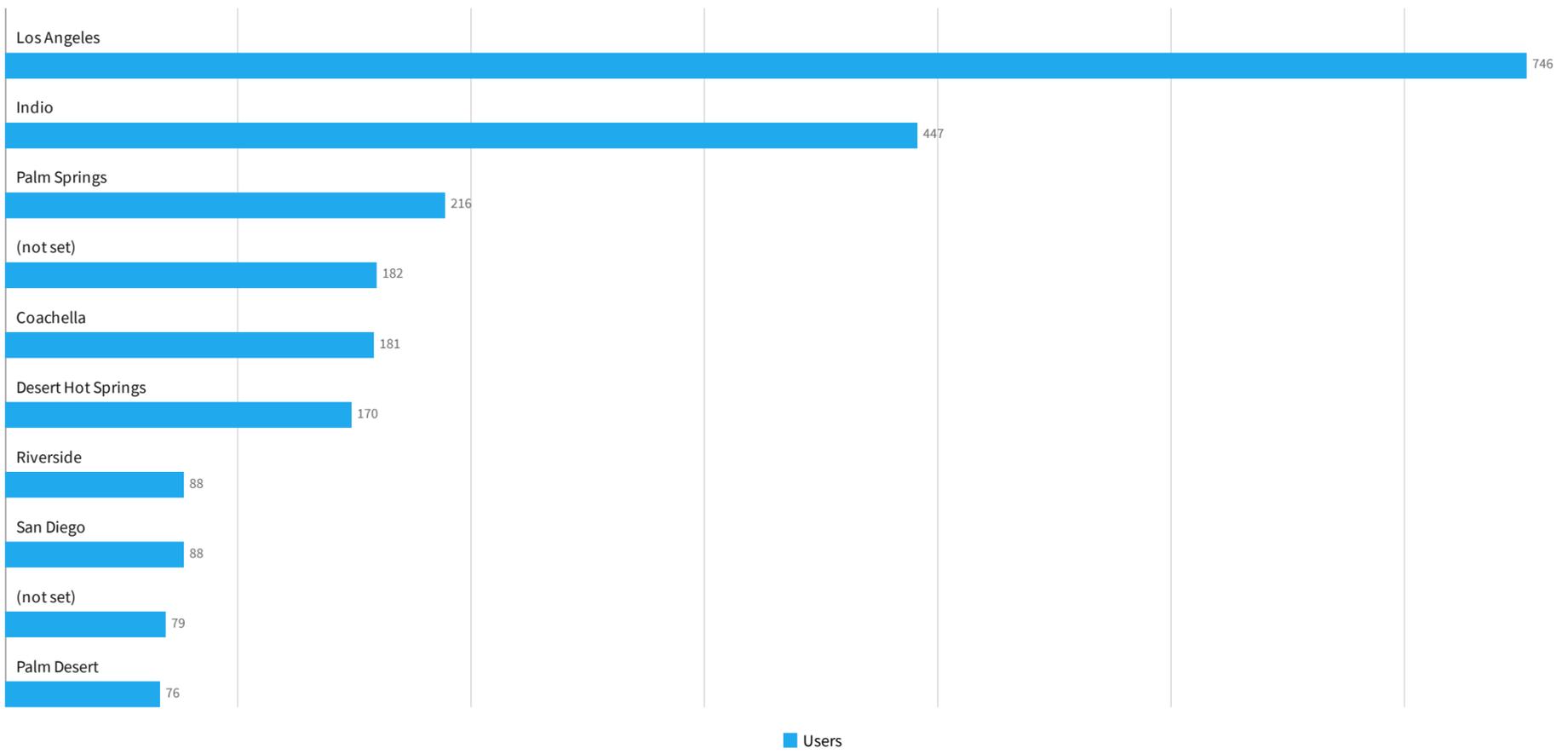
Views by Page title and screen class
CV Water - CV Water Counts - GA4



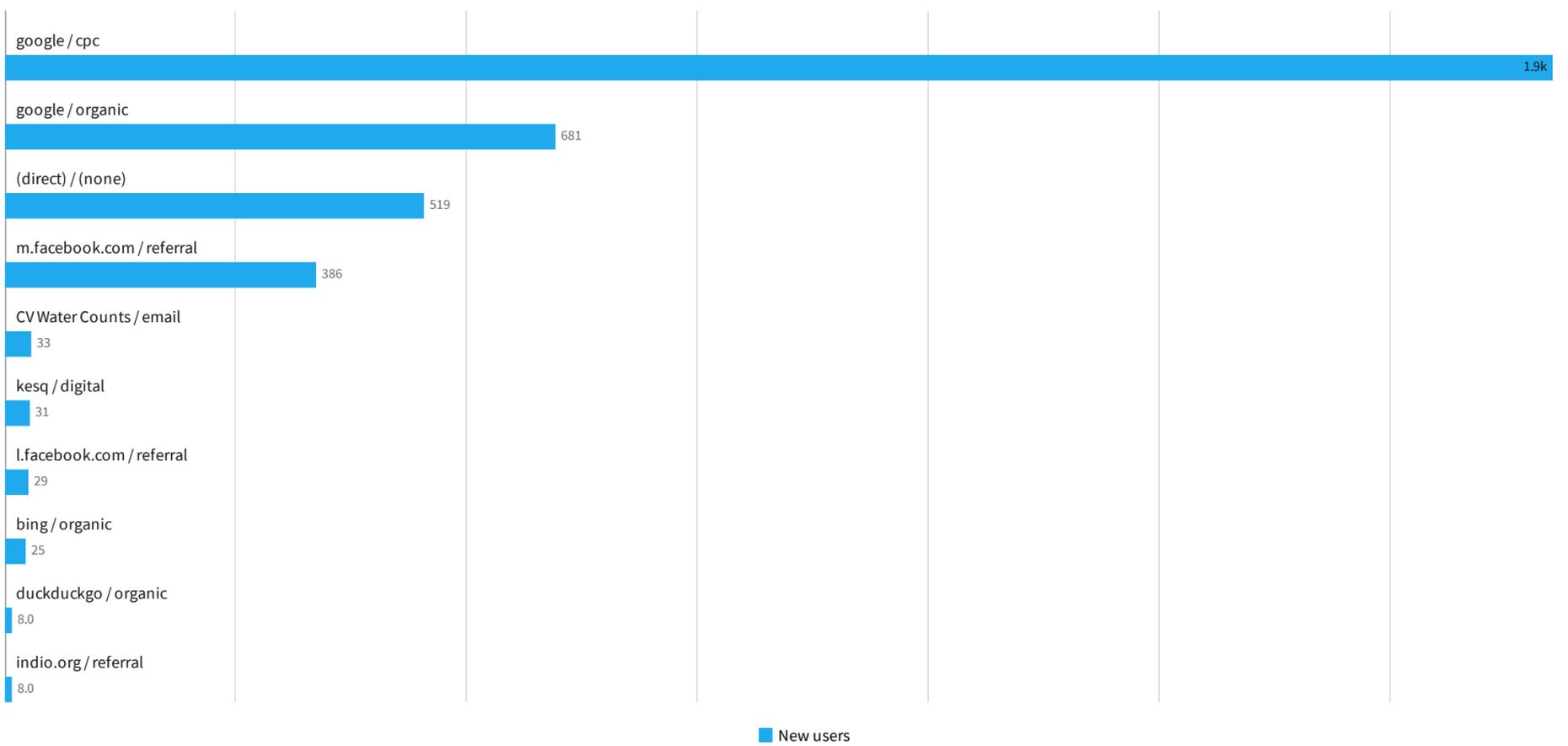
Engaged sessions by Device category
CV Water - CV Water Counts - GA4



