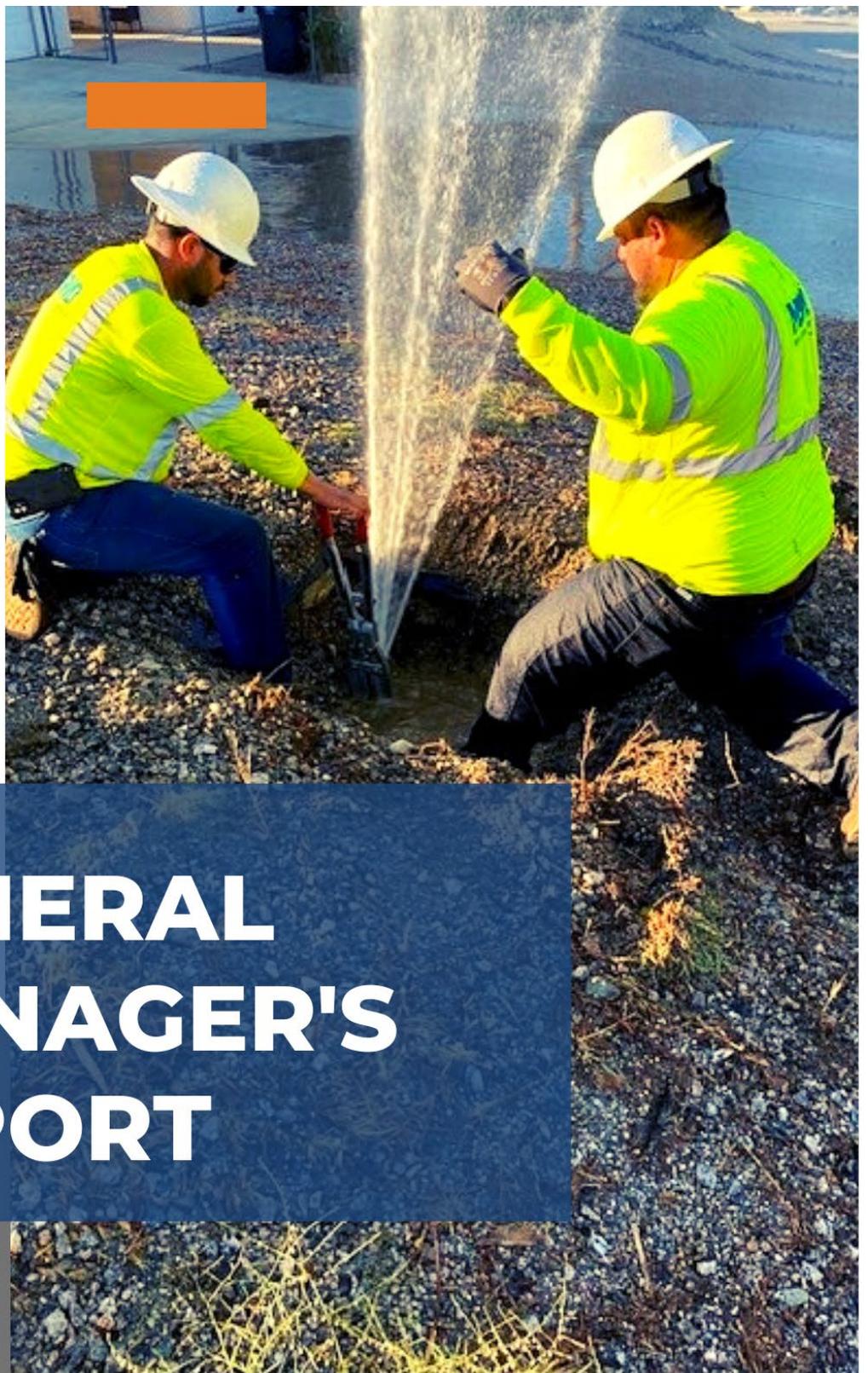


FEBRUARY 2024



GENERAL MANAGER'S REPORT



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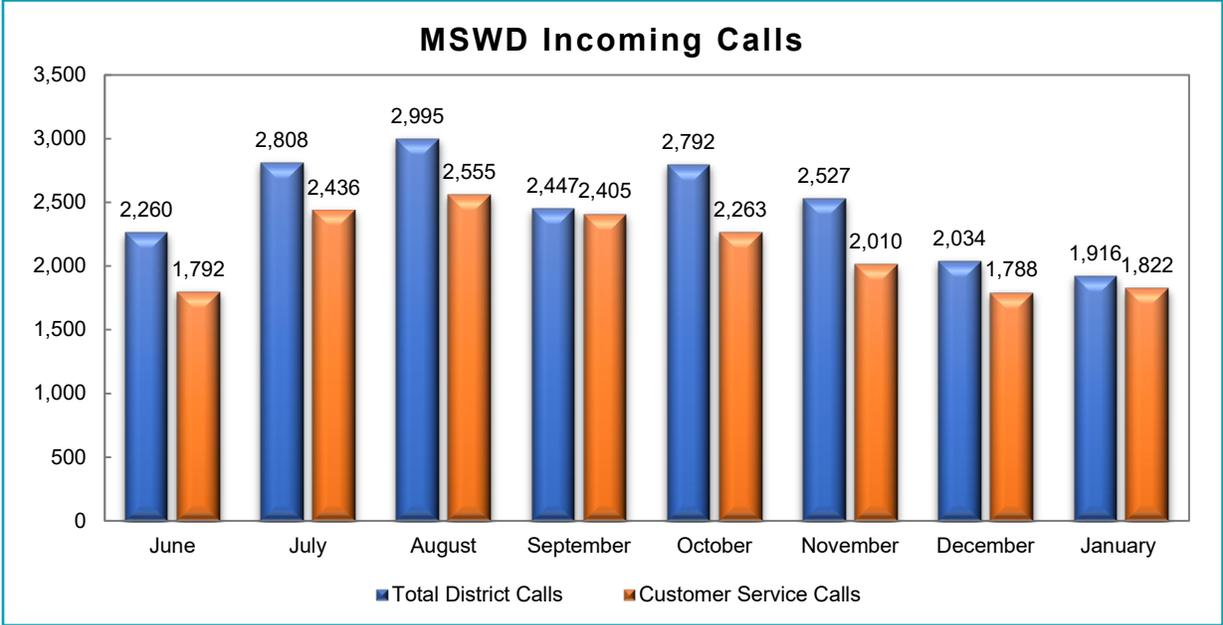
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ADMINISTRATION

Customer Service

Calls into the Customer Service Department

After the District had seen a steady increase in the number of calls earlier in the year, there has been a very slight decline in the number of calls over the last four months. The chart below represents total MSWD incoming calls and those received by the Customer Service staff.

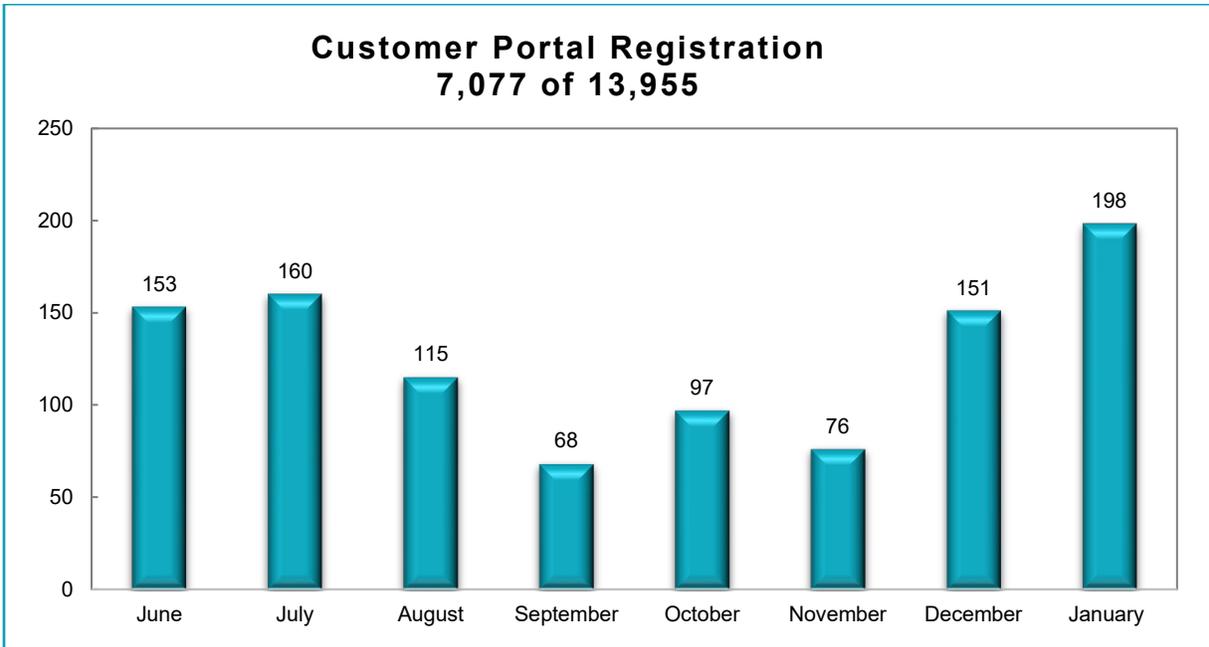


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for January 2024	Monthly Average for FY 2024	Total for FY 2024
Water Waste	0	1.29	9
High Bill Calls / Service Line Leaks	3	7.57	53
No Water	12	9.28	65
Disconnections by Request & Non-Pay	121	115.71	810
Reconnections by Request & Non-Pay	81	75.43	528
Service Transfers	113	97.14	680
High/Low Pressure	3	7.71	54
Water Quality	5	2.71	19
Other / Miscellaneous	138	97.14	680

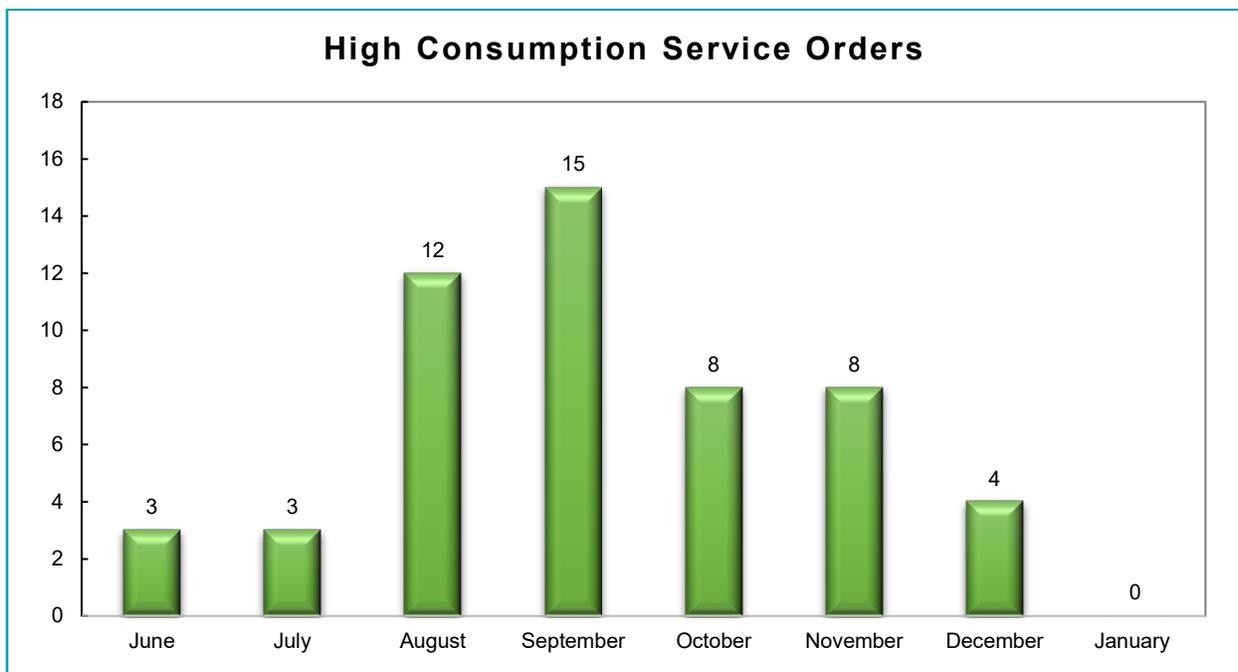
Customer Portal

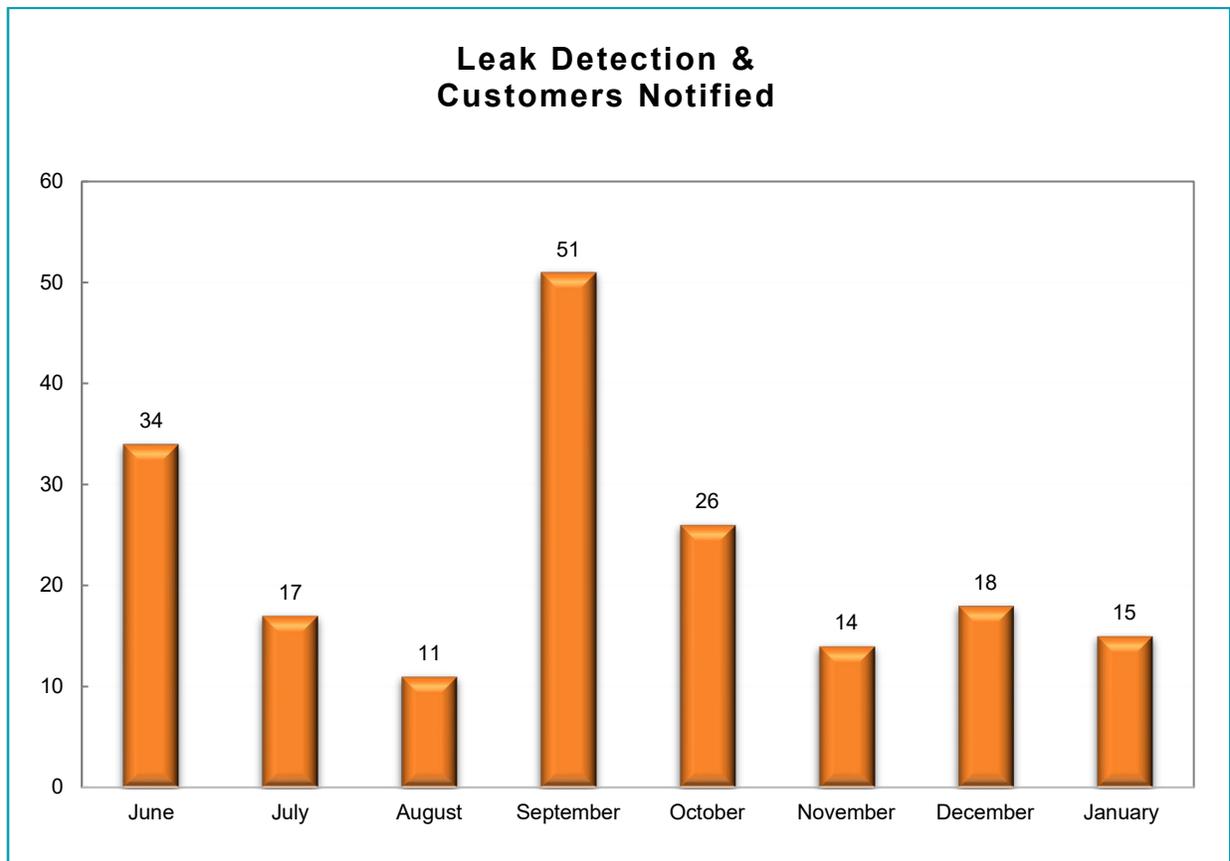
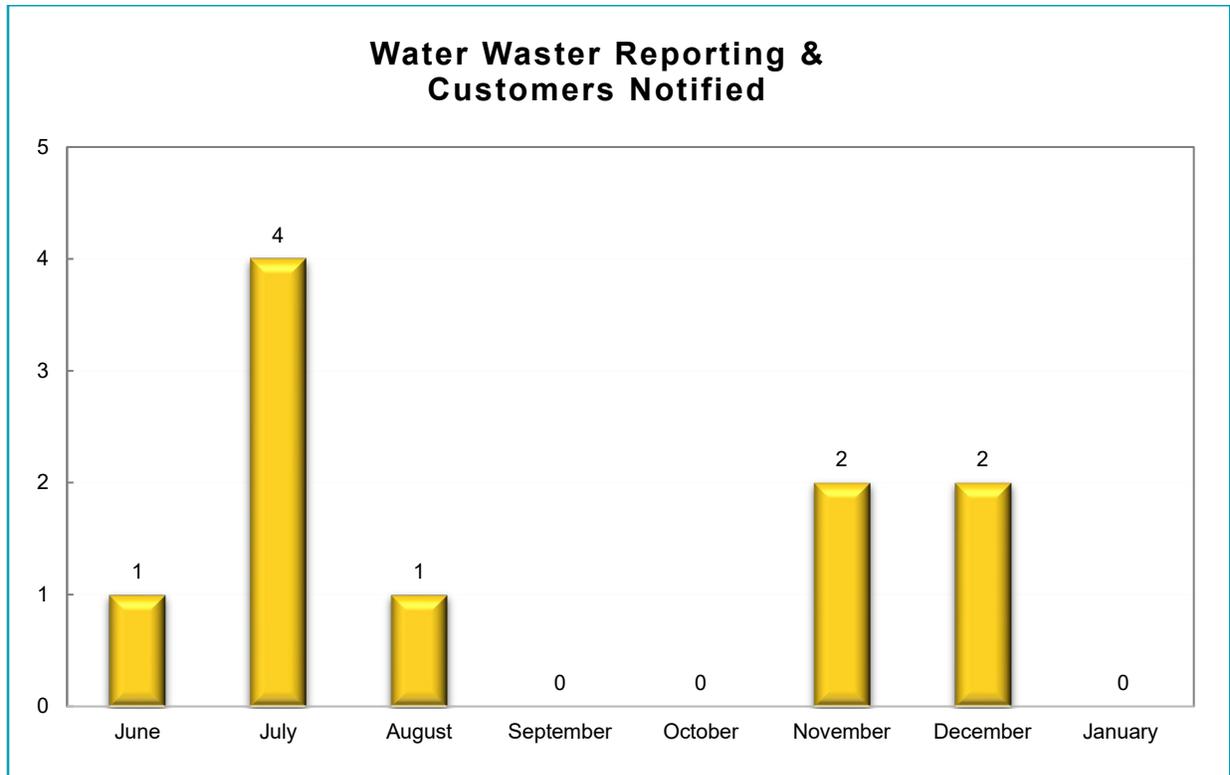
The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 51%, or 7,077 customers registered so far.



Monitoring of Customer Accounts

The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks. The following charts represent the monitoring results for 13,955 customer accounts by the Customer Service staff.





Customer Experience Enhancement Program

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



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

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



Delinquency Service Disconnections

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
2023 – 2024 (Year to Date)	2,996	381	592	340
2022 – 2023	5,107	759	1,171	656
2021 – 2022 (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
2020 – 2021 (COVID Moratorium)	0	0	0	0
2019 – 2020 (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

Customer Bill Pay Options

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

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

MSWD
Mission Springs Water District

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

Customer Bill Assistance Programs

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

- The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance for one billing period annually, paying \$100 per approved customer.
- Riverside County's Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill of up to \$5,000. The U.S. Department of Health and Human Services has permitted the extension of the LIHWAP program through March 31, 2024. Please note that the last to apply for assistance is March 15, 2024.
- Beginning March 13, 2023, LIHWAP will now be able to assist customers even if their account does not have an arrearage. When a customer is not past due on their bill, they will receive a base payment ranging between \$200 - \$371. The amount the customer receives will depend on their household size and income.



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

Assistance Program	Customers Assisted in January 2024	Total Assistance in January 2024	Total Assistance in FY 2024
United Way of the Desert	7	\$700.00	\$5,900.00
LIHWAP / CAP Riverside	9	\$5,112.70	\$55,407.32
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Collected
147	\$54,157.64	164	\$59,489.60



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 January 2024.

Audit

Staff completed the 10-year statistical schedules as required for the preparation for the ACFR. The auditors continue to compile the draft report.

Payroll

The following procedures have been completed in the month of January 2024:

- 2024 Federal Tax Rates have been updated in the accounting system.
- 2024 State Tax Rates have been updated in the accounting system.
- 2024 457 Max Contributions have been updated in the accounting system.
- Employee 457 District match has been reset to begin again January 1, 2024.
- Group Term Life Insurance benefit taxable rates have been updated in the accounting system.
- Employee Medical Insurance 5% match have been updated in Unidata due to the new rates being effective January 1, 2024.

The following quarterly procedures have been completed in the month of January 2024:

- Worker's Comp Insurance Payments were calculated for the 4th quarter of 2023 and processed with ACWA – for a total of \$40,957.92.
- Form 941 Employer's Quarterly Federal Tax Return was filed.
- Form DE 9 CA Quarterly Contribution Return and Report of Wages was filed.

