



General Manager's Report

January 2023

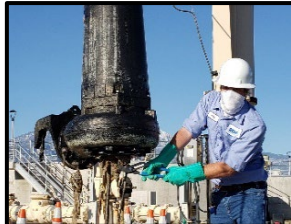


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ADMINISTRATION

Customer Service Department

Disconnections Due to Non-Payment

After suspending disconnections the past two years due to the COVID pandemic, MSWD announced that it will resume disconnection of past due accounts beginning in April 2022. To avoid disconnection, customers who have past due balances are strongly encouraged to contact the District before March 31, 2022, to set up a payment plan and learn about available assistance programs. To assist residential and commercial customers with past due balances related to COVID, the District applied for and received funds from the California Water and Wastewater Arrearage Payment Program to cover past-due drinking water balances that were accrued between March 4, 2020, and June 15, 2021.

As of April 5, 2022, disconnections have resumed. The December 2022 monthly delinquency process began with 316 auto-dialer calls, and technicians were able to make contact with 104 customers to either pay, set up a payment plan with the office, or to get information for bill assistance to avoid disconnection. This process reduced delinquency disconnections to only 47 in December 2022 out of 13,765 accounts.

286 payment plans were set for MSWD customers with pending balance of payment plans totaling \$106,829.76.



Disconnections for nonpayment resume in April

CONTACT US FOR HELP!



Customer Bill Assistance Programs

Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program launched on June 2, 2022. This 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, but will continue at a state level in September 2023, and will include customers who are current on their bills and qualify for assistance. The program has started strong with LIHWAP paying \$43,706.62 in customer assistance since it opened to the public in June 2022.



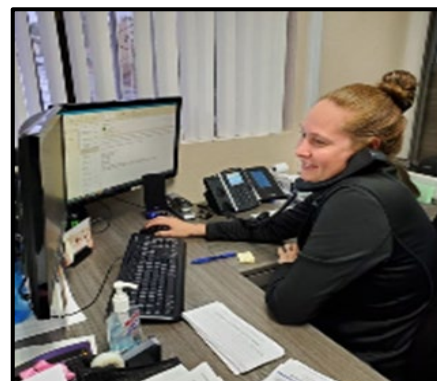
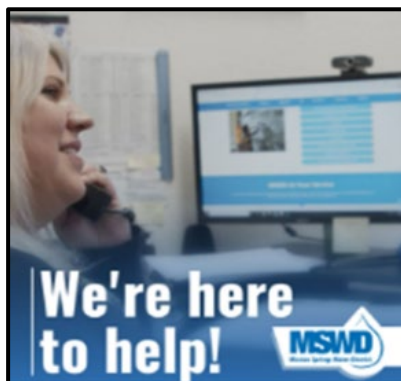
The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance one billing period annually, paying \$100 per approved customer. United way has assisted 125 customers since January 1, 2022.

United Lift has assisted many customers and has exhausted current funding.

The State Arrearages Program provides a one-time payment and was applied to eligible accounts on January 24, 2022, totaling \$1,253,914.00.

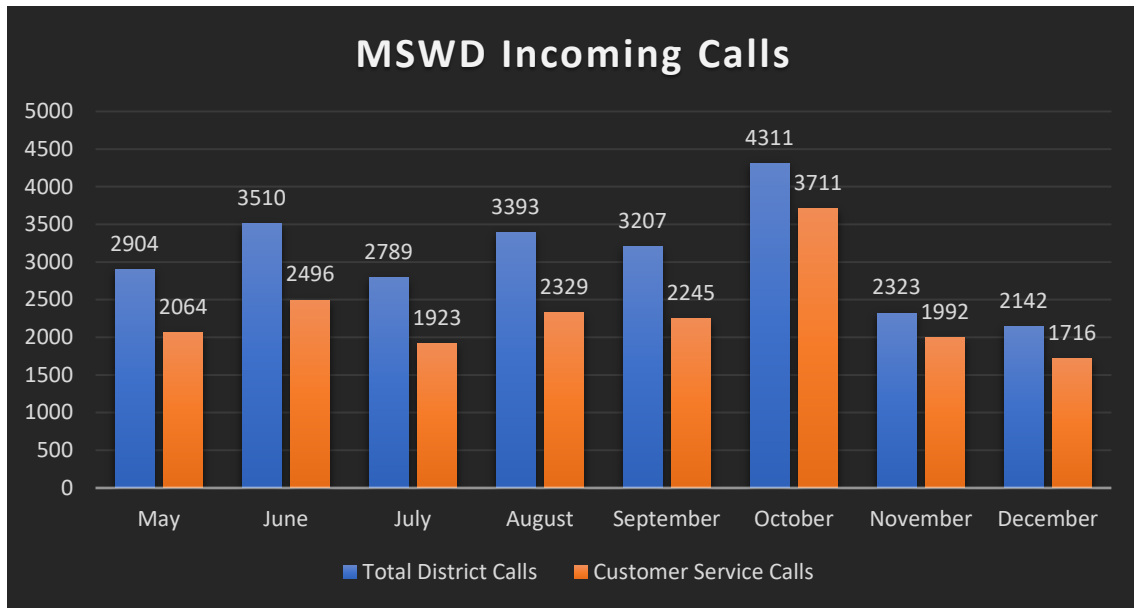
MSWD Lobby Open

The MSWD lobby is open to the public for express bill pay and application assistance. MSWD Customer Service Representatives continue to assist our customers over the phone or in person by appointment for account review and billing inquiries.



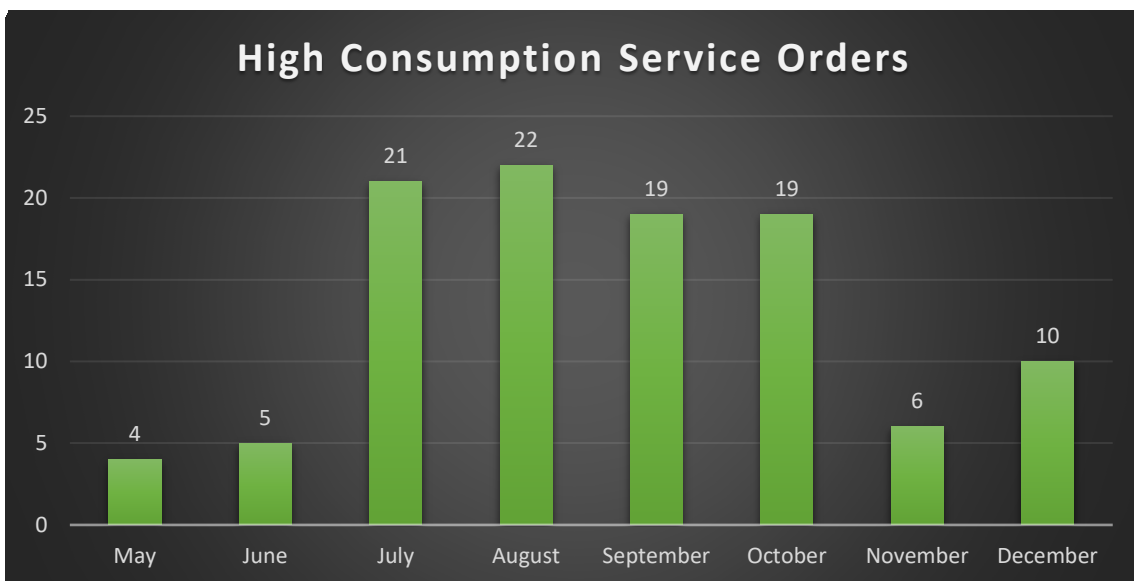
Calls into the Customer Service Department

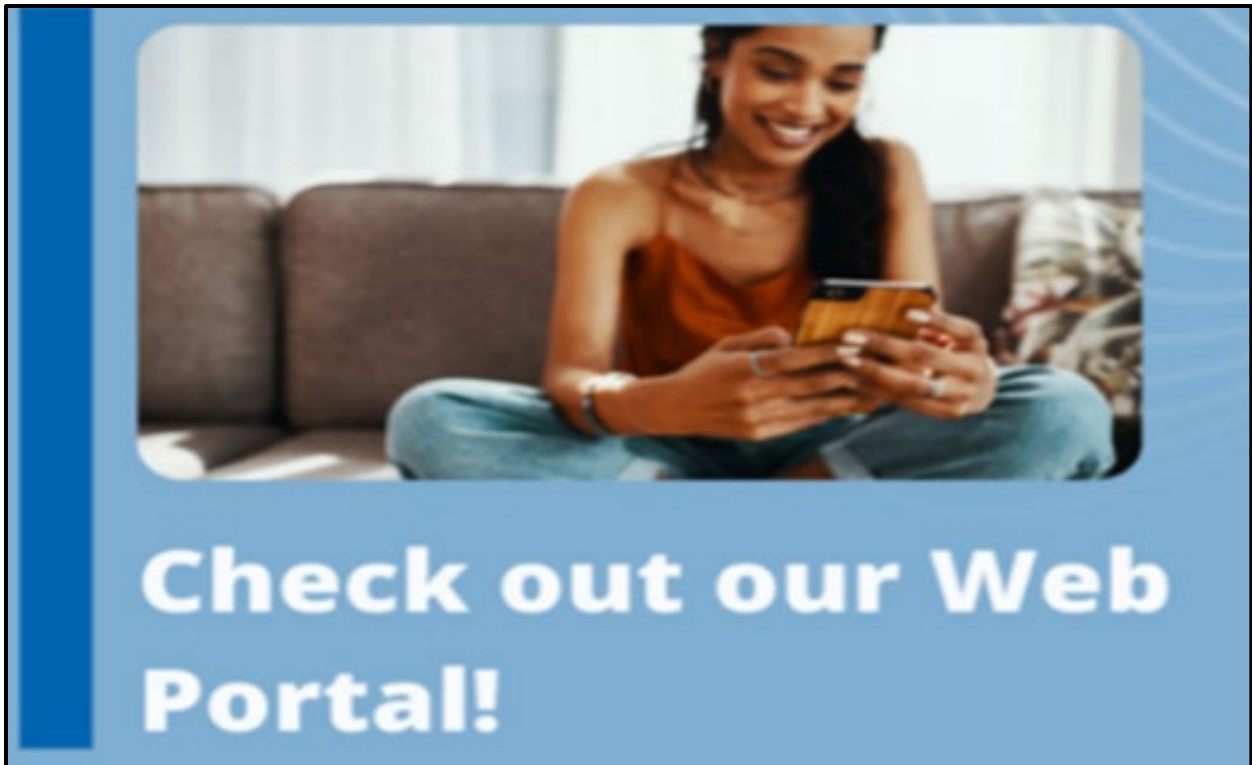
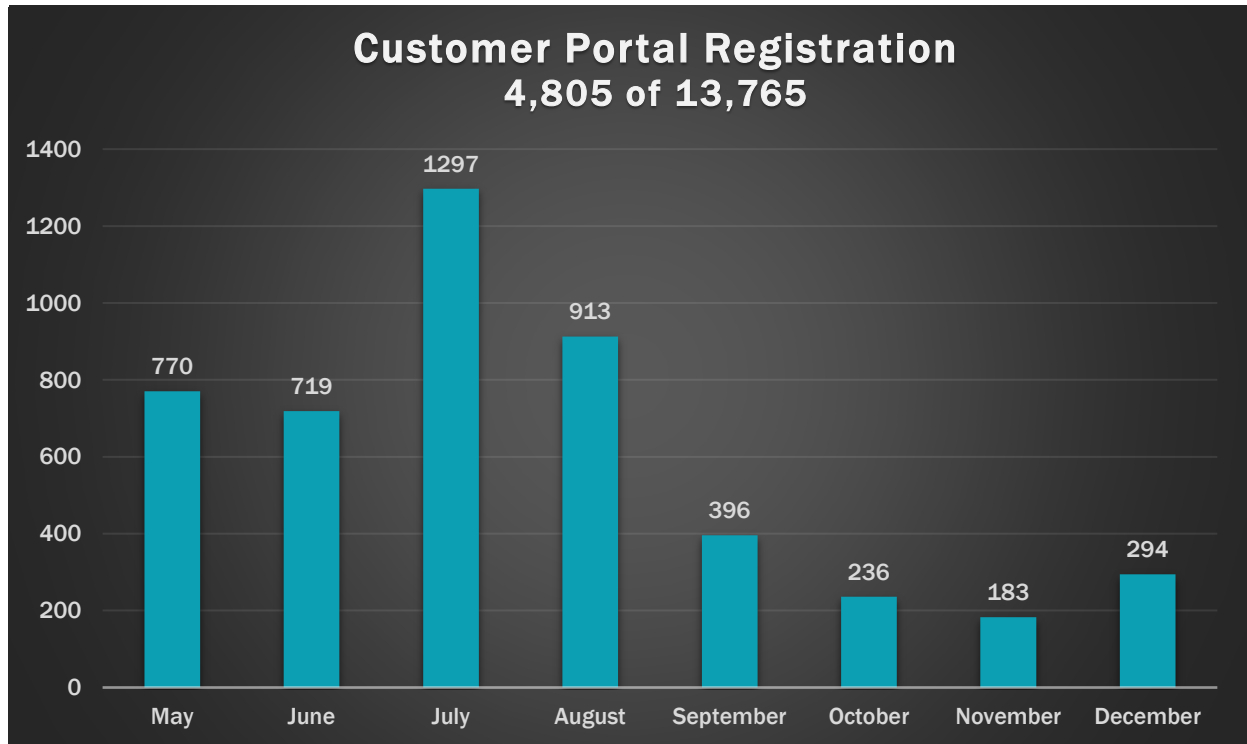
The District is seeing a consistent increase in the number of calls throughout the year, except around the holidays they tend to decrease. Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The chart below represents MSWD incoming calls and those received by the Customer Service staff. There were 98 roll-over/"new" customer accounts in December 2022.

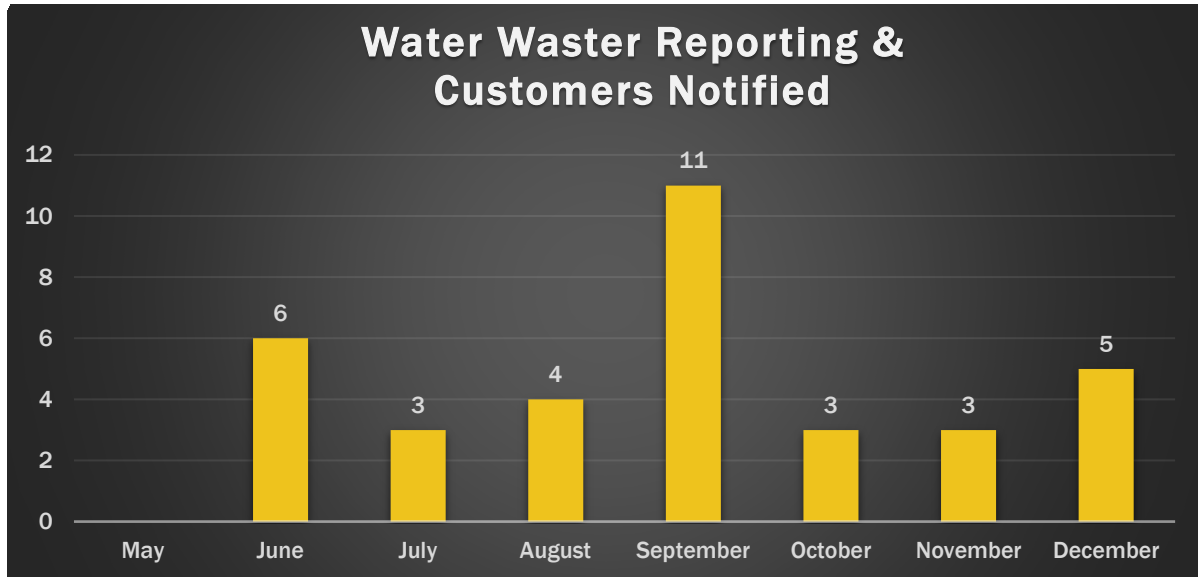


High Bill Investigation Requests Versus 13,765 Accounts

The District continues to leverage the new AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the portal bill and leak alerts. Customer adoption is trending about 4.38% per month since launching, reaching 34.9% or 4,805 customers registered so far.







