



# BOARD OF DIRECTORS REGULAR MEETING STUDY SESSION AGENDA

Thursday, November 16, 2023 at 3:00 PM

66575 Second St, Desert Hot Springs, CA AND/OR Via Teleconference

NOTICE IS HEREBY GIVEN THAT THE BOARD OF DIRECTORS OF MISSION SPRINGS WATER DISTRICT WILL HOLD ITS REGULAR MEETING(S) ON THE DATE LISTED ABOVE. THE BOARD WILL MEET IN PERSON AT 66575 SECOND STREET, DESERT HOT SPRINGS.

THE PUBLIC IS PERMITTED TO ATTEND THIS MEETING IN PERSON OR VIRTUALTY USING THE ZOOM LINK BELOW.

JOIN ZOOM MEETING:

<https://us02web.zoom.us/j/8220655340?from=addon>

DIAL BY PHONE:

+1 (408) 638-0968

Meeting ID: 822 065 5340

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## ACTION MAY BE TAKEN ON ANY ITEM LISTED ON THIS AGENDA

1. CALL TO ORDER
2. ROLL CALL
3. ANNOUNCEMENT AND VERIFICATION OF REMOTE MEETING PARTICIPATION PURSUANT TO AB 2449 OR GC 54953(b)
4. PLEDGE OF ALLEGIANCE
5. RULES OF PROCEDURE
6. PUBLIC INPUT  
*This is the opportunity for members of the public to address the Board on matters within the Board's jurisdiction. **Please limit comments to three (3) minutes or less.** State law prohibits the Board from discussing or taking action on any item not listed on the agenda.*

## EMPLOYEE RECOGNITION

7. HUMAN RESOURCES REPORT

### ACTION ITEMS

**8. PUBLIC HEARING - ORDINANCE 2023-01 ~ AN ORDINANCE OF THE BOARD OF DIRECTORS OF THE MISSION SPRINGS WATER DISTRICT (THE "DISTRICT"), ADOPTED PURSUANT TO THE PROVISIONS OF WATER CODE "20201 ET SEQ., PROVIDING FOR COMPENSATION OF DIRECTORS OF THE DISTRICT**

It is recommended to waive the reading and adopt Ordinance 2023-01 by title only, updating compensation for the Board of Directors pursuant to Water Code 20202 et seq.

**9. CONTRACT AGREEMENT WITH INTELESYS COMMUNICATIONS SERVICES FOR INFORMATION TECHNOLOGY PROFESSIONAL SERVICES**

It is recommended to authorize the Interim General Manager to enter into a contract with Intelesys Communications Services for Information Technology (IT) Professional Services for the six-month period of January 1 – June 30, 2024 and approve to do all things necessary to execute the agreement.

**10. PUBLIC WATER AND SEWER SYSTEMS CONSTRUCTION AGREEMENTS, WATER AND SEWER BONDING AGREEMENT, AND ACCEPTANCE OF THE FINAL TRACT MAP FOR TRACT NO. 38200 – RANCHO DESCANSO**

Board approval of the Public Water and Sewer Systems Construction Agreements, Water and Sewer Bonding Agreement and acceptance of the Final Tract Map for the Rancho Descanso - Tract No. 38200 residential development project (Project) and authorize the Interim General Manager to do all things necessary to complete the agreements.

**11. ACCEPTANCE OF THE WATER SUPPLY ASSESSMENT AND WATER SUPPLY VERIFICATION FOR THE PALM SPRINGS FULFILLMENT CENTER**

It is recommended to accept and approve the Water Supply Assessment (WSA) and Water Supply Verification (WSV) for the Palm Springs Fulfillment Center (Project) located in the City of Palm Springs.

### DISCUSSION ITEMS

**12. NANCY WRIGHT REGIONAL WATER RECLAMATION FACILITY UPDATE**

**13. CRITICAL SERVICES CENTER AND ADMINISTRATIVE UPDATE**

**14. DISTRICT HOLIDAY SCHEDULE**

Discussion on the District's holiday schedule and possible closures.

### CONSENT AGENDA

*Consent agenda items are expected to be routine and non-controversial, to be acted upon by the Board at one time, without discussion. If a member would like an item to be handled separately, it will be removed from the Consent Agenda for separate action.*



**15. APPROVAL OF MINUTES**

It is recommended to approve the minutes as follows:

October 5, 2023 - Continued Meeting/Public Hearing of September 18, 2023  
October 5, 2023 - Strategic Planning Workshop  
October 12, 2023 - Continued Meeting/Public Hearing of September 18, 2023  
October 12, 2023 - Study Session  
October 16, 2023 - Board Meeting

**16. REGISTER OF DEMANDS**

The register of demands totaling \$3,436,601.85

**REPORTS****17. DIRECTOR'S REPORTS****18. GENERAL MANAGER'S REPORT**

Included in this report are the following oral reports:

- A. Financial Report
- B. Public Affairs Report

**COMMENTS****19. DISTRICT COUNSEL COMMENTS****20. DIRECTOR COMMENTS****CLOSED SESSION****21. CONFERENCE WITH LEGAL COUNSEL REGARDING EXISTING LITIGATION**

pursuant to Government Code Section 54956.9(d)(1)  
One Case: Case No. PSC 1600676  
(Mission Springs Water District vs. Desert Water Agency)

**22. CONFERENCE WITH LEGAL COUNSEL REGARDING POTENTIAL INITIATION OF LITIGATION**

pursuant to Government Code Section 54956.9(d)(4) One potential case.

**23. CONFERENCE WITH LEGAL COUNSEL REGARDING EXISTING LITIGATION**

pursuant to Government Code Section 54956.9(d)(1)  
One Case: Case No. 2-18-mn-2873-RMG  
(Aqueous Film-Forming Products Liability Litigation)

**24. PUBLIC EMPLOYEE PERFORMANCE REVIEW**

Pursuant to Govt Code 54957  
Title: Interim General Manager

**25. REPORT ON ACTION TAKEN DURING CLOSED SESSION**

**26. ADJOURN**

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*If you need special assistance to participate in this meeting, please contact the Executive Assistant at (760) 660-4403 at least 48 working hours prior to the meeting.*

**ANY DISCLOSABLE PUBLIC RECORDS RELATED TO AN OPEN SESSION ITEM ON A REGULAR MEETING AGENDA AND DISTRIBUTED BY MISSION SPRINGS WATER DISTRICT TO ALL OR A MAJORITY OF THE BOARD OF DIRECTORS LESS THAN 72 HOURS PRIOR TO THAT MEETING ARE AVAILABLE FOR PUBLIC INSPECTION AT THE DISTRICT OFFICE, 66575 SECOND STREET, DESERT HOT SPRINGS, CALIFORNIA DURING NORMAL BUSINESS HOURS AND MAY ALSO BE AVAILABLE ON THE DISTRICT'S WEBSITE AT [WWW.MSWD.ORG/MEETINGS](http://WWW.MSWD.ORG/MEETINGS). NOTE: THE PROCEEDINGS MAY BE AUDIO AND VIDEO RECORDED.**

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**CERTIFICATION OF POSTING**

I certify that on or before November 13, 2023, a copy of the foregoing notice was posted near the regular meeting place of the Board of Directors of Mission Springs Water District at least 72 hours in advance of the meeting (Government Code Section 54954.2).



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Dori Petee  
Executive Assistant

# AGENDA STAFF REPORT

**MEETING NAME:** REGULAR BOARD MEETINGS

**MEETING DATE(S):** NOVEMBER 16 & 20, 2023

**FROM:** ORIANA HOFFERT-HUMAN  
RESOURCES MANAGER




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## HUMAN RESOURCES REPORT

### PERSONNEL ACTIVITY FOR THE PERIOD OCTOBER 1-31, 2023

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#### NEW HIRES

Andrea Varela	Associate Engineer
Arthur Cabrera	Business Analyst

#### ANNIVERSARIES

Alex Acevedo	Lead Field Operations Technician	4 Years
David Weaver	Wastewater Treatment Plant Operator II	4 Years
Brian Macy	Assistant General Manager	4 Years
Tim Owens	Water Production Operator II	5 Years
Andy Grunnet	Lead Wastewater Treatment Plant Operator	7 Years
April Scott	Customer Service Manager	7 Years
Dori Petee	Executive Assistant	7 Years
Jeff Nutter	Field Operations Superintendent	29 Years

#### PROMOTIONS

None

#### CERTIFICATIONS/EDUCATIONAL ACCOMPLISHMENTS

None

# AGENDA STAFF REPORT



**MEETING NAME:** REGULAR BOARD MEETINGS

**MEETING DATE(S):** November 9, 2023 & November 13, 2023

**FROM:** Marion Champion, Government & Public Affairs  
Manager

**FOR:** ACTION  X  DIRECTION       INFORMATION      

## TITLE

**PUBLIC HEARING - ORDINANCE 2023-01 ~ AN ORDINANCE OF THE BOARD OF DIRECTORS OF THE MISSION SPRINGS WATER DISTRICT (THE "DISTRICT"), ADOPTED PURSUANT TO THE PROVISIONS OF WATER CODE "20201 ET SEQ., PROVIDING FOR COMPENSATION OF DIRECTORS OF THE DISTRICT**

### STAFF RECOMMENDATION

It is recommended to waive the reading and adopt Ordinance 2023-01 by title only, updating compensation for the Board of Directors pursuant to Water Code 20202 et seq.

### SUMMARY

On September 18, 2000, the MSWD Board of Directors adopted Ordinance No. 2000-1, which established a \$100 per day compensation rate for members of the Board with a cap of 10 to provide compensation to members of the Board in an amount not to exceed one hundred dollars (\$100) per day for each day's attendance at meetings of the Board of Directors, or for each day's service rendered as a member of the Board, for not more than a total of ten (10) day's service in any calendar month.

During Board meetings on October 12, 2023, and October 16, 2023, Directors discussed options for adjusting the compensation rate for the Board Directors. According to California Water Code Section 20202, "the increase may not exceed an amount equal to five percent (5%), for each calendar year following the operative date of the last adjustment". Based on the last adjustment in 2000, this would allow the Board to increase the compensation rate to an amount that does not exceed \$307.15. During the October 16, 2023 meeting, the Board instructed staff to prepare the required documentation to move forward with a Public Hearing to discuss a compensation rate of \$250 per day of attendance at meetings pre-approved by the Board, limited to one meeting per day, and no more than ten meetings per month, as per the California Water Code §20202 et seq. Notice of the Public Hearing was published in the Desert Sun on November 3, 2023, and November 10, 2023.

### FISCAL IMPACT

Should the proposed increase move forward and become effective in March 2024, the Board of Directors' compensation budget would need to be increased by \$26,000 in the fiscal year 2024.

### ATTACHMENTS

Draft 2023-01 Ordinance

FINANCIAL DATA		
Cost Associated with this action:	\$26,000	
Current FY cost:	\$60,000	
Future FY cost:	\$150,000	
Is it covered in current year budget:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Budget adjustment needed:	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
If yes, year needed:	2024	
All previous contracts including dates, amounts and board approvals are attached or have been made available.		
FUNDING SOURCES		
Source of funds:	Operating	
BID/Job#	#323	
Current BID/Job balance	\$49,000	
Balance remaining if approved:	\$75,000	

**AN ORDINANCE OF THE BOARD OF DIRECTORS OF THE MISSION SPRINGS WATER DISTRICT ESTABLISHING COMPENSATION AND REIMBURSEMENTS OF EXPENSES FOR DIRECTORS**

**WHEREAS**, Section 20201 et seq., of the Water Code authorizes the Board of Directors of the Mission Springs Water District (the "Board" of the "District") to provide compensation to members of the Board in an amount not to exceed one hundred dollars (\$100) per day for each day=s attendance at meetings of the Board, or for each day=s service rendered as a member of the Board, for not more than a total of ten (10) day=s service in any calendar month; and

**WHEREAS**, Section 20202 of the Water Code further provides that the Board may provide that the amount of compensation to be received by members of the Board may be increased by an amount equal to five percent for each calendar year following the operative date of the last adjustment of the compensation, and

**WHEREAS**, Section 20201 et seq., of the Water Code further provides that such compensation and/or increases thereof, shall be enacted by the Board only by ordinance adopted following a public hearing; and

**WHEREAS**, the Board wishes to provide for their compensation in the amount of Two Hundred and Fifty Dollars (\$250.00) per day for each day=s attendance at meetings, or for each day=s service rendered as a member of the Board, for not more than a total of ten (10) days in any calendar month, as authorized by Section 20201 et seq. of the Water Code; and

**WHEREAS**, the Board finds that notice of its intent to provide compensation in accordance with Section 20201 et seq. of the Water Code has been duly given and published in accordance with Section 6066 of the Government Code, and that a public hearing has been held thereon;

**WHEREAS**, upon the effective date of this Ordinance, the Board wishes to specify all compensation and reimbursements of expenses for members of the Board of Directors of the Mission Springs Water District;

**NOW THEREFORE**, THE BOARD OF DIRECTORS OF THE MISSION SPRINGS WATER DISTRICT DOES HEREBY ORDAIN AS FOLLOWS:

**SECTION I. Attendance at Board Meetings.**

Pursuant to Sections 20200 through 20207 of the California Water Code of the Mission Springs Water District Law, each member of the Board shall receive compensation in the amount of Two Hundred and Fifty Dollars (\$250.00) per day for each day's attendance at meetings of the Board, and at Board committee meetings and Board hearings when held on days separate from Board meetings. Service at such hearings and committee meetings is hereby deemed to be at the request of the Board.

**SECTION 2. Other Services Rendered as a Director.**

Each member of the Board shall also receive compensation in the amount specified in Section 1 for each day of service rendered at the request of the Board.

Each member of the Board will be compensated for attendance at District-related activities if designated by the Board as the District's primary representative on the Mission Springs Water District Affiliations Listing, which shall be deemed to be approved in advance by Board action. In the event a primary delegate or representative assigned to an organization or committee as provided for therein is unable to attend, the designated alternate will be compensated for attendance in accordance herewith.

The Board may also request that a member of the Board attend other water-related or educational conferences, and such attendance will be deemed service as a member of the Board at the Board's request.

**SECTION 3. Maximum Permissible Service.**

No payments shall be made under Sections 1 and 2 for attendance or service exceeding a total of ten days in any calendar month.

**SECTION 4. Expenses.**

Any actual expenses, including mileage, incurred by members of the Board for attendance or service rendered pursuant to Section 2 shall be paid directly by the District or else reimbursed by the District upon presentation of satisfactory evidence thereof.

In addition to the functions specifically pre-authorized in Section 2, or specifically requested by the Board pursuant to Section 1, members of the Board may also receive mileage reimbursement to attend a meeting, conference or other function not listed under Section 2, and for those days of service the participating member(s) of the Board may receive reimbursement for all actual and necessary expenses incurred incidental thereto pursuant to Section 4, but will not be compensated for a day of service pursuant to Section 2.

**SECTION 5. Implementation.**

The General Manager is hereby authorized to develop such forms and procedures as may be necessary to implement this Ordinance.

**SECTION 6. Effective Date and Repeal.**

This Ordinance shall take effect sixty (60) days after its final adoption in accordance with California Water Code Section 20204 and upon its effective date shall replace all previously adopted ordinances that are inconsistent herewith. Notwithstanding the foregoing, in the event this Ordinance is determined to be invalid for any reason, the most recent prior ordinance addressing the subject matter of this Ordinance shall remain in place and remain valid.

**BE IT FURTHER ORDAINED** that the effective date of this ordinance shall be on February 16, 2024

Item 8.

Passed, approved, and adopted this 20th day of November 2023.

Ayes:  
Noes:  
Abstain:  
Absent:

Passed, approved, and adopted this 18th day of December 2023.

Ayes:  
Noes:  
Abstain:  
Absent:

\_\_\_\_\_  
Russ Martin, President of Mission Springs  
Water District, and its Board of Directors

ATTEST:

\_\_\_\_\_  
Brian Macy, Secretary of Mission  
Springs Water District and its Board  
of Directors

APPROVED AS TO FORM:

\_\_\_\_\_  
John Pinkney, District Counsel

# AGENDA STAFF REPORT



**MEETING NAME:** REGULAR BOARD MEETINGS

**MEETING DATE(S):** NOVEMBER 16 & 20, 2023

**FROM:** ARTURO CEJA – DIRECTOR OF FINANCE

**FOR:** ACTION  X  DIRECTION \_\_\_\_\_ INFORMATION \_\_\_\_\_

## CONTRACT AGREEMENT WITH INTELESYS COMMUNICATIONS SERVICES FOR INFORMATION TECHNOLOGY PROFESSIONAL SERVICES

**STAFF RECOMMENDATION**

It is recommended to authorize the Interim General Manager to enter into a contract with Intelesys Communications Services for Information Technology (IT) Professional Services for the six-month period of January 1 – June 30, 2024 and approve to do all things necessary to execute the agreement.