The following annual procedures have been completed in the month of January:

- Forms 2023 W-2 were compiled, submitted electronically to SSA, and distributed to 66 active and separated employees.
- Compensation Statements detailing employee wages and benefits were compiled for all active employees.
- Letters were submitted to employees with excess vacation balances and sick leave balances as part of the annual vacation and sick leave sell back policy.

The following new features were also implemented into the payroll software module:

- New supplemental federal and state tax rate calculations were added to be used with supplemental wage payments, such as vacation buy backs.
- New linked pay and deductions codes were created to track the Employer Matching contribution for the 457(b) plan.

Additionally, the accounting team completed the 457(b) tax treatment clean-up project, which entailed filing a total of 126 corrected W-2s for tax years 2020-2022 and 80 letters of explanation. Corrected form 941 for the tax years 2020, 2021, and 2022 were also filed.

GENERAL MANAGER'S REPORT FEBRUARY 2024

Budget

The Mid-Year Budget amendments were adopted in January 2024 and the following updates were made to the budget program software during January 2024:

Budget Amendments to Operations:

BUDGET ID NO	DEPT	G/L NUMBER	DESCRIPTION OF EXPENDITURE	ORIGINAL BUDGET	TRANSFERS	AMENDMENT	AMENDED BUDGET
539	5460	201-5460-53601-000	HOT MIX ASPHALT	200,000		50,000	250,000
585	5640	301-5640-56011-000	OUTSIDE SERVICES	75,000		52,000	127,000
602	5620	301-5620-56011-000	COLLECTION SYSTEM EMERGENC	40,000		23,000	63,000
702	5120	101-5120-56011-000	GENERAL CONSULTING	128,000	(57,500)	40,000	110,500
703	5120	101-5120-56011-000	ADMINISTRATIVE SUPPORT - T	40,000	57,500	165,000	262,500
812	5080	101-5080-56011-000	"STUDIES, PLANS AND UPDATE	145,020		734,000	879,020
870	5620	301-5620-56011-000	SUPPLEMENTAL ENVIRONMENTAL	300,000		250,000	550,000
479	4060	201-4060-19552-000	LOCAL GRANT REVENUE	-		(3,000,000)	(3,000,000)

Budget Amendments to Capital Projects:

JOB NO	DESCRIPTION OF CAPITAL PROJECT	ORIGINAL BUDGET	AMENDMENT	AMENDED BUDGET
11147	WELL #42 (NEAR TO EXISTING WELL # 22)	4,600,000	139,000	4,739,000
11788	MUFFIN MONSTER 6" INLINE GRINDER	15,100	2,000	17,100
11776	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	20,000	50,000	70,000
11809	13TH AVE DAMAGE: TSTORM HILARY	-	100,000	100,000
11810	THOMAS DR DAMAGE: TSTORM HILARY	-	105,000	105,000
11811	INDIAN CANYON DAMAGE: TSTORM HILARY	-	230,000	230,000
11812	LITTLE MORONGO DAMAGE: TSTORM HILARY	-	30,000	30,000
11813	MISSION LAKES DAMAGE: TSTORM HILARY	-	650,000	650,000

Budget transfers for January 2024 totaled \$29,400:

BID	DESCRIPTION OF EXPENDITURE	G/L NUMBER	TRANSFER DATE	TRANSFER AMOUNT	TO BID	TRANSFER TO DESCRIPTION	TRANS TO GL NUMBER
702	GENERAL CONSULTING	101-5120-56011-000	01-03-2024	11,000.00	703	ADMINISTRATIVE SUPPORT - TEMP HELP	101-5120-56011-000
861	PRODUCTION FACILITIES IMPROVEMENTS	201-5440-53005-000	01-11-2024	1,900.00	842	HEALTH DEPARTMENT MONITORING	201-5440-53701-000
702	GENERAL CONSULTING	101-5120-56011-000	01-24-2024	16,500.00	703	ADMINISTRATIVE SUPPORT - TEMP HELP	101-5120-56011-000

Accounts Payable

During January 2024, there were thirty-nine 10990-NECs and fourteen 1099-MISC informational forms compiled, electronically filed, and distributed by the filing deadline.

Current Work Priorities

The Accounting Department continues to support other departments as needed.

- Engineering
 - Two reimbursable jobs were created to track expenses related to new development projects, for:
 - ATP 4 Hacienda Ave. street improvement
 - DUO by SRD Vacation Easement duplex construction
- Operations
 - A reimbursable job was created to track expenses related to the hit hydrant at 9665 Valaraiso Dr.

Cash

Total cash receipts for the month of January 2024 amounted to \$6,453,886. County receipts for property taxes and sewer collections totaled \$4,899,789 and the remainder was primarily from water and sewer customer account payments.

Cash disbursements for the month of January 2024 amounted to \$5,291,974 with the largest payments going to:

- JF Shea Construction - \$2,461,292
- Downing Construction - \$373,103
- State Water Resources Control Board - \$350,141
- TKE Engineering - \$289,552
- Net Payroll - \$279,227
- Southern California Edison - \$277,291
- EFTPS-IRS Payroll Tax Remittance - \$176,984
- Legend Pump & Well Service - \$169,826
- ACWA-JPIA Health Benefits Authority - \$106,619

Financial Statement

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

Capital Improvement Program

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



Innovation 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 January 2024.

Department Updates

- Intelesys, the District's new IT support firm, was fully onboarded in January 2024 and took over network/server maintenance and helpdesk on February 1, 2024.
- Staff were provided a new method for requesting IT support, taking advantage of a new ticketing system.
- IT has facilitated the RFP process for the District's GIS implementation and integration with an asset management and computerized maintenance and management system. The review panel completed the scoring of the submitted proposals which the Board will see in the associated staff report.

Technology Improvements

- Intelesys created a list of technology and security improvement projects of which work has already begun, including changes to security policies, environmental monitoring in the server room, and backup management.
- IT updated the Microsoft login page for the District, offering a more professional look and security improvements.
- The District's webserver migration was completed, and the old server decommissioned.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

Cyber Security News Roundup

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

- The FBI, Cybersecurity and Infrastructure Security Agency (CISA) and the EPA partnered to release 27-page Incident Response Guide for the Water and Wastewater Sector. The guide provides a simplified plan for identifying, reporting, responding to, and defending against cyber threats. It provides recommendations and links to resources to improve cybersecurity. ([CISA](#))
- U.S Government disrupted a Chinese botnet that was used to conceal hacking of critical infrastructure. Hackers installed malware on vulnerable unpatched small office and home routers. The FBI managed to remove the malware and prevent reinfection, so long as the routers are not restarted, which will put them back in a state vulnerable to reinfection if the mitigation is not reapplied. "U.S. Attorney Alamdar S. Hamdani for the Southern District of Texas stated, "This case

demonstrates my office's ongoing commitment to defending our critical infrastructure from PRC initiated cyber-attacks." ([U.S. Department of Justice, Office of Public Affairs](#))

- 26 billion records of personal information were discovered online in what is being called "The mother of all breaches." The data came from Leak-Lookup, a search engine for personal data, which had a firewall misconfiguration, allowing access since early December. ([Malwarebytes](#))

Purchasing Department

Staff continues to source sanitization supplies to ensure wipes, hand sanitizer, and disinfectants are available to all District buildings and vehicles for the safety of the staff.

Price increases and supply chain issues continue to surface within our industry. Specifically, PVC pipe and fittings, ductile iron pipe and service brass fittings, restraints, hydrants, and valves, as well as many other products, are experiencing significant shortages that could lead to extended lead times. Along with these supply chain problems, pricing continues to escalate. These problems exist with both domestic and import materials. Staff will continue to monitor the situation and perform due diligence in getting all the material that is needed to maintain the water systems.

Total inventory purchases were \$48,630.64, and the total issued for use by field crews totaled \$35,105.04, for January 2024.



ENGINEERING AND OPERATIONS

Engineering Department

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

Well 42 Project

The contractor is in the process of procuring the well motor, pump assembly, and the MCC equipment from the manufacturer. Construction will likely be on-hold for several more weeks while the equipment is ordered, fabricated, and delivered to the site for construction and installation. Staff is currently securing contract change order costs and anticipates presenting a project update at the February 2024 Board of Directors meeting.

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

Staff has identified a new alternative alignment for the sewer at the south end of Hildago Street crossing private property. Staff will be reviewing the new alternative with the property owner in the coming weeks to discuss viability and easement requirements.

Well 22 Rehabilitation

Staff posted the project for bids on the PlanetBids website. The bid opening has been rescheduled to February 8, 2024, at 2:00pm. Following the completion of the bidding process, bids will be evaluated, and the lowest responsible and responsive bid will be brought to the Board for award.

Water and Wastewater System Comprehensive Master Plan Updates

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

AD-18 – GQPP Sewer Project Area “D3”

Staff is coordinating with the engineer of record, AECOM, to provide a proposal to complete the necessary design and CEQA updates to the existing documents.

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

Staff has completed a plan check of the 90% design package and provided comments back to the consultant, Genterra. The consultant is expected to complete the final design package in the coming weeks.

Backup Generators for Well Sites 27-32 and 37 Projects

Staff received the contract extension from the consultant extending the contract term for one year. Staff have the plans signed and ready for bidding. Staff will review the specifications and prepare the contract documents for bidding purposes to solicit construction bids in the first quarter of 2024.

Supplemental Environmental Project

The contractor, RE Chaffee, completed connection and abatement of the 21 properties on December 8, 2023. Issuance and approval of the Notice of Completion is anticipated for March 2024, pending the approval of labor compliance and billing.

Well 34 Rehabilitation

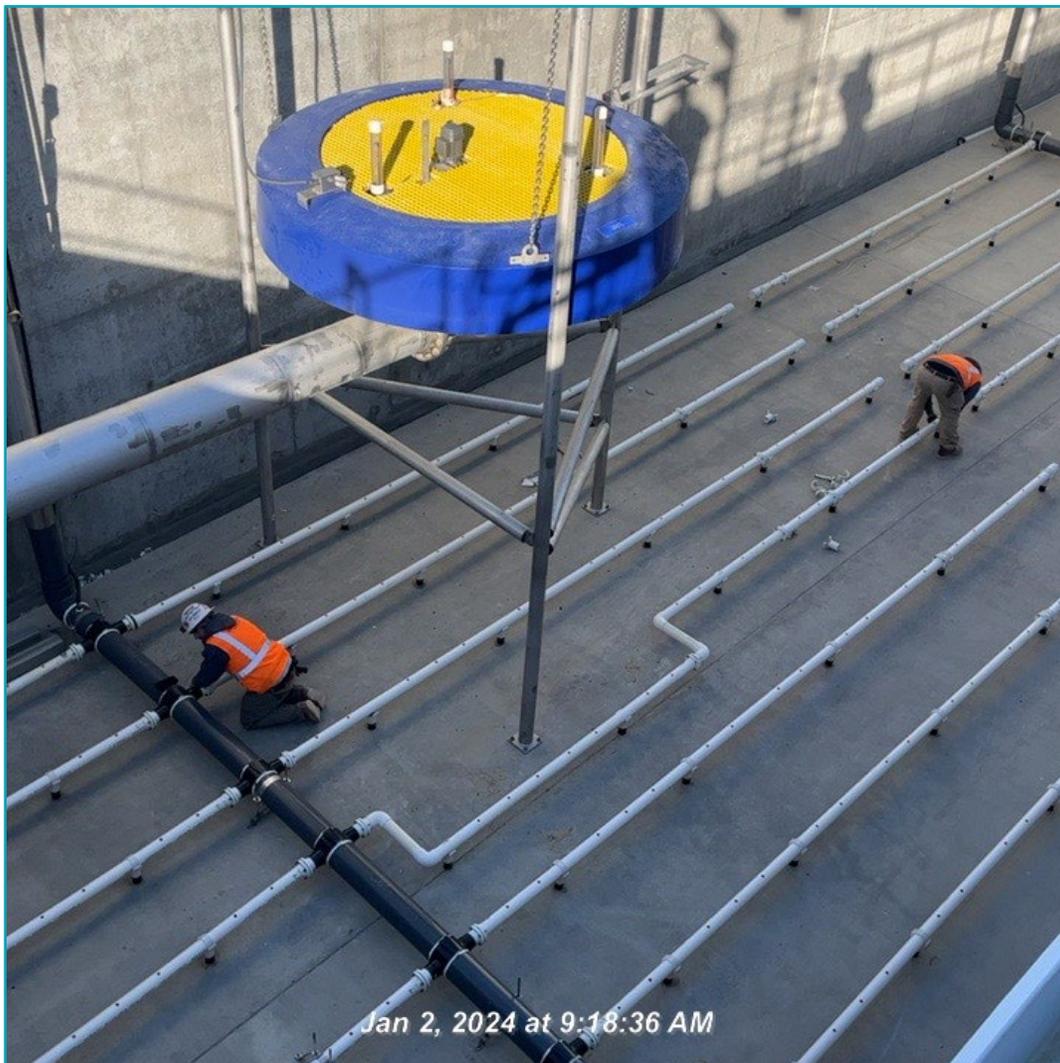
Construction is scheduled to be completed in March 2024. Through January 2024, the contractor, Legend, completed the focused intake pumping, chemical injection and pumping, as well as swabbing and air lifting. Within the next several days, the contractor will start test pumping and video logs, followed by the installation of new pumping equipment, well disinfection, and start-up.

Regional Water Reclamation Facility

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

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

- Continued outfitting the operations building including insulation, conduits, fire suppression system, cable trays, air ducting, drywall, etc.
- Continued equipping the Headworks area and SBR and AST tanks with ALP piping, fine and course air bubble diffusers, wiring and electrical, valves, lighting, etc.
- Continued excavation and grading of the infiltration pond area.





The Project Team and Staff prepared the easement documents to acquire permanent easements along 20th Avenue to construct the third required monitoring well. These will be brought to the Board for approval in February 2024.

The Project Team and Staff received verbal approval to access a private well near Palm Drive and Interstate 10 required for annual sampling and reporting to the RWQCB. The Project Team and Staff are preparing a site access agreement for execution to formalize the access requirements.

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

- Staff coordinated with the State regarding RFIs on Reimbursement Request No. 2
- Staff continued preparing Reimbursement Request No. 3 covering Q3 2023.
- Staff received RFIs and requests for additional documents for the Conveyance Line FBA.
- Staff began preparing the grant agreement amendment to revise the construction start date to capture the first month of construction costs (i.e., April 2022)

RWRF Conveyance Line

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

The contractor completed construction of the force main along Dillon Road, including modifications to the Mission Creek crossing area to provide better protection against future flood impacts. The contractor continues construction of the gravity sewer along Little Morongo Road between 18th Avenue and Dillon Road.

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

Area M2 Sewer Collection System (AD-15)

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

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

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

The design consultant, TKE Engineering, completed the 60% design. Staff is completing a plan check of the design.



Operations & Maintenance

Construction & Maintenance

Water Line Locations

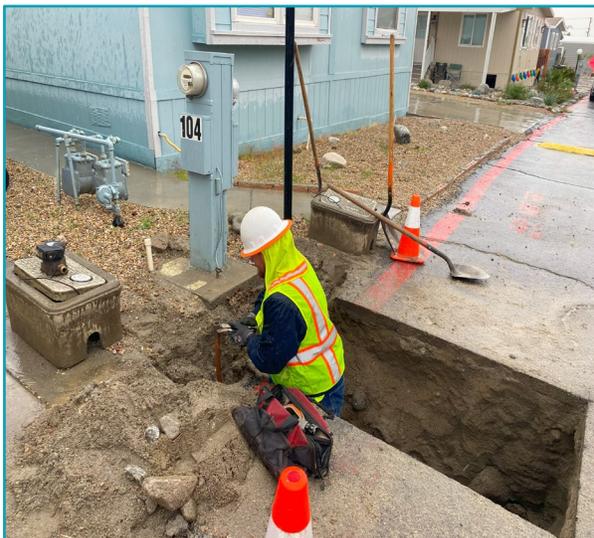
Staff completed approximately 389 water line location requests using iPads and the GeoViewer Mobile app to streamline and manage line locations.



Water System Repairs/Replacement

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

- 15 water service lines were replaced with copper.
- 15 service line leaks were repaired.
- Five mainline leaks were repaired.
- Two fire hydrants were replaced.



Water System Maintenance

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

- 160 ground valves were exercised.
- 63 fire hydrants were flushed, maintained, and painted.
- 22 air-release valves were inspected and/or rebuilt.
- 65 blow-offs were flushed.



Street/Asphalt Repair (City/County)

The District's contractor, B-81 Paving Inc., is back to making asphalt and concrete repairs throughout the District.

CMMS Workorder Program

A total of 62 work orders were processed in January 2024 using the CMMS program.

New Water Meter Service Installation

Staff installed seven new water service lines in January 2024.

Fire Flow Testing

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

Fleet & Facility Maintenance

Janitorial Services

The janitorial contractor, Executive Facilities, continues to clean and disinfect all District buildings. Routine disinfection is performed four times per week Tuesday through Friday. Additionally, routine janitorial services are provided twice per week on Wednesdays and Fridays.

Building Maintenance

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

- Repaired broken sprinkler head at the Administration Building.
- Began clean-up of pallet of old paint at the Corporate Yard.
- Reinstalled mouse pad platform for Rita Huber.
- Flushed drain in the upstairs men's restroom due to odor issue.
- Made three hydrant stem lockouts.
- Replaced four lightbulbs in the water room at Old Stores.
- Blew out old stores and sprayed pesticide.
- Made irrigation repairs at Well 25, Well 27/31, Terrace Reservoir, and Two Bunch Reservoir.
- Applied sealant to AC vents on roof of Annex Building.
- Installed padding on lift in shop to protect doors while servicing.
- Added thread locker to all J-hook toilet paper holders to prevent backing out of set screw.

Standby Generator Monthly Maintenance Program

Our team conducts monthly testing to ensure that all generators are in good working order and ready for use when needed. There were no issues with the generators this month. Three new Cummins portable generators were delivered this month (two 275KW and one 200kKW). Staff performed initial testing at the Terrace Reservoir Boosters and the new generators performed above our expectations.

Fleet Maintenance/Repairs

- Unit 402 had headlight bulbs replaced.
- Unit 414 had the vacuum suction tube replaced and the onboard valve machine serviced.
- Unit 360 had the battery replaced.
- Unit 433 had a dealer recall performed at Palm Springs Motors.
- Unit 385 had the suction tube holder, water pump, and unloader valve replaced, replaced valve was a faulty unit and was then replaced by RDO a second time.
- Unit 439 had MSWD decals applied, license plates installed, four corner emergency strobes installed, and the bed coated by Line-X.
- Unit 415 had the excess water drained from the fuel filter.
- Unit 394 had the trailer jack replaced.
- Unit 390 had the auxiliary diesel fuel tank installed in the bed.
- Unit 410 had a brake inspection performed and had the RF rotor and all brake pads replaced.
- Unit 424 had a reported coolant leak tightened.
- Unit 438 had all fluids topped off and MSWD decals installed.
- Unit 418 had the PM service performed, tires replaced by Desert Tire, and rear shocks replaced.
- Unit 413 had the PM service completed and cabin filter installed.
- Units 440 and #441 had MSWD decals installed, and fluids topped off.

Wastewater Collections

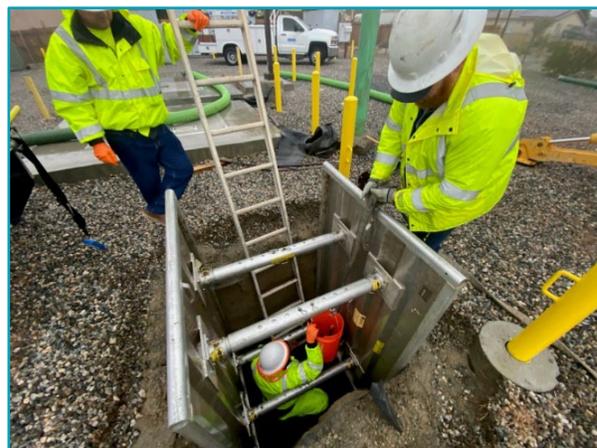
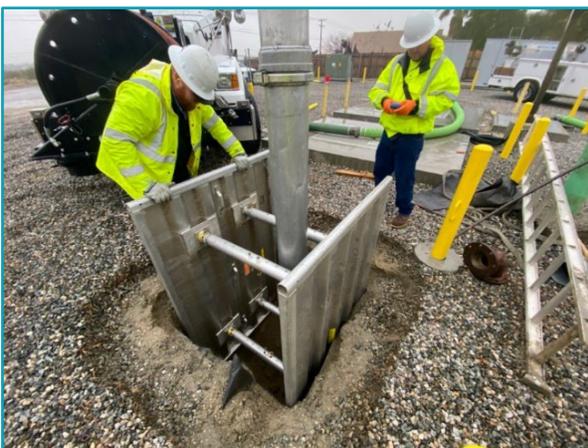
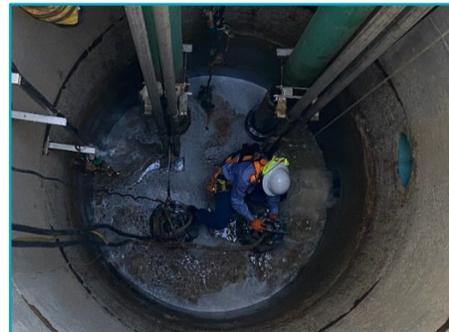
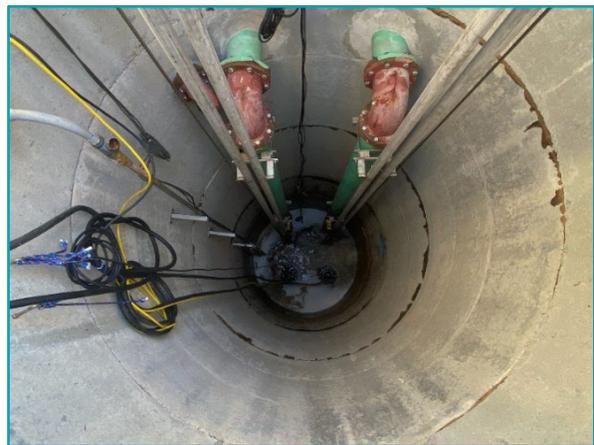
Sanitary Sewer Overflows (SSOs)

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

Dos Palmas Lift Station

Operators conducted daily site visits to ensure proper pump operation, SCADA system functionality, and site security.