Ways to Pay Bills

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

- Customers can drop payments (check or money order) in the drop box
- 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.
- Payment Portal on MSWD.org
- Customers can call in and pay through the IVR system, or with Customer Service Representative assistance
- Paypal, Google Pay, Apple Pay, and the QR code on the back of the bill. Customers can pay directly from their smartphone



BILL PAY OPTIONS



\$

ONLINE
MSWD.org/Paperless



☎

BY PHONE
(760) 329-6448



✉

BY MAIL
66575 Second Street
Desert Hot Springs, CA 92240



👉

IN PERSON
Drop off

OTHER OPTIONS: Walmart Pay PayPal PayNearMe 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 December 2022.

Current Work Priorities

The Director of Finance worked with TKE Engineering and the accounting team to coordinate a process to submit reimbursement claims to the State for the Regional Water Reclamation Facility grant agreement. The Director of Finance also reviewed bids for a \$15M line of credit to shore up cashflows through the grant reimbursement timing.

The Long-Range Financial Plan RFQ bid period was completed and responses were reviewed and evaluated.

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

The Finance Department made several report corrections to make it easier to identify errors in the accounting system when they are made, instead of waiting until the month is reconciled.

The Accounting Department continues to work with Wells Fargo to implement the payment manager program to help with credit card, ACH, and check payments streamlining the process. The department began utilizing the program to process all customer refund payments.

The Accounting Department has transitioned to the new Wells Fargo portal for credit card activity and continues to provide training as needed to all departments on how to use the new portal. The department has also begun the process of importing credit card purchase activity directly into the financial system, which will reduce the time spent by other departments and accounting staff manually entering activity.

The Accounting Department continues to support other departments as needed.

Human Resources

- Payroll calculations for employees out on worker's compensation.
- Assisted in updating the final pay at separation process.
- Processed new and separated employees.

Information Technology

- Continue to evaluate the migration from Unidata to another ERP system.
- The Director of Finance continues to work with IT on continuous receipts of phishing emails. Most have been added to a spam list and have stopped for the most part, however, they continue to get through under different credentials.

Customer Service

- Assisted in processing final adjustments to inactive accounts and returned unused arrearage grant funds to the state to close out the grant.
- Provided several corrections to customer service for customer accounts.
- Continued support with Legal for the class action lawsuit. Tom Slovak continues to call the District for information and to provide updated addresses and account status. Staff has spent a considerable amount of time on this project in the current month.

Public Relations

- Finance continues to work with Public Relations on customer outreach related to delinquent accounts and ways to get help to pay for their past due water bills.
- Finance continues to work with Public Relations to answer customer questions related to assessment districts and questions about property tax statements.

Engineering and Construction and Maintenance

- No new projects were created in December 2022.
- Continued to update the retention payment process for contractors opting to hold retention in escrow accounts.

Operations

- The Director of Finance prepared financial data needed for the annual water loss audit reported to the State.

Budget

The Director of Finance began the process of preparing the mid-year budget report by reviewing all year-to-date activity and meeting with each department to review department budgets and discuss and changes.

Audit

The Fiscal Year 2021-2022 audit fieldwork began virtually in December 2022 with selection testing performed on each category of assets and liabilities, and analytical and selection testing on revenues and expenses. Fieldwork will continue into January 2023.

Payroll

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

The Payroll Department began preparing for end of calendar year reporting and attended a “What’s new with the 2022 W-2” training.

Cash

Total cash receipts for the month of December 2022 amounted to \$2,173,801 with the majority, \$1,484,818, being normal bill payments. Additionally, the District collected \$441,311 from general purpose property taxes and approximately \$155,000 for new connection charges. The District also sold obsolete assets from approximately \$88,000.

Cash disbursements for the month of December 2022 amounted to \$4,706,352 with the largest payments going to:

- J.F. Shea Construction - \$1,906,656
- Desert Water Agency - \$394,392
- Southern California Edison - \$301,615
- AECOM Technical Services - \$154,669
- R.I.C. Construction - \$150,105
- RDO Equipment - \$141,633
- TKE Engineering - \$131,789
- Sonsray Machinery - \$105,326
- Net Payroll – \$269,076
- Payroll Taxes – \$169,715



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 December 2022.

Technology Improvements

The IT Department has been working with other departments evaluating surveillance and access control to be used at the Regional Water Reclamation Facility and Critical Services Center.

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.

Improvements continue to be made in data management, enabling staff to perform functions digitally as well as securely from mobile devices.

Desktop computers and laptop upgrades continues 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 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.

Inventory purchases for December 2022 totaled \$19,425.61, and \$15,835.22 of inventory was issued for use by crews.

Staff will be assisting Jeff Nutter and the Construction & Maintenance Department with the clean-up and reorganization of the Corporate Yard. A trash roll-off will be scheduled for the pick-up and removal of metal scrap material in the coming weeks.

ENGINEERING AND OPERATIONS

Engineering Department

Below is a list of Capital Projects and status updates.

Well 42 Project

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

The Contractor is reviewing and implementing the requested contract changes per the most recent addendum requiring a 400 HP motor and water lube pump assembly.

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

Staff is evaluating the next rehabilitation method for Well 22 and pending a planned well casing survey, it will determine how aggressive future remediation efforts are used to try to keep Well 22 operational.

Staff is currently working on the Categorical Exemption environmental clearance for this project and is anticipated to be completed within the next several weeks.

Staff anticipates bidding the remaining well rehabilitation items during winter 2023.

Water and Wastewater System Comprehensive Master Plan Updates

Staff is in the process of reviewing the draft water and sewer master plans.

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

AD-18 GQPP Sewer Project Area “D3-1”

Due to current construction costs, the project is on-hold, with the intent to repurpose the grant funding to the GQPP Area M2 project in the coming months. Staff is waiting on a response from the California Department of Water Resources (DWR) regarding repurposing the grant funding.

Horton Effluent Filtration System

Staff is plan checking the 100% design submittal received from TKE Engineering. Once complete, the final bid package will be prepared.

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

The design consultant, Genterra, continued progress on the 60% construction plans and specifications.

Horton Odor Control Project

The project is completed and is operational. The final retention of \$22,981.65 for the project was scheduled for release on January 4, 2023. Warranty inspection is scheduled for September 27, 2023, and bond release for October 27, 2023.

Backup Generators for Well Sites 27-32 and 37 Projects

Staff have completed an internal review of the project plans and has returned them to the consultant for corrections. Staff sent a template for the specifications to the consultant to return for staff review prior to proceeding to bid advertisement.

Horton Wastewater Treatment Facility – North Building Improvement Project

Remodeling work on the North Building is complete. The building roof has been re-roofed, and the air conditioning/heating system has been installed. New showers and restroom improvements have been installed and are operational. Additional minor upgrades are still in process and are anticipated to be completed within the next few weeks.

Regional Water Reclamation Facility

Note, this item has moved from this report to the Board Packet as a monthly update.



Operations & Maintenance

Construction & Maintenance

Water Line Locations

Staff completed approximately 359 water line location requests. Staff continues to use iPads with the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Maintenance

Staff replaced 13 water service lines with copper, repaired 13 service line leaks, and four mainline leaks.



Water System Maintenance

Staff continues to implement routine maintenance programs, consisting of ground valve exercising, blow-off flushing, air-release valves, Cla-Val automatic control valves, and fire hydrant flushing/painting. There were 192 ground valves exercised, 69 fire hydrants were flushed and maintained, zero air-release valves were inspected and/or rebuilt, zero Cla-Val valves were inspected, and zero blow-offs were flushed.



A total of 32 work orders were processed in December 2022 using the CMMS program.

Staff installed 13 new water service lines in December 2022.

Staff continues performing field fire flow tests for the Engineering Department. 12 fire flow tests were conducted in December 2022.

Staff has been making the necessary adjustments in dealing with the current COVID-19 pandemic. Staff continues to keep effective communication within the department, with other departments, and managers at the District.

Fleet and Facility Maintenance

All District buildings continue to be cleaned and disinfected weekly, Tuesday through Friday, by our janitorial company. Disinfection is completed four times per week and routine janitorial services are completed twice a week (Wednesday and Friday).

Building Maintenance

- Replaced several light bulbs and fixtures in various locations throughout the Administration Building and Accounting Modular
- Replaced the battery pack in vault door at Administration Building
- Installed a coat rack in Engineering Building
- Installed spike strips on window coverings under the carport at the Administration Building to keep birds from landing on them
- Installed a support cable from Stores to Meter Shop to attach network cable.
- Assisted in running new network cable at the Corporate Yard to replace the old one
- Installed new door chime in front lobby area

Standby Generator Monthly Maintenance Program

During routine testing, staff discovered the portable 230 KW Cummins generator is not producing power. A generator technician has been scheduled to investigate the issue. This testing ensures the generators are functioning correctly and ready to be used when needed.

Fleet Maintenance/Repairs

The District continues to utilize Southern California Fleet Services for contract maintenance and repairs of District vehicles and equipment. Below is a listing of services that were provided in December 2022:

- Preventative maintenance services were completed on Units 388, 398, 409, 412, and 418
- Battery was replaced in Unit 407
- Replaced tires on Unit 402
- Completed recall on Units 421
- Repaired PTO and cleaned out water pump on Unit 366
- Front end alignment on Unit 405
- Replaced rear running light on Unit 388
- Completed service on backhoe Unit 424
- Received new forklift

Wastewater Collections

There were no Sanitary Sewer Overflows (SSOs) in the collection system during December 2022. No problems occurred at the Dos Palmas Lift Station. The operators continued to visit the site each day to check proper pump operation, ensure the SCADA system is working properly, and check site security.

Sewer Line Locations

Staff completed 350 sewer line location requests. Staff continues to use iPads with the GeoViewer mobile application to streamline and manage line locations.

Emergency Sewer Mainline Repairs

Tri-Star Contracting continued the repair work of several sewer mainline points between 1st and 7th Streets. Damage was caused by tamarisk tree throughout the neighborhood. All the emergency repairs have been made and the only task remaining is the paving of the repaired areas.

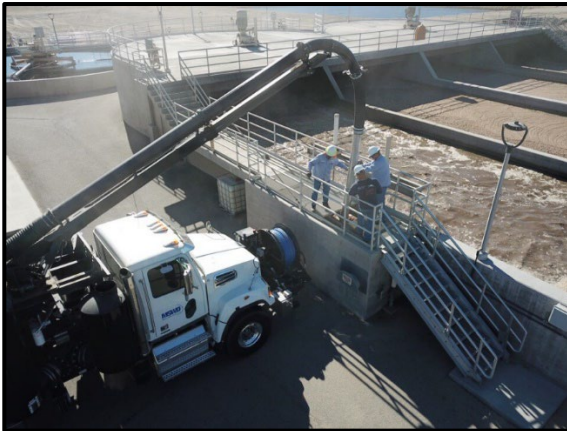


Sewer Line/Collections Maintenance

Staff completed 12 CCTV inspections.

Staff cleaned approximately 4.5 miles of sewer mainline in December 2022.

Staff vacuumed out rags and grease from the Dos Palmas Lift Station and from the outfall box on aeration tank 4.



Wastewater Treatment

Members of CORBS have announced that the District has won three separate awards for 2022 including: the Alan L. Horton WWTP for Plant of the Year, Lee Boyer for Supervisor of the Year, and Community Engagement and Outreach: Project of the Year – Small.

Plant Maintenance

Staff spent a combined 487-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 158.4-man hours operating the sludge belt filter press, including filling and removing 15 trailers of sludge from the Horton and Desert Crest WWTPs.

Staff replaced the lower and gravity belt on the sludge belt press.



Staff removed rags from the process tanks at the Horton WWTP due to holiday activities. Staff would like to remind everyone not to flush rags and other materials.



Sampling

Staff collected 41 samples and spent 61.5-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 discharge requirement.

Staff continues to perform monthly groundwater sampling and sound water levels at the groundwater monitoring wells for the RWRF.

Pond Maintenance

Staff cleaned and rehabilitated Ponds 1, 2, 3, 6, 7, and 8 in December 2022. Pond 6 was cleaned twice.



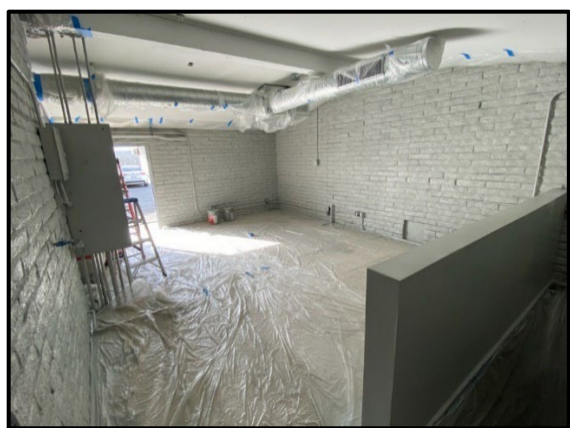
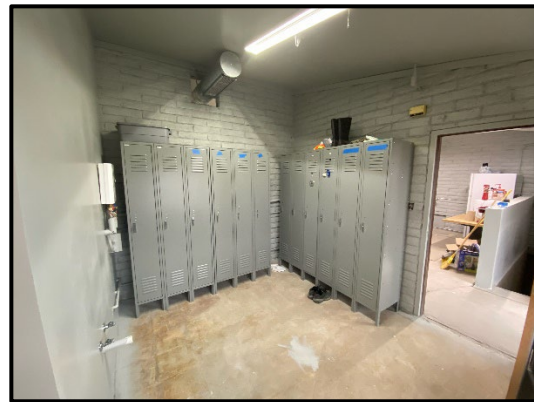
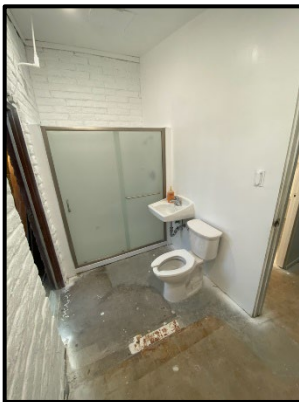
Training

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

- Aerator Bearing/Gearboxes
- Bypassing in the Headworks
- Pumping the Wet Well
- Belt Press Start Up Expectations

Horton WWTP North Building Rehabilitation Project

Hi-Desert Air, Cove Electric, and Southwest Plumbing have continued work on the Horton WWTP North Building Rehabilitation Project with the goal of turning it into a new office, breakroom, and locker room. Hi-Desert Air installed a new AC unit for the building, and Southwest Plumbing continued the remodel of the bathroom and installed new plumbing for a new and existing bathroom.



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
July	4	18	8	7	9	51
Aug.	26	20	4	1	8	53
Sep.	20	20	5	2	12	8
Oct.	13	36	9	4	8	12
Nov.	8	29	50	10	9	7
Dec.	8	12	9	3	3	64
Jan.		14	21	7	1	16
Feb.		7	23	5	1	42
Mar.		17	48	1	0	23
Apr.		7	18	3	3	15
May		16	17	11	3	20
June		2	21	7	3	6
Annual Total	79	198	233	61	60	317

Additional sanitary service connection information is provided in Appendix B.

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

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
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.				
Feb.				
Mar.				
Apr.				
May				
June				

Additional wastewater flow information is provided in Appendix B.

Water Production

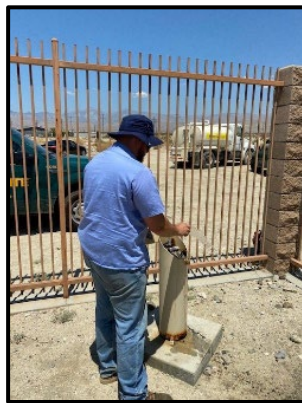
Water Sampling/Testing

Staff collected 61 routine bacteriological (Bac-T) samples and six general physical samples in December 2022. Staff works closely with the laboratory when changing sampling dates or taking grab Bac-T samples for incidental water main shutdowns.

The MSWD Monthly Coliform Monitoring Reports for December 2022, and the fourth quarter 2022 reporting, were sent out to the State Water Resources Control Board on January 10, 2023.