Users by City
CV Water - CV Water Counts - GA4



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



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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
April 2024	3,666	1,478	27.7%	1.41	12s
March 2024	3,534	1,275	25.4%	1.39	13s
February 2024	3,512	1,334	26.3%	1.4	14s
January 2024	3,803	1,246	25.4%	1.27	19s
December 2023	2,626	909	24.6%	1.37	15s
November 2023	2,046	674	23.0%	1.4	14s
	19,187	6,961	25.5%	1.4	15s

Organic Search

Query performance

cvwatercounts.com/

Query	Impr.	Clicks	CTR	Avg. position
sotol plant	1,948	16	0.82%	9.92
natal plum	1,725	35	2.03%	2.14
elephant food	1,612	4	0.25%	4.53
star jasmine	1,611	5	0.31%	1
artichoke agave	1,553	7	0.45%	1.45
prostrate rosemary	1,344	26	1.93%	4.02
agave geminiflora	1,274	14	1.1%	6.73
phoenix dactylifera	1,274	0	0%	3.99
cleveland sage	1,273	2	0.16%	1.22
water pledge	1,247	0	0%	5.79
	14,861	109	0.73%	4.08

Page performance

cvwatercounts.com/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasyliirion-wheeleri/	6,097	56	0.92%	7.58
https://cvwatercounts.com/plant-of-the-month-star-jasmine-trachelospermum-jasminoides/	4,313	22	0.51%	1.65
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	4,047	18	0.44%	2.79
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	3,933	13	0.33%	5.02
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	3,639	71	1.95%	3.5
https://cvwatercounts.com/plant-of-the-month-prostrate-rosemary-rosmarinus-officinalis-prostratus/	3,516	49	1.39%	8.17
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	2,934	8	0.27%	5.58
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevideensis/	2,741	8	0.29%	7.03
https://cvwatercounts.com/save-water-pledge/	2,716	4	0.15%	4.71
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	2,639	14	0.53%	2.72
	36,575	263	0.72%	4.88

Facebook Information

Impressions
CV Water Counts

128.8K

Reach
CV Water Counts

61,380

New page likes
CV Water Counts

0

Post engagement
CV Water Counts

710

Total page views
CV Water Counts

73

Page likes
CV Water Counts

3,988

Post performance
CV Water Counts

Post	Created at	Reach	Post engaged users	Likes
 Desert Water Agency was founded in 1961 as a groundwater management agency in the western Coachella Valley and started providing water service to customers in Palm Springs and Cathedral City in...	April 30, 2024	16	1	2
 https://www.facebook.com/photo.php?fbid=738143121809976&set=a.395351946089097&type	April 29, 2024	277	15	3
 Here are four ways to be more water-efficient in your landscape. Learn more:	April 25, 2024	9	1	1
 For more water-saving tips, visit CVWaterCounts.com/conservation-tips . #WaterWiseWednesday	April 25, 2024	22	1	1
 One of the best ways to protect the planet is by conserving water! Celebrate Earth Day on April 22 by changing your water use habits year-round. Here are some tips to get you started. Learn more:	April 22, 2024	12	2	2
 The golden barrel cactus is one of the best cactus for a bold accent in the landscape due to its symmetrical, globular shape and brilliant, golden spines that light up in the sun. Learn more:	April 19, 2024	13	2	2
 Don't forget to turn off the water while brushing your teeth. You could save 8 gallons per day! For more water-saving tips, visit CVWaterCounts.com/conservation-tips ...	April 18, 2024	45	3	3
 https://www.facebook.com/photo.php?fbid=729315692692719&set=a.395351946089097&type	April 13, 2024	40	2	2
 If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out ...	April 11, 2024	126	4	2
 April is National Garden Month! What are you planting this year?	April 8, 2024	34	2	2
 WATER YOUR YARD IN NON-DAYLIGHT HOURS During the month of April in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 10 minutes a day, 7 days a week is sufficient. If y...	April 5, 2024	42	3	3
 At home or staying in a hotel, reuse your towels. For more water-saving tips, visit CVWaterCounts.com/conservation-tips . #WaterWiseWednesday	April 4, 2024	33	2	2
 April is National Garden Month! Spring is the perfect time to give your garden attention before the weather warms. Learn more:	April 2, 2024	13	2	2
		62,035	656	37

Post	Created at	Reach	Post engaged users	Likes
 <p>Conservation Tip of the Month: Repair drips and leaks. A leak as small as the tip of a pen can waste more than 200 gallons per day.</p>	April 1, 2024	60,844	612	5
 <p>CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts</p>	April 1, 2024	34	0	2
 <p>Today is Arbor Day. It's a great day to plant a tree!</p>	April 1, 2024	475	4	3
		62,035	656	37

