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ENGINEERING DIVISION

Engineering Department

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

Well 42 Project

Following Board approval in July 2024, a contract amendment was executed with the contractor, Layne Christensen) for the downhole rehabilitation. The contractor is scheduled to resume construction by mid-August 2024.

Well 22 Rehabilitation

Staff is currently working with the contractor, Canyon Springs Enterprises, on scheduling the project and a Notice to Proceed was issued. Staff will begin receiving material submittals for review and approval.

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"

The design consultant, AECOM, continued progress on the design updates for the sewer project. The 90% design update is scheduled for completion in August 2024.

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

The Army Corps of Engineers design consultant, Genterra, is in the process of preparing the 95% design. The 95% design package is scheduled for completion by August 31, 2024.

Well 34 Rehabilitation

Construction continued and is on track for completion in August 2024. Both Booster Pumps 1 and 2 have been installed with new pumping components and repaired motors. Staff is working with the contractor to schedule installation of the water flush system.

Viento Development Project Water Supply Assessment and Verification

Staff and the developer's engineer completed their review of the draft Water Supply Assessment and Verification. Comments have been returned to the consultant to be addressed. Staff will bring the final Water Supply Assessment and Verification to the Board for approval in August 2024.

Rancho Descanso Tract 38200 – Housing Development

The developer's contractor has completed the final paving. The contractor continues work to raise the water valves to finish grade and pouring concrete collars. In August 2024, the contractor will raise the sewer manholes to finish grade and pour the concrete collars. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying the work meets MSWD construction standards.

<u>Tropical Storm Hilary Waterline Replacement Projects at 13th Avenue, Thomas Avenue, and Mission Lakes Boulevard</u>

Construction on both the 13th Avenue and Thomas Avenue waterlines is completed, and the new waterlines are in service. The contractor, Tri-Star Construction, began construction on the Mission Lakes Boulevard waterline crossing and is expected to be completed by the end of August 2024.



Skyborne Village II – Housing Development

The developer's contractor has completed all improvements and expects sign-off from the District following inspection of the final punch list items in August 2024.

Skyborne Village III – Housing Development

The developer's contractor is making progress with sewer main installation on Rainbow Lane, East Parkwalk Lane, Highwing Street, North Star Lane, Starloft Circle, Easement #1, and South Parkwalk Lane, totaling 4,791.57 linear feet. The contractor is also making progress with water main installation on Rainbow Lane, South Parkwalk Lane, and Hopewell Lane totaling 1,644.74 linear feet. MSWD's contract inspector, MWH Construction, hhas been inspecting and verifying the work meets MSWD construction standards.

PODS Storage

The developer's contractor began construction of the water and sewer system improvements. MSWD's contract inspector, TKE Engineering, has been inspecting and verifying that work meets MSWD's construction standards.

Regional Water Reclamation Facility

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

The JF Shea Construction completed construction on the Regional Water Reclamation Facility (RWRF) and has achieved the substantial completion milestone and has demobilized from the site. Following completion of the Conveyance Line project, JF Shea Construction will be back on-site to complete wastewater startup, testing, and commissioning.

The monitoring well contractor, Yellow Jacket Drilling, is expected to mobilize and complete construction of the third and final required monitoring well following approval of their contract change order by the Board in August 2024. Thereafter, the closeout report regarding Waste Discharge Requirement Special Provision F.3. for RWRF Groundwater Monitoring will be submitted to the Regional Water Quality Control Board (RWQCB).

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

RWRF Conveyance Line

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

The contractor completed all construction of the force main and gravity sewer, including final paving, signage, and striping. The gravity sewer portion across the SCE transmission crossing still remains.

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

Area M2 Sewer Collection System (AD-15)

Staff continues to monitor approval of the final bid package with the SWRCB. Staff plans to bid the project following the SWRCB's approval.

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

The consultant continued progress on the 90% design. Staff expects to receive the 90% design package in August 2024 for plan check.



Water Resources Department

Below is a list of water resources related activities for June 2024.

Integrated Regional Water Management Planning

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

The CVRWMG continued to discuss the Urban Water Use Efficiency and Conservation Regulations and Chromium-6 Regulations. The CVRWMG agencies completed quarterly reporting to the California Department of Water Resources (DWR).

Mission Creek Subbasin Sustainable Groundwater Management Act Compliance
DWR issued their approval for the 2022 Alternative Plan Update for the Mission Creek
Subbasin. The Mission Creek Water Management Committee is reviewing the comments
and suggestions for the next plan update issued by DWR.

Indio Subbasin Sustainable Groundwater Management Act Compliance

DWR issued their approval for the 2022 Alternative Plan Update for the Indio Subbasin.

Salt and Nutrient Management Planning

The consultant issued the draft Task 2 Technical Memorandum (TM) – Characterize Groundwater Quality and Task 4 TM – Technical Approach for Forecasting TDS/N in Groundwater reports for review and comment by the Technical Advisory Committee and Steering Committee. Staff is in the process of completing their review.

Staff attended both the Technical Advisory Committee and Steering Committee meeting focused on discussing TM 2 and TM 4.



FINANCE DIVISION

Customer Service Department

New Bill Redesign Project

The redesign of our bills is progressing. Our service provider, InfoSend, recently provided mockup bill samples. Staff is currently reviewing these samples and preparing for a detailed discussion with the Director of Finance regarding design specifications and mapping requirements.

Staff will be scheduling a meeting with InfoSend to finalize design specifications and mapping details and will provide feedback to InfoSend based on the discussion and review outcomes. InfoSend will require a minimum of 60 days to finalize scope (i.e. mockup, design revision, mapping, etc.) We will need to ensure design and data alignment meet lockbox requirements to avoid billing issues.

The new design offers an opportunity to enhance customer satisfaction through improved clarity and aesthetics of billing statements. There is also the potential to streamline the billing process and reduce errors and billing inquiries.

<u>Financial Reconciliation of Sewer Prepayments/Sewer Charges</u> <u>Placed on Tax Roll</u>

Staff is finalizing the reconciliation of sewer prepayments collected for May, June, and July 2024. Staff has collected approximately \$783,000 and is in the process of verifying daily payment records for appropriate accounting entries, and resolving any discrepancies identified during the reconciliation process.

Staff is finalizing the sewer charges to be placed on the 2024/2025 Secured Annual Tax Bill of approximately \$5.8 million and is in the process of finalizing charge calculations of sewer and Utility User Tax (UUT) tax, ensuring the accuracy of the data, and preparing documentation for submission to Wildan. The Director of Finance will have final review before submission.

Cross-Training in Billing Review

We have initiated a cross-training program currently focused on the billing processes. The object is to provide skill diversification in our team to perform the billing process independently and increase overall department efficiency by enabling staff to handle a wider range of tasks.

Staff is currently conducting regular training sessions to ensure staff are proficient in the billing process; developing comprehensive training materials that cover billing systems, error identification, and resolution techniques; and providing staff with practical experience through billing scenarios and review exercises. Upcoming initiatives include Microsoft Excel training.

Call into the Customer Service Department

Most calls received by the Customer Service department 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 July 2024	Total for FY 2025
Water Waste	0	0
High Bill / Service Line Leak	7	7
No Water	6	6
Disconnections	110	110
Reconnections	75	75
Service Transfers	101	101
High / Low Pressure	10	10
Water Quality	0	0
Other / Miscellaneous	115	115

WaterSmart Portal

WaterSmart Analytics data provides a comprehensive overview of leaks detected and automated alerts sent to MSWD customers. All customers are encouraged to sign up in the WaterSmart Portal to access bills and leak alerts. The table below provides a summary of the number of customers who have registered in the WaterSmart Portal.

WaterSmart Portal	Total for July 2024	Overall Total
Registered Customer Accounts	143	7,668

Billing

During July 2024, Customer Service reviewed a total of 15,554 bills.

Bill Type	Total Bill Count for July 2024	Total Bill Amount for July 2024
Regular Bills	11,070	\$939,829.78
Delinquent Bills	4,336	\$1,405,014.98
Closing Bills	148	\$9,415.13
Delinquent Closing	-	-
Total	15,554	\$2,354,259.89

Delinquency Service Statistics

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.

Delinquency Service	Total for July 2024	Total for FY 2025
Auto-Dialer Calls	204	204
Door Hangers	31	31

Customer Bill Assistance

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

Assistance Program	Total Assistance in July 2024	Total Assistance in FY 2025
United Way of the Desert	\$100.00	\$100.00

Installment Payment Plans

The District continues to assist customers with delinquent bills by facilitating installment payment for the benefit of its customers. The table below summarizes the results of the installment payment plans administered by the Customer Service staff.

Total Active Payment Plans	Payment Plan Original Balance	Remaining Balance to be Collected
163	\$206,427.93	\$64,349.94

Refunds

There was a total of 59 customer account refunds totaling \$4,233.11 resulting from closed accounts for the month of July 2024.

Account Type	Total Refund Count for July 2024	Total Refund Amount for July 2024
Customer Refunds	55	\$2,094.41
Construction Meter Refunds	4	\$2,138.70
Total	59	\$4,233.11

<u>Liens</u>

Customer Service identified 24 accounts that were 90 days past due requiring Lien filing. Likewise, 10 Release of Liens were issued after securing payment for outstanding balances on past due accounts.

Lien Type	Total Lien Count for July 2024
Lien Recordings	24
Lien Releases	10



Finance & Accounting Department

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

Payroll

Staff finalized the transfer of the Lincoln Financial Deferred Compensation Plan to the new Alliance Program. All payroll items were transferred without any issue. Additionally, the following procedures were completed in the month of July 2024:

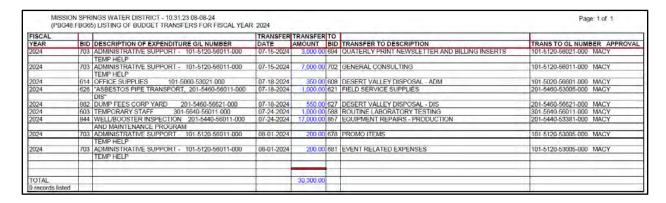
- Entered the new fiscal year's CalPERS contribution changes for the District and employees.
 - Classic Employees pay 4% of their earnings into PERS.
 - PEPRA Employees pay 7.75% of their earnings and have a contribution limit of \$151,446.00.
- The Board approved changes to the Employee Handbook to change the employee incentive and education pay from regular pay to other pay in order to be consistent with State requirements.
- Payroll continues to struggle with employee evaluations being turned in late, requiring retro pay on employees' salaries. This creates extra work when reporting payroll to CalPERS as all previously submitted payrolls have to be called back and updated to the date the retro pay is effective.

Budget

The Board of Directors approved the FY 2025 budget and the operating amounts for the individual budget items were uploaded. The new Capital Improvement Projects were also created and augmented those that were already approved.

The Budget Document was submitted for the GFOA Certificate of Excellence.

Budget Transfers for 2024 totaled \$30,300:



Budget Transfers for 2025 totaled \$90,000:

MISSION SPRINGS WATER DISTRICT - 10:38:18 08-08-24 Page: 1 of 1 (PBG48:FBG65) LISTING OF BUDGET TRANSFERS FOR FISCAL YEAR 2025				Page: 1 of 1			
FISCAL			TRANSFER	TRANSFER	TO		
YEAR	BID	DESCRIPTION OF EXPENDITURE G/L NUMBER	DATE	AMOUNT	BID	TRANSFER TO DESCRIPTION	TRANS TO GL NUMBER APPROVAL
2025	334	LEGAL 101-5300-70001-000	08-01-2024	90,000.00	210	REIMBURSEMENTS AND SETTLEMENTS	101-5380-51959-000 MACY
TOTAL				90,000.00			
1 record listed							

Finance

The Director of Finance continues to work with the General Manager from Monte Vista Water District through the CSDA mentorship program.

The Director of Finance continues to work with the outside business analyst on the grants and preparation of the Regional Grant reimbursement submittals.

The Director of Finance continues to work with accounting on new GASB pronouncements that affect the District in the current year.

Current Work Priorities

The Accounting Department continues to adjust workflow without the Accounting Manager who resigned June 20, 2024. No qualified job applications have been received for this position.

Accounting continues to support other departments as needed:

- Engineering
 - Reimbursable job was created to track all the expenses related to New Development projects, for:
 - McCluan Apartments.
 - Thunderbird Estates.
- Operations
 - Accounting continues to support operations on reimbursable jobs that need to be billed for. These include primarily damage to District property where a police report was filed.
- Human Resources
 - Accounting continues to work with HR to update employee information related to new hires and CalPERS appointments.
 - Other work involved Boot Reimbursements, Direct Deposit Changes, and the Off Work Requests.
- Customer Service
 - Accounting worked with Customer Service on the Sewer Charges Prepayments to reconcile the amounts prepaid against the annual sewer fees.
 - Processing multiple customer refunds for amounts owed after the accounts were closed.
 - Processed two refunds to J.F. Shea for the construction meters that were pulled from the Regional Plant site.

<u>Cash</u>

Total cash receipts for the month of July 2024 amounted to \$1,815,410, primarily from normal water and sewer customer account payments.

Cash Disbursements for the month of July amounted to \$4,028,609 with the largest payments made to:

Entity	Amount
CalPERS Unfunded Liability Prepayment	\$678,441
J.F. Shea Construction	\$503,727
Net Payroll	\$347,954
Layne Christensen Company	\$233,658
Legend Pump & Well Service	\$225,816
Downing Construction	\$174,045
Southern California Edison	\$137,942

Financial Statement

A year-to-date summary of the District's financial position for Fiscal Year 2024-2025, 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 2024-2025 can be found in Appendix A.



Innovation & Technology Department

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

Department Updates

 The IT Department continues to assist Timmons Group on the setup of the new GIS infrastructure for the upcoming asset management and work order management system.

Technology Improvements

- IT supported Public Affairs in the roll out of the employee intranet.
- IT worked with the Wastewater team to bring the surveillance cameras online at the new Wright Regional Water Reclamation Facility (RWRF). Work continues on the cameral alignment, configuration, and alert creation.
- Additional necessary network equipment was ordered for the Wright RWRF, including new managed network switches for the surveillance system and the office.
- Cybersecurity improvements continue to be made to improve District security.
- Desktop computers and laptop upgrades continue as needed.

On-Going Cyber Security Training

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

Cyber Security News Roundup

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

The Biden administration has banned Kaspersky antivirus software in the U.S., citing national security concerns related to potential exploitation by the Russian government. The ban, effective from July 20, 2024, prohibits Kaspersky from providing antivirus products and updates to U.S. customers, who must transition to alternative security solutions by September 29, 2024. (Bleeping Computer)

Intelesys IT Support

The District receives IT services and support through Intelesys. The Intelesys Monthly Client Report for July 2024 activities can be found in Appendix B.

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 \$24,626.26, and the total issued for use by field crews totaled \$39,635.31, for July.



OPERATIONS & MAINTENANCE DIVISION

Construction & Maintenance Department

Water Line Locations

Staff completed approximately 397 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 July 2024.

- 11 water service lines were replaced with copper.
- 12 service line leaks were repaired.
- Three mainline leaks were repaired.
- Two fire hydrants were repaired.





Water System Maintenance

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

- 96 ground valves were exercised.
- 157 fire hydrants were flushed, maintained, and painted.
- Zero air-release valves were inspected and/or rebuilt. Annual air-release valve maintenance has been completed.
- One Cla-Val valve was repaired.
- Eight blow-offs were flushed.





CMMS Workorder Program

A total of 26 work orders were processed in July 2024 using the CMMS program.

New Water Meter Service Installation

Staff installed 11 new water service lines in July 2024.

Fire Flow Testing

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





Fleet & Facility Maintenance Department

Janitorial Services

The janitorial contractor, Premier Properties, will continue to clean and disinfect all District buildings. Routine disinfection along with janitorial services are performed two times per week on Tuesday and Friday.

Building Maintenance

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

- Repaired four leaks in the Well 25 irrigation line.
- Repaired 12 leaks in the Well 27/31 irrigation line.
- Repaired five leaks in the Two Bunch reservoir irrigation line.
- Repaired one leak in the Quail Reservoir irrigation pipe.
- Replaced a broken sprinkler riser in the High Northridge irrigation.
- Fabricated and painted the last of the fire hydrant locks from the current batch.
 These are being made in response to the recent increase in water theft from fire hydrants.
- Moved bookcases for April Scott and Dori Petee in the Administration Building.
- Replaced damaged electrical plug cover in the Administration Building.
- Relocated failed fire extinguisher mount in the Annex Building.
- Hung posters in Amanda Lucas' and Oriana Hoffert's offices at the Administration Building.
- Due to one of the Administration Building AC units that controls the south end of the first floor needing repair/replacement, staff installed portable AC units and security bars in windows of the following offices: Oriana, GM, Dori, and Arturo. Currently, we have the HVAC maintenance contract out to bid on PlanetBids.
- Replaced three lightbulbs in the northeast corner of front office in the Administration Building.
- Performed bi-weekly cleanup of Old Stores.
- Relocated chlorine drums, containment platforms, and applicable signage to a shaded area at the Corporate Yard to reduce premature degradation caused by the extreme heat.
- Removed a broken key from the Corporate Yard Breakroom front door and lubricated lock.
- Replaced DEF barrel in Corporate Yard shop.
- Backfilled holes on the Corporate Yard south fence line using cold mix asphalt to improve security.
- Cut up and disposed of the old power gate that was damaged at the Corporate Yard for recycling.
- Replaced empty oxygen bottle from #399 in the Corporate Yard shop.
- Hung clock in Oriana Hoffert's office in the Administration Building.
- Repaired an irrigation leak at the Administration Building next to main walkway.
- Repaired hole in AC ducting for front office at the Administration Building.
- Replaced broken toilet handle in upstairs men's restroom in the Administration Building.

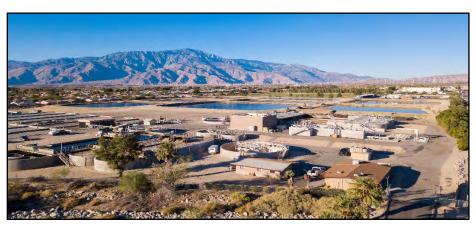
- Replaced both damaged flags at the Administration Building.
- Checked the temperature coming out of the AC registers of the front office at the Annex Building to ensure the AC is cooling correctly.
- Installed new Ring camera at Horton Wastewater Treatment Plant for added security.

Standby Generator Monthly Maintenance Program

Monthly testing is conducted to ensure that all generators are in good working order and ready for use when needed. There were no issues with the generators this month.