In order to provide a new Chromium-6 (Cr-6) baseline, staff has sampled all the Desert Hot Springs wells for Cr-6. Staff will sample the well in ID-E during the first week of January 2023.

The annual nitrate sampling for all wells in operation was completed in December 2022.



Chlorination System

Staff continues 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 are functioning properly in December 2022, with only typical preventative maintenance for these pumps. Staff added monthly pump cleanings using a vinegar-like solution to breakdown any calcification inside the pumps and suction/discharge lines.

Staff is currently working on completing and installing two additional automatic chlorine analyzers. Water Production Operator, Adam Wagner, has begun the



build of these two analyzer cabinets. The first of these two analyzers is almost complete and will be installed in the month of January 2023.

Staff monitors chlorine levels and makes sure that all wells have a sufficient level of chlorine. Weekly chlorine deliveries to all well sites continue and is typically done on Thursdays, but staff has also been topping them off as needed throughout the week.

With the help of the Construction & Maintenance crew, staff is working on improving the methods of delivering chlorine to the well sites. Staff has acquired a new tank, pump, and hose reel for this project, and Fleet and Facilities Maintenance is working on welding up a pump skid to slide into the bed of District trucks. Photos will be provided in next month's GM Report when the work is completed.

Well Soundings

Staff continues to sound the groundwater levels for 13 production wells and nine monitoring wells. Staff usually strives to complete the soundings early in the month to be able to identify any abnormalities.



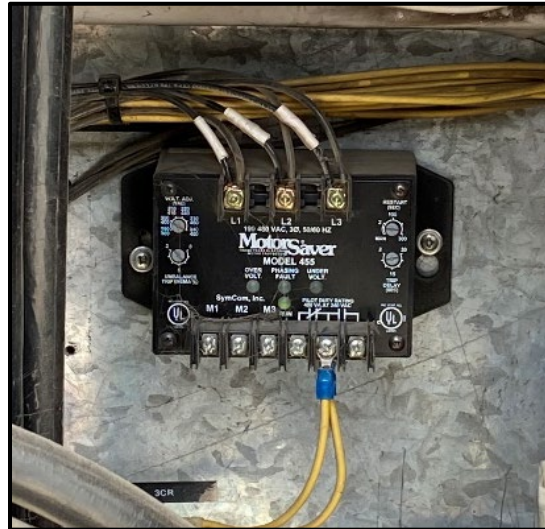
Production Facility Updates

Staff continues to oversee all water production sites making necessary changes. Staff routinely climbs reservoirs and conducts monthly overflow maintenance as needed. Staff also conducts reservoir roof inspections using a drone.

Staff continues to monitor some bacteriological (BacT) sample issues at Well 26A. Staff has performed a disinfection and flush of the well. Staff has also collected various non-compliance BacT samples that have passed. Staff will be collecting the two required BacT samples in January 2023 to return this well to service.

Staff has received multiple estimates to inspect and clean (via diving) five of the District's reservoirs. Staff is reviewing these estimates and plan to begin work in February 2023.

There are currently 17 Motor Saver units that still need to be installed. Staff received two quotes and are working to schedule the installation of these units.



Staff is currently working on the first phase of a multiphase rehabilitation project for Well 22. In the first phase the contractor, Legend Pumps, performed test pumping of the well confirming it can achieve a sustainable flow rate of approximately 1,200 GPM. After initial chlorination and flushing efforts have failed, staff has asked Kyle Groundwater to provide a more aggressive well rehabilitation plan for this well. Staff has received this rehabilitation evaluation and have received two cost estimates for this well rehabilitation. One of these estimates is nearly half the cost of the other. Staff will be reviewing these estimates to confirm that they are both performing the same scope of work.



It appears that the installation of additional cameras at the Two Bunch Booster station have proven effective in keeping intruders away.



Rehabilitation of Well 33 and reservoir overflow has begun. Brushing and bailing are complete and the chemical rehabilitation process began in December 2022. The focus intake pumping is currently underway during the first week of January 2023.

Staff will continue the rehabilitation of the pump seals on the adjacent pumps at the Terrace Booster Station after reviewing the department budget.

Landscaping

Staff continues to oversee the landscape contract with Urban Habitat for 36 sites throughout the District.

Well 24 Electrical Upgrade

The new electrical panel/motor control center has been completed at Well 24 and the well is back in operation. SCADA consultant, Michael Crabtree, helped complete the security system and created new operator screens on SCADA for staff to use. It's a nice improvement.

Well 33 Solar Site

Staff continues to monitor the performance of the solar system. The June and July 2022 performance reports were confirmed being unusual and incorrect by the performance team at Total Energies (formerly SunPower). The performance team is coordinating with the data analytics team and will provide an update once it is resolved. As soon as it is received, staff will provide accurate information for June through December 2022.

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		14	15	6	3	20
February		8	13	8	5	11
March		19	16	2	3	6
April		6	11	1	3	7
May		19	15	12	5	11
June		1	24	11	2	8
Annual Total	91	196	150	92	73	88
Avg./ Mo.	7.58	16.33	12.50	7.67	6.08	7.33

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production

	FY	Variance		FY	FY	FY	FY
	2022/23	from prior		2021/22	2020/21	2019/20	2018/19
	AF	year	%	AF	AF	AF	AF
		AF					
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16
January		0.00	0.0%	580.28	537.96	553.20	570.20
February		0.00	0.0%	527.34	495.61	520.85	415.49
March		0.00	0.0%	601.44	625.80	557.73	490.92
April		0.00	0.0%	624.07	649.34	573.02	635.08
May		0.00	0.0%	745.36	723.62	698.99	598.36
June		0.00	0.0%	730.02	761.63	806.02	710.39
TOTAL		-122.01	-2.8%	8094.17	8356.13	7981.79	7617.30

Additional water production information is provided in Appendix B.

Water Resources

Below is a list of water resources related activities for December 2022:

Integrated Regional Water Management Planning

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

The CVRWWMG completed and submitted a grant application for the Urban Community Drought Relief Grant Program. The application included MSWD's Well Rehabilitation Program, Mission Lakes Water Main Replacement Project, and Turf Rebate projects for funding consideration.

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.

Staff completed a site access agreement to allow the USGS to construct two land subsidence benchmarks on District property. Staff continues to coordinate with the USGS regarding installation of the benchmarks in the coming weeks.

The Mission Creek Subbasin Management Committee completed and submitted a grant application for the Sustainable Groundwater Management Round 2 Implementation Grant Program. The grant application included MSWD's GQPP Area A Sewer Project and Recycled Water Project Phase 1A for funding consideration.

Staff continued coordinating with the consultant, WSP (formerly Wood), on the Mission Creek Subbasin SGMA Annual Report for Water Year 2021-22. The draft report is expected for review and comment in January 2023. The final report is due to DWR by April 1, 2023.

San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance

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

Staff met with the GSAs to discuss the Data Management System and began preparing for the upcoming Annual Report process.

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.

Staff completed the data request for the Indio Subbasin SGMA Annual Report for Water Year 2021-2022. The final report is due to DWR by April 1, 2023.

Salt and Nutrient Management Planning

Staff attended the monthly Coachella Valley Salt and Nutrient Management Plan (CV SNMP) Update meeting. The CV SNMP Agencies discussed formation and roles for the different committees required to help move the plan through development and completion, including a Steering Committee and a Technical Advisory Committee; as well as coordination and participation with the Regional Board, tribes, and other stakeholders.



PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

Past and Upcoming Sponsorships / Events

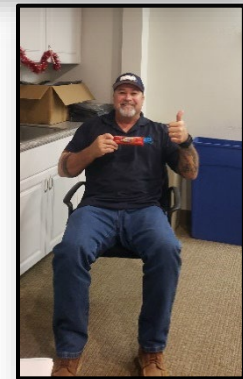
MSWD Employee Toy Drive

Employees from MSWD showed their support for the Desert Hot Springs community through its annual employee toy drive. This year, we supported Team Mom Charities, who worked with our local Desert Hot Springs schools to identify families that needed presents this holiday season. The city-wide toy drive culminated in a toy distribution event on December 17, 2022 at the Desert Hot Springs High School gymnasium.



MSWD Blood Drive: December 20, 2022

During our last blood drive on December 20, 2022, we collected 19 pints of life-saving blood. In 2022, we hosted five blood drives, equated to more than 100 pints of life-saving donations.



Upcoming Sponsorships / Events

Food Now Cornhole & Chili Cook-Off Event: January 16, 2023

MSWD is a proud sponsor of the Food Now Cornhole and Chili Cookoff. Food Now strives to improve the quality of life of our residents by providing food assistance, community outreach, and support services which strengthen families and build healthy communities.



MSWD 70th Anniversary Event: February 3, 2023

Mark your calendars. MSWD is hosting a community celebration at Mission Springs Park on Friday, February 3, 2023, from 4-7 p.m. We will have food vendors, free children's activities, live music, and of course, our award-winning water.



MSWD Blood Drives: 2023

Recognizing the continued need in our community, MSWD will continue to partner with LifeStream to host employee/community blood drives in 2023. We have scheduled five events for next year:

- Wednesday, February 22, 2023
- Wednesday, May 10, 2023
- Wednesday, July 12, 2023
- Wednesday, September 13, 2023
- Tuesday, December 19, 2023



For more information or to schedule an appointment, please visit www.lifestream.org/MSWD.

Palm Springs Air Museum Fundraising Dinner: February 18, 2023

This year's Palm Springs Air Museum Fundraising Dinner will honor the men and women pioneers of aviation while raising funds to support local educational programs.

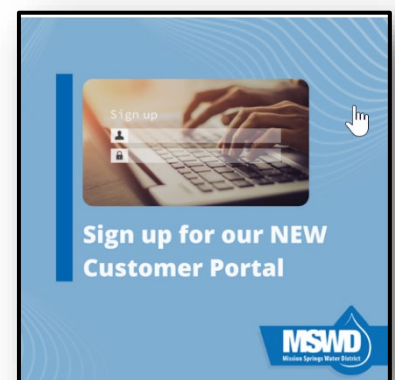


If any other events occur throughout the month, they will be communicated either from the Public Affairs team or Dori Petee.

Public & Media Outreach

Portal Outreach

On Tuesday, January 4, 2023, MSWD was the guest speaker at the Desert Hot Springs Women's Club, sharing information on the District's new customer connect web portal. Technology challenges prevented our planned demo; however, several group members provided positive customer testimonials on the platform, specifically the consumption data and the leak alert features. We are holding steady on our registrations, with 35% of eligible accounts registered for the system. We continue to market the platform online and in our printed materials.



Community Calendar Contest Winners

To celebrate the MSWD 2023 Community Calendar and the students participating in the drawing contest, MSWD published a news release and promoted calendar availability and the winners on our website and social media accounts. We have received press coverage in The Public Record (front page) and the El Informador (Spanish publication). The social posts are also performing well. To date, the Facebook post had 119 engagements and 8 shares.



THE DESERT'S BUSINESS & PUBLIC AFFAIRS WEEKLY

The Public Record

TUESDAY, DECEMBER 20, 2022
VOLUME 50 - EDITION #101
PALM SPRINGS, CALIFORNIA
\$1.50 - PER SINGLE ISSUE

SEVIRING ALL OF THE DESERT CITIES AND UNINCORPORATED AREAS OF RIVERSIDE COUNTY IN THE COACHELLA VALLEY

Banks Race to Assess Credit Risk for Competitive Advantage

By STAFF REPORTS
Regulatory demands, calls for greater transparency and accessibility, plus customers jumping ship to more agile fintech counterparts – banks are feeling pressured to enact a digital revolution, according to risk professionals on the ground. A key pillar of this modernization, credit risk transformation (CRT), is the focus of a new risk technology study by the Global Association of Risk Professionals (GARP) and analysts leader SAS.

The Value of Credit Risk Transformations and the Role of AI is based on a global survey of roughly 300 banking sector risk practitioners. The study reveals that CRT is an utmost priority for banks in the race to redefine themselves and secure a competitive edge. The speed, scope and objectives risk profes-

MSWD Announces Calendar Drawing Contest Winners

By STAFF REPORTS
Mission Springs Water District is proud to announce the winners of its Community Calendar Drawing Contest that took place earlier this fall. Featuring student artwork depicting water conservation and groundwater protection efforts, copies of the 2023 MSWD Community Calendar are available for pick-up at the District office and at select locations throughout Desert Hot Springs.

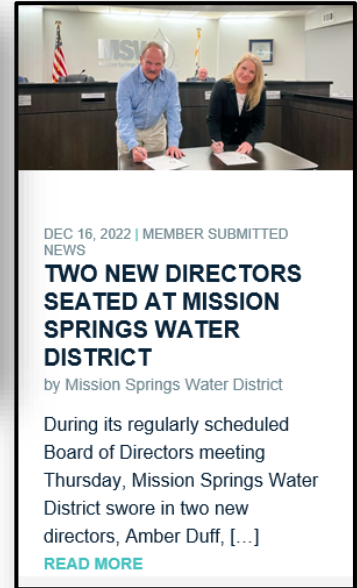
"On behalf of everyone at MSWD, I would like to congratulate our winners and thank them for their participation," said Board President Russ Martin. "We have a lot of talented students in our service area, and it is inspiring to see the creativity they bring to these important topics."

Top honors were awarded to:

Joseph V. from Desert Springs Middle School	Mirna T. from Painted Hills Middle School	Bella Vista Elementary School
Edward S. from Desert Springs Middle School	Keila E. from Bubbling Wells Elementary School	Bryson L. from Cabot Yerxa Elementary School
Edward S. from Desert Springs Middle School	Savannah C. from Bubbling Wells Elementary School	Madison R. from Two Bunch Palms Elementary School
Joseph V. from Desert Springs Middle School	Keila E. from Bubbling Wells Elementary School	Joseph V. from Desert Springs Middle School

New Board Members Seated

MSWD also promoted news of the seating of our two newest board members on our website, social pages, and a news release. In addition, we have received press coverage in the El Informador (Spanish publication), ACWA E-Newsletter, and the California Special District Association.



Payment Assistance Programs

In January 2023, we will promote several payment assistance options for customers struggling to make payments. This includes outside assistance programs, including the United Way Help2Others program the District helped establish, the state's LIHWAP program, and payment plan options to help bring an account currently. In addition, the mini-campaign will include enhanced website information, a social media video, enhanced lobby display materials, and social media promotion.



MSWD Digital Advertising

The District featured three Google and Facebook/Instagram ads promoting Holiday Hours, the 2023 Community Calendar, and a special Like/Follow-up campaign. Our Google campaign was very successful, garnering more than 259,000 impressions and 265 link clicks, while Facebook had more than 66,000 impressions and 265 link clicks, and 36 new page likes. A full report is included in Appendix C.



Social Media

A copy of the Dec. 2022 social media report can be found in Appendix C. This report highlights activities and posts on the District's social media platforms. Overall, (across all platforms) we saw increased engagement on Twitter, Instagram, and LinkedIn, while Facebook was down. Our three most engaging Facebook posts were the Calendar Contest, our New Directors, and a Worker Wednesday post that featured crews de-ragging the Horton plant.

3 Most Engaging Posts		
	News Release: Mission Springs Water District is proud to ...	20.89%
	MSWD News Release: During its regularly scheduled Board o...	16.36%
	+1 Shout out to the crews doing those #DirtyJobs! Today's Wo...	14.78%

CV Water Counts

The CV Water Counts Outreach report for December 2022 can be found in Appendix C. CVWaterCounts.com had 2,234 visitors during December 2022, with 607 visitors more than once. The top pages viewed were the Conservation Tips page and the Academy page, due mainly to the digital ad campaigns, which netted more than 2,700 clicks from Google and Facebook campaigns. In addition, more than 65,000 impressions for CVWC across Facebook during the month resulted in 569 engaged users.



Legislative Update / Platform

Right before the Christmas holiday, Congress passed, and the President signed into law the Fiscal Year (FY) 2023 omnibus appropriations package. The \$1.7 trillion package contains all twelve FY 2023 appropriations bills, totaling over 4,155 pages, and includes increased funding for defense and non-defense discretionary programs. The omnibus includes the District's community project request for \$800,000 for our Groundwater Protection Project with the Army Corps of Engineers. Both Senators Feinstein and Padilla supported this request. This brings the total federal funding the District has received since the return of community projects in FY 2022 to \$1,050,000. A full copy of the Federal Legislative Update is included in Appendix A.

