



General Manager's Report

July 2023

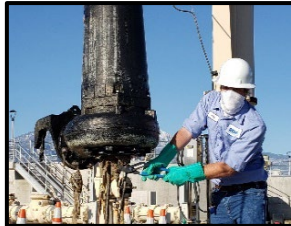


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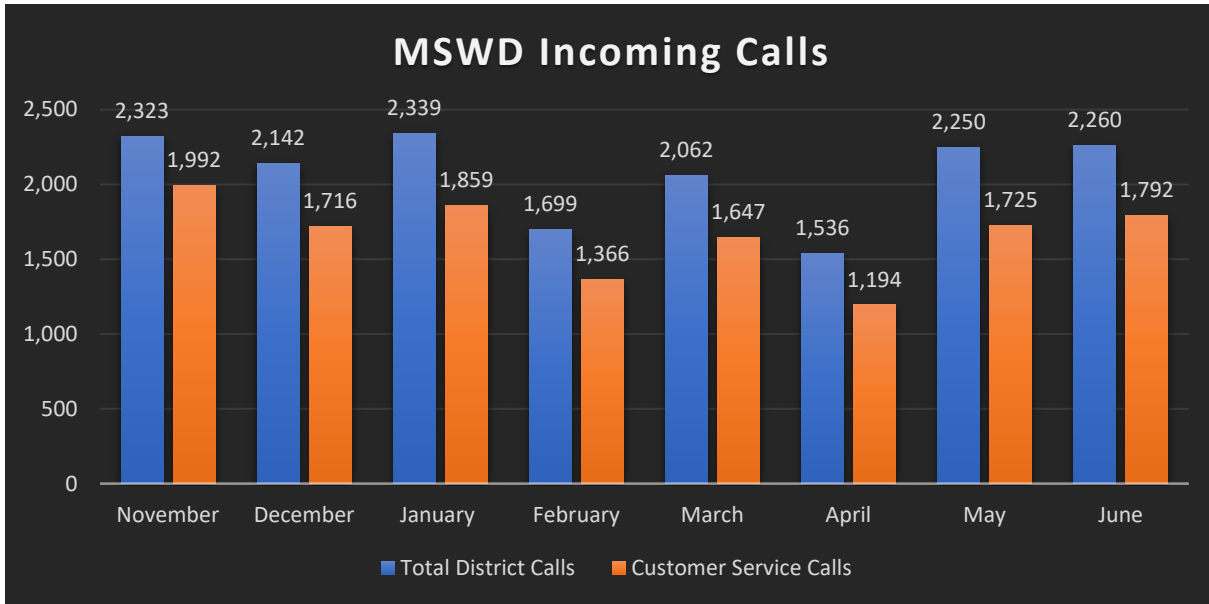
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ADMINISTRATION

Customer Service

Calls into the Customer Service Department

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

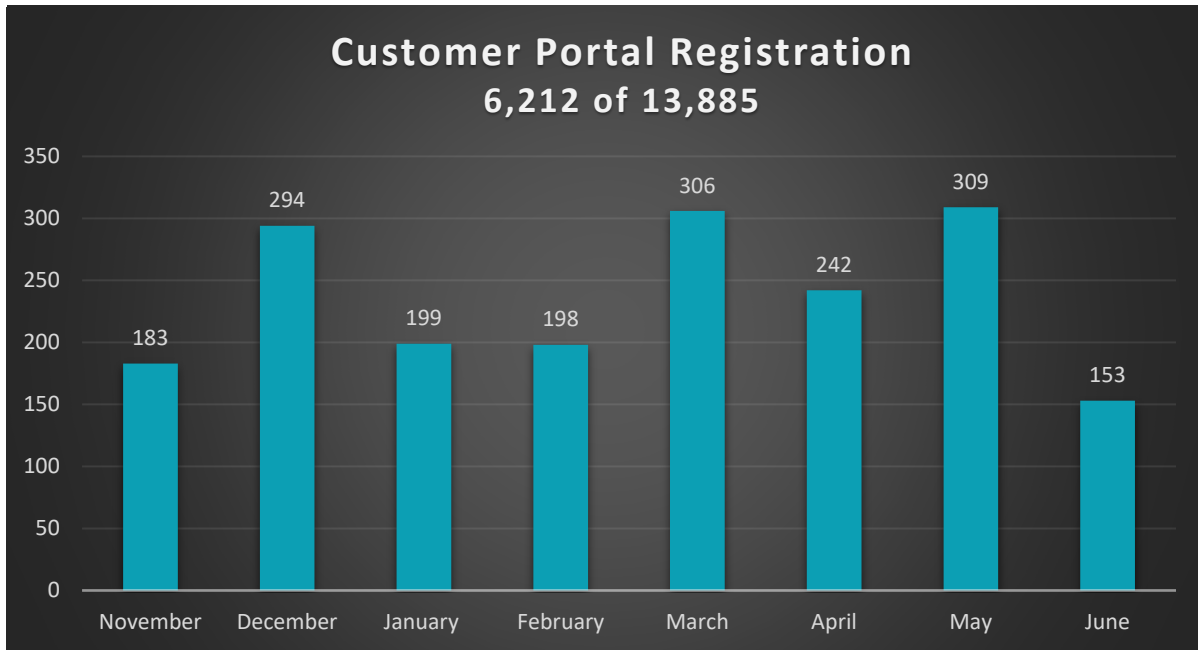


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for June 2023	Monthly Avg. for FY 2023	Total for FY 2023
Water Waste	1	5.80	58
High Bill Calls / Service Line Leaks	3	9.58	115
No Water	3	5.83	70
Disconnections by Request & Non-Pay	256	231.50	2,778
Reconnections by Request & Non-Pay	92	93.50	1,122
Service Transfers	83	88.25	1,059
New Customer / Roll Over Accounts	108	144.33	1,732
High/Low Pressure	4	5.00	59
Water Quality	3	2.00	24
Other / Miscellaneous	89	73.25	879

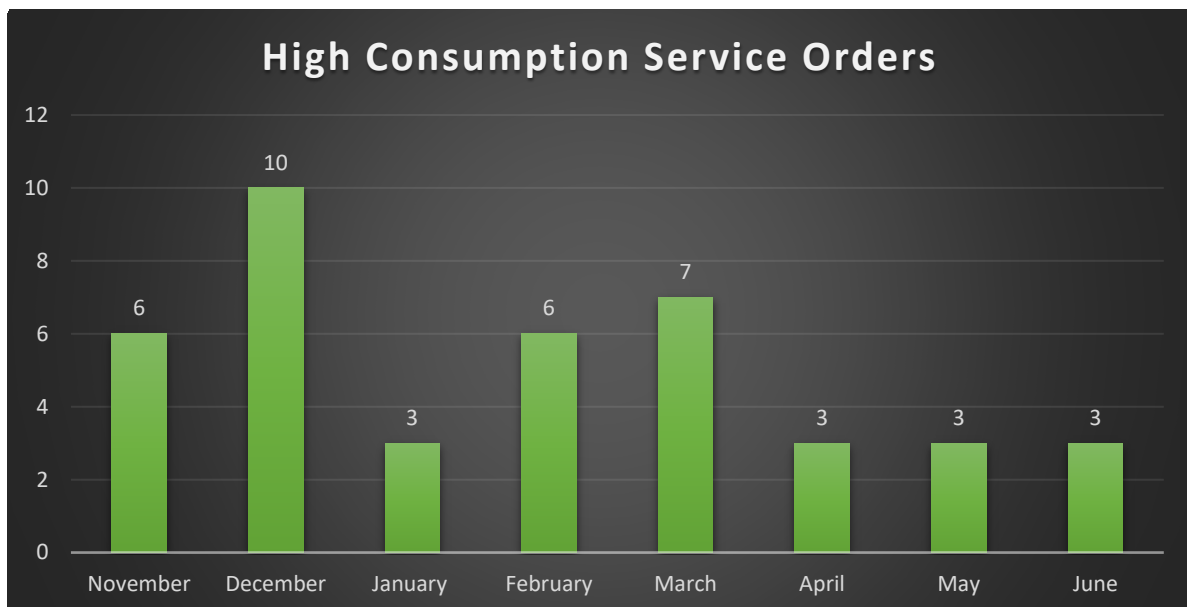
Customer Portal

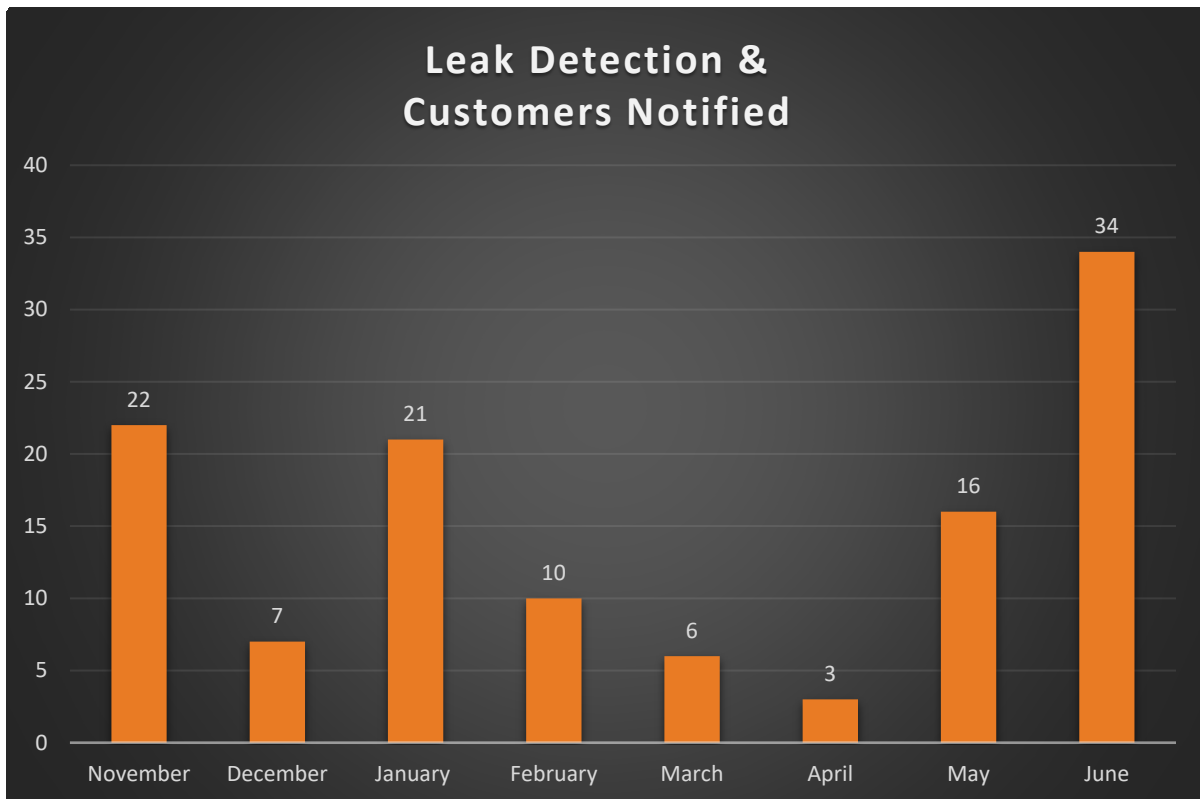
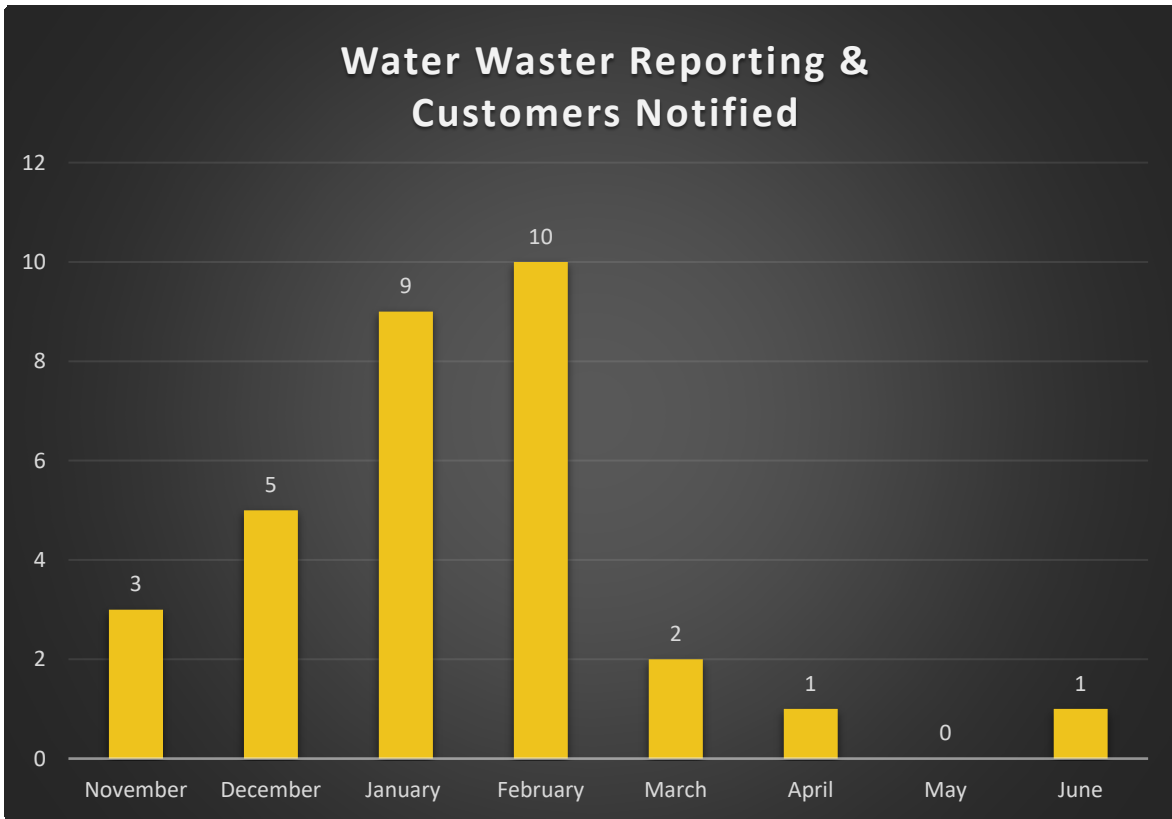
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 45%, or 6,212 customers registered so far.



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 13,885 customer accounts by the Customer Service staff.





Customer Bill Assistance Programs

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

- MSWD hosted Utility Assistance Clinics on May 22, 2023, and June 8, 2023. Representatives from Riverside County Community Action Partnership, the United Way, Food Now, and Desert Valley Disposal were in attendance for on-site program sign-ups and to provide community resources. The two clinics were very successful.
 - LIHWAP – 54 people applied for assistance.
 - United Way – 51 people received assistance.
- The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance for one billing period annually, paying \$100 per approved customer.
- Riverside County’s Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill up to \$2,000. This program will only run through August 2023 with federal funding.
- LIHWAP 2.0 is a new State funded contract that is not scheduled to begin until October 2023. Once LIHWAP 2.0 begins, previous customers may re-apply and will include customers who are current on their bills and qualify for assistance.
- Beginning March 13, 2023, LIHWAP will now be able to assist customers even if their account does not have an arrearage. When a customer is not past due on their bill, they will receive a base payment ranging between \$200 - \$371. The amount the customer receives will depend on their household size and income.
- United Lift has assisted many customers and has exhausted current funding.

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

Assistance Program	Customers Assisted in June 2023	Total Assistance in June 2023	Total Assistance in FY 2023
United Way of the Desert	34	\$3,400.00	\$13,000.00
LIHWAP / CAP Riverside	8	\$3,432.70	\$83,737.45
United Lift	0	\$0.00	\$8,058.96
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Billed
105	\$46,426.56	107	\$53,430.72



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
2022 – 2023 (Year to Date)	5,107	759	1,171	656
2021 – 2022 (3/24/22 -6/30/22 due to Covid moratorium end)	1,937	494	378	286
2020 – 2021 (Covid moratorium)	0	0	0	0
2019 – 2020 (Covid moratorium started 3/9/2020)	7,182	1,760	814	667

New Online Calendaring System

Need one-on-one assistance with your MSWD account? Skip the line and book an in-person appointment with a customer service representative. English and Spanish-speaking associates are available. Get help with the following:

- New Accounts
- Property Taxes and/or Liens
- Account Review
- And more!

<https://www.mswd.org/page/new-online-calendaring-system>



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 or Walmart in Desert Hot Springs and must have their bills present. The addition of Walgreen's will be coming soon,
- Customers can drop payments (check or money order) in the drop box,
- Customers can call in and pay through the IVR system, or with Customer Service Representative assistance,
- PayPal, Google Pay, Apple Pay, or the QR code on the back of the bill. Customers can pay directly from their smartphone.
- Customers can pay in person at the District Lobby.

The graphic is a blue-bordered rectangle with a white background. At the top left is the MSWD logo (Mission Springs Water District) with a water drop icon. To the right of the logo, the text "BILL PAY OPTIONS" is written in large, bold, white capital letters. Below this header, the graphic is divided into four vertical panels, each with a photograph and a blue icon in a white circle. The first panel shows a woman at a laptop with an icon of a computer and a dollar sign, labeled "ONLINE" with the URL "MSWD.org/Paperless". The second panel shows a man on a phone with an icon of a phone and a dollar sign, labeled "BY PHONE" with the number "(760) 329-6448". The third panel shows a woman at a mailbox with an icon of a mailbox and a dollar sign, labeled "BY MAIL" with the address "66575 Second Street, Desert Hot Springs, CA 92240". The fourth panel shows a hand dropping a bill into a "NIGHT DROP" box with an icon of a hand dropping a bill, labeled "IN PERSON" with "Drop off". At the bottom of the graphic, the text "OTHER OPTIONS:" is followed by logos for Walmart Pay, PayPal, PayNearMe, and "YOUR BANK'S E-PAY PROGRAM".