- Pump 1 has been repaired and is now back in normal operation.
- The Xylem pump was returned on January 19, 2024.
- Staff used the GapVax to hydro excavate a valve that had a damaged 2-inch nut. The valve is back in normal operation.



Sewer Line Locations

Staff completed 403 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

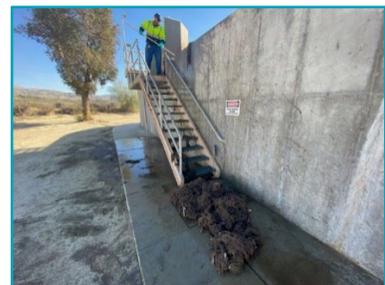
- Staff completed 25 CCTV inspections, totaling 7,390 feet in January 2024.
- Zero miles of sewer mainline was cleaned in January 2024.

Wastewater Treatment

Plant Maintenance

Staff spent 626.5-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 141.2-man hours operating the sludge belt filter press, including filling and removing 18 trailers of sludge from the Horton and Desert Crest WWTPs.

Staff removed rags from the headworks auger, aeration tanks, grit pumps, etc.



Staff replaced the rubber sweep on Clarifier 4. An additional sweep has been ordered for Clarifier 5 and will be replaced when it arrives on site.



Sampling and Laboratory

Staff collected 50 samples and spent 100-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both WWTPs are producing an effluent that meets the District's permit discharge requirement.



Pond Maintenance

Ponds 1, 3, 4, 6, and 8 were cleaned and rehabilitated during January 2024.



Weekly Wastewater Training

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

- Influent Pump Cycling
- Aeration Tank Water Level Adjustment
- Lift Station Layout
- Plant Lockup Procedures

Wastewater Report

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

New Sanitary Service Connections to Collection System					
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	4	4	18	8	7
August	12	26	20	4	1
September	17	20	20	5	2
October	3	13	36	9	4
November	7	8	29	50	10
December	21	8	12	9	3
January	2	35	14	21	7
February		4	7	23	5
March		24	17	48	1
April		16	7	18	3
May		9	16	17	11
June		4	2	21	7
TOTAL	66	171	198	233	61

Additional sanitary service connection information is provided in Appendix B.

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

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

Additional wastewater flow information is provided in Appendix B.

Water Production

Water Pumped/Produced

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

- MSWD (CA3310008) – 541.26 Acre Feet (176.40 MG)
- Palm Springs Crest (CA3310081) – 9.22 Acre Feet (3.00 MG)
- West Palm Springs Village (CA3310078) – 6.09 Acre Feet (1.98 MG)

Water Sampling/Testing

- Bacteriological Sampling – Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area (WPSV and PSC systems), seven well samples in MSWD, and four well samples in ID-E.
- Staff also collected 16 general physical samples in MSWD and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling – The quarterly uranium sampling was completed on January 4, 2024.
- Monthly Reporting – The District's Monthly Coliform Monitoring Report for January 2024 for all three water systems was sent to the SWRCB on February 3, 2024.

Chlorination System Updates

- Chlorination Pumps – Staff conducted routine maintenance and inspections on all chlorine pumps and related equipment at well sites. Staff made necessary adjustments, repairing and/or rebuilding to ensure proper operation. Most chlorinator pumps continue to function properly, with only typical preventative maintenance required (i.e., repair of cracked chlorination suction/feed tubing).
- Chlorinator Pump Cleaning – Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All the chlorine pumps were cleaned during the month of January 2024.
- Sodium Hypochlorite (Chlorine) Usage – During the month of January 2024, a total of 1,219 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and our production facilities. (Reflects usage in the MSWD and ID-E water systems.)
- Chlorine Residuals at Production Well Sites – In January 2024, the Production staff checked and documented the chlorine residuals at all wells in use 230 times. The average chlorine residual of these readings was 0.99 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals – During the month of January 2024, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 110 times. The average chlorine residual of these readings is 0.88 ppm. (This data reflects the MSWD and ID-E water systems.)

Well Soundings

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

Production Facility Updates

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

- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of 2023. Please see the following updates:
 - Both the mechanical and chemical rehabilitation methods have been completed.
 - The larger test pump was installed and we achieved a max flow rate of approximately 1,500 gpm. This was less than expected, but we were told by Kyle Groundwater that they hope to see our design flow rate to be set at approximately 1,800 gpm. The constant rate test pumping was performed during the week of June 19th, 2023.
 - As of October 31, 2023, L.O. Lynch installed all of the downhole equipment. The only items remaining is the pump discharge head and the installation of the motor. Once these items are installed (first part of November) we will disinfect, pump to waste, and collect BacT samples. Once passed, we will put the well into service.
 - As of November 30, 2023, L.O. Lynch is waiting for a component to be delivered to complete the water lube system for the well. Once received, the final work will be completed to startup this well and perform a BacT test.
 - As of December 31, 2023, we are still waiting for the water flush system components to be delivered and installed. We anticipate this well to be operational before the end of January 2024.
 - Tri-Star Construction repaired the leaking header at Well 22 to prepare for this well to be run into the water system once we receive a passing Bacteriological test.
 - As of January 31, 2024, the only remaining item left is to connect the motor's water cooling line to the motor and pump the well to waste, disinfect, pump to waste, and tank a Bacteriological test. During the month of January 2024, the following was completed: Production Meter replaced, water lube valve installed, electrical for water meter and water lube valve installed, and an on-delay timer was installed in the MCC for the purpose of allowing the water lubed bearings to be wetted prior to motor start.



- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on January 3, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Little Morongo Automatic Control Valves – The Cla-Val for Booster 3 at Little Morongo was serviced. A Cla-Val parts kit was ordered for Booster 1 at Little Morongo. This valve will be serviced during February 2024.
- Two Bunch Palms Booster Station Header – Staff painted the header at Two Bunch Palms Booster Station on January 2, 2024.
- Terrace Booster Station Header – Staff painted a portion of the header at Terrace Booster Station on January 12, 2024.
- Well 25 Production Meter – Staff replaced the Production Meter at Well 25 on January 18, 2024. This meter is a MAG-meter and supports greater data communication into our SCADA system for more accurate logging.
- Portable Water Quality Meters – Staff made repairs to their field water-quality meters to restore their accuracy.
- Generator Training and Testing – Staff participated in a generator training and testing event at Terrace Booster station on January 25, 2024. This proved to be a valuable exercise as we were trained in the operation and connection of these new generators to our water production facilities.



- Well 22 and Gateway Fence Repairs - Quotes for these two fence repair projects have been received and approved, but we are waiting for all the necessary labor compliance documentation to be completed before work commences. UPDATE: The labor compliance portion has been completed, and now we are waiting for the contractors to perform the work.
- Well 33 Solar Site – Staff continues to monitor the performance of the solar system. The January 2024 Monthly Performance Report showed that the system produced 113,245 kilowatt hours, which is within 98.8% of expected energy output.

Water Report

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

New Service Connections to the Water System					
Fiscal Year	2023/24	2022/23	2021/22	2020/21	2019/20
July	5	6	18	7	4
August	14	28	19	6	10
September	19	22	23	18	2
October	4	16	33	13	3
November	9	10	27	10	16
December	5	9	9	2	17
January	5	26	14	15	6
February		14	8	13	8
March		29	19	16	2
April		24	6	11	1
May		16	19	15	12
June		5	1	24	11
TOTAL	61	205	196	150	92

Additional water service connection information is provided in Appendix B.

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

Monthly Water Production (AF)							
	FY 2023/24	Variance from Prior Year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20
		AF	%				
July	789.99	38.20	5.08	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23	850.19	839.93	885.31	795.18
September	675.06	-40.97	-5.72	716.03	738.65	784.80	757.08
October	709.23	17.25	2.49	691.98	665.18	755.84	709.39
November	629.05	29.66	4.95	599.39	679.85	690.13	619.87
December	529.99	-24.28	-4.38	554.27	565.48	588.32	537.23
January	556.57	26.18	4.94	530.39	580.28	537.96	553.20
February				490.41	527.34	495.61	520.85
March				500.37	601.44	625.80	557.73
April				552.34	624.07	649.34	573.02
May				726.25	745.36	723.62	698.99
June				682.09	730.02	761.63	806.02
TOTAL	4,627.63	-66.41	-1.41	7,645.50	8,094.17	8,356.13	7,981.79

Additional water production information is provided in Appendix B.

Water Resources

Below is a list of water resources related actives for January 2024:

Integrated Regional Water Management Planning

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

In particular, the CVRWWMG has elected to pursue grant funding under the US Bureau of Reclamation WaterSMART: Water and Energy Efficiency Grant (WEEG) program. MSWD is seeking up to \$600,000 in grant funding for water conservation efforts.

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance

The consultant (WSP) completed the draft SGMA Annual Report for Water Year 2022-23. Subsequently, staff completed its review of the draft report and provided comments to the consultant. Staff expects the final draft for review in February 2024.

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 sometime in 2024.

San Gorgonio Pass Subbasin Sustainable Groundwater Management Act Compliance

Staff completed that data request for the SGMA Annual Report for Water Year 2022-23. Staff expects to receive the draft report from the consultant (Provost & Pritchard) for review and comment in February 2024.

Indio Subbasin Sustainable Groundwater Management Act Compliance

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

Salt and Nutrient Management Planning

Staff attended the monthly steering committee meeting to review the Task 2 TM Characterize Groundwater Quality that is in progress. Staff anticipates receiving the draft TM in February 2024 from the consultant (West Yost) for review by both the steering committee and technical advisory committee.



PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

Leadership Coachella Valley Presentation: January 19, 2024

MSWD presented information related to water, MSWD, and the Coachella Valley during an informative session on Leadership Coachella Valley held at the VFW Hall in Desert Hot Springs.



Desert Hot Springs Rock House Grand Opening & Open House: January 20, 2024

As a sponsor and supporter of the Desert Hot Springs Historical Society, MSWD proudly witnessed the grand re-opening of the historical Desert Hot Springs Rock House. Despite a bit of rain, guests turned out in droves and enjoyed MSWD's water and all that the Rock House and community of Desert Hot Springs had to offer.



Cabot Yerxa Elementary – Public Safety Day: January 22, 2024

Team MSWD was on hand for the Cabot Yerxa Public Safety Day. Students learned about MSWD and the critical role we play in the community. Wastewater staff brought the Vac Truck, and the students got an up-close look at our team's equipment.



CORBS Awards Ceremony: January 27, 2024

MSWD took home three awards, including Small Plant of the Year, Collection System Person of the Year, and Community Engagement & Outreach Project of the Year, during a special awards ceremony hosted by the California Water Environment Association and its Colorado River Basin Section.

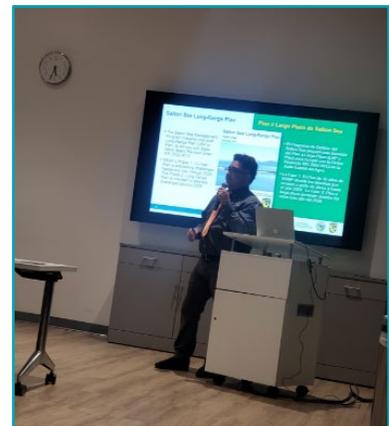


Collection Operator II Joseph (Joey) McElrone was named 2023 Collection System Person of the Year, while the District also took home top honors for plant operations at the Alan L. Horton Wastewater Treatment Plant (small plant category) and the Community Engagement & Outreach Project of the Year (small plant category) for its Water 101 educational series.

Founded in 1928, CWEA unites wastewater professionals from throughout the state. Together, they address real-time issues, develop and deliver cutting-edge training, raise awareness of the profession, and shape the future of wastewater.

MSWD Water Talks: January 31, 2024

MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future of our Valley and State. Our January 31, 2024, MSWD Water Talks featured Miguel Hernández from the California Natural Resources Agency, who discussed current and future projects at the Salton Sea.



Palm Springs Air Museum Fundraising Dinner: February 10, 2024



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

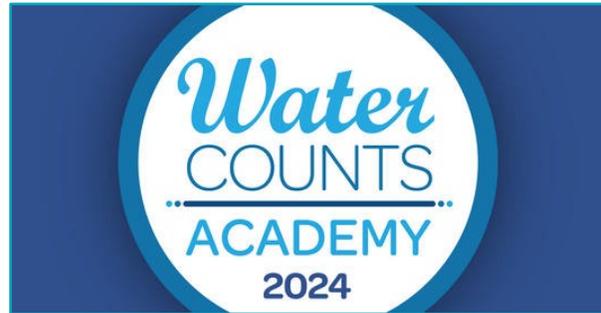
MSWD Water Talks: February 21, 2024, 5:00-6:00pm

MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future of our Valley and State. Our February 2024 meeting will spotlight the future of electric vehicles in public agency fleets. ACWA's Nick Blair, who has been selected to serve on the newly formed California Air Resources Board Truck Regulation Implementation Group, provides ACWA an opportunity to inform CARB about any challenges public water agencies face while implementing Clean Fleets regulations.



CV Water Counts Academy: February 6, 13, 20, and March 2, 2024

CV Water Counts is proud to host its Water Counts Academy once again. Designed for current and emerging leaders in the Coachella Valley who want to learn about water resources, the course covers the history, use, and management of water in the Coachella Valley. MSWD is the session host on February 13, 2024, providing refreshments and introductions. This year's sessions will be in-person at UC Riverside and include an MSWD Nancy Wright Water Reclamation Facility tour on March 2, 2024.



MSWD Blood Drives: 2024

Recognizing the continued need in our community, MSWD will continue to partner with LifeStream to host employee/community blood drives in 2024. We have scheduled five events for next year:



- Wednesday, February 28, 2024
- Wednesday, May 15, 2024
- Wednesday, July 10, 2024
- Wednesday, September 11, 2024
- Wednesday, November 13, 2024

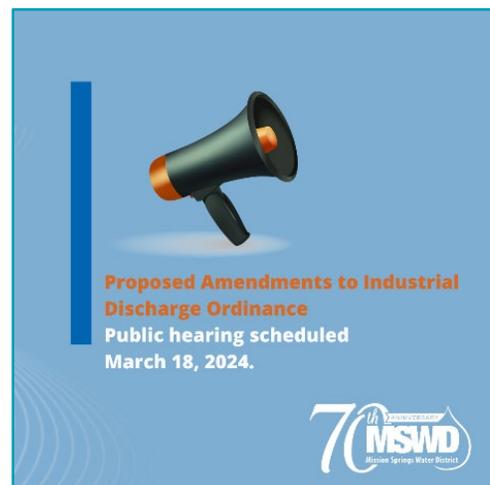
For more information or to schedule an appointment, please visit www.lifestream.org/MSWD.

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

Public & Media Outreach

Outreach Related to Article VI Updates

To better serve our current industrial wastewater users and expand services to those currently without, MSWD is working to amend Article VI of our wastewater discharge ordinance. The proposed modifications will be discussed during a public hearing at our March 2024 Board of Directors Meeting. To keep all stakeholders informed and engaged, we are providing a redline version of the proposed changes to Article VI on our website. We have also mailed copies asking for input from all current industrial users. We have also contacted



CVCAN and the City of Desert Hot Springs to engage current Cannabis growers in our area. Notice of the public hearing is being published in the Desert Sun, and we will be continuing to encourage public participation through social media in the coming month.

Customer Newsletter

California's temporary Low Income Household Water Assistance Program (LIHWAP) is closing and will not accept applications past March 15, 2024. Through LIHWAP, eligible low-income households can receive one-time financial help to pay current or past due water or sewer bills, as much as \$5,000. Hundreds of MSWD customers have already taken advantage of the one-time, temporary program; however, we are actively promoting the program and encouraging customers to apply before the March 15, 2024 cutoff. Promotional efforts include auto-dialer calls to delinquent customers, Customer Connect Portal messaging, flyers, newsletter stories, website announcements, and social media.



Customer Newsletter

Our January 2024 Water Matters newsletter featured information about our leadership changes, upcoming Water Talks, and payment assistance.

A copy of the newsletter is included in Appendix D.



MSWD In the News

The Public Affairs distributed several news releases and stories in the past month, including New Board Leadership, GM Appointment, Beware of Imposters, and CWEA Awards. These stories garnered social media attention and media pick-up in several publications, including Desert Local News, City News, ACWA News Updates, El Informador, and the Uken Report.



Legislative Update

Federal: Congress Passes Continuing Resolution

Still unable to finalize the Fiscal Year 2024 (FY24), Congress passed another short-term Continuing Resolution (CR) to avoid a federal government shutdown. Before Thanksgiving, Congress passed a laddered CR that extended current funding levels for some federal agencies. This new CR keeps with the laddered approach with the following deadlines for the various appropriations bills:

- Extends the agencies funded under the below bills through March 1, 2024:
 - Agriculture-FDA
 - Energy and Water
 - Military Construction-Veterans Affairs
 - Transportation-Housing and Urban Development
- Extends agencies funded under the below bills through March 8, 2024:
 - Commerce-Justice-Science
 - Labor-HHS-Education
 - Defense
 - Financial Services
 - Homeland Security
 - Interior-Environment
 - Legislative Branch
 - State-Foreign Operations

This new CR will give Congress more time to try and finalize the FY24 appropriations bills. Speaker of the House Mike Johnson (R-LA) and Senate Majority Leader Chuck Schumer (D-NY) have agreed on an overall funding level for FY24. Additionally, just this week, the leadership of the House and Senate Appropriations Committee announced that they have reached a deal on the top-line funding levels of the twelve FY24 appropriations bills. With the top-line funding levels for the bills in place, the respective subcommittees can now work on putting together the final FY24 appropriations bills.

A complete federal update is located in Appendix C.

Federal: EPA's Proposed Copper & Lead Regulations

The Association of California Water Agencies and the California Municipal Utilities Association recently commented on the Environmental Protection Agency's National Primary Drinking Water Regulations for Lead and Copper Environmental Protection Agency's National Primary Drinking Water Regulations for Lead and Copper. A copy of the joint letter is included in Appendix D.

Federal: Establishment of Federal LIHWAP

Senator Padilla is seeking support for the Low-Income Household Water Assistance Program (LIHWAP) Establishment Act, which authorizes a revised LIHWAP program. Initially created in the American Rescue Plan Act, the current program is administered by the Department of Health and Human Services Administration for Children and Families. The bill would make LIHWAP permanent and transfer the program to the Environmental Protection Agency. A copy of MSWD's support letter is in Appendix D.

California: Taxpayer Protection and Government Accountability Update

With the state's February 16, 2024, deadline for introducing new bills, MSWD is actively monitoring new bill activity. In addition, we are carefully monitoring efforts by a joint coalition of eleven local government associations (including ACWA, CSDA, and CMUA) and others that filed an amicus brief in support of the Legislature and Governor's legal challenge to the California Business Roundtable (CBRT) ballot measure. The purported "Taxpayers Protection and Government Accountability Act" is slated to be on the November 2024 ballot and would impose draconian new restrictions on all local revenues, from special taxes to fines and water rates.

Last fall, Governor Newsom, joined by the State Legislature and former State Senate President Pro Tem John Burton, filed an emergency petition to the California Supreme Court for a pre-election challenge to the ballot measure, arguing that the measure is unlawful because it improperly revises the state constitution via initiative, and would impair essential government services. CSDA and others promptly joined a coalition to file a letter to the Supreme Court in favor of granting pre-election review, given the anticipated adverse impact on special districts' finances if the measure passes.

On November 29, 2024, the California Supreme Court issued an order to show cause why the measure should not be removed from the ballot and established a schedule for briefing the court. The amicus brief filed January 31, 2024, argues that the measure is an unlawful revision of the state constitution because of the ways the measure would redistribute power between state and local governments, the measure would undermine essential functions of local governments, and because the ballot measure is so poorly drafted that it raises many interpretive issues that will not be simply resolved without requiring extensive litigation after passage. The brief urges the Court to act before the measure is placed on the ballot for the November election because planning impacts are being felt now and could impair essential government services.