In addition, staff has developed a 2023-2024 Legislative Platform that provides a summary of core policy principles to help guide the legislative, regulatory, and administrative advocacy efforts for MSWD at the local, regional, state, and national levels of government. The platform has been developed for the new biennial session of the California Senate and Assembly and the 118th Congress and is consistent with MSWD's mission to provide, protect, and preserve our most valuable resource - water. A draft of the platform is included in Appendix D.

Rebates & Conservation

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

Toilet Rebates

The District funded one new toilet rebate application in December for two toilets, totaling \$200. For the year, staff received 23 applications and paid rebates on 56 replacements, totaling \$5,549 in rebates.

Turf Rebates

Staff received one new application in December 2022 and have eight pending applications totaling \$104,115. In 2022, staff received 12 applications and paid out four applications totaling \$6,812.

Conservation Kits

Staff did not receive any new requests in December 2022, however, the total number of conservation kits mailed out in 2022 was 126.

Bottled Water Tracking Report

Water Donations for December 2022

Date Supplied	Requests Filled	Event or Purpose	# Cases Requested
12/5/2022	Kerry Berman C.I.G.	Student Tour	2
12/8/2022	City of DHS	Council/Commission Meetings/Walk-in Guest	25
12/8/2022	St. Elizabeth's Church	Special Event	10
12/9/2022	Habitat for Humanity	Golf Tournament	6
12/14/2022	Friends of the Library	Authors Series	4
	Total Cases		47

For the year, MSWD donated 688 cases (9.5 pallets) of water to the community in 2022.



APPENDIX A – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

January 3, 2023

FY23 Omnibus Appropriations Package Signed Into Law

Right before the Christmas holiday, Congress passed and the President signed into law the Fiscal Year (FY) 2023 [omnibus appropriations package](#). The \$1.7 trillion package contains all twelve FY23 appropriations bills, totaling over 4,155 pages, and includes increases in funding for both defense and non-defense discretionary programs. Community projects (formerly known as earmarks) are also included in the omnibus package. The package also includes the ““State, Local, Tribal, and Territorial Fiscal Recovery, Infrastructure, and Disaster Relief Flexibility Act” ([S. 3011](#)). The bill would give state and local governments the flexibility to spend funds from the American Rescue Plan and the CARES Act on transportation, transit, and local development projects.

Administration Releases Inflation Reduction Act Guidebook

The White House has released an Inflation Reduction Act (IRA) [guidebook](#) entitled “Building a Clean Energy Economy: A guidebook to the Inflation Reduction Act’s Investments in Clean Energy and Climate Action.” This guidebook is like what the Administration released after the passage of the Bipartisan Infrastructure Law (BIL). Additionally, in the coming months, the Administration will be launching a website for the IRA (www.cleanenergy.gov) that will provide additional and updated information on the implementation of the IRA.

EPA and Army Corps Announces Upcoming WOTUS Rule

The Environmental Protection Agency (EPA) and the Army Corps of Engineers announced the pre-publication notice for the Waters of the United States (WOTUS) final rule. The WOTUS rule defines the scope of federal jurisdiction over waters and wetlands under the jurisdiction of the Clean Water Act. During the Obama Administration, EPA and USACE attempted to redefine WOTUS, issuing a final rule in 2015. The Trump Administration rescinded the Obama-rule and then issued its own rule, entitled “Navigable Waters Protection Rule.” The Biden Administration rescinded the Trump-rule and went through the process of drafting a new rule. The pre-publication notice of the final rule can be found [HERE](#).

Western Senators Send Letter to USDA on Drought

A bipartisan group of Western Senators, including Sens. Dianne Feinstein and Alex Padilla, sent a letter to Agriculture Secretary Tom Vilsack urging the Department of Agriculture (USDA) to ensure that its programs are funded and administered to address the drought conditions throughout the West. The letter urges USDA to support the efforts of Western farmers and ranchers to conserve water, improve water infrastructure and efficiency, reduce

erosion, and provide technical assistance for growers in regions affected by drought. The letter can be found [HERE](#).

Senators Send Letter to USDA on IRA Funding for Drought Mitigation

Senators Feinstein and Padilla led a letter to USDA and the Natural Resources Conservation Service (NRCS) urging that funding from the IRA be used to address drought-related issues, including enhancing groundwater recharge, reducing salinity, improving irrigation efficiencies, reducing groundwater pumping, and utilizing organic practices. The letter was also signed by Sens. Martin Heinrich (D-NM), Ben Ray Lujan (D-NM), Jeff Merkley (D-OR), and Patty Murray (D-WA) and can be found [HERE](#).

Senate Releases 2023 Schedule

Following the conclusion of the runoff election in Georgia, Senate Majority Leader Chuck Schumer (D-NY) released the Senate calendar for 2023. Last month, incoming House Majority Leader Steve Scalise (R-LA) released the House calendar for 2023. A combined House and Senate calendar can be found [HERE](#).

House Democrats Announce Committee Leaders for 118th Congress

Incoming Democratic Leader Hakeem Jeffries (D-NY) announced that Ranking Members for Committees in the 118th Congress as follows:

- Administration: Rep. Joe Morelle (D-NY)
- Agriculture: Rep. David Scott (D-GA)
- Appropriations: Rep. Rosa DeLauro (D-CT)
- Armed Services: Rep. Adam Smith (D-WA)
- Budget: Rep. Brendan Boyle (D-PA)
- Education and Labor: Rep. Bobby Scott (D-VA)
- Energy and Commerce: Rep. Frank Pallone (D-NJ)
- Ethics: Rep. Susan Wild (D-PA)
- Financial Services: Rep. Maxine Waters (D-CA)
- Foreign Affairs: Rep. Gregory Meeks (D-NY)
- Homeland Security: Rep. Bennie Thompson (D-MS)
- Judiciary: Rep. Jerrold Nadler (D-NY)
- Natural Resources: Rep. Raúl Grijalva (D-AZ)
- Oversight & Reform: Rep. Jamie Raskin (D-MD)
- Rules: Rep. Jim McGovern (D-MA)
- Science, Space and Technology: Rep. Zoe Lofgren (D-CA)
- Small Business: Rep. Nydia Velázquez (D-NY)
- Transportation and Infrastructure: Rep. Rick Larsen (D-WA)
- Veterans' Affairs: Rep. Mark Takano (D-CA)
- Ways and Means: Rep. Richard Neal (D-MA)

Federal Funding Opportunities/Announcements

DOE Publishes NOI for Underserved and Indigenous Community Microgrids Program. DOE's Office of Electricity released an NOI for the Underserved and Indigenous Community Microgrids program. This program would provide funding for coordinated research,

development, and implementation of replicable microgrid solutions for underserved and Indigenous communities in remote and islanded regions. DOE plans to award \$9.1 million in funding for six to eight projects. More information can be found [HERE](#).

EPA Announces Small and Rural Communities Water Systems Grant. The Environmental Protection Agency (EPA) announced the availability of \$25.7 million in grant funding to provide technical assistance and training to support small and rural drinking water and wastewater systems. Applications are due January 26th, and more information can be found [HERE](#).

Reclamation Announces Drought Resiliency Grant Awards. Reclamation announced the award of over \$84 million in funding for drought resiliency projects. The awards fund 36 projects located in eight western states. The full list of awards can be found [HERE](#).

Reclamation Announces Title XVI/Large Scale Water Recycling NOFO. Reclamation released a NOFO for planning and pre-construction activities to facilitate development for potential new Title XVI Water Reclamation and Reuse projects, Desalination Construction projects, and Large-Scale Water Recycling projects. Eligible project activities include development of new water recycling and desalination feasibility studies, preparation of preliminary project cost estimates, design activities, and environmental and cultural resource compliance activities. Applications are due February 28th and more information about the NOFO can be found [HERE](#).

Federal Agency Personnel/Regulatory Announcements

Census Bureau Proposes Changes to Population Estimates Challenge. The U.S. Census Bureau proposed changes for the Population Estimates Challenge Program which provides eligible general-purpose governmental entities (units) with the opportunity to file requests for the review of their population estimates for 2021 and subsequent years in forthcoming estimates series, beginning with the Vintage 2022 series that is scheduled to be published in 2023. The Census Bureau is proposing to amend its regulations to: update references to the input data used to produce the official population estimates and revise the evidence required to support a challenge. Comments were due by December 22nd, and more information can be found [HERE](#).

DOE Releases Proposed Rule to Phase Out Compact Fluorescent Lightbulbs. DOE released a proposed rule to phase out compact fluorescent lightbulbs. DOE is hosting a webinar on February 1st at 1:00 pm EST on the proposal and registration can be found [HERE](#). More information on the proposed rule can be found [HERE](#).

EPA Announces Senior Advisor for Greenhouse Gas Reduction Fund. EPA announced Jahi Wise will serve as Senior Advisor to the Administrator and Acting Director for the Greenhouse Gas Reduction Fund program. Wise previously served as Special Assistant to President Biden for Climate Policy and Finance in the White House Office of Domestic Climate Policy. More information on GGRF can be found [HERE](#).

EPA Issues Guidance to States on PFAS. EPA issued a memo to states regarding the monitoring of PFAS discharges in water systems. The guidance will prompt states to align wastewater and stormwater permits issued through the National Pollutant Discharge Elimination System. Under the memo, EPA is recommending that states use EPA's most current sampling and analysis methods to monitor for PFAS. The memo will also help EPA obtain comprehensive information through monitoring on the sources and quantities of PFAS discharges. The memo can be found [HERE](#).

EPA Updates New Chemical Review Program Webpage. EPA announced a redesign and updates to the statistics webpage for the New Chemicals Review Program. The update includes additional information and metrics on the Agency's review of new chemicals under the Toxic Substances Control Act (TSCA), increasing transparency for the public, the regulated community, and other stakeholders. The new information and features will help users understand EPA's new chemicals review process, throughput, and trends. The webpage can be found [HERE](#).

EPA Proposes Rule on Reporting of PFAS Data to the Toxics Release Inventory. EPA released a proposed rule to require industrial facilities to report PFAS releases at lower thresholds and concentrations that would improve reporting to the Toxics Release Inventory. Additionally, the proposed rule would eliminate an exemption allowing facilities to avoid reporting information on PFAS when those chemicals are used in small or de minimis concentrations. Public comments are due February 3rd, and more information can be found [HERE](#).

EPA to Host Water Recycling Webinar. EPA has announced that it will be holding a webinar entitled "Water Recycling in Israel: US lessons from Israel's Water Reuse Approach." The webinar will be held on January 18th at 2:00 pm ET and registration for the webinar can be found [HERE](#).

Treasury Releases Information on IRA Clean Vehicles Provisions. The Treasury Department (Treasury) released the following additional guidance on the clean vehicles provisions included in the Inflation Reduction Act (IRA):

- [FAQs](#)
- [Notice of Incremental Costs](#)
- [Notice of Intent of Proposed Regulations](#)
- [White Paper](#)

##

APPENDIX B – 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
July	4	18	8	7	9	51	2	1	139	2	0
Aug.	26	20	4	1	8	53	2	4	214	4	0
Sep.	20	20	5	2	12	8	11	2	90	2	1
Oct.	13	36	9	4	8	12	4	21	65	8	2
Nov.	8	29	50	10	9	7	7	1	52	18	7
Dec.	8	12	9	3	3	64	1	0	86	22	11
Jan.		14	21	7	1	16	8	3	27	3	11
Feb.		7	23	5	1	42	0	3	5	46	6
Mar.		17	48	1	0	23	5	0	31	16	2
Apr.		7	18	3	3	15	30	0	8	95	14
May		16	17	11	3	20	45	7	13	98	3
June		2	21	7	3	6	70	4	4	72	2
Annual Total	79	198	233	61	60	317	185	46	734	386	59

Connections to Sewer Collection System:

As of June 30, 2022

8665

Plus YTD

79

Total Sewer Connections =

8744

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
Aug.	2.007484	2.156507	0.043378	0.051750
Sep.	2.085598	2.243680	0.042339	0.047130
Oct.	1.980283	2.266199	0.045616	0.052230
Nov.	1.966075	2.124845	0.045861	0.050330
Dec.	1.963779	2.145901	0.041817	0.050300
Jan.				
Feb.				
Mar.				
Apr.				
May				
June				

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
Aug.	2.059728	2.224424	0.052436	0.064940
Sep.	2.061448	2.234327	0.049729	0.066370
Oct.	2.081568	2.223453	0.046618	0.051660
Nov.	2.084749	2.213652	0.048180	0.053880
Dec.	2.024843	2.311905	0.051887	0.068500
Jan.	1.984410	2.131439	0.048326	0.054720
Feb.	2.009623	2.139096	0.045334	0.052130
Mar.	2.028970	2.171029	0.045059	0.055840
Apr.	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	2009/10
July	6	18	7	4	5	7	2	0	0	1	0	0	0	1
August	28	19	6	10	5	3	2	2	0	1	0	0	2	1
September	22	23	18	2	14	4	13	3	0	2	2	0	0	1
October	16	33	13	3	21	8	3	20	0	5	1	1	4	2
November	10	27	10	16	4	0	7	3	0	1	0	1	1	5
December	9	9	2	17	3	3	2	0	0	2	0	0	0	0
January	14	15	6	3	20	1	1	1	2	2	0	0	1	1
February	8	13	8	5	11	1	0	1	1	0	1	0	0	1
March	19	16	2	3	6	5	0	12	0	0	4	5	0	0
April	6	11	1	3	7	11	2	7	0	1	4	1	12	0
May	19	15	12	5	11	9	8	2	0	1	2	0	0	0
June	1	24	11	2	8	2	10	1	0	0	0	1	1	1
Annual Total	91	196	150	92	73	88	58	49	25	14	6	12	15	25
Avg./ Mo.	7.58	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00	1.25	2.08

Connections to Water System:

As of June 30, 2022 13,337
 Plus YTD 91
Total Water Connections = 13,428

WATER PRODUCTION														
	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	FY 2011/12
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	751.79	-44.78	-5.6%	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82	911.87	838.49
August	850.19	10.26	1.2%	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60	853.85	959.02
September	716.03	-22.62	-3.1%	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20	723.92	826.46
October	691.98	26.80	4.0%	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09	788.55	789.71
November	599.39	-80.46	-11.8%	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05	672.3	654.77
December	554.27	-11.21	-2.0%	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09	520.3	575.27
January		0.00	0.0%	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86	609.45	616.19
February		0.00	0.0%	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87	507.31	561.24
March		0.00	0.0%	621.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89	559.02	583.70
April		0.00	0.0%	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05	744.77	645.93
May		0.00	0.0%	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18	786.79	763.12
June		0.00	0.0%	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96	780.86	794.00
TOTAL		-122.01	-2.8%	8094.17	8356.13	7981.79	7617.30	8017.06	7476.47	6,903.75	7,798.69	8,385.66	8,458.99	8,607.90

APPENDIX C – Public Affairs Information



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

December, 2022

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESSIONS
CV WATER COUNTS

144,191

 SEARCH AD IMPRESSIONS
CV WATER COUNTS

1,785

 VIDEO IMPRESSIONS
CV WATER COUNTS

74,716

 CLICKS
CV WATER COUNTS

2,299


 CTR
CV WATER COUNTS

1.04%

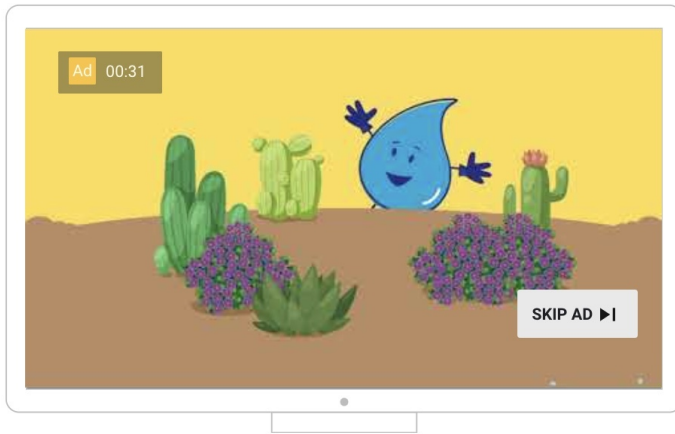
 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Academy Dec 2022	1,082	67,442
CVWC Academy	1,082	67,442
CV Water Counts Dec 2022	426	44,445
Repair Drips	426	44,445
CV Water Counts Dec 2022 SPANISH	374	32,304
Repair Drips (Spanish)	374	32,304
	1,882	144,191



 GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	74,716	26,884	14,138	140
CVWC Water Saving Tips YouTube Spanish Dec 2022	34,232	15,509	10,051	36
CVWC Water Saving Tips English YouTube Dec 2022	40,484	11,375	4,087	104
	74,716	26,884	14,138	140



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaign 2022	277	1,785
	277	1,785


KEYWORDS PERFORMANCE

CV WATER COUNTS

Account name	Clicks	Impr.	CTR
CV Water Counts	227	1,517	14.96%
water rebate program	50	247	20.24%
water agency	49	477	10.27%
grass removal rebate	45	186	24.19%
water rebates	25	103	24.27%
water service	13	239	5.44%
water company	11	94	11.7%
turf removal rebate	11	50	22%
toilet rebate	10	38	26.32%
washing machine rebate	7	46	15.22%
ways to conserve water	6	37	16.22%
	231	1,575	14.67%

Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>Conservation Tips cvwatercounts.com A leak as small as the tip of a pen can waste more than 200 gallons per day. Learn how to check for leaks and repair drips by clicking below.</p>	404	59,416	20,268	2.93	418
	404	59,416	20,268	2.93	418

Website Information

PAGEVIEWS

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

4,498

NEW VISITOR

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

2,234

RETURNING USERS

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

607

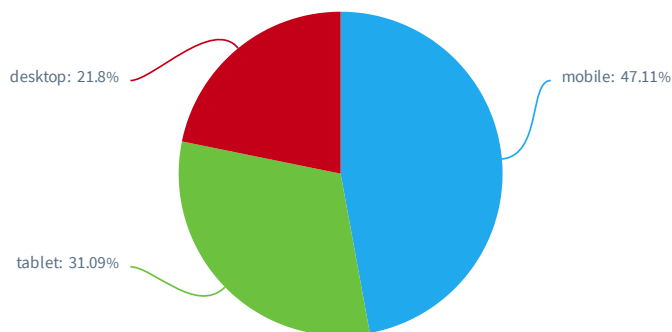
PAGEVIEWS

CV WATER - CV WATER COUNTS - CV WATER COUNTS

Page Title	Pageviews
Conservation Tips - CVWater Counts	1,520
CV Water Counts Water Counts Academy - CVWater Counts	1,452
Rebates - CV Water Counts	270
CV Water Counts	203
Coachella Valley Water Conservation Water Rebate Map - CVWater Counts	184
A FEW SIMPLE WAYS TO CHECK IF YOU HAVE A LEAK - CV Water Counts	137
Take Advantage of Cooler Seasonal Temperatures - CV Water Counts	89
Take the Pledge to Conserve Water for Your New Year's Resolution - CV Water Counts	40
About - CVWater Counts	30
Learn - CVWater Counts	30
	4,498

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 ...

47s

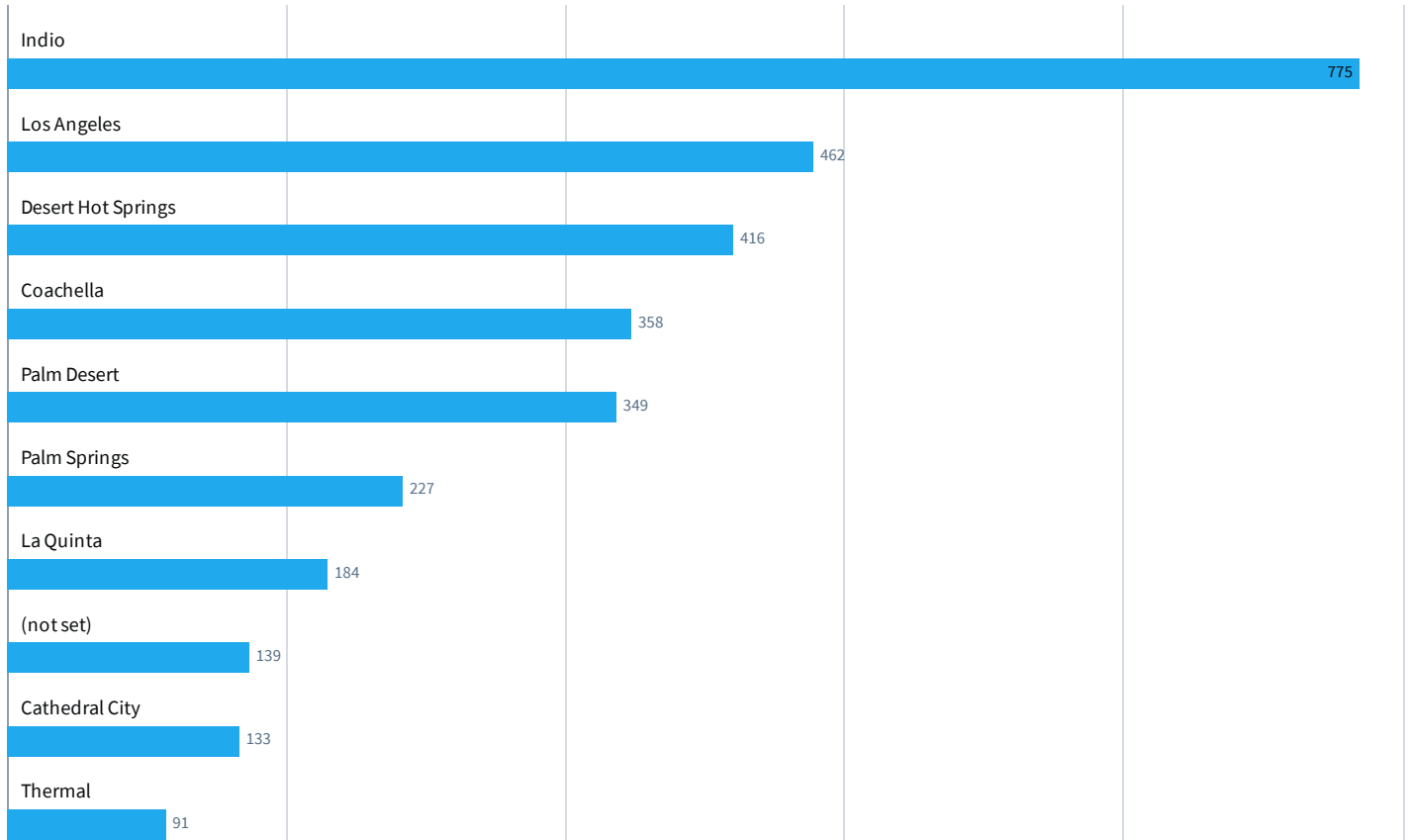
BOUNCE RATE

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

83.71%

PAGEVIEWS BY CITY

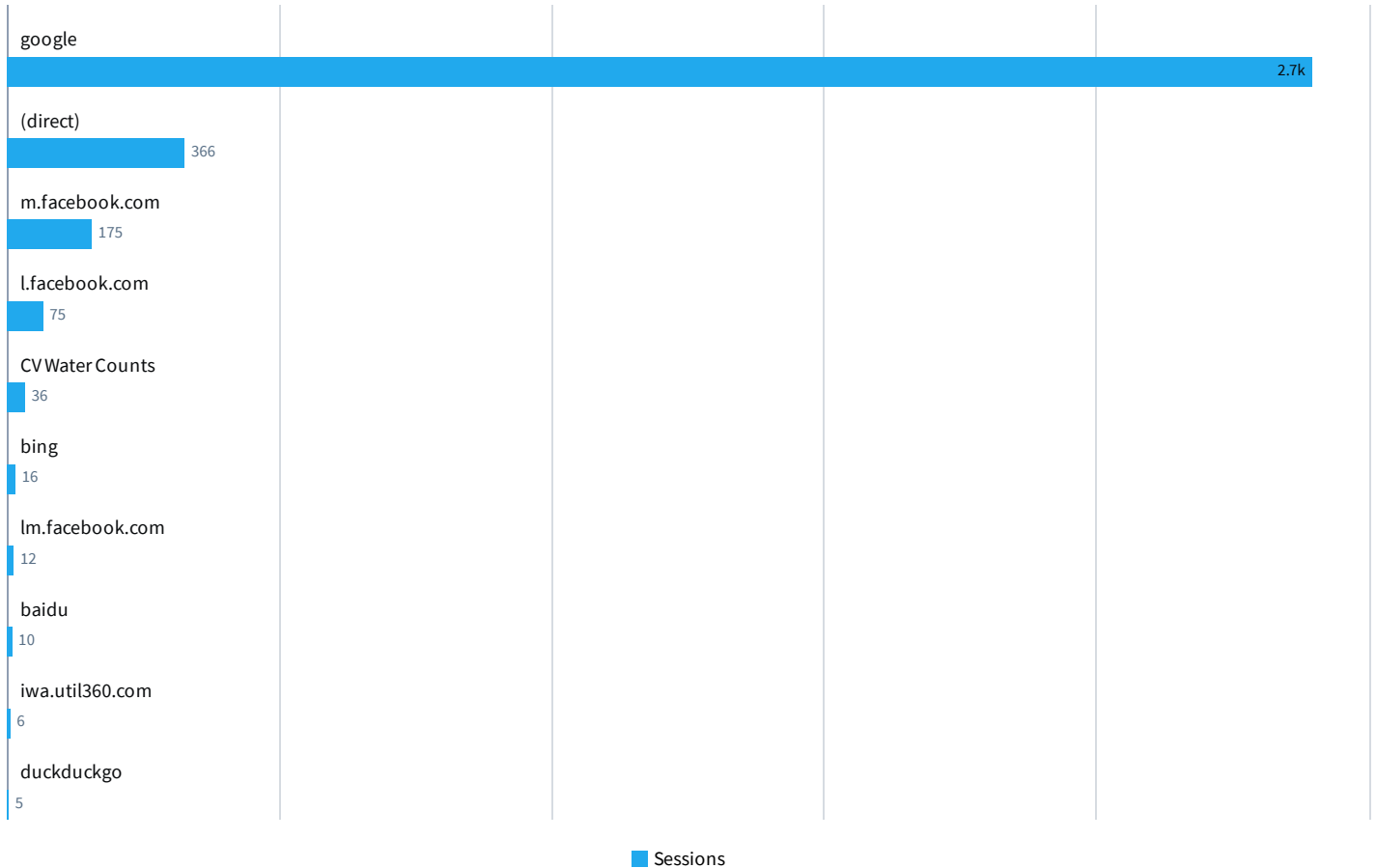
CV WATER - CV WATER COUNTS - CV WATER COUNTS



■ Pageviews

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
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%
May 2022	3,491	2,715	5,002	1.43	46s	71.7%	68.81%
April 2022	3,383	2,545	5,096	1.51	36s	63.38%	71.5%
March 2022	2,476	1,859	3,453	1.39	42s	83.04%	69.55%
February 2022	2,654	1,912	3,625	1.37	44s	81.2%	67.48%
January 2022	8,388	6,410	10,465	1.25	43s	86.27%	74.61%
December 2021	5,138	4,105	6,353	1.24	37s	87.5%	77.29%
	51,214	35,409	68,593	1.34	45s	81.71%	68.47%

Organic Search

TOP KEYWORDS CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
lake cahuilla	2,827	3	0.11%	6.22
water pledge	960	0	0%	5.95
cv water	386	5	1.3%	5.93
cleveland sage	283	1	0.35%	3.03
myoma water	280	1	0.36%	3.35
lantana ground cover	254	1	0.39%	4.58
hesperaloe parviflora	201	0	0%	12.06
indio water	178	0	0%	5.11
how to save water when washing dishes	134	0	0%	62.81
lantana montevidensis	131	0	0%	4.57
	5,634	11	0.2%	11.36

TOP PAGES CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	3,616	7	0.19%	7.96
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevidensis/	1,448	14	0.97%	24.68
https://cvwatercounts.com/save-water-pledge/	1,341	1	0.07%	5.09
https://cvwatercounts.com/wp-content/uploads/2019/02/Golf-and-Recycled-Water.pdf	871	16	1.84%	31.98
https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/	662	0	0%	44.89
https://cvwatercounts.com/agency-spotlight-myoma-dunes-water-company-2/	635	5	0.79%	9.32
https://cvwatercounts.com/	631	21	3.33%	7.98
https://cvwatercounts.com/7-ways-save-water-around-kitchen/	531	0	0%	65.89
https://cvwatercounts.com/plant-of-the-month-ocotillo-fouquieria-splendens/	473	2	0.42%	31.98
https://cvwatercounts.com/cv-water-counts-water-counts-academy-program-graduates/	469	6	1.28%	18.94
	10,677	72	0.67%	24.87

Facebook Information

f IMPRESSIONS
CV WATER COUNTS

65,969

f REACH
CV WATER COUNTS

28,961

f NEW PAGE LIKES
CV WATER COUNTS

0

f ENGAGED USERS
CV WATER COUNTS

569





f PAGE VIEWS
CV WATER COUNTS







265







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>	December 29, 2022	27	1	4%	1	0
 <p>Use an automatic shut...</p>	December 28, 2022	72	1	1%	1	0
 <p>If you or someone you...</p>	December 26, 2022	23	2	9%	2	0
 <p>Merry Christmas!</p>	December 25, 2022	54	2	4%	2	0
		724	49	7%	45	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>Our recent blog post f...</p>	December 23, 2022	17	2	12%	2	0
 <p>Choose drought-friend...</p>	December 22, 2022	33	3	9%	3	0
 <p>The Water Counts Aca...</p>	December 20, 2022	24	2	8%	2	0
 <p>Happy Hannukah!</p>	December 19, 2022	58	3	5%	3	0
 <p>The firecracker plant is...</p>	December 16, 2022	70	6	9%	6	0
 <p>Weed your garden reg...</p>	December 14, 2022	42	2	5%	2	0
		724	49	7%	45	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>I ❤️ tap water Think outside the bottle</p>	December 13, 2022	51	2	4%	2	0
 <p>Keep fats, oils and grea...</p>	December 10, 2022	47	6	13%	2	0
 <p>Water COUNTS</p> <p>CVWaterCounts.com o...</p>	December 8, 2022	37	2	5%	2	0
 <p>Save water: Repair drips and leaks</p> <p>We're in a drought. We ...</p>	December 7, 2022	53	3	6%	3	0
 <p>Thinking about a caree...</p>	December 6, 2022	76	4	5%	4	0
 <p>For the latest news fro...</p>	December 2, 2022	40	4	10%	4	0
		724	49	7%	45	0

Post	Created at	Post reach	Engaged users	Post engagement rate	Likes	Comments
 <p>CV Water Counts upda...</p>	December 1, 2022	0	4	0%	4	0
		724	49	7%	45	0

Instagram Information

 **IMPRESSIONS**
CV WATER COUNTS

215





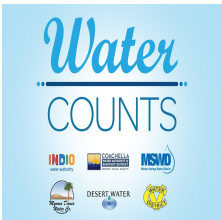
 **LIKES**
CV WATER COUNTS



10

 **FOLLOWERS (TOTAL)**
CV WATER COUNTS

232

 **MEDIA PERFORMANCE**
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>The Water Counts Aca...</p>	19	4	16	0	0
	15	1	12	0	0
 <p>For the latest news fro...</p>	14	1	10	0	0
 <p>We're in a drought. We ...</p>	13	1	10	0	0
 <p>CWaterCounts.com o...</p>	12	1	9	0	0
	88	10	69	0	0

Media	Impr.	Engagement	Reach	Saved	Video views
 Merry Christmas!	8	1	7	0	0
 Happy Hannukah!	7	1	5	0	0
	88	10	69	0	0

Twitter Information

Dec 2022 • 31 days

TWEET HIGHLIGHTS

Top Tweet earned 193 impressions

If you or someone you know is in need of water bill assistance, applications are being accepted now for the Help2Others Assistance Program online.