Finance and Accounting Department

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

Current Work Priorities

The main priorities for Accounting were the Fiscal Year 2023-2024 Budget, the interim audit, and providing needed documentation to finalize the first reimbursement claim to the State for the Regional Water Reclamation Facility grant agreement.

A kick-off meeting was held on May 30, 2023, for the Long-Range Financial Plan.

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

The Accounting Department continues to support other departments as needed.

Human Resources

- Processed retroactive pay for merit increases.
- Identified needed changes for salary schedules in order to be compliant with CCR section 570.5.

Information Technology

- Continue to evaluate the migration from Unidata to another ERP system.

Customer Service

- Provided several corrections to customer service for customer accounts.
- Continued to work with Customer Service to review and track Fiscal Year 2023-2024 Sewer Fee prepayments through June 30, 2023.

Public Relations

- Assisted in the preparation of customer turf & toilet rebate grant reimbursement request.

Engineering and Construction and Maintenance

- Two new reimbursable jobs were requested by Engineering.
 - PODS Storage Facility – water, sewer, and landscape improvement review.
 - L'Original Hudson Boutique Resort & Spa – landscape and irrigation improvement review.

- One new reimbursable job was requested by Construction & Maintenance.
 - Hit 2-inch Water Service – contractor damage to District side of water service and backflow.
- Updated request for deposit release process for project review and processed 18 deposit refund checks.

Budget

Budget transfers in June 2023 amounted to \$42,006 for samples, street repair materials, emergency repairs, administrative support, and vehicle leases.

The Fiscal Year 2023-2024 Budget was finalized, adopted, and uploaded into the financial software.

Audit

The Fiscal Year 2022-2023 interim audit began on June 26, 2023, and Accounting completed process walkthroughs and gathered requested documentation for process testing.

Payroll

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

Cash

Total cash receipts for the month of June 2023 amounted to \$1,517,402 with the majority being water and sewer customer account payments, and sewer prepayments.

Cash disbursements for the month of May 2023 amounted to \$8,748,542 with the largest payments going to:

- TKE Engineering - \$410,498
- Net Payroll - \$404,202
- Southern California Edison - \$397,747
- City of Desert Hot Springs - \$192,586
- EFTPS Federal Tax Remittance - \$164,239
- ACWA-JPIA Health Benefits Authority - \$90,756



Innovation and Technology Department

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

Technology Improvements

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

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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



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.

The annual inventory count for Fiscal Year 2022-2023 has been completed.

Total inventory purchases were \$12,388.67, and the total issued for use by field crews totaled \$51,673.08, for June 2023.



ENGINEERING AND OPERATIONS

Engineering Department

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

Well 42 Project

Construction is still on-hold due to revisions to the pumping and electrical equipment.

A construction bulletin regarding the electrical system changes was issued.

The contractor is in the process of procuring the well motor, pump assembly, and MCC equipment.

Construction will likely be on-hold for several more weeks while the equipment submittals are processed and the equipment is ordered, fabricated, and delivered to the site for construction and installation.

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

Staff continued to negotiate with the property owner at the south end of Hildago Street for an easement needed to complete the proposed sewer pipe alignment.

Well 22 Rehabilitation

The well contractor, L.O. Lynch, continued progress on production test pumping to identify the well pumping capacity. The contractor will be starting the next stage of higher test pumping next week. Further well test pumping is still needed over the next few weeks.

The project specifications for the well site improvements, following the test pumping work, are being finalized and prepared for soliciting construction bids. Staff estimates that by mid-August 2023, after the customary 30-day advertising period, the District should have bids for the Well 22 Rehabilitation Project and will present them at the September 2023 Board meeting.

Water and Wastewater System Comprehensive Master Plan Updates

Staff is in the process of reviewing the draft water and sewer master plans and flow models. In addition, staff is reviewing and adjusting the flow model with demand and calibration data.

Engineering and Operations staff are evaluating the breadth and depth of the proposed water CIP.

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

The California Department of Water Resources (DWR) has approved repurposing the grant funding for this project and combining with other grant funding for the Area D-3 construction. Staff has prepared a grant amendment and submitted it to DWR for review and processing.

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

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

Staff is securing title reports for two easement areas required to complete the projects.

Backup Generators for Well Sites 27-32 and 37 Projects

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

The consultant submitted revised plans on June 6, 2023, and staff reviewed and approved the plans and are waiting on revised specifications and engineer's construction estimate. Staff will review the specifications and prepare the contract documents for bidding purposes to solicit construction bids.

Supplemental Environmental Project

Bids were opened on May 18, 2023, with two bids received. After reviewing the bids, staff rejected the bids as they both exceeded the project budget and will narrow the project scope while meeting the requirements of the Colorado Water Basin Supplemental Environmental Project requirements. Staff presented an agenda item as a verbal update to the Board of Directors on the status of the project, and the suggested next steps of the project at the June 2023 Board meeting.

Well 34 Rehabilitation

Staff is completing the final review of the technical specifications. Staff anticipates bidding the project in August 2023.

Green Day Village Water Supply Assessment and Water Supply Verification

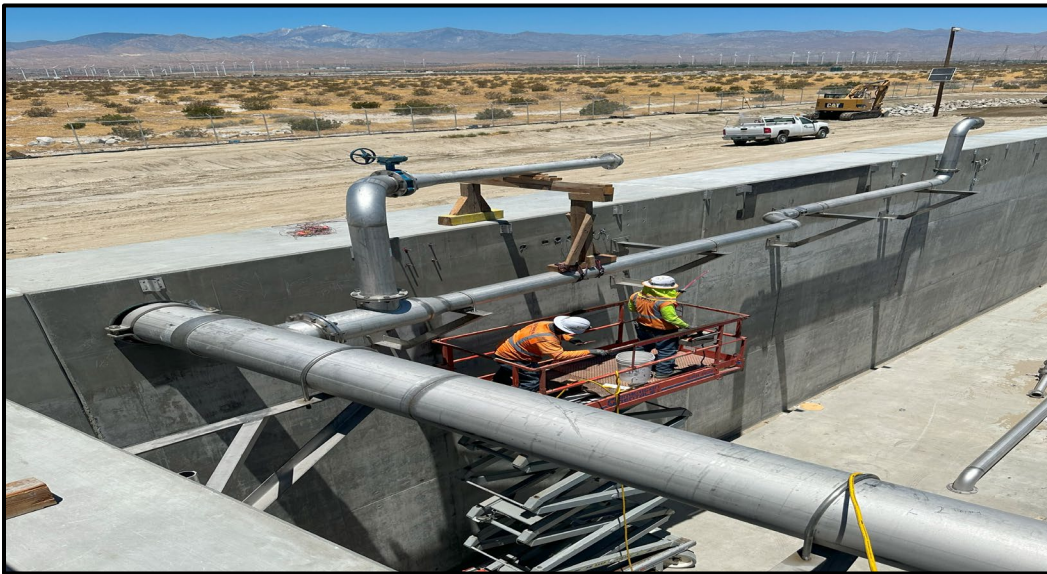
The Board approved the Water Supply Assessment/Water Supply Verification (WSA/WSV) for Green Day Village at the June 2023 Board meeting.

Regional Water Reclamation Facility

The project team continued processing submittals and responding to RFIs submitted by J.F. Shea Construction.

J.F. Shea Construction continued construction on the Regional Water Reclamation Facility (RWRF). Through the month of June 2023, J.F. Shea Construction:

- Continued installing the operations building exterior panels, insulation, and interior conduits, cable trays, air ducting, etc.,
- Continued progress on forming and pouring of the Headworks walls, channels, and slab, and
- Continued outfitting the SBR tanks and catwalks, hand railings, scum troughs, air piping, etc.



After positive discussions with a property owner, the Project Team initiated the appraisal process for right-of-way and easements along 20th Avenue, east of Little Morongo Road, to construct the third required monitoring well to be constructed at a later date.

The project team continued to monitor progress on the SRF/Grant funding application with the State Water Resources Control Board (SWRCB). Staff will meet with the SWRCB to review reimbursement requirements. The project team prepared and submitted the first reimbursement request. It is expected that the SWRCB will process the reimbursement by August 2023.

Regional Water Reclamation Facility Conveyance Line

Staff and the consultant, TKE Engineering, continue to coordinate with the CVCC on the final grant deed for an easement along Little Morongo Road. The grant deed was approved by the CVCC in June 2023 and will be taken to MSWD's Board meeting in July 2023 for approval.

The project team continued processing submittals and responding to RFIs submitted by Downing Construction, Inc.

Downing Construction began construction of the gravity sewer along Little Morongo Road. Downing has completed approximately 1,200 linear feet through the month of June 2023.



Area M2 Sewer Collection System (AD-15)

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

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

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

The design consultant, TKE Engineering, completed the roadway geometric design. The geometric design has been submitted to the City of Desert Hot Springs for approval.



Operations & Maintenance

Construction & Maintenance

Water Line Locations

Staff completed approximately 608 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Replacement

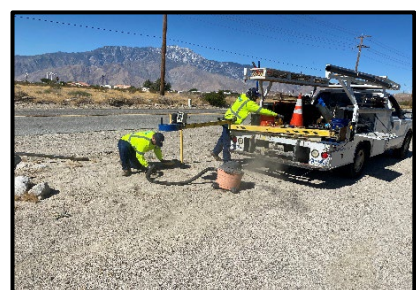
Staff replaced 19 water service lines with copper, repaired 22 service line leaks, repaired 15 mainline leaks, and repaired one hit fire hydrant.



Water System Maintenance

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

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



Street/Asphalt Repair (City/County)

The District's contractor, B-81, continued efforts to finalize permanent asphalt repairs from leaks and scheduled work throughout the District. Staff plans to extend the contract for another year (FY 2023-2024). The current contract was approved by the Board in June 2022 for one year with the option to extend/renew for a total of three years.

Annual Uniform Service

In June 2023, staff executed a three-year contract (FY 2023-2026) with Aramark Uniform Services. The contract includes uniform pants and shirts for field staff, carpet floor mats, and shop towels.

CMMS Workorder Program

A total of 116 work orders were processed in June 2023 using the CMMS program.

New Water Meter Service Installation

Staff installed 11 new water service lines in June 2023.

Fire Flow Testing

Staff continues performing field fire flow tests for the Engineering Department. 17 fire flow tests were conducted in June 2023.

Fleet and Facility Maintenance

Janitorial Services

All District buildings continue to be cleaned and disinfected weekly, Tuesday through Friday, by our janitorial company. Routine disinfection is completed four times per week and routine janitorial services are completed twice a week (Wednesday and Friday). In preparation for the new fiscal year, staff executed a contract with the lowest bidder, Eternal Love, LLC.

Building Maintenance

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

- Made temporary repair to Shop ice maker door,
- Cleaned out and reorganized the west Conex storage box and palletized old equipment in the Corporate Yard,
- Applied anti-skid tape to Accounting Modular steps,
- Replaced spigot underneath the carport at the Administration Building,
- Replaced faucet and the toilet valve, handle, and flapper in the Stores bathroom,
- Ongoing repairs to the bell for the Corporate Yard gate, which are incomplete,
- Installed corrugated metal over the hole in the lower panel for the Old Stores,
- Began cleanup of the west wall at the Corporate Yard,

- Drilled holes for the monitor cables and mounted filing bins in the Field Service Office at the Administration Building,
- Constructed and installed new cabinets at the Corporate Yard and Administration Building for janitorial supplies,
- Installed HazMat sign in the oil containment area,
- Repaired 5 holes in the perimeter fencing at the Corporate Yard and Horton Wastewater Treatment Plant,
- Installed flammable storage cabinet in the Corporate Yard Shop,
- Cleaned up trash and debris outside of the dumpster bin area at the Administration Building,
- Replaced failed pump on swamp cooler #3 at the Corporate Yard,
- Cleaned up and resealed the pan, replaced belt, float, and drain on the Meter Shop swamp cooler.

Standby Generator Monthly Maintenance Program

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

Fleet Maintenance/Repairs

- Preventative maintenance performed on the chop saw on Unit 399,
- Alternator and tensioner replaced on Unit 367,
- Recalls performed at the dealership (I-10 Ram) on Units 418, 419, and 420,
- Trailer jack replaced on Unit 346,
- Installed handles to the case for the hydraulic poppers,
- Preventative maintenance performed on Units 406, 419, and 421,
- Replaced the spark plug and cleaned the carburetor on the Poulan chainsaw,
- Replaced the battery on Units 408 and 410,
- Forklift inspection performed and all zirc fittings greased on Unit 432,
- Tamper gas cap replaced on Unit 391,
- Front hubs and rear brake pads replaced on Unit 393,
- Pressure washer had a new axle rod and tires installed on Unit 34,
- Ignition lock cylinder was replaced on Unit 391 at the dealership (Jessup),
- Suction tube rebuilt on Unit 385,
- Replaced broken pin on backhoe bucket tooth on Unit 362,
- PR valve issues on Unit 117, RDO will make repairs.

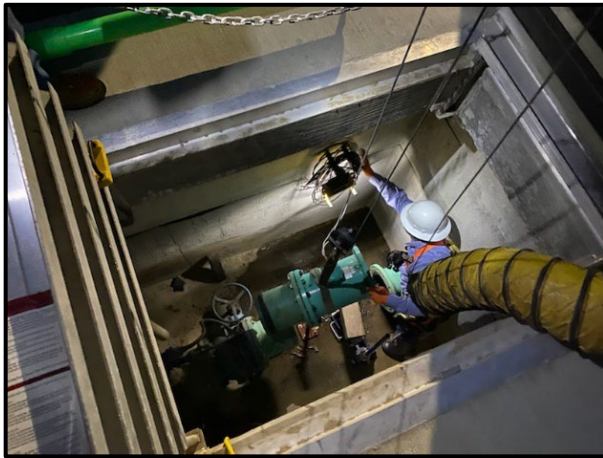
Wastewater Collections

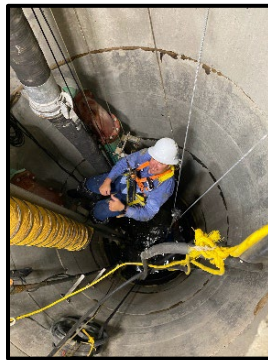
Sanitary Sewer Overflows (SSOs)

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

Dos Palmas Lift Station

Operators conducted daily site visits at the Dos Palmas Lift Station checking for proper pump operation, ensuring the SCADA system is working properly, and checking site security. Staff have replaced the flow meter at the lift station. When the new flow meter was replaced, staff noticed backflow coming back into the lift station through a damaged check valve. Two new replacement check valves have been ordered and were shipped on June 27, 2023, and will be installed in July 2023. Staff had to replace Pump 2 in the lift station due to recurring faults. When the old pump was being taken out, the lift cable clamps came loose on the submerged side of the cable damaging the 90-degree foot that supports the pump. Staff made an early morning entrance during low flow to replace the foot and reset the refurbished Pump 2 back into the lift station. Staff had a bypass pump placed onsite in case any issues happened at the lift station until the check valve for Pump 2 had been replaced.



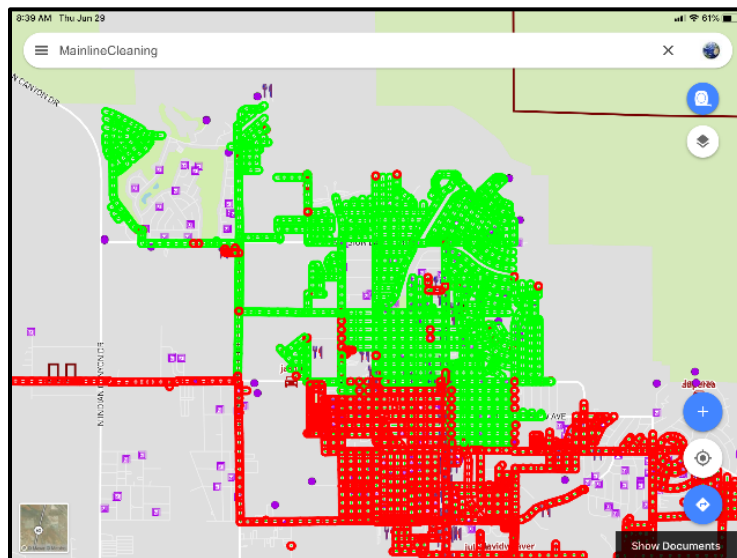


Sewer Line Locations

Staff completed 594 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed two inspections using CCTV in June 2023,
- Staff cleaned approximately 3.89 miles of sewer mainline in June 2023.



Wastewater Treatment

Plant Maintenance

Staff spent a combined 372-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 158-man hours operating the sludge belt filter press, including filling and removing 18 trailers of sludge from the Horton and Desert Crest WWTPs.

Staff replaced the drive shaft and gear box for the loadout auger due to wear on the shaft. Staff rented a scissor lift from United Rentals to help complete the job. Staff also replaced the lower shaft and bearing.