**SUMMARY**

The District requires complementary IT services to the normal day-to-day work that the IT Manager currently performs. These include tracking individual workstation problems, software updates, server maintenance and anti-virus monitoring after hours. The District has maintained a contract with the same IT Professional Services company for over twenty years. With the recent changes in management, this is one of the many improvements being executed to ensure that the District receives the best available services. This can only be achieved by going through a Request For Qualifications (RFQ) process.

**ANALYSIS**

In September 2023, staff advertised a request for qualifications for its IT Professional Services through PlanetBids. The District received six proposals and Intelesys Communications Services was rated as the best company to provide these services. Attached is the proposal evaluation summary for all companies and the proposals from the top three rated companies.

**FISCAL IMPACT**

The cost for the IT Professional Services will be covered by the approved operating budget for FY 2023-2024. The proposed cost is composed of a fixed monthly cost of \$7,650 and a variable cost for as needed services with varying hourly amounts.

**ATTACHMENTS**

- IT Services Evaluation Form
- Intelesys Communications Services Proposal
- Acorn Technology Services Proposal
- Umetech, Inc. Proposal
- Umetech, Inc.’s Current Contract

FINANCIAL DATA		
Cost Associated with this action:	\$0	
Current FY cost:	\$0	
Future FY cost:	\$0	
Is it covered in current year budget:	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
Budget adjustment needed:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, year needed:	NA	
All previous contracts including dates, amounts and board approvals are attached or have been made available. N/A		
FUNDING SOURCES		
Source of funds:	Operating	
BID/Job#	674	
Current BID/Job balance	\$268,107	
Balance remaining if approved:	\$268,107	



**Mission Springs Water District**  
**Information Technology Management Services and Support**  
**RFQ - Evaluation Criteria and Scoring Summary**

Date: Monday, November 6, 2023

Scored Criteria	Average Combined Score					
	Acorn Technology	Arisma Group	Helixstorm	Intelesys	NetXperts	Umetech
<p><b>Compliance with RFQ Instructions</b></p> <p>Firms must follow the instructions given in the RFQ and complete all the required forms and certificates completely. Proposal information entered on the forms must not conflict with information in supporting narratives and in case of conflict, the information on the forms will supersede anything to the contrary elsewhere in the proposal.</p>	131.25	67.5	123.75	123.75	123.75	135
<p><b>Organizational Experience</b></p> <p>The quality, quantity, and complexity of Consultant's successful past performances on similar engagements will be considered as a significant indicator of the Consultant's technical competency and capability to complete this engagement. Expertise is gained by working on many different engagements and can be a major advantage to the District. Organizations with highly successful and complex engagement experiences are preferred. The evaluation of references and past engagement success will play a key role in this category.</p>	170	120	150	170	170	175
<p><b>Organizational Capabilities</b></p> <p>Consideration will be given to the qualifications of the Consultant's personnel proposed for assignment to the engagement. The Consultant's availability of additional staff for escalation and assistance to reduce the amount of outside contractor assistance required will be a factor. Organizations who are particular in their hiring practices, and those who recruit and retain personnel with more years of experience and who concentrate on training their personnel resulting in technology certifications will score well in this category.</p>	180	135	165	170	170	145
<p><b>Service Approach</b></p> <p>The proposal will be evaluated for the completeness, and realism of the approach to deliver the services in accordance with the requirements of this RFQ. The number of staff hours proposed for day-to-day assistance and the availability of highly qualified staff assigned to resolve complex issues and for implementation assistance are factors in this category. Past engagement performance based on references will also be reviewed.</p>	127.5	101.25	108.75	127.5	120	108.75
<p><b>Cost</b></p> <p>This evaluation is based on the Consultant's cost model inclusive of fixed and additional service fees relative to the quality of services offered and the needs of the District. Note that a low-cost bid, in and of itself, will not be sufficient to score high in this category if the quality of services or personnel available indicate the probable need for additional consulting services for advanced technology needs in the future.</p>	240	142.5	180	270	165	247.5
<b>Overall Total Score:</b>	<b>848.75</b>	<b>566.25</b>	<b>727.5</b>	<b>861.25</b>	<b>748.75</b>	<b>811.25</b>

Reviewed By: **Arturo Ceja - Director of Finance**  
**Kurt Kettenacker - Innovation & Technology Manager**  
**Arthur Cabrera - Business Analyst**  
**William Whitten - Business Analyst**

Date: 11/6/23



***REQUEST FOR QUALIFICATIONS***

***INFORMATION TECHNOLOGY***

***MANAGEMENT SERVICES AND SUPPORT***



Date: **November 1, 2023**

Contact: **Aaron Betts, Operations Officer**  
**888-546-8353 ext. 1110**  
**aaronb@it4ps.com**

**Intelesys | Ontario, CA | (888) 546-8353 | [www.it4ps.com](http://www.it4ps.com)**



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November 11, 2023

Mr. Kurt Kettenacker,

Thank you for the opportunity to present our organization for the Mission Springs Water District's Information Technology Management Services and Support RFP. **For nearly 3 decades**, Intelesys has been providing best-in-class technology services. We specialize in public sector solutions, dedicating our focus toward government and education for over 20 years. We understand the nuances that make public sector organizations like the Mission Springs Water District unique, and have built our company around delivering a level of service that the public sector requires.

I had the pleasure of serving as the City of San Marino's (One of our client's) IT Director for 14 months as an interim while they sought a replacement. This valuable experience allowed me to experience the aspects of our client base in a way not available to me in the past. I was able to complete two budget cycles, attend monthly executive team meetings, and present to council in open public meetings for requested budgetary needs. This engagement changed the way our company approached and managed our clients in significant ways.

Intelesys places a high degree of attention on project management and environmental discovery before a single change is made. Intelesys intends to provide 100% of the services listed in the RFP. We do not utilize any sub-contractors for our services. We acknowledge receipt of all RFP addenda. Pricing in the RFP will remain valid for no less than 90 days from the date of submittal.

Intelesys does not have any relation or conflict of interest with any city staff, council, nor city resource, past or present. We appreciate the opportunity to present our organization to the City of Rancho Palos Verdes and welcome a one on one conversation on how we can help assist in helping guide your network resources and future direction. Our job is to serve.

Respectfully,



**Rick Balzer**  
President  
909.972.0404 | [RickB@it4ps.com](mailto:RickB@it4ps.com)

*Your primary contact:*

Name: **Aaron Betts, Operations Manager**  
Address: **3155 Sedona Court, Ste. B,  
Ontario, CA 91764**  
Direct: (909) 802-7338  
Fax: (909) 305-2100  
Email: [AaronB@IT4PS.com](mailto:AaronB@IT4PS.com)

## 4.2.2 Executive Summary

Thank you for allowing Intelesys the opportunity to present our proposal recommendations on the Mission Springs Water District's RFP for managed IT services. As a top provider of solutions and management for local government in Southern California for the last 20 years, Intelesys has thorough knowledge of the unique municipal needs in technology services.



Our firm has consistently engaged in municipal projects exceeding over \$1M in scope and multiple years in duration. With 20 employees, Intelesys has staff available for support 24x7x365 to assist in emergency situations with quick local dispatch when needed. All of our work is completed by company employees, we do not subcontract out any labor.

Intelesys has made a strategic decision to specialize exclusively in the municipal and government market space to build a level of expertise that can be shared across our client base. This approach allows us to share strategies, be aware of industry impacting issues, and to educate ourselves on the software commonly utilized within the industry. We are one of the very few select managed service providers that attend the annual Municipal Information Systems Association of California (MISAC) conference where information-technology directors gather to share ideas and learn about new challenges facing the municipal industry. As a platinum sponsor that has been involved in this organization for 15 years, Intelesys utilizes this peer group as a key component of continued education to support our clients.

Our best practices approach start with benchmarking the current environment and developing a plan in conjunction with our client to identify key needs and any critical areas that should be addressed along with a quarterly system measuring results and improvement. As part of our commitment to best practices every staff member of Intelesys completes the FBI's Criminal Justice Information Services Division, or CJIS "Best Practice" training. This training is renewed annually and ensures our staff follow the best practice methodology as defined by the FBI and DOJ.

Intelesys has been providing technology services to federal and state agencies, and municipalities for over 20 years since our start in 1996. We have made a strategic decision to focus primarily on the

California market. This focus has allowed Intelesys to provide solutions that specifically address the needs and concerns of the public sector while maintaining the strict compliance and security required in the industry. Our local approach varies greatly from many of our competitors who have been consolidated into firms headquartered outside the region. By knowing our local market, the local players, and having the ability to reach our staff on site as needed has led to our exceptional 98% customer satisfaction rating over the last 20 quarters.

Below is a list of projects similar in scope to the requested work asked for in the RFP. All clients listed below are located within Southern California.

- **City of San Marino – Network Security Audit and Network Management.**

In 2018, Intelesys was brought in to assess the City's network in preparation for the installation of a Mitel VoIP phone system. During the assessment, Intelesys discovered various networking and domain best practices that were not being adhered to. In presenting the findings, Intelesys was contracted to shore up the network vulnerabilities as well as take on the full management of the network. We are currently going into year 5 of a 3 year (with 2 extensions) contract. David Garcia and Charles Henigan are the primary senior engineers with Ryan Hurst and David Joyce providing onsite support. The initial projects investigation was for \$10,600. We also refreshed their network switches for \$15,259, and we maintain a \$15,000 per month which includes all of the Onsite, Remote network support, Network Tools, Backup utilities.

- **City of Big Bear Lake – Managed Services – network and server rebuild.**

A client since 2007, the City of Big Bear Lake engaged Intelesys for full Managed Services, in 2019. Intelesys has fully redesigned and replaced their entire network hardware infrastructure including new firewalls at each location. Intelesys manages the day to day IT needs for Big Bear both onsite and remotely. Charles Henigan, Ryan Hurst, and James Hunt have played integral parts in maintaining both their onsite and remote support needs. Intelesys, as part of the solution, implemented a cloud DR Backup solution which enables the District to fully function from anywhere with Internet should City Hall become unavailable. Their current monthly contract is \$10,428.

- **City of San Dimas – Network Re-design and Refresh Project.**

In 2019, the City of San Dimas engaged Intelesys to replace the network switches and re-design their network IP structure. David Garcia was part of the key personnel that assisted in designing and implementing the new IP structure, VLANs, and routing for a Core Switching network design. The project included sourcing, programming, and installing all new network switches. Intelesys was able to stand up the new network alongside the existing network to allow for testing and to prevent any interruption to the City employee's productivity. The project budget was \$59,394 and was complete on time and within budget.

- **Laborers Training School – Network Re-design, Managed Network Services.**

In 2017, Laborers Training School engaged Intelesys to re-design their entire network infrastructure. David Garcia was part of the key personnel that assisted in designing and implementing the new IP structure, VLANs, and routing for a Core Switching network design. The project included sourcing, programming, and installing all new network switches, and firewalls. The project budget was \$62,541 and was complete on time and within budget. Then in 2020, Laborers was hit with a network breach and engaged Intelesys to monitor, manage, and maintain their network on an ongoing basis. Charles Henigan has been instrumental in identifying network vulnerabilities, and locking down the network security to conform to the NIST standards. They have not had a network event since Intelesys took over. Their monthly contract is \$7,374.

Every support issue is tracked and documented in our ticketing system. All work performed and time invested in each ticket is detailed and audited for accuracy. Clients have access to managing and reviewing their tickets through our secure Client Portal.

Our service team maintains a close pulse on all active tickets, monitoring and acting in real-time to adjust allocated resources, manage to priorities, and maintain our SLA commitments. We utilize live dashboards throughout our facility to enable a constant awareness of open tickets. Whenever an SLA is within a 10% potential threshold of missing a committed target, the request turns red and is flagged at the management level to ensure proper resources are allocated to complete the tasks required.



Intelesys believes that open communication and excellent service are the top two essential items for a successful relationship with any of our clients. Intelesys maintains a Net Promoter Score in the high 80's which puts us in the category of World Class Service. Listening to the needs of our clients and looking for the root of a customer's issue, not just the stated problem is a primary focus for our service department and our approach to our day to day engagements with our clients. All tickets are monitored and reported on and escalated when issues are taking an unexpected amount of time to resolve. Our management team is always available for contact and want to hear about our service when good and when we fall short. Constant adjustment is something we focus on but strive for excellence. At the close of all service orders, a blind survey is sent out asking the customer how our service department did. This is critical in tracking the true customer happiness across all departments.

One of the ways Intelesys has been able to maintain such a high customer service rating is by providing proactive support that addresses many potential issues before they impact the end-user of the client network. Through 24/7 proactive monitoring of alerts, Intelesys can see issues and trends that can indicate a potential service impact may be imminent. We also monitor trends on support tickets to identify any recurring problems that happen within the organization which can indicate a problem within the network or may need for focused end-user training.

Through detailed management of service requests, trending of technical issues, and our continued education with entities like MISAC, our team combines these factors into a quarterly report for the account team to find ways to improve end-user experience within the district. Our goal is to become an extension of your staff and provide a level of support that exceeds the organization's. Our team takes great pride in workmanship and is always looking for ways to improve both our internal processes and the effectiveness in which district staff can utilize technology to improve their overall job function.

Over the years Intelesys has developed a strong team mentality when it comes to providing outsourced IT support and management. One critical component is to ensure there are no single points of failure to your organization. This means all issues and projects are reviewed and understood by your account team. There is no member of your account team that does not have a backup in place that is properly involved in your account to take over should absence occur, and our team is focused on learning the specifics of your service needs so we can customize your experience in a way that benefits all district staff.



The majority of our staff have a 10+ year tenure with Intelesys, when new staff are brought on board they are required to go through a 9 to 12 months apprenticeship phase where all of their work monitored and shadowed by their team mentor. Each staff member is required to devote 20% to 30% of their time to educating themselves on products and processes and improving their technical ability to bring the best possible service to our clients.

Intelesys utilizes the industry standard platform IT Glue to document all of our clients' assets, processes, versioning, and general documentation. IT glue provides a central repository for all client information, backed with encrypted security to protect the integrity of the data.

During the course of an agreement there will be instances where projects and/or additions will be needed to the network such as PCs, Software, Servers, etc. Typically, the labor that would be created from these additions would be a billable charge in the form of a project quote signed by the IT Manager before the work or materials have been engaged or purchased. If Intelesys is brought into support 3<sup>rd</sup> party installations, our quote includes up to four hours of coordination time to help assist in their deployment. If a more detailed scope of work is required on our part, it will be addressed on a project by project basis.

Our attention to detail has been recognized on a national scale by the California State University system and many technology vendors including TRA, NEC, Mitel, HP, and Dell. Intelesys was proud to be named "Service Entrepreneur of the Year" by the California State University system coveted Spirit of the Entrepreneur council, at an annual event devoted to recognizing excellence in the community.



Over the course of the contract, Intelesys will meet with the IT Manager – we suggest quarterly but will take direction of the Manager – to review the account, reports, tickets, etc. to ensure both Intelesys and the Mission Springs Water District are moving in the same direction and that the users are satisfied with our support. If corrections are needed, we want to head those off as quickly as possible so that the working relationship between the District and Intelesys is the best it can be.