Instagram Information

 **Impressions**
CV Water Counts

317

 **Likes**
CV Water Counts

13

 **Followers (lifetime)**
CV Water Counts

245

 **Post performance**
CV Water Counts

Post	Impr.	Engagement	Reach	Saved	Video views
 https://www.instagram.com/p/C6U4Sv1AZcg/	18	5	17	0	0
 Conservation Tip of the Month: Repair drips and leaks. A leak as small as the tip of a pen can waste more than 200 gallons per day.	13	2	10	0	0
 If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. For details and to fill out an online...	12	1	11	0	0
 Today is Arbor Day. It's a great day to plant a tree!	10	1	7	0	0
 https://www.instagram.com/p/C5tLORiM0tb/	9	1	8	0	0
 April is National Garden Month! What are you planting this year?	6	3	5	1	0
 For more water-saving tips, visit CVWaterCounts.com/conservation-tips . #WaterWiseWednesday	0	1	9	0	9
	68	14	67	1	9

E-Blast Information



Campaign performance

CV Water Counts

Campaign	Send Time	Emails Sent	Unique Opens	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Unsubscribe Count
CV Water Counts April 2024	Wednesday, April 3, 2024 5:00 PM	756	452	839	59.79%	17.93%	173	8.95%	0.88%	0
		756	452	839	59.79%	17.93%	173	8.95%	0.88%	0



MSWD Digital Marketing & Website Report

Website, Social, and Marketing Performance

Apr 1 - 30, 2024

Google Ads Campaigns

 **Impressions**
MSWD

276.72K

 **Clicks**
MSWD

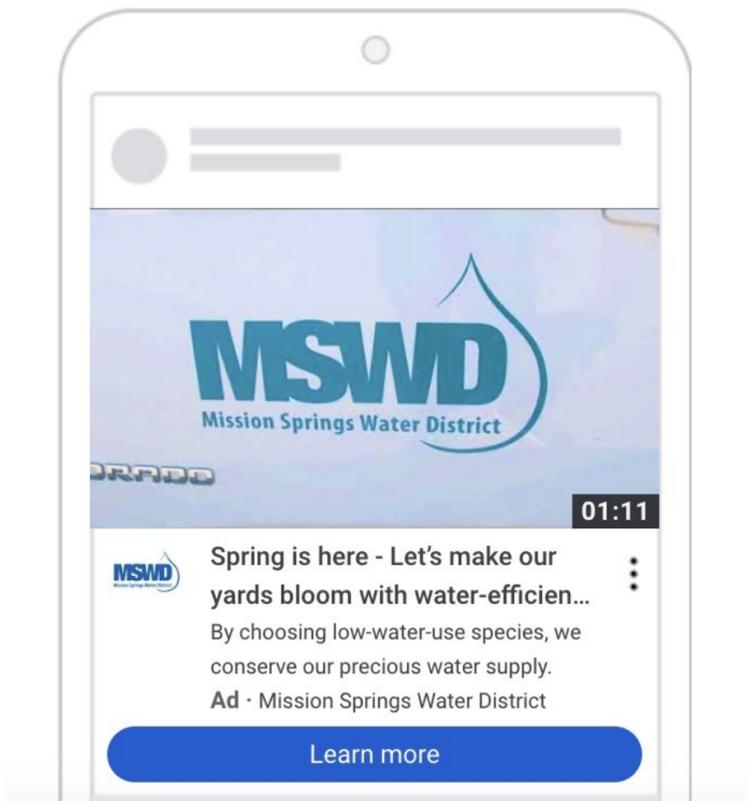
2,130

 **CTR**
MSWD

0.77%

 **GOOGLE ADS CAMPAIGN PERFORMANCE**
MSWD

Ad group	Impr.	Clicks	CTR
Earth Day 2024	129,389	880	0.68%
Spring Planting	117,412	612	0.52%
MSWD Spring Conservation Video - April 2024	29,921	638	2.13%
	276,722	2,130	0.77%



Meta Campaign Performance

Includes Facebook and Instagram campaigns

Campaign performance

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
MSWD Earth Day 2024	288	45,941	11,093	0
MSWD Spring Planting - April 2024	270	44,680	12,188	0
MSWD Spring Conservation Video April 2024	55	63,591	39,222	0
	613	154,212	46,843	0

Mission Springs Water District Sponsored ·

Spring brings new life, blossoms, and a gentle reminder to conserve water! As nature awakens, let's do our part to [...See more](#)

mswd.org
Spring Water Conservation
 Mission Springs Water Di... [Learn more](#)

3

Like Comment Share

Mission Springs Water District Sponsored ·

Spring is here! Let's make our yards bloom with water-efficient plants. By choosing low-water-use species, we conserve our [...See more](#)

mswd.org
MSWD Spring Gardening Tips [Learn more](#)

Mission Springs Water District Sponsored ·

Dive into the wonders of our local watershed this Earth Day! Join MSWD, Cabot's Museum, and DHS High [...See more](#)

Join MSWD, Cabot's Museum, and the DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed. Celebrate Earth Day, explore the Museum, and learn about our water source!

mswd.org
MSWD Earth Day Celebration [Learn more](#)

Website Information

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

7,602

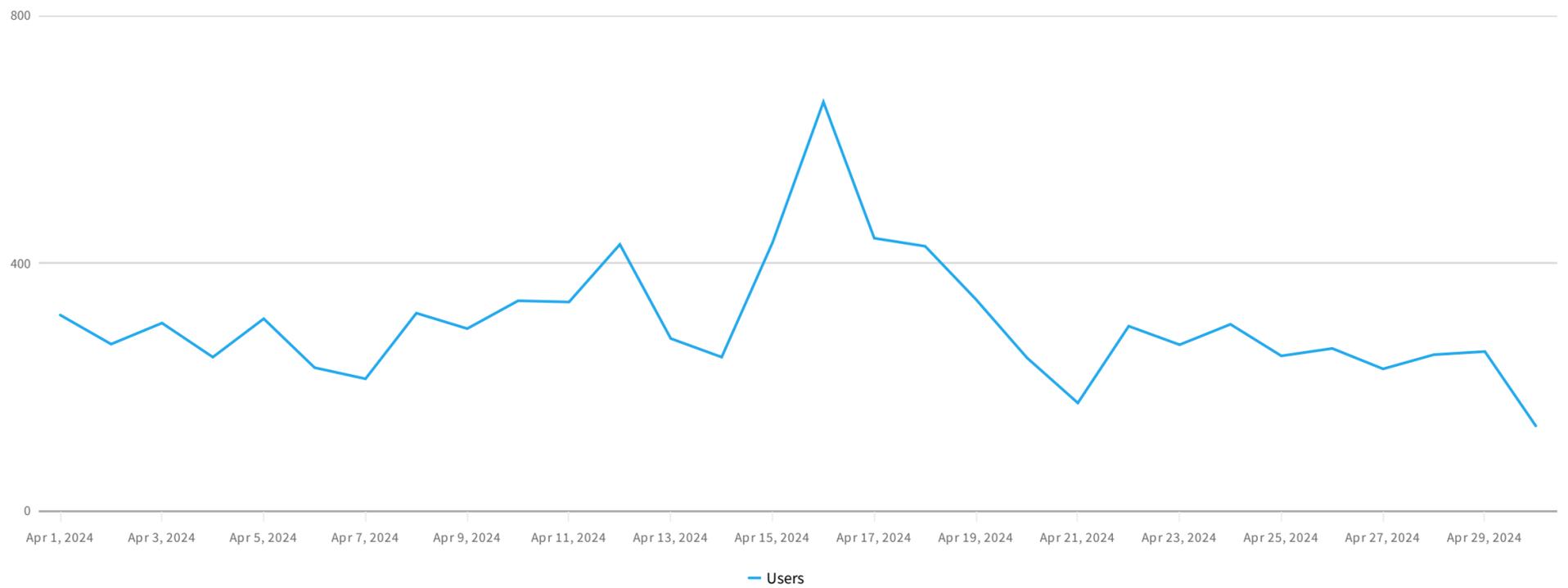
 **Views**
www.mswd.org - http://www.msw...