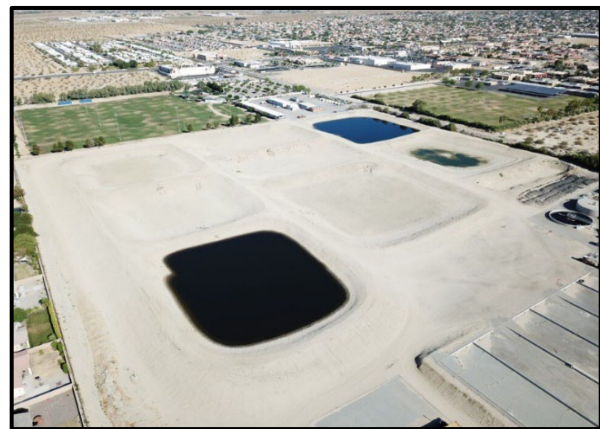
Sampling and Laboratory

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

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

Pond Maintenance

Staff cleaned and rehabilitated Ponds 1, 2, 3, 6, 7, and 8 in June 2023. Pond 1 was cleaned twice.



Weekly Wastewater Training

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

- Polymer Tote Cleaning and Pickup
- HazMat Inspections
- Horton WDR
- Weekly pH



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

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17
July	4	18	8	7	9	51	2
August	26	20	4	1	8	53	2
September	20	20	5	2	12	8	11
October	13	36	9	4	8	12	4
November	8	29	50	10	9	7	7
December	8	12	9	3	3	64	1
January	35	14	21	7	1	16	8
February	4	7	23	5	1	42	0
March	24	17	48	1	0	23	5
April	16	7	18	3	3	15	30
May	9	16	17	11	3	20	45
June	4	2	21	7	3	6	70
Annual	171	198	233	61	60	317	185

Additional sanitary service connection information is provided in Appendix A.

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

Monthly Wastewater Flows

WASTEWATER FLOW MGD				
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

Additional wastewater flow information is provided in Appendix A.

Water Production

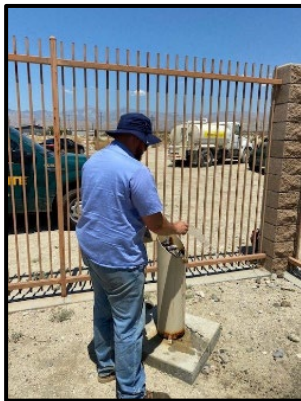
Water Pumped/Produced

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

- MSWD (CA3310008) – 662.81 Acre Feet (215.98 MG)
- Palm Springs Crest (CA3310081) – 10.92 Acre Feet (3.56 MG)
- West Palm Springs Village (CA3310078) – 8.66 Acre Feet (2.70 MG)

Water Sampling/Testing

- Staff collected 50 routine samples in Desert Hot Springs, four routine samples in ID-E, one well sample in Desert Hot Springs, and four well samples in ID-E.
- Staff also collected 16 general physical samples in Desert Hot Springs and two general physical samples in ID-E.
- The quarterly uranium sampling at Well 26A was completed on June 5, 2023.
- Staff completed all of the Title 22 and Radionuclide sampling on June 13, 2023. This included sampling at Wells 24, 25, 25A, 26, 26A, 27, 29, 31, 32, 33, and 37. Staff is still waiting for the results.
- The MSWD Monthly Coliform Monitoring Report for June 2023 was sent to the SWRCB on July 10, 2023.



Chlorination System Updates

- Staff continued to conduct routine chlorine pump maintenance and inspections at all well sites, making necessary adjustments to all chlorine pumps and/or their related equipment, ensuring proper operation and repairing/rebuilding as needed. All chlorinators were functioning properly in June 2023, with only typical preventative maintenance required for these pumps.
- Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. Most of the pumps were cleaned on June 19, and June 22, 2023.
- During the month of June 2023, a total of 1,870 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and the production facilities. (Reflects usage in the MSWD and ID-E systems)

- During the month of June 2023, the Production staff checked and documented the chlorine residuals at all the wells that are in-use a total of 212 times. The average chlorine residual of these 212 readings was 0.99 ppm. (Reflects data in the MSWD and ID-E systems)
- Staff performed monthly maintenance for the analyzer located at the Valley View Reservoir. Staff changed the reagents and cleaned the analyzer sample cell on June 21, 2023.
- During the month of June 2023, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 96 times. The average chlorine residual of these 96 readings was 0.89 ppm. (Reflects data in the MSWD and ID-E systems)



Well Soundings

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



Production Facility Updates

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

- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of August 2023.
 - Both the mechanical and chemical rehabilitation methods were completed.
 - Test pumping was performed during the first couple of weeks in May 2023. The test pumping provided the important information regarding the possible yield capacity of this well. A maximum flow rate of approximately 1,290 gpm was achieved with a drawdown rate of less than 10 feet. The test pump and motor was pulled during the last week of May 2023.
 - A larger pump and motor was installed during the first week of June 2023 with hopes of achieving a capacity of greater than approximately 2,200 gpm, but were only able to achieve a rate of approximately 1,500 gpm. This was less than expected, but staff were informed by Kyle Groundwater that they hope to see the design flow rate to be set at approximately 1,800 gpm. The constant rate test pumping was performed during the week of June 19, 2023. The test pump equipment was pulled from the well during the week of June 26, 2023.
 - The final step is disinfection and outfitting the well with the permanent pump and motor. Staff hopes to have the well back online by mid-August 2023.
- ID-E Sanitary Survey Preparation – In anticipation of an upcoming State Sanitary Survey for the two water systems in the ID-E area, staff replaced all the drain-to-waste screens with “duckbills”. The previous screens kept coming off when exposed to the high water flows during pump start/stop sequences.



- Well 33 Rehabilitation – As previously mentioned, the final step of this rehabilitation process was receiving the passing Bac-T results. These results were received on June 2, and June 6, 2023. This production site was put back online on June 13, 2023, after having it's suction reservoir drained and filled one more time on June 8, 2023.
- 19th Avenue Boosters – The contacts were found to be dirty, burnt, and pitted at the 19th Avenue Boosters. Staff has ordered new contacts and will replace once received.



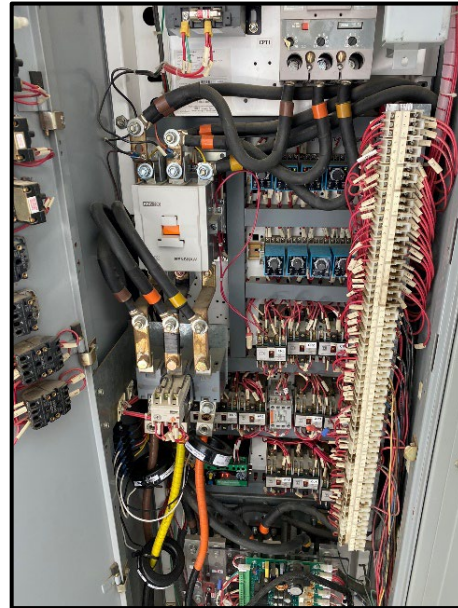
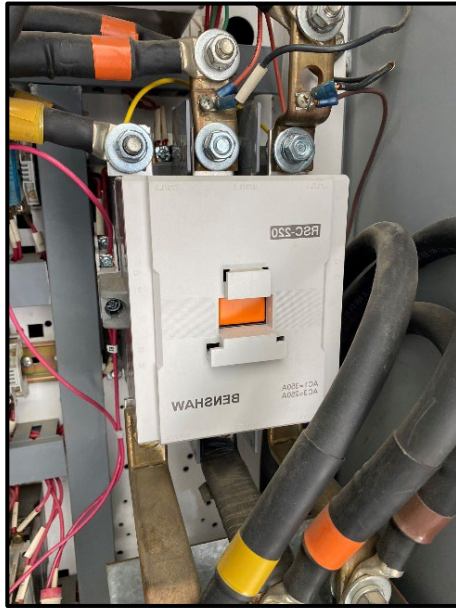
- Terrace Booster Station – Terrace Booster 1, 3, and 4 have been rehabilitated. Boosters 2, 5, and 6 are remaining to be completed. This rehabilitation work will continue into the fiscal year 2024.
- Motor Saver Update – Desert Hot Springs experienced some power issues on June 12, 2023. The motor saver devices helped protect the motors at Terrace Booster Station. Staff had to report to the site after hours to reset the protection device.
- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on June 14, 2023. All systems functioned properly. Water loss data was captured and entered into the water loss tracking worksheet.

- Well 29 Chlorine Room Improvements – Staff started the installation of the electrical conduit/wiring for the new chlorine room at Well 29. These improvements will allow for greater automation of our chloring monitoring and dosing. Additionally, the chlorine storage tank will be fitted with a level transmitter so that staff can track/log chlorine usage via SCADA. Staff anticipates completion of this project during the month of August 2023.



- Well 26A Production Meter – Staff performed electrical troubleshooting on the production meter. Staff found electrical noint on the 4-20 mA signal wire. Staff ordered a ground loop isolator device to install as a correction of the issue.

- Well 32 Bypass Contactor – During regular site visits, staff found the bypass contactor at Well 32 to be very noisy. This is possibly due to worn/pitted contact surfaces that need to be replaced/repaired. Additionally, a few hot spots were detected on some of the MCC wiring. OnPower inspected the equipment and cleaned the entire MCC and determined both a contactor and a fan to be damaged. Repairs were made and the MCC is functioning properly now.



- Well 26A IXP Filter – The IXP filter bags were replaced on June 15, 2023.
- Two Bunch Boosters – Both booster motors were serviced on June 13, 2023, with an oil change and bearing greasing. Booster 2 circuit breaker is currently inoperable, rendering this pump inoperable as well. This part has been ordered and will be replaced on June 30, 2023, by OnPower.

Landscaping Update

Production Staff and Management met with Urban Habitat regarding their poor performance on June 28, 2023. The meeting went well and they stated that all sites will be brought up to a baseline standard within 30 days. Urban Habitat was awarded the fiscal year 2023-2024 contract.

- Old Verbena Boosters/Well 5 Site – This site is not part of the scope in the landscape contract. Staff cleaned the site removing trash and cutting down the overgrowth on June 20, 2023.

Well 33 Solar Site

A major component of the Well 33 electrical switchgear was replaced by the solar contractor during the month of June 2023. This replacement was necessary to restore the site to normal operation. Monthly monitoring reporting should begin in next month's 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

	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18
July	6	18	7	4	5	7
August	28	19	6	10	5	3
September	22	23	18	2	14	4
October	16	33	13	3	21	8
November	10	27	10	16	4	0
December	9	9	2	17	3	3
January	26	14	15	6	3	20
February	14	8	13	8	5	11
March	29	19	16	2	3	6
April	24	6	11	1	3	7
May	16	19	15	12	5	11
June	5	1	24	11	2	8
Annual	205	196	150	92	73	88
Avg./ Mo.	17.08	16.33	12.50	7.67	6.08	7.33

Additional water service connection information is provided in Appendix A.

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

Monthly Water Production

	FY	Variance		FY	FY	FY	FY
	2022/23	from prior year		2021/22	2020/21	2019/20	2018/19
	AF	AF	%	AF	AF	AF	AF
July	751.79	-44.78	-5.62%	796.57	857.77	853.23	857.20
August	850.19	10.26	1.22%	839.93	885.31	795.18	806.47
September	716.03	-22.62	-3.06%	738.65	784.80	757.08	689.47
October	691.98	26.80	4.03%	665.18	755.84	709.39	709.81
November	599.39	-80.46	-11.83%	679.85	690.13	619.87	631.75
December	554.27	-11.21	-1.98%	565.48	588.32	537.23	502.16
January	530.39	-49.89	-8.60%	580.28	537.96	553.20	570.20
February	490.41	-36.93	-7.00%	527.34	495.61	520.85	415.49
March	500.37	-101.07	-16.80%	601.44	625.80	557.73	490.92
April	552.34	-71.73	-11.49%	624.07	649.34	573.02	635.08
May	726.25	-19.11	-2.56%	745.36	723.62	698.99	598.36
June	682.09	-47.93	-6.57%	730.02	761.63	806.02	710.39
TOTAL	7,645.50	-448.67	-5.54%	8,094.17	8,356.13	7,981.79	7,617.30

Additional water production information is provided in Appendix A.

Water Resources

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

Integrated Regional Water Management Planning

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

Mayoma Dunes Water Company has reached out to join the CVRWMG. Woodard & Curran responded to RFIs and is awaiting an update from Mayoma Dunes Water Company.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

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

San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance

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

Indio Subbasin Sustainable Groundwater Management Act Compliance

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

Salt and Nutrient Management Planning

Staff attended the Check-In Meeting on June 8, 2023, and the monthly Steering Committee Meeting on June 28, 2023, for the Coachella Valley Salt and Nutrient Management Plan (CV SNMP) Update.



PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

Past and Upcoming Sponsorships / Events

Desert Hot Springs Rotary Community Appreciation Day: June 9, 2023

MSWD proudly sponsored the Desert Hot Springs Rotary Annual Community Appreciation Day festivities. Generally held at the Furbee Aquatic Center, this year's event was held during the popular Friday Nights on Pierson. The first 200 families received a bag of community resource information and a \$20 voucher good for produce from Farmer in the Dale, who had a special booth at the event.



Utility Assistance Clinic: June 8, 2023

During our second Utility Assistance Clinic, representatives from Riverside County Community Action Partnership, the United Way, and Desert Valley Disposal provided on-site program sign-ups and community resources to more than 100 residents.



Water 101: June 22, 2023

MSWD hosted its fourth Spring Water 101 presentation at the Desert Hot Springs Library. Residents learned about water management in the Coachella Valley and how Northern and Southern California water are intertwined.

MSWD will pick back up and start the series over in the Fall with sessions on:

- August 24, 2023
- September 28, 2023
- October 26, 2023
- November 9, 2023



Upcoming Sponsorships / Events

MSWD Blood Drive: July 12, 2023

Recognizing the continued need in our community, MSWD is once again partnering with LifeStream to host an employee/community blood drive. The July 2023 drive will be part of the 9-Cities challenge, counting towards the City of Desert Hot Springs totals.



Water Efficiency Workshop with Burt Boss: July 20, 2023, 6:00 – 7:00 p.m.

MSWD's July Water Efficiency Workshop will feature UCCE Master Gardener Burt Boss, who will share his experiences and techniques for creating a desert oasis using water-efficient irrigation and landscaping techniques. The July 2023 workshop will focus on efficient practices related to Citrus Trees.



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

Public & Media Outreach

Customer Connect Web Portal

We are continuing to promote the Customer Connect portal through bill messaging, social media, a new billboard, and print ads in the Spanish El Informador newspaper. As a result, more than 44% of eligible accounts have registered for the portal.



Partnership with the City of Desert Hot Springs for Economic Development

MSWD continues supporting the City of Desert Hot Springs economic development activities. As was recently reported, staff worked with the City to create small bottles of MSWD water distributed at trade shows promoting Desert Hot Springs and our great-tasting water in Las Vegas and other areas. An example care package includes MSWD water with a label featuring the "Travis Was Here" artist commissioned to develop the building murals on Pierson and Palm.

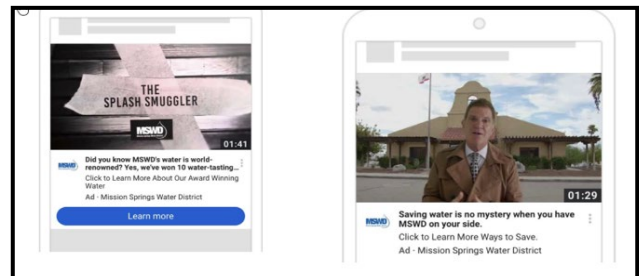
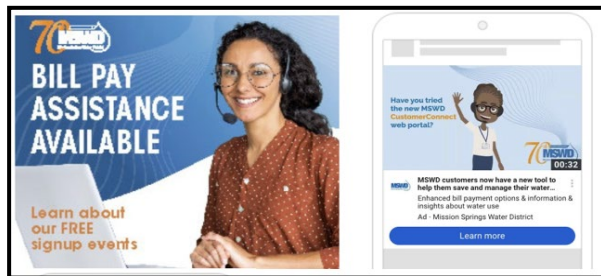


In addition to this, MSWD Board President Russ Martin was recently interviewed by local TV personality Brooke Beare. The City of Desert Hot Springs has commissioned a six-part series focused on Desert Hot Springs that will air on NBC Palm Springs and eventually be played in the City Hall lobby. President Martin's interview focused on the water in Desert Hot Springs. Other topics include the travel/spa industry, cannabis, and the region's history.






MSWD Digital Advertising

The District featured four Google and Facebook/Instagram ads promoting our Customer Portal, Vanishing Visitor, and Splash Smuggler videos. We also promoted the Low Income Assistance program. Our Google campaign garnered more than 71,340 impressions and 698 link clicks. Our Facebook ads garnered almost 173,129 impressions and 281 link clicks. A full report is included in Appendix D.



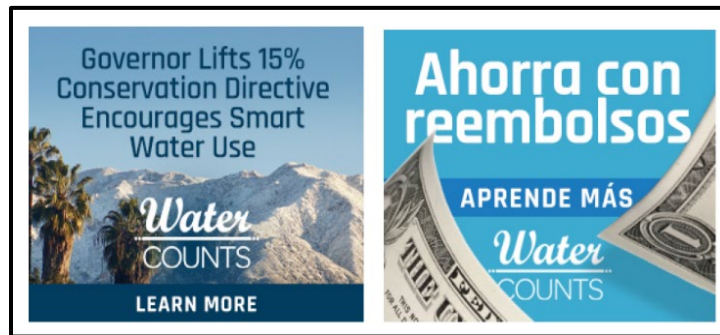
Social Media

A copy of the June 2023 social media report can be found in Appendix D. This report highlights activities and posts on the District's social media platforms. Across all platforms, total impressions were 184,752. Our three posts with the highest reach were the News Release of MSWD General Manager Announces Retirement, Fun Fact: Grease, Oil, and Fats post, and Not All Heroes Wear a Cape post.