The California Supreme Court will likely rule on the pre-election challenge before the end of June, when the Secretary of State is anticipated to qualify the measure for the November 2024 ballot formally.

Staff will continue to monitor this evolving topic and update the Board as more information becomes available.

MSWD Digital Advertising

The District featured four Google and Facebook/Instagram ads promoting various MSWD programs.

The Google campaign garnered almost 302,000 impressions and 268 link clicks. Our Facebook ads garnered more than 134,000 impressions and 1,022 link clicks. A full report is included in Appendix D.



Social Media

A copy of the Jan 2024 social media report can be found in Appendix D. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included MSWD's new leadership changes and the grand re-opening of the Rock House.

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 Join us tomorrow as we help celebrate the Grand Opening o... 15.38%	 Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining... 581	 Welcome to MSWD Water Talks. Tonight we will learn about ... 3
 News Release: GM Appointment News Release: Mission Springs Water District is pleased t... 14.17%	 Welcome to MSWD Water Talks. Tonight we will learn about ... 364	 Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining... 1
 News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice Presi... 12.68%	 News Release: CWEA Awards News Release: Mission Springs Water District took home... 256	 Cv Water Counts CV Water Counts is gearing up for the eighth course of ... 1

CV Water Counts

Traffic increased on the website from 2,703 in December 2023 to 3,827 users in January 2024. The top pages were the Academy Page, Conservation Tips, and the Academy Application Page. More than 419,00 total Ad impressions were seen across Facebook, Instagram, and Google Ads (websites, apps, and YouTube). Also notable is that the post about Plant of the Month: Elephant's Food from July 2023 was the 5th most viewed page, with nearly 200 pageviews.

A full report is in Appendix D.



Rebates & Conservation

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

Toilet Rebates

The District did not receive any toilet rebate applications in January 2024.

Turf Rebates

The District did not receive any new turf applications in January 2024, but there are still two pending applications totaling \$4,670.

Conservation Kits

There was a lot of interest in conservation kits this month. The District received 53 requests for conservation kits in January 2024.

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
1/10/2024	First Baptist Community Church	MLK Event	5
1/11/2024	Living Word in the Desert	MLK Walk & Festival	5
1/19/2024	Leadership CV	Meeting	2
1/20/2024	Rock House	Grand Opening	5
1/23/2024	DHS High School	Parent's Night	5
1/24/2024	Miracle Springs	Women's Wellness Retreat	5
1/30/2024	DHS First 5 Family Resource Center	Community Events & Homeless	5
1/31/2024	MSWD	Water Talks	2
TOTAL			34



APPENDIX A – Finance & Accounting Information

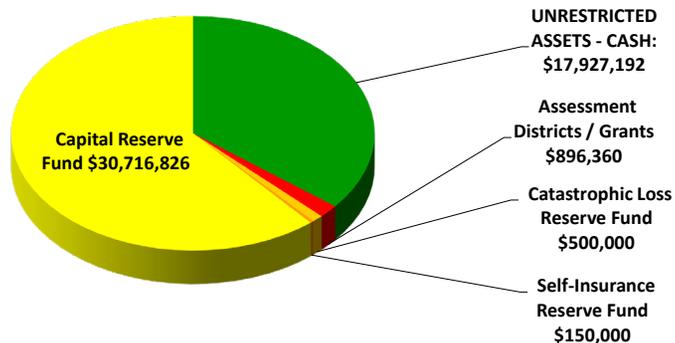
MISSION SPRINGS WATER DISTRICT
COMBINED FUNDS
DISTRICT SUMMARY
JULY 1, 2023 TO JANUARY 31, 2024

YEAR TO DATE				JULY 1, 2022 TO JANUARY 31, 2023				
ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE AMOUNT	FAVORABLE (UNFAVORABLE) VARIANCE PERCENT		ACTUAL	BUDGET	FAVORABLE (UNFAVORABLE) VARIANCE AMOUNT	FAVORABLE (UNFAVORABLE) VARIANCE PERCENT
		11,863,195	12,406,093				(542,898)	-4%
11,944,679	13,824,465	1,879,787	14%	OPERATING EXPENSE:	9,235,658	9,530,049	294,391	3%
<u>(81,484)</u>	<u>(1,418,372)</u>	<u>1,336,889</u>	<u>94%</u>	NET OPERATING INCOME	<u>3,317,262</u>	<u>2,595,365</u>	<u>721,897</u>	<u>-28%</u>
5,248,968	5,754,772	(505,804)	-9%	ADD NON-OPERATING REVENUE	2,355,041	2,044,760	310,281	15%
587,163	620,599	33,436	5%	LESS NON-OPERATING EXPENSE	384,520	436,366	51,846	12%
<u>4,661,805</u>	<u>5,134,173</u>	<u>(472,368)</u>	<u>-9%</u>	NET NON-OPERATING INCOME	<u>1,970,521</u>	<u>1,608,394</u>	<u>362,127</u>	<u>23%</u>
<u>4,580,321</u>	<u>3,715,801</u>	<u>864,521</u>	<u>23%</u>	NET INCOME	<u>5,287,783</u>	<u>4,203,759</u>	<u>1,084,023</u>	<u>26%</u>

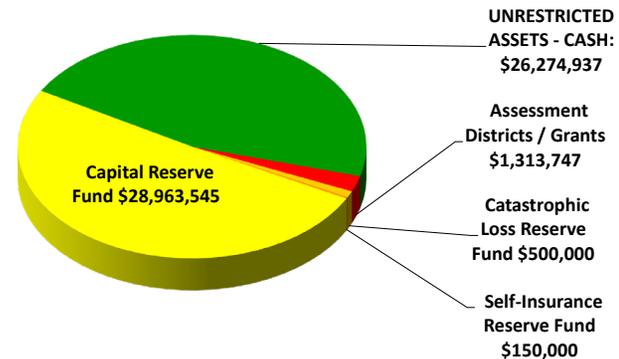
OTHER INFORMATION

	12.50	DEBT SERVICE RATIO	13.12
	0.74%	INVESTMENT RETURN	0.03%
EARNED \$	29,366	WELLS FARGO LOAN INTEREST	\$ 53,200 PAID
	\$ 42,784,058	CASH - JULY 1	\$ 47,763,075
	\$ 7,406,320	INCREASE/(DECREASE) IN CASH	\$ 9,439,153
	<u>\$ 50,190,378</u>	CASH - END OF PERIOD	<u>\$ 57,202,229</u>
WELLS FARGO	\$ 17,927,192	UNRESTRICTED CASH	\$ 26,274,937
WELLS FARGO	\$ 400,154	RESTRICTED - ASSESSMENT DISTRICTS	\$ 480,185
CALTRUST	\$ 6,884,508	RESTRICTED - SHORT TERM FUND	\$ 6,496,217
CALTRUST	\$ 22,240,628	RESTRICTED - MEDIUM TERM FUND	\$ 21,350,834
CALTRUST	\$ 2,737,896	RESTRICTED - LIQUIDITY FUND	\$ 2,600,056
	<u>\$ 50,190,378</u>	RESTRICTED TOTAL CASH	<u>\$ 57,202,229</u>

Total Cash In Custody of MSWD 2024



Total Cash In Custody of MSWD 2023



JOBNO	PROJECT TITLE	BEG BAL 07-01-2023	CURRENT MONTH	YEAR TO DATE 01-31-24	2024 BUDGET	FY 2024 BUDGET TO ACTUAL	TOTAL COST	ADOPTED BUDGET	BALANCE OF BUDGET	STATUS
10371	SEWER LINE ENCASEMENT I-10 CROSSING @ INDIAN	251,972.22		0.00	0.00	0.00	251,972.22	251,972.00	-0.22	COMPLETED
10693	WELL SITE-WORSLEY RD NORTH-27 ACRES	39,326.00		0.00	0.00	0.00	39,326.00	39,326.00	0.00	COMPLETED
10702	WELL SITE WORSLEY-ENV/ENG	2,404.50		0.00	0.00	0.00	2,404.50	2,405.00	0.50	COMPLETED
10969	PRELIM DESIGN/ENG HORTON WWTP EXP# 5	171,702.93		0.00	0.00	0.00	171,702.93	171,703.00	0.07	COMPLETED
11032	FINAL DESIGN HORTON WWTP EXP #5	940,340.32		0.00	0.00	0.00	940,340.32	940,340.00	-0.32	COMPLETED
11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48		0.00	0.00	0.00	366,443.48	375,000.00	8,556.52	COMPLETED
11087	HORTON WWTP EXPANSION #5	152,615.52		0.00	0.00	0.00	152,615.52	13,404,000.00	13,251,384.48	PAUSED
11088	EIR HORTON WWTP EXPANSION #5	71,415.62		0.00	0.00	0.00	71,415.62	71,416.00	0.38	COMPLETED
11147	WELL #42 (NEAR TO EXISTING WELL # 22)	2,414,627.28	7,434.89	270,101.42	2,210,777.00	1,940,675.58	2,684,728.70	4,600,000.00	1,915,271.30	ONGOING
11159	1530 ZONE REDBUD TANK #2 LAND AND CONSTR	70,708.46		0.00	9,292.00	9,292.00	70,708.46	80,000.00	9,291.54	PAUSED
11205	I-10 & INDIAN SEWER COLLECTION SYSTEM	594,668.44		0.00	57,332.00	57,332.00	594,668.44	652,000.00	57,331.56	PAUSED
11282	MISSION CREEK - 80 ACRES	325,077.18		0.00	0.00	0.00	325,077.18	328,000.00	2,922.82	PAUSED
11392	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20		0.00	0.00	0.00	29,207.20	30,000.00	792.80	COMPLETED
11424	REGIONAL WASTEWATER TREATMENT PLANT	35,657,188.93	50,351.45	11,494,484.71	20,001,215.00	8,506,730.29	47,151,673.64	51,000,000.00	3,848,326.36	ONGOING
11425	AREA M-2 (AD #15)	634,711.19		10,605.00	10,819,868.00	10,809,263.00	645,316.19	11,450,000.00	10,804,683.81	ONGOING
11426	CONVEYANCE LINE FROM LS TO RWWTP	1,886,431.81	357.17	2,826,931.96	7,257,876.00	4,430,944.04	4,713,363.77	8,300,000.00	3,586,636.23	ONGOING
11451	CHROMIUM 6 COMPLIANCE STUDY	14,489.48		4,150.00	185,511.00	181,361.00	18,639.48	200,000.00	181,360.52	PAUSED
11456	HWWTP INFL. PUMP STATION ODOR CONTROL	647,827.69	0.00	142.14	82,745.00	82,602.86	647,969.83	730,000.00	82,030.17	ONGOING
11460	WELL 29 CHROMIUM 6 TREATMENT DESIGN	0.00		0.00	200,000.00	200,000.00	0.00	200,000.00	200,000.00	NOT STARTED
11472	AREA J-2	293,853.72		0.00	6,146.00	6,146.00	293,853.72	300,000.00	6,146.28	PAUSED
11498	HWWTP PERCOLATION POND REHAB	28,181.34		0.00	0.00	0.00	28,181.34	42,000.00	13,818.66	PAUSED
11556	HWWTP ASU DEMOLITION	45,077.20		0.00	122,198.00	122,198.00	45,077.20	167,275.00	122,197.80	PAUSED
11557	HWWTP PERCOLATION PONDS (2)	350,213.58		0.00	29,786.00	29,786.00	350,213.58	380,000.00	29,786.42	PAUSED
11566	DESIGN & ENGINEERING AREAS H & I	332,182.49	111.83	2,921.23	129,775.00	126,853.77	335,103.72	460,000.00	124,896.28	ONGOING
11598	BLOCK WALL AT CORP YARD & WASTEWATER FACILITY	1,451.86		0.00	153,548.00	153,548.00	1,451.86	155,000.00	153,548.14	PAUSED
11599	BLOCK WALL/FENCE AT TERRACE RESERVOIR	25,947.91		0.00	200,340.00	200,340.00	25,947.91	226,288.00	200,340.09	PAUSED
11600	BOOSTER PUMP REHAB PROGRAM	119,375.93		0.00	80,515.00	80,515.00	119,375.93	150,000.00	30,624.07	PAUSED
11601	MODULAR ENCL FOR CHLORINE EQUIP AT WELL SITES	88,417.25		0.00	38,018.00	38,018.00	88,417.25	124,180.00	35,762.75	PAUSED
11602	ELECTRICAL PANEL/MOTOR REHAB (3 SITES)	699,854.57		418.06	0.00	-418.06	700,272.63	741,404.00	41,131.37	ONGOING
11604	PAVEMENT REPAIRS - CORP YARD	43,757.39		0.00	301,818.00	301,818.00	43,757.39	345,575.00	301,817.61	PAUSED
11607	TERRACE RESERVOIR NO. 1	30,667.76		0.00	723,675.00	723,675.00	30,667.76	754,343.00	723,675.24	PAUSED
11608	TERRACE RESERVOIR NO. 2	32,374.80		0.00	782,086.00	782,086.00	32,374.80	814,461.00	782,086.20	PAUSED
11609	TERRACE RESERVOIR NO. 3	30,882.54		0.00	330,480.00	330,480.00	30,882.54	361,363.00	330,480.46	PAUSED
11610	VISTA RESERVOIR NO. 2	125,979.40		786.29	849,448.00	848,661.71	126,765.69	975,427.00	848,661.31	PAUSED
11611	WELL REHABILITATION PROGRAM - WELL 22	315,712.46	2,894.51	213,626.56	1,328,219.00	1,114,592.44	529,339.02	1,560,000.00	1,030,660.98	ONGOING
11613	HWWTP ABOVE GROUND PIPING & APPURTENANCE REHAB	343.68		0.00	149,656.00	149,656.00	343.68	150,000.00	149,656.32	PAUSED
11617	HWWTP SCADA UPGRADES	40,080.36		0.00	94,006.00	94,006.00	40,080.36	129,008.00	88,927.64	PAUSED
11618	DESIGN & ENGINEERING FOR AREAS A & G	526,554.15	6,264.82	31,309.21	1,099,118.00	1,067,808.79	557,863.36	1,600,000.00	1,042,136.64	ONGOING
11621	ADMIN BUILDING	1,523,556.61		8,488.79	16,802,667.00	16,794,178.21	1,532,045.40	33,300,000.00	31,767,954.60	ONGOING
11622	2020 WATER CIP PIPELINE REPLACEMENT	275,188.54		0.00	1,989,786.00	1,989,786.00	275,188.54	2,264,975.00	1,989,786.46	PAUSED
11657	SEWER SYSTEM COLLECTIONS	560,651.81		214.27	192,873.00	192,658.73	560,866.08	750,000.00	189,133.92	ONGOING
11665	WELL AND RESERVOIR SITES SECURITY CAMERAS	2,366.86		0.00	222,708.00	222,708.00	2,366.86	225,075.00	222,708.14	PAUSED
11666	EMERGENCY BACKUP GENERATOR WELL 27/31	18,098.29		3,761.21	395,166.00	391,404.79	21,859.50	411,002.00	389,142.50	ONGOING
11667	EMERGENCY BACKUP GENERATOR WELL 32	18,008.94		3,758.00	284,230.00	280,472.00	21,766.94	300,331.00	278,564.06	ONGOING
11668	EMERGENCY BACKUP GENERATOR WELL 37	18,043.56		3,759.94	284,200.00	280,440.06	21,803.50	300,331.00	278,527.50	ONGOING
11689	FILTRATION FOR HWWTP	108,952.07		0.00	1,391,082.00	1,391,082.00	108,952.07	1,500,000.00	1,391,047.93	PAUSED
11691	MUNICODE WEBSITE	9,021.78		0.00	0.00	0.00	9,021.78	31,000.00	21,978.22	PAUSED
11692	MUNICODE AGENDA	7,214.25		0.00	0.00	0.00	7,214.25	20,000.00	12,785.75	PAUSED
11693	GQPP AREA D3-1 SEWER DESIGN	8,840.75		0.00	147,159.00	147,159.00	8,840.75	156,000.00	147,159.25	PAUSED
11716	PORTABLE BOOSTER/TRANSFER PUMP	0.00		148,226.35	180,000.00	31,773.65	148,226.35	180,000.00	31,773.65	ONGOING
11717	TRAILER MOUNTED PORTABLE GENERATORS	0.00	134,412.94	134,412.94	537,375.00	402,962.06	134,412.94	537,375.00	402,962.06	NOT STARTED
11719	RESERVOIR REHAB PROGRAM DESIGN - 2022 FY	0.00		0.00	120,000.00	120,000.00	0.00	120,000.00	120,000.00	NOT STARTED
11720	WELL REHAB PROGRAM DESIGN - 2022 FY	53,528.31		2,047.50	66,472.00	64,424.50	55,575.81	120,000.00	64,424.19	PAUSED
11733	ADMINISTRATION OFFICE REPAIRS DRYWALL/PAINT	35,339.27		0.00	99,661.00	99,661.00	35,339.27	135,000.00	99,660.73	PAUSED
11737	PIERSON BLVD SLURRY SEAL PROJECT	0.00		0.00	183,000.00	183,000.00	0.00	183,000.00	183,000.00	NOT STARTED
11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00		0.00	33,000.00	33,000.00	0.00	33,000.00	33,000.00	NOT STARTED

APPENDIX B – Wastewater & Water Production Tables

WATER REPORT

WATER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September	19	22	23	18	2	14	4	13	3	0	2	2	0
October	4	16	33	13	3	21	8	3	20	0	5	1	1
November	9	10	27	10	16	4	0	7	3	0	1	0	1
December	5	9	9	2	17	3	3	2	0	0	2	0	0
January	5	26	14	15	6	3	20	1	1	2	2	0	0
February		14	8	13	8	5	11	1	0	1	0	1	0
March		29	19	16	2	3	6	5	0	12	0	0	4
April		24	6	11	1	3	7	11	2	7	0	1	4
May		16	19	15	12	5	11	9	8	2	0	1	2
June		5	1	24	11	2	8	2	10	1	0	0	0
Annual	61	205	196	150	92	73	88	58	49	25	14	6	12
Avg./ Mo.	5.08	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50	1.00

Connections to Water System:

As of June 30, 2023 13,542

Plus YTD 61

Total Water Connections = 13,603

WATER PRODUCTION SUMMARY													
	FY 2023/24	Variance from prior year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14
	AF	AF	%	AF									
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November	629.05	29.66	4.95%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December	529.99	-24.28	-4.38%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January	556.57	26.18	4.94%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February		-	0.00%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March		-	0.00%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April		-	0.00%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May		-	0.00%	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18
June		-	0.00%	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96
TOTAL	4,627.63	-66.41	-1.41%	7,645.50	8,094.17	8,356.13	7,981.79	7,617.30	8,017.06	7,476.47	6,903.75	7,798.69	8,385.66

WASTEWATER REPORT

SEWER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	4	4	18	8	7	9	51	2	1	139	2	0	0
August	12	26	20	4	1	8	53	2	4	214	4	0	2
September	17	20	20	5	2	12	8	11	2	90	2	1	0
October	3	13	36	9	4	8	12	4	21	65	8	2	1
November	7	8	29	50	10	9	7	7	1	52	18	7	3
December	21	8	12	9	3	3	64	1	0	86	22	11	2
January	2	35	14	21	7	1	16	8	3	27	3	11	1
February		4	7	23	5	1	42	0	3	5	46	6	1
March		24	17	48	1	0	23	5	0	31	16	2	1
April		16	7	18	3	3	15	30	0	8	95	14	3
May		9	16	17	11	3	20	45	7	13	98	3	2
June		4	2	21	7	3	6	70	4	4	72	2	0
Annual	66	171	198	233	61	60	317	185	46	734	386	59	16

Connections to Sewer Collection System:

As of June 30, 2023 8,836
 Plus YTD 66

Total Sewer Connections = 8,902

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

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

APPENDIX C – Federal Update from Carpi & Clay

Mission Springs Water District Federal Update

February 1, 2024

Congress Passes CR

Still unable to finalize the Fiscal Year 2024 (FY24), Congress passed another short-term Continuing Resolution (CR) to avoid a federal government shutdown. Prior to Thanksgiving, Congress passed a laddered CR that extended current funding levels for a portion of federal agencies until January 19th, and the remainder of federal agencies until February 2nd. This new CR keeps with the laddered approach with the following deadlines for the various appropriations bills:

Extends the agencies funded under the below bills through **March 1st**:

- Agriculture-FDA
- Energy and Water
- Military Construction-Veterans Affairs
- Transportation-Housing and Urban Development

Extends agencies funded under the below bills through **March 8th**:

- Commerce-Justice-Science
- Labor-HHS-Education
- Defense
- Financial Services
- Homeland Security
- Interior-Environment
- Legislative Branch
- State-Foreign Operations

This new CR will provide Congress with more time to try and finalize the FY24 appropriations bills. Speaker of the House Mike Johnson (R-LA) and Senate Majority Leader Chuck Schumer (D-NY) have agreed on an overall funding level for FY24. Additionally, just this week the leadership of the House and Senate Appropriations Committee announced that they have reached a deal on the top-line funding levels of the twelve FY24 appropriations bills. With the top-line funding levels for the bills in place, the respective subcommittees can now get to work on putting together the final FY24 appropriations bills.