23,247

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

6,647

 **Users by Day**
www.mswd.org - http://www.mswd.org - GA4

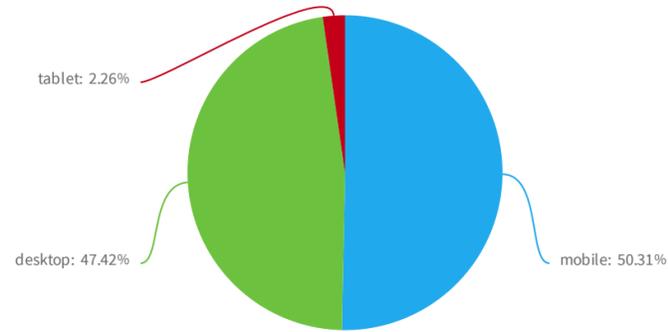


 **Page Title performance**
www.mswd.org - http://www.mswd.org - GA4

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page Mission Springs, CA Water District	5,063	1.55	3,255	3,951	1.37	18s
New Customer Portal Mission Springs, CA Water District	4,062	1.59	2,532	3,025	1.37	15s
Earth Day Celebration Mission Springs, CA Water District	1,596	1.59	985	392	1.25	10s
Job Opportunities Mission Springs, CA Water District	1,231	2.41	510	675	1.57	29s
Desert Landscaping Tips Mission Springs, CA Water District	1,052	1.39	726	199	1.23	7s
Online Payment System Mission Springs, CA Water District	1,020	1.61	634	570	1.16	22s
Bill Pay Options Mission Springs, CA Water District	938	1.42	657	610	1.19	33s
(not set)	830	0.32	2,556	409	1.22	0s
Careers Mission Springs, CA Water District	616	1.65	372	510	1.53	22s
Video: True Water Crimes - The case of the leaky toilet flapper Mission Springs, CA Water District	570	1.38	392	175	1.32	27s
	22,848	2.99	7,540	6,586	1.49	54s

**Engaged sessions by Device category**

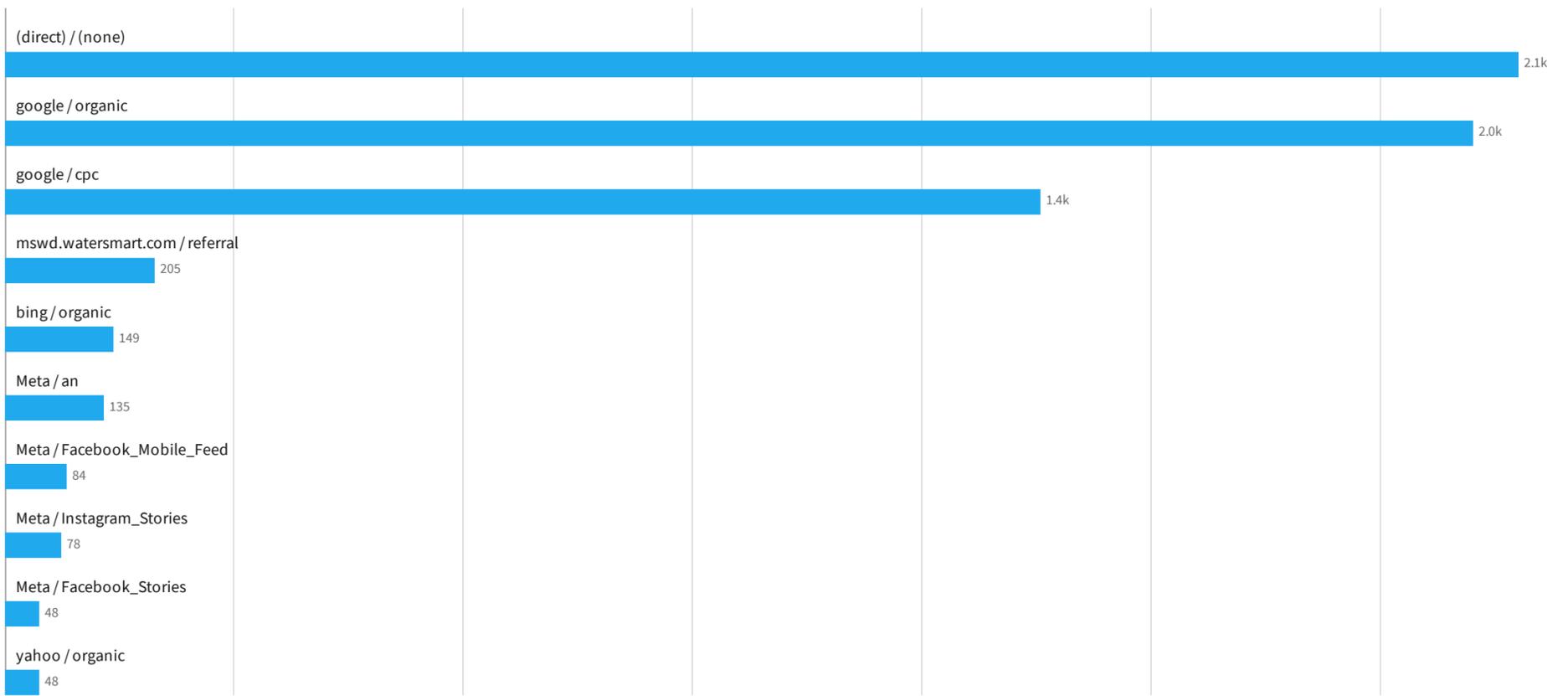
www.mswd.org - http://www.mswd.org - GA4