	News Release: MSWD General Manager Announces Retirement - Final Day at the District Will Be August 7	220
	Post 23717678 Fun Fact: Grease, oil, and fats may feel slippery, but they will NOT help	216
	Not all heroes wear a cape! Check out #TeamMSWD as they repair a service line and keep the water flowing to our	176

CV Water Counts

Ad campaigns resulted in more than 2,000 clicks and more than 420,000 impressions during June 2023. On Facebook, the “Adjust Sprinkler Heads” Ad reached more than 35,000 people in the Coachella Valley with a frequency of 3.5. The Ads resulted in the Conservation Tips being the most-viewed page on the site in June 2023, followed by the “Where Does My Water Come From?” post. A full report is included in Appendix D.



Legislative Update

Federal

Federal Grants Workshop – SStaff recently attended a special Federal Grants Workshop hosted by Congressman Raul Ruiz and Environmental Protection Agency Regional Administrator Martha Guzman in the eastern Coachella Valley. The workshop was developed to help agencies and organizations serving disadvantaged communities effectively find, track, and write strong proposals for upcoming federal funding opportunities.

EPA: PFAS – U.S. Senators Tom Carper (D) and Shelley Moore Capito (R), Chair and Ranking Member of the Senate Environment and Public Works Committee, recently released draft polyfluoroalkyl substances (PFAS) legislation for stakeholder comment. The draft legislation sets a deadline of September 30, 2024, for the EPA to complete the Agency's ongoing rulemaking process to set drinking water standards for specific PFAS substances. MSWD is continuing to monitor the proposed legislation.

A full federal update is available in Appendix B.

California

SWRCB: Chromium-6 – The State Water Resources Control Board (SWRCB) recently released a Notice of Proposed Rulemaking for hexavalent chromium (chromium-6), proposing a maximum contaminant level (MCL) of 10 parts per billion (ppb). The SWRCB will hold a public hearing to discuss the proposed MCL on August 2, 2023. Written comments on the proposed MCL are due August 4, 2023. The proposed MCL will be considered for final adoption by the SWRCB later this year after consideration of oral and written comments.

MSWD has provided comment letters in the past and is currently reviewing the proposed MCL and developing a new comment letter. Based on the current information provided by the State, MSWD would have two years to become compliant after the MCL is in place. The date when the MCL will take effect is still unknown; however, we believe the fastest it would be adopted and start the two-year compliance period would be as much as 3 to 4 years. An SWRCB Factsheet on Chromium-6 is available in Appendix C.

Proposed Bond Measures – As previously reported, four proposed climate, flood, and water resources bond measures may be combined/amended and end up on State ballots next year.

- Assembly Bill 1567 - Safe Drinking Water, Wildfire Prevention, Drought Preparation, Flood Protection, Extreme Heat Mitigation, and Workforce Development Bond Act of 2024
- Senate Bill 867 - Drought, Flood, and Water Resilience, Wildfire and Forest Resilience, Coastal Resilience, Extreme Heat Mitigation, Biodiversity and Nature-Based Climate Solutions, Climate Smart Agriculture, and Park Creation and Outdoor Access, and Clean Energy Bond Act of 2024
- Senate Bill 638 - Climate Resiliency and Flood Protection Bond Act of 2024
- Assembly Bill 305- California Flood Protection Bond Act of 2024

Under the umbrella of the Coachella Valley Regional Water Management Group (CVRWVG), MSWD has signed on to letters of support for SB 867, which has allotted \$300 Million towards Integrated Regional Water Management activities (IRWM), and AB 1567, which has allocated \$350 Million towards IRWM efforts.

Rebates & Conservation

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

Toilet Rebates

Staff funded two toilet rebate applications in June 2023, totaling \$400. For the FY 2022-2023, the District has funded a total of 54 toilets, totaling \$5,400.

Turf Rebates

Staff funded one turf rebate application in June 2023, totaling \$1,500. For the FY 2022-2023, the District funded a total of 13 rebates totaling \$110,277.50.

Conservation Kits

Staff did not receive any new requests for Conservation Kits in June 2023; however, staff have sent out 73 kits since in FY 2022-2023.

Bottled Water Tracking Report

Water Donations for June 2023

Date Supplied	Requests Filled	Event or Purpose	# Cases Requested
6/6/2023	Friends of DHS Library	General Meeting	4
6/7/2023	Painted Hills Middle School	8th Grade Promotion Party	10
6/8/2023	DHS Rotary	Rotary Community Appreciation Day	10
6/13/2023	City of DHS	Council/Commission Meetings/Walk-in Guest	25
Total Cases			49





APPENDIX A – Wastewater and Water Production Tables

WASTEWATER REPORT

SEWER CONNECTION SUMMARY													
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
July	4	18	8	7	9	51	2	1	139	2	0	0	4
August	26	20	4	1	8	53	2	4	214	4	0	2	4
September	20	20	5	2	12	8	11	2	90	2	1	0	0
October	13	36	9	4	8	12	4	21	65	8	2	1	2
November	8	29	50	10	9	7	7	1	52	18	7	3	2
December	8	12	9	3	3	64	1	0	86	22	11	2	0
January	35	14	21	7	1	16	8	3	27	3	11	1	3
February	4	7	23	5	1	42	0	3	5	46	6	1	2
March	24	17	48	1	0	23	5	0	31	16	2	1	16
April	16	7	18	3	3	15	30	0	8	95	14	3	11
May	9	16	17	11	3	20	45	7	13	98	3	2	6
June	4	2	21	7	3	6	70	4	4	72	2	0	3
Annual	171	198	233	61	60	317	185	46	734	386	59	16	53

Connections to Sewer Collection System:

As of June 30, 2022 8,665
 Plus YTD 171
Total Sewer Connections = 8,836

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

WASTEWATER FLOW MGD				
2021/22	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.987088	2.104457	0.042128	0.058130
August	2.059728	2.224424	0.052436	0.064940
September	2.061448	2.234327	0.049729	0.066370
October	2.081568	2.223453	0.046618	0.051660
November	2.084749	2.213652	0.048180	0.053880
December	2.024843	2.311905	0.051887	0.068500
January	1.984410	2.131439	0.048326	0.054720
February	2.009623	2.139096	0.045334	0.052130
March	2.028970	2.171029	0.045059	0.055840
April	1.980131	2.131250	0.041919	0.046130
May	1.975843	2.097045	0.039858	0.047940
June	1.966058	2.095268	0.037201	0.047720

WATER REPORT

WATER CONNECTION SUMMARY													
	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
July	6	18	7	4	5	7	2	0	0	1	0	0	0
August	28	19	6	10	5	3	2	2	0	1	0	0	2
September	22	23	18	2	14	4	13	3	0	2	2	0	0
October	16	33	13	3	21	8	3	20	0	5	1	1	4
November	10	27	10	16	4	0	7	3	0	1	0	1	1
December	9	9	2	17	3	3	2	0	0	2	0	0	0
January	26	14	15	6	3	20	1	1	2	2	0	0	1
February	14	8	13	8	5	11	1	0	1	0	1	0	0
March	29	19	16	2	3	6	5	0	12	0	0	4	5
April	24	6	11	1	3	7	11	2	7	0	1	4	1
May	16	19	15	12	5	11	9	8	2	0	1	2	0
June	5	1	24	11	2	8	2	10	1	0	0	0	1
Annual	205	196	150	92	73	88	58	49	25	14	6	12	15
Avg./ Mo.	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00	1.25

Connections to Water System:

As of June 30, 2022	13,337
Plus YTD	205
Total Water Connections =	13,542

WATER PRODUCTION SUMMARY													
	FY 2022/23	Variance from prior year		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	FY 2012/13
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	751.79	-44.78	-5.62%	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82	911.87
August	850.19	10.26	1.22%	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60	853.85
September	716.03	-22.62	-3.06%	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20	723.92
October	691.98	26.80	4.03%	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09	788.55
November	599.39	-80.46	-11.83%	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05	672.30
December	554.27	-11.21	-1.98%	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09	520.30
January	530.39	-49.89	-8.60%	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86	609.45
February	490.41	-36.93	-7.00%	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87	507.31
March	500.37	-101.07	-16.80%	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89	559.02
April	552.34	-71.73	-11.49%	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05	744.77
May	726.25	-19.11	-2.56%	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18	786.79
June	682.09	-47.93	-6.57%	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96	780.86
TOTAL	7,645.50	-448.67	-5.54%	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	8,458.99

APPENDIX B – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

July 3, 2023

FY 2024 Appropriations Update

In June, the House and Senate Appropriations Committees began work on the Fiscal Year (FY) 2024 appropriations bills. The debt deal reached between the Administration and House Republicans included a deal on spending caps—set at FY 2023 spending levels. However, House Republicans have agreed that these caps represent a “ceiling” on spending and will be marking up to levels below those listed in the debt deal. The Senate has announced that they will be marking up bills to the levels in the agreed package. Both the House and the Senate Appropriations Committee are expected to continue to work on their respective bills during the month of July.

Below is a chart that outlines the topline numbers for each of the twelve appropriations subcommittees in the House and Senate, as well as the status of each bill. Congress must approve FY 2024 appropriations bills before the end of the fiscal year on September 30th or approve a continuing resolution (CR) to keep the government funded beyond that date.

SUBCOMMITTEE	FY 2023 ENACTED (in billions)	FY 2024 HOUSE (in billions)	FY 2024 SENATE (in billions)	STATUS
Agriculture-FDA	\$25.48	\$17.83	\$25.99	House: Approved by Committee on June 14 th by a vote of 34-27. Senate: Approved by Committee on June 22 nd by a vote of 28-0.
Commerce-Justice-Science	\$82.44	\$58.67	\$69.63	House: TBD Senate: TBD
Defense	\$797.73	\$.826.44	\$823.26	House: Approved by Committee on June 15 th by a vote of 34-24. Senate: TBD

Energy & Water	\$54	\$52.37	\$56.73	House: Approved by Committee on June 22 nd by a vote of 34-24. Senate: TBD
Financial Services	\$27.55	\$11.31	\$16.80	House: Approved by Subcommittee. Senate: TBD
Homeland Security	\$60.7	\$62.79	\$56.92	House: Approved by Committee on June 21 st by a vote of 33-25 Senate: TBD
Interior-Environment	\$38.85	\$25.41	\$37.85	House: TBD Senate: TBD
Labor-HHS-Education	\$207.36	\$147.09	\$195.23	House: TBD Senate: TBD
Legislative Branch	\$6.9	\$6.74	\$6.76	House: Approved by Committee on June 21 st by a vote of 33-24. Senate: TBD
MilCon-VA	\$154.16	\$155.70	\$154.35	House: Approved by Committee on June 13 th by a vote of 34-27. Senate: Approved by Committee by a vote of 28-0.
State-Foreign Ops	\$59.69	\$41.36	\$58.35	House: Approved by Subcommittee. Senate:
Transportation, Housing & Urban Development	\$87.33	\$65.20	\$88.09	House: TBD Senate: TBD

OMB Releases Spring 2023 Regulatory Agenda

The White House Office of Information and Regulatory Affairs (OIRA) released President Biden’s latest Unified Regulatory Agenda. This agenda is a roadmap for which federal rules

and regulations the agencies will be targeting over the next 6 months. The complete agenda, which can be searched by each individual federal agency, can be found [HERE](#).

IRS Releases Proposed Guidance on IRA Tax Credits Elective Pay and Transferability

The Internal Revenue Service (IRS) released proposed guidance on the following two clean energy tax credits that were included in the Inflation Reduction Act (IRA):

- **Elective pay** makes certain clean energy tax credits effectively refundable. With elective pay, an eligible entity (such as a local government) that qualifies for a clean-energy investment tax credit can notify the IRS of their intent to claim the credit and file an annual tax return to claim elective pay for the full value of the credit. The IRS would then pay the local government the value of the credit. NOTE: Elective pay is sometimes also known as "direct pay," which should not be confused with the [IRS payment method](#). Comments on the elective pay proposal are due by August 14th and a public hearing is scheduled for August 21st at 10:00 am ET. More information can be found [HERE](#).
- **Transferability** allows entities that qualify for a tax credit but are not eligible to use elective pay to transfer all or a portion of the credit to a third-party buyer in exchange for cash. The buyer and seller would negotiate and agree to the terms and pricing. Comments on the transferability proposal are due by August 14th and a public hearing is scheduled for August 23rd at 10:00 am ET. More information can be found [HERE](#).

Reclamation Releases NOI to Prepare Environmental Impact Statement and Develop Colorado River Operational Guidelines

The Bureau of Reclamation (Reclamation) released a Notice of Intent (NOI) to prepare an Environmental Impact Statement for post-2026 Colorado River operations. Reclamation is seeking public comments on the 2007 Interim Guidelines, as well as how and whether elements of the 2007 Interim Guidelines should be retained, modified, or eliminated to provide greater stability to water users and the public throughout the Colorado River Basin. It is important to note that this action is separate and apart from the recent deal on the Colorado River being considered between now and 2026. Reclamation is holding three virtual, public meetings to receive oral comments on these guidelines:

- July 17th at 1:00 pm MT (register [HERE](#))
- July 18th at 10:00 am MT (register [HERE](#))
- July 24th at 6:00 pm MT (register [HERE](#))

Comments on the NOI are due by August 15th and more information can be found [HERE](#).

Senate EPW Committee Releases Draft PFAS Legislation

Senate Environment and Public Works Committee Chair Tom Carper (D-DE) and Ranking Member Shelley Moore Capito (R-WV) released draft legislation on perfluoroalkyl or

polyfluoroalkyl substances (PFAS). The draft legislation sets a deadline of September 30, 2024, for the Environmental Protection Agency (EPA) to complete its ongoing rulemaking process to set drinking water standards for specific PFAS substances, and there is no language included that would provide for a *Comprehensive Environmental Response, Compensation, and Liability Act* (CERCLA) exemption. The draft text of the legislation can be found [HERE](#), and a section-by-section summary can be found [HERE](#). Comments on the proposed legislation are due by July 3rd and can be submitted [HERE](#).

Senator Feinstein Introduces Three Water Bills

Senator Dianne Feinstein (D-CA) introduced the following legislation related to water:

- **Support to Rehydrate the Environment, Agriculture and Municipalities (STREAM) Act (S. 2162):** This legislation would authorize \$750 million for storage, \$300 million for water recycling, \$150 million for desalination, and \$100 million for drinking water for disadvantaged communities. The bill would authorize grants for storage and conveyance projects that include environmental benefits, drinking water benefits for disadvantaged communities or other public benefits either as part of the project design or as part of a watershed restoration plan adopted together with the project. A one-page summary can be found [HERE](#), and a section-by-section summary can be found [HERE](#).
- **Restore Aging Infrastructure Now (RAIN) Act (S. 2202):** This legislation would authorize Reclamation to upgrade its aging canals and other facilities when they are repaired to serve multiple purposes, including environmental benefits, and drinking water for disadvantaged communities. The bill would also incentivize agricultural and municipal irrigation districts to participate in these projects to add environmental and disadvantaged community benefits to these upgraded facilities by providing a 15% discount the amount owed for repairing the facilities. A summary can be found [HERE](#).
- **Canal Conveyance Capacity Restoration Act (S. 2161).** This legislation would authorize a one-third federal cost share for restoring canal capacity. It would authorize funding for four major projects:
 - \$180 million to restore the Friant-Kern Canal.
 - \$183.9 million to restore the Delta Mendota Canal.
 - \$289.5 million to restore the California Aqueduct.
 - \$180 million to restore salmon runs on the San Joaquin River.

The *Canal Conveyance Capacity Restoration Act* funding would not be authorized to build new surface storage or raise existing reservoirs. It would also exclude projects that enlarge the capacity of any canal, except for a temporary increase to mitigate anticipated future subsidence. A companion bill was introduced in the House ([H.R. 2419](#)) in March by Representative Jim Costa (D-CA).

Senator Padilla Introduces Atmospheric Rivers Forecasting Bill

Senator Alex Padilla (D-CA) introduced the *Atmospheric Rivers Reconnaissance, Observation and Warning Act* ([S. 2203](#)), a bill that aims to improve accuracy and timeliness of West Coast Atmospheric River forecasts and warnings. The legislation would direct the Air Force and NOAA to provide aircraft, personnel, and equipment during the winter season (November to March) to improve data collection and stakeholder engagement. The bill was referred to the Senate Committee on Armed Services for consideration.

Federal Funding Opportunities/Announcements

EPA Announces \$50 Million for Disadvantaged Communities Grant Program. EPA announced over \$50 million in funding to support states and territories with projects focused on underserved, small, and disadvantaged communities through the Small, Underserved, and Disadvantaged Communities grant program. The program assists public water systems in meeting *Safe Drinking Water Act* requirements. More information can be found [HERE](#).

Reclamation Releases \$5 Million WaterSMART–Applied Science NOFO. Reclamation released a \$5 million NOFO for the Water Smart–Applied Science Grants program. The program funds projects that improve hydrologic information and develop decision support tools to improve water management, including improved modeling and forecasting capabilities. Funding may also support the application of nature-based solutions and the improvement of stream conditions for ecological values. Reclamation will hold a webinar on the program on July 26th at 11:00 am ET. Registration is not required for the webinar and participants can join at the start of the webinar [HERE](#). Applications are due by October 17th and more information can be found [HERE](#).

Federal Agency Personnel/Regulatory Announcements

White House Launches Invest.gov. The White House launched a new resource that details federally funded infrastructure and energy projects. [Invest.gov](#) features an interactive map that shows projects funded and jobs created by projects funded through BIL and IRA.

EPA Releases PFAS Framework. EPA released its “Framework for Addressing New PFAS and New Uses of PFAS.” The framework outlines EPA’s planned approach for reviewing new PFAS and new uses of existing PFAS to limit the impact on environmental and human health. The framework can be found [HERE](#).