Fleet Maintenance/Repairs

- Unit 410 had the reverse camera inspected and a hole in the left front tire patched.
- Backhoe Trailer 395 had all four tires on the right side replaced.
- Unit 432 had all zerk fittings greased.
- Unit 442 had the vice mount fabricated and installed.
- Unit 433 had the windshield wipers replaced.
- Unit 389 had the driver grab handle replaced, a manual DPF Regen performed, and was taken into Palm Springs Motors for an exhaust leak repair.
- Unit 398 had the front and rear inner tires replaced at Desert Tire.
- Unit 418 had a PM service performed, cabin filter changed, a front-end noise inspection, tire rotation, and all lug nuts replaced.
- Unit 416 had a PM service performed, all fluids/filters changed, and ripper teeth replaced.
- Unit 425 had a failed hydraulic line replaced onsite by RDO Technician.
- Units 421 and 412 had holes patched in the right front and right rear, respectively.
- Unit 385 had plates welded to spoil deflector, installed a failed high pressure water line and a missing tool stay replaced.
- Unit 409 had missing U-Bolts replaced on rear axle and corrosion on trailer plug cleaned.
- Unit 117 had a missing tool stay replaced, suction tube repaired, and a failed unloader valve replaced.
- Unit 424 had a PM service performed.
- Unit 435 had a front brake inspection performed, and parts ordered from dealer for replacement.



Field Services Department

WaterSmart / Neptune 360

Staff routinely reviews continuous and high usage on customer accounts and makes contact through the portal, phone, email, or in person, making them aware of potential issues. The following is the number of contacts made this month:

Contact Type	Total for July 2024	Total for FY 2025
Continuous Usage	87	87
High Usage (>Normal)	17	17
Reverse Flow	0	0
Total	94	94

Water Loss

Staff started speaking with the two fire station captains to improve on regular communication and collaboration in working together to address and record water use generated by activities like filling fire trucks from hydrants and conducting training exercises throughout the City of Desert Hot Springs. This collaborative effort will improve water loss recording.

- Fire Station #36 (Pierson Blvd. & Promenade Dr.) Staff installed a temporary construction meter in the back parking lot to keep track of water loss when they fill their fire trucks at the fire station.
- Fire Station #37 (West Dr. & Pierson Blvd.) Staff was not able to install a
 temporary construction meter (to track water loss) on the premises due to no
 hydrant on property. On July 24,2024, Engine Captain, Jason Escandel, called to
 provide us with information regarding a training activity they were performing on
 July 25, 2024, utilizing a nearby hydrant (to track water loss).

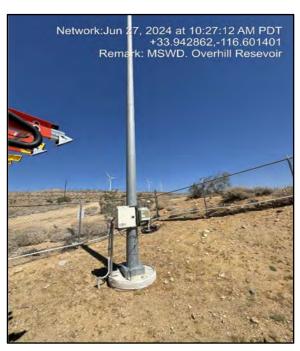
AMI Gateway Maintenance

On June 27, 2024, Ferguson Waterworks visited eight District sites and performed a thorough audit of every AMI gateway, including looking for wear and damage, weatherproofing connections, and sweep-testing cables and antennas. On July 24, 2024, documents and study findings were made available. All final repairs are expected to be completed by August 2024.

- Well 34 Passed with good standard operating condition with no signs of premature wearing.
- Well 28 Passed with good standard operating condition with no signs of premature wearing.
- Well 25A Failures of the cable and antenna were noted. Antennas and new cables will be replaced as required.
- Gateway Reservoir Failures of the UPS and a dead battery were noted. Battery and fuses will be replaced as required.
- Low Northridge Reservoir Passed with good standard operating condition with no signs of premature wearing.

- Highland Reservoir Passed with good standard operating condition with no signs of premature wearing.
- Woodbridge Reservoir Passed with good standard operating condition with no signs of premature wearing.
- Overhill Reservoir Failures of the cable and antenna were noted. Antennas and new cables will be replaced as required.









Wastewater Collection Department

Sanitary Sewer Overflows (SSOs)

There were no Sanitary Sewer Overflows (SSOs) in the collection system during July 2024. Using the CCTV truck, staff found an area of mainline sewer pipe that had a possibility for an SSO. Staff jetted the line to remove a large root ball and reinspected it to show flow was back to normal operations.





Dos Palmas Lift Station

Operators conducted daily site visits to ensure proper pump operation, SCADA (Supervisory Control and Data Acquisition) system functionality, and site security.

Staff complete a confined space entry into the lift station to adjust and clean the floats.





Sewer Line Locations

Staff completed 400 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

Sewer Line/Collections Maintenance

- Staff completed 48 CCTV inspections, totaling 10,613 feet in July 2024.
- Staff cleaned 3,274 feet of sewer mainline in July 2024.

Wastewater Treatment & Disposal Department

Plant Maintenance

Staff spent 508.25-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 108.2-man hours operating the sludge belt filter press, including filling and removing 14 trailers of sludge from the Horton and Desert Crest WWTPs.

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

Staff had an issue with Influent Pump 1 at the Horton WWTP. Staff pulled the pump to inspect it, and the pump was ragged up. This is the first time a Vaughan chopper pump has ragged up since they were installed in the early part of 2022.





Staff installed the new replacement grinder for the belt press. The grinder helps protect the Seepex sludge pump and cuts up rags so they do not get stuck within the belt press.







Staff had an issue with one of the hydraulic hoses for the belt press that sprung a leak. Staff removed and replaced both hydraulic hoses putting the belt press back in normal operation.





Staff had a member of West Yost out at the facility to help install lysimeters in Ponds 1, 6, and 8. The goal of the lysimeter sampling is to be able to sample groundwater ten feet below the base of the ponds to see if the soil is removing nitrogen.









Sampling and Laboratory

Staff collected 54 samples and spent 108-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both plants are producing an effluent that meets the District's permit discharge requirements.

Pond Maintenance

Ponds 1, 2, 3, 4, 5, 6, 7, and 8 were cleaned and rehabilitated during July 2024. With the warm temperatures and high winds, staff continue seeing algae blooms in the ponds causing issues for percolation. Staff will be keeping the ponds online for no more than 2 weeks at a time to try and prevent algae from coating the bottom of the ponds.





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:

- Pond Lysimeter Sampling Nitrogen Study Wastewater Training
- SCADA Tips and Tricks
- Quality Assurance Manual

Nancy Wright RWRF Startup Training

Staff have continued training on various equipment throughout the Nancy Wright RWRF.



Wastewater Report

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

New Sanitary Service Connections to Collection System							
Fiscal Year	2024/25	2023/24	2022/23	2021/22	2020/21		
July	9	4	4	18	8		
August		12	26	20	4		
September		17	20	20	5		
October		3	13	36	9		
November		7	8	29	50		
December		21	8	12	9		
January		2	35	14	21		
February		1	4	7	23		
March		1	24	17	48		
April		7	16	7	18		
May		8	9	16	17		
June		0	4	2	21		
Total	9	83	171	198	233		

Additional sanitary service connection information is provided in Appendix C.

The following table shows the average daily flow and peak daily flow for the Horton WWTP, Desert Crest WWTP, and Wright RWRF.

Wastewater Flow (MGD)								
Fiscal Year 2024/25	Horton	WWTP	Desert Cr	est WWTP	Wright RWRF			
	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow	Average Daily Flow	Peak 24-Hour Flow		
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000		
August								
September								
October								
November								
December								
January								
February								
March								
April								
May								
June						_		

Additional wastewater flow information is provided in Appendix C.

Water Production Department

Water Pumped/Produced

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

- MSWD (CA3310008) 918.49 Acre Feet (299.29 MG)
- West Palm Springs Village (CA3310078) 12.29 Acre Feet (4.20 MG)
- Palm Springs Crest (CA3310081) 7.69 Acre Feet (2.50 MG)

Water Sampling/Testing

- Bacteriological Sampling Staff collected 50 routine samples in the MSWD system, four routine samples in the ID-E area which includes the West Palm Springs Village (WPSV) and Palm Springs Crest (PSC) systems, and four well samples in ID-E.
- Staff collected 16 general physical samples in the MSWD system and two general physical samples in ID-E.
- Well 26A Uranium Treatment (IXP) Sampling The monthly uranium sampling was completed on July 1, 2024.
- Monthly Reporting The District's Monthly Coliform Monitoring Report for July 2024 for all three water systems was sent to the SWRCB on August 2, 2024.
- Chromium-6 Sampling Staff collected weekly Chromium-6 sampling for July 2024. This is to collect more data points as we consider our treatment and compliance requirements.

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 twice during the month of July 2024.
- Sodium Hypochlorite (Chlorine) Usage During the month of July 2024, a total of 2,626 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 Storage Relocation To prevent premature chlorine degradation, staff relocated the chlorine storage to the carport area at the Corporate Yard. This location provides more shade for the stored chlorine.
- Chlorine Residuals at Production Well Sites In July 2024, the Production staff checked and documented the chlorine residuals at all wells in use 237 times. The average chlorine residual of these readings was 0.91 ppm. (This data reflects the MSWD and ID-E water systems.)
- Distribution System Chlorine Residuals During the month of July 2024, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 77 times. The average chlorine residual of these readings is 0.76 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. Staff aim to complete these by the 15th of each month. Note: Well 34 is still off-line and staff are unable to collect the sounding data for this month.

Water Production Facility Updates

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

- Gateway Fire Pump Monthly Testing Staff performed the monthly fire pump testing on July 21, 2024. All systems functioned properly. Water loss data was captured and entered onto our water loss tracking worksheet.
- Vista Res. Booster Station The booster pumps for the hydro system have given us some issues with air/vapor locking, thus preventing flow. Staff have corrected this issue by replacing a leaking fitting that was allowing air to be sucked into the impellers. This was corrected on July 18, 2024.
- Wells 26 and 27 Production Meters The water production meters were replaced on July 16, 2024. These meters were producing erroneous readings and incorrectly displayed the flow totals. We upgraded the meters to the UltraMag meter with a ProComm head. This will allow us to track the totalizer via SCADA for more efficient monitoring and reporting.





- Well 31 As previously reported, the pump was recently repaired due to excessive pump noise. The pump has been repaired and is now back in service as of July 9, 2024.
- Portable Generator Usage There was a brief (2-3 hour) electrical outage at the Overhill and Gateway booster stations on July 9, 2024. Generators were deployed to ensure continued water production.

• Well 24 – The well is offline due to a vibration, and the pump equipment is currently out of the well and being evaluated. After a recent downhole inspection, staff is considering that it may be best to run this well to failure due to the condition of certain areas of the well casing. We are working with contractors to bring this well back into operation as soon as possible. The well equipment installation began on July 18, 2024, by Southwest Pump and Drilling. The well repairs were completed and put into service on July 30, 2024.



 Low Northridge Booster Station – Booster Pump 2 failed due to an electrical issue on July 11, 2024. Staff quickly contacted a contractor to assess the failure and ordered the necessary parts to be repaired. The repair was made on July 19, 2024.





• Low Northridge Reservoir – A new altitude valve (Cla-Val valve) has been received and is pending installation. This valve is used for reservoir water level control. The existing valve is over 30 years old and much of the valve body is deteriorating. Additionally, the existing valve is hydraulically controlled, and the new valve uses an electrically operated solenoid pilot system. The upgrade/conversion was determined necessary to allow for greater set-point control via SCADA. Staff plans to install this valve during the week of August 12th.



Well 33 Solar Site

Staff continues to monitor the performance of the solar system. However, MSWD is still working with Kenwood Energy to review past maintenance reports and the current condition of the facility. They are also helping prepare an RFP for an O&M service contract. Kenwood Energy has reached out to TotalEnergies requesting maintenance data and repair log.



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	2024/25	2023/24			2020/21		
July	9	5	6	18	7		
August		14	28	19	6		
September		19	22	23	18		
October		4	16	33	13		
November		9	10	27	10		
December		5	9	9	2		
January		5	26	14	15		
February		3	14	8	13		
March		6	29	19	16		
April		11	24	6	11		
May		9	16	19	15		
June		3	5	1	24		
Total	9	93	205	196	150		

Additional water service connection information is provided in Appendix C.

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 2024/25	Variance from Prior Year		FY 2023/24	FY 2022/23	FY 2021/22	FY 2020/21	
	2024/23	AF	%	2023/24	2022/23	2021/22	2020/21	
July	939.07	149.08	18.87	751.79	796.57	857.77	853.23	
August				850.19	839.93	885.31	795.18	
September				716.03	738.65	784.80	757.08	
October				691.98	665.18	755.84	709.39	
November				599.39	679.85	690.13	619.87	
December				554.27	565.48	588.32	537.23	
January				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	939.07	149.08	18.87	7,645.50	8,094.17	8,356.13	7,981.79	

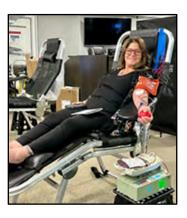
Additional water production information is provided in Appendix C.

PUBLIC AFFAIRS

Past & Upcoming Sponsorships / Events

MSWD Blood Drive: July 10, 2024

Mission Springs Water District partnered with LifeStream Blood Bank to host a summer blood drive; these events continue to be successful, with MSWD employees and community members signing up to give. MSWD will host another donation opportunity on September 11, 2024, honoring and remembering those that perished on that fateful day.



CVCAN Membership Appreciation Party: June 11, 2024



MSWD was a proud sponsor of CVCAN's Membership Appreciation Party, which was held at Miracle Springs Villa. Leaders in the community and members mingled and shared ideas for the coming year.

MSWD Water Talks: July 24, 2024

On July 24, 2024, MSWD proudly hosted the General Manager of the Coachella Valley Mosquito and Vector Control, Jeremy Wittie, as a guest speaker during our monthly Water Talks presentation. Wittie gave participants a general overview of Mosquito and Vector including Control. its role and responsibility and the importance of their role in protecting the health of the community.



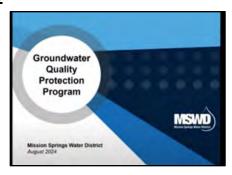
CASA Annual Conference: July 31 – August 2, 2024



General Manager Brian Macy, Board President Ivan Sewell, Board Director Amber Duff, and Board Director Russel Martin attended the California Association of Sanitation Agencies which hosted its annual conference. Topics included pending legislation impacting wastewater providers and innovation and trends in the wastewater field.

Desert Water Agency Board Meeting: August 6, 2024

General Manager Brian Macy and Assistant General Manager Marion Champion presented at the Desert Water Agency monthly board meeting highlighting the accomplishments of the District's Groundwater Quality Protection Program.



ACWA Region 9 Event: August 13, 2024



ACWA Region 9 is hosting an engaging program that will address the pressing workforce challenges of the water industry. Tomorrow's Talent Founder Dr. Dale Marsden will offer a keynote titled, "Innovating the Water Workforce: What if we could build an intergenerational talent pipeline for the next 100 years?"

<u>Urban Water Institute Annual Conference: August 21 – 23, 2024</u>

Leading water experts will deliver presentations on today's most pressing water management issues, representing a broad range of expertise and non-partisan perspectives.



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

Youth & Education Programs

2025 Calendar Contest

MSWD is launching the annual calendar drawing contest – calling for student artwork focused on conservation & groundwater protection. The contest is taking place through October 2, 2024. The contest is open to all K-12 students at schools within the MSWD service area. Each student may submit one drawing that should focus on one message. Twelve winners will have their water conservation or groundwater protection drawings published in the District's 2025 community calendar.



DHS Recreation Center Summer Camp

In partnership with the Desert Hot Springs Recreation Center, MSWD presented eight water education and activity sessions to students this summer as part of the Recreation Center's summer programming. This year's summer program featured water, and what better way than to have MSWD join in and help share our love for all things water? All students received a specially designed refillable MSWD water bottle to keep.

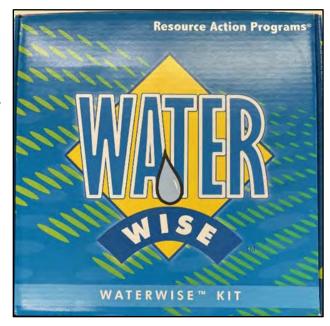




<u>2023 – 2024 Mission Springs LivingWise® Program</u>

The Mission Springs LivingWise® Program, a school-based energy efficiency education program, is designed to generate immediate and long-term resource savings by bringing interactive, real-world education home to students and their families. The 2023-2024 program was taught in 6th grade throughout the SoCalGas & Mission Springs Service Territory.

The Mission Springs LivingWise® Program team identifies and enrolls students and teachers within the designated service area. The program physically begins with classroom discussions using a Student Guide that provides the foundations of using energy and water efficiently. It is followed by hands-on, creative, problemsolving activities led by the classroom teacher. In addition to educating students and their parents, a primary program goal is to generate cost-effective energy and water savings. Student home surveys not only provided the data used in the savings projections. but also reinforced the learning benefits.



A full report is included in Appendix E

Public & Media Outreach

MSWD Rebate Program July

The public affairs team launched the "Use Less, Save More" rebate social media campaign promoting water conservation. The available rebates are clothes washing machines, toilets, smart irrigation controllers, and turf replacement.

"Use less and save more!! Exciting and newly enhanced rebate offerings promoting water conservation are now available, you can contribute to a more sustainable future and save money!"









2023 Consumer Confidence Report (CCR) Water Quality Report

MSWD complies with regulations requiring the annual publication of a Consumer Confidence Report on water quality. It provides source water analysis, performance on water quality standards, and other information regarding the quality of our water supply. The Water Quality Report, sent to customers each year by July 1, is also available for download in English and Spanish on the website.





Customer Newsletter

Our July 2024 Water Matters newsletter featured information about MSWD's Summer Intern Program, the 2023 Water Quality Report, Understanding Your Bill, and Plass Along Fees. A copy of the newsletter is included in Appendix E.

Smart Irrigation Month July

Each July, Smart Irrigation Month highlights the social, economic, and environmental benefits of efficient irrigation products and services. MSWD focused outreach efforts on smart controller rebates, and turf removal rebates through district social media posts, paid advertising, and HOA partnerships with Skyborne in townSq, and Mission Lakes Country Club providing newsletter articles focused on smart irrigation and the availability of the rebates.

Legislative Update

<u>Federal: Special District Grant Accessibility Act Set for Senate Committee</u> Consideration

The U.S. Senate Homeland Security and Governmental Affairs Committee will resume its Business Meeting on Wednesday morning, July 31, 2024. Among the bills slated for consideration is the Special District Grant Accessibility Act (SDGAA), led by the National Special Districts Coalition (NSDC) of which CSDA is a founding member. SDGAA (H.R. 7525; S. 4673) would codify a first-ever, formal definition of "special district" and would require the White House Office of Management and Budget (OMB) to issue guidance to federal agencies requiring special districts to be recognized as local governments for the purpose of federal financial assistance determinations. MSWD has joined the CSDA coalition supporting this effort.

Additional Federal updates are available in Appendix D.