Click here for details and to fill out an online application:

unitedwayofthedesert.org/help2others
pic.twitter.com/jcZkBzW8Kk



🔄 2 ❤️ 3

[View Tweet activity](#)

[View all Tweet activity](#)

Top media Tweet earned 36 impressions

Merry Christmas!
pic.twitter.com/PucSaOJP1j



❤️ 1

[View Tweet activity](#)

[View all Tweet activity](#)

DEC 2022 SUMMARY

Tweets
16

Tweet impressions
472

Profile visits
30

New followers
-1

Top Follower followed by 388 people



Common Good Water

@CommonGoodWater [FOLLOWS YOU](#)

CGW's demand management platform connects customers who want to invest in water resilience with farmers who save water. #CommonGoodWater

[View profile](#)

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 December 2022	Wednesday, December 7, 2022 6:00 PM	560	552	54.82%	16.52%	50	6.25%	0.81%	2	2
		560	552	54.82%	16.52%	50	6.25%	0.81%	2	2



MSWD Digital Marketing and Website Report


Website, Social, and Marketing Performance

December, 2022

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

 IMPRESSIONS
MSWD


259,397

 CLICKS
MSWD

203

 CTR
MSWD

0.08%

 GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Calendar Pickup	177,958	117	0.07%
MSWD Happy Holidays Dec 2022	81,439	86	0.11%
	259,397	203	0.08%



Facebook Ad Campaigns

 FACEBOOK AD GROUP PERFORMANCE
MSWD

Ad	Campaign Name	Link Clicks	Impr.	Reach	Frequency	Page Likes
MSWD Calendar Pickup - Dec 2022	MSWD Calendar Pickup - Dec 2022	149	18,897	3,999	4.73	0
MSWD Happy Holidays Dec 2022	MSWD Happy Holidays Dec 2022	57	30,809	21,244	1.45	0
MSWD Page Likes Dec 2022 #2	MSWD Page Likes Dec 2022	51	15,505	4,271	3.63	31
MSWD Page Likes Dec 2022	MSWD Page Likes Dec 2022	8	1,274	683	1.87	5
		265	66,485	22,920	2.9	36

Instagram

missionspringswaterdistrict
Sponsored



Happy Holidays
from
MSWD
Mission Springs Water District

**Our offices will be closed
Dec. 24 – Jan. 2**

Learn more >

missionspringswaterdistrict Extending our warm wishes to you this Holiday Season. 🌲

Mission Springs Water District
December 8 at 2:27 PM

The 2023 MSWD Conservation and Groundwater Protection Calendar is here!

Last fall, MSWD invited local school-aged children to participate in our Calendar Drawing Contest and the results are amazing! You can download a copy at the link or pick-up at the following locations:

- Mission Springs Water District – 66575 Second St.
- Desert Hot Springs City Hall - 65950 Pierson Blvd.
- Desert Hot Springs Library - 14380 Palm Dr.
- Desert Hot Springs Recreation Center - 11750 Cholla Dr.
- Desert Hot Springs Senior Center - 11777 West Dr.
- Farmer in the Dale Produce Market - 66425 Pierson Blvd.
- Mas More Better Skate Shop – 66038 Pierson Blvd

Supplies of the printed calendars are limited. Get your calendar today!



START 2023 OFF RIGHT!
Pick up your FREE MSWD calendar

70th ANNIVERSARY MSWD
Mission Springs Water District

2023 CALENDAR
CALENDARIO 2023

FEATURING THE 2022 DRAWING CONTEST WINNERS
CON LOS GANADORES DEL CONCURSO DE DIBUJO 2022

MSWD.ORG
2023 Conservation and Groundwater Protection Calendar
MSWD Conservation and Groundwater Protection Calendar Last fall, MS...

Learn more

Mission Springs Water District
December 5 at 2:43 PM · 🌐

Stay up-to-date on social media with news and information from MSWD, including:

- ✔ Important Service Updates
- ✔ Contests and Community Information
- ✔ Career Opportunities
- ✔ And More!

Just click the follow button below. 🙌💧



LIKE US **MSWD**
Mission Springs Water District

Mission Springs Water District
Our mission is to provide, protect, and preserve our most valuable reso... [Like Page](#)

Website Information

PAGEVIEWS

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

20,153

NEW VISITOR

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

4,156

USERS

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

1,710

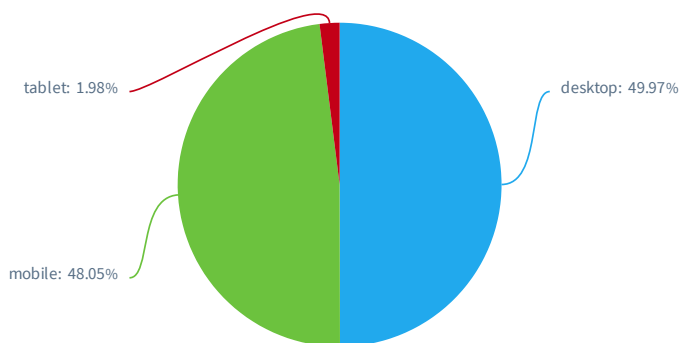
PAGEVIEWS

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

Page Title	Pageviews
New Customer Portal Mission Springs Water District CA	6,498
Mission Springs Water District Home Page Mission Springs Water District CA	5,589
Bill Pay Options Mission Springs Water District CA	1,086
Job Opportunities Mission Springs Water District CA	769
Careers Mission Springs Water District CA	474
Application for Water Service Mission Springs Water District CA	370
Search Mission Springs Water District CA	333
2023 Conservation and Groundwater Protection Calendar Mission Springs Water District CA	319
Start/Stop Water Service Mission Springs Water District CA	256
Upcoming Meetings Mission Springs Water District CA	214
	20,153

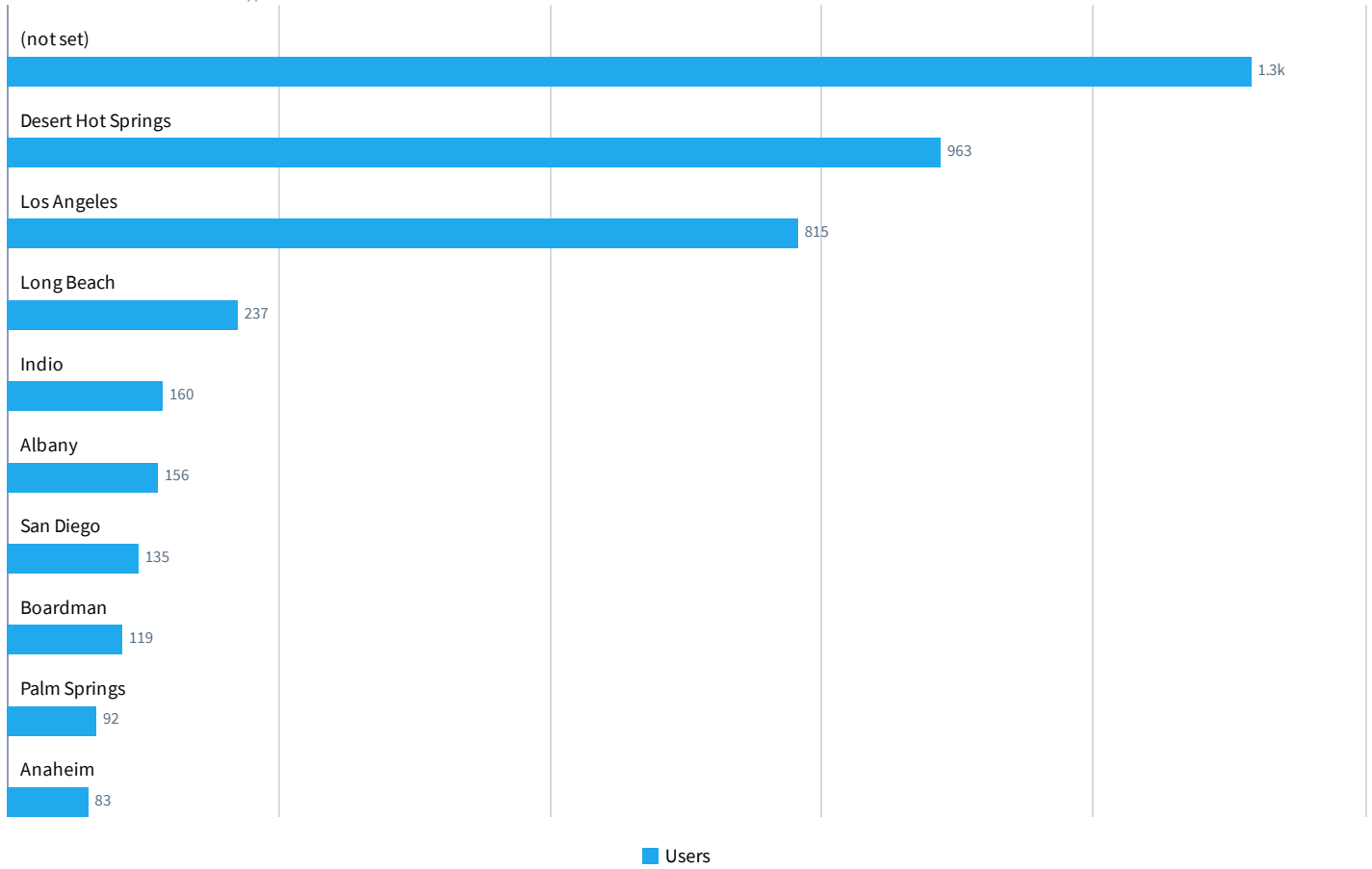
SESSIONS / DEVICE CATEGORY

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



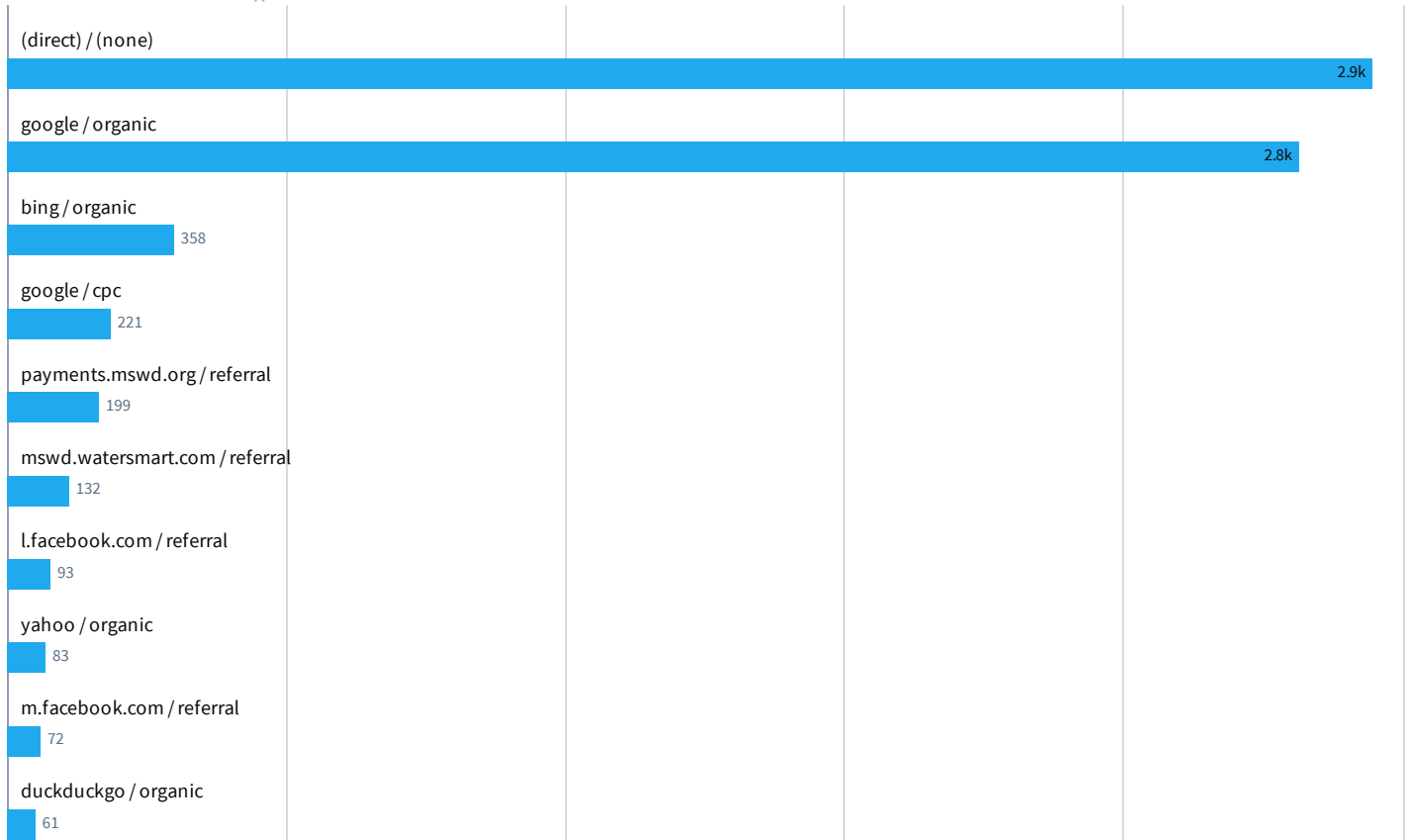
USERS BY CITY

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



USER REFERRERS

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



■ Sessions

AVG. SESSION DURATION

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

1m 56s

PAGES / SESSION

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

2.81

BOUNCE RATE

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

29.2%



December 2022 Social Media Analytics

Cross-Network Engagement

See how people are engaging with your posts during the reporting period.

Engagement Metrics	Totals	% Change
Total Engagements	1,799	↘23.3%
Twitter Engagements	5	↗400%
Facebook Engagements	1,649	↘27.2%
Instagram Engagements	96	↗54.8%
LinkedIn Engagements	49	↗206.3%
TikTok Engagements	—	—
YouTube Engagements	—	—

Cross-Network Performance Summary

View your key profile performance metrics from the reporting period.

Impressions 78,890 ↘50.8%	Engagements 1,799 ↘23.3%	Post Link Clicks 299 ↗54.1%
-------------------------------------	------------------------------------	---------------------------------------










Cross-Network Audience Growth

See how your audience grew during the reporting period.