EPA Requests Nominations for National Environmental Youth Advisory Council. EPA is requesting nominations for its new National Environmental Youth Advisory Council (NEYAC). NEYAC will advise the EPA Administrator on environmental issues as they relate to youth communities. Nominations are due by August 22nd and more information can be found [HERE](#).

EPA Solicits Comments on SRF BABA Waiver. EPA is accepting comments on a proposed revision of a public interest waiver from the Build America, Buy America Act (BABA) requirements in section 70914 of BIL. EPA is proposing to amend the approved public interest waiver for State Revolving Fund projects that have initiated design planning to also include additional eligible water infrastructure projects. Comments are due by July 9th and the proposed amended waiver can be found [HERE](#).

EPA to Host Webinar on Stormwater Management and Green Infrastructure. EPA will host a webinar to discuss how green infrastructure can be used in off-site stormwater management. EPA recently developed several off-site stormwater management case studies to provide examples of a range of strategies. The webinar will be held on July 26th at 2:00 pm ET and registration can be found [HERE](#).

EPA Releases 2022 WaterSense Accomplishments Report. EPA published its “2022 WaterSense Accomplishments Report” that details the effectiveness of WaterSense labeled products. The report notes that consumers with WaterSense products saved 1.1 trillion gallons of water in 2022, and the WaterSense program has saved over 7.5 trillion gallons of water since its inception in 2006. The report can be found [HERE](#).

EPA Launches Nationwide Community Lead Awareness Sessions. EPA announced it will hold a series of free educational sessions on the dangers of lead and ways to reduce and prevent lead exposure. The series will include two types of sessions: “Understanding Lead” sessions for community members and “Train-the-Trainer” sessions for community leaders. A list of sessions and registration information can be found [HERE](#).

EPA Announces CRWU Technical Assistance Initiative. EPA announced it is providing free technical assistance for climate change risk assessments through the Creating Resilient Water Utilities (CRWU) program. The program provides water utilities and stakeholders with tools, training, and technical assistance to improve climate resilience. Responses are requested by August 15th and more information can be found [HERE](#).

IRS Releases Updated Energy Community Bonus Eligibility Guidance for Clean Energy ITC and PTC. IRS released updated information regarding the energy community bonus for the clean energy Investment Tax Credit (ITC) and Production Tax Credit (PTC) authorized by IRA. The program provides eligible communities with an ITC or PTC boost of up to 10% for projects, facilities, and technologies located in energy communities. The new guidance includes updated local unemployment rate data and technical clarifications regarding eligibility for communities. More information can be found [HERE](#).

##

APPENDIX C – Proposed Maximum Contaminant Level for Hexavalent Chromium



Frequently Asked Questions

Proposed maximum contaminant level (MCL) for hexavalent chromium

Released June 2023

What is hexavalent chromium, and how can it affect a person's health?

Chromium is an odorless and tasteless heavy metal that occurs throughout the environment and is commonly found in either a trivalent or hexavalent form. The “valent form” of chromium refers to the state of the electrons in a chromium atom in terms of the number of electrons involved in or available for chemical bond formation. Atoms can convert between valence states.

Chronic or long-term exposure to water contaminated with hexavalent chromium may result in liver toxicity, gastrointestinal tumors, and liver cancer.

Where does hexavalent chromium come from?

Much of the hexavalent chromium found in drinking water occurs naturally throughout California from the erosion of chromium deposits. Contamination also can arise from a variety of industrial activities, including the manufacturing of textile dyes, wood preservation, leather tanning, and anticorrosion coatings, where hexavalent chromium contaminated waste has migrated into the groundwater. Hexavalent chromium pollution can occur when an industrial site fails to follow safe waste disposal methods. Counties with the highest number of water sources that currently exceed the proposed maximum contaminant level (MCL) are San Bernardino, Los Angeles, and Fresno counties.

How is hexavalent chromium currently regulated in California drinking water?

In California, hexavalent chromium in drinking water is currently regulated under the total chromium state MCL of 50 parts per billion (ppb). An MCL is the highest concentration of chemicals permitted in drinking water systems. The total chromium MCL was established in 1977 and regulates both the less-toxic trivalent form and the hexavalent form. California is the only state to have set its own total chromium MCL; other states use the total chromium federal MCL of 100 ppb to regulate chromium. The proposed MCL would regulate hexavalent chromium separately from total chromium.



What happened to the previous MCL for hexavalent chromium that was established in 2014?

In 2014 the California Department of Public Health (CDPH) established an MCL for hexavalent chromium. The same year, the state's drinking water program moved from CDPH to the State Water Board. In a 2017 ruling on a lawsuit brought by the California Manufacturers and Technology Association and the Solano County Taxpayers Association against the State Water Board, the Sacramento Superior Court invalidated the MCL on the grounds that the state "failed to properly consider the economic feasibility of complying with the MCL." The court did not determine whether the MCL established by the CDPH was economically feasible, nor did it conclude whether the MCL was too high or too low. Rather, the court said the regulation did not adequately document how the MCL was economically feasible.

What is the proposed hexavalent chromium MCL and DLR?

The proposed MCL is 10 ppb. The proposed DLR (detection limit for purposes of reporting), which is the level down to which laboratories must test and report levels of hexavalent chromium, is 0.1 ppb.

How did State Water Board staff arrive at the MCL now being proposed?

The State Water Board is required to set MCLs as close to the public health goal (PHG) as is technologically and economically feasible, while primarily considering public health. PHGs are set by the Office of Environmental Health and Hazard Assessment and are set at a level where there is no significant health risk. It is not always feasible to treat or even measure down to the very low concentrations that PHGs can be set at. Currently, only a few laboratories have confirmed that they are able to test water down to the PHG (0.02 ug/L), and treatment technology hasn't been studied below levels of about 1 ug/L. This means that an MCL set at the PHG would not be feasible. In addition, the State Water Board considers the economic impacts of an MCL. The economic analysis for the hexavalent chromium MCL included monthly household costs, unit cost analysis, cost-effectiveness, and considered future regulations that may also have a widespread cost impact.

Why do small water systems have a later timeline for complying with the proposed MCL?

Many small public water systems already have numerous challenges, from compliance to routine maintenance, and more than half of California's water systems have fewer than 100 households over which to spread the costs of required improvements to comply with new standards. Larger water systems usually have more resources (money, staff, etc.) with which to comply with the MCL, and may be able to mobilize and implement treatment more quickly than smaller water systems. An additional benefit of larger systems implementing treatment first is that technologies can be refined and

savings discovered before smaller systems are required to implement treatment, which could reduce costs to water systems with the smallest ratepayer bases over which to distribute costs and least able to realize any economies of scale. In addition to considerations of system size, the overall compliance schedule was also designed to allow for lengthier timelines for design and pilot studies, and to allow time for any supply chain delays for treatment equipment.

Therefore, the State Water Board is proposing the following phased approach for complying with the MCL to give water systems more time:

- Systems with more than 10,000 service connections would be required to comply with the MCL within two years.
- Systems with 1,000 to 10,000 service connections would be required to comply with the MCL within three years.
- Systems with less than 1,000 service connections would be required to comply with the MCL within four years.

What is the process from this period forward until adoption, and what are the opportunities for public comment?

The release of the Notice of Proposed Rulemaking and a draft environmental impact report starts the comment period, which will run until August 4th at noon. There will also be an opportunity to provide oral comments in front of the State Water Board or virtually at public meeting on August 2nd, beginning at 1:00 p.m. (details are in the [Notice of Proposed Rulemaking](#)).

Following the hearing, State Water Board staff will review comments, and may propose additional changes to the regulation. If additional changes are proposed, additional comment periods (usually 15 days long) will be announced (likely written comments only).

When all comments have been read and considered and no further changes are proposed, the State Water Board will consider whether to certify the environmental impact report and adopt the regulations at one of its regularly scheduled board hearings, at which the public may address the State Water Board.

When is the proposed MCL for hexavalent chromium likely to take effect?

The rulemaking started on June 16, 2023, and will be followed by a public hearing to receive oral comments on August 2, 2023, with written comments due August 4, 2023. All comments received will be considered by State Water Board staff prior to presenting to the Board for adoption. The timing of Board consideration depends on the number and nature of comments received. After State Water Board adoption, the staff will need to finalize the final rulemaking package before submitting it to the Office of Administrative Law for review. This process may take several months, but regular rulemakings are required to be completed and submitted to the Office of Administrative Law no later than one year after publication of the Notice.

What are the anticipated health benefits of the proposed MCL?

At an MCL of 10 ppb, the health risk is reduced to a one-in-two-thousand chance of developing cancer during a lifetime (70 years) of exposure.

Is there a point at which MCLs are re-evaluated?

Yes. Each chemical with an MCL above the corresponding PHG is reviewed every five years in a comprehensive MCL review, which is required under Health and Safety Code section 116365(g). The MCL review helps determine which chemicals need MCL or DLR revisions. Once it is determined that greater protection of public health is technologically and economically feasible for a specific chemical, the chemical is added to the regulation priority list for an MCL revision.

How can a person go about testing their water for hexavalent chromium?

The Division of Drinking Water recommends persons wishing to test their household water for hexavalent chromium to use an accredited laboratory. These are the laboratories water systems are required to use, and a map of accredited testing laboratories may be found on the State Water Board's Environmental Laboratory Accreditation Program (ELAP) webpage here.

How can a person decrease exposure to any hexavalent chromium in their household water?

Residential point-of-use (POU) and point-of-entry (POE) devices can be purchased by individuals to reduce exposure to contaminants in their household water. POU devices (often pitcher filters) are much more common than POE devices for hexavalent chromium treatment. A list of certified residential POU and POE devices capable of treating hexavalent chromium is available on the [State Water Board's website](#). Check with the manufacturer and the POU device's hexavalent chromium reduction claims as percent removal may vary by device.

What is the State Water Board doing to help smaller, disadvantaged communities comply with the new MCL?

The State Water Board has several programs that help smaller, disadvantaged communities achieve compliance with MCLs. These programs include the [Drinking Water State Revolving Fund \(DWSRF\)](#), principal forgiveness programs, state grants, and [SAFER](#), which is designed to ensure Californians who lack safe, adequate, and affordable drinking water receive it as quickly as possible, and that the water systems serving them establish sustainable solutions.

What treatment technologies have been identified as best available technology (BAT), and what does this mean?

Three treatment technologies have been identified as best available technology (BAT): ion exchange, reduction-coagulation-filtration (RCF), and reverse osmosis. A technology being identified as BAT means that it is a technology that is generally expected to be able to reliably remove the chemical (in this case, hexavalent chromium) from the water to levels below the MCL. Public water systems are not limited to using only those technologies identified as BAT.

When and how often will water systems be required to test for hexavalent chromium?

Water systems are required to test for hexavalent chromium within six months of this regulation becoming effective. How often systems are required to test for hexavalent chromium depends on whether the water source is surface water or groundwater and whether the source exceeds the MCL. Water that is being treated to comply with the MCL must be tested monthly.

How can I find out how much hexavalent chromium is in my water?

Hexavalent chromium detections would be required to be reported to consumers in annual Consumer Confidence Reports (CCRs). Water system CCRs and any hexavalent chromium testing information may also be available on [California's Drinking Water Watch](#).

Additional Resources

Public Health Goal: <https://oehha.ca.gov/water/chemicals/chromium-hexavalent>

Rulemaking Status:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/SWRCBDDW-21-003_hexavalent_chromium.html

Regulatory Background:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Chromium6.html

Sampling Results:

https://www.waterboards.ca.gov/drinking_water/certlic/drinkingwater/Chromium6sampling.html

APPENDIX D – Public Affairs Information



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

June, 2023

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESSIONS
CV WATER COUNTS

108,275

 SEARCH AD IMPRESSIONS
CV WATER COUNTS

836

 VIDEO IMPRESSIONS
CV WATER COUNTS

89,110

 CLICKS
CV WATER COUNTS

1,316

 CTR
CV WATER COUNTS

0.66%

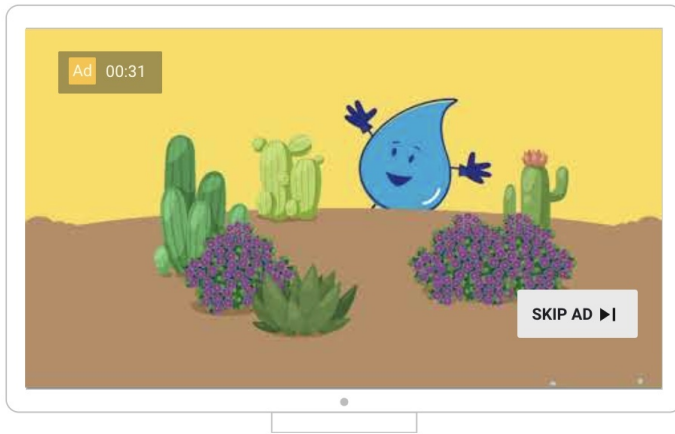
 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CV Water Counts June 2023 Spanish	638	57,107
Adjust Sprinkler Heads	504	42,695
Where Does Our Water Come From	134	14,412
CV Water Counts June 2023	399	51,168
Where Does Our Water Come From	192	27,908
Adjust Sprinkler Heads	207	23,260
	1,037	108,275



 GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	89,110	36,526	18,192	166
CVWC Water Saving Tips YouTube Spanish June 2023	40,079	18,560	11,486	75
CVWC Water Saving Tips English YouTube June 2023	49,031	17,966	6,706	91
	89,110	36,526	18,192	166



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaigns	113	836
	113	836

KEYWORDS PERFORMANCE


CV WATER COUNTS

Account name	Clicks	Impr.	CTR
CV Water Counts	91	663	13.73%
water rebates	43	180	23.89%
water service	22	240	9.17%
grass removal rebate	13	70	18.57%
water company	8	79	10.13%
water agency	4	64	6.25%
water rebate program	1	8	12.5%
water preservation	0	4	0%
ways to conserve water	0	10	0%
washing machine rebate	0	2	0%
turf removal rebate	0	6	0%
	91	663	13.73%

Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE

HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>CVWC - Adjust Sprinkler Heads cvwatercounts.com Also be sure to water your yard in the morning or evening, when it's cooler. 💧</p>	729	122,833	35,143	3.5	816
	729	122,833	35,143	3.5	816

Website Information

📊 PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER ...

3,609

📊 NEW VISITOR

CV WATER - CV WATER COUNTS - CV WATER ...

1,921

📊 RETURNING USERS

CV WATER - CV WATER COUNTS - CV WATER ...

460

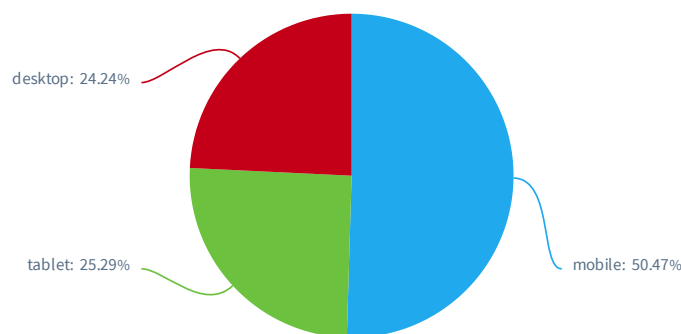
📊 PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER COUNTS

Page Title	Pageviews
Conservation Tips - CVWater Counts	1,643
Where Does the Coachella Valley's Water Come From? - CV Water Counts	465
CV Water Counts	381
Coachella Valley Water Conservation Water Rebate Map - CV Water Counts	122
Rebates - CV Water Counts	122
About - CV Water Counts	66
Governor Lifts 15% Conservation Directive And Eases Water Restrictions - CV Water Counts	48
Plant of the Month: Trailing Lantana (Lantana Montevicensis) - CV Water Counts	40
CV Water Counts Water Counts Academy - CV Water Counts	30
Plant of the Month: Desert Carpet (Acacia Redolens) - CV Water Counts	27
	3,609

📊 SESSIONS / DEVICE CATEGORY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



📊 PAGES / SESSION

CV WATER - CV WATER COUNTS - CV WATER ...

1.31

📊 AVG. SESSION DURATION

CV WATER - CV WATER COUNTS - CV WATER ...