State: Preparing for the New Indoor Heat Illness Prevention Requirements

On June 20, 2024, the California Occupational Safety and Health Standards Board approved California Code of Regulations, Title 8, section 3396, "Heat Illness Prevention in Indoor Places of Employment" to establish required safety measures for indoor places of employment to prevent employee exposure to the risk of heat illness. The Office of Administrative Law (OAL) has 30 working days to review the proposal. The Standards Board requested the regulation to take effect immediately after OAL approval, which may be as early as August 2024.

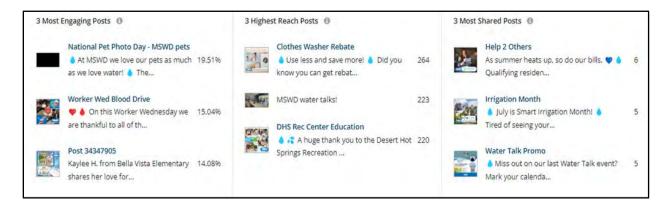
MSWD Digital Advertising

For the month of July 2024, the District featured three Google and Facebook/Instagram ads promoting various MSWD programs. The Google campaign had substantial gains, garnering 348,410 impressions and 1,863 link clicks. Our Facebook ads also had substantial gains, garnering more than 318,504 impressions and 588 link clicks, doubled from the previous month. A full report is included in Appendix E.



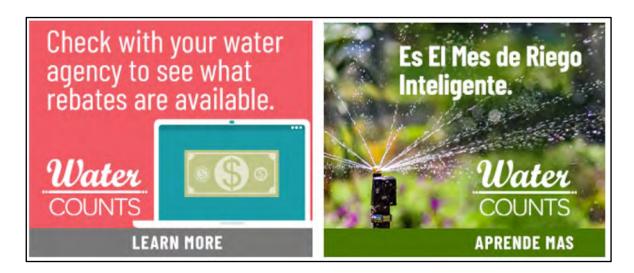
Social Media

A copy of the July 2024 social media report can be found in Appendix E. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included the MSWD pets - National Pet Photo Day, Worker Wednesday Blood Drive post, and the July Calendar post. The most shared posts were Help 2 Others Bill Assistance, Smart Irrigation Month / Smart Irrigation Meter Rebate, and Water Talk Promo. The posts with the highest reach were the Clothes Washer Rebate, Water Talk Promo, and the DHS Summer Camp Recreation Center post.



CV Water Counts

The website saw a significant boost in its digital marketing performance throughout July 2024. The Google Ads campaigns achieved 204.94K display ad impressions, 10.38K search ad impressions, and 81.98K video impressions, resulting in 3,779 clicks. The website experienced significant traffic with 3,567 users, 4,913 sessions, and 7,398 pageviews, with the "Conservation Tips" page leading at 4.3K views. Social media engagement was also strong, with Facebook ads reaching 98,841 impressions and Instagram posts garnering 5,388 impressions. These figures indicate effective outreach and growing community engagement in water conservation efforts.



Rebates & Conservation

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

Toilet Rebates

The District processed one toilet rebate applications in July 2024, totaling \$100.

Turf Rebates

The District did not process any turf rebates in July 2024.

Clothes Washer Rebates

The District processed five clothes washer rebate applications in July 2024, totaling \$750.

Smart Controller Rebates

The District processed three smart controller rebate applications in July 2024, totaling \$528.44.

Conservation Kits

The District received one request for a conservation kit in July 2024.

Bottled Water Tracking Report

Date Supplied	Requested By	Event or Purpose	Cases Requested
07/03/2024	City of DHS	Monthly Water Supply	15
07/08/2024	Friends of the DHS Library		
07/10/2024	Professional Women in Building	General Meeting	5
07/10/2024	CVCAN	Member Appreciation	8
07/18/2024	First Community Baptist Church	Church Anniversary & Backpack Giveaway	10
07/24/2024	MSWD Water Talks – DHS Library		1
		Total	42

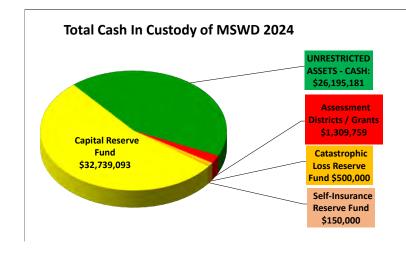
GENERAL MANAGER'S REPORT AUGUST 2024	
APPENDIX A – Finance & Accounting Information	

MISSION SPRINGS WATER DISTRICT COMBINED FUNDS DISTRICT SUMMARY JULY 1, 2023 TO JUNE 30, 2024

	YEAR	TO DATE				JULY 1, 2022 TO JUN	E 30, 2023	
		FAVORABLE (UNFAVORABLE) VARIANCE	FAVORABLE (UNFAVORABLE) VARIANCE				FAVORABLE (UNFAVORABLE) VARIANCE	FAVORABLE (UNFAVORABLE) VARIANCE
ACTUAL	BUDGET	AMOUNT	PERCENT		ACTUAL	BUDGET	AMOUNT	PERCENT
20,608,526	21,267,588	(659,062)	-3%	OPERATING REVENUE:	20,791,251	21,186,424	(395,173)	-2%
21,544,315	24,373,039	2,828,724	12%	OPERATING EXPENSE:	21,421,614	22,818,919	1,397,304	6%
(935,789)	(3,105,451)	2,169,662	70%	NET OPERATING INCOME	(630,363)	(1,632,495)	1,002,131	-61%
8,136,424	77,571,194	(69,434,770)	-90%	ADD NON-OPERATING REVENUE	29,391,380	29,090,225	301,155	1%
896,098	1,063,877	167,779	16%	LESS NON-OPERATING EXPENSE	881,326	1,385,562	504,236	36%
7,240,326	76,507,317	(69,266,991)	-91%	NET NON-OPERATING INCOME	28,510,054	27,704,663	805,391	3%
6,304,536	73,401,866	(67,097,330)	-91%	NET INCOME	27,879,691	26,072,168	1,807,523	7%
				OTHER INFORMATION				
			5.75	DEBT SERVICE RATIO	9.36			
			1.36%	INVESTMENT RETURN	0.35%			
		EARNED S	\$ 42,170	WELLS FARGO LOAN INTEREST	\$ 53,200	PAID		
			\$ 43,101,815	CASH - JULY 1	\$ 47,763,075			
		5	\$ 17,792,218	INCREASE/(DECREASE) IN CASH	\$ (4,661,260)			
		3	\$ 60,894,033	CASH - END OF PERIOD	\$ 43,101,815	•		
	W	/ELLS FARGO	\$ 26,195,181	UNRESTRICTED CASH	\$ 12,325,640	WELLS FARGO)	
	V	/ELLS FARGO	\$ 2,465,128	RESTRICTED - ASSESSMENT DISTRICTS	\$ 26,334	WELLS FARGO)	
		CALTRUST	\$ 7,006,003	RESTRICTED - SHORT TERM FUND	\$ 6,651,751	CALTRUST		
		CALTRUST	\$ 22,427,956	RESTRICTED - MEDIUM TERM FUND	\$ 21,446,208	CALTRUST		

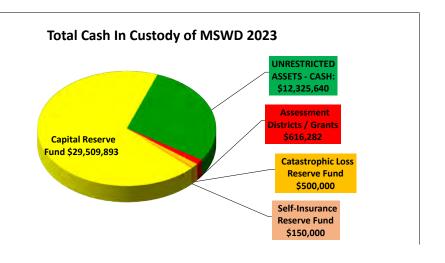
RESTRICTED - LIQUIDITY FUND

RESTRICTED TOTAL CASH



CALTRUST \$ 2,799,765

\$ 60,894,033



2,651,882 **CALTRUST**

43,101,815

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - ONGOING JUNE 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	06-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
11147	WELL #42 (NEAR TO EXISTING WELL # 22)	2,414,627.28	790,786.73	2,210,777.00	1,419,990.27	3,205,414.01	4,973,000.00	1,767,585.99	ENGINEERING
11424	REGIONAL WASTEWATER TREATMENT PLANT	35,733,398.82	15,615,411.79	20,001,215.00	4,385,803.21	51,348,810.61	53,049,300.00	1,700,489.39	ENGINEERING
11425	AREA M-2 (AD #15)	634,711.19	74,623.05	10,819,868.00	10,745,244.95	709,334.24	11,450,000.00	10,740,665.76	ENGINEERING
11426	CONVEYANCE LINE FROM LS TO RWWTP	1,886,431.81	5,191,696.79	7,257,876.00	2,066,179.21	7,078,128.60	8,300,000.00	1,221,871.40	ENGINEERING
11451	CHROMIUM 6 COMPLIANCE STUDY	14,489.48	50,236.71	185,511.00	135,274.29	64,726.19	200,000.00	135,273.81	ENGINEERING
11456	HWWTP INFL. PUMP STATION ODOR CONTROL	647,827.69	142.15	82,745.00	82,602.85	647,969.84	730,000.00	82,030.16	ENGINEERING
11566	DESIGN & ENGINEERING AREAS H & I	332,182.49	4,138.08	129,775.00	125,636.92	336,320.57	460,000.00	123,679.43	ENGINEERING
11610	VISTA RESERVOIR NO. 2	125,979.40	1,048.21	849,448.00	848,399.79	127,027.61	975,427.00	848,399.39	ENGINEERING
11611	WELL REHABILITATION PROGRAM - WELL 22	315,712.46	293,551.76	1,328,219.00	1,034,667.24	609,264.22	1,560,000.00	950,735.78	PRODUCTION
11618	DESIGN & ENGINEERING FOR AREAS A & G	526,554.15	46,552.08	1,099,118.00	1,052,565.92	573,106.23	1,600,000.00	1,026,893.77	ENGINEERING
	ADMIN BUILDING	1,523,556.61	307,302.26	16,802,667.00	16,495,364.74	1,830,858.87	33,300,000.00	31,469,141.13	ADMINISTRATION
11657	SEWER SYSTEM COLLECTIONS	560,651.81	355.95	192,873.00	192,517.05	561,007.76	750,000.00	188,992.24	ENGINEERING
11666	EMERGENCY BACKUP GENERATOR WELL 27/31	18,098.29	3,761.27	395,166.00	391,404.73	21,859.56			ENGINEERING
11667	EMERGENCY BACKUP GENERATOR WELL 32	18,008.94	3,758.06	284,230.00	280,471.94	21,767.00	300,331.00	278,564.00	ENGINEERING
11668	EMERGENCY BACKUP GENERATOR WELL 37	18,043.56	3,760.00	284,200.00	280,440.00	21,803.56	300,331.00	278,527.44	ENGINEERING
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	PRODUCTION
11717	TRAILER MOUNTED PORTABLE GENERATORS	0.00	487,220.74	537,375.00	50,154.26	487,220.74	537,375.00	50,154.26	CONSTRUCTION & MAINT.
11741	35C WELL REHABILITATION	14,226.50	14,503.09	2,685,773.00	2,671,269.91	28,729.59	2,700,000.00	2,671,270.41	ENGINEERING
11742	34C WELL REHABILITATION	13,269.15	611,046.30	464,997.00	-146,049.30	624,315.45	744,000.00	119,684.55	ENGINEERING
11809	13TH AVE DAMAGE: TSTORM HILARY	0.00	32,051.03	70,000.00	37,948.97	32,051.03	200,000.00	167,948.97	ENGINEERING
11810	THOMAS DR DAMAGE: TSTORM HILARY	0.00	32,630.87	75,000.00	42,369.13	32,630.87	250,000.00	217,369.13	ENGINEERING
11811	INDIAN CANYON DAMAGE: TSTORM HILARY	0.00	17,740.48	230,000.00	212,259.52	17,740.48	230,000.00	212,259.52	ENGINEERING
11813	MISSION LAKES DAMAGE: TSTORM HILARY	0.00	31,451.44	150,000.00	118,548.56	31,451.44	525,000.00	493,548.56	ENGINEERING
11776	ENERGY CONSERVATION AND EFFICIENCY SVCS PLAN	5,614.75	46,841.56	50,000.00	3,158.44	52,456.31	150,000.00	97,543.69	ADMINISTRATION
11743	INSTALL 18-INCH INTERTIE LINE	685.19	2,489.58	1,100,000.00	1,097,510.42	3,174.77	1,100,000.00	1,096,825.23	ENGINEERING
11769	19TH-20TH AVES & LITTLE MORONGO ROADWAY PROJECT	44,736.64	75,492.45	286,768.00	211,275.55	120,229.09	309,000.00	188,770.91	ENGINEERING
11790	2024 - NEW METERS 3/4" - 2"	0.00	308,086.20	350,000.00	41,913.80	308,086.20	350,000.00	41,913.80	FIELD SERVICES
11693	GQPP AREA D3-1 SEWER DESIGN	8,840.75	1,285.87	147,159.00	145,873.13	10,126.62	156,000.00	145,873.38	ENGINEERING
11720	WELL REHAB PROGRAM DESIGN - 2022 FY	53,528.31	15,390.00	66,472.00	51,082.00	68,918.31	120,000.00	51,081.69	PRODUCTION
11837	GIS ESRI - SBITA	0.00	18,196.20	350,000.00	331,803.80	18,196.20	140,000.00	121,803.80	FIELD SERVICES
TOTAL		44,911,175.27	24,229,777.05	68,667,232.00	44,437,454.95	69,140,952.32	126,050,766.00	56,909,813.68	
23 records									

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - PAUSED JUNE 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	06-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
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	ENGINEERING
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	ENGINEERING
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	ENGINEERING
11472	AREA J-2	293,853.72	0.00	6,146.00	6,146.00	293,853.72	300,000.00	6,146.28	ENGINEERING
11556	HWWTP ASU DEMOLITION	45,077.20	0.00	122,198.00	122,198.00	45,077.20	167,275.00	122,197.80	ENGINEERING
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	WASTEWATER
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	ENGINEERING
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	ENGINEERING
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	PRODUCTION
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	PRODUCTION
11604	PAVEMENT REPAIRS - CORP YARD	43,757.39	0.00	301,818.00	301,818.00	43,757.39	345,575.00		ENGINEERING
11607	TERRACE RESERVOIR NO. 1	30,667.76	0.00	723,675.00	723,675.00	30,667.76	2,754,343.00	2,723,675.24	ENGINEERING
11608	TERRACE RESERVOIR NO. 2	32,374.80	0.00	782,086.00	782,086.00	32,374.80	2,814,461.00	2,782,086.20	ENGINEERING
11609	TERRACE RESERVOIR NO. 3	30,882.54	0.00	330,480.00	330,480.00	30,882.54	2,361,363.00	2,330,480.46	ENGINEERING
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	ENGINEERING
11617	HWWTP SCADA UPGRADES	40,080.36	0.00	94,006.00	94,006.00	40,080.36	129,008.00	88,927.64	WASTEWATER
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	ENGINEERING
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	PRODUCTION
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	ENGINEERING
11691	MUNICODE WEBSITE	9,021.78	0.00	0.00	0.00	9,021.78	31,000.00	21,978.22	ADMINISTRATION
11692	MUNICODE AGENDA	7,214.25	0.00	0.00	0.00	7,214.25	20,000.00	12,785.75	ADMINISTRATION
11733	ADMINISTRATION OFFICE REPAIRS DRYWL/PAINT	35,339.27	0.00	99,661.00	99,661.00	35,339.27	135,000.00	99,660.73	ADMINISTRATION
TOTAL		2,358,519.17	0.00	6,782,133.00	6,782,133.00	2,358,519.17	28,369,543.00	26,011,023.83	
27 records									

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - NOT STARTED JUNE 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	06-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
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	ENGINEERING
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	PRODUCTION
11737	PIERSON BLVD SLURRY SEAL PROJECT	0.00	0.00	183,000.00	183,000.00	0.00	183,000.00		ENGINEERING
11738	RIVERSIDE CTY MOUNTAIN VIEW RESURFACING PROJ	0.00	0.00	33,000.00			33,000.00		ENGINEERING
11789	WACHS ERV-750 VALVE MACHINE	0.00	0.00	42,000.00			42,000.00		CONSTRUCTION & MAINT.
11791	ERP SYSTEM REPLACEMENTS	0.00	0.00	, ,,,,,,,,	, ,		1,710,000.00		INNOVATION & TECHNOLOGY
	LITTLE MORONGO DAMAGE: TSTORM HILARY	0.00	0.00	30,000.00	30,000.00	0.00	30,000.00		ENGINEERING
	GEHL TH842 TELEHANDLER	0.00	0.00	177,317.00	177,317.00	0.00	177,817.00		WASTEWATER
11830	CASE 570N EP SKIP LOADER	0.00	0.00	124,000.00	124,000.00	0.00	124,500.00	124,500.00	WASTEWATER
	JOHN DEERE GATOR TE MODEL (1 OF 2)	0.00	0.00	15,500.00			16,000.00		WASTEWATER
	JOHN DEERE GATOR TX MODEL (2 OF 2)	0.00	0.00	15,500.00	15,500.00	0.00	16,000.00		ENGINEERING
11838	GIS CITYWORKS - SBITA	0.00	0.00	0.00	0.00	0.00	270,000.00	270,000.00	FINANCE
TOTAL		0.00	0.00	2,650,317.00	2,650,317.00	0.00	2,922,317.00	2,922,317.00)
17 records									

MISSION SPRINGS WATER DISTRICT CAPITAL IMPROVEMENT PROJECTS - COMPLETED JUNE 30, 2024

		BEG BAL	YEAR TO DATE	2024	FY 2024 BUDGET	TOTAL	ADOPTED	BALANCE	DEPARTMENT
JOBNO	PROJECT TITLE	07-01-2023	06-30-24	BUDGET	TO ACTUAL	COST	BUDGET	OF BUDGET	RESPONSIBLE
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	ENGINEERING
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	ENGINEERING
10702	WELL SITE WORSLEY-ENV/ENG	2,404.50	0.00	0.00	0.00	2,404.50	2,405.00	0.50	ENGINEERING
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	ENGINEERING
11032	FINAL DESIGN HORTON WWTP EXP #5	940,340.32	0.00	0.00	0.00	940,340.32	940,340.00	-0.32	ENGINEERING
11076	WELL #38 DESIGN & ENVIRONMENTAL	366,443.48	0.00	0.00	0.00	366,443.48	375,000.00	8,556.52	ENGINEERING
11088	EIR HORTON WWTP EXPANSION #5	71,415.62	0.00	0.00	0.00	71,415.62	71,416.00	0.38	ENGINEERING
11282	MISSION CREEK - 80 ACRES	325,077.18	0.00	0.00	0.00	325,077.18	328,000.00	2,922.82	ENGINEERING
11392	WELL & BOOSTER SCADA ENHANCEMENT	29,207.20	0.00	0.00	0.00	29,207.20	30,000.00	792.80	PRODUCTION
11498	HWWTP PERCOLATION POND REHAB	28,181.34	0.00	0.00	0.00	28,181.34	42,000.00	13,818.66	WASTEWATER
11787	JOHN DEERE 3032E COMPACT UTILITY TRAILER	0.00	30,405.00	32,000.00	1,595.00	30,405.00	32,000.00	1,595.00	WASTEWATER
	MUFFIN MONSTER 6" INLINE GRINDER	0.00	16,197.28	15,100.00	-1,097.28	16,197.28	17,100.00		WASTEWATER
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	PRODUCTION
TOTAL		2,925,925.36	47,020.34	47,100.00	79.66	2,972,945.70	3,042,666.00	69,720.30	
8 records									

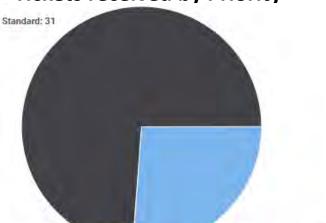
GENERAL MANAGER'S REPORT AUGUST 2024
APPENDIX B – Innovation & Technology Information



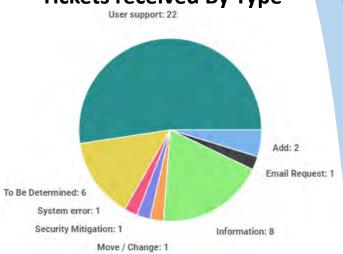
Mission Springs — July, 2024 Client report

Client Activity Report and Analysis

Tickets received by Priority



Tickets received By Type



Client Service Rating		
Overall Satisfaction	N/A	
Number of Service Requests	42	
Number of Survey Responses	0	
Response Rate	0%	

Next Business Day: 11

Tickets Received 42

Tickets Closed 41

Ticket MTTR 7 hr.