**Users by City**

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

City	Users
Los Angeles	1,617
Desert Hot Springs	1,433
(not set)	349
(not set)	322
Indio	313
San Diego	278
Palm Springs	270
Riverside	251
Boardman	170
La Quinta	154
	7,602

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



■ New users

Facebook Account Overview (April 1 - 30, 2024)

<p>Posts Published</p> <p>13</p> <p>-3 -18.8%</p>	<p>Total Likes</p> <p>1,237</p> <p>+2 0.2%</p>	<p>New Likes</p> <p>3</p> <p>+1 50.0%</p>	<p>Unlikes</p> <p>1</p>
--	---	--	--------------------------------

<p>Total Reach</p> <p>59,587</p> <p>-7,396 -11.0%</p>	<p>Organic Reach</p> <p>3,780</p> <p>+444 13.3%</p>	<p>Paid Reach</p> <p>56,036</p> <p>-7,807 -12.2%</p>	<p>Impressions</p> <p>77,781</p> <p>-1,453 -1.8%</p>	<p>Video Views</p> <p>5,291</p> <p>-6,328 -54.5%</p>
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3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>ASM Wallis Tour Grateful to Assemblyman Greg Wallis for visiting and t...</p> <p>18.4%</p>	 <p>REAL Academy Interns MSWD welcomed two new Desert Hot Springs High School int...</p> <p>726</p>	 <p>News Release: Enhanced Rebates News Release: MSWD Announces Enhanced Rebate Offerings P...</p> <p>3</p>
 <p>Worker Wed - tight space Shout Out to Our Amazing C&M Crew! To all the dedic...</p> <p>15.84%</p>	 <p>News Release: Enhanced Rebates News Release: MSWD Announces Enhanced Rebate Offerings P...</p> <p>247</p>	 <p>Earth Day Event Mark your calendars and join MSWD, Cabot's Pueblo Muse...</p> <p>2</p>
 <p>Earth day event!</p> <p>14.86%</p>	 <p>Earth Day Event Mark your calendars and join MSWD, Cabot's Pueblo Muse...</p> <p>215</p>	 <p>REAL Academy Interns MSWD welcomed two new Desert Hot Springs High School int...</p> <p>2</p>

3 Least Engaging Posts

	News Release: Enhanced Rebates	
	News Release: MSWD Announces Enhanced Rebate Offerings P...	4.05%
	Earth Day Event	
	Mark your calendars and join MSWD, Cabot's Pueblo Muse...	4.65%
	REAL Academy Interns	
	MSWD welcomed two new Desert Hot Springs High School int...	6.47%

3 Lowest Reach Posts

	Earth Day	
	Join MSWD, Cabot's Museum, and DHS High School REAL Ac...	82
	water week	
	This National Water Week, take a second to remember wher...	91
	Cabots Event	
	Happening today! Join MSWD, Cabot's Museum, and DHS Hi...	100

3 Least Shared Posts

	Customer Survey	
	Calling all valued customers! Your feedback is crucia...	0
	Look who we spotted today!	0
	News Release Customer Survey	
	News Release MSWD Announces Customer Survey & Statemen...	0

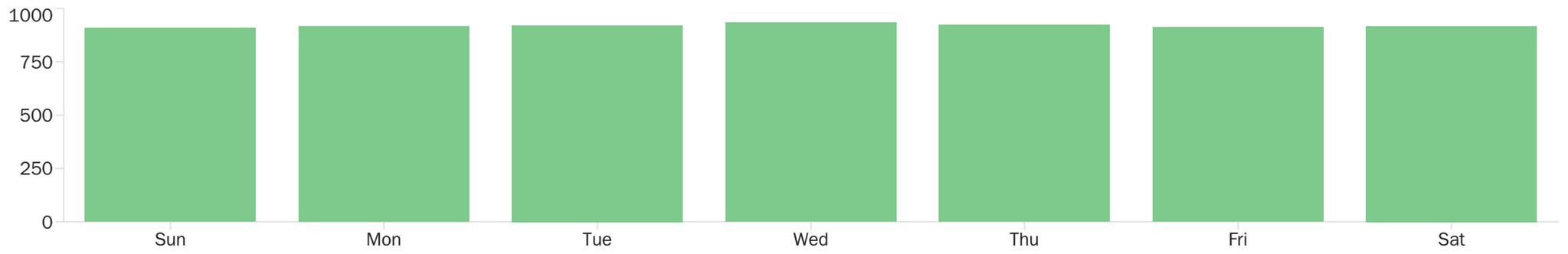
Likes By Country

1. United States of America (1,205 likes)
2. Mexico (12 likes)
3. France (4 likes)
4. India (2 likes)
5. Canada (2 likes)

Likes By City

1. Desert Hot Springs, CA (569 likes)
2. Indio, CA (63 likes)
3. Cathedral City, CA (51 likes)
4. Palm Springs, CA (49 likes)
5. La Quinta, CA (44 likes)

Days your fans are online



Facebook Post Metrics (April 1 - 30, 2024)