37s

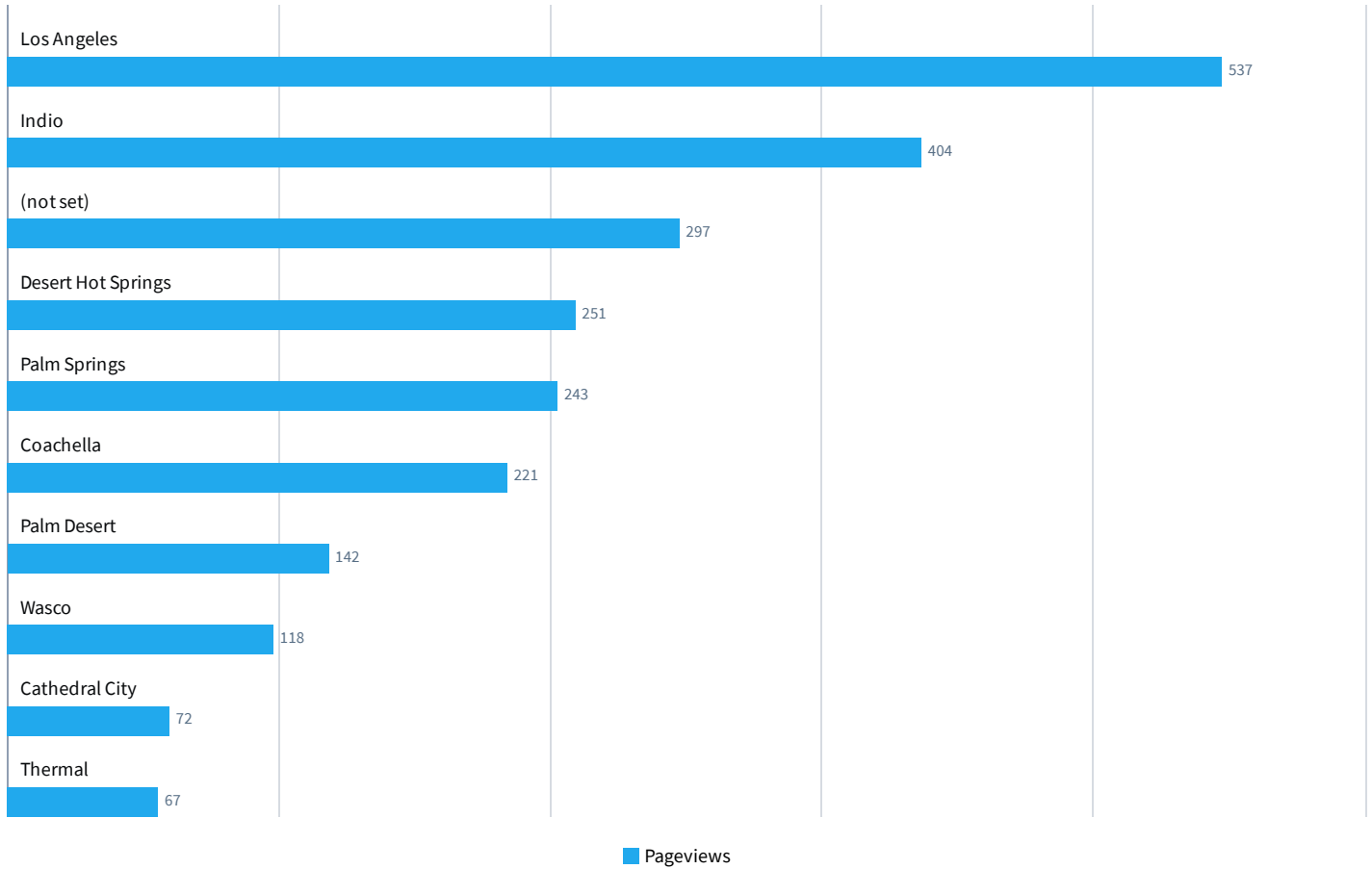
📊 BOUNCE RATE

CV WATER - CV WATER COUNTS - CV WATER ...

84.91%

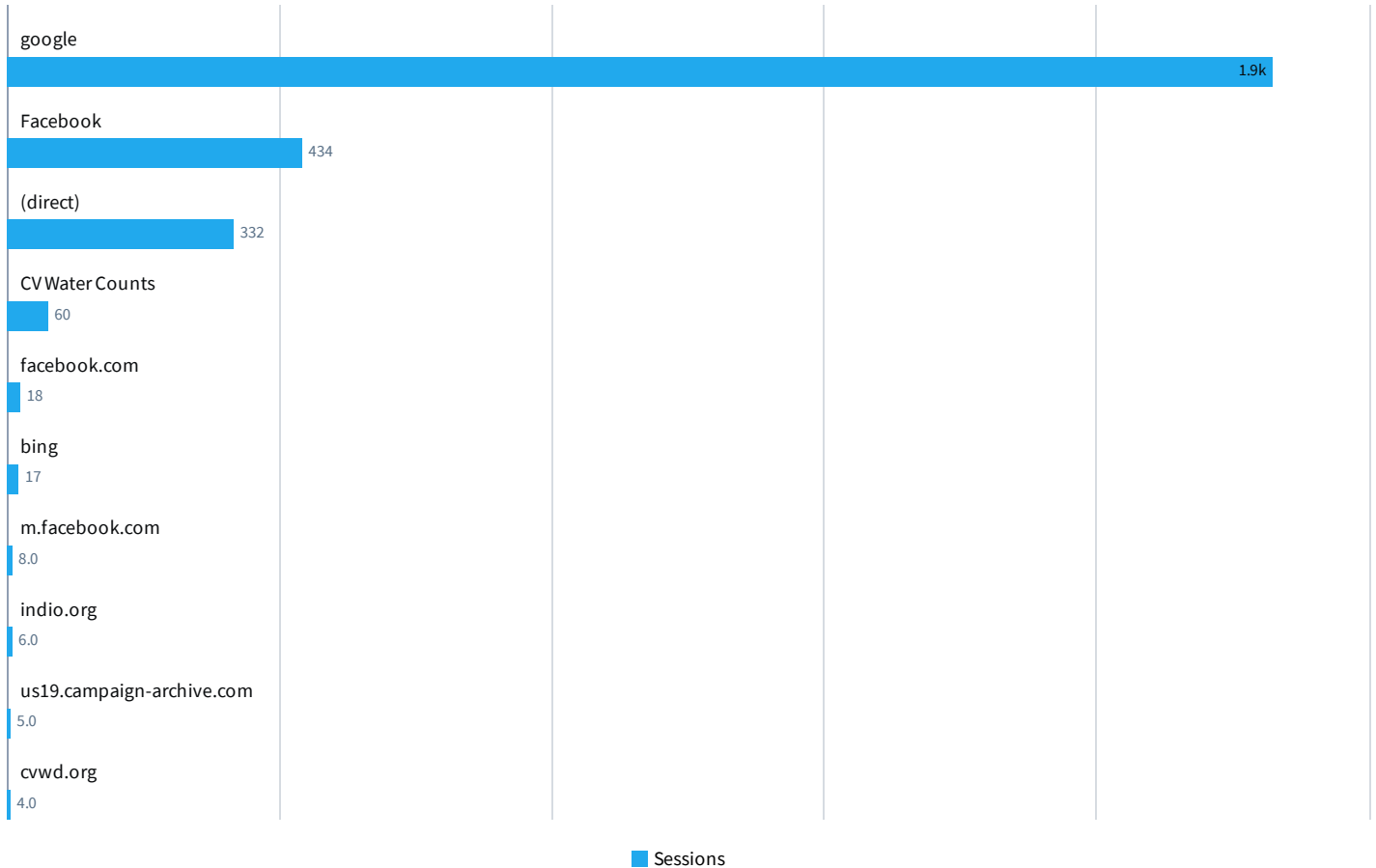
PAGEVIEWS BY CITY

CV WATER - CV WATER COUNTS - CV WATER COUNTS



USER REFERRERS

CV WATER - CV WATER COUNTS - CV WATER COUNTS



HISTORY

PAST 13 MONTH: CV WATER - CV WATER COUNTS - CV WATER COUNTS

Month	Sessions	Users	Pageviews	Pages / session	Avg. session duration	Bounce rate	% new sessions
June 2023	2,764	2,136	3,609	1.31	37s	84.91%	69.5%
May 2023	4,305	2,825	5,438	1.26	46s	84.55%	58.26%
April 2023	3,999	2,759	5,110	1.28	46s	83.85%	62.02%
March 2023	3,898	2,814	4,993	1.28	36s	84.68%	65.78%
February 2023	3,815	2,645	5,150	1.35	57s	82.36%	61.31%
January 2023	5,074	3,683	6,499	1.28	45s	83.43%	67.76%
December 2022	3,426	2,450	4,498	1.31	47s	83.71%	65.21%
November 2022	3,280	2,204	4,220	1.29	46s	84.24%	59.91%
October 2022	3,879	2,601	5,210	1.34	51s	81.75%	60.58%
September 2022	3,589	2,482	4,931	1.37	46s	83.03%	64.11%
August 2022	3,752	2,617	4,926	1.31	48s	83.96%	64.37%
July 2022	4,831	3,293	6,855	1.42	53s	80.23%	65.16%
June 2022	2,927	2,203	3,959	1.35	50s	83.64%	71.47%
	49,539	31,706	65,398	1.32	47s	83.31%	64.1%

Organic Search

TOP KEYWORDS CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
lake cahuilla	2,558	0	0%	11.96
lantana ground cover	596	2	0.34%	3.86
water pledge	556	0	0%	5.1
red pancake	331	0	0%	10.23
cv water	299	2	0.67%	4.82
chaparral sage	226	0	0%	3.16
myoma water	184	1	0.54%	3.39
spotlight cv	159	0	0%	45.67
cahuilla lake	154	0	0%	9.83
mission springs water district	136	0	0%	12.16
	5,199	5	0.1%	11.02

TOP PAGES CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	3,604	3	0.08%	12.33
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevicensis/	2,229	22	0.99%	14.86
https://cvwatercounts.com/save-water-pledge/	1,559	5	0.32%	4.94
https://cvwatercounts.com/wp-content/uploads/2019/02/Golf-and-Recycled-Water.pdf	792	14	1.77%	31.92
https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/	736	0	0%	46.45
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	733	5	0.68%	10.73
https://cvwatercounts.com/	660	17	2.58%	9.8
https://cvwatercounts.com/plant-of-the-month-paddle-plant-or-red-pancake-kalanchoe-thyrsiflora/	643	4	0.62%	22.48
https://cvwatercounts.com/cv-water-counts-water-counts-academy-program-graduates/	622	6	0.96%	30.97
https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/	536	13	2.43%	9.83
	12,114	89	0.73%	19.43

Facebook Information

f IMPRESSIONS
CV WATER COUNTS

101,754

f REACH
CV WATER COUNTS

31,397

f NEW PAGE LIKES
CV WATER COUNTS

1

f ENGAGED USERS
CV WATER COUNTS

904





f PAGE VIEWS
CV WATER COUNTS







200







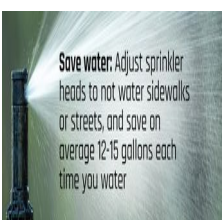
f LIFETIME PAGE LIKES
CV WATER COUNTS

4,004

f POSTS
CV WATER COUNTS

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Coachella Water Autho...</p>	June 30, 2023	8	0	0%	0	0
 <p>Remember, your toilet ...</p>	June 29, 2023	37	0	0%	0	0
 <p>Today is National Sung...</p>	June 27, 2023	87	1	1%	0	0
 <p>A naturalistic groupin...</p>	June 26, 2023	61	3	5%	2	0
		799	38	5%	38	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Today is National Hydr...</p>	June 23, 2023	43	2	5%	2	0
 <p>June is National Fruits ...</p>	June 22, 2023	40	2	5%	2	0
 <p>The Trumpet Vine is a ...</p>	June 19, 2023	47	2	4%	2	0
 <p>If you or someone you...</p>	June 16, 2023	37	2	5%	2	0
 <p>Water hoses don't last ...</p>	June 14, 2023	44	3	7%	2	0
 <p>If you have questions, ...</p>	June 14, 2023	54	3	6%	3	0
		799	38	5%	38	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Here in the Coachella V...</p>	June 14, 2023	25	3	12%	3	0
	June 14, 2023	104	3	3%	3	0
 <p>The ocean covers mor...</p>	June 14, 2023	19	2	11%	2	0
 <p>June 5 is World Enviro...</p>	June 5, 2023	26	2	8%	2	0
 <p>June is National Rivers...</p>	June 2, 2023	29	3	10%	3	0
	June 2, 2023	26	2	8%	2	0
 <p>Save water: Adjust sprinkler heads to not water sidewalks or streets, and save an average 12-15 gallons each time you water</p>	June 1, 2023	34	0	0%	4	0
		799	38	5%	38	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
CV Water Counts upda... 	June 1, 2023	53	2	4%	2	0
Try not to use your wa... 	June 1, 2023	25	3	12%	2	0
Take the Save Water Pl...		799	38	5%	38	0

Instagram Information

 **IMPRESSIONS**
CV WATER COUNTS

2,802




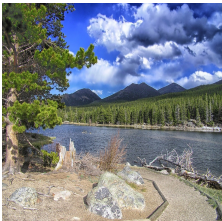

 **LIKES**
CV WATER COUNTS



12

 **FOLLOWERS (LIFETIME)**
CV WATER COUNTS

233

 **MEDIA PERFORMANCE**
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>June is National Fruits ...</p>	15	2	12	0	0
 <p>Take the Save Water Pl...</p>	14	1	10	0	0
 <p>Today is National Hydr...</p>	13	2	11	0	0
 <p>June is National Rivers...</p>	13	1	10	0	0
 <p>Try not to use your wa...</p>	12	1	9	0	0
	83	12	68	0	0

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>Remember, your toilet ...</p>	10	3	10	0	0
 <p>Today is National Sung...</p>	6	2	6	0	0
	83	12	68	0	0

Twitter Information

Jun 2023 • 30 days

TWEET HIGHLIGHTS

Top Tweet earned 28 impressions

A naturalistic grouping of boulders and rocks provides numerous nooks and crannies in which to locate accent and color plants – and can also help to reduce water use. Burying boulders partway enhances the natural appearance.

Learn more:
cvwatercounts.com/landscaping-ti...

♥ 1

[View Tweet activity](#)

[View all Tweet activity](#)

Top media Tweet earned 18 impressions

June is National Rivers Month. Rivers are not only a source of water, but also food, irrigation, and shelter. It's important that we care for our rivers and keep them clean and thriving. pic.twitter.com/xDnrx1yFcL



♥ 1

[View Tweet activity](#)

[View all Tweet activity](#)

JUN 2023 SUMMARY

Tweets

9

Tweet impressions

176

Profile visits

12

New followers

0

E-Blast Information

CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts June 2023	Wednesday, June 7, 2023 5:00 PM	569	629	57.29%	17.14%	81	7.56%	0.84%	0	1
		569	629	57.29%	17.14%	81	7.56%	0.84%	0	1



MSWD Digital Marketing and Website Report


Website, Social, and Marketing Performance

June, 2023

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

 IMPRESSIONS
MSWD


71,343

 CLICKS
MSWD

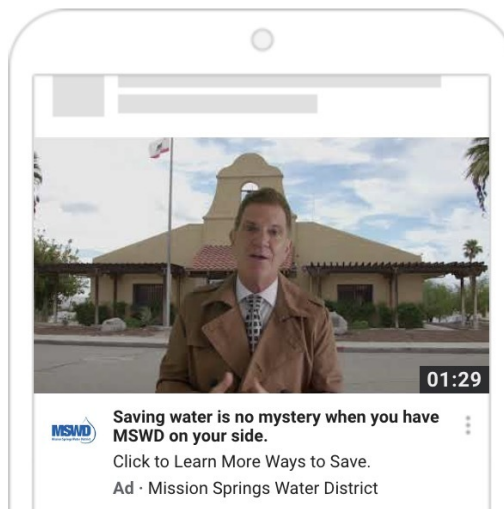
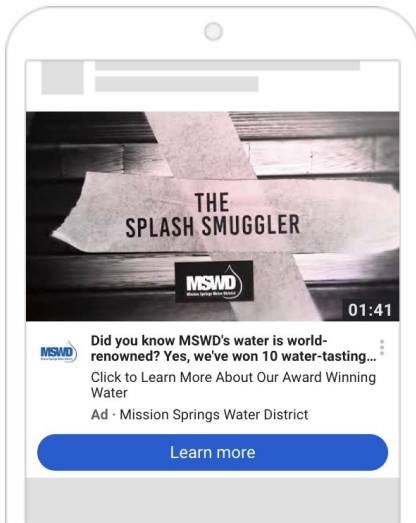
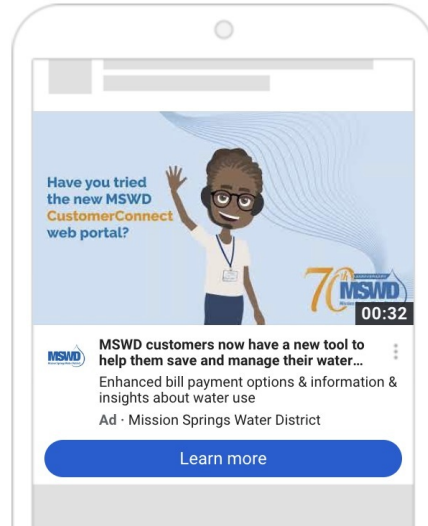
698

 CTR
MSWD

0.98%

 GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Customer Portal Video	22,686	285	1.26%
MSWD Vanishing Visitor Video	17,957	263	1.46%
MSWD Splash Smuggler Video	7,180	130	1.81%
MSWD Low Income Assistance	23,520	20	0.09%
	71,343	698	0.98%



Facebook Ad Campaigns

Includes ad campaign information for all campaigns, excluding anniversary event


FACEBOOK AD GROUP PERFORMANCE

MSWD

Ad	Campaign Name	Link Clicks	Impr.	Reach	Frequency	Page Likes
MSWD Water Low Income Assistance June 2023	MSWD Water Low Income Assistance June 2023	111	15,205	4,994	3.04	0
MSWD June Smash Smuggler Video	MSWD June Smash Smuggler Video	72	61,301	40,506	1.51	0
MSWD - Outdoor Vanishing Visitor Video	MSWD June Video Campaigns	67	51,473	32,134	1.6	0
MSWD - Customer Connect	MSWD June Video Campaigns	31	45,150	30,387	1.49	0
		281	173,129	62,175	2.78	0

MSWD Mission Springs Water District ... X
Sponsored · 🌐

Mission Springs Water District customers now have a new tool to help them save and manage their water usage. Designed for computers and mobile devices, the District's new Customer Connect portal provides enhanced bill payment options and a wealth of information and insights about water use.



Visit our [website](#) and set up your account today!