Client Hours — June

Hours on SOs 62

Hours on Projects 10

Meeting Hours 8

TOTAL HOURS 80



Mission Springs — July, 2024 Client report

July Client Meetings

Meeting Title	Meeting Title Topics		
Weekly Technology Review (During Onboarding)	 Password policy changes ProofPoint vs Mail Assure witches pending review with Arturo RingCentral contract Duo Multifactor and VPN access 	8 hours	

Client Pending Projects

Project Title	Purpose
Mail Filter Solution	Protect email from SPAM
Laserfiche Cloud	Migrate to hosted solution— free up local resources
Server Refresh	Replace server host with new equipment due to age

GENERAL MANAGER'S REPORT AUGUST 2024
APPENDIX C – Wastewater & Water Production Tables

WASTEWATER REPORT

						SEWER CO	NNECTION	SUMMARY						
	2024/25	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	9	4	4	18	8	7	9	51	2	1	139	2	0	0
August		12	26	20	4	1	8	53	2	4	214	4	0	2
September		17	20	20	5	2	12	8	11	2	90	2	1	0
October		3	13	36	9	4	8	12	4	21	65	8	2	1
November		7	8	29	50	10	9	7	7	1	52	18	7	3
December		21	8	12	9	3	3	64	1	0	86	22	11	2
January		2	35	14	21	7	1	16	8	3	27	3	11	1
February		1	4	7	23	5	1	42	0	3	5	46	6	1
March		1	24	17	48	1	0	23	5	0	31	16	2	1
April		7	16	7	18	3	3	15	30	0	8	95	14	3
May		8	9	16	17	11	3	20	45	7	13	98	3	2
June		0	4	2	21	7	3	6	70	4	4	72	2	0
Annual	9	83	171	198	233	61	60	317	185	46	734	386	59	16

Connections to Sewer Collection System:

As of June 30, 2024 8,919

Plus YTD 9

Total Sewer Connections = 8,928

	WASTEWATER FLOW MGD							
	HORTO	N PLANT	DESERT	CREST	WRIGHT PLANT			
2024/25	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.		
	Flow	Flow	Flow	Flow	Flow	Flow		
July	2.065945	2.184078	0.039738	0.046230	0.000000	0.000000		
August								
September								
October								
November								
December								
January								
February								
March								
April								
May								
June								

	WASTEWATER FLOW MGD								
	HORTO	N PLANT	DESER	CREST	WRIGHT PLANT				
2023/24	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.	Avg. Daily	Peak 24 hr.			
	Flow	Flow	Flow	Flow	Flow	Flow			
July	1.922043	2.149212	0.050983	0.071200	0.000000	0.000000			
August	1.929369	2.592078	0.047453	0.067540	0.000000	0.000000			
September	2.037218	2.182773	0.046081	0.055570	0.000000	0.000000			
October	2.050049	2.173503	0.040804	0.051000	0.000000	0.000000			
November	2.065661	2.265582	0.046158	0.059550	0.000000	0.000000			
December	2.037725	2.208722	0.045566	0.057730	0.000000	0.000000			
January	2.014687	2.152567	0.045226	0.049620	0.000000	0.000000			
February	1.999080	2.184408	0.047016	0.053920	0.000000	0.000000			
March	2.075331	2.301861	0.047050	0.054740	0.000000	0.000000			
April	2.059142	2.222371	0.040275	0.047630	0.000000	0.000000			
May	1.983604	2.113440	0.036827	0.040730	0.000000	0.000000			
June	1.982771	2.091744	0.039008	0.046700	0.000000	0.000000			

WATER REPORT

	WATER CONNECTION SUMMARY												
	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
July	9	5	6	18	7	4	5	7	2	0	0	1	0
August		14	28	19	6	10	5	3	2	2	0	1	0
September		19	22	23	18	2	14	4	13	3	0	2	2
October		4	16	33	13	3	21	8	3	20	0	5	1
November		9	10	27	10	16	4	0	7	3	0	1	0
December		5	9	9	2	17	3	3	2	0	0	2	0
January		5	26	14	15	6	3	20	1	1	2	2	0
February		3	14	8	13	8	5	11	1	0	1	0	1
March		6	29	19	16	2	3	6	5	0	12	0	0
April		11	24	6	11	1	3	7	11	2	7	0	1
May		9	16	19	15	12	5	11	9	8	2	0	1
June		3	5	1	24	11	2	8	2	10	1	0	0
Annual	9	93	205	196	150	92	73	88	58	49	25	14	6
Avg./ Mo.	0.75	7.75	17.08	16.33	12.50	7.67	6.08	7.33	4.83	4.08	2.08	1.17	0.50

Connections to Water System:

As of June 30, 2024 13,636

Plus YTD 9

Total Water Connections = 13,645

					WAT	ER PRODU	CTION SUN	IMARY					
	FY 2024/25	Varia from pri		FY 2023/24	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
	AF	AF	%	AF									
July	939.07	149.08	18.87%	789.99	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00
August		0.00	0.00%	737.74	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71
September		0.00	0.00%	675.06	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67
October		0.00	0.00%	709.23	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30
November		0.00	0.00%	629.05	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69
December		0.00	0.00%	529.99	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83
January		0.00	0.00%	556.57	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86
February		0.00	0.00%	458.69	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49
March		0.00	0.00%	560.24	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94
April		0.00	0.00%	649.67	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58
May		0.00	0.00%	696.24	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28
June		0.00	0.00%	700.11	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34
TOTAL	939.07	149.08	18.87%	7,692.58	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

GENERAL MANAGER'S REPORT AUGUST 2024
GENERAL MANAGER'S REPORT AUGUST 2024
APPENDIX D – Federal Update from Carpi & Clay



Mission Springs Water District Federal Update

July 31, 2024

FY25 Appropriations Update

The Senate Appropriations Committee is set to mark up its four bills later this week, covering Energy and Water, Defense, Labor-HHS-Education, and Financial Services funding. As the Senate approaches the August recess, it's anticipated that all 12 fiscal 2025 appropriations bills will have been completed at the committee level, likely with bipartisan support, based on previous markups. However, with limited legislative days left before September 30th. It is highly unlikely any of these bills will reach the Senate floor.

Meanwhile, the House has marked up all 12 bills and passed five on the floor, with the remaining bills stalled. Both chambers are relying on their committee work to establish negotiating positions for bicameral discussions expected during the lame-duck session. House and Senate leaders have already indicated the need for a continuing resolution (CR) before the fiscal year ends, which will likely extend funding past the elections into the lame-duck session.

Both the Senate and the House will return to Washington on September 9th.

FY25 Appropriations Bills	House Subcommittee Allocation (in billions)	Senate Subcommittee Allocations (in billions)	Passed House Committee	Passed Senate Committee	Passed House
Agriculture- Rural Development	\$25.873	\$27.049	7/10 by a vote of 29-26	7/11 by a vote of 27-0	
Commerce- Justice-Science	\$78.288	\$69.235	7/9 by a vote of 31-26	7/24 by a vote of 26-3	
Defense	\$833.053	\$830.865	6/13 by a vote of 34-25	Markup on 8/1	6/28 by a vote of 217-198
Energy-Water Development	\$59.19	\$61.467	7/9 by a vote of 30-26	Markup on 8/1	
Financial Services	\$23.608	\$21.175	6/13 by a vote of 33-24	Markup on 8/1	
Homeland Security	\$64.805	\$60.516	6/12 by a vote of 33-26		6/28 by a vote of 212-203

Interior- Environment	\$37.739	\$37.65	7/9 by a vote of 29-25	7/24 by a vote of 28-1	7/24 by a vote of 210-205
Labor-HHS	\$186.586	\$198.655	7/10 by a vote of 31-25	Markup on 8/1	
Legislative Branch	\$7.125	\$7.0	6/13 by a vote of 33-24	7/11 by a vote of 27-0	Failed on 7/11 by a vote of 205-213
MilCon-VA	\$147.520	\$148.876	5/23 by a vote of 34-25	7/11 by a vote of 27-0	6/5 by a vote of 209-197
State-Foreign Ops	\$51.713	\$55.705	6/12 by a vote of 31-26	7/24 by a vote of 24-5	6/5 by a vote of 212-200
Transportation- Housing and Urban Development	\$90.4	\$87.707	7/10 by a vote of 31-26	7/24 by a vote of 28-1	

OMB Releases 2024 Spring Regulatory Unified Agenda

The Office of Management and Budget (OMB) released the **2024 Spring Regulatory Unified Agenda**. The agenda details the rules and regulations each federal agency is expected to work on or release both short and long-term.

House Passes WATER Data Improvement Act

On July 8th, the House passed the Water Monitoring and Tracking Essential Resources (WATER) Data Improvement Act (<u>H.R. 5770</u>) by voice vote. The legislation would extend programs that support U.S. Geological Survey stream gages, authorize new funding for a Department of the Interior groundwater monitoring program, and extend grants for water estimation, measurement, and monitoring technologies and methodologies through FY28. The legislation was transmitted to the Senate for its consideration.

Federal Funding Opportunities & Announcements

EPA Announces \$4.3 Billion in Climate Pollution Reduction Grants. The Environmental Protection Agency (EPA) <u>announced</u> \$4.3 billion in Climate Pollution Reduction Grants to 25 applicants. Projects selected target reducing greenhouse gas emissions in the transportation, electric power, commercial and residential, industrial, agricultural/natural lands, and waste/materials management sectors. Funding supports deploying technologies and programs focused on sector-specific greenhouse gas (GHG) emissions reductions and will help businesses capitalize on new clean energy opportunities.

EPA Announces \$325 Million for Community Change Grants. EPA <u>announced</u> \$325 million in funding for 21 applicants through the Community Change Grants Program. 17 of the 21 awards were funded under Track I (Community Driven Investments for Change) and the remaining 4 projects were funded under Track II (Meaningful Engagement for Equitable

Governance). The <u>NOFO</u> for the program remains open with an application deadline of November 21st.

EPA Announces and Funds Four Stormwater Centers of Excellence. EPA <u>announced</u> \$5 million in grants to establish four new Centers of Excellence for Stormwater Control Infrastructure Technologies and a national clearinghouse for new and emerging stormwater control technologies. The Centers chosen include the University of New Hampshire, the University of Oklahoma, the Board Regents Nevada System of Higher Education, and the Center for Watershed Protection, Inc. The Center for Watershed Protection will house the national clearinghouse for new technology and funding approaches.

EPA Announces \$20 Million for Innovative Water Workforce Development Program. EPA **announced** \$20 million for 13 workforce development organizations nationwide through the Water Workforce Development Grant Program. The grants will fund projects that expand public awareness of job opportunities in the drinking and wastewater utility sector and will support the existing workforce, including apprenticeships and internships, educational programs, regional collaborations, integrated learned opportunities, and leadership development.

Reclamation Published FY25 WaterSMART Drought Response Program NOFO. The Bureau of Reclamation (Reclamation) published a \$10 million NOFO through the WaterSMART Drought Response Program: Drought Resiliency Projects. The funding supports projects to develop and update comprehensive drought plans and implement projects to build long-term drought resilience. Applications are due by November 13th.

Reclamation Announces WaterSMART Cooperative Watershed Management Awards. Reclamation announced \$8.9 million in awards for six new and twelve existing cooperative water management projects through the WaterSMART Cooperative Watershed Management Program. The funding will support watershed health management and water supply resiliency projects in Western states.

Federal Agency Personnel & Regulatory Announcements

President Biden Submits USACE Chief of Engineers Nomination. President Biden formally transmitted the <u>nomination</u> of Major General Butch Graham to be the 56th Chief of Engineers for USACE. Current Chief of Engineers Lieutenant General Scott Spellmon's term expires on September 13th, and Major General Graham's nomination requires Senate confirmation before he can assume office.

EPA Proposes Designating Five Chemicals as High-Priority Substances under TSCA. EPA released a **proposal to designate five chemicals as High-Priority Substances** for risk evaluation under the Toxic Substances Control Act (TSCA): vinyl chloride (CASRN 75-01-4), acetaldehyde (CASRN 75-07-0), acrylonitrile (CASRN 107-13-1), Benzenamine (CASRN 62-53-3), and 4,4'-methylene bis(2-chloroaniline) (MBOCA) (CASRN 101-14-4). The chemicals were selected from the 2014 TSCA Work Plan developed by EPA to identify and further assess substances based on their hazards and potential for exposure. Comments are due by October 23rd.

EPA Published Fifth Edition of Climate Change Indicators Report. EPA published the fifth edition of the "<u>Climate Change Indicators in the United States</u>" report that outlines the impacts of climate change nationwide and the potential significance of the changes. The report adds two new climate change indicators: marine heat waves and heat-related workplace deaths. Newly analyzed data shows that the cumulative intensity of marine heat waves has increased since the 1980s, and from 1992-2022, an average of 34 workers per year died from heat exposure.

EPA Solicits Nominations for Farm, Ranch, and Rural Communities Federal Advisory Committee. EPA announced a <u>solicitation for nominations</u> to the Farm, Ranch, and Rural Communities Federal Advisory Committee. The Committee provides independent policy advice, information, and recommendations to the EPA Administrator on environmental policies and issues that impact agriculture and rural communities. Nominations are due to by September 5th.

EPA Releases Updated EJSCREEN Tool. EPA released **EJSCREEN 2.3**, an updated version of the online screening and mapping tool that incorporates the newest demographic and environmental datasets. EPA holds regular **EJSCREEN Office Hours** to review and demonstrate the tool, and the next meeting will be held on August 21st at 12 pm ET.

OSHA Releases Proposed Heat Injury and Illness Prevention NPRM. The Occupational Safety and Health Administration (OSHA) released a <u>notice of proposed rulemaking</u> (NPRM) on preventing heat injury and illness in outdoor and indoor work settings. The standard would require employers to create a plan to evaluate and control heat hazards in their workplace and clarify employer obligations and the steps necessary to effectively protect employees from hazardous heat. Comments will be due 60 days following publication in the *Federal Register*.

Reclamation Announces New Technical Service Center Director. Reclamation Commissioner Camille Touton announced that Katie Bartojay will serve as the Director of the Bureau's Technical Services Center in Denver, Colorado. The Technical Services Center provides research and development for water and power resources owned and operated by Reclamation and other federal agencies. Previously, Bartojay served as the Supervisor of the Technical Service Center's Client Support Service Office.

##

GENERAL MANAGER'S REPORT AUGUST 2024
GENERAL MANAGER SIKELORI AGGGST 2024
APPENDIX E – Public Affairs Information

Water Matters

News from your water provider



July 2024

Summer Interns Soar to New Heights

In partnership with the Desert Hot Springs High School REAL Academy, the MSWD Internship Program provides valuable hands-on experience and educational opportunities to students, exposing a new generation to opportunities in the water industry.

This summer, the interns worked in Engineering, Public Affairs, Water Production, and Wastewater learning what it takes to work in those fields. The group also had an opportunity to collaborate with the Water Production team and climbed a reservoir to learn about inspections!

2023 Water Quality Report Now Available

Each year MSWD releases an annual Water Quality Report, providing comprehensive information and test results that confirm the water supplied to customers meets all current state and federal standards. The report is mailed to customers annually by July 1 and is also available in English and Spanish on the MSWD website.

MSWD's tap water is tested thousands of times throughout the year, adhering to the stringent regulations and guidelines set by the State Water Resources Control Board and the Federal Environmental Protection Agency (EPA). Compiled from the previous year's test results, the Water Quality Report provides valuable information about drinking water sources, the processes used to ensure its safety, the constituents found in the water, and how MSWD's water quality compares to regulatory standards.

To view the MSWD Water Quality Report online, visit www.mswd.org/CCR.





Understanding Your Bill - Pass Along Fees

A pass along fee is a fee that we, MSWD, collects from our customers, and pays to the respective outside agency. You may see two of these charges on your water bill if you live within the city limits, or only one if you live within the county. Desert Water Agency Fee: This "fee" is actually an assessment for water pumped by Mission Springs Water District to serve customers in its service area. Desert Water Agency (DWA), one of 29 state water contractors in California, entered into a Memorandum of Understanding (MOU) with MSWD to replenish the aquifer to ensure the long-term sustainability of the water supply in our region.

As of July 1, 2024, the DWA Replenishment Assessment increased from \$195 to \$215 per acre-foot plus an additional 4.13% to account for water loss for a total of \$223.89 equals about \$0.52 cents per HCF (748 gallons) on your water bill. If your property falls within the city limits, you are also subject to a DHS City Utility Users Tax (UUT) on your water and sewer bills. The UUT was established through a public initiative in 2009 and requires all utilities to apply a pass-through tax of 7% or \$0.07 for every dollar billed. This tax contributes to various civic initiatives and services within the city.

If you have any questions regarding your water bill, or the charges, please do not hesitate to reach out to the customer service team.

El Agua Importa Noticias de su proveedor de agua



Julio 2024

Los Internos de Verano Alcanzan Nuevas Alturas

En colaboración con la Academia REAL de Desert Hot Springs High School, el Programa de Pasantías de MSWD proporciona valiosa experiencia práctica y oportunidades educativas a los estudiantes, exponiendo a una nueva generación a oportunidades en la industria del agua.

Este verano, los internos trabajaron en Ingeniería, Asuntos Públicos, Producción de Agua y Aguas Residuales, aprendiendo lo que se necesita para trabajar en esos campos. ¡El grupo también tuvo la oportunidad de colaborar con el equipo de Producción de Agua y escalar un depósito para aprender sobre inspecciones!