Audience Metrics	Totals	% Change
Total Audience	1,699	↗3.2%
Total Net Audience Growth	53	↗307.7%
Twitter Net Follower Growth	2	↘60%
Facebook Net Page Likes	43	↗—
Instagram Net Follower Growth	5	↗400%
LinkedIn Net Follower Growth	3	↘57.1%

Facebook Account Overview (December 1 - 31, 2022)

<p>Posts Published</p> <p>19</p> <p>+6 46.2%</p>	<p>Total Likes</p> <p>1,202</p> <p>+43 3.7%</p>	<p>New Likes</p> <p>46</p> <p>+44 2200.0%</p>	<p>Unlikes</p> <p>3</p> <p>+1 50.0%</p>	<p>Engaged People</p> <p>1,160</p> <p>-915 -44.1%</p>
<p>Total Reach</p> <p>51,728</p> <p>-67,608 -56.7%</p>	<p>Organic Reach</p> <p>7,146</p> <p>+4,699 192.0%</p>	<p>Paid Reach</p> <p>45,155</p> <p>-71,597 -61.3%</p>	<p>Impressions</p> <p>67,325</p> <p>-92,168 -57.8%</p>	<p>Video Views</p> <p>199</p> <p>-7,785 -97.5%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>News Release: Mission Springs Water District is proud to ...</p> <p>20.89%</p>	 <p>Please join us in welcoming Fernando Ruelas III. Fernando...</p> <p>1,341</p>	 <p>News Release: Mission Springs Water District is proud to ...</p> <p>8</p>
 <p>MSWD News Release: During its regularly scheduled Board o...</p> <p>16.36%</p>	 <p>Please join us in welcoming Grant Fournier, who joins MSW...</p> <p>439</p>	 <p>Please join us in welcoming Fernando Ruelas III. Fernando...</p> <p>8</p>
 <p>+1 Shout out to the crews doing those #DirtyJobs! Today's Wo...</p> <p>14.78%</p>	 <p>+1 #Celebrate Thank you to the City and everyone who joined ...</p> <p>367</p>	 <p>Please join us in welcoming Grant Fournier, who joins MSW...</p> <p>2</p>

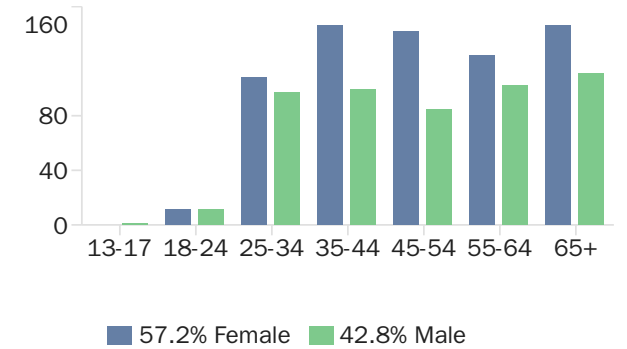
Likes By Country

1. United States of America (1,174 likes)
2. Mexico (12 likes)
3. France (4 likes)
4. Canada (2 likes)
5. Sierra Leone (1 like)

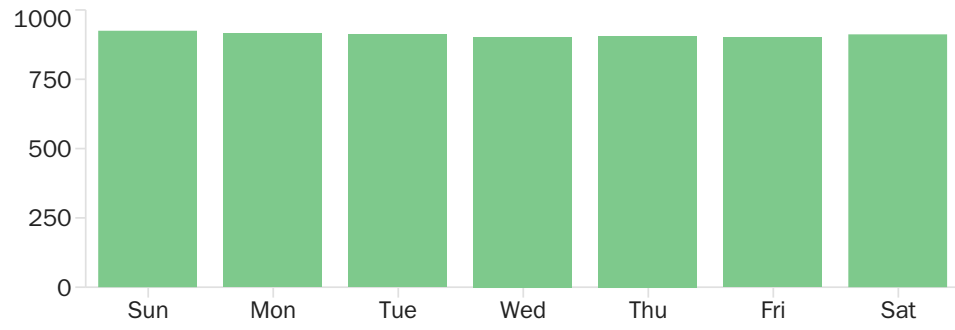
Likes By City

1. Desert Hot Springs, CA (563 likes)
2. Indio, CA (66 likes)
3. La Quinta, CA (53 likes)
4. Palm Springs, CA (52 likes)
5. Palm Desert, CA (50 likes)

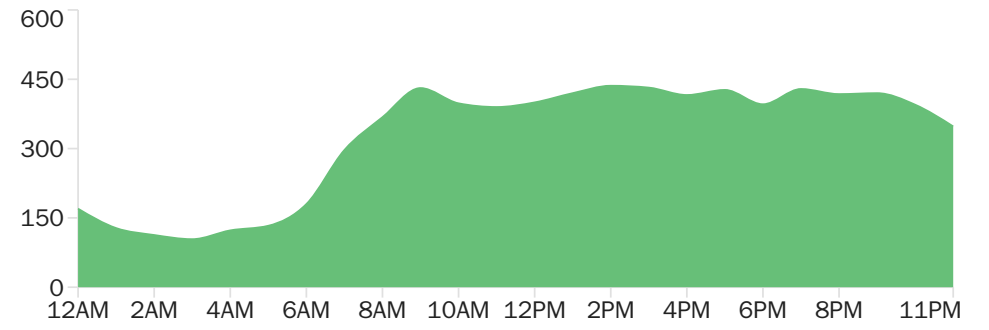
Likes by age & gender











Days your fans are online



















Hours fans are online

















Facebook Post Metrics (December 1 - 31, 2022)

Date	Format	Post	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
December 25, 2022 7:03 AM PST	 Image	 <p>Post 19227451 Happy Holidays from MSWD! In observance of Christmas, Hannukah, Kwanzaa and New Year's Day, our offices will be closed from Monday, December 26, through Monday, January 2. We are available to assis...</p>	125	3	2.4%	3	0	0	0	0
December 24, 2022 8:01 AM PST	 Image	 <p>Post 19227423 We have some Holiday cooking and cleaning tips to keep the FOG out of your pipes. FOG is any Fat, Oil or Grease that hardens and clogs pipes in your plumbing. Some of the worst holiday FOG culpri...</p>	109	8	7.34%	6	0	0	2	0
December 21, 2022 8:40 AM PST	 Video	 <p>While Santa and his elves have been busy up at the north pole, MSWD and its contractor have also been busy here in Desert Hot Springs working on the District's new Regional Water Reclamation Facili...</p>	95	11	11.58%	6	0	0	6	22
December 20, 2022 1:01 PM PST	 Image	 <p>There have been some comments circling social media regarding MSWD's automatic payment feature. To clear the air, if you are a customer continuing to have an issue with our autopay system, please c...</p>	173	19	10.98%	9	2	2	13	0

<p>December 20, 2022 7:30 AM PST</p>	<p> Image</p>	<p> Post 19227359 #WinterIsComing – give your sprinklers a little break this winter. With the cooler temperatures, your landscaping will need less water to survive and thrive. Save water and money this winter by adj...</p>	<p>126</p>	<p>11</p>	<p>8.73%</p>	<p>11</p>	<p>0</p>	<p>1</p>	<p>0</p>	<p>0</p>
<p>December 19, 2022 3:51 PM PST</p>	<p> Image</p>	<p> Please join us in welcoming Fernando Ruelas III. Fernando joins our Construction and Maintenance team as a Field Operations Technician I. In this role, he will perform various work related to water...</p>	<p>1,341</p>	<p>165</p>	<p>12.3%</p>	<p>124</p>	<p>1</p>	<p>8</p>	<p>127</p>	<p>0</p>
<p>December 19, 2022 8:02 AM PST</p>	<p> Simple Status</p>	<p> Post 19227304 Blood Drive Tomorrow at MSWD! Give the gift of life this holiday season by donating blood. It's not too late to sign up! Use the link to reserve your spot. www.mswd.org/mswd/page/holiday-blood-driv...</p>	<p>240</p>	<p>13</p>	<p>5.42%</p>	<p>9</p>	<p>0</p>	<p>2</p>	<p>3</p>	<p>0</p>
<p>December 16, 2022 10:01 AM PST</p>	<p> Image</p>	<p> Post 19227278 Holidays can be a busy time: shopping, cooking, family, work and more... Simplify your chore of paying bills and sign up for the MSWD Web Portal. You can pay from any computer or mobile device and ge...</p>	<p>115</p>	<p>7</p>	<p>6.09%</p>	<p>6</p>	<p>0</p>	<p>0</p>	<p>1</p>	<p>0</p>

<p>December 15, 2022 4:48 PM PST</p>	 Image	 <p>MSWD News Release: During its regularly scheduled Board of Directors meeting today, MSWD swore in two new directors, Amber Duff, representing residents in Division 1, and Ted Mayrhofen representing...</p>	<p>110</p>	<p>18</p>	<p>16.36%</p>	<p>7</p>	<p>1</p>	<p>0</p>	<p>15</p>	<p>0</p>
<p>December 14, 2022 4:23 PM PST</p>	 Multi-Image	 +1 <p>Shout out to the crews doing those #DirtyJobs! Today's Worker Wed post features images of MSWD employees at our Horton and Desert Crest wastewater treatment facilities as they pull those so-called ...</p>	<p>115</p>	<p>17</p>	<p>14.78%</p>	<p>8</p>	<p>0</p>	<p>0</p>	<p>11</p>	<p>0</p>
<p>December 13, 2022 1:14 PM PST</p>	 Image	 <p>News Release: Mission Springs Water District is proud to announce the winners of its Community Calendar Drawing Contest that took place earlier this fall. Featuring student artwork depicting water ...</p>	<p>316</p>	<p>66</p>	<p>20.89%</p>	<p>42</p>	<p>2</p>	<p>8</p>	<p>58</p>	<p>0</p>
<p>December 12, 2022 4:34 PM PST</p>	 Multi-Image	 +1 <p>#Celebrate Thank you to the City and everyone who joined MSWD and our community at the DHS Parade of Lights and Holiday Festival on Saturday, December 10. It was great to see our community come tog...</p>	<p>367</p>	<p>46</p>	<p>12.53%</p>	<p>25</p>	<p>0</p>	<p>1</p>	<p>45</p>	<p>0</p>




<p>December 10, 2022 9:00 AM PST</p>	 Image	 <p>Post 19227225 Join MSWD at the #DHS Holiday Parade tonight in downtown Desert Hot Springs (parade route below). The MSWD float is the defending champions from last year. Let's see if we can do it two years in a ...</p>	113	5	4.42%	4	0	0	1	0
<p>December 09, 2022 7:01 AM PST</p>	 Image	 <p>Post 19227179 Join the MSWD staff and community at the Livestream Blood Drive on December 20 at the MSWD offices. For more information and to register www.mswd.org/mswd/page/holiday-blood-drive-tuesday-december-...</p>	155	8	5.16%	6	0	2	3	0
<p>December 08, 2022 9:02 AM PST</p>	 Image	 <p>Post 19227135 Hosting guests for the Holidays? A friendly way to remind your guest not to flush the wipes you've provided is a nice little note like the one below. You can even print it and tape it to the mirror...</p>	219	18	8.22%	11	1	1	18	0
<p>December 08, 2022 7:42 AM PST</p>	 Video	 <p>Construction on MSWD's new Regional Water Reclamation Facility is continuing. Once complete, the new plant will treat an additional 1.5 million gallons of wastewater per day, allowing more homes an...</p>	83	7	8.43%	4	0	1	3	25

December 06, 2022 8:00 AM PST	 Image	 <p>Post 19227101 Real or Fake? Can you tell the difference? Artificial Christmas trees look just as good as the real thing and are easy to maintain. No water necessary, no dry pine needles and nothing to throw out....</p>	199	20	10.05%	9	2	1	23	0
December 05, 2022 3:47 PM PST	 Image	 <p>Please join us in welcoming Grant Fournier, who joins MSWD as a Collections System Operator II. Grant will maintain and operate our wastewater mains, lines, and facilities. He currently holds a Co...</p>	439	23	5.24%	17	1	2	16	0
December 05, 2022 1:00 PM PST	 Image	 <p>Post 19227077 This is your #HolidayReminder to check for leaks before Christmas guests arrive or you leave for your holiday destination. It only takes 10-15 minutes to check for indoor and outdoor leaks that cou...</p>	82	6	7.32%	5	0	0	1	0
Total			4,522	471		312	10	29	346	47
Average			238.0	24.8	10.42%	16.4	0.5	1.5	18.2	2.5




Twitter Account Overview (December 1 - 31, 2022)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
4	2	0	89	100
+3 300.0%			+2 2.3%	









3 Most Retweeted Posts

	<p>Post 19227278</p> <p>Holidays can be a busy time: shopping, cooking, family, work and more... Simplify your chore of paying bills and sign... ..</p>	0
	<p>Post 19227359</p> <p>#WinterIsComing – give your sprinklers a little break this winter. With the cooler temperatures, your landscaping w... ..</p>	0
	<p>Post 19227423</p> <p>Remember to keep Fats, Oils or Grease out of your pipes this holiday season. Gravy butter, half and half, lard, Cri... ..</p>	0

3 Most Liked Posts

	<p>Post 19227278</p> <p>Holidays can be a busy time: shopping, cooking, family, work and more... Simplify your chore of paying bills and sign... ..</p>	1
	<p>Post 19227359</p> <p>#WinterIsComing – give your sprinklers a little break this winter. With the cooler temperatures, your landscaping w... ..</p>	1
	<p>Post 19227423</p> <p>Remember to keep Fats, Oils or Grease out of your pipes this holiday season. Gravy butter, half and half, lard, Cri... ..</p>	0


Twitter Post Metrics (December 1 - 31, 2022)

Date	Format	Post	Retweets	Likes
December 25, 2022 7:04 AM PST	 Link	 Post 19227451 Happy Holidays from MSWD! Our offices will be closed from Monday, December 26, through Monday, January 2. You can... https://t.co/Ex4lY2lRry	0	0
December 24, 2022 8:01 AM PST	 Link	 Post 19227423 Remember to keep Fats, Oils or Grease out of your pipes this holiday season. Gravy butter, half and half, lard, Cri... https://t.co/Nj387lEo8P	0	0
December 20, 2022 7:30 AM PST	 Link	 Post 19227359 #WinterIsComing – give your sprinklers a little break this winter. With the cooler temperatures, your landscaping w... https://t.co/lyUiykiTn	0	1
December 16, 2022 10:02 AM PST	 Link	 Post 19227278 Holidays can be a busy time: shopping, cooking, family, work and more... Simplify your chore of paying bills and sign... https://t.co/pbQuN1sCUR	0	1
Total			0	2
Average			0.0	0.5


Instagram Account Overview (December 1 - 31, 2022)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
15	250	5	10,848	8,578	101
+6 66.7%	+5 2.0%	+2 66.7%	+10,134 1419.3%	+8,270 2685.1%	+78 339.1%


3 Most Liked Posts

- 

Please join us in welcoming Fernando Ruelas III. Fernando joins our Construction and Maintenance team as a Field Oper...

25
- 


MSWD News Release: During its regularly scheduled Board of Directors meeting today, MSWD swore in two new directors, ...

10
- 


While Santa and his elves have been busy up at the north pole, MSWD and its contractor have also been busy here in De...

10


3 Most Commented Posts

- 

Please join us in welcoming Grant Fournier, who joins MSWD as a Collections System Operator II. Grant will maintain ...

1
- 







Post 19227077
This is your #HolidayReminder to check for leaks before Christmas guests arrive or you leave for your holiday destina...









0
- 









Post 19227101
Real or Fake? Can you tell the difference?
Artificial Christmas trees look just as good as the real thing and are eas...