House Subcommittee Holds Hearing on Cybersecurity for Water Sector

On January 31st, the House Energy and Commerce Committee Environment, Manufacturing, and Critical Materials Subcommittee held a hearing entitled “Ensuring the Cybersecurity of America's Drinking Water Systems.” This hearing is the second hearing the Committee has held on the subject of protecting the nation’s infrastructure from cybersecurity threats this Congress (last May, the Subcommittee on Oversight and Investigations held a hearing entitled “Protecting Critical Infrastructure from Cyberattacks: Examining Expertise of Sector Specific Agencies”). As a part of their opening statements, Members on both sides of the aisle raised concerns about the growing cybersecurity threats in the water sector, as well as acknowledging the challenges that water and wastewater systems are facing related to cybersecurity.

During the hearing, the Subcommittee heard testimony from the following witnesses:

- Cathy Tucker-Vogel, Kansas Department of Health and Environment on behalf of the Association of State Drinking Water Administrators;
- Scott Dewhirst, P.E., Tacoma Water on behalf of the Association of Metropolitan Water Agencies;
- Rick Jeffares, Georgia Rural Water Association on behalf of the National Rural Water Association; and,
- Kevin Morley, Ph.D., American Water Work Association

In their testimonies, as well as the questions from the Members, the witnesses highlighted some of the specific challenges that water agencies face in their ability to protect their systems from cybersecurity attacks. Additionally, the witnesses provided their recommendations for tools and support needed from the federal government to better support their efforts including:

- Federal funding to support costs associated with cybersecurity upgrades and improvements
- Training and technical assistance
- Improved communication from federal agencies to water and wastewater systems, especially small and rural systems
- Better information sharing among water utilities from trusted partners

State of the Union Scheduled for March 7th

Speaker of the House Mike Johnson invited President Biden to give the State of the Union address on March 7th. It is the second time in the last two decades that the State of the Union has been scheduled in March and is the latest date for the address in the last century.

Senator Padilla Leads Colleagues Urging Restoration of LIHWAP

Senator Alex Padilla (D-CA) led 24 colleagues in a [letter](#) to the Senate Appropriations Committee urging the restoration of funding for the Low-Income Household Water Assistance Program (LIHWAP) for FY24. The program was created in the American Rescue Plan Act to establish a temporary low-income water assistance program to assist in paying water and wastewater bills during the COVID-19 pandemic. The program's funding expired last fiscal year, and as a result the letter urges the Appropriations Committee to provide funding for the program in FY24.

Additional Members Announce Departure

In January, more Members of the House announced their intent to resign or retire at the end of the 118th Congress. Rep. Bill Johnson (R-OH) resigned on January 21st to become President of Youngstown State University. Rep. Brian Higgins (D-NY) announced his intent to resign on February 2nd, citing frustration with the institution. Reps. John Curtis (R-UT), Blaine Luetkemeyer (R-MO), Doug Lamborn (R-CO), Larry Bucshon (R-IN), Greg Pence (R-IN), Jeff Duncan (R-SC), and Kelly Armstrong (R-ND) announced they will not be running for reelection. Additionally, Majority Leader Steve Scalise (R-LA) announced he is undergoing a stem-cell transplant to treat cancer and will be away from Washington until February. As a result, Republicans currently have a 219-213 majority in the House. Finally, California Governor Gavin Newsom scheduled a special election to fill former Speaker of the House Kevin McCarthy's House seat on March 19th. A runoff, if required, would be held on May 21st.

Federal Funding Opportunities & Announcements

EPA Announces \$3 Million Centers of Excellence for Stormwater Infrastructure Technologies NOFO. EPA announced a \$3 million [NOFO](#) for the Centers of Excellence for Stormwater Control Infrastructure Technologies Grant Program. The program will fund the establishment and maintenance of regional Centers of Excellence for new and emerging stormwater control infrastructure technologies, with the goal of improving the effectiveness, cost efficiency, and protection of public safety and water quality. EPA is also accepting applications to create and maintain a national electronic clearinghouse to centrally manage data from the Centers of Excellence. Applications are due March 18th.

Federal Agency Personnel/Regulatory Announcements

White House Infrastructure Coordinator Departs. The Administration has announced that White House Infrastructure Coordinator Mitch Landrieu left his position on January 12th to join the President's campaign. A new infrastructure coordinator has not yet been named.

White House Releases National Emerging Contaminants Research Initiative Implementation Plan. The White House Office of Science and Technology Policy's National Emerging Contaminants Research Institute released the [National Emerging Contaminants Research Initiative Implementation Plan](#). The implementation plan will help federal agencies identify and prepare for newly discovered water contaminants that

may be harmful for human health, including plastics, disinfectants, industrial solvents, and other manufactured chemicals. The plan includes steps to coordinate research, monitor emerging contaminants, identify mitigation technologies, and communicate risks to the public.

CEQ Extends Comment Deadline for EJ Scorecard RFI. The Council on Environmental Quality (CEQ) [announced](#) an extension to its November 20th Request for Information (RFI) on its Environmental Justice (EJ) Scorecard. The new deadline for comments is February 22nd.

DHS Inspector General Criticizes CISA for Handling of Water/Wastewater Cybersecurity Issues. The Department of Homeland Security (DHS) Inspector General issued a [report](#) entitled “CISA Needs to Improve Collaboration to Enhance Resiliency in the Water and Wastewater Sector.” The report criticizes the Cybersecurity and Infrastructure Security Agency (CISA) for a failure to “consistently collaborate” with both EPA and water and wastewater utilities to address cybersecurity threats. Additionally, the report highlights CISA’s difficulty with communicating available tools and resources to assist water and wastewater utilities, particularly for smaller agencies.

campaigns, and technologies that can help stop these heinous crimes. The award is open to individuals and entities, including non-governmental organizations, transportation industry associations, research institutions, and state and local government organizations. Entrants compete for a cash award of up to \$50,000 to be awarded to the individual(s) or entity selected for creating the most impactful counter-trafficking initiative or technology. Nominations are due by March 11th.

EPA Assistant Administrator Announces Departure. Assistant EPA Administrator Radhika Fox announced her intention to leave her role at the end of February. EPA has not yet announced who will assume her role following her departure.

EPA Announces Appointments to Local Government Advisory Committee. EPA [announced](#) 16 new members will join 13 current members on the Local Government Advisory Committee (LGAC). In 2024, LGAC will provide input to the EPA Administrator on the proposed Lead and Copper Rule Improvements, the draft Strategy for Reducing Plastic Pollution, the development of a cumulative impact framework, and improving community-level communication and engagement.

EPA Announces Required TRI Reporting for Seven Additional PFAS. EPA announced that seven additional per- and polyfluoroalkyl substances (PFAS) were automatically added to the [list of chemicals](#) covered by the Toxics Release Inventory (TRI), requiring their reporting. For TRI Reporting Year 2024, reporting is required for these seven additional PFAS, bringing the total PFAS subject to TRI reporting to 196.

EPA Finalizes Significant New Use Rule for Inactive PFAS. EPA issued a [final significant new use rule](#) (SNUR) for 329 PFAS that are designated as inactive on the Toxic Substances Control Act Chemical Substance Inventory. Entities subject to the SNUR will be required to notify EPA at least 90 days before manufacturing, importing, or

processing any of the listed chemicals for a new significant use. EPA must review and make an affirmative determination on the notification before the covered entity can begin manufacturing, importing, or processing listed PFAS. The SNUR is effective March 11th.

EPA Releases Amendments to LMWC NSPS and Emissions Guidelines. EPA released a [proposed rule](#) to amend new source performance standards (NSPS) and emissions guidelines for large municipal waste combustion (LMWC) units. The proposed rule would update standards for nine pollutants, including sulfur dioxide and nitrogen oxides, reducing emissions by approximately 14,000 tons per year. The proposed standards would apply to 57 facilities with 152 units that have the capacity to combust more than 250 tons per day of municipal solid waste. Comments on the proposed rule are due March 25th.

EPA Updates Residential Soil Lead Guidance for CERCLA Sites and RCRA Corrective Action Facilities. EPA released [updated guidelines](#) for screening sites and facilities with residential lead exposures under Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) and Resource Conservation Recovery Act (RCRA) corrective action authorities. EPA updated the screening level for lead in soil at residential properties from 400 parts per million (ppm) to 200 ppm. At residential properties with multiple sources of lead exposure, EPA will use 100 ppm as the screening level. The guidance is effective immediately, but EPA is accepting feedback on the updated guidelines until March 17th.

EPA, HUD, and DOE Send Joint Letter to Utilities Requesting Energy and Water Usage Data for Multifamily Properties. EPA, HUD, and DOE sent a [letter](#) to utility regulators requesting that energy and water data be made available to owners of multifamily properties. The letter mentions that utility companies fail to share this data with multifamily property owners which will hinder implementation of Inflation Reduction Act programs like HUD's Green and Resilient Retrofit Program and DOE's Home Efficiency Rebate Program.

EPA, CISA, and FBI Release Cybersecurity Guidance for Water & Wastewater. EPA, CISA, and the Federal Bureau of Investigation (FBI) released joint [guidance](#) to water and wastewater utilities on how to prepare for, detect, contain, and evaluate cybersecurity incidents. The guidance was drafted with input from water utilities, trade associations and state agencies. According to CISA, the goal of the guidance is to help with the following:

- Establishing clear guidance for reporting cyber incidents,
- Connecting utilities with available cybersecurity resources, services, and no-cost trainings,
- Empowering utilities to build a strong cybersecurity baseline to improve cyber resilience and cyber hygiene, and
- Encouraging utilities to integrate into their local cyber communities.

FEMA Seeks Members for FY23 BRIC Qualitative National Review Panel. FEMA is seeking current government employee volunteers from state, local, tribal, and territorial

governments, and other federal agencies to participate on the [FY23 Building Resilient Infrastructure and Communities \(BRIC\) National Review Panel](#). Panelists will review BRIC applications to ensure program criteria are met. Virtual panels will occur from April 8th to May 3rd.

USACE Publishes Updated Planning Assistance to States Program Memo. The U.S. Army Corps of Engineers (USACE) published an [updated memo](#) for the Planning Assistance to States Program. The updates waive the cost share requirement for economically disadvantaged communities, as directed by Section 8119 of the Water Resources Development Act of 2022. The updated memo supersedes the May 2023 memo on the Planning Assistance to States Program.

##

APPENDIX D – Public Affairs Information

MSWD LEADERSHIP UPDATE

As we entered 2024, MSWD made leadership changes to ensure the continued delivery of our award-winning water and reliable wastewater services.

Starting in January, Director Ivan Sewell will fill the role of Board President, and Director Robert Griffith will serve as Vice President of the Board of Directors. Both offer a wealth of experience and are committed to sustainable water practices and continued community engagement.

In addition, the MSWD Board of Directors announced the official appointment of Brian Macy as General Manager. Macy has served as the interim general

manager since August 2023. During that time, he focused on improving district transparency and oversaw several notable projects, including the District's new strategic plan, financial master plan, and new wastewater pre-treatment guidelines, all currently under development.



Macy has also been instrumental in the continued construction of the Nancy Wright Regional Water Reclamation Facility and the accompanying Conveyance Line Project, one of the largest endeavors ever undertaken by the District.

PAYMENT HELP IS AVAILABLE

If you're struggling to catch up on payments, MSWD offers flexible payment plans tailored to each customer's needs. These plans can be extended for up to 12 months, and enrollment is open to all customers with a past-due balance, regardless of income level.

To further support customers facing financial challenges, MSWD has established partnerships with several community agencies.

Help2Others (United Way of the Desert):

This fund is specifically designed to aid low-income customers pay their water bills. Income-qualified customers can qualify annually for \$100 towards past due or future water bills.

Community Action Partnership CARES Program:

Administering the federally funded Low-Income Home Energy Assistance Program (LIHEAP), this program offers utility payment assistance and weatherization services to low-income customers in Riverside County.

For more details on these programs or to access additional resources, please visit our website or get in touch with our office directly at 760-329-6448.

MONTHLY WATER TALKS

MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future of our Valley and State. Join us for an insightful exploration into issues affecting water resources and learn about sustainability, conservation, and innovative solutions impacting the well-being of our community.

Sessions are being held at the Desert Hot Springs Library between 5-6 p.m.

Mark your calendars and join us!

- January 31
- February 21
- March 27
- May 29
- June 26
- July 24
- August 28
- September 25
- October 30
- November 20



Space is limited. For more information or to register, visit www.mswd.org/watertalks.



February 2, 2024

The Honorable Michael S. Regan, Administrator
U.S. Environmental Protection Agency
1200 Pennsylvania Avenue NW
Washington, DC 20460

Re: U.S. Environmental Protection Agency National Primary Drinking Water Regulations for Lead and Copper: Improvements – Docket ID No. EPA–HQ– OW–2022–0801

Dear Administrator Regan:

The Association of California Water Agencies (ACWA) and the California Municipal Utilities Association (CMUA) appreciate the opportunity to provide comments on the Environmental Protection Agency's (EPA's) National Primary Drinking Water Regulations for Lead and Copper: Improvements (88 Fed. Reg. 84,878 (Dec. 6, 2023)). ACWA's more than 470 public water agency members supply over 90 percent of the water delivered to cities, farms, and businesses in California. CMUA's over 60 public water agency members deliver water to over 75 percent of Californians.

I. Introduction

ACWA and CMUA appreciate and value EPA's efforts to reduce exposure to lead and copper and protect public health. Reducing lead in drinking water requires a collaborative effort by federal and state regulators, water systems, consumers, and many others. However, as is often the case with a national rule, a 'one-size fits all' approach seldom addresses the subtle but significant differences that may exist among the affected parties.

There is no question that lead contamination in drinking water is a significant threat to public health. Exposure to this extremely toxic heavy metal can be harmful even at low levels. Infants and young children are at particularly high risk because the harmful effects of lead exposure occur at lower levels in children compared to adults.¹

California has taken significant actions to reduce exposure to lead.² California's requirements to test for lead in drinking water at schools, inventory utility-owned service lines and replace lead service lines are robust progressive efforts.³ Through these efforts, community water systems (CWS) confirmed the limited to no presence of lead service lines (LSL) within their systems.

ACWA and CMUA strongly support the removal of LSLs; however, based on California's experience, **we urge EPA to make additional changes to the LCRI to improve CWS' ability to implement the rule.**

¹ EPA Office of Ground Water and Drinking Water, *Basic Information about Lead in Drinking Water* (last updated Jan. 5, 2024), click [here](#).

² See California Department of Public Health, *Statutes and Regulations* (last updated Sept. 15, 2023), click [here](#).

³ See California State Water Resources Control Board, *Lead Service Line Inventory Requirement for Public Water Systems* (last updated Dec. 8, 2023), click [here](#)

II. Comments

A. Replacement

ACWA and CMUA agree with EPA that removing LSLs is paramount to protecting public health. Our members strongly support voluntary programs and outreach to help and encourage customers to replace their lead pipes and fixtures. However, we maintain serious concerns with the proposed LSL replacement requirements. In particular, the associated CWS liability with replacing a customer-owned LSL.

COMMENT 1 – LIABILITY CONCERNS – ACWA and CMUA are greatly concerned with the liability placed on CWS in extending the replacement requirements to the customer-owned portion of the service line.

EPA is proposing mandatory full service line replacement of LSLs and “galvanized requiring replacement” (GRR) service lines “under the control of” the water system within 10 years or less, regardless of the lead level.⁴ “Under the control of” the water system would be defined as “wherever a water system has adequate access (e.g. legal access, physical access) to conduct full service line replacement.”⁵ CWS would have to make a “reasonable attempt” to reach the property owner about service line replacement.⁶

ACWA and CMUA appreciate EPA’s acknowledgement of the legal hurdles and complications regarding customer-owned service line replacement and the agency’s goal to find a workable solution to operating on the customer-owned side of the service line. However, expanding mandatory replacement programs to include the customer side is not possible for CWS in California.

Existing law prevents CWS from accessing or paying for work on private property. CWS cannot be liable for replacing, fixing, or maintaining privately owned plumbing. Requesting consent for access to thousands of people’s properties would be difficult, present legal hurdles, and would increase CWS liability substantially. While a CWS may make reasonable attempts to *inform* customers of the presence of lead service lines on their property, it ultimately should be the responsibility of the customer to hire a qualified and properly insured contractor to perform any replacement work on private property. CWS would potentially be required to carry additional insurance to complete work on private property. Completing work on a customer’s property could leave CWS vulnerable to additional liability related to that work.

Customer lines are typically installed before driveways, sidewalks and landscaping. Replacing these lines will likely require replacement and repair of the private property damaged in the process. If a water district that provides only drinking water is required to disturb the infrastructure owned/maintained by another entity, who is responsible for replacing the damaged property?

Most public agencies are focused on contracting related to the infrastructure required for the production and transmission of drinking water, not home restoration, and would incur additional costs to engage outside contracting services to restore private property to pre-existing conditions. Public

⁴ 88 Fed. Reg. at 84967 (Dec. 6, 2023).

⁵ 88 Fed. Reg. at 84920 (Dec. 6, 2023).

⁶ 88 Fed. Reg. at 84921 (Dec. 6, 2023).

water agencies are local governments, not for-profit entities. As such, placing the financial burden of customer LSL replacement on CWS is untenable.

Moreover, the proposed LCRI requirements do not exist in a vacuum. Water systems are currently bracing for EPA to finalize both a drinking water standard for several PFAS as well as a rule to regulate two PFAS as “hazardous substances.” These requirements, when taken as a whole, will likely further exacerbate the water affordability issues already facing water systems and their customers. For the reasons stated above, ACWA and CMUA urge EPA to remove the private line replacement requirements from the rule.

COMMENT 2 – GRR OFFRAMP – Should the replacement requirements remain in the LCRI, ACWA and CMUA urge EPA to consider an offramp for GRRs that are demonstrated to present no significant lead exposure.

If the private line requirements remain in the rule, ACWA and CMUA urge EPA to revise the requirements to acknowledge that after a certain amount of time, or upon completion of a demonstration, some galvanized lines do not present public health concerns and, therefore, are not in need of replacement.

Galvanized lines that were downstream of an LSL are, for some time, a public health risk and can impart lead into the water. However, after a period of time, those risks diminish. A testing and demonstration framework, such as that described in Edwards et al (2022)⁷ report “Evaluating Key Factors that Affect Lead Accumulation and Release of Lead from Galvanized Pipes” should be included in the LCRI. Such testing may include a review of historical corrosion control treatment, sequential tap sampling, measurement of co-occurring metals, measurement of particulate versus dissolved lead, analysis of scale in excavated pipes, or other tools that may become available.

We suggest that EPA create a regulatory mechanism whereby a GRR can come off the inventory/replacement lists if a study is performed that demonstrates that the GRR is no longer a source for lead. Repeated annual notifications of these GRR-served customers with alarming language about lead’s health effects, while water samples indicate that no lead is present, will result in confusion and mistrust of the safety of the water.

We encourage EPA, where possible, to promote a collaborative process that recognizes the many variables that come into play that affect the feasibility of replacement projects.

COMMENT 3 – PARTIAL LSL REPLACEMENT – ACWA and CMUA support allowing partial LSL replacements during planned infrastructure projects or emergency work.

EPA requested feedback on whether stakeholders agree with allowing partial LSL replacements during planning infrastructure projects and emergency work.⁸ Our members agree with allowing partial LSL replacements in these cases because the requirement to do full LSL replacement (i.e., customer consent, scheduling work, payment aspects) would delay necessary infrastructure work. Delaying planned and emergency infrastructure work would impact water agencies’ ability to provide water to customers.

⁷ Edwards, M, Mohsin, Parks, Masters, Arnold, Roenfeldt. Evaluating Key Factors that Affect Lead Accumulation and Release of Lead from Galvanized Pipes, Water Research Foundation, 2022.

⁸ 88 Fed. Reg. at 85067.

COMMENT 4 – CUSTOMER OUTREACH – ACWA and CMUA suggest that EPA modify the customer outreach requirements for LSL replacement to be more functional for CWS.

While we do not support the proposal to require CWS to offer LSL replacement, ACWA and CMUA appreciate EPA’s acknowledgement that some customers will not be receptive to CWS outreach or able or willing to replace their LSLs.⁹ EPA is proposing that “where customer consent is required by State or local law or water tariff agreement, the system would be required to make a reasonable effort to obtain property owner consent.”¹⁰ As proposed, reasonable effort would include at least four customer outreach attempts using at least two different communication methods.

Requiring four outreach attempts by CWS would increase the burden without added public health benefit. Therefore, ACWA and CMUA suggest the outreach attempt requirement be reduced to two, mirroring LCRR requirements. One of those attempts would be written, such as a door hanger, email, mail, or text with a copy of the document kept in CWS records, and the second attempt can be written or verbal, again documented by the CWS in writing.