MSWD.org/Custo [Sign up today!](#)


mswd.org
MSWD - Customer Connect [Learn more](#)

👍 Like 💬 Comment ➦ Share

Instagram

MSWD missionspringswaterdistrict Sponsored

BILL PAY ASSISTANCE AVAILABLE



Learn about our **FREE** signup events


[Learn more](#) >

👍 💬 🗑️ 📌

missionspringswaterdistrict If you or someone you know is in need of bill payment assistance, MSWD is... [more](#)

Instagram

MSWD missionspringswaterdistrict Sponsored




Learn more >

👍 💬 🗑️ 📌

missionspringswaterdistrict Saving water is no mystery when you have MSWD on your side. Check out ... [more](#)

MSWD Mission Springs Water District Sponsored · 🌐

Did you know MSWD's water is world-renowned! Yes, we've won 10 ...[See more](#)



MSWD.ORG
MSWD - Splash Smuggler [LEARN MORE](#)
Mission Springs Water District ha...

👍 😂 8 2 comments 2 shares

👍 Like 💬 Comment ➦ Share

Website Information

📊 PAGEVIEWS

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

19,568

📊 NEW VISITOR

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

4,545

📊 USERS

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

1,818

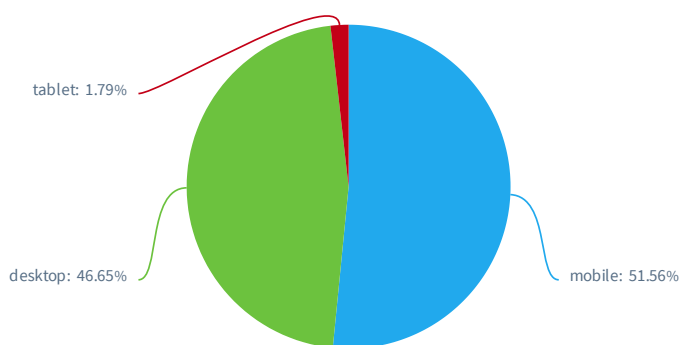
📊 PAGEVIEWS

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

Page Title	Pageviews
New Customer Portal Mission Springs Water District CA	5,651
Mission Springs Water District Home Page Mission Springs Water District CA	5,549
Bill Pay Options Mission Springs Water District CA	849
Job Opportunities Mission Springs Water District CA	848
Application for Water Service Mission Springs Water District CA	492
Careers Mission Springs Water District CA	417
Upcoming Meetings Mission Springs Water District CA	381
Start/Stop Water Service Mission Springs Water District CA	335
Conservation Mission Mission Springs Water District CA	317
Search Mission Springs Water District CA	299
	19,568

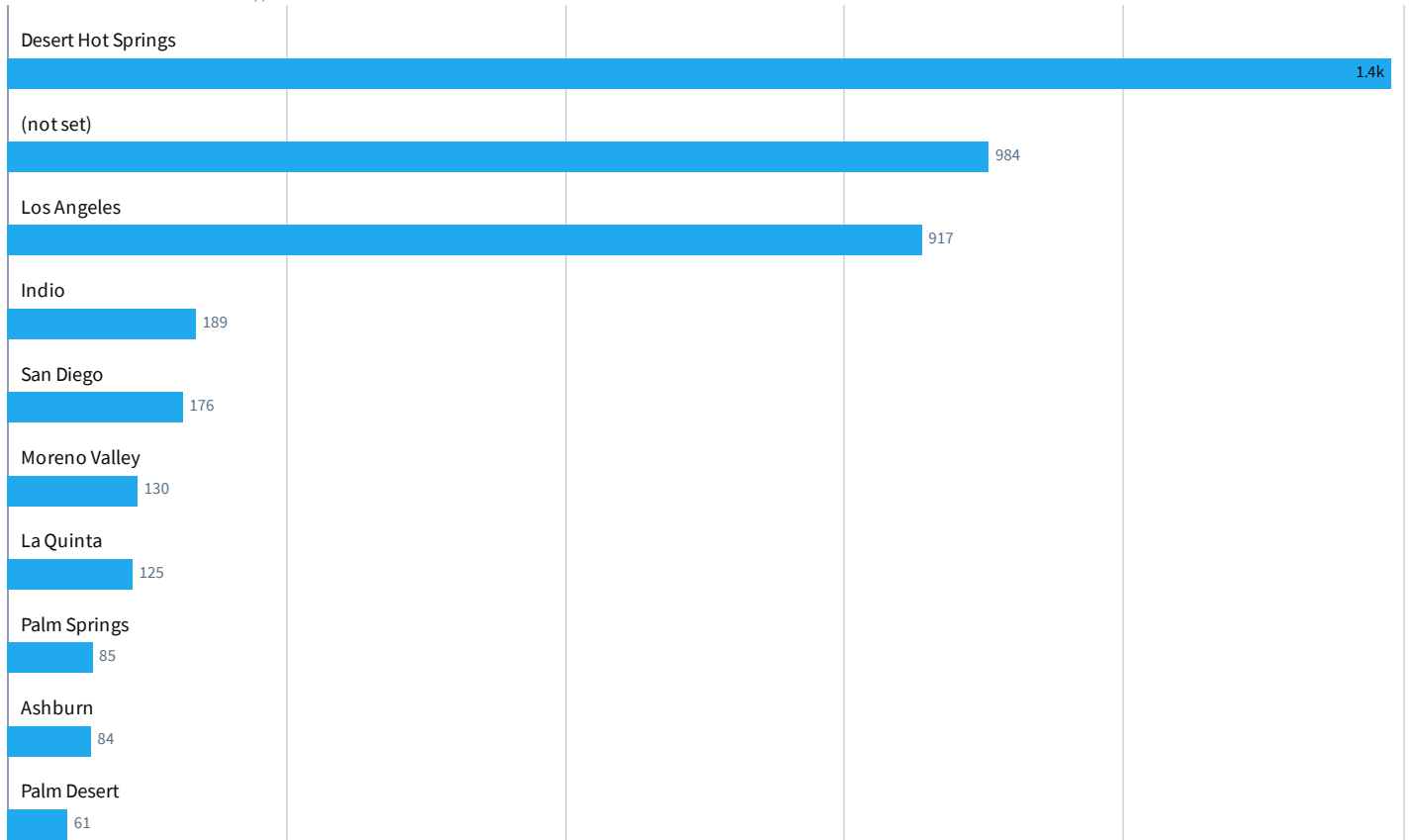
📊 SESSIONS / DEVICE CATEGORY

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



USERS BY CITY

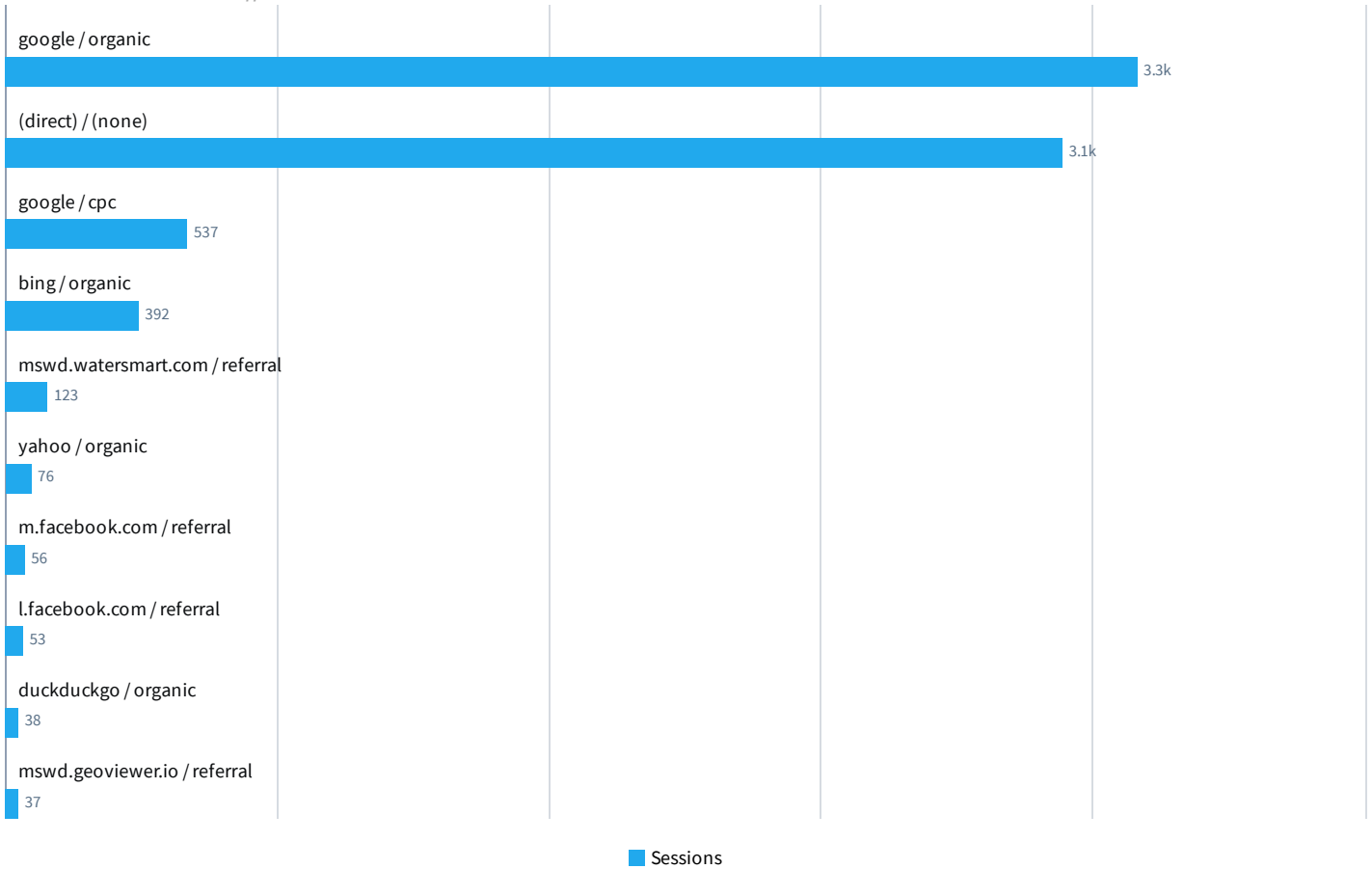
WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - MSWD



■ Users

USER REFERRERS

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



AVG. SESSION DURATION

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

1m 48s

PAGES / SESSION

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

2.48

BOUNCE RATE

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

30.3%



June 2023 Social Media Analytics

June 2023 Social Media Analytics

<i>Engagement Metrics</i>	<i>Totals:</i>	<i>% Change:</i>
Total Engagements	736	37.83%
Twitter	14	-33.33%
Facebook	373	16.93%
Instagram	328	146.62%
LinkedIn	21	-65.57%

June 2023 Social Media Analytics










<i>Impressions Metrics</i>	<i>Total:</i>	<i>% Change:</i>
Total Impressions	184752	160.46%
Facebook	95,943	61.84%
Instagram	88,611	680.58%
LinkedIn	198	-33.56%

June 2023 Social Media Analytics

<i>Audience Metrics</i>	<i>Total Followers</i>	<i>Total gained:</i>	<i>% Change:</i>
Cross-Platform Audience	1775	10	0.56%
Twitter	94	-1	-1.06%
Facebook	1,227	-1	-0.08%
Instagram	278	7	2.52%
LinkedIn	176	5	2.84%

Facebook Account Overview (June 1 - 30, 2023)

<p>Posts Published</p> <p>17</p> <p>-1 -5.6%</p>	<p>Total Likes</p> <p>1,227</p> <p>-1 -0.1%</p>	<p>New Likes</p> <p>2</p> <p>-11 -84.6%</p>	<p>Unlikes</p> <p>2</p>	<p>Engaged People</p> <p>787</p> <p>-1,566 -66.6%</p>
<p>Total Reach</p> <p>82,277</p> <p>+34,626 72.7%</p>	<p>Organic Reach</p> <p>2,224</p> <p>-255 -10.3%</p>	<p>Paid Reach</p> <p>80,128</p> <p>+34,846 77.0%</p>	<p>Impressions</p> <p>95,943</p> <p>+36,660 61.8%</p>	<p>Video Views</p> <p>14,425</p> <p>+447 3.2%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>🚧 Construction Update 🚧</p> <p>Exciting progress is underway at ...</p> <p>15.91%</p>	 <p>News Release: MSWD General Manager Announces Retirement - ...</p> <p>220</p>	 <p>News Release: MSWD General Manager Announces Retirement - ...</p> <p>6</p>
 <p>Construction update! Work on the Nancy Wright Regional Wa...</p> <p>9.86%</p>	 <p>Post 23717678</p> <p>Fun Fact: Grease, oil, and fats may feel slippery, but th...</p> <p>216</p>	 <p>Post 23717503</p> <p>Tap water is great, but you can also beat the summer heat...</p> <p>2</p>
 <p>Post 23717155</p> <p>June is National Safety Month, a time to focus on keeping...</p> <p>9.8%</p>	 <p>Not all heroes wear a cape! Check out #TeamMSWD as they r...</p> <p>176</p>	 <p>Not all heroes wear a cape! Check out #TeamMSWD as they r...</p> <p>1</p>

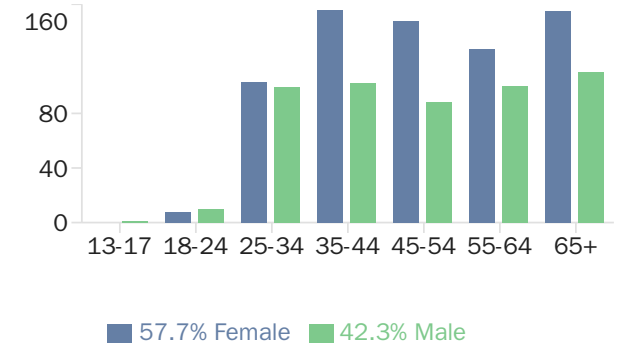
Likes By Country

1. United States of America (1,198 likes)
2. Mexico (13 likes)
3. France (4 likes)
4. India (2 likes)
5. Canada (2 likes)

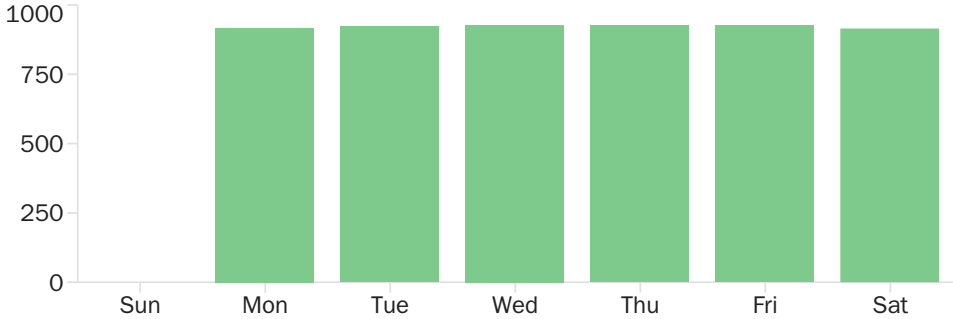
Likes By City

1. Desert Hot Springs, CA (566 likes)
2. Indio, CA (69 likes)
3. Palm Springs, CA (61 likes)
4. Palm Desert, CA (48 likes)
5. La Quinta, CA (47 likes)

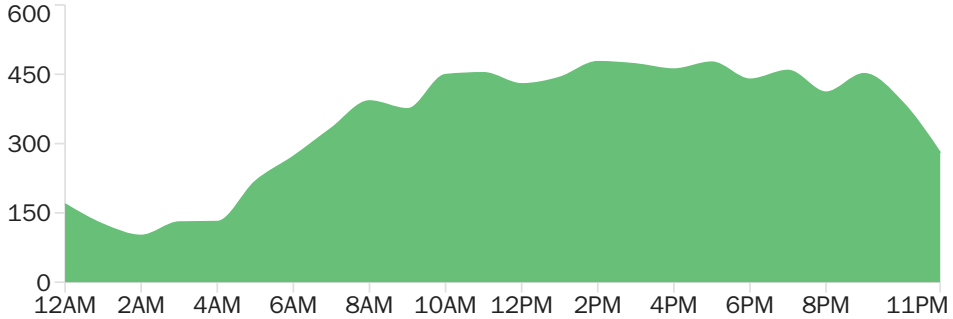
Likes by age & gender











Days your fans are online





















Hours fans are online











Facebook Post Metrics (June 1 - 30, 2023)

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
June 30, 2023 8:30 AM PDT	 Image	 <p>Post 23718030 On this social media Day, we would like to thank you for following us! We are on Facebook, Instagram, Twitter, YouTube, and LinkedIn, so be sure to check us out on all platforms.</p>	103	5	4.85%	3	0	0	2	0
June 27, 2023 6:04 PM PDT	 Image	 <p>News Release: MSWD General Manager Announces Retirement - Final Day at the District Will Be August 7 After more than 18 years of service to Mission Springs Water District and 35 years as a public ...</p>	220	21	9.55%	5	1	6	48	0
June 26, 2023 9:03 AM PDT	 Image	 <p>Post 23718003 Happy National Great Outdoors Month! Every June, Americans head outdoors during the month-long celebration of responsible, healthy outdoor recreation on local, state and federal lands and waters. ...</p>	76	3	3.95%	3	0	0	0	0
June 22, 2023 10:01 AM PDT	 Image	 <p>Post 23717965 With summer in full swing, you may spend much more time in the pool. Avoiding games and activities that splash will help you feel more relaxed while conserving water.</p>	148	5	3.38%	5	0	0	0	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
June 21, 2023 4:46 PM PDT	 Video	 <p>🚧 Construction Update 🚧 Exciting progress is underway at the Nancy Wright Regional Water Reclamation Facility! We're thrilled to share the latest updates on this crucial water infrastructure projec...</p>	44	7	15.91%	3	0	0	5	20
June 19, 2023 10:01 AM PDT	 Image	 <p>Post 23717922 Happy Juneteenth! Did you know: Juneteenth is a federal holiday in the United States commemorating the emancipation of enslaved African Americans? Deriving its name from combining "June" and "nin...</p>	73	2	2.74%	3	0	0	0	0
June 16, 2023 4:46 PM PDT	 Image	 <p>Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our Construction and Maintenance Department as a Field Operations Technician I. In this role, he will perform various work relate...</p>	163	10	6.13%	7	0	0	5	0
June 16, 2023 10:02 AM PDT	 Image	 <p>Post 23717678 Fun Fact: Grease, oil, and fats may feel slippery, but they will NOT help water slide through your pipes. They can wreak havoc instead! Pour cooled fats, oils and grease (FOG) into a container an...</p>	216	16	7.41%	10	1	1	10	0