Informe de Calidad del Agua 2023 Ya Disponible

Cada año, MSWD publica un Informe Anual de Calidad del Agua, proporcionando información integral y resultados de pruebas que confirman que el agua suministrada a los clientes cumple con todos los estándares estatales y federales actuales. El informe se envía por correo a los clientes anualmente antes del 1 de julio y también está disponible en inglés y español en el sitio web de MSWD.

El agua del grifo de MSWD se prueba miles de veces durante todo el año, cumpliendo con las estrictas regulaciones y directrices establecidas por la Junta Estatal de Control de Recursos Hídricos y la Agencia de Protección Ambiental (EPA) Federal. Compilado a partir de los resultados de las pruebas del año anterior, el Informe de Calidad del Agua proporciona información valiosa sobre las fuentes de agua potable, los procesos utilizados para garantizar su seguridad, los componentes encontrados en el agua y cómo la calidad del agua de MSWD se compara con los estándares regulatorios. Para ver el Informe de Calidad del Agua de MSWD en línea, visite www.mswd.org/CCR.





Comprendiendo su Factura - Cargos Transferidos

Un cargo transferido es una tarifa que nosotros, MSWD, recaudamos de nuestros clientes y pagamos a la respectiva agencia externa. Es posible que vea dos de estos cargos en su factura de agua si vive dentro de los límites de la ciudad, o solo uno si vive dentro del condado.

Tarifa de la Agencia de Agua del Desierto (DWA): Esta "tarifa" es en realidad una evaluación por el agua bombeada por el Distrito de Agua de Mission Springs para servir a los clientes en su área de servicio. La Agencia de Agua del Desierto (DWA), una de las 29 contratistas estatales de agua en California, firmó un Memorando de Entendimiento (MOU) con MSWD para reponer el acuífero y asegurar la sostenibilidad a largo plazo del suministro de agua en nuestra región.

A partir del 1 de julio de 2024, la Evaluación de Reposición de DWA aumentó de \$195 a \$215 por acre-pie, más un 4.13% adicional para tener en cuenta la pérdida de agua, para un total de \$223.89, lo que equivale aproximadamente a \$0.52 centavos por HCF (748 galones) en su factura de agua.

Si su propiedad se encuentra dentro de los límites de la ciudad, también está sujeto al <u>Impuesto a los Usuarios de Servicios</u> Públicos (UUT) de la ciudad de DHS en sus facturas de agua y alcantarillado. El UUT se estableció a través de una iniciativa pública en 2009 y requiere que todas las empresas de servicios apliquen un impuesto de traspaso del 7% o \$0.07 por cada dólar facturado. Este impuesto contribuye a varias iniciativas y servicios cívicos dentro de la ciudad.

Si tiene alguna pregunta sobre su factura de agua o los cargos, no dude en comunicarse con el equipo de servicio al cliente.





New announcement!

A recent announcement was made at Skyborne Community Association

07/20/2024







Hello Skyborne Homeowners!

July is Smart Irrigation Month, and Mission Springs Water District is excited to inform you about their smart controller rebate program. Are you tired of seeing your summer water bills skyrocket? It's time to get smart with your irrigation! Install a smart controller and keep those bills in check. Plus, you can control and adjust watering times from anywhere.

Reimbursement details:

- . Up to \$150 for the device
- · Up to \$100 for professional installation.

Apply today at mswd.org/rebates!

Some summer irrigation tips to conserve water:

- Use smart controllers: Adjust your watering schedule based on weather, soil, and plant types. A weather station can add even more smart features.
- Check your system regularly: Look for leaks, broken sprinkler or irrigation heads, and any other inefficiencies. Wasted water is wasted money.
- Water early or late: Watering early in the morning or late in the evening reduces evaporation and prevents burning plant roots during peak temperatures.
- Use mulch: Mulch helps retain soil moisture and reduces the need for frequent watering. Remember to follow the Architectural Review process for landscaping changes.
- Share the knowledge: Encourage friends and neighbors to conserve water. Let's make every drop count!

SoCalGas & Mission Springs LIVINGWISE® PROGRAM SUMMARY REPORT

July 2024

SUBMITTED BY:



SoCalGas & Mission Springs LIVINGWISE®

PROGRAM SUMMARY REPORT

July 2024

MADE POSSIBLE BY:





Executive Summary

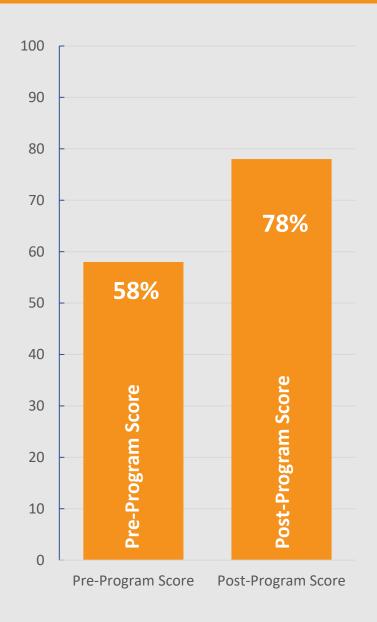
AM Conservation is pleased to present this Program Summary Report to the City of Mission Springs, which summarizes the 2023-2024 Mission Springs LivingWise® Program. The program was implemented in the SoCalGas & Mission Springs Water District service area in the state of California by 189 teachers, students, and their families.

The following pages provide an overview of the program and materials, outline of program implementation, introduction to the program team, description of program enhancements, impact of the program, and summary of results from the home activities. In addition, projected savings from the individual measures found within the LivingWise Kit are also included.

Participant Satisfaction

A successful program excites and engages participants. Students, parents, and teachers are asked to evaluate the program and provide personal comments. The results of this feedback are provided within this report.

Executive Summary

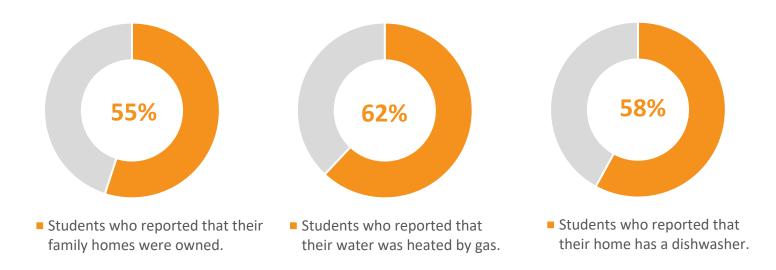


Knowledge Gained

Identical tests were administered to the students prior to the program and again upon program completion to measure knowledge gained. Scores and subject knowledge improved from 58% to 78%.

Data Obtained

Home surveys were taken by students and their families, which collected household demographic and consumption data along with program participation information.



Energy and Water Savings Results

In addition to educating students and their parents, a primary program goal is to generate cost-effective energy and water savings. Student home surveys not only provided the data used in the savings projections, but also reinforced the learning benefits.

Projected Resource Savings

PROJECTED ANNUAL SAVINGS					
6,528	6,528 gallons of water saved				
255	kWh of electricity saved				
21	therms of gas saved				
6,528	gallons of wastewater saved				

PROJECTED LIFETIME SAVINGS					
1,233,840	gallons of water saved				
48,185	kWh of electricity saved				
3,883	therms of gas saved				
1,233,840 gallons of wastewater saved					

PROJECTED ANNUAL SAVINGS PER HOME					
6,528	6,528 gallons of water saved				
255	kWh of electricity saved				
21	therms of gas saved				
6,528	gallons of wastewater saved				

PROJECTED LIFETIME SAVINGS PER HOME	
53,304	gallons of water saved
1,987	kWh of electricity saved
159	therms of gas saved
53,304	gallons of wastewater saved

Program Overview

The Mission Springs LivingWise® Program, a school-based energy efficiency education program, is designed to generate immediate and long-term resource savings by bringing interactive, real-world education home to students and their families. The 2023-2024 program was taught in 6th grade throughout the SoCalGas & Mission Springs Service Territory.

The Mission Springs LivingWise Program team identifies and enrolls students and teachers within the designated service area. The program physically begins with classroom discussions using a Student Guide that provides the foundations of using energy and water efficiently. It is followed by hands-on, creative, problem-solving activities led by the classroom teacher.

All program materials support state and national academic standards to allow the program to fit easily into a teacher's existing curriculum and requirements. The participating classroom teachers follow the Teacher Book and lesson plan. Information is given to guide lessons throughout the program in order to satisfy each student's individual needs, whether they are visual, auditory, or kinesthetic learners.

The LivingWise Kit and Student Take-Home Workbook comprise the take-home portion of the program. Students receive a kit containing high-efficiency measures they use to install within their homes. With the help of their parents/guardians, students install the kit measures and complete a home survey. The act of installing and monitoring new energy efficiency devices in their homes allows students to put their learning into practice. Here, participants and their parents/guardians realize actual water and energy savings within their home, benefitting two generations.

A critical element of AM Conservation program design is the use of new knowledge through reporting. At the end of the program, the Mission Springs program team tabulates all participant responses—including home survey information, teacher responses, student letters, and parent feedback—and generates this Program Summary Report.

"For more than 29 years, AM Conservation has designed and implemented Measure-Based Education" programs. The programs inspire change in household energy and water use habits while delivering significant and measurable resource savings."

Each participant in the Mission Springs LivingWise® Program receives classroom materials and energy efficiency kits containing high-efficiency measures to perform the program's take-home activities. Program materials for students, parents/guardians, and teachers are outlined below.

Each Student & Teacher Receives

Student Guide

Student Take-Home Workbook

Parent Letter/Pledge Form*

Student Survey Form

Certificate of Achievement

"GetWise" Wristband

Program Website Access: Getwise.org

Toll-Free HELP Line

LivingWise Kit Containing:

- Two High-Efficiency Showerheads
- Two Bathroom Faucet Aerators
- Kitchen Faucet Aerator
- Digital Thermometer*
- FilterTone® Alarm
- Rain Drip Gauge
- Flow Rate Test Bag
- Natural Resource Fact Chart
- Toilet Leak Detector Tablets
- Mini Tape Measure
- Parent/Guardian Program Evaluation
- Illustrated Installation Guide

Each Teacher/Classroom Receives

Teacher Book

Step-by-Step Program Checklist

Lesson Plans

California State and National Academic Standards Chart

Teacher Survey Form

Pre/Post Student Survey Answer Keys

Electricity, Water, and Natural Gas Posters

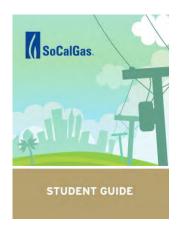
Self-Addressed Postage-Paid Envelope

Custom Branding

In addition to increasing resource awareness and efficiency, the program has been designed to strengthen bonds between and the community. One of the steps taken to ensure the greatest possible exposure is to feature the logo throughout each LivingWise Kit. In addition to the kit, the Teacher Survey Form, and Parent Letter/Pledge Form also feature branding.



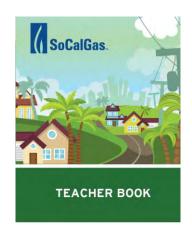
Program Materials



Student Guide



Student Take-Home Workbook



Teacher Book



Kit Spread



DEFINITION OF THE PLEASE

SIGN THE PLEAS

Parent Letter/Pledge Form



Certificate of Achievement



Kit Label

The 2023-2024 Mission Springs LivingWise® Program followed this comprehensive implementation schedule:

- Identification of California state and national academic standards & benchmarks
- Curriculum development and refinement (completed annually)
- Curriculum correlation to California state academic standards & benchmarks
- Materials modification to incorporate the Mission Springs
 Water District branding
- 5. Incentive program development
- 6. Teacher/school identification—with approval
- 7. Teacher outreach and program introduction
- 8. Teachers enrolled in the program individually
- 9. Implementation dates scheduled with teachers
- Program material delivered to coincide with desired implementation date
- 11. Delivery confirmation
- 12. Periodic contact to ensure implementation and teacher satisfaction
- 13. Program completion incentive offered
- 14. Results collection

- 15. Program completion incentive delivered to qualifying teachers
- 16. Thank you cards sent to participating teachers
- 17. Data analysis
- 18. Program Summary Report generated and distributed

Participating teachers are free to implement the program to coincide with their lesson plans and class schedules. The participant list within this document provides a comprehensive list of classrooms in grade 6 that participated during the 2023-2024 school year.



Program Team

AM Conservation has been in the business of designing and implementing energy and water efficiency programs for nearly three decades. Throughout this time, we've built an expert team of industry professionals that deliver a seamless program to achieve your goals.

We designed the Mission Springs LivingWise® Program in our program center from the ground up. Working in conjunction with, we identified goals, desired outcomes of the program, and specific materials' customization. The result is a stimulating program that delivers significant and measurable resource savings. The Mission Springs LivingWise Program features a proven blend of innovative education, comprehensive implementation services, and hands-on activities to put efficiency knowledge to work in homes throughout the Mission Springs service territory.

The Mission Springs LivingWise Program is a reflection of true teamwork. On behalf of the entire implementation team at AM Conservation, we would like to thank you for the opportunity to design and implement the Mission Springs LivingWise Program. It has been a pleasure working with you. We look forward to many more years of program success.

Sincerely,

Chase Griswold

Program Manager, PMP

Program Team

The success of the Mission Springs LivingWise® Program is owed to our cross-functional implementation team chosen specifically to meet the goals of the program. Our team incorporates both a PMP® certified Program Manager and a CEM® designated energy analyst to ensure the program hits key milestones and delivers results. These thought leaders are supported by an integral mix of specialists working in unity to accomplish your program objectives. The Mission Springs LivingWise Program implementation team consisted of the following:

Outreach

Our outreach team is the face of the Mission Springs LivingWise Program, introducing teachers to the program, and providing support throughout implementation to guarantee the program's success in the classroom. This group builds relationships and keeps teachers engaged in program execution year after year.

Graphic Design and Marketing

Expertly-designed kits and program materials are a result of our Graphic Design and Marketing teams. This group provides brand alignment and marketing strategies to ensure program branding is within guidelines. Additionally, this team facilitates copy and art direction and works with education to develop end-user activities.

Education

Led by a Ph.D. educator having both classroom and administration leadership experience, this team is responsible for the development of educational content as well as classroom energy literacy and engagement. The group also ensures the program's content is aligned with California state expectations in science, math, and language as well as the rigorous expectations of STEM (Science, Technology, Engineering, and Math).

Information Technology

We leave IT strategy and cyber security in the hands of our experts. This team built and manages the integrated systems responsible for seamlessly blending operations, driving automation, and maximizing participation in the Mission Springs LivingWise Program. This group provides the managed data services and software in support of outreach, enrollment, order processing, fulfillment, data collection and reporting.

Warehouse and Logistics

Last but not least, our warehouse and logistics teams guarantee Mission Springs LivingWise program materials reach the classroom ontime and without errors. This group provides printing, purchasing, production, quality assurance & control, warehousing and shipping for all program materials. Additionally, this team ensures that all materials are consistent with orders and confirms delivery.

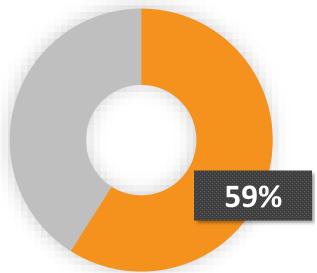
"AM Conservation utilizes an extensive network of educators for program feedback. This feedback ensures that educational components meet the changing needs of educators, keep information relevant to students, and provide increased energy literacy for program participants."

The Mission Springs LivingWise® Program has had a significant impact within the community. As illustrated on the next pages, the program successfully educated participants about energy and water efficiency while generating resource savings through the installation of efficiency measures in homes. Home survey information was collected to track projected savings and provide household consumption and demographic data. Program evaluations and comments were collected from teachers, students, and parents.

Home Survey

Upon completion of the program, participating families are asked to complete a home survey to assess their resource use, verify product installation, provide demographic information, and measure participation rates. A few samples of questions asked are below while a complete summary of all responses is included in the appendices.

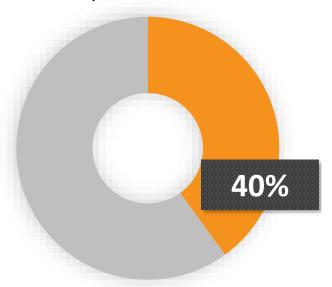




■ Students who indicated their home has a programmable thermostat.

Did your family change the way they use water?

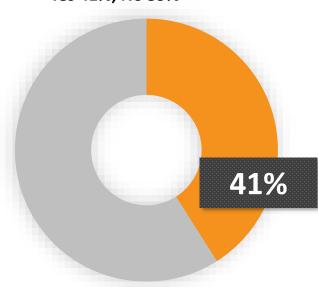
Yes 40%, No 60%



■ Students who indicated their family changed the way they use water.



Yes 41%, No 59%

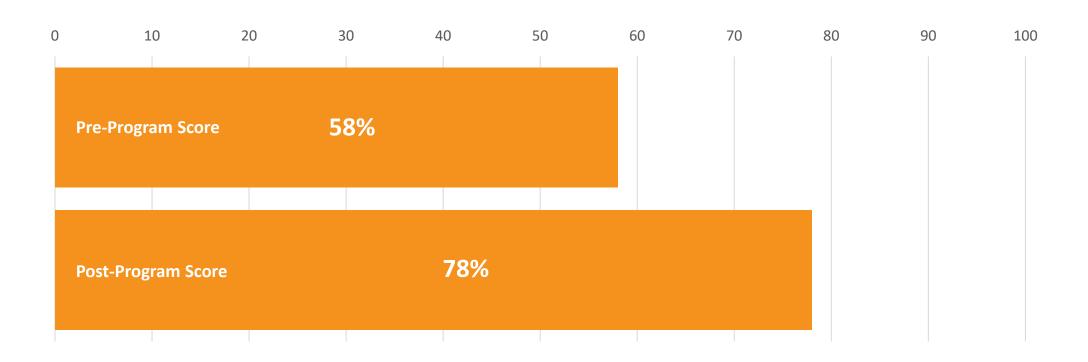


Students who indicated their family changed the way they use energy.

Pre-Program and Post-Program Tests

Students were asked to complete a 10-question test before the program was introduced and then again after it was completed to determine the knowledge gained through the program. The average student answered 5.8 questions correctly prior to being involved in the program and then improved to answer 7.8 questions correctly following participation.

Scores improved from 58% to 78%.



Home Activities

As part of the program, parents and students installed resource efficiency measures in their homes. They also measured the pre-existing devices to calculate savings that they generated. Using the family habits collected from the home survey as the basis for this calculation, 189 households are expected to save the following resource totals. Savings from these actions and new behaviors will continue for many years to come.