Additionally, EPA is soliciting feedback on how to handle lines on properties where the customer has objected to their LSL being replaced. Previous stakeholders emphasized the safety concerns for utility staff in dealing with this potentially hostile situation.¹¹ If the replacement requirements proceed as proposed, we suggest that the lines on properties where customers object to their replacement be deemed as not “under the control of” the water system and forego replacement of the lines, to be updated on an as-needed basis.

COMMENT 5 – LSL REPLACEMENT FUNDING – EPA’s focus should be on providing sufficient funding directly to customers who voluntarily choose to replace LSL replacement without shifting the burden to CWS.

To successfully eliminate exposure to lead in drinking water, the impetus should be on providing the necessary funding for voluntary customer LSL replacement programs without putting the added financial burden on CWS. This can be achieved through low-income property owner grant programs and additional federal funding streams.

EPA estimates that there are between 6.3 and 9.3 million LSLs nationwide and replacing all of these lines would cost between \$25 billion and \$56 billion.¹² To support eliminating lead service lines, EPA points to funding in the Bipartisan Infrastructure Law that included \$15 billion for LSL replacement projects as well as \$11.7 billion in general funding through the Drinking Water State Revolving Fund, which can also be utilized for lead removal projects.¹³

We are supportive of the unprecedented federal funding that has already been dedicated to replacing LSLs.

⁹See 88 Fed. Reg. at 84922 (Dec. 6, 2023).

¹⁰ 88 Fed. Reg. at 84923 (Dec. 6, 2023).

¹¹ 88 Fed. Reg. at 84923 (Dec. 6, 2023).

¹² 86 Fed. Reg. at 14064 (Mar. 12, 2021).

¹³ EPA, *Proposed Lead and Copper Rule Improvements Informational Webinar* (Dec. 6, 2023), click [here](#).

COMMENT 6 – STATE FUNDING CONFLICTS – Constitutional provisions in California prohibit CWS from using public funds for individual customers.

California constitutional provisions place limits on CWS that would be in conflict with the customer-owned replacement provisions of the LCRI. Under the California Constitution, the gift of public funds to any individual, corporation, or another government agency is prohibited.¹⁴ The Constitutional exemptions to the restriction are not inclusive of any of the scenarios envisioned by the LCRI. While the LCRI does not specify how the costs of replacing customer-owned lines will be covered, the LCRI points to available federal funding revenues. The inference is that a CWS would apply for federal funding to then utilize for the benefit of several individual customers. Use of federal funding in this manner for customer-owned LSL replacements would be in direct violation of the California Constitution.

There are additional complications with the California Constitution. Proposition 218 governs “property-related” fees or charges. CWS retail water rates are a property-related fee or charge, and Proposition 218 effectively limits how CWS sets retail water rates. It requires that the rates be set proportionally, be no higher than what it costs to provide the service, be for a service immediately available to the customer, and not be for any general governmental service. Proposition 218 further complicates covering the cost of replacing customer-owned LSLs.

We request that EPA provide additional guidance on how the use of federal funding would not violate California Constitutional mandates.

B. Inventory

COMMENT 7 – LSL INVENTORY – ACWA and CMUA urge EPA not to mandate inclusion of lead connectors in the LCRI inventory.

The LCRR requires CWS to create a publicly accessible service line inventory that includes the customer-owned portion of the service line by October 16, 2024.¹⁵ All water systems must develop an updated initial inventory, known as the “baseline inventory,” by the final LCRI compliance date, which builds on the LCRR requirements of the initial inventory.¹⁶ Notably, the proposed LCRI inventory must include lead connectors (i.e. goosenecks, pigtails) in the baseline inventory by the compliance date and replace them whenever encountered.¹⁷ Lead connectors are not included under the LCRR inventory requirements.¹⁸

In this proposal, EPA acknowledged that it “does not expect those projected improvements from the LCRR to be realized if EPA promulgates yet another new regulatory framework for controlling lead just as compliance with the LCRR is required.”¹⁹ ACWA and CMUA agree with EPA. Mandating inclusion of lead connectors, records of which often are extremely limited or non-existent, would create an unnecessary additional burden on water systems with limited public health benefits.

¹⁴ Calif. Const. Art. 16, section 6.

¹⁵ 86 Fed. Reg. at 4290-91 (Jan. 15, 2021); *see also* 86 Fed. Reg. 71574 (Dec. 17, 2021).

¹⁶ 88 Fed. Reg. at 84933 (Dec. 6, 2023).

¹⁷ 88 Fed. Reg. at 84882 (Dec. 6, 2023).

¹⁸ 86 Fed. Reg. at 4213 (Jan. 15, 2021).

¹⁹ 88 Fed. Reg. at 84903 (Dec. 6, 2023).

In reaching its determination that the final LCRR should not require lead connectors to be included in the inventory, EPA recognized the issues in dealing with lead connectors. Namely that, “unlike an inventory of service lines, whose material can be visually inspected often without excavation from inside the home or in the meter box, a complete and accurate inventory of connectors would require excavation that disturbs road pavement and repaving post-inspection—an undertaking that EPA expects would not be feasible or practical for most systems.”²⁰ Instead, CWS are encouraged to *voluntarily* include information about lead connectors in the inventory if possible and must replace system-owned lead connectors as they are encountered by the water system.²¹

The process of visually inspecting or otherwise identifying lead connectors has not changed from the time the LCRR was promulgated until now. The undertaking would still not be feasible or practical for most systems. It is unclear why the LCRI proposes these additional inventory requirements for the baseline inventory considering these practical challenges. Including lead connectors in the LSL inventory would create unnecessary inconsistencies between the initial LCRR inventory already underway and the baseline LCRI inventory.

As a result, we ask that EPA not mandate lead connectors be included in the LCRI baseline inventory. We support the existing practice that CWS may voluntarily include information about lead connectors in the baseline service line inventory. We also support that CWS replace system-owned connectors as they are encountered, except during emergency infrastructure work.

COMMENT 8 – LSL DEFINITION – ACWA and CMUA request that EPA modify the definition of galvanized service line that is considered an LSL.

ACWA and CMUA continue to have concerns with the galvanized pipe language in the definition of an LSL. Under the LCRR, “a galvanized service line is considered a lead service line if it *ever was* or is currently downstream of any lead service line or service line of unknown material.”²² The inclusion of “*ever was*” is problematic as a CWS may not have specific records for service lines that go back to the initial installation due to various reasons such as historical annexation of private water systems or merging several water systems over the decades. In these cases, utilities may be unable to definitively prove or disprove what material may have been upstream of the galvanized line throughout the life of the service line. The terminology is overly expansive and needs to be narrowed for CWS to meet inventory requirements of the LCRR and LCRI within the established compliance periods.

ACWA and CMUA urge EPA to remove the “*ever was*” standard from the definition. Instead, we recommend that a galvanized service line be considered a lead service line only if it is currently, or is known in the past to have been, downstream of a lead service line or service line of currently unknown material.

COMMENT 9 – GUIDANCE – ACWA and CMUA appreciate EPA’s responsiveness in issuing guidance for developing and maintaining a service line inventory under LCRR requirements.

ACWA and CMUA previously asked EPA to include an ability to make a certification of no LSL on the customer-owned portion of the service line without visual inspection in the LCRR inventory guidance. It

²⁰ 86 Fed. Reg. at 4213 (Jan. 15, 2021).

²¹ 86 Fed. Reg. at 4213 (Jan. 15, 2021).

²² 86 Fed. Reg. at 4281 (Jan. 15, 2021).

is important to note that California has few LSLs statewide.²³ Moreover, the best evidence to date shows that many, if not most, LCRR-regulated water systems in California have no customer-owned LSLs.²⁴ Although there were thousands of LSLs installed during the 1940s, these have all been removed.

For an LCRR-regulated water system with no LSLs, using the techniques described in the LCRR would be challenging and expensive. Many CWS in California would have to expend significant capital and staff hours merely to prove a negative while opening the door for added liability. This is not health-protective for customers or a productive use of CWS resources.

EPA recognized this situation and included the section “Requirements and Recommendations for Systems with Only Non-Lead Service Lines” in the final LCRR guidance. ACWA and CMUA appreciate the inclusion of this provision in the guidance document and look forward to working with EPA on implementation of the inventory requirements.

C. Schools and Childcare Facilities

COMMENT 10 – WAIVER – ACWA and CMUA believe that California’s existing program for lead testing in schools and childcare facilities should be granted a waiver from duplicative federal requirements.

Through Assembly Bill 746 (2017) and Assembly Bill 2370 (2018), California created separate requirements for testing of licensed childcare facilities and K-12 Schools, which differ from the LCRR.²⁵ AB 746 mandated one-time lead testing of schoolsites of a local education agency²⁶ constructed before January 1, 2010.²⁷ The proposed LCRI allows for state waivers for programs that meet the same requirements as the LCRI if schools were sampled between January 1, 2021 and three years after the effective date of the final rule. The California sampling efforts concluded at the end of 2019. Requiring California school sampling of the same facilities mere years after the AB 746 mandate would provide little public health benefit.

The testing that CWS completed to comply with the California requirements should be considered adequate to comply with the provisions of the LCRI. Additionally, the requirement to inventory system-owned service lines tasked CWS in California with replacement actions through permits which are annually amended. Those permits and the amendments from 2017 include testing requirements for schools and childcare facilities. ACWA and CMUA believe that EPA should recognize the importance of these efforts in California and not invalidate or duplicate the state’s ongoing programs to address lead in schools and childcare facilities.

Given the recent and expansive testing of schools and childcare facilities in California, ACWA and CMUA recommend that EPA expand the waiver window to account for prior sampling. Namely, for school sampling conducted between 2017 to three years after the effective date of the LCRI. Additional sampling would then occur every five years pursuant to the LCRI.

²³ California State Water Resources Control Board, *Lead Service Line Inventory Requirement for Public Water Systems* (last updated Dec. 8, 2023), click [here](#)

²⁴ See Water Practice and Technology, *A study of lead service lines in California* (Sept. 2022), click [here](#).

²⁵ AB 2370 mandated the drinking water sampling of childcare facilities constructed before January 1, 2010 beginning by January 1, 2020. This program should qualify for a waiver from LCRI initial sampling requirements for childcare facilities.

²⁶ Defined as “school district, county office of education, or charter school located in a public facility.”

²⁷ The lead action level in the bill was 15 parts per billion.

D. Tap Sampling

COMMENT 11 – TAP SAMPLING TIMELINE – ACWA and CMUA urge EPA to modify the customer notification timeline for tap sampling results with no exceedances.

The LCRI tap sampling requirement would require that water systems notify customers no later than three calendar days after sampling results are obtained, regardless of whether or not those results show exceedances.²⁸ Our members are concerned with this proposed timeline. We recommend that water agencies be allowed to provide results to customers within seven calendar days, when no exceedance occurs.

E. Compliance Deadline

COMMENT 12 – COMPLIANCE DEADLINE – ACWA and CMUA support the extended LCRI compliance dates.

EPA is proposing that CWS will have three years after the final LCRI is promulgated to comply with its requirements. In tandem, EPA plans to extend the compliance deadline for the majority of the requirements in the 2021 Lead and Copper Rule Revisions (LCRR) past the original compliance date of October 16, 2024. Water systems would continue to implement 2021 LCRR requirements and the LCRR inventory requirements until the LCRI compliance date.²⁹

Extending the LCRR compliance date past October 16, 2024 would allow additional time for CWS to better prepare to implement the numerous requirements of the LCRR and LCRI., ACWA and CMUA support EPA’s proposal for a three-year compliance deadline for the LCRI as well as extending the time allowed for the majority of LCRR requirements.

III. Conclusion

ACWA and CMUA appreciate the opportunity to comment on EPA’s proposed LCRI and urge EPA to implement the recommended changes that are necessary to provide clarity and assurances for CWS. If you have any questions regarding these comments, please contact Madeline Voitier, ACWA’s Federal Relations Representative at madelinev@acwa.com or Andrea Abergel, CMUA’s Manager of Water Policy at aabergel@cmua.org.

Sincerely,



Madeline Voitier
Federal Relations Representative
Association of California Water Agencies



Andrea Abergel
Manager of Water Policy
California Municipal Utilities Association

²⁸ 88 Fed. Reg. at 85071 (Dec. 6, 2023).

²⁹ 88 Fed. Reg. at 84967 (Dec. 6, 2023).



January 26, 2024

The Honorable Alex Padilla
United States Senate
112 Hart Senate Office Building
Washington, DC 20510

RE: Support for the *LIHWAP Establishment Act*

Dear Senator Padilla:

On behalf of Mission Springs Water District, I am writing to express support for the *Low-Income Household Water Assistance Program (LIHWAP) Establishment Act*. Thank you for introducing this critical legislation to provide much-needed funding assistance to low-income households that will help them pay their utility bills.

Mission Springs Water District serves a community facing severe disadvantages, characterized by a considerable portion of low-income, linguistically isolated, and undocumented residents. With a median income of only \$37,924, assistance programs like LIHWAP are indispensable for many of our residents. Since the launch of the program in 2022, hundreds of families within MSWD boundaries have benefited from it, enabling them to maintain their water service, thanks to this vital initiative.

The LIHWAP Act will ensure that this critical program remains available for low-income households for years to come. Additionally, Mission Springs Water District is pleased to see that the legislation would transfer the management of the program to the Environmental Protection Agency moving forward.

Authorizing the LIHWAP program will help ensure that low-income families can continue to have the support they need while ensuring that water utilities can continue to provide customers with essential services. Thank you for your leadership on this critical issue.

Sincerely,

A handwritten signature in blue ink that reads 'Brian E. Macy'.

Brian E. Macy, PE
General Manager
Mission Springs Water District



MSWD Digital Marketing & Website Report

Website, Social, and Marketing Performance

January, 2024

Casey Dolan

Casey Dolan Consulting

Google Ads Campaigns

 Impressions MSWD 301,944	 Clicks MSWD 268	 CTR MSWD 0.09%
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GOOGLE ADS CAMPAIGN PERFORMANCE
MSWD

Ad group	Impr.	Clicks	CTR
MSWD Calendar Pickup	87,989	73	0.08%
MSWD Conservation Kits	86,070	79	0.09%
MSWD Water Talks 1.31	71,503	74	0.1%
MSWD Bill Assist	56,382	42	0.07%
	301,944	268	0.09%



Meta Campaign Performance

Includes Facebook and Instagram campaigns

Campaign performance

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
MSWD Bill Assistance Video - Jan 2024	280	14,143	4,681	0
Conservation Kits Jan 2024	265	36,935	8,403	0
MSWD Calendar Pickup - Jan 2024	262	41,840	10,172	0
Water Taks 1.31	215	41,720	9,922	0
	1,022	134,638	18,745	0

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TIME: 5-6 PM**

**GUEST SPEAKER
MIGUEL HERNÁNDEZ
CALIFORNIA NATURAL
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MSWD Mission Springs Water District

mswd.org
Free Conservation Kits Available **Learn more**

20 6 comments 8 shares

MSWD Mission Springs Water District Sponsored

Click to learn more about the various resources that may be able to help you pay your water and other utility bills and expenses.

MSWD Mission Springs Water District
BILL ASSISTANCE PROGRAMS

mswd.org
MSWD Bill Assistance Programs **Learn more**

5

Website Information

Users

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

6,504

Views

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

22,396

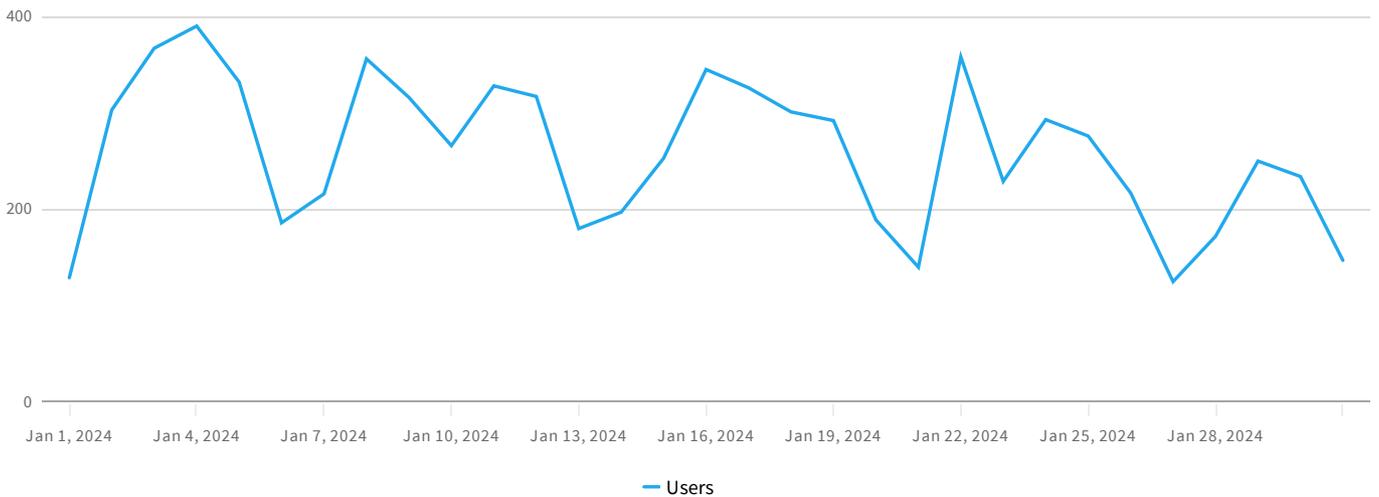
Engaged sessions

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

6,535

Users by Day

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



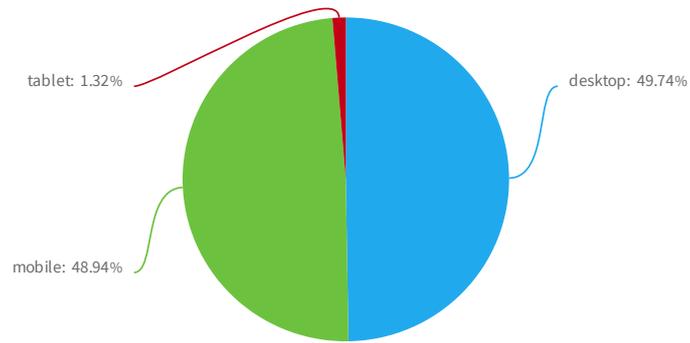
Page Title performance

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

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Home Page Mission Springs, CA Water District	5,150	1.59	3,223	4,075	1.41	17s
New Customer Portal Mission Springs, CA Water District	4,624	1.69	2,724	3,423	1.43	18s
Online Payment System Mission Springs, CA Water District	1,865	1.96	949	914	1.22	38s
Bill Pay Options Mission Springs, CA Water District	1,207	1.58	760	742	1.24	28s
Job Opportunities Mission Springs, CA Water District	1,171	2.51	465	580	1.5	22s
FREE Conservation Kit Mission Springs, CA Water District	652	1.32	477	169	1.33	7s
Careers Mission Springs, CA Water District	558	1.78	311	429	1.54	27s
Bill Assistance and Resources Mission Springs, CA Water District	340	1.33	242	104	1.19	9s
Upcoming Meetings Mission Springs, CA Water District	334	2.72	123	234	2.21	35s
Search Mission Springs, CA Water District	328	1.95	168	187	1.16	39s
	21,787	3.35	6,435	6,360	1.51	56s