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 30, 2024 6:20 PM PDT	 Image	 <p>REAL Academy Interns 🎉 MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School REAL Academy! First up, Kaleb and Gabriel met with Chad, our Water Production Supe...</p>		726	47	6.47%	36	2	2	51	0
April 29, 2024 1:17 PM PDT	 Image	 <p>Customer Survey 📊 Calling all valued customers! 🗣️ Your feedback is crucial to us! Help shape the future of your monthly statement by participating in our quick survey. Click the link below to share your thoughts a...</p>	Customer Service	116	9	7.76%	7	0	0	5	0
April 28, 2024 7:28 PM PDT	 Image	 <p>Look who we spotted today! 💙💧</p>		147	18	12.24%	12	0	0	14	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
<p>April 25, 2024 1:06 PM PDT</p>	<p> Image</p>	 <p>News Release Customer Survey  News Release MSWD Announces Customer Survey & Statement Redesign Mission Springs Water District is excited to announce the launch of a customer survey aimed at redesigning the monthly water bill...</p>	<p>News Releases</p>	<p>106</p>	<p>9</p>	<p>8.49%</p>	<p>6</p>	<p>0</p>	<p>0</p>	<p>4</p>	<p>0</p>
<p>April 23, 2024 5:57 PM PDT</p>	<p> Image</p>	 <p>News Release: Enhanced Rebates  News Release: MSWD Announces Enhanced Rebate Offerings Promoting Water Conservation and Savings Mission Springs Water District reaffirms its commitment to supporting water conservation by announc...</p>	<p>News Releases</p>	<p>247</p>	<p>10</p>	<p>4.05%</p>	<p>11</p>	<p>0</p>	<p>3</p>	<p>1</p>	<p>0</p>

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 22, 2024 4:55 PM PDT	 Image	 <p>Earth Day Event  News Release: MSWD Celebrates Earth Day with the Unveiling of DHS High School Student-Created 3D Watershed Model In partnership with Cabot's Pueblo Museum and the Desert Hot Springs High Schoo...</p>	News Releases	109	9	8.26%	8	0	0	1	0
April 20, 2024 10:33 AM PDT	 Video	 <p>Earth day event!</p>		148	22	14.86%	18	2	1	22	119
April 20, 2024 8:21 AM PDT	 Image	 <p>Cabots Event Happening today!   Join MSWD, Cabot's Museum, and DHS High School Real Academy as we unveil a new student-created 3D model of the watershed!  Celebrate Earth Day with us, explore the Museum and d...</p>	Event	100	9	9.0%	6	1	0	5	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 16, 2024 10:44 AM PDT	 Image	 <p>Earth Day Event   Mark your calendars and join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explor...</p>	Event	215	10	4.65%	7	0	2	4	0
April 15, 2024 1:36 PM PDT	 Image	 <p>ASM Wallis Tour   Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Nancy Wright Regional Water Reclamation Facility Friday! Support from our elected officials has been instrumental in makin...</p>	Event	125	23	18.4%	10	0	0	16	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 10, 2024 10:48 PM PDT	 Image	 <p>water week 💧 This National Water Week, take a second to remember where your water comes from. It takes hard work and infrastructure to bring it to your home. Learn more at QuenchCA.com #NationalWaterWeek #C...</p>		91	7	7.69%	8	0	0	0	0
April 10, 2024 12:17 PM PDT	 Image	 <p>Worker Wed - tight space 🗣️ Shout Out to Our Amazing C&M Crew! 🌊 💧 To all the dedicated water workers laboring tirelessly in combined spaces, this one's for you! 🙌 Your unwavering commitment keeps our faucets flowing, our s...</p>	Worker Wed	101	16	15.84%	16	0	0	7	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
April 03, 2024 2:06 PM PDT	 Image	 <p>Earth Day 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explore the Museum and deepen your unders...</p>	Event	82	10	12.2%	7	0	1	2	0
Total				2,313	199		152	5	9	132	119
Average				177.9	15.3	8.6%	11.7	0.4	0.7	10.2	9.2

Twitter Account Overview (April 1 - 30, 2024)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
11	0	0	103	99
-1 -8.3%			-1 -1.0%	

3 Most Retweeted Posts

- 

Earth Day
 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the wat...

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- 

Shout Out to Our Amazing C&M Crews!  Your unwavering commitment keeps our faucets flowing, our showers refresh...

0
- 

water week
 This National Water Week, take a second to remember where your water comes from. It takes hard work and infrastru...

0

3 Most Liked Posts

- 

Earth Day
 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the wat...

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Shout Out to Our Amazing C&M Crews!  Your unwavering commitment keeps our faucets flowing, our showers refresh...

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water week
 This National Water Week, take a second to remember where your water comes from. It takes hard work and infrastru...

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3 Least Retweeted Posts



REAL Academy Interns
MSWD welcomed two new Desert Hot Springs High School
interns today through a partnership with the DHS High School

0

REA...



Customer Survey
Calling all valued customers! Help shape the future of your
monthly statement by participating in our quick survey. ...

0



News Release Customer Survey
News Release Mission Springs Water District is excited to
announce the launch of a customer survey aimed at redesi...

0

3 Least Liked Posts



REAL Academy Interns
MSWD welcomed two new Desert Hot Springs High School
interns today through a partnership with the DHS High School

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REA...



Customer Survey
Calling all valued customers! Help shape the future of your
monthly statement by participating in our quick survey. ...

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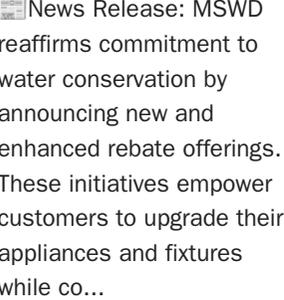
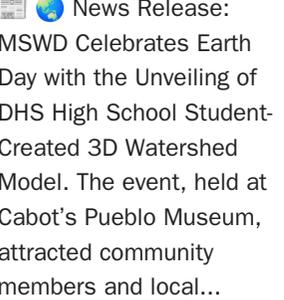


News Release Customer Survey
News Release Mission Springs Water District is excited to
announce the launch of a customer survey aimed at redesi...

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Twitter Post Metrics (April 1 - 30, 2024)

Date	Format	Post	Labels	Retweets	Likes
April 30, 2024 6:20 PM PDT	 Image	 <p>REAL Academy Interns MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School REAL Academy! Kaleb and Gabriel met with Chad our Water Production Supervisor, who ...</p>		0	0
April 29, 2024 1:17 PM PDT	 Image	 <p>Customer Survey 📞 Calling all valued customers! 📞 Help shape the future of your monthly statement by participating in our quick survey. 💧 Let's make your water bill experience even better together! Use the QR code or g...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center;">Customer Service</div>	0	0
April 25, 2024 1:06 PM PDT	 Image	 <p>News Release Customer Survey 💧 📰 News Release Mission Springs Water District is excited to announce the launch of a customer survey aimed at redesigning the monthly water bill experience. For more information or to access the s...</p>	<div style="background-color: #d8bfd8; border-radius: 10px; padding: 5px; text-align: center;">News Releases</div>	0	0