Projected Resource Savings

Number of Participants:	189		
	<u>Annual</u>	<u>Lifetime</u>	
Projected reduction from First Showerhead retrofit:	297,953	4,298,691	gallons
Product Life: 10 years	15,010	150,101	kWh
	1,206	12,062	therms
Projected reduction from Second Showerhead retrofit:	219,252	2,192,521	gallons
Product Life: 10 years	11,045	110,453	kWh
	888	8,876	therms
Decided and action from White Equation 5	402.262	054 242	
Projected reduction from Kitchen Faucet Aerator retrofit:	192,262	961,312	gallons
Product Life: 5 years	6,996	34,981	kWh
	576	2,878	therms
Projected reduction from First Bathroom Faucet Aerator retrofit:	239,237	1,196,186	gallons
Product Life: 5 years	8,706	43,528	kWh
	716	3,582	therms
Projected reduction from Second Bathroom Equat Agrator retrofit:	152 272	766 262	gallons
Projected reduction from Second Bathroom Faucet Aerator retrofit:	153,273	766,363	gallons
Product Life: 5 years	5,577	27,887	kWh
	459	2,295	therms
Projected reduction from FilterTone® installation:	850	8,501	kWh
Product Life: 10 years	38	381	therms
Projected reduction from the Toilet Leak repair:	131,863	659,315	gallons
Estimated Useful Life (EUL): 5 years			
TOTAL DDOCDANA CANUNCC	4 000 040	40.074.007	
TOTAL PROGRAM SAVINGS:	1,233,840	10,074,387	gallons
	48,185	375,452	kWh
	3,883	30,074	therms
TOTAL PROGRAM SAVINGS PER HOUSEHOLD:	6,528	53,304	gallons
	-,	ŕ	J
	255	1,987	kWh
	21	159	therms

Home Check-Up

1 What type of home do you live in?		8 Does your home have a dishwasher?	
Single Family Home	57%	Yes	58%
Multi-Family Home (2-4 units)	21%	No	42%
Multi-Family home (5-20 units)	15%		
Multi-Family home (21+ units)	7%	9 How many half-bathrooms are in your home?	740/
2 Was your home built before 1992?		0	71%
	610/	1	22%
Yes	61%	2	4%
No	39%	3	1%
3 Is your home owned or rented?		4+	1%
Owned	55%	10 How many full bathrooms are in your home?	
Rented	45%	1	35%
4 Harrison Hills Brain was harry (and 0.47)3		2	48%
4 How many kids live in your home (age 0-17)?	19%	3	13%
1		4	3%
2	37%	5+	1%
3	26%		
4	11%	11 How many toilets are in your home?	
5+	7%	1	27%
5 How many adults live in your home (age 18+)?		2	47%
1	7%	3	20%
2	49%	4	4%
3	19%	5+	2%
4	13%	12 How is your water heated?	
5+	11%	Natural Gas	62%
		Electricity	38%
6 What is the main source of heating in your home?	2004		
Natural Gas	38%		
Electricity	52%		
Propane	2%		
Heating Oil	1%		
Wood	1%		
Other	6%		
7 Does your home have a programmable thermostat?			
Yes	59%		
No	41%		

Home Activities

1 What is the flow rate of your old showerhead?		11 How much did your family turn up the thermostat in summer for cooling?	
0 - 1.0 GPM	7%	1 - 2 Degrees	139
1.1 - 1.5 GPM	15%	3 - 4 Degrees	169
1.6 - 2.0 GPM	19%	5+ Degrees	159
2.1 - 2.5 GPM	28%	Didn't Adjust Thermostat	569
2.6 - 3.0 GPM	21%	•	
3.1+ GPM	10%	12 Did your family install the FilterTone [®] Alarm?	
2 Did your family install the first new High-Efficiency Showerhead?		Yes	179
Yes	28%	No	839
No	72%	13 Did you find any toilets leaking?	
3 If you answered "yes" to question 2, what is the flow rate of your new showerhead?		Yes, 1	139
0 - 1.0 GPM	36%	Yes, 2	3%
1.1 - 1.5 GPM	64%	No	85%
1.1 - 1.3 GFM	0476		007
4 Did your family install the second new High-Efficiency Showerhead?		14 If you answered yes to question 13, were the leaks repaired?	
Yes	14%	Yes, 1	199
No	86%	Yes, 2	6%
5 Did your family lower your water heater settings?		No	75%
Yes	25%	15 Did your family change the way they water outdoors?	
No	75%		289
6 Did your family install the first Bathroom Faucet Aerator?		Yes	
Yes	24%	No	729
No	76%	16 Did you work with your family on this Program?	
	7076	Yes	429
7 Did your family install the second Bathroom Faucet Aerator?		No	589
Yes	15%		
No	85%	17 Did your family change the way they use water?	
8 Did your family install the Kitchen Faucet Aerator?		Yes	409
Yes	24%	No	60%
No	76%	18 Did your family change the way they use energy?	
9 Did your family raise the temperature in your refrigerator?		Yes	419
Yes	25%	No	599
No	75%	and the state of t	
	7576	19 How would you rate the LivingWise® Program?	
10 How much did your family turn down the thermostat in winter for heating?		Excellent	279
1 - 2 Degrees	13%	Good	449
3 - 4 Degrees	18%	Fair	229
5+ Degrees	9%	Poor	7%
Didn't Adjust Thermostat	60%		

Participant List

School	Teacher	Т	S
Desert Springs Middle School	DeAnn Campbell	1	55
Painted Hills Middle School	Jennifer Marruffo	1	30
Painted Hills Middle School	Carlye Marshall	1	70
Painted Hills Middle School	Norman McKee	1	30
Riviera Ridge School	Brianna Craviotto	1	32

Participants	
Total Teachers that participated in the program.	5
Total Students that participated in the program.	184
Total Participants	189

"Upon completion of the program, participating families are asked to complete a home survey to assess their resource use, verify product installation, provide demographic information, and measure participation rates."



Water COUNTS

CVWC Digital Marketing Report Website, Social, and Marketing Performance

Jul 1 - 31, 2024

by Hunter | Johnsen

Google Ads Campaigns



SEARCH AD IMPRESSIONS
CV Water Counts

VIDEO IMPRESSIONS
CV Water Counts

Clicks
CV Water Counts

204.94K

10,384

81,977

3,779

GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE

CV Water Counts

Campaign name	Clicks	Impr.
CV Water Counts July 2024 Spanish	1,768	137,734
CV Water Counts July 2024	1,569	67,205
	3.337	204.939





GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE

CV Water Counts

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	81,977	29,227	12,455	205
CVWC Water Saving Tips YouTube Spanish July 2024	35,622	14,067	7,891	38
CVWC Water Saving Tips English YouTube July 2024	46,355	15,160	4,564	167
	81,977	29,227	12,455	205





GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE

CV Water Counts

Campaign	Clicks	Impr.
CVWC search	237	10,384
	237	10,384



Facebook Ad Campaigns



Ad preview Link Clicks Impr. Reach Frequency Page engagement
413 98,841 34,149 2.89 418

CVWC - July 2024

www.instagram.com

Conservation Tip of the Month: Check with your water agency to see what rebates are available to save water money and beautify your home!

For more water-saving tips visit CVWaterCounts.com/conservation-tips.

#WaterWiseWednesday

413 98,841 34,149 2.89 418



Website Information



Sessions
CV Water - CV Water Counts - GA4

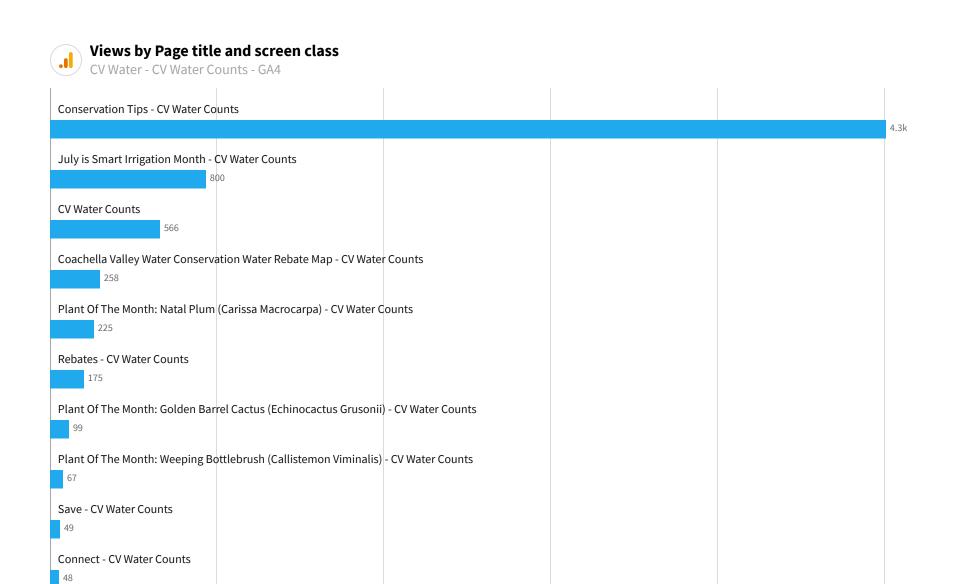
PAGEVIEWS

CV Water - CV Water Counts - GA4

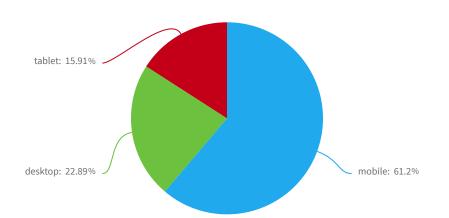
3,567

4,913

7,398



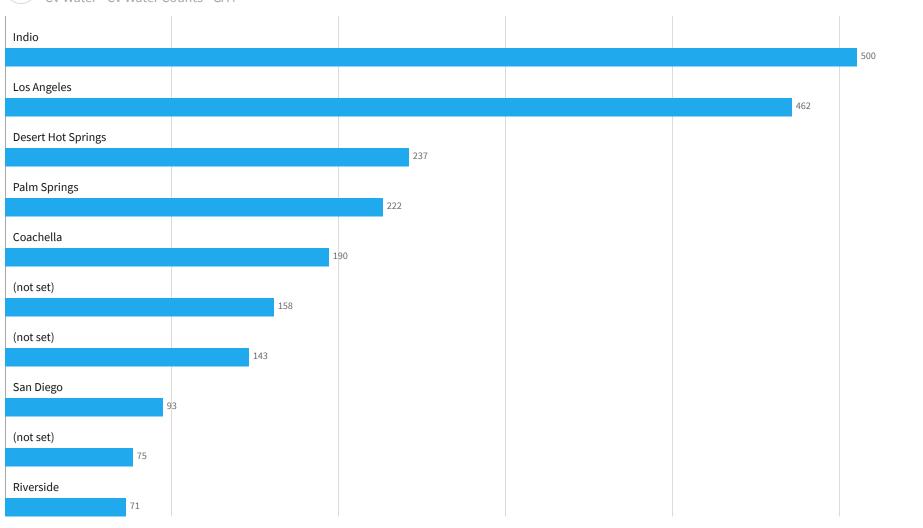
Engaged sessions by Device category
CV Water - CV Water Counts - GA4



Views

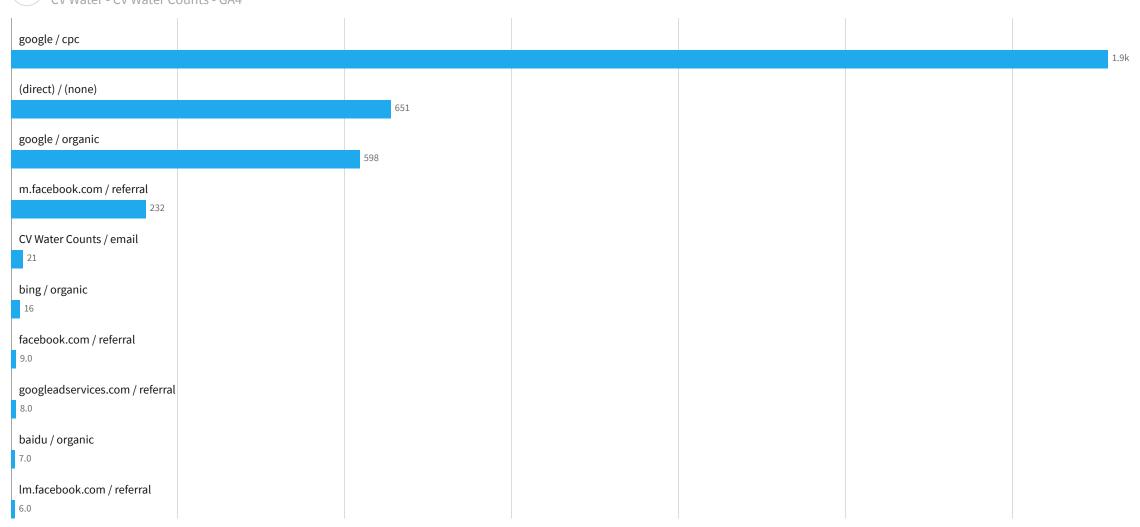
CVWC Digital Marketing Report July 1 - 31, 2024





New users by First user source / medium

CV Water - CV Water Counts - GA4



Users

New users

Month performancePast 6 months: CV Water - CV Water Counts - GA4

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time
July 2024	3,456	1,429	29.1%	1.38	12s
June 2024	3,918	1,161	22.9%	1.26	9s
May 2024	4,138	1,511	25.9%	1.37	12s
April 2024	3,666	1,478	27.7%	1.41	12s
March 2024	3,534	1,275	25.4%	1.39	13s
February 2024	3,512	1,334	26.3%	1.4	14s
	22,224	8,208	26.0%	1.4	12s

Organic Search



Query performance

cvwatercounts.com/

Query	Impr.	Clicks	CTR	Avg. position
natal plum	4,902	66	1.35%	1.84
carissa macrocarpa	2,519	22	0.87%	2.98
sotol plant	1,955	7	0.36%	10.54
elephant food	1,855	3	0.16%	12.35
agave parryi	1,126	1	0.09%	1.83
artichoke agave	1,088	1	0.09%	1.14
cleveland sage	996	5	0.5%	1.12
echinocactus grusonii	969	6	0.62%	8.76
elephant food plant	878	0	0%	1.73
golden barrel cactus	833	0	0%	7.79
	17,121	111	0.65%	5.01



Page performance

cvwatercounts.com/

Page	Impr.	Clicks	CTR	Avg. position
https://cvwatercounts.com/plant-of-the-month-natal-plum-carissa-macrocarpa/	10,964	139	1.27%	3.18
https://cvwatercounts.com/plant-of-the-month-desert-spoon-sotol-dasylirion-wheeleri/	3,803	22	0.58%	8.74
https://cvwatercounts.com/plant-of-the-month-elephants-food-portulacaria-afra/	3,383	5	0.15%	8.38
https://cvwatercounts.com/plant-of-the-month-golden-barrel-cactus-echinocactus-grusonii/	3,351	11	0.33%	7.69
https://cvwatercounts.com/plant-of-the-month-artichoke-agave-agave-parryi-v-truncata/	3,091	5	0.16%	2.98
https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/	2,565	8	0.31%	2
https://cvwatercounts.com/plant-of-the-month-date-palm-phoenix-dactylifera/	2,465	20	0.81%	7.16
https://cvwatercounts.com/save-water-pledge/	1,583	2	0.13%	5.07
https://cvwatercounts.com/plant-of-the-month-sand-verbena-abronia-villosa/	1,482	14	0.94%	4.53
https://cvwatercounts.com/plant-of-the-month-red-bird-of-paradise-caesalpinia-pulcherrima/	1,200	3	0.25%	15.04
	33,887	229	0.68%	6.48



Facebook Information



Reach
CV Water Counts

New page likes
CV Water Counts

Post engagement
CV Water Counts

95,665

32,507

3

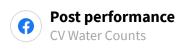
499



Page likes
CV Water Counts

103

3,982



Post		Created at	Reach	Post engaged users	Likes
	IWA's service area covers the city of Indio, which is approximately 33 square miles and in 2020, supplied approximately 19,880-acre feet (6.5 billion gallons) of water to businesses and residents. Learn more:	July 29, 2024	26	4	4
Help2Others ASSISTANCE PROGRAM	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	July 26, 2024	71	6	5
Whater Course	Check with your water agency to see what rebates are available to save water money and beautify your home! For more water-saving tips visit CVWaterCounts.com/conservation-tips	July 25, 2024	41	3	3
1890 - 1890 - 1890 - 1890	Did you know the Coachella Valley's six water agencies collaborate to increase conservation and act as stewards for local water resources? Find out more here: https://cvwatercounts.com/about/	July 22, 2024	76	6	4
	The areas around pools and patios are some of the most difficult places to landscape attractively and for low water and low maintenance. Such locations can be less than ideal for a plant's health. Pools add	July 20, 2024	19	3	3
	If you have ice cubes left over from your drink pour them on a plant instead of throwing them out. Every Drop Counts! For more water-saving tips visit CVWaterCounts.com/conservation-tips	July 18, 2024	42	4	3
	The Mexican Fencepost is a fast-growing, handsome, dark green, columnar cactus. It can reach up to 10 feet high. Branching from the base can spread to approximately 6 feet wide. Learn more:	July 15, 2024	25	3	2
	With the heat of summer upon us, we want to remind you of some pool safety tips:	July 12, 2024	16	2	2
	To reduce evaporation and discourage weeds place mulch around your plants. For more water-saving tips visit CVWaterCounts.com/conservation-tips. #WaterWiseWednesday	July 11, 2024	46	2	2
WATER YOUR YARD IN HON-DAYLIGHTHOURS	During the month of July 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 13 minutes a day 7 days a week is sufficient. If yo	July 8, 2024	46	2	2
	Happy Fourth of July!	July 4, 2024	32	3	3
/ ///	July is Smart Irrigation Month! It's all about efficient and wise water use for irrigation, landscaping, and agriculture. Learn more:	July 4, 2024	15	3	3
	Conservation Tip of the Month: Check with your water agency to see what rebates are available to save water money and beautify your home! For more watersaving tips visit CVWaterCounts.com/conservation	July 3, 2024	30,927	384	4
			31,457	430	47

Post		Created at	Reach	Post engaged users	Likes
Line Name View Clark with year wider pages with Angery to be a wall reducer are excelled.	CV Water Counts updated their cover photo. https://www.facebook.com/cvwatercounts	July 1, 2024	42	0	2
	Coachella Water Authority & Sanitary District works each and every day to protect our environment and make Coachella a better place to live. Learn more:	July 1, 2024	33	5	5
			31,457	430	47