Mission Springs Water District

<b>Released:</b> September 2023		<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Intelsys	
<b>HOME OFFICE/HEADQUARTERS</b>						
<b>Legal Company Name:</b>		ICS Intelesys, Inc.				
<b>Company Reference:</b>		HQ				
<b>Address:</b>	Street #/Name:	3155 Sedona Court				
	Suite:	#B				
	City, State, Zip	Ontario, CA, 91764				
<b>Officers/Owners:</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>		<b>Cell Phone</b>
Rick Balzer		President	909-305-1500	rickb@it4ps.com		
<b>Type:</b>	S-Corp	<b>State of Registration:</b>	CA	<b>Year founded:</b>	1969	<b>Founded by:</b> Rick Balzer
<b>LOCAL BRANCH OFFICE FOR THIS PROJECT</b>						
<b>Branch Name:</b>		Arizona Branch				
<b>Address:</b>	Street #/Name:					
	Suite:					
	City, State, Zip					
<b>Year established:</b>		<b>Region(s) served:</b>				
<b>Contacts (for this project):</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>		<b>Cell Phone</b>
<b>INSTALLED USER BASE</b>						
		Corporate			Local Branch (if different)	
<b>Total</b>						
<b>Similar Size</b>						

Mission Springs Water District

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Intelsys	
<b>REFERENCES*</b>					
Reference	Agency Name	Location (City & State)	Contact person - Title	Phone/Email	Product(s)/Services
	City of Desert Hot Springs	Desert Hot Springs, CA	Marius Stuler	(760) 329-6411 ext. 254 / mstuler@cityofdhs.org	Built Core Network and VLAN
	City of Big Bear Lake	Big Bear, CA	Kelly Ent	(909) 752-2858 / kent@citybigbearlake.com	Full Managed Services
	City of San Marino	San Marino, CA	Paul Chung	(626) 300-0708 / pchung@cityofsanmarino.org	Full Managed Services
	RJN Investigations	Tustin, CA	Fred Martino	(949) 678-0168 / fredm@rjninv.com	Full Managed Services

\* These should be references as similar in size and organization to the DISTRICT as possible with products/services similar to those proposed herein.

Mission Springs Water District

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Intelsys	
<b>SUPPORT TEAM</b>					
Role	Name, Title	Phone/Email	City/State	Qualifications/Experience	
Manager/Officer	Aaron Betts, COO	909-802-7338	Ontario, CA		
				Years with firm	11
				Resume attached	Yes
Site Lead	David Garcia	909-305-1500	Ontario, CA		
				Years with firm	20
				Resume attached	Yes
Site Technician	James Hunt	909-305-1500	Ontario, CA		
				Years with firm	1
				Resume attached	Yes
Project Manager	Jessye Gentry	909-305-1500	Ontario, CA		
				Years with firm	2
				Resume attached	Yes
Security Consultant	Charles Hennigan	909-305-1500	Ontario, CA		
				Years with firm	4
				Resume attached	Yes
Trainer	Matthew Saenz	909-305-1500	Ontario, CA		
				Years with firm	20+
				Resume attached	Yes
Other(s)					
				Years with firm	
				Resume attached	
Corporate level resource people available to local support staff.					
				Years with firm	
				Resume attached	

Attach resumes or additional pages if necessary. Although these may not be the actual people to participate in the project, they must be representative in terms of training and experience and knowledge of the District's environment for those who will be involved.

# Managed Services Proposal



Item 9.

The Information Technology Services Solution by Intelesys offers a 360-degree answer to your organization’s IT needs. Our diverse engineer pool delivers specialists in every IT area, focused on technologies used by local municipalities.

<b>CLIENT</b>	Mission Springs Water District	<b>BILLING ADDRESS</b>	Desert Hot Springs, CA.
<b>AGREEMENT TERM</b>	12 months with (2) 12 month renew options	<b>Network Hardware</b>	14 laptops (Microsoft Surface, Lenovo, HP) 1 VM (used by Unidata developer) 42 desktops 20 iPads 49 District smartphones (iOS/Android) 2 Physical Servers with 10 Images
<b>Switching and Routing</b>	3 Layer-3 Fortinet Switches 2 Palo Alto firewalls 14 Layer-2 Ubiquity Switches 8 Ubiquity Wireless Access Points 1 Ubiquity Building Bridge pair 1 Ubiquity AirFiber pair 3 Synology NAS units 1 Ubiquity UniFi Protect NVR 26 RingCentral Polycom Desk Phones		
<b>Managed Services Quote</b>	Monthly Managed Services Agreement Onsite technician 2 Days/week Reimbursable expenses Subtotal Government discount <b>Total Monthly Cost</b>		Included \$ 10,200 \$ (2,550) <b>\$ 7,650</b>
<p><b>Included Services:</b></p> <p><b><u>Full-Service help desk</u></b></p> <ul style="list-style-type: none"> <li>• Desktop Support Technicians will provide desktop support for all problems and project calls to diagnose, upgrade, install, fix, adjust, and general problem resolution</li> <li>• Staffed with Level 1, 2, and 3 CJIS Certified engineers</li> <li>• Onsite escalation provided as needed</li> </ul> <p><b><u>Desktop hardware and software maintenance</u></b></p> <ul style="list-style-type: none"> <li>• Review of all process logs for normal execution and performance.</li> <li>• Preparation of reports and outputs for distribution on next regular work day.</li> <li>• Review of security logs and for unusual activity.</li> <li>• Keeping and maintaining records on hardware assets: Acquisition date, Warranty date, maintenance agreement location, maintenance and repair contact number.</li> <li>• Patch management.</li> </ul> <p><b><u>Network and Systems Support</u></b></p> <ul style="list-style-type: none"> <li>• Network is defined to include all District switches, hubs, routers, bridges, repeaters, firewalls, servers, AP’s etc.</li> <li>• Maintenance of network cabling within District facilities including patch management.</li> <li>• Network and network device performance monitoring, diagnostics, and tuning.</li> <li>• Network and network device configuration and version updates to keep within two versions of current.</li> <li>• Network and network device configuration management and record keeping.</li> <li>• Network, network device and server capacity monitoring and planning.</li> <li>• Firewall monitoring for intrusion attempts, attacks, viruses, etc.</li> <li>• Firewall configuration and version updates.</li> <li>• Server OS configuration and version updates to keep within two versions of current.</li> </ul>			

**Documentation**

- Monthly report on SLA performance and ticket volume
- Network hardware inventory for all managed devices with release dates, patch status and system life report
- Network device configurations and network layout map

**District to provide (Intelesys to bid, procure, and implement if not currently in place)**

- Enterprise Anti-Virus solution – Intelesys to bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Enterprise Email filter - Intelesys to bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Enterprise back-up solution - Intelesys to design and bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Enterprise DR solution - Intelesys to design and bid top three government products utilizing government purchase rates and work with client to select appropriate solution if one does not exist
- Active support agreements required for major network hardware and infrastructure

**Deliverables**

- Deliver expected annual expense forecast for district budget process
- Perform annual network assessment with full reporting
- Track system support status and extended warranty cost
- IT Satisfaction Survey – Statistical and end user measurement
- Perform annual CJIS audit to confirm network compliance

**IntelesysOne White Glove Onboarding:**

**waived**

- 300-point network audit and assessment
- Asset tag all devices and document hardware
- Inventory active software applications and licenses
- In addition to standard Support Onboarding services, Onboarding shall also include verification of backup services

**TOTAL MONTHLY RECURRING: \$7,650**

**TOTAL ONE-TIME:**

**waived**

## Exhibit D: Consultant Questionnaire

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1. How many years of experience does your organization have in the setup, administration, and maintenance of corporate networks?
  - a. **Intelesys has been providing setup of corporate networks for over 10 years. Intelesys has been providing fully managed services in the Municipal vertical for over 5 years.**
2. Does anyone within your organization with access to our data located outside the USA? If so, where?
  - a. **No, all Intelesys employees are located in Southern California.**
3. As you will have some form of remote access to our data, network, and systems, describe how unauthorized access will be prevented and monitored.
  - a. **Intelesys uses a securely encrypted system for remote management. Each technician at Intelesys has their own login and all logins require a Two Factor Authentication access method. The system is also 256bit encrypted.**
4. Have you performed background screening on all administrators within your organization that will have access to our data?
  - a. **Yes. All Intelesys employees have received background screening as Intelesys supports clients with Fire and PD. Everyone is CJIS certified.**
5. Please provide a list of relevant active certifications/licenses held by your organization.
  - a. **MCSE, CCNA, Security+, Mitel Certified Installer, Ring Central Certified Installer, Hpe,**
6. How can we retrieve our data, credentials, documentation, or other information if our contract with you is terminated?
  - a. **We store all client information in a digital repository called IT Glue. If a client were to leave, we can export the client data to give to the Water District or to the company who would assume control of the account.**
7. Which RMM system(s) do you use?
  - a. **Intelesys uses Screen Connect by Connectwise for their RMM tool.**
8. Can the MSWD IT Manager be granted an account in your RMM system that will allow remote access, monitoring, and creating reports?
  - a. **Yes. Intelesys can include an account in the RMM system for the IT Manager as part of their solution.**

## Exhibit E: Disclosure Questionnaire & Qualification Statement

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### Consultant Name:

#### 1. ORGANIZATION

- 1.1. How many years has your organization been in business as a Consultant? **27 Years**
- 1.2. How many years has your organization been in business under its present name? **27 Years**
  - 1.2.1. Under what other names has your organization operated? **None**
- 1.3. If your organization is a corporation, answer the following:
  - 1.3.1. Date of incorporation: **6-1-1996**
  - 1.3.2. State of incorporation: **CA**
  - 1.3.3. Corporate ID number: **1970179**
  - 1.3.4. President's name: **Richard Balzer**
  - 1.3.5. Agent for Service of Process: **Richard Balzer**
- 1.4. If your organization is a partnership, answer the following: **N/A**
  - 1.4.1. Date of organization:
  - 1.4.2. Type of partnership (if applicable):
  - 1.4.3. Name(s) of general partner(s):
- 1.5. If your organization is individually owned, answer the following: **N/A**
  - 1.5.1. Date of organization:
  - 1.5.2. Name of owner:
- 1.6. If the form of your organization is other than those listed above, describe it and name the principals:

#### 2. LICENSING

- 2.1. List jurisdictions and trade categories in which your organization is legally qualified to do business and indicate registration or license numbers, if applicable. **IT services, C-7 low voltage contractor**
- 2.2. List any other certifications held by your organization, and the name under which they are held. **CJIS**

#### 3. EXPERIENCE

- 3.1. List the categories of work that your organization normally performs with its own forces.  
**Network Cabling, IT Project Services, Managed IT Services, Telephony Solutions, Carrier Management, Networking Solutions, WiFi Solutions, Cyber Security Services, Networking Assessments, IT Cloud Solutions,**
- 3.2. Has your organization, under its current name or any previous names, ever failed to complete any work/contract awarded to it? (If Yes, please explain)  
**NO**

#### 4. CLAIMS AND LAWSUITS

- 4.1. Are there any judgments, lawsuits, administrative proceedings, claims, arbitration proceedings, suits pending or outstanding, or other exposures against your organization or any its officers? (If Yes, please describe)  
**NO**
- 4.2. Has your organization filed any lawsuits or requested arbitration with regard to any of its contracts within the last five (5) years? (If Yes, please explain)  
**NO**





4.3. Has the Consultant, any officer of the Consultant, or any employee of the Consultant who has proprietary interest in the Consultant, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation? (If Yes, please explain).

**NO**

## 4.4 Firm Qualifications

We are proud of the positive reputation we have built in the public sector for IT management and solutions. Intelesys has been supporting the Public Sector for fully managed services as well as project-based solutions for over 6 years. We have included 5 references in the Firm Profile Worksheet included as Exhibit C in the RFP. In the following pages, we highlight a few of these projects similar in scope to the Missions Springs Water District.

## CLIENT HIGHLIGHT: City of San Marino

Paul Chung, [pchung@cityofsanmarino.org](mailto:pchung@cityofsanmarino.org), 626-300-0700

**Contract Amount:** \$1,144,000, \$13,415/month\*

**Period of Performance:** 6/2018 to present



### Their Solution

- Outsourced IT Director Position
- IT Procurement and PM for all Departments
- Fully Managed Network Solutions including monitoring, back-up and continuity, and budgeting
- Citywide Desktop Support
- Managed VoIP Solution
- Full Vendor Management including FirstNet, PD, and FD Vendors
- Client since June 2018

### Key Areas of Impact

- **Network Documentation** Intelesys performed a detailed network assessment and audit tracking all hardware, support dates, software versions, and contracts. This allowed us to deliver a solid budget forecast on what expenses needed to occur in the upcoming fiscal years giving council a factual basis for allocating funds.
- **CJIS Compliance** Identified and corrected policies and procedures that did not follow federally developed standards for network security. Developed new written policies to ensure ongoing adherence to CJIS standards.
- **IT Director Role** Intelesys has been retained as an Interim IT Director on the city's executive team to guide the direction of all technology acquisitions and decisions. This includes developing policies and procedures for proper network management and staff access, producing the annual IT budget for the city council, interfacing with city IT vendors, and developing solutions for all city technology needs.

## CLIENT HIGHLIGHT: City of Big Bear Lake

Kelly Ent, [kent@citybigbearlake.com](mailto:kent@citybigbearlake.com), 909-752-2858

**Contract Amount:** \$618,000, \$11,473/month\*

**Period of Performance:** 2/2011 to present



### Their Solution

- Intelesys awarded the City's RFP for Managed Services
- IT Procurement and PM for all Departments
- Fully Managed Network Solutions including monitoring, back-up and continuity, and budgeting
- Citywide Desktop Support since 2019
- Managed VoIP Solution since 2007

### Key Features

- Intelesys established best practice design for Network
- Work with main City contacts to create a master project plan including Office 365 migration, Network and Firewall refresh, and PC upgrades.
- Specific system improvements made over the next 6 months including
  - Corrected security issues based on network access.
  - Established a secure remote access platform allowing for IP Phones to be taken home for the COVID-19 Stay at Home order.
  - Provided Remote Desktop Services to enable a more controlled remote environment that includes Dual Factor Authentication.
  - Migrated critical City applications to a new Virtual Host for increased stability and redundancy
  - Cataloged all software in use by city, identifying support status, ongoing support contract costs, and license compliance
  - Created a centralized back-up and redundancy operation plan for the city that includes secure offsite cloud storage and Disaster Recovery options

## CLIENT HIGHLIGHT: RJN Investigations

Fred Martino, [fredm@rjiniv.com](mailto:fredm@rjiniv.com), (949) 678-0168

**Contract Amount:** \$617,077, \$10,284/month\*

**Period of Performance:** 2/2011 to present



### Their Solution

- 2 Sites with remote investigators
- 60+ TB of video and evidence storage
- Virtualized Network Design
- Fully redundant network for continuity
- Full desktop support for users since 2017

### Key Features

- Built a WAN platform to fully replicate all network operation and function to a geographically redundant site
- Structure a data store for retention of terabytes of data for quick retrieval and access by investigators when needed for discovery and court requirements
- Created a blended cloud / premise strategy for handling of large quantities of data, complete with a disaster planning platform
- Manage end users' tickets and SLA's for maximum end user efficiency

\* Contract amounts given as total spent / monthly managed services amount

# New Engagements this Year



## Project Engagements

**Network Domain AD Upgrade**  
**Microsoft 365 Migration**  
**Azure AD Connector Setup**  
**Network IP & VLAN Redesign**  
**Enhanced & NGA 911 Deployment**  
**PD Watchguard Cloud Migration**

**Hosted Phone System Consulting**  
**Wi-Fi Design & Implementation**  
**Wireless Heatmaps**  
**Firewall Replacement**  
**Virtual Server Migration**  
**File Server Migration**

**Hosted Phone System Migration—RingCentral, GoTo, Teams**

## 5.1 Transition

### INTELESYS' WHITE GLOVE ONBOARDING

Intelesys' White Glove Onboarding process was designed to deliver an incredibly smooth transition from your existing IT support to our team. As we begin our engagement with the City of Rancho Palos Verdes, **we will adjust the following example to meet the 18 Day Transition Requirement listed in the RFP.**

Intelesys will begin the relationship with a kick-off meeting that includes the IT Director, Project Manager, Account Manager, and Senior Engineer. During this meeting we will identify any procedures that Intelesys needs to be aware of in order to successfully integrate with the City's culture and way of doing business. At Intelesys, our goal is to be an extension of the IT department, not a barrier for the end user. We will integrate with the City's processes and procedures and utilize City practices whenever possible.

Our On-boarding Team will include the staff listed in this section of the RFP response. This includes a Project Manager, Account Manager, Senior IT Engineer, and support level Technician. During the kick-off meeting, we will identify the actual timeline and key milestones with the IT Director and City staff.