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
June 14, 2023 1:35 PM PDT	 Image	 Not all heroes wear a cape! Check out #TeamMSWD as they repair a service line and keep the water flowing to our customers. #MSWDCares #ProvideProtectPreserve #WorkerWednesday	176	15	8.52%	10	0	1	10	0
June 13, 2023 8:43 AM PDT	 Video	 MSWD's new Customer Connect portal provides enhanced bill payment options and a wealth of information and insights about water use. Once logged in, add a shortcut to your mobile device for even fas...	68	5	7.35%	4	0	0	1	20
June 12, 2023 8:01 AM PDT	 Image	 Post 23717561 🌱💧 Don't let your love for plants drown them! 🚫⚡ Attention plant enthusiasts! It's time to give our green friends the watering care they deserve. Overwatering can actually harm your beloved plants...	54	4	7.41%	3	0	0	1	0
June 10, 2023 8:30 AM PDT	 Image	 Post 23717503 Tap water is great, but you can also beat the summer heat with a nice icy glass of iced tea! After all, it is Iced Tea Day.	139	9	6.47%	10	0	2	1	0
June 08, 2023 7:01 AM PDT	 Image	 Post 23717462 Don't forget to stop by our offices today for the Utility Assistance Clinic! The Low-Income Home Energy Assistance Program (LIHEAP) and the Low-Income Household Water Assistance Program (LIHWAP) p...	81	5	6.17%	4	0	0	3	0


Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
June 07, 2023 8:01 AM PDT	 Video	 Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like this protect our groundwater and ensure we will have safe, high-quality drinking water fo...	71	7	9.86%	5	0	0	4	23
June 06, 2023 10:01 AM PDT	 Image	 Post 23717155 June is National Safety Month, a time to focus on keeping our environment safe and free from Danger. At MSWD, our team works tirelessly 24/7 to keep your water supply safe! Keep an eye out! Our 2...	51	5	9.8%	4	0	0	3	0
June 05, 2023 4:30 PM PDT	 Image	 Post 23717087 World Environment Day, held annually on 5 June, brings together millions of people from across the globe, engaging them in the effort to protect and restore the Earth from plastic pollution. A grea...	51	4	7.84%	3	0	0	1	0
June 05, 2023 9:31 AM PDT	 Image	 Post 23716943 Struggling to keep up with your water bills? Help is available! The Low-Income Home Energy Assistance Program (LIHEAP) and the Low-Income Household Water Assistance Program (LIHWAP) provide financ...	55	5	9.09%	4	0	0	1	0
Total			1,789	128		86	2	10	95	63

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
Average			105.2	7.5	7.15%	5.1	0.1	0.6	5.6	3.7


Twitter Account Overview (June 1 - 30, 2023)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
15 +2 15.4%	17	0	94	99


3 Most Retweeted Posts

- 

Post 23716943
To help our customers learn more and apply for LIHEAP and LIHWAP financial assistance, we will host a Utility Assis... ..

0
- 


Post 23717087
World Environment Day, held annually on 5 June, brings together millions of people from across the globe, engaging... h...

0
- 


Post 23717155
June is National Safety Month, a time to focus on keeping our environment safe and free from Danger. At MSWD, our t... ..

0


3 Most Liked Posts

- 

Post 23717561
Don't let your love for plants drown them! 🚫💧🌱 Attention plant enthusiasts! It's time to give our green friends... h...

3
- 













Post 23717087
World Environment Day, held annually on 5 June, brings together millions of people from across the globe, engaging... h...


















2
- 





Post 23717678
Grease, oil, and fats feel slippery, but they DONT help water slide through your pipes. Pour fats, oils and grease... ..

2

Twitter Post Metrics (June 1 - 30, 2023)

Date	Format	Post	Retweets	Likes
June 30, 2023 8:30 AM PDT	 Link	 <p>Post 23718030 On this social media Day, we would like to thank you for following us! We are on Facebook, Instagram, Twitter, YouT... https://t.co/D3v1YobjpR</p>	0	0
June 26, 2023 9:04 AM PDT	 Link	 <p>Post 23718003 Happy National Great Outdoors Month! Every June, Americans head outdoors during the month-long celebration of respo... https://t.co/z5SCwVVR9m</p>	0	0
June 22, 2023 10:02 AM PDT	 Link	 <p>Post 23717965 With summer in full swing, you may spend much more time in the pool. Avoiding games and activities that splash will... https://t.co/MM2mVluFNK</p>	0	1
June 21, 2023 4:45 PM PDT	 Link	 <p>🚧 Construction Update 🚧 Exciting progress is underway at the Nancy Wright Regional Water Reclamation Facility! We'r... https://t.co/aeo6VAFow1</p>	0	1
June 19, 2023 10:02 AM PDT	 Link	 <p>Post 23717922 #DidYouKnow: Juneteenth is a federal holiday commemorating the emancipation of enslaved African Americans? Deriving... https://t.co/aeiUSja2b8</p>	0	1
June 16, 2023 4:46 PM PDT	 Link	 <p>Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our C&M Depart as a Field Operations Technician... https://t.co/xTpXxxELKz</p>	0	1




Date	Format	Post	Retweets	Likes
June 16, 2023 10:03 AM PDT	 Link	 <p>Post 23717678 Grease, oil, and fats feel slippery, but they DONT help water slide through your pipes. Pour fats, oils and grease... https://t.co/dpNoiMIM09</p>	0	2
June 14, 2023 1:35 PM PDT	 Link	 <p>Not all heroes wear a cape! Check out #TeamMSWD as they repair a service line and keep the water flowing to our cus... https://t.co/mV64dyiJOU</p>	0	1
June 13, 2023 8:43 AM PDT	 Link	 <p>MSWD's new Customer Connect portal provides enhanced bill payment options and a wealth of information and insights... https://t.co/sqeIM2jM9Q</p>	0	1
June 12, 2023 8:02 AM PDT	 Link	 <p>Post 23717561  Don't let your love for plants drown them!   Attention plant enthusiasts! It's time to give our green friends... https://t.co/tJGsOjQ3xd</p>	0	3
June 10, 2023 8:30 AM PDT	 Link	 <p>Post 23717503 Tap water is great, but you can also beat the summer heat with a nice icy glass of iced tea! After all, it is Iced... https://t.co/c697EOP5Ik</p>	0	1
June 08, 2023 7:03 AM PDT	 Link	 <p>Post 23717462 Don't forget to stop by our offices today for the Utility Assistance Clinic! To help our customers learn more and... https://t.co/1WoQT2XMJT</p>	0	1
June 06, 2023 10:02 AM PDT	 Link	 <p>Post 23717155 June is National Safety Month, a time to focus on keeping our environment safe and free from Danger. At MSWD, our t... https://t.co/dmrooqjKtx</p>	0	1

Date	Format	Post	Retweets	Likes
June 05, 2023 4:30 PM PDT	 Link	 Post 23717087 World Environment Day, held annually on 5 June, brings together millions of people from across the globe, engaging... https://t.co/etwUx8p6VC	0	2
June 05, 2023 9:31 AM PDT	 Link	 Post 23716943 To help our customers learn more and apply for LIHEAP and LIHWAP financial assistance, we will host a Utility Assis... https://t.co/big5eUya2	0	1
Total			0	17
Average			0.0	1.1




Instagram Account Overview (June 1 - 30, 2023)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
17	278	7	88,611	72,630	81
+1 6.3%	+6 2.2%	+3 75.0%	+77,259 680.6%	+63,808 723.3%	+51 170.0%







3 Most Liked Posts







- | | | |
|---|---|----|
|  | Not all heroes wear a cape! Check out #TeamMSWD as they repair a service line and keep the water flowing to our custo... | 10 |
|  | 🚧 Construction Update 🚧
Exciting progress is underway at the Nancy Wright Regional Water Reclamation Facility! We're ... | 9 |
|  | Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our Construction and Maintenance Department as a ... | 8 |







3 Most Commented Posts










- | | | |
|--|---|---|
|  | Not all heroes wear a cape! Check out #TeamMSWD as they repair a service line and keep the water flowing to our custo... | 1 |
|  | Post 23716943
Struggling to keep up with your water bills? Help is available! The Low-Income Home Energy Assistance Program (LIHEA... | 0 |
|  | Post 23717087
World Environment Day, held annually on 5 June, brings together millions of people from across the globe, engaging th... | 0 |







Instagram Post Metrics (June 1 - 30, 2023)





Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
June 30, 2023 8:31 AM PDT	 Image	 <p>Post 23718030 On this social media Day, we would like to thank you for following us! We are on Facebook, Instagram, Twitter, YouTube, and LinkedIn, so be sure to check us out on all platforms.</p>	6	0	20	19	6	31.58%	0	
June 27, 2023 6:04 PM PDT	 Image	 <p>News Release: MSWD General Manager Announces Retirement - Final Day at the District Will Be August 7 After more than 18 years of service to Mission Springs Water District and 35 years as a public s...</p>	5	0	59	54	5	9.26%	0	
June 26, 2023 9:08 AM PDT	 Image	 <p>Post 23718003 Happy National Great Outdoors Month! Every June, Americans head outdoors during the month-long celebration of responsible, healthy outdoor recreation on local, state and federal lands and waters. ...</p>	6	0	23	23	6	26.09%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
June 22, 2023 10:05 AM PDT	 Image	 <p>Post 23717965 With summer in full swing, you may spend much more time in the pool. Avoiding games and activities that splash will help you feel more relaxed while conserving water.</p>	4	0	24	22	4	18.18%	0	
June 21, 2023 4:45 PM PDT	 Video	 <p>🚧 Construction Update 🚧 Exciting progress is underway at the Nancy Wright Regional Water Reclamation Facility! We're thrilled to share the latest updates on this crucial water infrastructure projec...</p>	9	0		103	9	8.74%	0	
June 19, 2023 10:05 AM PDT	 Image	 <p>Post 23717922 Happy Juneteenth! Did you know: Juneteenth is a federal holiday in the United States commemorating the emancipation of enslaved African Americans? Deriving its name from combining "June" and "nin...</p>	2	0	43	38	2	5.26%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
June 16, 2023 4:46 PM PDT	 Image	 <p>Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our Construction and Maintenance Department as a Field Operations Technician I. In this role, he will perform various work relate...</p>	8	0	59	50	8	16.0%	0	
June 16, 2023 10:06 AM PDT	 Image	 <p>Post 23717678 Fun Fact: Grease, oil, and fats may feel slippery, but they will NOT help water slide through your pipes. They can wreak havoc instead! Pour cooled fats, oils and grease (FOG) into a container an...</p>	3	0	31	30	3	10.0%	0	
June 14, 2023 1:35 PM PDT	 Image	 <p>Not all heroes wear a cape! Check out #TeamMSWD as they repair a service line and keep the water flowing to our customers. #MSWDCares #ProvideProtectPreserve #WorkerWednesday</p>	10	1	57	49	12	24.49%	1	







Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
June 13, 2023 8:43 AM PDT	 Video	 MSWD's new Customer Connect portal provides enhanced bill payment options and a wealth of information and insights about water use. Once logged in, add a shortcut to your mobile device for even fas...	4	0		41	4	9.76%	0	
June 12, 2023 8:05 AM PDT	 Image	 Post 23717561  Don't let your love for plants drown them!   Attention plant enthusiasts! It's time to give our green friends the watering care they deserve. Overwatering can actually harm your beloved plants...	4	0	37	31	4	12.9%	0	
June 10, 2023 8:30 AM PDT	 Image	 Post 23717503 Tap water is great, but you can also beat the summer heat with a nice icy glass of iced tea! After all, it is Iced Tea Day.	3	0	35	30	3	10.0%	0	

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
June 08, 2023 7:06 AM PDT	 Image	 <p>Post 23717462 Don't forget to stop by our offices today for the Utility Assistance Clinic! The Low-Income Home Energy Assistance Program (LIHEAP) and the Low-Income Household Water Assistance Program (LIHWAP) p...</p>	7	0	33	30	7	23.33%	0	
June 07, 2023 8:00 AM PDT	 Video	 <p>Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like this protect our groundwater and ensure we will have safe, high-quality drinking water fo...</p>	3	0		30	3	10.0%	0	
June 06, 2023 10:04 AM PDT	 Image	 <p>Post 23717155 June is National Safety Month, a time to focus on keeping our environment safe and free from Danger. At MSWD, our team works tirelessly 24/7 to keep your water supply safe! Keep an eye out! Our 2...</p>	6	0	34	30	6	20.0%	0	









Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
June 05, 2023 4:30 PM PDT	 Image	 <p>Post 23717087 World Environment Day, held annually on 5 June, brings together millions of people from across the globe, engaging them in the effort to protect and restore the Earth from plastic pollution. A grea...</p>	3	0	32	29	3	10.34%	0	
June 05, 2023 9:32 AM PDT	 Image	 <p>Post 23716943 Struggling to keep up with your water bills? Help is available! The Low-Income Home Energy Assistance Program (LIHEAP) and the Low-Income Household Water Assistance Program (LIHWAP) provide financ...</p>	4	0	28	27	4	14.81%	0	
Total			87	1	515	636	89		1	
Average			5.1	0.1	36.8	37.4	5.2	13.99%	0.1	





LinkedIn Account Overview (June 1 - 30, 2023)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">5</p>	<p>Likes</p> <p style="font-size: 24pt; font-weight: bold;">6</p> <p style="color: red;">-8 -57.1%</p>	<p>Views</p> <p style="font-size: 24pt; font-weight: bold;">9</p> <p style="color: red;">-27 -75.0%</p>	<p>Followers</p>
<p>Comments</p> <p style="font-size: 24pt; font-weight: bold;">1</p> <p style="color: green;">+1</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">198</p> <p style="color: red;">-100 -33.6%</p>	<p>Clicks</p> <p style="font-size: 24pt; font-weight: bold;">10</p> <p style="color: green;">+3 42.9%</p>	<p>Engagement Rate</p>

3 Most Engaging Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p style="font-size: 12pt;">Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our Construction and Maintenance Department as a ...</p> <p style="text-align: right; font-weight: bold;">14.14%</p> </div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p style="font-size: 12pt;">Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our Construction and Maintenance Department as a ...</p> <p style="text-align: right; font-weight: bold;">1</p> </div> </div>
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p style="font-size: 12pt;">Post 23717155 As we commemorate National Safety Month this June, it is crucial for us to reflect on the importance of safeguarding ...</p> <p style="text-align: right; font-weight: bold;">7.27%</p> </div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p style="font-size: 12pt;">Post 23717155 As we commemorate National Safety Month this June, it is crucial for us to reflect on the importance of safeguarding ...</p> <p style="text-align: right; font-weight: bold;">0</p> </div> </div>
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p style="font-size: 12pt;">Post 23717462 At MSWD we are hosting Utility Assistance Clinics at our offices. These clinics are a time and place for customers wi...</p> <p style="text-align: right; font-weight: bold;">2.94%</p> </div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p style="font-size: 12pt;">Post 23717462 At MSWD we are hosting Utility Assistance Clinics at our offices. These clinics are a time and place for customers wi...</p> <p style="text-align: right; font-weight: bold;">0</p> </div> </div>

LinkedIn Post Metrics (June 1 - 30, 2023)

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
June 21, 2023 4:46 PM PDT	 Video	 <p>  Construction Update  </p> <p>Exciting progress is underway at the Nancy Wright Regional Water Reclamation Facility! We're thrilled to share the latest updates on this crucial water infrastructure projec...</p>	0	0	2.17%	1	46	0
June 16, 2023 4:46 PM PDT	 Image	 <p>Please join us in welcoming Juan Lopez, who is joining #TeamMSWD in our Construction and Maintenance Department as a Field Operations Technician I. In this role, he will perform various work relate...</p>	1	4	14.14%	9	99	0
June 12, 2023 8:06 AM PDT	 Image	 <p>Post 23717561</p> <p>As advocates for sustainable water management, we understand the critical role that responsible irrigation plays in maintaining healthy landscapes. Today, we invite you to join us in spreading awar...</p>	0	0	2.13%	1	47	0

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
June 08, 2023 7:07 AM PDT	 Image	 <p>Post 23717462 At MSWD we are hosting Utility Assistance Clinics at our offices. These clinics are a time and place for customers with questions to come learn about and register for The Low-Income Home Energy Ass...</p>	0	0	2.94%	1	34	0
June 06, 2023 10:05 AM PDT	 Image	 <p>Post 23717155 As we commemorate National Safety Month this June, it is crucial for us to reflect on the importance of safeguarding our environment and our water supply. At MSWD, our dedicated team works tirelessly...</p>	0	1	7.27%	3	55	0
Total			1	5		15	281	0
Average			0.2	1.0	5.73%	3.0	56.2	0.0