Instagram Information



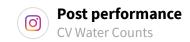
CV Water Counts

Followers (lifetime)
CV Water Counts

5,388

12

246



Post		Impr.	Engagement	Reach	Saved	Video views
1800 MANUEL	Did you know the Coachella Valley's six water agencies collaborate to increase conservation and act as stewards for local water resources? Find out more, link in bio.	17	4	16	0	0
	Conservation Tip of the Month: Check with your water agency to see what rebates are available to save water money and beautify your home! For more watersaving tips, click the link in our bio	12	2	7	0	0
	Happy Fourth of July!	8	2	3	0	0
Help2Others ASSISTANCE PROGRAM	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	4	2	4	0	0
Water Tourist	Check with your water agency to see what rebates are available to save water money and beautify your home! #WaterWiseWednesday	0	2	9	0	15
		41	12	39	0	15

CVWC Digital Marketing Report July 1 - 31, 2024

E-Blast Information



Campaign performance CV Water Counts

Campaign	Send Time	Emails Sent	Unique Opens	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Unsubscribe Count
CV Water Counts July 2024	Wednesday, July 3, 2024 5:00 PM	748	427	744	57.09%	18.14%	176	6.91%	0.89%	1
		748	427	744	57.09%	18.14%	176	6.91%	0.89%	1





MSWD Digital Marketing & Website Report Website, Social, and Marketing Performance

Jul 1 - 31, 2024



MSWD Digital Marketing & Website Report

Google Ads Campaigns







348.41K

1,863

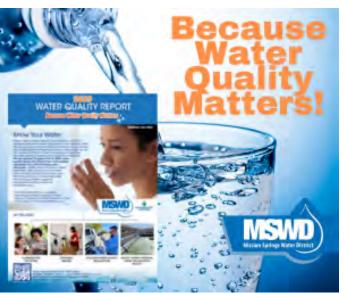
0.53%

GOOGLE ADS CAMPAIGN PERFORMANCE

MSWF

Campaign name	Impr.	Clicks	CTR
MSWD Rebates July 2024	176,623	1,052	0.6%
MSWD Water Talks July 2024	110,123	108	0.1%
Water Quality July 2024	61,666	703	1.14%
	348,412	1,863	0.53%







MSWD

MSWD Digital Marketing & Website Report

Meta Campaign Performance

Includes Facebook and Instagram campaigns



Campaign performance

MSWD

Campaign	Link Clicks	Impr.	Reach	Page Likes
Water Talks July 2024	371	54,247	6,924	0
MSWD Rebates July - 2024	112	134,959	10,127	0
MSWD CCR/Water Quality July - 2024	105	129,298	11,271	0
	588	318,504	18,771	0







2/5

MSWD Digital Marketing & Website Report July 1 - 31, 2024

Website Information



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

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

7,346

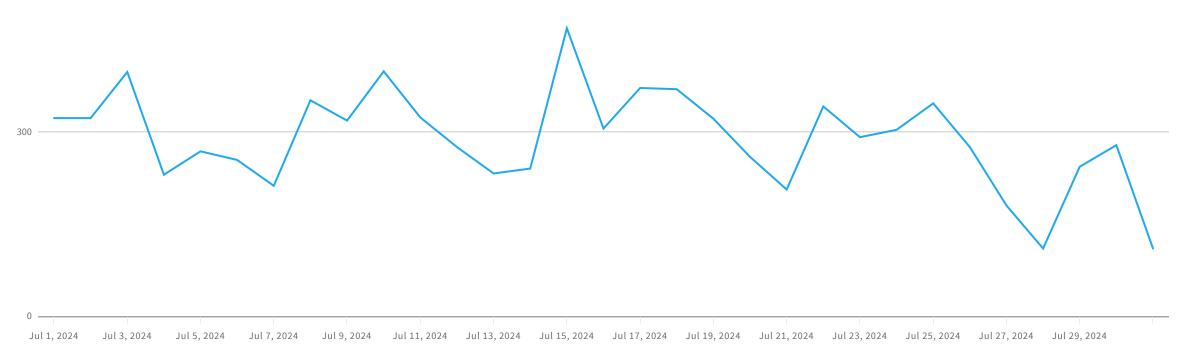
24,560

6,781



Users by Day

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



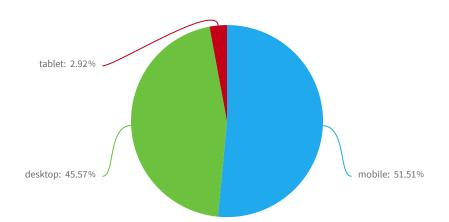
Users

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	5,667	1.67	3,376	4,329	1.42	18s
Customer Portal Mission Springs, CA Water District	4,170	1.62	2,566	3,188	1.41	14s
Rebates Mission Springs, CA Water District	1,702	1.47	1,112	388	1.31	7s
Job Opportunities Mission Springs, CA Water District	1,207	3.09	388	598	1.94	25s
(not set)	1,126	0.45	2,493	211	1.23	0s
Online Payment System Mission Springs, CA Water District	1,042	1.51	680	602	1.17	23s
Water Quality Mission Springs, CA Water District	999	1.51	635	342	1.24	15s
Bill Pay Options Mission Springs, CA Water District	822	1.43	570	529	1.24	27s
Water Talks with MSWD Mission Springs, CA Water District	681	1.35	486	139	1.24	9s
Careers Mission Springs, CA Water District	645	1.9	340	557	1.77	18s
	24,472	3.28	7,340	6,781	1.52	54s

MSWD Digital Marketing & Website Report

Engaged sessions by Device category www.mswd.org - http://www.mswd.org - GA4



Users by City

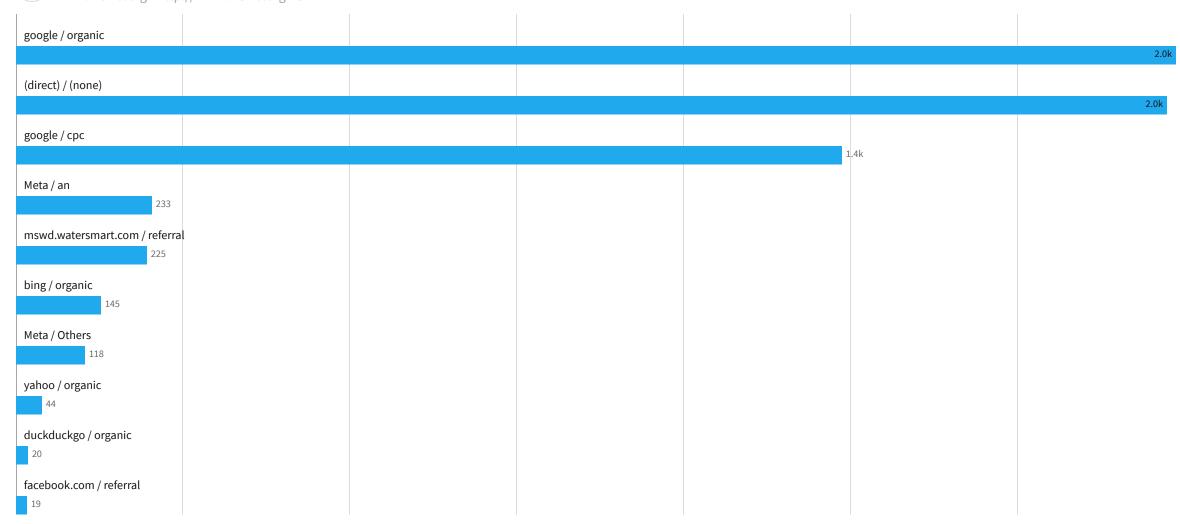
www.mswd.org - http://www.mswd.org - GA4

City	Users
Los Angeles	1,522
Desert Hot Springs	1,297
(not set)	489
Indio	320
Palm Springs	275
San Diego	224
(not set)	195
Riverside	191
San Jose	175
La Quinta	167

7,346

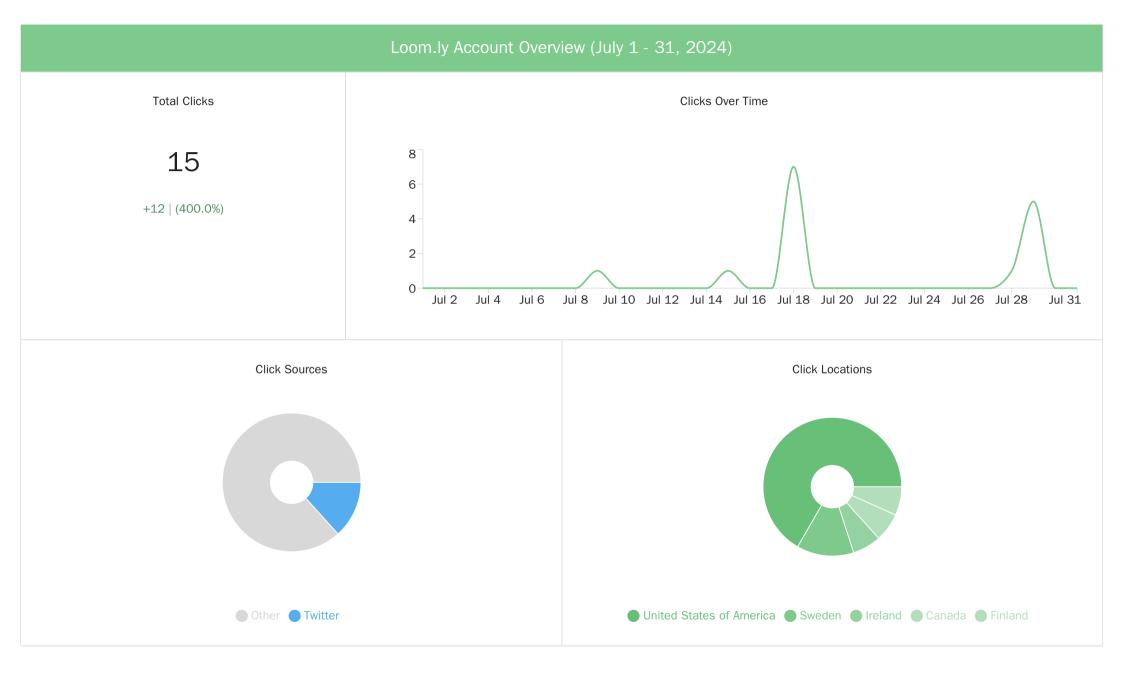
MSWD Digital Marketing & Website Report July 1 - 31, 2024

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



New users





Loom.ly Link Metrics (July 1 - 31, 2024)

Creation Date	Shortened URL & Original Link	Clicks	Sources	Locations			
July 17, 2024 4:25 PM	https://loom.ly/byodYoU https://www.mswd.org/mswd/page/community-outreach	8	Other 7 Twitter 1	United States of America Ireland More	5 1 2		
July 16, 2024 12:26 PM	https://loom.ly/4wtJKM4 https://www.mswd.org/mswd/page/bill-assistance-and-resources	5	Other 4 Twitter 1	United States of America Finland Sweden	3 1 1		
Total	2 links shortened with Loomly	13					
Average		6.5					

		Facebook	« Account Over	view (July 1 - 3	31, 2024)				
Posts Published		Total Likes			New Likes		Unlikes		
24		1,241		2			О		
+4 20.0%		+1 0.1%		+	+1 100.0%				
Total Reach	Organic Reach	ach Paid		Reach		Impressions		Video Views	
113,460	3,227	110,		,509	279,286		325		
+33,701 42.3%	-227 -6.6%		+33,777		+133,738 91.9%			-10,407 -97.0%	
3 Most Engaging Post	ts		3 Highest F	Reach Posts			3 Most Shared Posts		
National Pet Photo Day - MSWI At MSWD we love our pets a much as we love water! The		Carlo Ca	Clothes Washer Reb Use less and save you know you can ge	e more! 💧 Did	264	As sun	Others nmer heats Qualifying re	up, so do our bills. esiden	6
Worker Wed Blood Drive	day we 15.04%	MSWD water talks!			223		gation Month July is Smart Irrigation Month! ded of seeing your		5
Post 34347905 Kaylee H. from Bella Vista Eler shares her love for	mentary 14.08%		DHS Rec Center Edu A huge thank that Springs Recreation	you to the Desert	220	Mis Mis	Talk Promo s out on ou Mark your	ır last Water Talk	5

3 Least Engaging Posts



Toilet Rebate

♦ Use less, and save more! ♦ 3.85% Replace your old, inefficien...



Clothes Washer Rebate

▲ Use less and save more! ▲ Did 4.17% you know you can get rebat...



Post 35050860

Summer conservation tip! Use 4.73% automatic shut-off nozzle...

3 Lowest Reach Posts



Pool Conservation

59 Conserve Water! 😩 💧 💦

W...



Post 34347905

Kaylee H. from Bella Vista Elementary 71 shares her love for...



Toilet Rebate

Use less, and save more! 78 Replace your old, inefficien...

3 Least Shared Posts



MSWD water talks!

0



Valve Repair

♦ Worker Wednesday Highlight! ♦ This morning, our hardwork...

0

0



National Pet Photo Day - MSWD pets

▲ At MSWD we love our pets as

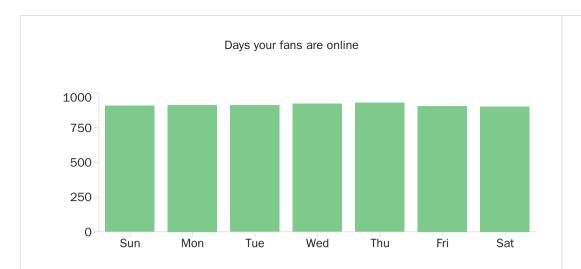
much as we love water! **\(\)** The...

Likes By Country

- 1. United States of America (1,209 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 (548 likes)
- 2. Indio, CA (70 likes)
- 3. Cathedral City, CA (50 likes)
- 4. Palm Springs, CA (49 likes)
- 5. La Quinta, CA (48 likes)





Facebook Post Metrics	(July 1 - 31, 2024)
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Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 31, 2024 4:02 PM PDT	Image	Waste Water Did you know that "flushable wipes" aren't actually flushable? These wipes can cause major problems at the Alan L. Horton Wastewater Treatment Plant. Our collections department is using a comb	Worker Wed	105	5	4.76%	3	0	2	5	0
July 30, 2024 4:04 PM PDT	Image	Toilet Rebate Use less, and save more! Replace your old, inefficient toilet and save. MSWD offers two different rebates for waterefficient toilets. Purchase a new, ultra-low-flow toilet that uses 1.28 gallo	Conservation/Reba···	78	3	3.85%	2	0	3	2	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 29, 2024 3:08 PM PDT	Image	Help 2 Others As summer heats up, so do our bills. Qualifying residents can receive financial assistance with the Inland SoCal United Way who assists low-income customers pay their water bills, Help2Others. Th	Customer Service	114	7	6.14%	5	0	6	3	O
July 26, 2024 3:33 PM PDT	Image	Newsletter Don't forget to check out our monthly Water Matters newsletter, and see what we have been up to this month! Our July Water Matters newsletter features information about MSWD's Summer Intern Pro	Customer Service	86	7	8.14%	7	0	3	4	O

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 25, 2024 3:05 PM PDT	Image	Post 34347905 Kaylee H. from Bella Vista Elementary shares her love for water and emphasizes how important water conservation is to the health of our community. By conserving water, we ensure there's enough	Conservation/Reba···	71	10	14.08%	6	2	3	4	O
July 24, 2024 5:06 PM PDT	Video	MSWD water talks!		223	18	8.07%	13	0	0	12	130
July 24, 2024 4:00 PM PDT	Image	Valve Repair Worker Wednesday Highlight! This morning, our hardworking crews were busy excavating to prepare for a valve replacement. Their dedication and skills are what keep everything running smoothly. Th	Worker Wed	113	15	13.27%	8	0	0	6	O

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 23, 2024 3:30 PM PDT	Image	Welcome New Employee We're excited to welcome Ana Fisher to the MSWD team! Ana is joining the MSWD team as a accounting technician. In this role, she will perform various work such as processing invoices, billing,	Customer Service	153	21	13.73%	12	2	3	23	0
July 22, 2024 3:28 PM PDT	Image	Water Talk Promo Mark your calendars, MSWD's monthly Water Talk is in two days! This month, we are excited to welcome Jeremy Wittie, MS, CSDM, the General Manager of the Coachella Valley Mosquito & Vector Contro	Event	141	10	7.09%	7	0	5	1	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 19, 2024 3:15 PM PDT	Image Image	Water During Non Daylight Hours July is Smart Irrigation Month! Whether you use an irrigation system, or a simple hose, it's important to water your landscape wisely. Schedule your watering times to avoid the afternoon sun		95	7	7.37%	5	O	2	1	0
July 18, 2024 4:44 PM PDT	Image	DHS Rec Center Education A huge thank you to the Desert Hot Springs Recreation Center for inviting us to be a part of the 2024 Summer Camp program! We've had a blast teaching about all things water to an amazing groups	Conservation/Reba····	220	19	8.64%	10	0	2	12	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 17, 2024 3:54 PM PDT	Image	Heat and Hydration On this Worker Wednesday we want to show appreciation to our hard working crews working in the heat, and ensuring we have safe, and clean water everyday! With temperatures rising, we are h	Worker Wed	123	15	12.2%	9	0	1	10	0
July 16, 2024 6:09 PM PDT	Video	Pool Conservation It's Swim Season! Have fun and Conserve Water!	Conservation/Reba···	59	8	13.56%	7	0	2	2	31

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 15, 2024 4:58 PM PDT	Image	Post 35050860 Summer conservation tip! Use automatic shutoff nozzles to save water and prevent high bills from forgotten hoses. Remember, using a hose to wash your car, windows, or solar panels without an au		148	7	4.73%	6	0	2	0	O
July 12, 2024 4:07 PM PDT	Image	Clothes Washer Rebate Use less and Save more! Did You know you can get rebates for upgrading to a high- efficiency clothes washer? Not only will you save money on your purchase, but you'll also reduce your energy and	Conservation/Reba···	264	11	4.17%	9	0	4	4	O

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 11, 2024 3:05 PM PDT	Video	National Pet Photo Day - MSWD pets At MSWD we love our pets as much as we love water! The team couldn't resist showing off their beloved pets on National Pet Photo Day! Time to flood your feed with adorable fur babies! Share you	Event	82	16	19.51%	11	5	0	12	55
July 10, 2024 5:20 PM PDT	Image	Worker Wed Blood Drive On this Worker Wednesday we are thankful to all of the hero donors who donated blood today from the community, our amazing field crews, and our awesome administrative team who rolled up their s	Worker Wed	113	17	15.04%	11	0	1	13	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 09, 2024 3:33 PM PDT	Image Image	Award Winning Tap - Homemade Popsicles	Conservation/Reba···	161	13	8.07%	11	O	2	3	0
July 08, 2024 3:26 PM PDT	Image	Water Talk Promo Miss out on our last Water Talk event? Mark your calendars, we have another one coming up on July 24th! This month, we are excited to welcome Jeremy Wittie, MS, CSDM, the General Manager of the	Event	109	8	7.34%	5	0	5	2	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 05, 2024 3:34 PM PDT	Image	Irrigation Month July is Smart Irrigation Month! Tired of seeing your summer water bills skyrocket? It's time to get smart with your irrigation! Install a smart controller and keep those bills in check, you ca	Conservation/Reba···	104	7	6.73%	5	0	5	1	O
July 04, 2024 7:18 AM PDT	Image	Post 34141223 Happy 4th of July from MSWD! Our offices are closed today in observance of our nation's independence day; however, we are still here for you 24/7/365 in case of an emergency. #4thofJuly #Independ		83	8	9.64%	7	O	0	2	O

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 03, 2024 4:03 PM PDT	Image	Worker Wed Did you know? MSWD serves an area of 135 square miles! We maintain over 1.25 million feet of pipelines, 13 water wells, and 24 reservoirs. Formed in 1953, the District originally covered just	Worker Wed	151	17	11.26%	8	0	2	11	0
July 02, 2024 3:15 PM PDT	Image	Post 34347417 Join us for another MSWD LifeSteam blood drive on July 10th! Be a hero and donate blood to help those in need. Every drop counts! Sign up now and make a difference. Scan the QR code or visit	Event	117	12	10.26%	10	0	1	1	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
July 01, 2024 3:45 PM PDT	Image	CCR MSWD is proud to serve some of the best-tasting drinking water in the world, drawn from the Mission Creek Subbasin aquifer. The District is committed to serving pure, clean water and to responsible	Customer Service	119	11	9.24%	7	0	4	4	0
			Total	3,032	272		184	9	58	138	216
			Average	126.3	11.3	8.97%	7.7	0.4	2.4	5.8	9.0

	Twitter <i>i</i>	Account Overvi	ew (July 1 - 31	, 2024)	
Tweets Published	Total Likes	Total Ro	etweets	Total Followers	Following
23	2	()	107	99
+3 15.0%				+1 0.9%	
3	Most Retweeted Posts			3 Most Liked Posts	
Toronto Control Contro	ome of the best-tasting drinking water e Mission Creek Subbasin aq	0	♦ At N	al Pet Photo Day - MSWD pets ISWD we love our pets as much as we lo resist showing off their beloved pets on	

0

0

MSWD is proud to serve some of the best-tasting drinking water

Join us for another MSWD LifeSteam blood drive on July 10th!

in the world, drawn from the Mission Creek Subbasin aq...