The following is an example of how we have on-boarded similar clients over period of 3-4 weeks:

#### 1. Week 1 – Client Setup & Provisioning

- a. Full documentation of the environment
  - Review all existing documentation provided by the City of Rancho Palos Verdes and the previous IT provider
  - Conduct 500-point Onboarding Assessment, reviewing and documenting all aspects of the City of Rancho Palos Verdes' network environment, processes, third-party vendors, and more
- b. Conduct initial user enrollment
  - Collect pertinent data on all managed users within the City of Rancho Palos Verdes

- Add user data to Intelesys' internal systems for managing communication, requests from users, and approval verifications
- c. Provision client services
- Create all necessary accounts in Intelesys' monitoring tools, documentation and inventory platforms, DNS/web hosting, antivirus, web protection, and email protection.
  - Implement Intelesys AD user account on City's network
- d. Onsite deployment of agents and asset tags
- Affix management asset tags to all devices and record with client inventory
  - Generate tag file on computers
  - Install management and support agents
- e. Conduct onsite End-User introductions.
- Per the city's preference, this can be accomplished as brief presentations to users in group settings, 1-on-1 introductions by the Intelesys team at end-users' desks, or a combination.
- f. Setup weekly check-in with IT Director to provide progress on week's activities, identify any potential concerns and create an action plan to address such concerns.
- g. Review with IT Director the preferred Change Control process for the City. Typically, Intelesys will setup guidelines per the City's request of the type of changes that end users can initiate, changes that need to be approved by their head of departments, and changes that need the IT Director's (or City Manager's) approval. In these instances, we will inform the end user that we need to obtain approval for the request and contact the appropriate person for the escalation.

## 2. Week 2 – Analysis & Implementation

- a. Implement Intelesys credential standards and document accordingly
- Change passwords for router, switches, and other discovered devices
  - Change password for client's AD admin user account



- Push local management credentials to all workstations
- b. Generate a Network Health Snapshot
  - Run initial onboarding Health Reports as a baseline for future comparison and measurement
  - Prepare report of any initial observations and recommendations
- c. Go-Live Readiness review
  - The City of Rancho Palos Verdes and Intelesys meet to review initial findings during onboarding and certify that both parties are ready for Intelesys to assume support and management
  - Verify monitoring/patching readiness and enable

### **3. Week 3 – GO LIVE & Start of Regular Management**

- a. Communication with users
  - Together, city leadership and Intelesys send an email to all staff reminding them of the coming transition, reiterating any new processes for obtaining support. (This should be sent 2-3 days prior to the transition.)
- b. Provide onsite support for Go Live
  - Engineers onsite at key locations
- c. First week follow-up meeting with Intelesys and City of Rancho Palos Verdes
  - Review Go-Live success and any notes
  - Schedule initial City Technology Planning meeting – a regularly recurring meeting to ensure Intelesys and the City of Rancho Palos Verdes remain aligned

### **4. Week 4 –Initial City Technology Planning Meeting & Onboarding Review**

- a. Review initial ticket submissions and end user adoption
- b. Conduct City Technology Planning meeting
- c. Address any punch list items generated throughout the onboarding process

## Management Team



*Rick Balzer*

### President

#### Responsibilities: Management of projects, budgets and innovation

Mr. Balzer, who joined the company in 1994, is a licensed C-7 low voltage contractor in California and holds various technical certifications in PBX, VoIP, and carrier product lines. He graduated from California State University, Fullerton, with a degree in International Marketing and Philosophy in 1992. With executive oversight on significant Intelesys projects, he specializes in local municipalities and K-12 deployments. Certified as a systems designer and information systems consultant, he is a recognized industry speaker and consultant, awarded the California State University San Bernardino service entrepreneur of the year in 2012. Over the past 20 years, Mr. Balzer has driven Intelesys' direction, leading it to become a prominent provider on the west coast through innovative products and delivery methods.



*Aaron Betts*

### Operations Manager

#### Responsibilities: Management of Operations Department

Since joining Intelesys in 2012, Mr. Betts has been instrumental in leading the Operations Department since 2014. His extensive 27-year experience in the IT industry includes overseeing numerous telecommunication system conversions and managing projects for clients with over 500 endpoints, as well as Municipality and K-12 clients. His expertise has contributed significantly to a 97% client retention rate and consistently high satisfaction ratings. Mr. Betts ensures projects are completed on time and within budget, showcasing his commitment to excellence and making him a valuable asset to Intelesys.



*David Garcia*

### Network Engineer

#### Responsibilities: Management of technical projects

Since joining the company in 2004, Mr. Garcia has excelled in the IT and telecommunications field. His extensive experience includes configuring client networks and providing valuable consultation. As a senior PBX engineer at Intelesys, he actively contributes to network evaluation, system design, and implementation of new hosted platforms. With certifications in Cisco, HP, Microsoft, and Mitel, Mr. Garcia possesses diverse technical expertise. He oversees Network Design, focusing on tasks like vulnerability scanning, remediation, network isolation, and routing. Mr. Garcia provides technical supervision for projects exceeding 500 endpoints and those critical to Intelesys, such as municipal and K-12 deployments. His leadership extends to network-related projects involving switches, firewalls, servers, and virtual environments, making him a pivotal member of the Intelesys team.



*Matt Saenz*

**Telephony Specialist**

**Responsibilities: Management of hosted installations and client transitions**

Mr. Saenz, part of Intelesys since 2010, oversees hosted installations and client transitions. Certified in platforms like Mitel Connect and RingCentral, he designs and programs PBX deployments. With 20 years of PBX and telephony support, he specializes in transitions for Municipal and Education clients, offering expertise in network and telephony support. His skills encompass designing, programming, installing, and troubleshooting both premise and hosted PBX solutions. Additionally, Mr. Saenz holds certifications as a SonicWall CSSA and MikroTik MTCNA & MTCSE.



*Charles Henigan*

**Security Specialist**

**Responsibilities: Management of Security for IT policies and regulations**

Mr. Henigan serves as Intelesys' lead Security Specialist, ensuring that new PBX deployments align with clients' IT security policies and regulations. Since joining in 2019, he has brought his 25 years of industry expertise in Network Security to the team. With certifications including Microsoft Certified Systems Administration, Security+ SY0-501, and Cisco CCNA, he's actively pursuing his CPT and CEHv11 certifications. Mr. Henigan's experience spans healthcare and private sectors, where he provided Cybersecurity Assessments, Security remediation, Network hardening, and Firewall management for over two decades. He has established a security baseline for clients, guiding the team in network vulnerability scanning, remediation, firewall hardening, and network fortification.



*Jessye Gentry*

**Training and Support Specialist**

**Responsibilities: Managed client telephone training and education**

Ms. Gentry, who joined Intelesys in 2021, leads client training and education in telephony, specializing in hosted PBX solutions. She coordinates, schedules, and conducts end user training, providing printed materials and optional video recordings for future onboarding. Ms. Gentry also manages the client support experience, ensuring timely handling of support requests and overseeing their completion. With experience training hundreds of users on both hosted and premise telephony systems, she plays a crucial role in ensuring clients' smooth transition and ongoing support.

## 5.2 General Operations

### OVERVIEW

Part of the benefits of working with Intelesys is the years of knowledge that the Intelesys team maintains. Intelesys is extremely knowledgeable in the workings of Cities and government entities and the processes required to make them successful. The following sections shows Intelesys' ability to fully support the areas of General Operations in the RFP. Intelesys maintains a full staff of highly-skilled support engineers in our Ontario, California, headquarters. All help desk support is provided from this location by Intelesys employees, and Intelesys does not outsource help desk support to any outside provider.

#### 5.2.1 Operations / Administrative Services

As stated in the Company Profile, Intelesys has held the position of Interim IT Director for a City and understands the needs and processes required for the successful oversight of the account and administrative functions. Intelesys will meet regularly with the District's IT Manager to provide regular communication, performance reports (both network related, and account related) and provide expertise in technology strategy and planning for the District's future growth.

As shown in the SLA section of the RFP response, Intelesys maintains high standards of support and will review these support metrics with the IT Manager on a scheduled basis. Together we will identify areas that need better processes, improved metrics, and other items to ensure the District staff are satisfied with the support provided by Intelesys. Intelesys will maintain an online repository for all documentation regarding the account with the District.

Intelesys maintains a fairly flat hierarchy which provides the District with access to the Intelesys Executive team should the need arise.

During our tenure as the Managed Support Services Company for the Mission Springs Water District, Intelesys will guide the strategic planning, development, deployment, and management of the current IT systems, and support the evaluation and development of long-term planning to meet future needs.

Intelesys will perform lifecycle planning of all IT assets, research costs associated with IT asset refresh cycles, assist in the negotiation of contracts with vendors.

In our role of IT Management, Intelesys will assist in selecting appropriate technology solution(s) and vendor(s) based on current market technologies and industry standards. We will assist with coordination with any third-party vendor(s) with issues that pertain to information systems/technology issues.

Finally, Intelesys will work to review information systems guidelines, policies and procedures. We will assist with evaluation and recommendations in regards to software and hardware purchases, compile hardware and software upgrade schedules, work to recommend a budget for the purchase of equipment, supplies, and other products or services as needed and purchase of such equipment, supplies and products or services.

Intelesys is well versed in strategic planning and ongoing IT Management. A perfect example of this is our experience with the City of San Marino. Having transitioned from their former IT provider of over 20 years, the City of San Marino found that they needed a high degree of IT support, management, and overall alignment with the city's operations. Following a seamless transition to Intelesys, we were able to quickly identify and develop a detailed IT budget and support strategy the City's leadership could present to its Council for the first time. As the sole provider of IT management, support, and guidance for the City of San Marino, Intelesys has made an incredible impact on security, operations, and the ability for the city to effectively plan for its IT needs in both the short and long term.

The City of San Marino executed a 3-year contract with Intelesys for ongoing IT management and support services with two 1-year subsequent contracts. Taking advantage of Intelesys' per-user government pricing, the City of San Marino now enjoys a predictable support expense, free from the fluctuating costs and unexpected charges they had been accustomed to. Intelesys' high level of involvement at the city leadership level allows the city to operate with no need to dedicate city staff to IT management oversight. Instead, Intelesys' transparent holistic approach has freed city staff to focus on what is most important – delivering value to its citizens.

## 5.2.2 Help Desk Support

Intelesys maintains a full staff of highly-skilled support engineers in our Ontario, California, headquarters. All help desk support is provided from this location by Intelesys employees, and Intelesys does not outsource help desk support to any outside provider.

Regardless of the method of support, as a government client, callers will enjoy a warm hand-off to a support technician familiar with your network and organization. Right from the start, we want each experience your staff has with our team to be extraordinary.

In addition to requesting support by phone, support tickets may be also be submitted by email. Email tickets received during regular business hours are immediately triaged by our Dispatch Team, and assigned to support technician based on the skillset and availability required to resolve the issue the first time. When a technician is onsite at the Water District, per the requirements of the RFP, these support issues will be assigned directly to this resource. On occasion, we will find the need for the issue to be escalated to a specialized engineer remotely. Our goal is to always ensure that the best and most-ideal resource is used for each and every issue.

We utilize best-in-class tools to provide the highest levels of support. Our goal is to solve issues with the least possible interruption to the user. In many cases, we can troubleshoot, diagnose, and resolve issues using our backend management tools – avoiding the inherent disruption caused by interrupting a user’s ability to work. In the cases where a screen sharing session is beneficial – such as when a user wishes to illustrate a challenge they are experiencing – our tools make the process fast and secure.

### HELP DESK AVAILABILITY AND RESPONSE TIMES

Intelesys will provide skilled technician aligned with the District’s schedule. Our Ontario, CA, Help Desk is staffed and available to provide immediate support 24x7, 7 days a week.

## DESKTOP APPLICATIONS SUPPORT

By focusing squarely on the municipal and education markets, Intelesys has been able to develop an expertise in the products and solutions our clients rely on. This allows us to provide a great deal of support and guidance in the desktop applications governments use, including:

Application	Purpose
<b>Adobe Creative Cloud Suite</b>	Graphic design and editing, desktop publishing and page layout
<b>AlphaCAM (Solidworks)</b>	Computer-Aided Manufacturing software for woodworking, metal and stone cutting
<b>ArcGIS Desktop</b>	Mapping data, analysis
<b>Audiolog / Verint Recording</b>	Call recording
<b>AutoCAD</b>	Architectural drafting and engineering design
<b>AVTEC</b>	Police Radios
<b>AWE Early Literacy Station</b>	Literacy education and learning systems for libraries
<b>Blackboard Connect</b>	Mass communication tools
<b>BlueTeam (for IAPro)</b>	Field management of incidents for police officers and supervisors
<b>CAD/RMS</b>	Computer-Aided Dispatch and Record Management Software, Mobile Computing for Law Enforcement
<b>CivicPlus</b>	Government website CMS, design, and hosting
<b>Crewsense</b>	Staff resourcing, scheduling, tracking, time & attendance, etc.
<b>Corel Suite</b>	Desktop publishing
<b>Dakin Brain Fitness</b>	Brain fitness training for improving memory and language abilities, strengthen attention, focus, and concentration
<b>Deep Freeze Enterprise</b>	Computer change-management tool
<b>Deepnet</b>	Authentication platform
<b>Digital EMS</b>	ePCR "Medic Clipboard" program on FD iPads
<b>Emergency Reporting</b>	Fire & EMS reporting and records management
<b>Envisio</b>	Performance management
<b>FIREHOUSE Software (ESO)</b>	Records management software
<b>FirstNet First Responder</b>	Priority Network for Police and Fire
<b>FireScene 6 Desktop Edition</b>	Field diagramming and reporting tool for pre-plans and post event critiques and reports
<b>GOGovApps</b>	Code enforcement

<b>GovClarity</b>	Map-based real estate application in the cloud providing the ability to access, integrate, and visualize location data.
<b>HdL Prime</b>	Revenue administration and management
<b>IAPro</b>	Internal Affairs and Professional Standards management
<b>LACRIS (CalPhoto)</b>	Los Angeles County Regional Identification System (Criminal biometric identification, networked LiveScan implementation)
<b>Laserfische</b>	Records management and retention
<b>Lexipol</b>	Policy management for public safety
<b>LexisNexis</b>	Legal research tool, data analytics
<b>Meritage Systems</b>	Permits
<b>Microsoft Exchange</b>	Email and collaboration platform
<b>Microsoft Office 365</b>	Hosted email and collaboration platform
<b>Microsoft Office Suite</b>	Outlook for email management, plus general creation and editing of everyday documents, spreadsheets, and presentations.
<b>Mitel/ShoreTel Connect</b>	Mitel IP phone control and collaboration
<b>MK Solutions RFID</b>	Library self-service check-in /check-out, security, return, and sorting.
<b>Municode</b>	Government website CMS, design, and hosting
<b>NetMotion</b>	Mobile VPN security and remote access (used for communication from PD vehicles to server)
<b>Nixle</b>	Online emergency community notifications social platform
<b>NJStar Communicator</b>	Chinese, Japanese, and Korean (CJK) language tools for Windows
<b>OCLC</b>	Library catalog
<b>PC Reservation (EnvisionWare)</b>	Computer access and reservation control
<b>PINS</b>	Insurance management
<b>POST EDI</b>	Electronic Data Interchange for California Peace Officer Standards and Training platform
<b>QuickBooks</b>	Accounting
<b>RecTrak</b>	Parks & Recreation department tracking
<b>Revize</b>	Government website CMS, design, and hosting
<b>Springbrook</b>	Civic Platform
<b>Target Solutions</b>	Online tools for training, compliance, inspections, and workforce management
<b>TASER Evidence Sync</b>	Upload evidence from any source to Evidence.com



<b>Toro Sentinel Irrigation</b>	Centralized irrigation controller by Toro
<b>Vesta 9-1-1</b>	911 call handling
<b>Vigilant Solutions</b>	Automatic License Plate Recognition
<b>Watchguard Video</b>	Video evidence management, body cameras and in-car video

### 5.2.3 System Administration / Infrastructure Services

Intelesys consistently develops upon a number of best-practices for the management and administration of Active Directory. An ideal Active Directory implementation goes far beyond the addition and termination of user accounts. From streamlining user management, to implementing AD-integrated multifactor authentication (MFA) and expansion of AD authentication beyond the Windows network via LDAPS and RADIUS, to providing early notification of password expiration to users via email and text, to ensuring a secure policy-based environment with the proper deployment of OU structure and Group Policy – Intelesys ensures that your environment is performing at its peak by appropriately leveraging the power of a well-managed Active Directory.

#### EXCHANGE AND OFFICE 365 ADMINISTRATION

Intelesys has decades of in-the-trenches experience with the implementation and administration of Microsoft Exchange, and is well-versed in the provisioning and management of Office 365. Taking mail management even further, Intelesys commonly provides our clients with the advanced email archiving and discovery capabilities that government entities require and the encryption and mail security tools our technology climate demands. We then work with cities to unify their branding by implementing automated email signatures that apply to all mail your users send without any intervention on their end, all while adhering to your approved design and incorporating name, title, and contact information straight from Active Directory.