Date	Format	Post	Labels	Retweets	Likes
<p>April 23, 2024 5:57 PM PDT</p>	<p> Image</p>	<p> News Release: Enhanced Rebates</p> <p> News Release: MSWD reaffirms commitment to water conservation by announcing new and enhanced rebate offerings. These initiatives empower customers to upgrade their appliances and fixtures while co...</p>	<p> News Releases</p>	<p>0</p>	<p>0</p>
<p>April 22, 2024 4:55 PM PDT</p>	<p> Image</p>	<p> Earth Day Event</p> <p> News Release: MSWD Celebrates Earth Day with the Unveiling of DHS High School Student-Created 3D Watershed Model. The event, held at Cabot's Pueblo Museum, attracted community members and local...</p>	<p> News Releases</p>	<p>0</p>	<p>0</p>
<p>April 20, 2024 8:21 AM PDT</p>	<p> Image</p>	<p> Cabots Event Happening today! Join MSWD, Cabot's Museum, and DHS High School Real Academy as we unveil a new student-created 3D model of the watershed! This event is FREE and open to all! 10 am to 3 pm,...</p>	<p> Event</p>	<p>0</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Likes
<p>April 16, 2024 10:44 AM PDT</p>	<p> Image</p>	 <p>Earth Day Event  Join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed!  This event is FREE and open to all!  Join us on April 20, ...</p>	<p>Event</p>	<p>0</p>	<p>0</p>
<p>April 15, 2024 1:36 PM PDT</p>	<p> Image</p>	 <p>ASM Wallis Tour   Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Regional Water Reclamation Facility! Support from our elected officials has been instrumental in making this project possi...</p>	<p>Event</p>	<p>0</p>	<p>0</p>
<p>April 10, 2024 10:48 PM PDT</p>	<p> Image</p>	 <p>water week  This National Water Week, take a second to remember where your water comes from. It takes hard work and infrastructure to bring it to your home. Learn more at https://t.co/WEoTegkvSB #NationalW...</p>		<p>0</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Likes
April 10, 2024 2:11 PM PDT	 Image	 <p>📷 Shout Out to Our Amazing C&M Crews! 📷 Your unwavering commitment keeps our faucets flowing, our showers refreshing, and our communities hydrated. 📷 #WorkerWed ❤️ https://t.co/x7ADynttym</p>		0	0
April 03, 2024 2:06 PM PDT	 Image	 <p>Earth Day 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🎉 Explore and deepen your understanding of our water. 🌿 Mark your calend...</p>	<div style="background-color: #f08080; border-radius: 10px; padding: 5px; text-align: center;">Event</div>	0	0
Total				0	0
Average				0.0	0.0

Instagram Account Overview (April 1 - 30, 2024)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
11	328	5	55,354	46,906	76
-1 -8.3%	-2 -0.6%	-1 -16.7%	-29,358 -34.7%	-30,404 -39.3%	+21 38.2%

3 Most Liked Posts

- 

REAL Academy Interns
 🎉 MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School RE...

17
- 

ASM Wallis Tour
 ❤️ 💧 Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Nancy Wright Regional Water Reclamation Fa...

13
- 

Earth Day Event
 🌍💧 Mark your calendars and join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new ...

8

3 Most Commented Posts

- 

Earth Day
 🌍💧 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the wat...

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Worker Wed - tight space
 🧑‍🔧👉 Shout Out to Our Amazing C&M Crew! 💧💧
 To all the dedicated water workers laboring tirelessly in combined spaces, t...

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water week
 💧 This National Water Week, take a second to remember where your water comes from. It takes hard work and infrastru...

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3 Least Liked Posts

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Earth Day Event

 **News Release: MSWD Celebrates Earth Day with the Unveiling of DHS High School Student-Created 3D Watershed Model**

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Customer Survey

 **Calling all valued customers!** 

Your feedback is crucial to us! Help shape the future of your monthly statement by ...

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News Release Customer Survey

  **News Release MSWD Announces Customer Survey & Statement Redesign**

Mission Springs Water District is excited to anno...

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3 Least Commented Posts

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REAL Academy Interns

 **MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School**

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Customer Survey

 **Calling all valued customers!** 

Your feedback is crucial to us! Help shape the future of your monthly statement by ...

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News Release Customer Survey

  **News Release MSWD Announces Customer Survey & Statement Redesign**

Mission Springs Water District is excited to anno...

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Instagram Story Metrics (April 1 - 30, 2024)

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

Instagram Post Metrics (April 1 - 30, 2024)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 30, 2024 6:20 PM PDT	 Image	 <p>REAL Academy Interns 🎉 MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School REAL Academy! First up, Kaleb and Gabriel met with Chad, our Water Production Supe...</p>		17	0	84	78	17	21.79%	0	
April 29, 2024 1:17 PM PDT	 Image	 <p>Customer Survey 📞 Calling all valued customers! 📞 Your feedback is crucial to us! Help shape the future of your monthly statement by participating in our quick survey. Click the link below to share your thoughts a...</p>	Customer Service	3	0	36	33	3	9.09%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 25, 2024 1:06 PM PDT	 Image	 <p>News Release Customer Survey</p>  <p>News Release MSWD Announces Customer Survey & Statement Redesign</p> <p>Mission Springs Water District is excited to announce the launch of a customer survey aimed at redesigning the monthly water bill...</p>	News Releases	3	0	35	29	3	10.34%	0	
April 23, 2024 5:58 PM PDT	 Image	 <p>News Release: Enhanced Rebates</p>  <p>News Release: MSWD Announces Enhanced Rebate Offerings</p> <p>Promoting Water Conservation and Savings</p> <p>Mission Springs Water District reaffirms its commitment to supporting water conservation by announc...</p>	News Releases	4	0	38	34	4	11.76%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 22, 2024 4:55 PM PDT	 Image	 <p>Earth Day Event  News Release: MSWD Celebrates Earth Day with the Unveiling of DHS High School Student-Created 3D Watershed Model In partnership with Cabot's Pueblo Museum and the Desert Hot Springs High Schoo...</p>	News Releases	2	0	50	44	2	4.55%	0	
April 20, 2024 8:21 AM PDT	 Image	 <p>Cabots Event Happening today!  Join MSWD, Cabot's Museum, and DHS High School Real Academy as we unveil a new student-created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explore the Museum and d...</p>	Event	3	0	52	44	3	6.82%	0	
April 16, 2024 10:44 AM PDT	 Image	 <p>Earth Day Event  Mark your calendars and join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explor...</p>	Event	8	0	62	55	8	14.55%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 15, 2024 1:36 PM PDT	 Image	 <p>ASM Wallis Tour 💙💧 Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Nancy Wright Regional Water Reclamation Facility Friday! Support from our elected officials has been instrumental in makin...</p>	Event	13	0	88	81	13	16.05%	0	
April 10, 2024 10:48 PM PDT	 Image	 <p>water week 💧 This National Water Week, take a second to remember where your water comes from. It takes hard work and infrastructure to bring it to your home. Learn more at QuenchCA.com #NationalWaterWeek #C...</p>		6	0	46	41	6	14.63%	0	
April 10, 2024 12:17 PM PDT	 Image	 <p>Worker Wed - tight space 🚒👏 Shout Out to Our Amazing C&M Crew! 💧 To all the dedicated water workers laboring tirelessly in combined spaces, this one's for you! 🙌 Your unwavering commitment keeps our faucets flowing, our s...</p>	Worker Wed	6	0	50	46	6	13.04%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
April 03, 2024 2:06 PM PDT	 Image	 <p>Earth Day  Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🌍 Celebrate Earth Day with us, explore the Museum and deepen your unders...</p>	Event	6	0	52	48	6	12.5%	0	
Total				71	0	593	533	71		0	
Average				6.5	0.0	53.9	48.5	6.5	13.32%	0.0	