Be a hero and donate blood to help those in need. Ever...

Post 34347417

0

Post 34347417

Worker Wed

Join us for another MSWD LifeSteam blood drive on July 10th!

♦ Did you know? ♦ MSWD serves an area of 135 square miles!

We maintain over 1.25 million feet of pipelines, 13 water we...

Be a hero and donate blood to help those in need. Ever...

3 Least Retweeted Posts 3 Least Liked Posts Waste Water Waste Water Did you know that "flushable wipes" aren't actually flushable? Did you know that "flushable wipes" aren't actually flushable? 0 0 Our collections department is using a combination truc... Our collections department is using a combination truc... Toilet Rebate Toilet Rebate ♦ Use less, and save more! ♦ Replace your old, inefficient toilet ♦ Use less, and save more! ♦ Replace your old, inefficient toilet 0 0 and save. MSWD offers two different rebates for water... and save. MSWD offers two different rebates for water... Help 2 Others Help 2 Others As summer heats up, so do our bills. Qualifying residents As summer heats up, so do our bills. Qualifying residents 0 0 can receive financial assistance with the Inland SoCal Un... can receive financial assistance with the Inland SoCal Un...

Twitter Po	st Metrics	(July 1 -	31, 2024)
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Date	Format	Post	Labels	Retweets	Likes
July 31, 2024 4:03 PM PDT	Image Image	Waste Water Did you know that "flushable wipes" aren't actually flushable? Our collections department is using a combination truck to remove the rags that accumulate in the tanks. If wipes build up, they can c	Worker Wed	0	O
July 30, 2024 4:04 PM PDT	Image	Toilet Rebate Use less, and save more! Replace your old, inefficient toilet and save. MSWD offers two different rebates for water-efficient toilets. You can get up to \$150 back, to view the options go to https	Conservation/Rebates	0	O
July 29, 2024 3:08 PM PDT	Image	Help 2 Others As summer heats up, so do our bills. Qualifying residents can receive financial assistance with the Inland SoCal United Way who assists low-income customers pay their water bills, To apply or fi	Customer Service	0	O

Date	Format	Post	Labels	Retweets	Likes
July 26, 2024 3:33 PM PDT	Image	Newsletter Don't forget to check out our monthly Water Matters newsletter, and see what we have been up to this month! Water Matters newsletter features information about MSWD's Summer Intern Progr	Customer Service	0	0
July 25, 2024 11:07 AM PDT	Image	Post 34347905 Kaylee H. from Bella Vista Elementary shares her love for water and emphasizes how important water conservation is to the health of our community. (*) #MSWDcares #CalendarContest #IrrigationMonth #W	Conservation/Rebates	0	0
July 24, 2024 4:02 PM PDT	Image Image	Valve Repair Worker Wednesday Highlight! This morning, our hardworking crews were busy excavating to prepare for a valve replacement. Their dedication and skills are what keep everything running smoothly. Th	Worker Wed	0	0

Date	Format	Post	Labels	Retweets	Likes
July 23, 2024 3:30 PM PDT	≧ Image	Welcome New Employee	Customer Service	0	0
July 22, 2024 1:28 PM PDT	Image Image	Water Talk Promo Mark your calendars, MSWD's monthly Water Talk is in two days! This month, we are excited to welcome Jeremy Wittie, General Manager of the Coachella Valley Mosquito & District	Event	0	0
July 19, 2024 3:15 PM PDT	Image Image	Water During Non Daylight Hours Loring July is Smart Irrigation Month! Schedule your watering times to avoid the afternoon sun and summer heat. The best times to water your plants are during non-daylight hours. This helps prevent		0	0

Date	Format	Post	Labels	Retweets	Likes
July 18, 2024 4:04 PM PDT	Image	DHS Rec Center Education A huge thank you to the Desert Hot Springs Recreation Center for inviting us to be a part of the 2024 Summer Camp program! We've had a blast teaching about all things water and conservation to an a	Conservation/Rebates	0	0
July 17, 2024 3:54 PM PDT	Image	Heat and Hydration in On this Worker Wednesday we want to show appreciation to our hard working crews working in the heat, and ensuring we have safe, and clean water everyday! With temperatures rising, we are happy t	Worker Wed	0	0
July 16, 2024 6:09 PM PDT	Video	Pool Conservation It's Swim Season! Have fun and Conserve Water! (A) A) Keep an eye on your autofill feature, check for and repair any leaks in your pool or equipment, invest in a pool cover to minimize water los	Conservation/Rebates	0	0

Date	Format	Post	Labels	Retweets	Likes
July 15, 2024 4:58 PM PDT	i Image	Post 35050860 Summer conservation tip! Use automatic shut-off nozzles to save water and prevent high bills from forgotten hoses. Using a hose to wash your car, windows, or solar panels without an automatic sh		0	0
July 12, 2024 4:07 PM PDT	≟ Image	Clothes Washer Rebate Use less and save more! Did you know you can get rebates for upgrading to a high- efficiency clothes washer? Not only will you save money on your purchase, but you'll also reduce your energy and	Conservation/Rebates	0	0
July 11, 2024 3:04 PM PDT	Video	National Pet Photo Day - MSWD pets At MSWD we love our pets as much as we love water! The team couldn't resist showing off their beloved pets on National Pet Photo Day! Let's celebrate the unconditional love and joy they bring i	Event	0	2

Date	Format	Post	Labels	Retweets	Likes
July 10, 2024 5:20 PM PDT	Image	Worker Wed Blood Drive On this Worker Wednesday we are thankful to all of the hero donors who donated blood today from the community, our amazing field crews, and our awesome admin. team who rolled up their sleeves to	Worker Wed	0	0
July 09, 2024 3:33 PM PDT	Image Image	Award Winning Tap - Homemade Popsicles Make homemade popsicles with your award winning tap water! Blend your favorite fruit with a cup of your award winning tap water, a little honey if you prefer your popsicles to	Conservation/Rebates	0	0
July 08, 2024 12:26 PM PDT	Image	Water Talk Promo Miss out on our last Water Talk event? Join us on July 24th! We are excited to welcome Jeremy Wittie, the General Manager of the Coachella Valley Mosquito & Coachella Vector Control District to discus	Event	0	0

July 05, 2024 12:34 PM PDT	Image	Irrigation Month July is Smart Irrigation Month! Tired of seeing your summer water bills skyrocket? Install a smart controller, adjust watering times from anywhere and control your water use! Check out our smart c	Conservation/Rebates	0	0
July 04, 2024 7:20 AM PDT	Image	Post 34141223 Happy 4th of July from MSWD! Our offices are closed today in observance of our nation's independence day; however, we are still here for you 24/7/365 in case of an emergency.		0	0
July 03, 2024 4:03 PM PDT	Image	Worker Wed Did you know? MSWD serves an area of 135 square miles! We maintain over 1.25 million feet of pipelines, 13 water wells, and 24 reservoirs. Our dedicated crews work tirelessly to keep your water f	Worker Wed	0	0

Date	Format	Post	Labels	Retweets	Likes
July 02, 2024 11:48 AM PDT	≧ Image	Post 34347417 Join us for another MSWD LifeSteam blood drive on July 10th! Be a hero and donate blood to help those in need. Every drop counts! Sign up now and make a difference. Scan the QR code or visit h	Event	0	0
July 01, 2024 10:12 AM PDT	≟ Image	CCR MSWD is proud to serve some of the best-tasting drinking water in the world, drawn from the Mission Creek Subbasin aquifer. Check your mail boxes to read the 2023 Annual Water Quality Report or to	Customer Service	0	0
			Total	0	2
			Average	0.0	0.1

Instagram Account Overview	(July 1	- 31, 2024)
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Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
23	345	7	3,162	2,127	63
+5 27.8%	+5 1.5%	+3 75.0%	-27,898 -89.8%	-25,428 -92.3%	-70 -52.6%
	3 Most Liked Posts			3 Most Commented Posts	
	Orive or Wednesday we are thankful to al nated blood today from the commu		Security Control of the Control of t	erve some of the best-tasting drin from the Mission Creek Subbasin a	_
MSIO)	oyee welcome Ana Fisher to the MSWD eam as a accounting technician. In			MSWD LifeSteam blood drive on Ju te blood to help those in need. Eve	
Valve Repair	ay Highlight! 💧 This morning, our vere busy excavating to prepare for	12	Worker Wed Did you know? MSWD serves an ard 1.25 million feet of pipeline	ea of 135 square miles! We maint	0 cain over

3 Least Liked Posts 3 Least Commented Posts Toilet Rebate Waste Water ♦ Use less, and save more! ♦ ○ J Did you know that "flushable wipes" aren't actually 4 0 Replace your old, inefficient toilet and save. MSWD offers two flushable? These wipes can cause major problems at the Alan different rebates for wat... Post 35050860 **Toilet Rebate** ♦ Summer conservation tip! Use automatic shut-off nozzles ♦ Use less, and save more! ♦ 4 0 to save water and prevent high bills from forgotten hoses.... Replace your old, inefficient toilet and save. MSWD offers two different rebates for wat... Clothes Washer Rebate Use less and save more! 💧 Did you know you can get rebates 4 Help 2 Others As summer heats up, so do our bills. Qualifying residents for upgrading to a high-efficiency clothes washer? Not o... 0

can receive financial assistance with the Inland SoCal Un...

	Instagram Story Metrics (July 1 - 31, 2024)										
Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back			

No stories found within the selected date range.

Instagram Post Metrics	(July 1 -	31, 2024)
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Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 31, 2024 4:03 PM PDT	Image	Waste Water Did you know that "flushable wipes" aren't actually flushable? These wipes can cause major problems at the Alan L. Horton Wastewater Treatment Plant. Our collections department is using a comb	Worker Wed	9	0	28	28	9	32.14%	0	
July 30, 2024 4:04 PM PDT	Image	Toilet Rebate Use less, and save more! Replace your old, inefficient toilet and save. MSWD offers two different rebates for water-efficient toilets. Purchase a new, ultra-low-flow toilet that uses 1.28 gallo	Conservation/Reba···	4	0	15	14	4	28.57%	0	
July 29, 2024 3:08 PM PDT	Image	Help 2 Others As summer heats up, so do our bills. Qualifying residents can receive financial assistance with the Inland SoCal United Way who assists low-income customers pay their water bills, Help2Others. Th	Customer Service	5	0	16	16	5	31.25%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 26, 2024 3:33 PM PDT	Image	Newsletter Don't forget to check out our monthly Water Matters newsletter, and see what we have been up to this month! Our July Water Matters newsletter features information about MSWD's Summer Intern Pro	Customer Service	7	0	20	18	7	38.89%	0	
July 25, 2024 3:05 PM PDT	Image	Post 34347905 Kaylee H. from Bella Vista Elementary shares her love for water and emphasizes how important water conservation is to the health of our community. By conserving water, we ensure there's enough	Conservation/Reba···	5	0	26	23	5	21.74%	0	
July 24, 2024 4:02 PM PDT	Image	Valve Repair Worker Wednesday Highlight! This morning, our hardworking crews were busy excavating to prepare for a valve replacement. Their dedication and skills are what keep everything running smoothly. Th	Worker Wed	12	0	44	39	12	30.77%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 23, 2024 3:30 PM PDT	Image	Welcome New Employee We're excited to welcome Ana Fisher to the MSWD team! Ana is joining the MSWD team as a accounting technician. In this role, she will perform various work such as processing invoices, billing,	Customer Service	12	0	63	57	13	22.81%	1	
July 22, 2024 3:28 PM PDT	Image	Water Talk Promo Mark your calendars, MSWD's monthly Water Talk is in two days! This month, we are excited to welcome Jeremy Wittie, MS, CSDM, the General Manager of the Coachella Valley Mosquito & Vector Contro	Event	10	0	100	89	10	11.24%	0	
July 19, 2024 3:15 PM PDT	Image	Water During Non Daylight Hours Make a July is Smart Irrigation Month! Make Whether you use an irrigation system, or a simple hose, it's important to water your landscape wisely. Schedule your watering times to avoid the afternoon sun		8	0	39	35	8	22.86%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 18, 2024 4:44 PM PDT	Image	DHS Rec Center Education A huge thank you to the Desert Hot Springs Recreation Center for inviting us to be a part of the 2024 Summer Camp program! We've had a blast teaching about all things water to amazing groups of	Conservation/Reba···	11	0	57	50	12	24.0%	1	
July 17, 2024 3:54 PM PDT	Image	Heat and Hydration On this Worker Wednesday we want to show appreciation to our hard working crews working in the heat, and ensuring we have safe, and clean water everyday! With temperatures rising, we are h	Worker Wed	11	0	64	55	12	21.82%	1	
July 16, 2024 6:09 PM PDT	Video	Pool Conservation It's Swim Season! Have fun and Conserve Water! With high temperatures causing evaporation and increasing your water bill, here's how to conserve water, and still have fun: Keep an eye on	Conservation/Reba···	5	0		26	5	19.23%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 15, 2024 4:58 PM PDT	Image	Post 35050860 Summer conservation tip! Use automatic shut-off nozzles to save water and prevent high bills from forgotten hoses. Remember, using a hose to wash your car, windows, or solar panels without an au		4	0	34	32	4	12.5%	0	
July 12, 2024 4:07 PM PDT	Image	Clothes Washer Rebate Use less and save more! Did you know you can get rebates for upgrading to a high- efficiency clothes washer? Not only will you save money on your purchase, but you'll also reduce your energy and	Conservation/Reba···	4	0	35	32	4	12.5%	0	
July 11, 2024 3:31 PM PDT	Video	At MSWD we love our pets as much as we love water! The team couldn't resist showing off their beloved pets on National Pet Photo Day! Time to flood your feed with adorable fur babies! Share your		11	0		52	11	21.15%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 10, 2024 5:20 PM PDT	Image	Worker Wed Blood Drive	Worker Wed	14	0	55	49	14	28.57%	0	
July 09, 2024 3:33 PM PDT	Image	Award Winning Tap - Homemade Popsicles Summer fun tip, make homemade popsicles with your award winning tap water! Blend your favorite fruit with about a cup of your award winning tap water, a little honey if you prefer your popsic	Conservation/Reba···	4	0	28	27	4	14.81%	0	
July 08, 2024 3:26 PM PDT	Image	Water Talk Promo Miss out on our last Water Talk event? Mark your calendars, we have another one coming up on July 24th! This month, we are excited to welcome Jeremy Wittie, MS, CSDM, the General Manager of the	Event	5	0	42	39	5	12.82%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 05, 2024 3:34 PM PDT	Image	Irrigation Month July is Smart Irrigation Month! Tired of seeing your summer water bills skyrocket? It's time to get smart with your irrigation! Install a smart controller and keep those bills in check, you ca	Conservation/Reba···	4	0	33	31	4	12.9%	0	
July 04, 2024 7:20 AM PDT	Image	Post 34141223 Happy 4th of July from MSWD! Our offices are closed today in observance of our nation's independence day; however, we are still here for you 24/7/365 in case of an emergency. #4thofJuly #Independ		4	0	28	26	4	15.38%	0	
July 03, 2024 4:03 PM PDT	Image	Worker Wed Did you know? MSWD serves an area of 135 square miles! We maintain over 1.25 million feet of pipelines, 13 water wells, and 24 reservoirs. Formed in 1953, the District originally covered just	Worker Wed	8	0	55	48	9	18.75%	1	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
July 02, 2024 3:15 PM PDT	Image	Post 34347417 Join us for another MSWD LifeSteam blood drive on July 10th! Be a hero and donate blood to help those in need. Every drop counts! Sign up now and make a difference. Scan the QR code or visit	Event	5	0	38	36	5	13.89%	0	
July 01, 2024 3:45 PM PDT	Image	CCR MSWD is proud to serve some of the best-tasting drinking water in the world, drawn from the Mission Creek Subbasin aquifer. The District is committed to serving pure, clean water and to responsible	Customer Service	8	0	51	44	8	18.18%	0	
			Total	170	0	871	866	174		4	
			Average	7.4	0.0	41.5	37.7	7.6	20.09%	0.2	

LinkedIn Account Overview (July 1 - 31, 2024)									
Posts Published	Likes	Views	Followers						
0	14	22	340						
-4 -100.0%	-102 -87.9%	-36 -62.1%	+5 1.5%						
Comments	Impressions	Clicks	Engagement Rate						
1	562	19	7.74%						
	-1,095 -66.1%	-63 -76.8%	0.0 -0.6%						

	LinkedIn Post Metrics (July 1 - 31, 2024)											
Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments			
	No posts found within the selected date range.											
	Total											
			Average									