## NETWORK MANAGEMENT TOOL STACK

Intelesys has worked with the industry's most-respected MSP software developers to assemble a suite of tools designed specifically to provide the greatest resources, functionality, and support to government entities like yours. Though we keep the solution names private in public RFP responses – for the security of all our managed IT clients – these tools provide incredible benefits to our team and your organization alike:

- **Remote management and monitoring** (RMM) providing alerting, patch management, scripting and automation, and policy enforcement
- Encrypted, **secure remote access** with one-way initiation – meaning we never “reach in” to your network, but rather are “invited in” through a protected protocol
- Advanced environment **documentation** platform
- **Antivirus** and antimalware protection with enhanced sandbox protection
- DNS protection and **web content filtering**
- Enterprise **mail protection** from spam, phishing, viruses, and more, with archiving, encryption, and protection from lost mail due to unexpected mail server downtime or connectivity loss
- Automated **asset tracking** and warranty discovery and reporting to ensure proper warranty tracking for your servers and switches.
- Continuous **documentation** of applications, systems, accounts, and work performed are provided as the customer needs dictate.

## DATABASE MANAGEMENT

Working with various vendors and applications, Intelesys provides various levels of database support and management. We have supported the creation of reports through Crystal Reports and other industry software that fit the individual needs of the departments we support. Utilizing vendor support on custom databases or unique configurations, together with the years of supporting SQL and MySQL databases, Intelesys engineers are key in providing updates and reports on various platforms and applications

## **DATA BACKUP AND DISASTER RECOVERY**

In working in the municipal space, Intelesys is well versed in the public record and need for data retention. Utilizing industry best practices, and if desired, Intelesys will recommend and implement a backup and recovery process that provides the needed availability of the District's data for today's operations as well as archive retrieval. Based on the needs of the department, we will plan and execute a backup strategy that will best protect the data and provide for quick and easy recovery should a hardware or data loss event occur. You can rest assured that your data is secure and ready should you need it. Intelesys can also work with the backup solution that is currently in place and will always make recommendations to ensure the safest storage and best recovery options for the District's data.

### **5.2.4 Voice and Communications Services**

Intelesys has over 15 years' experience in Telecommunications and Phone System Support. Intelesys is a fully certified Ring Central installer and support company. Not only can we interface with Ring Central at an escalated level, we can also examine your existing programming and make suggestions on how it could be improved. Likewise, Intelesys has worked with all the major telecom carriers and can offer a level of support that smaller companies don't typically have access to.

### **5.2.5 Network, Switching, Routing, Wireless Services**

Whether it's managing physical servers or virtual servers on platforms including VMware and Hyper-V, maintaining switches with complex VLAN and QoS requirements, or ensuring high levels of security by configuring and monitoring your firewalls and access points, Intelesys has you covered!

Intelesys' network engineering team carries a number of industry-recognized certifications from leaders like Cisco, HPE Aruba, Extreme, Microsoft, VMware, and more. We have assembled an incredible team that brings with them unbeatable experience – such as designing carrier-class networks for the country's largest telco providers. Having architected and implemented

numerous government networks from the ground up, we know what it takes to keep you running reliably.

As part of our ongoing management, we consistently monitor for network traffic performance and bottlenecks, ensure your devices are current on critical patches and firmware, and regularly scan and test for security vulnerabilities.

## **NETWORK SECURITY**

In an environment where attacks on government entities are more and more prevalent – **such as we saw last year where over 33,000 companies had their Exchange servers compromised due to a zero day vulnerability** – taking proper steps to ensure the security of your data is of the utmost importance. Intelesys is here to guide you with the best practices, management and implementation of the tools and techniques to keep you protected.

Intelesys provides a full suite of tools specifically designed to work together in creating multiple layers of coordinated protection from threats originating from viruses, malware, phishing and other spam attacks, intrusions and security breaches, and more. We monitor the health of your network 24/7, and regularly scan for weak points such as insecure and stale passwords, unnecessary open ports, and more.

Even with all the protections and proactive efforts we provide, we truly understand that no security is perfect and to behave as if it were would be irresponsible. Because of this, we complement our security strategy with a full backup and disaster recovery solution designed to provide operational continuity in the event of any outage or data loss. We believe you should never be put in the position to have to pay a ransom for your data – as many U.S. cities have had to do paying over a combined \$2.1 million between them. In fact, the San Bernardino Sheriff Department just recently paid \$1.1 million to gain access to their data after a Ransomware event.

### **5.2.6 Scheduled Onsite Services and Support Personnel**

Per the requirements of the RFP, Intelesys will support the District with an onsite resource two days a week from 7:30 am to 5:30 pm. Intelesys will also have a full team of support staff that is available to the District if the onsite technician is not available or if the issue that is presented needs a higher level of expertise.

This person will be the main point of contact for most of the work that will be required at the District. Our staff member will have the ability to escalate work to our office should a high level of skill set be needed in order to resolve the issue. Our staff member will become an extension of the District staff and blend with the culture and surrounding environment to ensure a positive working relationship. The technician will handle all Tier 1 and Tier 2 work that is requested by the District staff while maintaining proper documentation for the rest of our team so should the need arise any of the Intelesys staff could fill in. The onsite member of the team will also work with the District on public meetings to ensure all the required equipment is functioning as expected. One of the benefits of Intelesys is that should the technician be unavailable, a team of engineers are standing by to step in and help the District staff with any of their computing needs.

### **5.2.7 Proactive and Remote Services**

Intelesys will install and configure remote monitoring systems that will continue to proactively monitor the District's network 24x7x365. Intelesys has utilities that will perform the following services:

- Proactive monitoring of all equipment
- Monitoring for critical alerts
- Notification of vulnerabilities and potential issues
- Regular monitoring of successful backups
- Status of network PC and Server patch management
- Monitor network and application availability

Intelesys will enable the alerts from the EDR firm and the SOC to be received and create an automated ticket in our ticketing platform. This will track all incidents from beginning to end.

Intelesys will perform all system updates / patching afterhours or within an acceptable scheduled maintenance window. Any troubleshooting or problem resolution from said patching will be included as part of Intelesys' standard hours of operation.

### 5.2.8 After-Hours Support

Intelesys staffs a rotating team of after-hours technicians ready to address and assist with the City's emergency needs **24x7x365**. We hold ourselves to a measured **15-minute response time** with automatic escalation to a secondary or tertiary resource in the event that the primary technician is occupied with a different issue or otherwise unavailable. Similar to our business hours, all support is provided with US-based staff operating from our Ontario, California, office.

Users contacting Intelesys for after-hours support (during off-hours, weekends, and holidays) will be assisted utilizing the same support capabilities and resources available during business hours. This includes live phone support, remote support screen sharing sessions, and onsite technician response if required.

### 5.2.9 Reporting and SLA

Every support issue is tracked and documented in our ticketing system. All work performed and time invested in each ticket is detailed and audited for accuracy.

Clients have access to managing and reviewing their tickets through our secure Client Portal.

Our service team maintains a close pulse on all active tickets, monitoring and acting in real-time to adjust allocated resources, manage to priorities, and maintain our SLA commitments. We utilize live dashboards throughout our facility to enable a constant awareness of open tickets.



#### SERVICE-LEVEL METRICS

Intelesys adheres to a strict Service Level Agreement (SLA) to ensure our clients get the response they need. Intelesys will fully comply with the Service Level Agreement statistics listed in the RFP. Included below is a chart of SLA metrics that Intelesys adheres to.

**Intelesys Service Level Agreements (SLA's) - Managed Information Technology Services**



Impact Level	Categorization Guidelines	Normal Business Hours		After hours / Holiday		Committed Service Level
		Response Time	Resolution Time*	Response Time	Resolution Time*	
Critical	Major business impact and/or service disruption across multiple users / departments	Within 15 minutes	Within 1 hour	Within 15 minutes **	Within 1 hour	98%
High	Diminished operational ability across multiple users / departments	Within 15 minutes	Within 2 hours	Within 30 minutes **	Within 2 hours	98%
Medium	Single user issue / outage not impacting ability to perform operational requirements	Within 60 minutes	Within 4 hours	Next Business Day	Within 4 hours	95%
Low	Single user issue causing inconvenience or frustration where a viable work-around exists	Within 90 minutes	Within 8 hours	Next Business Day	Within 8 hours	95%
Scheduled	Issue not requiring immediate attention which is scheduled for a later time or an onsite visit based on impact and availability	Within 4 hours	Scheduled	Next Business Day	Scheduled	95%
Adds / Moves / Changes	Additions of new equipment and/or changes in existing equipment (Items involving more than 5 devices may require a project plan)	Within 4 hours	3-5 Business days	Next Business Day	3-5 Business days	95%
Anti-Virus Updates	Virus definitions continuously updated real time, to stay current with known threats					
Patching Updates	Normal patches applied with two weeks of release pending precaution environment approval, elevated patch updates applied real time based on CVSS (Common Vulnerability Scoring System)					8%
Data and Operating Systems Back-ups	Client data and network operating systems structure is backed up hourly with offsite replication and data versioning available for prior date recovery					95%
Customer Satisfaction	Every service order interaction will include a third party rating measuring if the technician was courteous and professional, fully addressed user concerns, user is satisfied with the outcome of the service order resolution, and if user recommend Intelesys to a friend or colleague. Ranking is on a scale of 1-5 with an equally weighted average of the scores					95%

\* Resolution time may be extended based on additional troubleshooting needs, work will not be interrupted without resolution

\*\* After hours notification requested to be made via telephone call for urgent issues

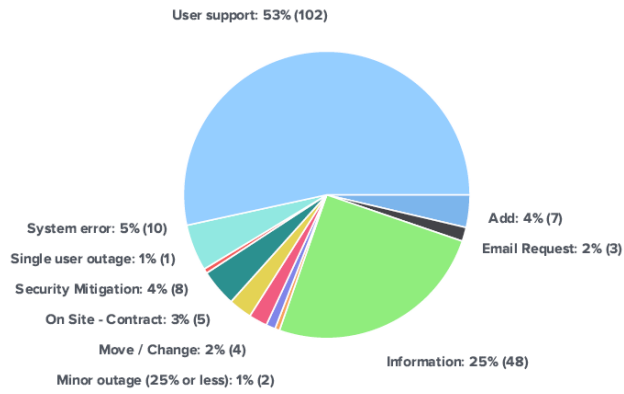
**REPORTING**

Intelesys believes that the strongest asset in a customer relationship is communication in how the Intelesys team is performing their support of the District and what kinds of work are being asked to support. These metrics will help guide and shape the relationship long term and any adjustments that need to be made. Intelesys will provide the IT Manager with reports on a weekly and monthly basis. These reports will indicate the amount and type of help desk requests the District is producing, the SLA response for these requests, the MTTR (mean time to response and resolution) for the District’s requests. Included below are some sample reports that other Intelesys Clients have requested.

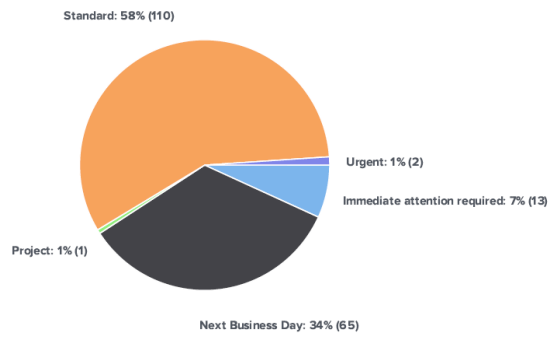
**TICKET STATISTICS**

Some of the reports that Intelesys can deliver weekly, monthly, quarterly, or as needed schedule are what type of work is being requested, how many and what types of tickets are being requested, and how urgent the requests that are coming in are. This gives the District valuable insight into if their requests stem from aging hardware, end user training, or other related incidents. Examples of such statistics are included below.

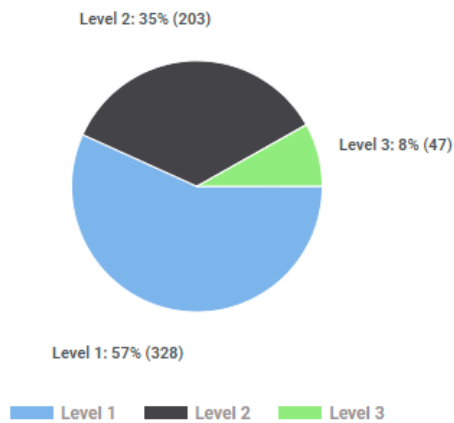
### Tickets Received by Type



### Tickets Received by Priority



### SO Level for previous Mo.





## BACKUPS

Another critical report type is the health and availability of the District’s Data, the lifeblood of the organization. By monitoring the backups and producing regular reports, the District will always know the health of their backup solution and the availability of the data in case a recovery is necessary. Also, reports on Quarterly Restores that are actually performed for verification that the data can be recovered as expected in the event of an emergency.

Device	Client name	Type	Backup Status	Backup Start Time	Backup End Time	Time to Complete	Volumes
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 9:00 PM	03/21/2022, 9:02 PM	2 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/20/2022, 9:00 PM	03/20/2022, 9:02 PM	2 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/19/2022, 9:00 PM	03/19/2022, 9:03 PM	3 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/18/2022, 9:00 PM	03/18/2022, 9:02 PM	2 m	C:
SM-DC.ci.xxxx.xx.xx		x360Recover	Successful	03/17/2022, 9:00 PM	03/17/2022, 9:04 PM	4 m	C:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 9:00 PM	03/21/2022, 9:07 PM	7 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/20/2022, 9:00 PM	03/20/2022, 9:02 PM	2 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/19/2022, 9:00 PM	03/19/2022, 9:02 PM	2 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/18/2022, 9:00 PM	03/18/2022, 9:03 PM	3 m	C:, D:
SM-CONNECTHQ.xxxx.xx.xx		x360Recover	Successful	03/17/2022, 9:00 PM	03/17/2022, 9:02 PM	2 m	C:, D:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:01 PM	03/22/2022, 3:17 PM	16 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 2:00 PM	03/22/2022, 2:17 PM	17 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 1:00 PM	03/22/2022, 1:17 PM	17 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 12:00 PM	03/22/2022, 12:17 PM	17 m	C:
SM-EXCH.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:00 AM	03/22/2022, 11:18 AM	18 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:30 PM	03/22/2022, 3:33 PM	3 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:30 AM	03/22/2022, 11:35 AM	5 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 7:30 AM	03/22/2022, 7:34 AM	4 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 7:30 PM	03/21/2022, 7:33 PM	3 m	C:
SM-CHRD01.ci.xxxx.xx.xx		x360Recover	Successful	03/21/2022, 3:30 PM	03/21/2022, 3:33 PM	3 m	C:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 3:00 PM	03/22/2022, 3:04 PM	4 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 2:00 PM	03/22/2022, 2:05 PM	5 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 1:00 PM	03/22/2022, 1:04 PM	4 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 12:00 PM	03/22/2022, 12:05 PM	5 m	C:, E:
SM-FILE.ci.xxxx.xx.xx		x360Recover	Successful	03/22/2022, 11:00 AM	03/22/2022, 11:04 AM	4 m	C:, E:



**Request For Qualifications**  
*Information Technology Management Services  
and Support*

**Mission Springs Water District**

October 20, 2023

**Acorn Technology Services**  
1960 Chicago Ave, Ste E9  
Riverside, CA 92507

951.784.3500 (office)  
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acorntechservices.com

Mission Springs Water District

RE: RFQ for Information Technology Management Services and Support

Dear Sir/Madam:

Acorn Technology Services is thrilled to present this proposal to the Mission Springs Water District. Our proposition uniquely combines decades of experience in supporting quasi-government agencies, highly specialized security services, staff augmentation expertise, and application/IT Strategic planning. We are confident that our team can deftly and comprehensively satisfy the complete Scope of Work as outlined in your RFP.

Acorn Technology has been doing business for over 22 years. We are located in Riverside, CA and are the largest managed IT Service provider in the city. Acorn's reach begins in the Inland Empire with customers and onsite technicians extending across San Bernadino, Orange, Los Angeles, Riverside, and Ventura counties. Outside of California, Acorn has supported customers in 17 states and internationally, in both Canada and Germany. Acorn has extensive experience supporting municipalities, public safety, special districts, and other local government agencies including police and fire departments. In addition to Acorn's remote helpdesk support, Acorn provides dedicated onsite support to many of its government agency clients, ranging from one day a week to full time.