LinkedIn Account Overview (April 1 - 30, 2024)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">6</p> <p>+1 20.0%</p>	<p>Likes</p> <p style="font-size: 24pt; font-weight: bold;">50</p> <p>-9 -15.3%</p>	<p>Views</p> <p style="font-size: 24pt; font-weight: bold;">63</p> <p>-20 -24.1%</p>	<p>Followers</p> <p style="font-size: 24pt; font-weight: bold;">313</p> <p>+8 2.6%</p>
<p>Comments</p> <p style="font-size: 24pt; font-weight: bold;">3</p> <p>-11 -78.6%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">1,635</p> <p>-298 -15.4%</p>	<p>Clicks</p> <p style="font-size: 24pt; font-weight: bold;">64</p> <p>-71 -52.6%</p>	<p>Engagement Rate</p> <p style="font-size: 24pt; font-weight: bold;">7.66%</p> <p>0.0 -0.5%</p>
<p>3 Most Engaging Posts</p>		<p>3 Most Shared Posts</p>	
<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>ASM Wallis Tour</p> <p>📍💧 Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Nancy Wright Regional Water Reclamation Fa...</p> </div> <div style="text-align: right; font-weight: bold;">8.6%</div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>REAL Academy Interns</p> <p>🎉👥 MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School RE...</p> </div> <div style="text-align: right; font-weight: bold;">8.29%</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>News Release Customer Survey</p> <p>💧📄 News Release MSWD Announces Customer Survey & Statement Redesign</p> <p>Mission Springs Water District is excited to anno...</p> </div> <div style="text-align: right; font-weight: bold;">5.1%</div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>ASM Wallis Tour</p> <p>📍💧 Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Nancy Wright Regional Water Reclamation Fa...</p> </div> <div style="text-align: right; font-weight: bold;">1</div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Earth Day Event</p> <p>🌍🌊 Mark your calendars and join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new ...</p> </div> <div style="text-align: right; font-weight: bold;">1</div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>News Release Customer Survey</p> <p>💧📄 News Release MSWD Announces Customer Survey & Statement Redesign</p> <p>Mission Springs Water District is excited to anno...</p> </div> <div style="text-align: right; font-weight: bold;">1</div> </div>		

3 Least Engaging Posts

	Earth Day 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the wat...	2.63%
	Cabots Event Happening today! 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School Real Academy as we unveil a new student-created 3D...	3.39%
	Earth Day Event 🌍🌊 Mark your calendars and join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new ...	3.7%

3 Least Shared Posts

	REAL Academy Interns 🎉 MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School RE...	0
	Cabots Event Happening today! 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School Real Academy as we unveil a new student-created 3D...	0
	Earth Day 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the wat...	0

LinkedIn Post Metrics (April 1 - 30, 2024)

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 30, 2024 6:20 PM PDT	 Image	 <p>REAL Academy Interns  MSWD welcomed two new Desert Hot Springs High School interns today through a partnership with the DHS High School REAL Academy! First up, Kaleb and Gabriel met with Chad, our Water Production Supe...</p>		0	21	8.29%	25	567	1
April 25, 2024 1:06 PM PDT	 Image	 <p>News Release Customer Survey  News Release MSWD Announces Customer Survey & Statement Redesign Mission Springs Water District is excited to announce the launch of a customer survey aimed at redesigning the monthly water bill...</p>	<div style="background-color: #e6e6fa; border-radius: 10px; padding: 2px 5px; display: inline-block;">News Releases</div>	1	1	5.1%	3	98	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 20, 2024 8:21 AM PDT	 Image	 <p>Cabots Event Happening today! 🌍🌊 Join MSWD, Cabot's Museum, and DHS High School Real Academy as we unveil a new student- created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explore the Museum and d...</p>	<div data-bbox="1019 201 1211 231" style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	0	0	3.39%	2	59	0
April 16, 2024 10:44 AM PDT	 Image	 <p>Earth Day Event 🌍🌊 Mark your calendars and join MSWD, Cabot's Pueblo Museum, and the DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explor...</p>	<div data-bbox="1019 609 1211 639" style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	1	0	3.7%	3	108	0
April 15, 2024 1:36 PM PDT	 Link	 <p>ASM Wallis Tour 💙💧 Grateful to Assemblyman Greg Wallis for visiting and touring MSWD's new Nancy Wright Regional Water Reclamation Facility Friday! Support from our elected officials has been instrumental in makin...</p>	<div data-bbox="1019 1011 1211 1042" style="background-color: #f08080; border-radius: 10px; padding: 2px 5px; display: inline-block;">Event</div>	1	49	8.6%	30	930	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
April 03, 2024 2:06 PM PDT	 Image	 <p>Earth Day   Join MSWD, Cabot's Museum, and DHS High School REAL Academy as we unveil a new student-created 3D model of the watershed! 🎉 Celebrate Earth Day with us, explore the Museum and deepen your unders...</p>	Event	0	0	2.63%	2	76	0
Total				3	71		65	1,838	1
Average				0.5	11.8	5.29%	10.8	306.3	0.2