0

Instagram Post Metrics (December 1 - 31, 2022)

Date	Format	Post	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
December 25, 2022 7:08 AM PST	 Image	 <p>Post 19227451 Happy Holidays from MSWD! In observance of Christmas, Hannukah, Kwanzaa and New Year's Day, our offices will be closed from Monday, December 26, through Monday, January 2. We are available to assis...</p>	6	0	32	29	6	20.69%	0	
December 24, 2022 8:03 AM PST	 Image	 <p>Post 19227423 We have some Holiday cooking and cleaning tips to keep the FOG out of your pipes. FOG is any Fat, Oil or Grease that hardens and clogs pipes in your plumbing. Some of the worst holiday FOG culpri...</p>	4	0	33	27	4	14.81%	0	
December 21, 2022 8:40 AM PST	 Video	 <p>While Santa and his elves have been busy up at the north pole, MSWD and its contractor have also been busy here in Desert Hot Springs working on the District's new Regional Water Reclamation Facili...</p>	10	0	46	38	10	26.32%	0	13

<p>December 20, 2022 7:30 AM PST</p>	 Image	 <p>Post 19227359 #WinterIsComing – give your sprinklers a little break this winter. With the cooler temperatures, your landscaping will need less water to survive and thrive. Save water and money this winter by adj...</p>	6	0	36	29	6	20.69%	0	
<p>December 19, 2022 3:51 PM PST</p>	 Image	 <p>Please join us in welcoming Fernando Ruelas III. Fernando joins our Construction and Maintenance team as a Field Operations Technician I. In this role, he will perform various work related to water...</p>	25	0	132	120	25	20.83%	0	
<p>December 16, 2022 10:04 AM PST</p>	 Image	 <p>Post 19227278 Holidays can be a busy time: shopping, cooking, family, work and more... Simplify your chore of paying bills and sign up for the MSWD Web Portal. You can pay from any computer or mobile device and ge...</p>	2	0	44	34	2	5.88%	0	
<p>December 15, 2022 4:48 PM PST</p>	 Image	 <p>MSWD News Release: During its regularly scheduled Board of Directors meeting today, MSWD swore in two new directors, Amber Duff, representing residents in Division 1, and Ted Mayrhofen representing...</p>	10	0	67	58	10	17.24%	0	







<p>December 13, 2022 1:14 PM PST</p>	 Image	 <p>News Release: Mission Springs Water District is proud to announce the winners of its Community Calendar Drawing Contest that took place earlier this fall. Featuring student artwork depicting water ...</p>	7	0	41	36	7	19.44%	0	
<p>December 10, 2022 9:02 AM PST</p>	 Image	 <p>Post 19227225 Join MSWD at the #DHS Holiday Parade tonight in downtown Desert Hot Springs (parade route below). The MSWD float is the defending champions from last year. Let's see if we can do it two years in a ...</p>	4	0	49	44	4	9.09%	0	
<p>December 09, 2022 7:05 AM PST</p>	 Image	 <p>Post 19227179 Join the MSWD staff and community at the Livestream Blood Drive on December 20 at the MSWD offices. For more information and to register www.mswd.org/mswd/page/holiday-blood-drive-tuesday-december-...</p>	2	0	26	20	2	10.0%	0	
<p>December 08, 2022 9:06 AM PST</p>	 Image	 <p>Post 19227135 Hosting guests for the Holidays? A friendly way to remind your guest not to flush the wipes you've provided is a nice little note like the one below. You can even print it and tape it to the mirror...</p>	4	0	36	32	4	12.5%	0	

<p>December 08, 2022 7:41 AM PST</p>	 Video	 <p>Construction on MSWD's new Regional Water Reclamation Facility is continuing. Once complete, the new plant will treat an additional 1.5 million gallons of wastewater per day, allowing more homes an...</p>	4	0	34	28	4	14.29%	0	17
<p>December 06, 2022 8:03 AM PST</p>	 Image	 <p>Post 19227101 Real or Fake? Can you tell the difference? Artificial Christmas trees look just as good as the real thing and are easy to maintain. No water necessary, no dry pine needles and nothing to throw out....</p>	3	0	38	33	3	9.09%	0	
<p>December 05, 2022 3:47 PM PST</p>	 Image	 <p>Please join us in welcoming Grant Fournier, who joins MSWD as a Collections System Operator II. Grant will maintain and operate our wastewater mains, lines, and facilities. He currently holds a Co...</p>	5	1	55	49	6	12.24%	0	
<p>December 05, 2022 1:02 PM PST</p>	 Image	 <p>Post 19227077 This is your #HolidayReminder to check for leaks before Christmas guests arrive or you leave for your holiday destination. It only takes 10-15 minutes to check for indoor and outdoor leaks that cou...</p>	3	0	43	35	3	8.57%	0	







Total	95	1	712	612	96		0	30
Average	6.3	0.1	47.5	40.8	6.4	15.69%	0.0	15.0





LinkedIn Account Overview (December 1 - 31, 2022)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">5</p> <p style="color: green;">+4 400.0%</p>	<p>Likes</p> <p style="font-size: 24pt; font-weight: bold;">31</p> <p style="color: green;">+21 210.0%</p>	<p>Views</p> <p style="font-size: 24pt; font-weight: bold;">42</p> <p style="color: green;">+18 75.0%</p>	<p>Followers</p> <p style="font-size: 24pt; font-weight: bold;">158</p> <p style="color: green;">+1 0.6%</p>
<p>Comments</p> <p style="font-size: 24pt; font-weight: bold;">0</p> <p style="color: red;">-1 -100.0%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">652</p> <p style="color: green;">+322 97.6%</p>	<p>Clicks</p> <p style="font-size: 24pt; font-weight: bold;">12</p> <p style="color: green;">+8 200.0%</p>	<p>Engagement Rate</p> <p style="font-size: 24pt; font-weight: bold;">9.51%</p> <p style="color: red;">0.0 -1.8%</p>

3 Most Engaging Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Post 19227423</p> <p>We have some Holiday cooking and cleaning tips to keep the FOG out of your pipes.</p> <p>FOG is any Fat, Oil or Grease that ...</p> </div> <div style="text-align: right; font-weight: bold;">12.33%</div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>While Santa and his elves have been busy up at the north pole, MSWD and its contractor have also been busy here in De...</p> </div> <div style="text-align: right; font-weight: bold;">2</div> </div>
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Post 19227451</p> <p>Happy Holidays from MSWD! In observance of Christmas, Hannukah, Kwanzaa and New Year's Day, our offices will be close...</p> </div> <div style="text-align: right; font-weight: bold;">11.36%</div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Post 19227423</p> <p>We have some Holiday cooking and cleaning tips to keep the FOG out of your pipes.</p> <p>FOG is any Fat, Oil or Grease that ...</p> </div> <div style="text-align: right; font-weight: bold;">2</div> </div>
<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>While Santa and his elves have been busy up at the north pole, MSWD and its contractor have also been busy here in De...</p> </div> <div style="text-align: right; font-weight: bold;">11.02%</div> </div>	<div style="display: flex; align-items: flex-start;">  <div style="flex-grow: 1;"> <p>Please join us in welcoming Fernando Ruelas III. Fernando joins our Construction and Maintenance team as a Field Oper...</p> </div> <div style="text-align: right; font-weight: bold;">1</div> </div>

LinkedIn Post Metrics (December 1 - 31, 2022)

Date	Format	Post	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
December 25, 2022 7:09 AM PST	 Image	 <p>Post 19227451 Happy Holidays from MSWD! In observance of Christmas, Hannukah, Kwanzaa and New Year's Day, our offices will be closed from Monday, December 26, through Monday, January 2. We are available to assis...</p>	0	1	11.36%	4	44	0
December 24, 2022 8:03 AM PST	 Image	 <p>Post 19227423 We have some Holiday cooking and cleaning tips to keep the FOG out of your pipes. FOG is any Fat, Oil or Grease that hardens and clogs pipes in your plumbing. Some of the worst holiday FOG culpri...</p>	2	1	12.33%	6	73	0
December 21, 2022 10:55 AM PST	 Video	 <p>While Santa and his elves have been busy up at the north pole, MSWD and its contractor have also been busy here in Desert Hot Springs working on the District's new Regional Water Reclamation Facili...</p>	2	4	11.02%	8	118	0

<p>December 20, 2022 7:30 AM PST</p>	 Image	 <p>Post 19227359 #WinterIsComing – give your sprinklers a little break this winter. With the cooler temperatures, your landscaping will need less water to survive and thrive. Save water and money this winter by adj...</p>	1	2	7.25%	2	69	0
<p>December 19, 2022 3:52 PM PST</p>	 Image	 <p>Please join us in welcoming Fernando Ruelas III. Fernando joins our Construction and Maintenance team as a Field Operations Technician I. In this role, he will perform various work related to water...</p>	1	4	7.59%	13	224	0
Total			6	12		33	528	0
Average			1.2	2.4	9.91%	6.6	105.6	0.0



APPENDIX D – 2023-2024 Legislative Platform



2023-2024
Legislative Platform



DRAFT 1/5/2023

INTRODUCTION

The 2023-2024 Legislative Platform provides a summary of core policy principles to help guide the legislative, regulatory, and administrative advocacy efforts for Mission Springs Water District at the local, regional, state, and national levels of government.

The platform has been developed for the new biennial session of the California Senate and Assembly and the 118th Congress and is consistent with MSWD's mission to provide, protect, and preserve our most valuable resource - water.

While the monthly meetings of the MSWD Board of Directors provide opportunities to receive direction from the Board on policy issues and introduced legislation the platform will guide the General Manager, his designees, and lobbyists so timely action may be taken consistent with the principles outlined in this document.

Developed by the Government and Public Affairs Manager in conjunction with management and the Board of Directors, this document strives to cover the District's anticipated needs and its positions for the legislative term.

There may be issues that arise that are not addressed in this platform or on which the Board may change its position. It is anticipated that staff will continue to interact with the Board to ensure the iterative process necessary to ensure that the advocacy needs of MSWD are met.

Throughout the year, the Board may also take additional steps to direct staff to oppose or support policy initiatives as they arise.



BILL POSITION DEFINITIONS

The following represents active bill positions MSWD staff may adopt or recommend for consideration by the Board of Directors for adoption.

MSWD staff may adopt a position without a Board of Directors vote if the bill language falls within one of the principles laid out in the latter sections of the platform. Advocacy strategies and activities will be directed toward implementing the Board's policies by advancing MSWD's adopted bill position.

SUPPORT: This position reflects MSWD's unconditional interest in the legislation becoming law. MSWD staff and legislative advocates will work to pass the bill in its present form.

SUPPORT AND SEEK AMENDMENTS: This position reflects a similar level of unconditional support for a bill as the SUPPORT position. However, this position implies that MSWD would prefer specific amendments to be considered to improve the measure. MSWD staff and legislative advocates will communicate and advocate in support of the legislation, even if amendments extended by MSWD are not included in the measure.

SUPPORT IF AMENDED: This affirmative position suggests conditional support for a measure, but only if it is amended to incorporate specific amendments approved by the MSWD Board. Staff and legislative advocates will not support the legislation unless it is amended as requested by MSWD.

WATCH: This position reflects a position on a bill that would not directly affect MSWD at that time. Staff carefully monitors "Watch" bills for further developments and future amendments.

OPPOSE UNLESS AMENDED: This position suggests conditional opposition to a measure unless it is amended to incorporate specific amendments approved by the MSWD Board. Staff and legislative advocates will actively work to defeat the legislation until and unless it is amended as requested by MSWD. If legislation is amended as requested by MSWD, staff and legislative advocates will stop working to defeat the legislation but will not advocate in support of the measure unless further directed by the Board.

OPPOSE: This position reflects MSWD's unconditional interest in defeating the legislation. Accordingly, staff and legislative advocates will work to defeat the measure in its present form and will not pursue amendments to address the measure's shortcomings.

All other bills that are of potential interest or concern to MSWD are monitored by staff and legislative advocates. If any of these measures are amended, they are reevaluated to determine if a formal position should be recommended for Board consideration.

POLICY DIRECTIVES

1. **Maintain local control of water resources and resist additional burdens that may hinder District operations and affordability.**

The essential principles guiding the District shall be to maintain local control of the water resources that MSWD has managed for the last 70 years. Therefore, efforts made in Sacramento or Washington, DC, to reduce the local control or autonomy of the District and its local groundwater management partners should be strongly opposed.



The District will aim to make additional regulatory burdens as manageable as possible. It will work with other water districts and water associations to advocate to regulators through a coalition approach where appropriate to emphasize state or region-wide burdens that would affect operations.

2. **Protect MSWD's ability to operate day-to-day business functions efficiently.**

Other measures that may impede the District's ability to maintain day-to-day business operations, including numerous categories such as employment matters, building codes, and public agency contracting, will also be closely monitored, and generally opposed.

3. **Protect MSWD's groundwater supplies.**

Residents of the Desert Hot Springs area have long recognized the need to protect our groundwater. This guardianship extends back to the 1970s when AD-1 was successfully formed and the Alan L. Horton, Wastewater Treatment Plant, was constructed.



All advocacy efforts will focus on the groundwater aquifer's sustainability both now and in the future. MSWD will support actions that preserve or increase the water available by MSWD and its customers to ensure water delivery infrastructure reliability and to preserve MSWD's ability to achieve sustainable groundwater management in the most economical means. Any actions impacting the District's operations or having a contrary effect should be monitored and generally opposed.

4. **Support and potentially sponsor efforts to amend state compliance periods for new water quality standards, including monitoring new regulations for various contaminants.**

When a new maximum contaminant level (MCL) for a drinking water contaminant is adopted by the California State Water Resources Control Board (SWRCB), water agencies are generally mandated to start compliance monitoring within six months of the MCL effective date or beginning in January of the calendar year following the MCL effective date, depending on the nature of the contaminant. The current regulations often do not provide water agencies impacted by a new unavoidable MCL sufficient time to comply with the regulatory level, thereby placing agencies in a position of noncompliance and triggering a series of consequences to that agency.



The SWRCB Hexavalent Chromium Administrative Draft released in March 2022 proposed a two-year compliance period for large systems, three years for medium systems, and four years for smaller systems. However, this approach fails to address and recognize other environmental, financial, logistical, and regulatory constraints when implementing a compliance project, regardless of system size.

It would be beneficial to California water agencies if the State Legislature or SWRCB adopted a fair and reasonable compliance period similar to that of the U.S. Environmental Protection Agency, which provides up to five years for compliance with a new MCL. Staff will continue to monitor and provide comments on new drinking water regulations, including those anticipated for Hexavalent Chromium, PFAS, arsenic, and manganese, among others.

5. Support federal legislation to remove the taxation requirement for conservation rebates issued by water districts in the state.

Under federal law, the Internal Revenue Service (IRS) does not classify energy efficiency rebates as taxable income. However, the IRS does not classify water conservation rebates in the same manner. It requires that rebates issued by MSWD and other water agencies to customers for removal of turf, replacement of high-volume toilets, or other rebate programs are classified as income and subject to tax by the IRS. Completing tax forms and explaining the process to customers is lengthy and provides a disincentive to their participation in rebate programs. MSWD will watch legislative support legislation that would amend the tax code to exempt water conservation rebates from customers' taxable income.

6. Continue to engage with the State Water Resources Control Board to influence how "Making Conservation a California Way of Life" policies are implemented.

In 2018, SB606 (Hertzberg) and AB1668 (Friedman) were signed into law by Governor Brown. The two laws require a step-down approach to water use throughout the state and across sectors, including residential and commercial outdoor and indoor uses.

In addition, the legislation included specific target dates for reducing water use. In 2022, Governor Newsom signed SB 1157 (Hertzberg) into law, further reducing indoor residential water use standards initially proposed in SB 1668. However, the SWRCB retains the flexibility to implement the laws.



Therefore, MSWD will engage with the rulemaking process initiated by the SWRCB and will remain focused on how the SWRCB moves to further regulate outdoor urban water use efficiency.

7. Continue to oppose a water "tax" or "fee" and monitor how state and/or federal governments will address water affordability through programs like LIHWAP or legislative actions.

MSWD supports water affordability programs; however, the District opposes a water tax or administratively burdensome schemes to implement those programs. California is currently administering a new federal Low Income Household Water Assistance Program (LIHWAP) to assist low-income families with water and wastewater bills.

The State legislature has been targeting water affordability in the wake of the COVID-19 Pandemic. In 2022, SB 222 (Dodd) would have created a Low-Income Water Rate Assistance Fund. Governor Newsom vetoed this bill due to the current financial and economic outlook. Although good in concept, SB 222 would have created more administrative burdens for MSWD without identifying a recurring funding source for the program.

MSWD generally supports programs that supplement existing customer assistance programs to assist low-income customers who would leverage existing program processes, such as LIHWAP, to keep administrative costs low and avoid the need for individual water agencies to hire staff. Additionally, eligibility screening should be performed by a third-party administrator and not performed by individual water agencies, as MSWD does not collect personally identifiable information from customers. Finally, funding for these programs should come from a sustainable source without the possibility of creating a water tax or fee for funding.

8. Seek external funding for new facilities or facilities improvements and infrastructure.

MSWD continues to provide reliable service in the areas of water and wastewater service. The District should maximize opportunities to leverage external funding whenever possible to reduce customer cost burdens associated with the required facilities. Aging and deficient infrastructure is an important issue that has been identified in numerous industry studies, and MSWD should encourage lawmakers to make available grants and fund-matching opportunities to promote capital investment and infrastructure improvements to ensure reliable service.

9. Support and potentially sponsor efforts to streamline federal and state loan and grant processes and policies to reduce delays and remove barriers.

Like many communities, Desert Hot Springs, and the surrounding areas face income inequality challenges with disadvantaged and underserved communities. Through the efforts of the District, millions of grant dollars have been allocated for system improvements, drought resiliency, and groundwater protection. MSWD will continue to advocate for funding at various levels of government for these communities. MSWD will continue to identify and support opportunities to expedite and expand the deployment and execution of these funding programs and to remove barriers to their usefulness for local partners and the public they serve.

For more information regarding the District's Legislative platform, please contact the Government and Public Affairs office at 760-329-6448 ext. 145 or email us at pr@mswd.org.