Acorn Technology Services was originally founded in 2000, and is located in the Riverside Business Technology Park in Riverside, California. Our team of 70+ members has depth and breadth of extensive experience in providing Information Technology Services, including but not limited to: Security Assessments, IT Assessments, IT risk assessments, strategic planning, project management, Managed IT Services; desktop support, server and network administration; systems design and implementation; disaster recovery; vulnerability scans, critical systems monitoring, system documentation, training, 24 x 7 x 365 technical support, Network Operations Center and a Security Operations Center.

This proposal will remain valid for 120 days following it's receipt. No Consultant or employee of Acorn has any conflicts of interest with the Mission Springs Water District.

We look forward to working with you!

Sincerely,

A handwritten signature in black ink that reads "Craig Wolynez".

Craig Wolynez  
Chief Executive Officer

[cwolynez@acorntechservices.com](mailto:cwolynez@acorntechservices.com)

# Executive Summary

## Approach

Acorn’s approach to our partnerships is highly strategic. IT is a support service for any organization, meant to be an enabler to help the organizations reach their strategic goals. Strategy to Acorn means the following:



## History

Acorn has a 20+ year history of supporting quasi-government and government agencies. Below are some of our current clients:



Because many of our City partners have Police and Fire Departments, Acorn maintains a 24x7x365 Helpdesk, Network Operations Center (NOC), Security Operations Center (SOC), and a 24x7x365 Systems Engineering team. A large swath of our personnel is CJIS certified ensuring a high level of security and peace of mind.

## How We'll meet Statement of Work

We are effectively and successfully able to meet our obligations (defined in the Statement of Work section below) utilizing a combination of time-tested elements:

- **Strategy** Defined Approach (see previous section)
- **Communication** is among the most important components of a successful partnership (see 'Meeting Cadence' below)
- **Standards.** We've adopted the most effective standards out there for IT.
  - o ITIL Standards for Help Desk
  - o COBIT for Enterprise IT Department Management
  - o NIST for Security
- Investment in superior Management **Software.**
  - o Datto RMM for reporting/management
  - o Auvik for Network Reporting/Management
  - o IT Glue for documentation
  - o Brightguage for Reporting
  - o ScalePad for Asset Mangement
  - o SmartSheet for Project Management
- **Expertise.** Our team of 73 employees is large enough to emulate an Enterprise IT Department but small enough to provide boutique service
- **Experience.** We've been supporting government and quasi-government agencies for decades and have fine-tuned our approach over the years resulting in a battery of satisfied customers.
- **Core Values.** Accountability, Integrity, Diversity, Empathy, Excellence, Transparency, & Fun!

## Proactive vs. Reactive

### Assessments

All of our engagements begin with these assessments:

- *Organizational Strategy:* We can better support the Water District if we understand the trajectory of the organization.
- *IT Infrastructure Assessment:* Once we have an understanding of the IT assets, we can help define a refresh strategy that will be incorporated into the budget and proactively avoid hardware failures.
- *Security Assessment:* Once we understand the security vulnerabilities the District has, we can help define a security strategy that will be incorporated into the budget. This will reduce the exposure of the district and minimize Cybersecurity threats and vulnerabilities.

### Budget

A five-year budget will be created based upon collaboration with District and the findings of the above Assessments.

Budgeting gets us on the same page with our customers, facilitates Infrastructure upkeep and proactively reduces down-time. See sample below:

City of [REDACTED] 2023 IT Budget	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	2024-25	2025-26	2026-27	2027
<b>Managed Services</b>																
City of [REDACTED]	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 27,175.00	\$ 326,100.00	\$ 326,100.00	\$ 326,100.00	\$ 326,100.00
[REDACTED]	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 965.00	\$ 11,580.00	\$ 11,580.00	\$ 11,580.00	\$ 11,580.00
<b>Security Services</b>																
SecurWorks XDR - Tangi (Exp. 01/21/24)													\$ 27,589.00	\$ 27,589.00	\$ 27,589.00	\$ 27,589.00
Securworks XDR - Vulnerability Detection, qty: 250 (Exp. 08/24/23)		\$ 28,800.00											\$ 28,800.00	\$ 28,800.00	\$ 28,800.00	\$ 28,800.00
Dark Cubed (Dark3)																
@\$200 per month included under the City's and HSP Traffic MIC																
Hemlock, qty: 10 (exp 09/28/23)																
@\$190 per month included under the City's MIC (\$19 per device per month)																
BitDefender, qty: 230 (exp 12/1/24)						\$ 3,454.23							\$ 3,454.23	\$ 3,454.23	\$ 3,454.23	\$ 3,454.23
Employee Training (Know4K) (exp 04/19)									\$ 5,457.00				\$ 5,457.00	\$ 5,457.00	\$ 5,457.00	\$ 5,457.00
<b>Hosted Services &amp; Licenses</b>																
<b>SSL Renewals</b>																
Wildcard SSL - Jauntitaca.gov (Exp. 7/7/0)	\$ 142.00												\$ 142.00	\$ 142.00	\$ 142.00	\$ 142.00
Standard SSL ( [REDACTED] 14/24)											\$ 99.99		\$ 99.99	\$ 99.99	\$ 99.99	\$ 99.99
SSL - [REDACTED] (Exp. 09/25/27, 5-year renewal)																\$ 2.55
<b>Domain Renewals</b>																
(11) Domains from GoDaddy Account #228388686		\$ 225.89														
(5) Domains from Network Solutions		\$ 360.84											\$ 360.84	\$ 360.84	\$ 360.84	\$ 360.84
[REDACTED] (exp 12/26/23)						\$ 400.00							\$ 400.00	\$ 400.00	\$ 400.00	\$ 400.00
[REDACTED] .com (exp 04/06/24)									\$ 56.99				\$ 56.99	\$ 56.99	\$ 56.99	\$ 56.99
[REDACTED] .tik (exp 10/23)				\$ 95.33									\$ 95.33	\$ 95.33	\$ 95.33	\$ 95.33
<b>Licenses</b>																
[REDACTED] Firewall, 3 Years Renewal (Exp. 7/13/23)	\$ 7,500.00															\$ 7,500.00
CGCS [REDACTED] Traffic Firewall, 3 Years Renewal (Exp. 10/1/2023)				\$ 6,186.24												\$ 6,186.24
Cisco Meraki License for (1) Switch at Talus Event Center (exp 03/14)								\$ 527.91					\$ 527.91	\$ 527.91	\$ 527.91	\$ 527.91
Cisco Meraki License for (19) Switches at City Hall (Exp. 03/1)								\$ 5,337.00					\$ 5,337.00	\$ 5,337.00	\$ 5,337.00	\$ 5,337.00
Management File Audit Subscription (Exp. 05/24)										\$ 811.00			\$ 811.00	\$ 811.00	\$ 811.00	\$ 811.00
Warranty Renewals for 5 Hosts: LAGH0ST1, 2, 3, LAGDCHOST1 & 2 (Exp. 12/1/19)						\$ 13,914.00							\$ 13,914.00	\$ 13,914.00	\$ 13,914.00	\$ 13,914.00
Warranty Renewals for SAN Unit Dell SC33000 (exp 12/28/22)						\$ 9,000.00							\$ 9,000.00	\$ 9,000.00	\$ 9,000.00	\$ 9,000.00
VMWare vSphere 7 Essentials for 2 Hosts at 475 DC													\$ 20,852.26	\$ 20,852.26	\$ 20,852.26	\$ 20,852.26
VMWare vSphere 7 Standard for 4 Hosts at the City (Exp. 09/11)													\$ 20,852.26	\$ 20,852.26	\$ 20,852.26	\$ 20,852.26
Shadow Protect Licenses for Servers at City, qty: 14 (Exp. 07/22)	\$ 1,038.00												\$ 1,038.00	\$ 1,038.00	\$ 1,038.00	\$ 1,038.00
Shadow Protect Licenses for Servers at Traffic, qty: 3 (Exp. 07/09)	\$ 715.00												\$ 715.00	\$ 715.00	\$ 715.00	\$ 715.00
Drive InSync Cloud Enterprise License, qty: 40 (Exp. 04/2/1)									\$ 4,300.00				\$ 4,300.00	\$ 4,300.00	\$ 4,300.00	\$ 4,300.00
DNS Service for Jauntitaca.gov via AWS Route53 (Exp. 4/5/24)													\$ 250.00	\$ 250.00	\$ 250.00	\$ 250.00
AutoCAD Subscriptions, qty: 2, 3 year renewals (Exp 01/17/26)													\$ 1,610.00	\$ 1,610.00	\$ 1,610.00	\$ 1,610.00
Bluebeam Studio Prime, qty: 1 (Exp. 07/05)													\$ 2,545.00	\$ 2,545.00	\$ 2,545.00	\$ 2,545.00
Bluebeam Revu 2020 Standard, qty: 15 (Exp. 9/2/1)	\$ 2,545.00												\$ 1,779.00	\$ 1,779.00	\$ 1,779.00	\$ 1,779.00
Parallels Desktop for Mac Business Edition, qty: 1 (Exp. 11/14)			\$ 1,779.00			\$ 149.99							\$ 149.99	\$ 149.99	\$ 149.99	\$ 149.99
Adobe Creative Cloud, qty: 2 (Exp. 10/0, March/April)									\$ 2,040.00				\$ 2,040.00	\$ 2,040.00	\$ 2,040.00	\$ 2,040.00
Adobe Photoshop 2021 (Exp. 6/2)											\$ 321.05		\$ 321.05	\$ 321.05	\$ 321.05	\$ 321.05
Adobe Acrobat Pro DC, qty: 60 (exp 06/13/23)										\$ 4,450.70			\$ 4,451.00	\$ 4,451.00	\$ 4,451.00	\$ 4,451.00
Microsoft Office365 GCC G5, qty: 166 (Exp. 3/31/24) @ approx \$38 per user per month									\$ 75,696.00				\$ 75,696.00	\$ 75,696.00	\$ 75,696.00	\$ 75,696.00
Microsoft Office365 G5 G1 for Government, qty: 166 (Exp. 3/31/24) @ approx \$6 per user per month									\$ 11,952.00				\$ 11,952.00	\$ 11,952.00	\$ 11,952.00	\$ 11,952.00
ARCIS Licensing (purchased by Customer direct@pricetice unknown)(11/19)													\$ 11,952.00	\$ 11,952.00	\$ 11,952.00	\$ 11,952.00

### Meeting Candence

- Budget Meetings: Annual
- Business Reviews: Quarterly
- Service Reviews: Monthly or bi-weekly
- Project Meetings: As needed

These meetings ensure the refresh cycles are being maintained and also are a forum to discuss other service delivery needs.

### Tools

- Datto RMM proactively monitors the health of your Servers and Workstation assets on a 24x7x365 basis and reports issues to our 24x7x365 NOC before they become a problem.
- Auvik is an advanced network monitoring tool that proactively monitors your networking assets on a 24x7x365 basis and reports issues to our 24x7x365 NOC before they become a problem.
- Cynet is an advanced Cybersecurity EDR tool that proactively monitors security on your infrastructure on a 24x7x365 basis and reports issues to our 24x7x365 SOC, greatly reducing your risk of Cyber-attacks.

### Continuous Improvement

Our goal is to be part of the top 10% MSPs in the country. We have aggressive SLAs and have a system of continuous improvement including the following:



- Root Cause Analysis (RCA) for issues whose resolutions did not meet our customer's expectations.
- Ongoing process improvement in Help Desk, Project Management, and Finance
- Continuing Technical Education program for our engineers paid for by Acorn
- Ongoing evaluation of internal and customer tools

### Cross Training

All new staff undergo a 4 week training period to fully learn our processes and details about supporting our customers. The staff is supported by IT Glue software, the industry leading IT documentation tool making details about supporting our customers easily accessible.

Additionally, the staff in certain departments are cycled around to gain a deep understanding of how all parts of the business work. The size of our company (72 employees) gives us a deep bench and the ability to 'cover' in the event of employee outages.

### Organizational Staff

Our Administrative/Organizational processes and procedure are heavily documented facilitating the training our staff.

### Asset Tracking / Documentation

For Inventory Control/Reporting, Warranty Management, and Asset tracking, we use a combination of the following tools:

- Datto RMM
- ScalePad
- IT Glue
- SmartSheet
- Auvik

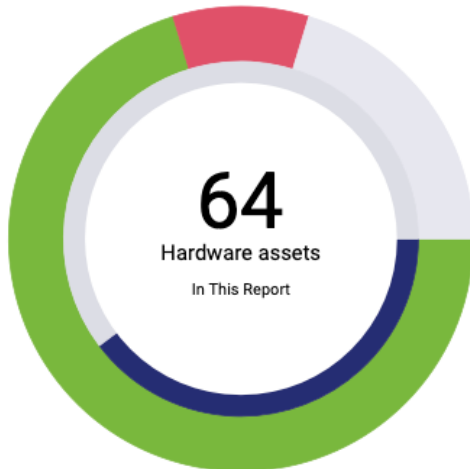
*ScalePad* is a tool that helps manage inventory and warranties. This tool plugs into Datto and Auvik to help with refresh cycles for Workstations, Servers, and Network Hardware. The tool can be configured to automatically email monthly Asset Reports.

See screenshots below:

# Hardware Lifecycle Report



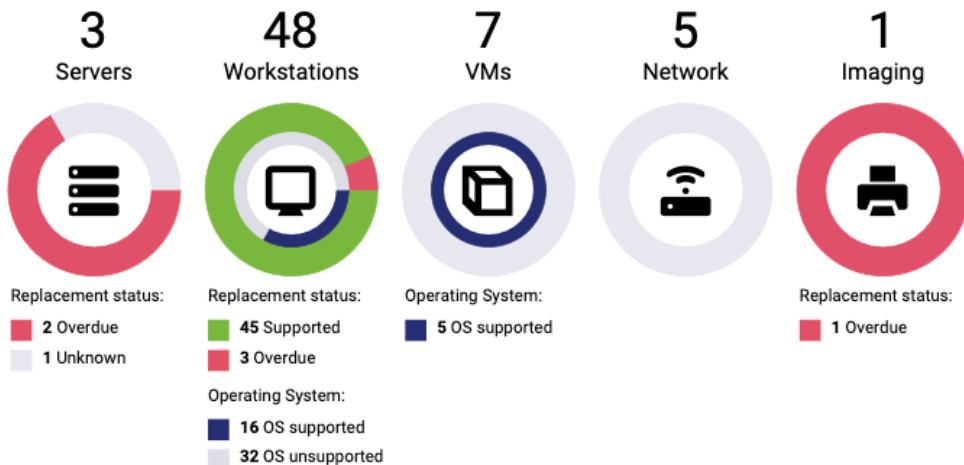
October 2023



## About This Report

This is an overview of known server and workstation hardware for [redacted]. A detailed breakdown starts on page 2. The sample evergreen report appearing on the last page is for discussion purposes only, and doesn't represent an actual quote. Please contact us with any questions and we would be pleased to discuss this report in further detail.