Engaged sessions by Device category

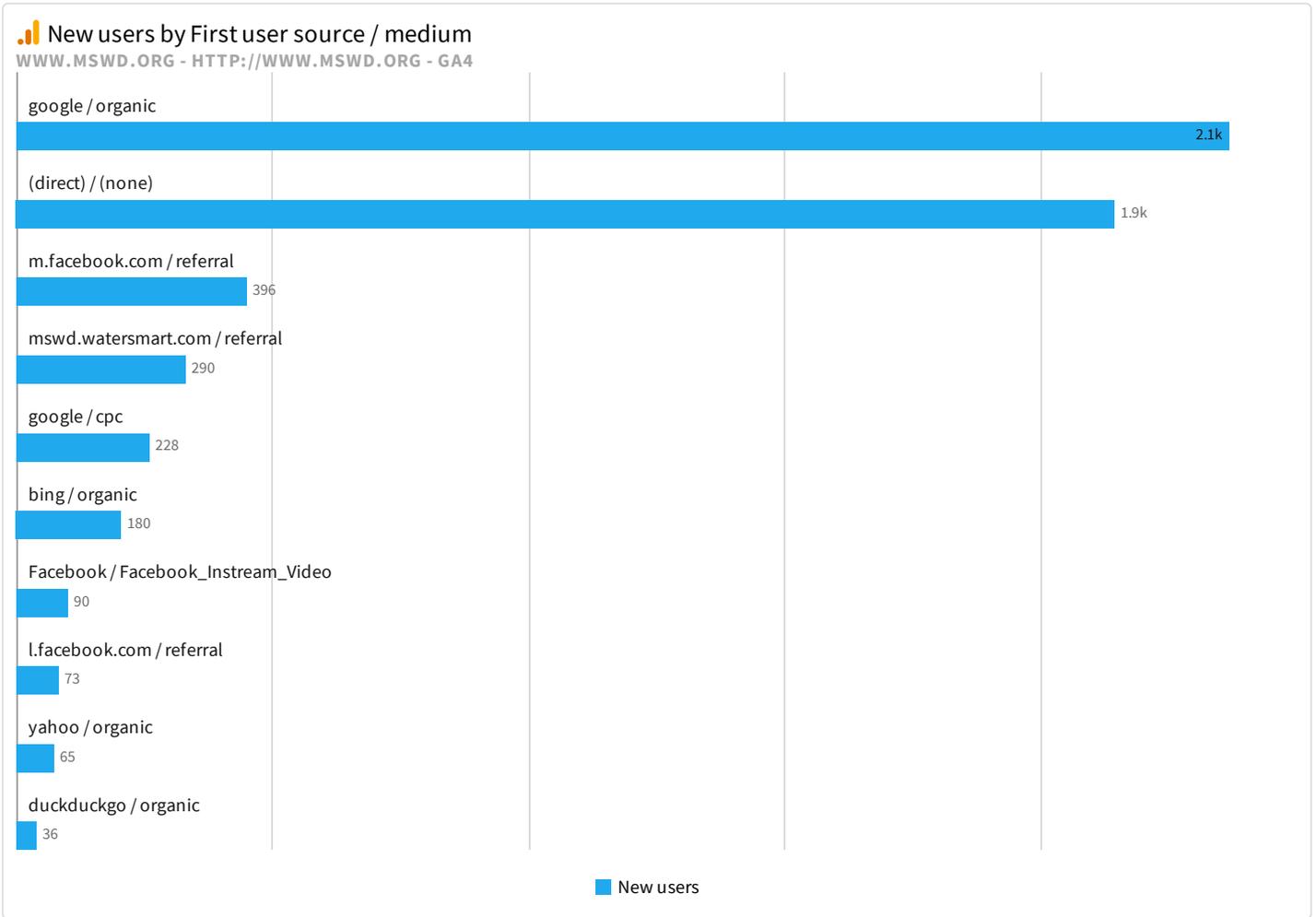
WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4



Users by City

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

City	Users
Desert Hot Springs	1,538
Los Angeles	1,291
(not set)	586
Indio	280
San Diego	211
La Quinta	173
Palm Springs	165
Palm Desert	94
Cathedral City	84
Ashburn	73
	6,504



Facebook Account Overview (January 1 - 31, 2024)

<p>Posts Published</p> <p>10</p>	<p>Total Likes</p> <p>1,229</p> <p>+4 0.3%</p>	<p>New Likes</p> <p>4</p> <p>+4</p>	<p>Unlikes</p> <p>0</p>	<p>Engaged People</p> <p>1,270</p> <p>+576 83.0%</p>
<p>Total Reach</p> <p>89,379</p> <p>+22,708 34.1%</p>	<p>Organic Reach</p> <p>2,472</p> <p>+207 9.1%</p>	<p>Paid Reach</p> <p>87,424</p> <p>+22,566 34.8%</p>	<p>Impressions</p> <p>118,806</p> <p>+36,934 45.1%</p>	<p>Video Views</p> <p>4,705</p> <p>+4,641 7251.6%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
 <p>Join us tomorrow as we help celebrate the Grand Opening o...</p> <p>15.38%</p>	 <p>Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining...</p> <p>581</p>	 <p>Welcome to MSWD Water Talks. Tonight we will learn about ...</p> <p>3</p>
 <p>News Release: GM Appointment News Release: Mission Springs Water District is pleased t...</p> <p>14.17%</p>	 <p>Welcome to MSWD Water Talks. Tonight we will learn about ...</p> <p>364</p>	 <p>Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining...</p> <p>1</p>
 <p>News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice Presi...</p> <p>12.68%</p>	 <p>News Release: CWEA Awards News Release: Mission Springs Water District took home...</p> <p>256</p>	 <p>Cv Water Counts CV Water Counts is gearing up for the eighth course of ...</p> <p>1</p>

3 Least Engaging Posts

	Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining...	4.48%
	Watch for imposters 🧑‍🎓 🗺️ Earlier this week, San Diego County residents were ...	4.76%
	CV Water Counts 💧 💧 CV Water Counts is gearing up for the eighth course of ...	5.3%

3 Lowest Reach Posts

	News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice Presi...	71
	MLK Day 📣 Reminder: In honor of Martin Luther King Jr. Day, our o...	87
	Join us tomorrow as we help celebrate the Grand Opening o...	91

3 Least Shared Posts

	Join us tomorrow as we help celebrate the Grand Opening o...	0
	News Release: GM Appointment News Release: Mission Springs Water District is pleased t...	0
	News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice Presi...	0

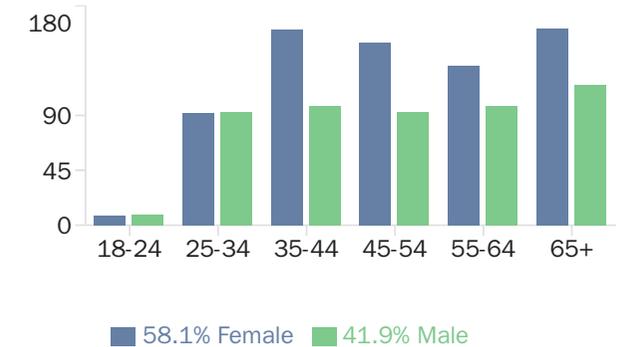
Likes By Country

1. United States of America (1,198 likes)
2. Mexico (12 likes)
3. France (4 likes)
4. Canada (2 likes)
5. Sierra Leone (1 like)

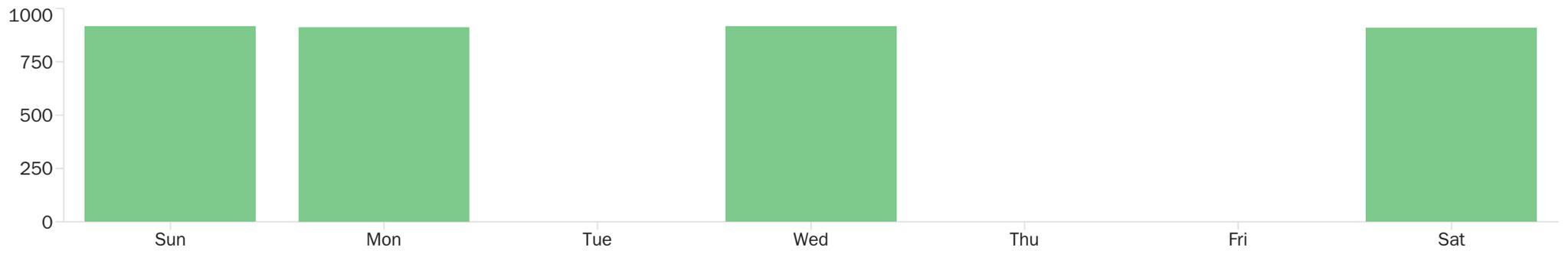
Likes By City

1. Desert Hot Springs, CA (569 likes)
2. Indio, CA (66 likes)
3. Cathedral City, CA (49 likes)
4. La Quinta, CA (48 likes)
5. Palm Springs, CA (44 likes)

Likes by age & gender



Days your fans are online



Facebook Post Metrics (January 1 - 31, 2024)

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
January 31, 2024 5:06 PM PST	 Video	 Welcome to MSWD Water Talks. Tonight we will learn about the Salton Sea!		364	24	6.59%	12	1	3	26	271
January 29, 2024 1:03 PM PST	 Image	 News Release: CWEA Awards  News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection System Person of the Year, and Community Engagement & Outreach Project of the Y...		256	19	7.42%	16	0	1	5	0
January 25, 2024 1:13 PM PST	 Image	 Water Talks - Jan  MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future of our Valley and State. Join us for an insightful exploration into issues affec...		190	11	5.79%	9	0	1	2	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
January 19, 2024 2:02 PM PST	Simple Status	 Join us tomorrow as we help celebrate the Grand Opening of the Historic Rock House!		91	14	15.38%	10	0	0	6	0
January 18, 2024 10:56 AM PST	Image	 Watch for imposters 🧑🏻‍🚒🚒 Earlier this week, San Diego County residents were warned to be vigilant for imposter water agency "workers" knocking on doors and requesting entry to homes to test water quality or making sa...	Customer Service	168	8	4.76%	8	0	1	0	0
January 17, 2024 5:14 PM PST	Image	 News Release: GM Appointment News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as General Manager after the unanimous approval of his contract (5-0) by the Board of Dire...	News Releases	127	18	14.17%	11	3	0	13	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
January 16, 2024 5:29 PM PST	 Image	 <p>News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice President - Honors Former President Russ Martin During its regularly scheduled Study Session and Board of Directors Meeting this month, Direct...</p>	News Releases	71	9	12.68%	6	2	0	4	0
January 15, 2024 10:45 AM PST	 Image	 <p>MLK Day 📣 Reminder: In honor of Martin Luther King Jr. Day, our offices are closed. However, we're here for you! 🧡 If you have an emergency, please call us at 760-329-6448. Your safety and well-being are o...</p>	Event	87	7	8.05%	8	0	0	0	0
January 11, 2024 7:42 AM PST	 Image	 <p>Cv Water Counts 💙💧 CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders in the Coachella Valley who want to learn about local water resources. The program...</p>	Event	132	7	5.3%	7	0	1	1	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
January 02, 2024 4:30 PM PST	 Image	 <p>Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department as a Field Operations Technician I. In this role, he will perform various work rel...</p>	New Hire / Jobs	581	26	4.48%	15	1	1	26	0
Total				2,067	143		102	7	8	83	271
Average				206.7	14.3	6.92%	10.2	0.7	0.8	8.3	27.1

Twitter Account Overview (January 1 - 31, 2024)

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
6	0	0	101	99
-2 -25.0%				

3 Most Retweeted Posts

- 
Cv Water Counts
0

💙💧 CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders who...
- 
MLK Day
0

🗨️ Reminder: In honor of Martin Luther King Jr. Day, our offices are closed. However, we're here for you! 🙌 If you hav...
- 
News Release: New Board President & VP
0

News Release: MSWD Seats Board President & VP During its regularly scheduled Study Session and Board of Director...

3 Most Liked Posts

- 
Cv Water Counts
0

💙💧 CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders who...
- 
MLK Day
0

🗨️ Reminder: In honor of Martin Luther King Jr. Day, our offices are closed. However, we're here for you! 🙌 If you hav...
- 
News Release: New Board President & VP
0

News Release: MSWD Seats Board President & VP During its regularly scheduled Study Session and Board of Director...

3 Least Retweeted Posts



News Release: CWEA Awards

🏆💧 News Release: MSWD took home 3 awards, including Small Plant, Collection System Person, and Community Engagement

0

&...



Water Talks - Jan

💧 MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping our future....

0



News Release: GM Appointment

News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as Genera...

0

3 Least Liked Posts



News Release: CWEA Awards

🏆💧 News Release: MSWD took home 3 awards, including Small Plant, Collection System Person, and Community Engagement

0

&...



Water Talks - Jan

💧 MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping our future....

0



News Release: GM Appointment

News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as Genera...

0

Twitter Post Metrics (January 1 - 31, 2024)

Date	Format	Post	Labels	Retweets	Likes
<p>January 29, 2024 1:04 PM PST</p>	<p> Image</p>	<p> News Release: CWEA Awards  News Release: MSWD took home 3 awards, including Small Plant, Collection System Person, and Community Engagement & Outreach Project of the Year, during an awards ceremony Saturday hosted by ...</p>	<p> News Releases</p>	<p>0</p>	<p>0</p>
<p>January 25, 2024 1:13 PM PST</p>	<p> Image</p>	<p> Water Talks - Jan  MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping our future. Our Jan. 31 talk features Miguel Hernández from the CA Natural Resources Agency...</p>	<p> Event</p>	<p>0</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Likes
<p>January 17, 2024 5:14 PM PST</p>	<p> Image</p>	<p> News Release: GM Appointment News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as General Manager after the unanimous approval of his contract (5-0) by the Board of Dir...</p>	<p> News Releases</p>	<p>0</p>	<p>0</p>
<p>January 16, 2024 5:29 PM PST</p>	<p> Image</p>	<p> News Release: New Board President & VP News Release: MSWD Seats Board President & VP During its regularly scheduled Study Session and Board of Directors Meeting, Director Ivan Sewell assumed the role of Board President, and Directo...</p>	<p> News Releases</p>	<p>0</p>	<p>0</p>
<p>January 15, 2024 10:45 AM PST</p>	<p> Image</p>	<p> MLK Day  Reminder: In honor of Martin Luther King Jr. Day, our offices are closed. However, we're here for you! 🧡 If you have an emergency, please call us at 760-329-6448. Your safety and well-being are o...</p>	<p> Event</p>	<p>0</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Likes
January 11, 2024 7:42 AM PST	 Image	 <p>CV Water Counts CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders who want to learn about local water resources. Application deadline: January 12. L...</p>		0	0
Total				0	0
Average				0.0	0.0

Instagram Account Overview (January 1 - 31, 2024)

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
8	319	8	7,739	6,040	70
-2 -20.0%	+6 1.9%		-34,277 -81.6%	-32,283 -84.2%	

3 Most Liked Posts

- 

News Release: GM Appointment
 News Release: MSWD is pleased to announce the official appointment of Brian Macy as General Manager after the unanimo...

13
- 

Welcome to MSWD
 Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department as...

10
- 

News Release: CWEA Awards
 News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection...

10

3 Most Commented Posts

- 

News Release: GM Appointment
 News Release: MSWD is pleased to announce the official appointment of Brian Macy as General Manager after the unanimo...

2
- 

News Release: New Board President & VP
 News Release: During its regularly scheduled Study Session and Board of Directors Meeting this month, Director Ivan S...

1
- 

Welcome to MSWD
 Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department as...

0

3 Least Liked Posts



MLK Day

🔔 Reminder: In honor of Martin Luther King Jr. Day, our offices are closed. However, we're here for you! 🧡 If you hav...

2



Cv Water Counts

💙💧 CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders in ...

3



Water Talks - Jan

💧 MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future ...

5

3 Least Commented Posts



News Release: CWEA Awards

🏆💧 News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection...

0



Water Talks - Jan

💧 MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future ...

0



Watch for imposters

🧑🏫🧑🏫 Earlier this week, San Diego County residents were warned to be vigilant for imposter water agency "workers" kn...

0

Instagram Story Metrics (January 1 - 31, 2024)

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

Instagram Post Metrics (January 1 - 31, 2024)

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
January 29, 2024 1:04 PM PST	 Image	 <p>News Release: CWEA Awards</p>  News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection System Person of the Year, and Community Engagement & Outreach Project of the Y...	News Releases	10	0	53	49	10	20.41%	0	
January 25, 2024 1:13 PM PST	 Image	 <p>Water Talks - Jan</p>  MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future of our Valley and State. Join us for an insightful exploration into issues affec...	Event	5	0	59	53	5	9.43%	0	
January 18, 2024 10:56 AM PST	 Image	 <p>Watch for imposters</p>  Earlier this week, San Diego County residents were warned to be vigilant for imposter water agency "workers" knocking on doors and requesting entry to homes to test water quality or making sa...	Customer Service	5	0	61	52	6	11.54%	1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
January 17, 2024 5:15 PM PST	 Image	 <p>News Release: GM Appointment News Release: MSWD is pleased to announce the official appointment of Brian Macy as General Manager after the unanimous approval of his contract (5-0) by the Board of Directors. "The decision to ...</p>	News Releases	13	2	98	88	15	17.05%	0	
January 16, 2024 5:29 PM PST	 Image	 <p>News Release: New Board President & VP News Release: During its regularly scheduled Study Session and Board of Directors Meeting this month, Director Ivan Sewell assumed the role of Board President, and Director Robert Griffith assumed ...</p>	News Releases	9	1	77	69	10	14.49%	0	
January 15, 2024 10:45 AM PST	 Image	 <p>MLK Day 📣 Reminder: In honor of Martin Luther King Jr. Day, our offices are closed. However, we're here for you! 🤝 If you have an emergency, please call us at 760-329-6448. Your safety and well-being are o...</p>	Event	2	0	33	28	2	7.14%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
January 11, 2024 7:42 AM PST	 Image	 <p>Cv Water Counts  CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders in the Coachella Valley who want to learn about local water resources. The program...</p>	Event	3	0	60	50	3	6.0%	0	
January 02, 2024 4:31 PM PST	 Image	 <p>Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department as a Field Operations Technician I. In this role, he will perform various work rel...</p>	New Hire / Jobs	10	0	93	71	10	14.08%	0	
Total				57	3	534	460	61		1	
Average				7.1	0.4	66.8	57.5	7.6	13.26%	0.1	

LinkedIn Account Overview (January 1 - 31, 2024)

<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">5</p> <p style="font-size: 12pt; color: green;">+134 893.3%</p>	<p>Likes</p> <p style="font-size: 24pt; font-weight: bold;">149</p> <p style="font-size: 12pt; color: green;">+134 893.3%</p>	<p>Views</p> <p style="font-size: 24pt; font-weight: bold;">95</p> <p style="font-size: 12pt; color: green;">+56 143.6%</p>	<p>Followers</p> <p style="font-size: 24pt; font-weight: bold;">289</p> <p style="font-size: 12pt; color: green;">+21 7.8%</p>
<p>Comments</p> <p style="font-size: 24pt; font-weight: bold;">29</p> <p style="font-size: 12pt; color: green;">+29</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">4,999</p> <p style="font-size: 12pt; color: green;">+4,310 625.5%</p>	<p>Clicks</p> <p style="font-size: 24pt; font-weight: bold;">145</p> <p style="font-size: 12pt; color: green;">+124 590.5%</p>	<p>Engagement Rate</p> <p style="font-size: 24pt; font-weight: bold;">7.22%</p> <p style="font-size: 12pt; color: red;">-0.0 -7.3%</p>

3 Most Engaging Posts

- 

Water Talks - Jan

💧 MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future ...

12.02%
- 

Welcome to MSWD

Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department

as...

8.55%
- 

News Release: CWEA Awards

📰💧 News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection...

8.02%

3 Most Shared Posts

- 

Water Talks - Jan

💧 MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future ...

2
- 

Welcome to MSWD

Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department

as...

1
- 

News Release: New Board President & VP

News Release: MSWD Seats New Board President & Vice President & Honors Former President Russ Martin

During its regu...