- |  |  |
|--|--|
| <b>Replacement status:</b>                   | <b>Operating System:</b>                         |
| <b>45 Supported</b><br>No action required    | <b>21 OS supported</b><br>Within support period  |
| <b>6 Overdue</b><br>Action required          | <b>32 OS unsupported</b><br>No longer maintained |
| <b>13 Unknown</b><br>Under review or unknown |  |



Hardware Lifecycle Report

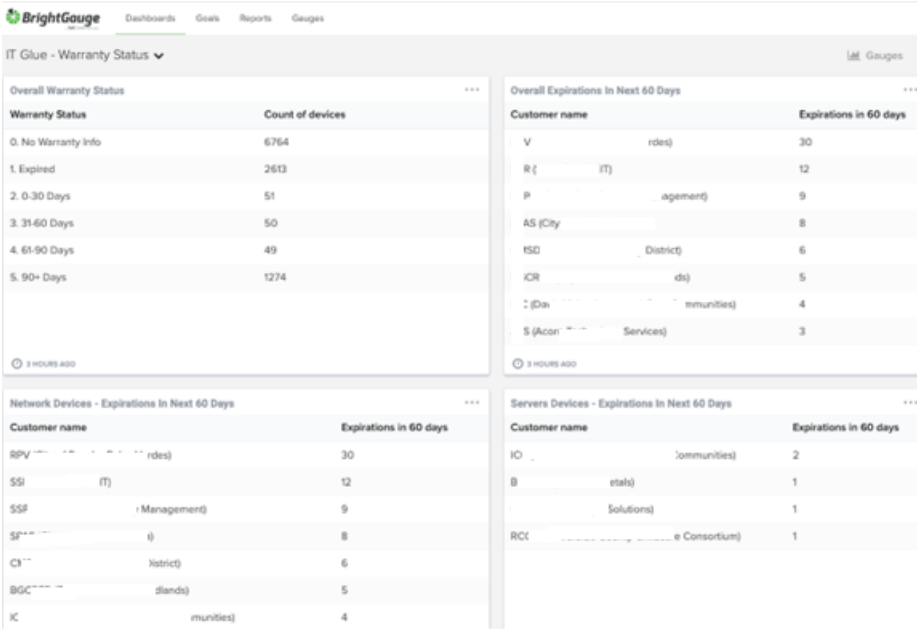
October 2023

Acorn Technology Services  
acorntechservices.com

Servers	Make	Serial	Model	OS	Age	Purchased	Expires	
B [REDACTED] OST2	Dell	5DHZXM2	PowerEdge T640	VMWare	5.6	2018-02-14	2023-02-14	■
B [REDACTED] OST1	Dell	5DHYXM2	PowerEdge T640	VMWare	5.6	2018-02-14	2023-02-14	■
B [REDACTED] NAP1	QNAP	Q16BI00762	TS-453U-RP					■

Workstations	User	Make	Serial	Model	OS	Age	Purchased	Expires	
[REDACTED] 40	[REDACTED]	Dell	6TRHXY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
[REDACTED] 41	[REDACTED] rough	Dell	DNRHXY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
[REDACTED] 42	[REDACTED]	Dell	B9YHXY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
[REDACTED] 43	[REDACTED] rator	Dell	DPRHXY3	Latitude 5440	Windows 11 22H2	0.1	2023-08-24	2026-08-25	■
[REDACTED] 39	[REDACTED] rator	Dell	9MXFYW3	Latitude 5540	Windows 11 22H2	0.2	2023-08-04	2026-08-05	■
[REDACTED] 38	[REDACTED] s	Dell	BK5BYW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
[REDACTED] 37	[REDACTED] l	Dell	9X5BYW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
[REDACTED] 35	[REDACTED] rator	Dell	CL5BYW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
[REDACTED] 36	[REDACTED] j	Dell	6TY9YW3	Latitude 5540	Windows 11 22H2	0.2	2023-07-26	2026-07-27	■
[REDACTED] 34	[REDACTED] c	Dell	5TTGCS3	Latitude 5530	Windows 10 22H2	0.5	2023-04-20	2026-04-22	■
[REDACTED] 33	[REDACTED] c	Dell	4HJL8S3	Latitude 5530	Windows 10 22H2	0.7	2023-01-11	2024-01-12	■
[REDACTED] 31	[REDACTED] b	Dell	4J5TTT3	LATITUDE 5431	Windows 11 22H2	0.8	2022-12-06	2023-12-07	■
[REDACTED] 32	[REDACTED] rozco	Dell	DS66VT3	LATITUDE 5431	Windows 11 22H2	0.8	2022-12-06	2023-12-07	■
[REDACTED] 21	[REDACTED] a	Dell	JC0TSL3	Latitude 5520	Windows 10 22H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 26	[REDACTED] t	Dell	680TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 30	[REDACTED]olina	Dell	8D0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 29	[REDACTED] g	Dell	580TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 22	[REDACTED] z	Dell	G80TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 25	[REDACTED]as	Dell	FD0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 24	[REDACTED] N	Dell	BD0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 27	[REDACTED] a	Dell	4C0TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 23	[REDACTED] C	Dell	390TSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 28	[REDACTED] n	Dell	JJZSSL3	Latitude 5520	Windows 10 21H2	1.1	2022-08-18	2025-08-20	■
[REDACTED] 20	[REDACTED] l	Dell	8DGV2M3	Latitude 5420	Windows 10 21H2	1.6	2022-03-19	2025-03-21	■
[REDACTED] 19	[REDACTED] n	Dell	5BKV2M3	Latitude 5420	Windows 10 21H2	1.6	2022-03-19	2025-03-21	■
[REDACTED] 18	[REDACTED] D	Dell	992PZH3	Latitude 5420	Windows 10 21H2	1.9	2021-11-09	2025-02-09	■

IT Glue/Brightguage IT Glue is the industry leading IT documentation tool. We use it to track/alert annual subscription renewals, procedures, and processes amongst other things. We utilize Brightguage to present subscription/renewal data from IT Glue via a web portal:



Smartsheet is a versatile web-based tool that facilitates the sharing of detailed inventories with our clients.

Additional Charges

Below are items that would substantiate an additional charge:

- Projects: defined as work not defined in the Statement of Work below. This is typically the addition of new hardware, locations, or initiatives.
- Software licenses
- Security Services can be bundled into Managed Services but are typically a separate charge. The services include, but are not limited to, EDR, XDR, VDR.

RFQ Response Forms  
Firm Profile

Mission Springs Water District					
<b>Released:</b> September 2023		<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Acom Technology Services
HOME OFFICE/HEADQUARTERS					
<b>Legal Company Name:</b>		CU Technology LLC			
<b>Company Reference:</b>					
<b>Address:</b>	Street #/Name:	1960 Chicago Avenue			
	Suite:	E9			
	City, State, Zip	Riverside, CA 92507			
<b>Officers/Owners:</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>	<b>Cell Phone</b>
Craig Wolynetz		CEO	951-379-3552	cwolynetz@acomtechservices.com	213-926-8687
Umar Irshad		COO	951-397-2601	uirshad@acomtechservices.com	425-943-0376
<b>Type:</b>	LLC	<b>State of Registration:</b>	CA	<b>Year founded:</b>	2000
<b>Founded by:</b> Don Dye					
LOCAL BRANCH OFFICE FOR THIS PROJECT					
<b>Branch Name:</b>					
<b>Address:</b>	Street #/Name:	1960 Chicago Avenue			
	Suite:	E9			
	City, State, Zip	Riverside, CA 92507			
<b>Year established:</b>	2000	<b>Region(s) served:</b>	Southern California		
<b>Contacts (for this project):</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>	<b>Cell Phone</b>
Ryan Wambolt		PMO	951-379-3538	rwambolt@acomtechservices.com	951-836-9495
Tiffany Shaw		Account Manager	951-277-6008	tshaw@acomtechservices.com	951-252-8012
INSTALLED USER BASE					
		<b>Corporate</b>		<b>Local Branch (if different)</b>	
<b>Total</b>		45			
<b>Similar Size</b>					

Mission Springs Water District

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b>
<b>REFERENCES*</b>				
<b>Reference Agency Name</b>	<b>Location (City &amp; State)</b>	<b>Contact person - Title</b>	<b>Phone/Email</b>	<b>Product(s)/Services</b>
Lukasz Buchwald City of Rancho Palos Verdes	Rancho Palos Verdes, California	IT Manager	310-544-531 lbuchwald@rpvca.gov	Managed IT Services
John Botero City of Duvall	Duvall, Washington	City Clerk	425-788-1186 john.botero@duvallwa.gov	Managed IT Services
Kathy Tai City of Industry	City of Industry, California	Development Services Manager	612-333-2211 ext. 232 ktai@cityofindustry.org	Managed IT Services
Lynn McIntier Desert Water Agency	Palm Springs,, California	Director of IT	310-892-4386 lmcintier@dwa.org	Managed IT Services
Luis Frausto City of South Pasadena	South Pasadena, California	Director of Management Services	626-403-7234 lfrausto@southpasadenaca.gov	Managed IT Services
Brittany Mello City of Huntington Beach	Huntington Beach, California	Dep.Dir. of Administrative Services	714-536-5537 brittany.mello@surfCity-hb.org	Security Services
Lauren Vasquez City of Monrovia	Monrovia, California	Assistant City Manager	626-932-5506 lvasquez@ci.monrovia.ca.us	Managed IT Services

\* These should be references as similar in size and organization to the DISTRICT as possible with products/services similar to those proposed herein.

Mission Springs Water District

<b>Released:</b> September 2023	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b>
<b>SUPPORT TEAM</b>				
Role	Name, Title	Phone/Email	City/State	Qualifications/Experience
Manager/Officer				Years with firm Resume attached
Site Lead				Years with firm Resume attached
Site Technician				Years with firm Resume attached
Project Manager	Please see abbreviated resumes below:			Years with firm Resume attached
Security Consultant				Years with firm Resume attached
Trainer				Years with firm Resume attached
Other(s)				Years with firm Resume attached
Corporate level resource people available to local support staff.				Years with firm Resume attached

Attach resumes or additional pages if necessary. Although these may not be the actual people to participate in the project, they must be representative in terms of training and experience and knowledge of the District's environment for those who will be involved.

<b>Name: Craig Wolynez</b>	<b>Position: CEO, Owner</b>
<p>Craig Wolynez has been a technology entrepreneur since 1998 founding/acquiring multiple companies with disciplines in web development and IT Managed services. He has worked with business leaders across a wide array of companies like Ford Motor Company, Jerry Bruckheimer Films, Motorola, The United Way, Harpo Studios, and Habitat For Humanity. Craig has held a myriad of positions over his career such as President of Mergers &amp; Acquisitions, CIO, and now currently, CEO of Acorn Technology Services.</p> <p>Craig has spent the past two decades helping organizations achieve meaningful and strategic change by leveraging technology to achieve their visions. He is a people person who puts a high value on personal relationships, a key ingredient to his success with customers. Currently, Craig works with the leaders at Acorn Technology Services to offer high value products and premium services in Managed IT and Security Services.</p>	

<b>Name: Umar Irshad</b>	<b>Position: COO, Owner</b>
<p>Umar has over 20 years of experience in end-to-end IT management and governance. His most recent accomplishment was rebuilding a Pacific Northwestern MSP into a regional leader by building from the ground up; process, procedures, products, and staff utilizing the COBIT architecture.</p> <p>He has directed global operations teams for Microsoft.com, Microsoft Anti-Malware, and Windows Update. At Microsoft, his team managed 24 data centers worldwide. His experience includes building robust IT management teams and processes based on ITIL standards and cybersecurity systems based on ISO27002 and (ISC)2. Umar believes that by following a few basic principles and standards IT can be simplified all the while empowering your employees and protecting your organization from Cybersecurity threats.</p> <p>Umar has spent several years designing and implementing streamlined security platforms that meet client needs and budgets. He has been on the front lines working with IT-ISAC, Department of Homeland Security, Federal Bureau of Investigation, and some of the largest technology companies in the world. Umar is passionate about Cybersecurity, aligning IT teams, structure, and process with business vision and expectations.</p>	
<b>Name: David McKissic</b>	<p><b>Position: VP, Technical Operations, 2 Yrs.</b>          Director of Security Services, 8 Yrs.</p> <p><i>CompTIA A+, Network+ and Security+ certified</i></p>
<p>David has been working in cybersecurity for almost 20 years. Before working at Acorn Technology Services, he ran his own business, and consultation. At Acorn he leads the helpdesk operations and cybersecurity departments. He has assisted in integrating new technologies and bringing in security options for customers. Part of his responsibilities also included leading and performing vulnerability assessments and audits for various projects and customers. Many were for municipal governments that are current customers today.</p>	
<b>Name: Ryan Wambolt</b>	<p><b>Position: Dir, Project Management, 2 Yrs.</b>          Senior Project Manager, 5 Yrs.          Project Manager, 2 Yrs.</p>
<p>Ryan has been a project manager with Acorn for the past 9 years and has ascended to the role of Director of Project Management Office. Ryan leads a team of 4 project managers and 9 project engineers. Additionally, Ryan has been personally responsible for the management and implementation of multiple high-complexity projects for various Acorn customers, ranging from private organizations to public entities, including a handful of municipalities where he has overseen discovery and IT assessments for new and existing customers; while focusing efforts on meeting timelines, contributing to network design, maintaining budget requirements, ensuring high levels of customer service, and interfacing with technical and customer service staff, vendors and Acorn’s CEO keeping them all apprised on the status of projects. Ryan’s team will be meeting with you on a cadence commensurate to the volume of projects we are engaged in.</p>	



<b>Name: Araceli Nava</b>	<b>Position: Dir, Account Management, 1 Year</b> Account Manager, 4 Yrs.
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Araceli Nava has been with Acorn for 5 years. She manages the Account management department at Acorn and has a team of account managers who report to her. Araceli deftly manages Tier 1 customers at Acorn including multiple cities like Costa Mesa Sanitary District, City of Monrovia, City of Industry, and the City of South Pasadena. She is well versed at creating and maintaining budgets, she is meticulous, and is a ferocious advocate for her customers.

<b>Name: Lyle Jones</b>	<b>Position: Dir, Systems Engineering, 2 Yrs.</b> Senior Systems Engineer, 2 Yrs. Senior Systems Administrator, 7 Yrs. Technical Service Representative, 6 Yrs.
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Lyle has over 20 years of IT experience. His team is responsible for handling an elevated level of service requests, along with setting standards on system design and architecture. Lyle has been with Acorn for the last 17 years. Lyle’s responsibilities include awareness and competency with all current technology supported by Acorn, including workstations, servers, networks, and vendor specific hardware and software. He frequently advises and directs installation, maintenance, and monitoring operations for all customers. Advises with recommendations for systemic improvements to all systems and architectures. Provides specialized systems technical support when necessary to support administration and security of systems and hardware; diagnose and treat incidents; writes procedures and various technical documents; and support for internal training on customer equipment and software.

<b>Name: Joel Noriega</b>	<b>Position: Manager, City Engineers, 2 Yrs .</b> Onsite City Engineer, 5 Years Helpdesk Technician, 5 Years Implementation Engineer, 6 Months
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Joel Noriega has been working for Acorn Technology Services for approximately 12 years. His experience includes onboarding new City customers, managing networks, and configuring servers. As an on-site City manager, Joel works at various municipal government sites and manages and assists the onsite City engineers. He focuses on ensuring that the on-site City engineers are successful in their roles and get all the assistance from other departments at Acorn in a timely manner.

## Pricing Sheets

We propose the following pricing:

<b>IT Consulting Support Services</b>	<b>Monthly Fee</b>
Transition Price	<i>Included in the 1<sup>st</sup> month's managed services fee</i>
Unlimited Server, Network, Desktop, Mobile Device, and remote support, and all services as defined in Scope of Services	\$8,775
Emergency services including Onsite Emergency Support	\$0
<b>Scheduled Onsite Options</b>	
8 Hours/Week Scheduled Onsite Support	Included in Above Price
16 Hours/Week Scheduled Onsite Support	+\$1,600
40 Hours/Week Scheduled Onsite Support	+\$6,500

Items outside the Scope of Services will be considered 'Projects.' They will be billed at a rate of \$165/hour. An estimate or quote for Projects can only be given after an IT Assessment and Security Assessment.

<b>Security Services</b>	<b>Annual Fee</b>
KnowB4 Security Training	\$36/User
EDR Services (Next Generation Security Protection which incorporates Antivirus)	\$155/User

## Consultant Questionnaire

1. How many years of experience does your organization have in the setup, administration, and maintenance of corporate networks?
  - a. 22 Years
2. Does anyone within your organization with access to our data located outside the USA? If so, where?
  - a. We have two models for our customers.
    - i. CJIS Model – Our Water District customers and City customers with Police Departments are on CJIS Model, whereby no one outside of continental United States has access to Servers, Networks, Documentation or Remote Administration tool.
    - ii. Non-CJIS Model – Our Non-Water District customers and customers with no Police Departments are on Non-CJIS model. Our non-CJIS customers projects are delivered by our Offshore team in Pakistan. Offshore team only delivers

project work for our non-CJIS customers. Acorn's entire Helpdesk, Systems and Network engineering and Cybersecurity departments are located in continental United States.