0

3 Least Engaging Posts

	News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice President & Honors Former President Russ Martin During its regu...	5.35%
	News Release: GM Appointment News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as General...	6.41%
	News Release: CWEA Awards News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection...	8.02%

3 Least Shared Posts

	News Release: CWEA Awards News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection...	0
	News Release: GM Appointment News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as General...	0
	News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice President & Honors Former President Russ Martin During its regu...	0

LinkedIn Post Metrics (January 1 - 31, 2024)

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
January 29, 2024 1:04 PM PST	 Link	 <p>News Release: CWEA Awards</p>  <p>News Release: Mission Springs Water District took home three awards, including Small Plant of the Year, Collection System Person of the Year, and Community Engagement & Outreach Project of the Y...</p>		0	6	8.02%	11	212	0
January 25, 2024 1:13 PM PST	 Image	 <p>Water Talks - Jan</p>  <p>MSWD is hosting a series of monthly water talks that will explore critical water topics that are shaping the future of our Valley and State. Join us for an insightful exploration into issues affec...</p>		2	9	12.02%	17	233	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
January 17, 2024 5:14 PM PST	 Image	 <p>News Release: GM Appointment News Release: Mission Springs Water District is pleased to announce the official appointment of Brian Macy as General Manager after the unanimous approval of his contract (5-0) by the Board of Dire...</p>	News Releases	0	112	6.41%	92	3,589	26
January 16, 2024 5:29 PM PST	 Image	 <p>News Release: New Board President & VP News Release: MSWD Seats New Board President & Vice President & Honors Former President Russ Martin During its regularly scheduled Study Session and Board of Directors Meeting this month, Directo...</p>	News Releases	0	6	5.35%	22	579	3
January 02, 2024 4:31 PM PST	 Image	 <p>Welcome to MSWD Please join us in welcoming Josiah Perez, who is joining #TeamMSWD in our Construction and Maintenance Department as a Field Operations Technician I. In this role, he will perform various work rel...</p>	New Hire / Jobs	1	9	8.55%	10	234	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
Total				3	142		152	4,847	29
Average				0.6	28.4	8.07%	30.4	969.4	5.8



CVWC Digital Marketing Report

Website, Social, and Marketing Performance

January, 2024

by Hunter | Johnsen

Google Ads Campaigns

 DISPLAY AD IMPRESS...
CV WATER COUNTS

242,868

 SEARCH AD IMPRESSI...
CV WATER COUNTS

2,960

 VIDEO IMPRESSIONS
CV WATER COUNTS

38,104

 Clicks
CV WATER COUNTS

2,654

GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE CV WATER COUNTS

Campaign name	Clicks	Impr.
CVWC Academy Jan 2024	1,836	184,675
CV Water Counts January 2024 Spanish	361	36,959
CV Water Counts January 2024	247	21,234
	2,444	242,868



GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	38,104	16,900	9,177	88
CVWC Water Saving Tips English YouTube Jan 2024	20,928	9,419	4,661	71
CVWC Water Saving Tips YouTube Spanish Jan 2024	17,176	7,481	4,516	17
	38,104	16,900	9,177	88



GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE

CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaigns	117	2,703
CVWC search	5	257
	122	2,960

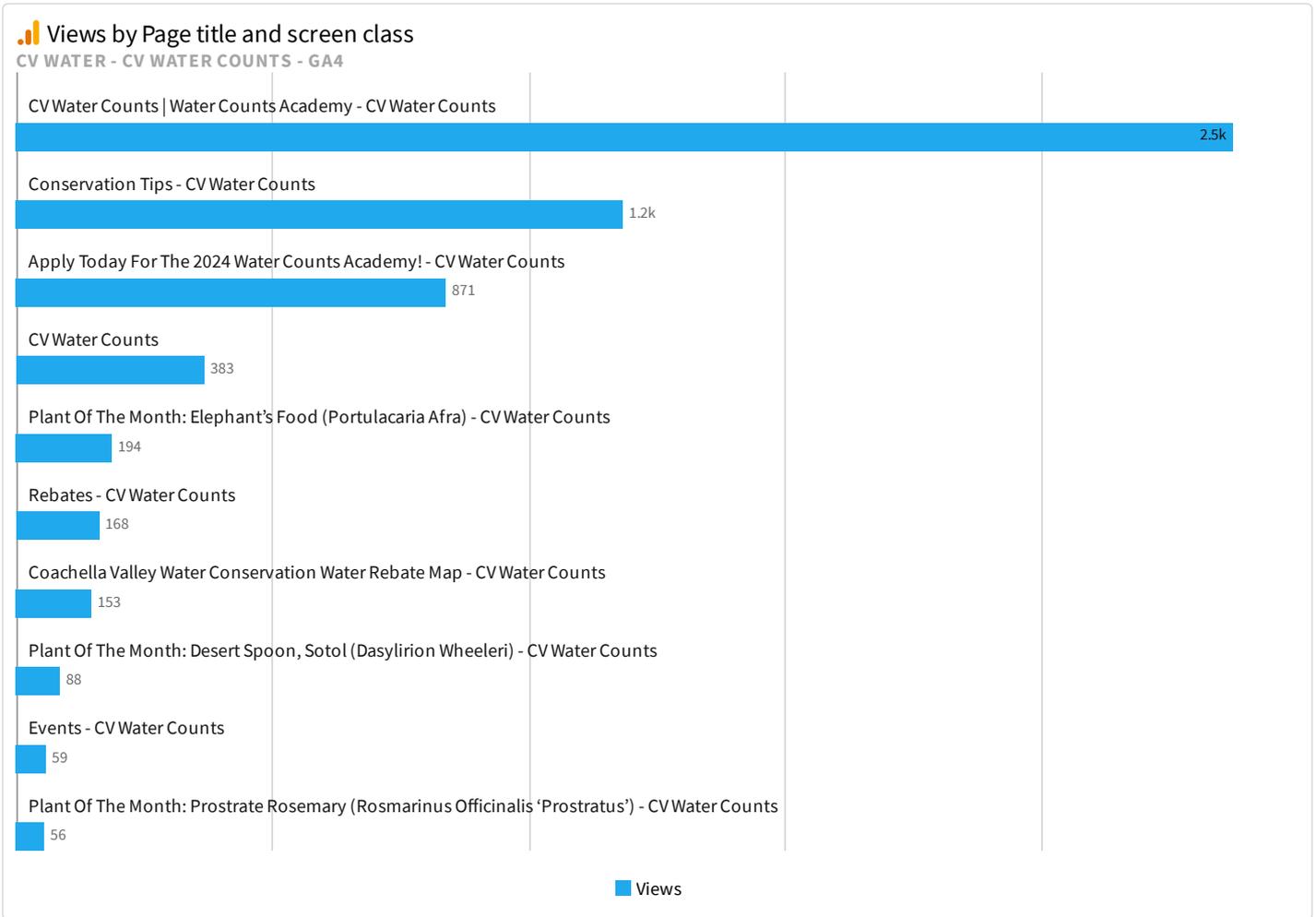
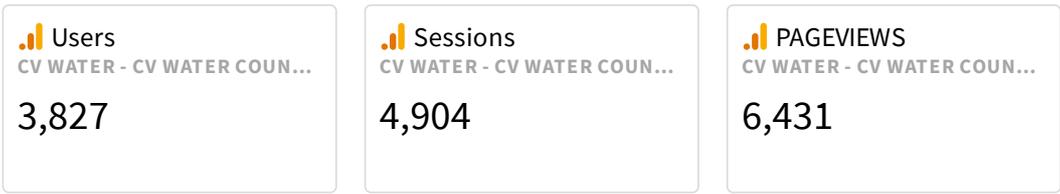
Facebook Ad Campaigns

FACEBOOK AD PERFORMANCE

HUNTER JOHNSEN

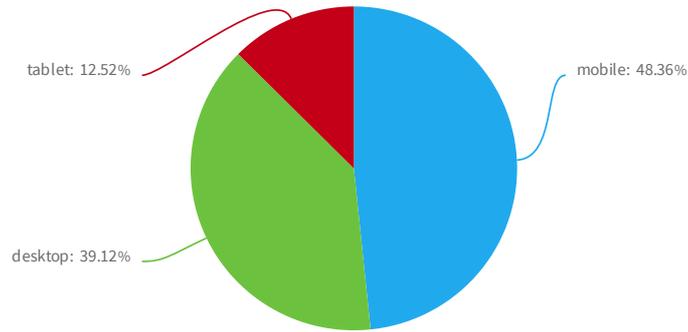
Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p>CVWC - Academy - Jan 2024 www.instagram.com CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders in the Coachella Valley who want to learn about local water resources.</p> <p>This comprehensive course covers the different services and uses of water in the Coachella Valley. Students will also learn how local water agencies carefully manage this precious resource.</p> <p>The program will begin in late January 2024, and will include up to five in-person classes. The application deadline is Friday, January 12.</p> <p>Learn more: https://cvwatercounts.com/apply-today-for-the-2024-water-counts-academy/</p>	791	110,706	34,051	3.25	811
 <p>CVWC - January 2024 www.instagram.com Most water used in the Coachella Valley is outdoors. Make sure that you're doing what you can in the yard to stop water waste.</p>	330	64,037	28,975	2.21	333
	1,121	174,743	52,401	3.33	1,144

Website Information



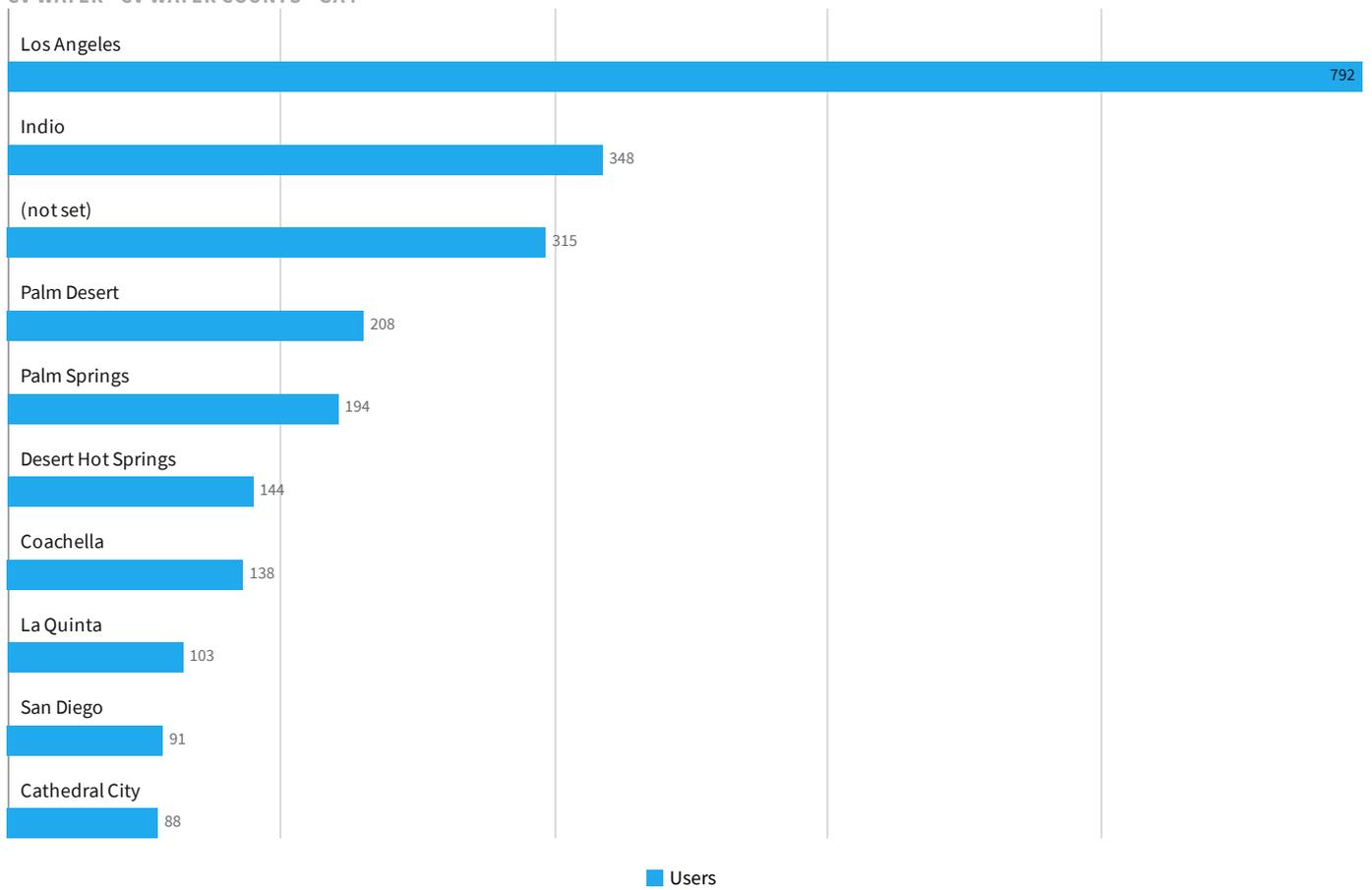
Engaged sessions by Device category

CV WATER - CV WATER COUNTS - GA4



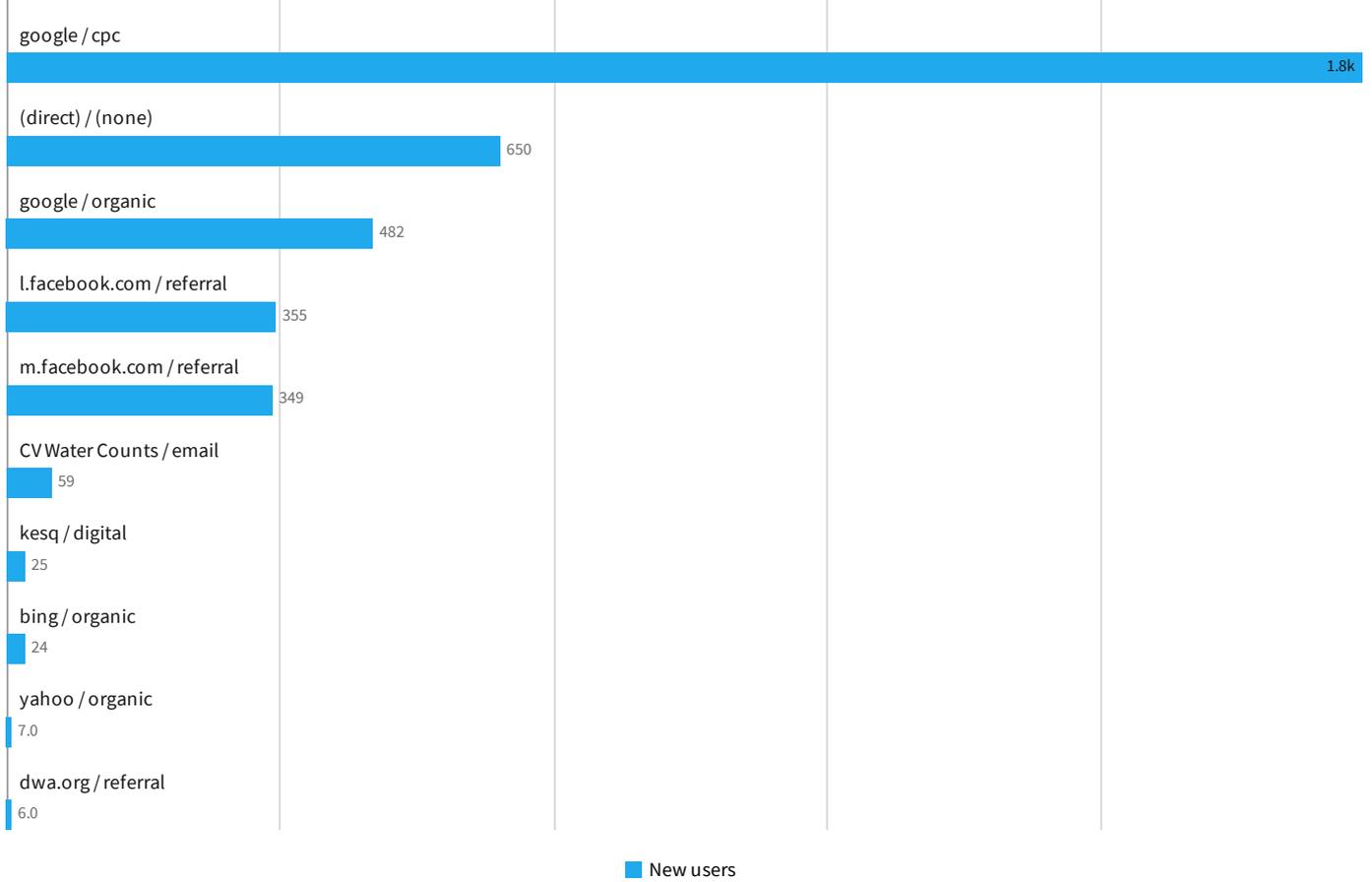
Users by City

CV WATER - CV WATER COUNTS - GA4



New users by First user source / medium

CV WATER - CV WATER COUNTS - GA4



Month performance

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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
January 2024	3,782	1,223	24.9%	1.28	19s
December 2023	2,626	909	24.6%	1.37	15s
November 2023	2,046	674	23.0%	1.4	14s
September 2023	1,806	814	28.2%	1.56	16s
October 2023	1,751	562	24.8%	1.26	15s
August 2023	1,711	611	24.6%	1.43	17s
	13,722	4,888	25.5%	1.38	16s

Organic Search

Query performance

CVWCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
portulacaria afra	4,681	9	0.19%	2.63
indio water authority	1,691	0	0%	8.85
sotol plant	1,117	20	1.79%	2.31
lake cahuilla	1,078	1	0.09%	8.1
elephant food	1,047	5	0.48%	5.21
agave geminiflora	990	11	1.11%	1.71
phoenix dactylifera	955	3	0.31%	4.39
water pledge	634	0	0%	7.47
artichoke agave	624	2	0.32%	2.61
prostrate rosemary	613	21	3.43%	3.75
	13,430	72	0.54%	4.7

Page performance

CVWCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	7,091	22	0.31%	3.6
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasyllirion-wheeleri/	2,728	49	1.8%	4.2
https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/	1,973	10	0.51%	10.63
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	1,873	13	0.69%	7.43
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	1,705	11	0.65%	5.4
https://cvwatercounts.com/plant-of-the-month-prostrate-rosemary-rosmarinus-officinalis-prostratus/	1,628	31	1.9%	10.15
https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevidensis/	1,590	6	0.38%	16.43
https://cvwatercounts.com/plant-of-the-month-twin-flowered-agave-agave-geminiflora/	1,340	15	1.12%	3.45
https://cvwatercounts.com/where-does-the-coachella-valley-water-come-from/	1,309	9	0.69%	7.65
https://cvwatercounts.com/save-water-pledge/	1,304	2	0.15%	6.39
	22,541	168	0.75%	7.53

Facebook Information

 Impr. CV WATER COUNTS 106,030	 Reach CV WATER COUNTS 42,027	 New page likes CV WATER COUNTS 1	 Engaged user CV WATER COUNTS 675
 Total page views CV WATER COUNTS 242	 Page likes CV WATER COUNTS 3,991		

 Post performance CV WATER COUNTS					
Post		Created at	Post reach	Post engaged users	Likes
	https://www.facebook.com/photo.php?fbid=687516486872640&set=a.395351946089097&type	January 29, 2024	0	2	2
	Consider rinsing produce in a strainer with a pot underneath and, when you're done, use the captured water on an outdoor plant. For more water-saving tips, visit CVWaterCounts.com/conservation-tips....	January 25, 2024	0	2	2
	The Indio Water Authority (IWA) was formed as a Joint Powers Authority in 2000 with the mission to provide customers with a sustainable water supply through fiscal and operational stewardship. IWA's service are...	January 23, 2024	0	6	4
	Now that winter is here, our temperatures are cooler, and that means we can gradually reduce watering times to avoid wasting water. Plants and grass do not need much water during the late fall, winter, and ea...	January 22, 2024	0	2	2
	Are you heading out for the golf and concerts this weekend?	January 19, 2024	0	3	2
	Install water-saving aerators on all of your faucets. For more water-saving tips, visit CVWaterCounts.com/conservation-tips. #WaterWiseWednesday	January 18, 2024	0	3	2
	Today we honor the life of Martin Luther King Jr.	January 15, 2024	0	2	2
	If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. Click here for details and to fill out ...	January 11, 2024	0	3	2
	Install a drip irrigation system, and save up to 50% each time you water. For more water-saving tips, visit CVWaterCounts.com/conservation-tips. #WaterWiseWednesday	January 11, 2024	0	2	2
			0	372	53

Post	Created at	Post reach	Post engaged users	Likes
 <p>The desert spoon, sotol is an outstanding accent plant that grows slowly, eventually developing a trunk. At maturity, it reaches 4 to 6 feet high, and spreads up to 5 feet wide, with a canopy coverage o...</p>	January 8, 2024	0	1	3
 <p>During the month of January in our desert, the best times to water your plants are during non-daylight hours, when it's cooler. If you have a spray system, watering for 3 minutes a day, 5 days a week is...</p>	January 5, 2024	0	3	4
 <p>Climate shifts are creating changes in our weather, temperatures, and our water supply. It's important for us to save water wherever we can – and to make water conservation a way of life. Learn More:</p>	January 4, 2024	0	2	2
 <p>Convert your front or back yard to drought friendly landscaping and save on average 230 gallons per day.</p>	January 4, 2024	0	2	2
 <p>CV Water Counts is gearing up for the eighth course of the Water Counts Academy, designed for community leaders in the Coachella Valley who want to learn about local water resources. This comprehensive...</p>	January 2, 2024	0	335	16
 <p>CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts</p>	January 2, 2024	0	0	2
 <p>Happy New Year!</p>	January 1, 2024	0	4	4
		0	372	53

Instagram Information

 Impressions
CV WATER COUNTS

1,266

 Likes
CV WATER COUNTS

10

 Followers (lifetime)
CV WATER COUNTS

240

 Post performance
CV WATER COUNTS

Post	Impr.	Engagement	Reach	Saved	Video views
 <p>If you or someone you know is in need of water bill assistance during this difficult time, applications are being accepted now for the Help2Others Assistance Program online. For details and to fill out an online...</p>	16	1	13	0	0
 <p>Today we honor the life of Martin Luther King Jr.</p>	15	1	13	0	0
 <p>Are you heading out for the golf and concerts this weekend?</p>	14	1	12	0	0
 <p>Happy New Year!</p>	14	2	10	0	0
 <p>Consider rinsing produce in a strainer with a pot underneath and, when you're done, use the captured water on an outdoor plant. For more water-saving tips, visit CVWaterCounts.com/conservation-tips....</p>	10	2	9	0	0
 <p>https://www.instagram.com/p/C2sLhnsrpb/</p>	8	1	7	0	0
 <p>Convert your front or back yard to drought friendly landscaping and save on average 230 gallons per day.</p>	0	2	20	0	26
	77	10	84	0	26

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 Academy: Apply by This Friday	Tuesday, January 9, 2024 10:03 PM	278	351	54.68%	17.73%	34	4.35%	0.87%	0	1
CV Water Counts January 2024	Wednesday, January 3, 2024 6:00 PM	736	750	58.42%	17.73%	71	6.28%	0.87%	0	5
		1,014	1,101	57.4%	17.73%	105	5.32%	0.87%	0	6