3. As you will have some form of remote access to our data, network, and systems, describe how unauthorized access will be prevented and monitored.
  - a. Acorn uses Datto remote management tool. Every remote access is tracked by Datto and this log cannot be altered even by Datto global administrators. Datto has two main security groups. One group has access to CJIS customer environments, and the other group does not have access to CJIS customers. Acorn's cybersecurity team out of Riverside, CA manages the access control system for Datto which is audited monthly by Vice President of Cybersecurity and Technical Operations.
4. Have you performed background screening on all administrators within your organization that will have access to our data?
  - a. Yes. All employees are CJIS certified employees.
5. Please provide a list of relevant active certifications/licenses held by your organization.
  - a. ISC2 CISSP (1 employee)
  - b. Cisco CCNA (12 employees)
  - c. Cisco CCNP (9 employees)
  - d. Cisco CCIE (2 employees)
  - e. CCNP-SPCORE (1 employee)
  - f. CCNP-SECORE (1 employee)
  - g. CISCO Certified CyberOPS (1 employee)
  - h. Certified Ethical Hacker (1 employee)
  - i. MCP (8 employees)
  - j. MCTS (6 employees)
  - k. MCITP (5 employees)
  - l. MCSA (6 employees)
  - m. MCSE Cloud (1 employee)
  - n. CJIS (Criminal Justice Information System) Certified (40 employees)
  - o. PhD in Data Science and Artificial Intelligence (1 employee)
  - p. ITIL (6 employees)
  - q. AWS Solutions Architect (4 employees)
  - r. PMP (2 employees)
  - s. Watchguard Network Security Essentials, Secure Wi-Fi Essentials certifications (2 employees)
  - t. Veeam Storage and Replication Backup Certification (2 employees)
  - u. StorageCraft Certified Engineer (2 employees)
  - v. Dell EMC Information Storage & Management, DECA-ISM (1 employee)
  - w. VMWare Certified Professional, VCP (2 employees)
  - x. CompTIA A+, Network+, and Security+ certifications (15 employees)

6. How can we retrieve our data, credentials, documentation, or other information if our contract with you is terminated?
  - a. IT Glue Export.
7. Which RMM system(s) do you use?
  - a. Datto RMM
8. Can the MSWD IT Manager be granted an account in your RMM system that will allow remote access, monitoring, and creating reports?
  - a. Yes

## Disclosure Questionnaire

### 1. ORGANIZATION

1.1. How many years has your organization been in business as a Consultant?

22 Years

1.2. How many years has your organization been in business under its present name?

22 Years

1.2.1. Under what other names has your organization operated?

Acorn Technology Services is held by CU Technology LLC since 2022.

1.3. If your organization is a corporation, answer the following:

1.3.1. Date of incorporation: 1/20/2022

1.3.2. State of incorporation: California

1.3.3. Corporate ID number: 87-4541758

1.3.4. President's name: Craig Wolynez

1.3.5. Agent for Service of Process:

1.4. If your organization is a partnership, answer the following:

1.4.1. Date of organization:

1.4.2. Type of partnership (if applicable):

1.4.3. Name(s) of general partner(s):

1.5. If your organization is individually owned, answer the following:

1.5.1. Date of organization:

1.5.2. Name of owner:

1.6. If the form of your organization is other than those listed above, describe it and name the principals:

### 2. LICENSING

2.1. List jurisdictions and trade categories in which your organization is legally qualified to do business and indicate registration or license numbers, if applicable.

There are no legal restrictions or licenses needed to perform IT Consulting Services in the State of California.

2.2. List any other certifications held by your organization, and the name under which they are held.

See previous question.

### 3. EXPERIENCE

3.1. List the categories of work that your organization normally performs with its own forces.

#### *Managed Services*

- 24x7x365 Help Desk
- Engineering Services
  - o Network Support

- Server Support
- Procurement Services
- Phone System Support
- MDM (Mobile Device Management)

#### Cybersecurity Services

- Anti-Virus Management
- EDR/XDR provisioning and Management
- VDR (Vulnerability Management) provisioning and management
- Advanced Threat Management for Networks
- Dark Web Monitoring
- User Security Awareness Education & Training

#### Project Services

##### Examples:

- Server Migrations
- Cloud Migrations
- O365 Migrations
- PC Refresh
- MFA Implementations
- UcaaaS Implementations
- Etc.

3.2. Has your organization, under its current name or any previous names, ever failed to complete any work/contract awarded to it? (If Yes, please explain)

No

#### 4. CLAIMS AND LAWSUITS

4.1. Are there any judgments, lawsuits, administrative proceedings, claims, arbitration proceedings, suits pending or outstanding, or other exposures against your organization or any its officers? (If Yes, please describe)

No

4.2. Has your organization filed any lawsuits or requested arbitration with regard to any of its contracts within the last five (5) years? (If Yes, please explain)

No

4.3. Has the Consultant, any officer of the Consultant, or any employee of the Consultant who has proprietary interest in the Consultant, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation? (If Yes, please explain).

No

## Supporting Certificates, resumes, other credentials

Either not applicable or included in previous sections.

## Statement of Work and Service Level Agreements

### Transition

During the transition period, Acorn Technology Services will work closely with the District's contact and current MSP to begin the process of transferring services. A dedicated Project Manager and Account Manager will be assigned to the transition project who will update the District's main contact and Acorn Engineering teams on a daily basis until the transition is completed. A transition plan will be created in Smartsheet with the following details. We will commit to the action plan and Terms of Engagement will be developed.

### Week 1:

- Day 1:
  - Will request District or present MSP to create Acorn domain admin account.
    - **Responsibility:** District & Acorn Project Management department.
  - Install Datto Agents on the workstations and servers.
    - **Responsibility:** Acorn Project Management department.
  - Install Auvik collector for network infrastructure management.
    - **Responsibility:** Acorn Systems Engineering department.
- Day 2: (**Responsibility:** Acorn Project Management department)
  - Request all documentation from present MSP.
    - This documentation will include the following.
      - Location information.
      - Contacts of all employees.
      - Helpdesk, Engineering documents.
      - Passwords.
      - Domain information.
      - SSL Certificate information.
      - Antivirus details.
      - Application and SMEs.
      - Internet WAN information.
      - LAN information.
      - Licensing details.
      - Remote access.
      - Vendor information (*if needed*).
    - It usually takes around a week for the MSP to provide documentation in our experience including passwords.
- Day 3 to Day 5: (**Responsibility:** Acorn Project Management department)
  - Create server/application mapping documents in IT Glue.

- Start documenting infrastructure details in IT Glue. *(This information will be gathered by Datto, Auvik and onsite Project Manager during the transition/meetings/data gathering discussions with District IT and current MSP staff)*

#### Week 2:

- Day 1
  - Start importing documentation into IT Glue gathered in week 1.
    - **(Responsibility:** Acorn Project Management department)
- Day 2:
  - Importing of all contacts in Autotask ticketing system.
    - **(Responsibility:** Acorn Project Management department)
- Day 3-5:
  - Install Cynet agents for intrusion detection, prevention, and anti-virus.
  - Share with users at Mission Springs Water District on how to engage Helpdesk. This is a 3-slide presentation that can be given to all users.
    - **(Responsibility:** Acorn Project Management & Account Management departments)

#### Week 3:

- Day 1
  - Continue updating IT Glue as and when more information is received or gathered.
    - **(Responsibility:** Acorn Project Management department)
- Day 2-5:
  - Train Helpdesk department.
    - **(Responsibility:** Acorn Helpdesk department)
- Day 2-5:
  - Train Systems Engineering department.
    - **(Responsibility:** Acorn Helpdesk department)
- 

#### Week 4 or 5:

- Helpdesk team to start taking calls and emails from Mission springs Water District.
- Continue updating documentation.

### General Operations

#### Administration Services

Acorn refers to all of the required Administration Services and Account Management. The District will have a dedicated Account Manager assigned to your account. They will have periodic meetings with you (as defined in section 'Meeting Cadence'.) Your Account Manager will maintain and give you access to:

- Inventories
- Network Diagrams



- Policy / Procedure Documents

Best practice solutions will be presented in your Annual Budget Meeting or during periodic check-ins.

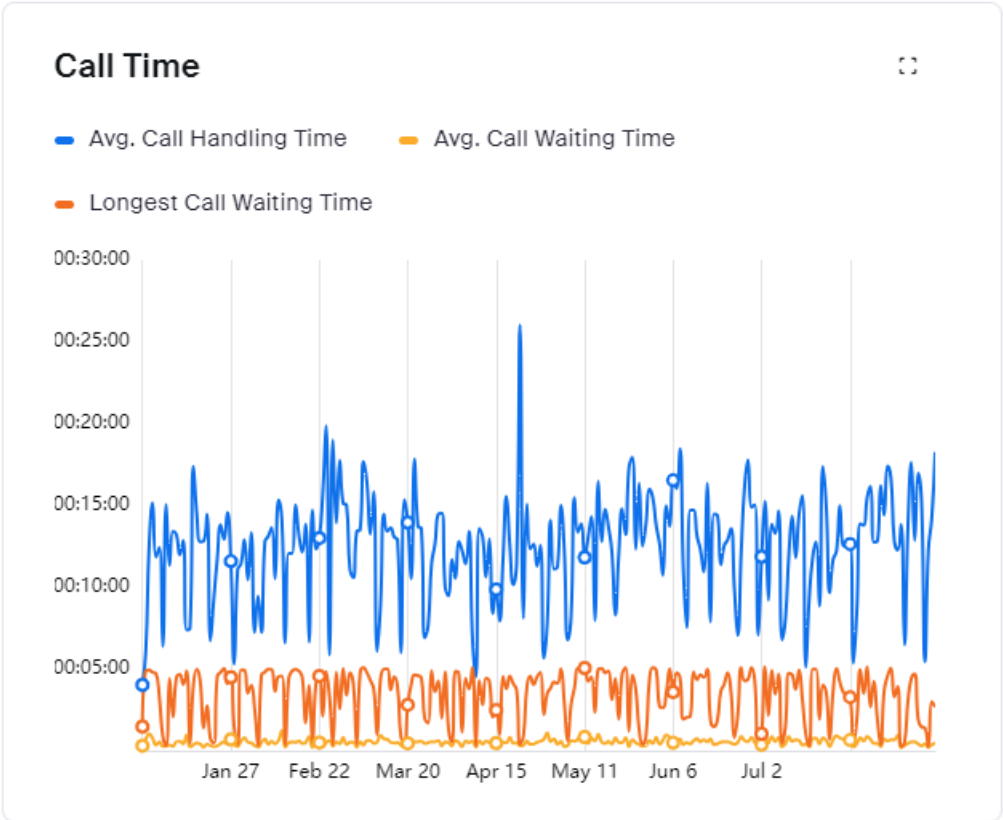
Additionally, SLAs can be measured via our Online Dashboard detailed in the Reporting section below.

#### Help Desktop / Support Services

We will provide an on-site Desktop Support Technician (Hours/week of your choosing) that will report to our Director of Technical Operations, Sara Lauritzen, to ensure that the technician is fully supported by Acorn's other departments.

- All user related tickets will be routed to the Helpdesk as primary contact. If the Helpdesk is unable to resolve the issue, the Helpdesk team will then engage Acorn's engineering team for assistance. If needed, the City's IT technician will be engaged to assist for onsite support.

Acorn Technology Services uses the Autotask ticketing system to process customer requests. Ticket can be generated by the customer by sending email to [helpdesk@acorntechservices.com](mailto:helpdesk@acorntechservices.com). Each ticket request generates an automated response to the user setting up response expectations. Users can also reach the Helpdesk via phone for urgent issues. The average hold time for phone calls for the last 3 months at Acorn Technology Services is less than a minute.



*Response Times & Service Level Agreement*

Priority		Issue Type	Response SLA	
P1	Critical	<input type="checkbox"/> Major outage impacting all users. <input type="checkbox"/> Business critical applications are down and impacting all users. <input type="checkbox"/> Significant revenue loss, legal implication, virus attack or reputational impact	15	minutes
P2	High	<input type="checkbox"/> Outage impacting most of the users but not all of the users. <input type="checkbox"/> Business critical application down but not impacting all users	15	minutes
P3	Normal	<input type="checkbox"/> Single user impact <input type="checkbox"/> Business application e.g., ERP, Office, Email, Internet outage etc.	30	minutes
P4	Low	<input type="checkbox"/> Single user impact <input type="checkbox"/> Nonbusiness applications e.g., Adobe, PDF etc.	30	minutes

***NOTE: If an issue is escalated to a vendor, then vendor SLA's will be considered.***

*Desktop Support*

Below are details regarding what is included in our Helpdesk Support services:

<b>Helpdesk Services</b>	<b>Service Request Management:</b>
	24x7x365 Desktop and User support via telephone and email.
	Ticket generation, customer communication & ticket management.
	First line of support for all issues.
	Document issues and information.
	<b>PC Support:</b>
	Troubleshoot and resolve issues on company desktops and laptops.
	Escalate to vendor if needed.
	RMA support.
	Procurement.
	<b>Application Support:</b>
	Basic Line of Business (LOB) Application support (Password reset, new user provisioning, login issue).
	Escalation of Non-Desktop related LOB issues to vendor, Acorn engineering or customer's client Subject Matter Expert (SME).
	Creation and Maintenance of LOB Knowledge Base Article Library.

	Basic O365 provisioning. (Email setup, forwarding, whitelist/blacklist, Distribution groups, permissions, shared mailboxes).
	Microsoft Office application installations.
	<b>Mobile Device Support:</b>
	Remote assistance connecting device to Exchange Services .
	<b>Printer/Scanner Support:</b>
	Configure workstations to connect to network printer/scanner.
	Basic Network Printer Configuration - attaching printer to network, providing IP's to printers, setting up scan to print, scan to folder and scan to email.
	Basic Network Printer Troubleshooting - troubleshooting printing issues caused due to network, scan to print, scan to email and scan to folder issues.
	Escalate printer issues to printer Vendor as necessary.

System Administration / Infrastructure Services

Below are details regarding what is included in our System Administration (Server Management) services:

Included Services	Exclusions
<p><b>Server Monitoring &amp; Infrastructure Management</b></p> <ul style="list-style-type: none"> <li>- 24x7x365 Monitoring, Administration and Remediation of Server issues via telephone, email, and onsite as needed. <i>(Acorn uses Datto and Auvik for monitoring and response on a 24x7x365 basis)</i></li> <li>- Physical Architecture diagrams of Servers &amp; Network devices with bi-yearly reviews.</li> <li>- Break fix for issues related to Infrastructure.</li> <li>- Major incident investigation and resolution. (If an outage is caused by LOB applications, then, coordination with vendors).</li> <li>- Document issues and information related to escalated tickets.</li> </ul>	
<p><b>Server Troubleshooting</b></p> <ul style="list-style-type: none"> <li>- Troubleshooting/Remediation of server Operating System performance issues</li> <li>- Troubleshooting hardware performance related issues</li> <li>- Troubleshooting IIS and SQL related issues</li> <li>- Coordinating core application related issues with 3rd party providers</li> </ul>	
<p><b>Change management.</b></p> <ul style="list-style-type: none"> <li>- Schedule</li> <li>- Change step</li> <li>- Roll back steps</li> <li>- Testing</li> <li>- Customer Approval</li> <li>- Acorn Engineering Approval</li> </ul>	

<p><b>Active Directory Management</b></p> <ul style="list-style-type: none"> <li>- Secure DNS Management</li> <li>- Group Policy Management</li> <li>- Password Policy Management</li> <li>- Active Directory OU management</li> <li>- Active Directory replication to Disaster Recovery site</li> <li>- Active Directory identification and authentication</li> <li>- Active Directory Remote Desktop Services</li> <li>- Active Directory Certificate Services</li> <li>- LDAP management</li> <li>- Active Directory synchronization from on premises to Azure Active directory</li> <li>- Data retention management. (Note: Retention policy must be shared by the Client) <ul style="list-style-type: none"> <li>o User retention</li> <li>o Device retention</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Single sign-on integrations with Active Directory Federation services. Acorn Technology Services can assist with Active Directory cleanup as a Project.</li> <li>- Integration with 3rd party applications. E.g., SaaS applications using Active Directory for authentication and identification.</li> <li>- Federated services with 3rd party applications.</li> <li>- Domain controller functional level version upgrades.</li> </ul>
<p><b>Server Operating System patching on monthly basis</b></p> <p><b>NOTE:</b> All patches are approved by the Systems Engineering department before rollout. These patches can also be shared with City’s IT staff prior to patching activity.</p>	
<p><b>Encryption</b> (servers and backups)</p>	<p>Cost of licenses</p>
<p><b>Server Images/Cloning</b> as and when needed</p>	
<p><b>Backups</b> (Email, One Drive, SharePoint)</p>	<p>Cost of licenses</p>
<p><b>Backups and disaster recovery management</b> (Servers)</p>	<p>Cost of licenses</p>
<p><b>Anti-Virus for servers</b></p>	
<p><b>O365 support</b></p>	<p>Migration and cost of licenses</p>
<p><b>Azure Support if Applicable</b> (Virtual Machines, Storage, Reserved instances, Azure Hybrid benefits)</p>	
<p><b>Infrastructure Documentation</b></p>	
<p><b>Certificate support and maintenance</b></p>	<p>Cost of certificates</p>
<p><b>Intune support for MDM</b></p>	

Voice and Communication Services

Acorn will provide general support and administration for the District’s RingCentral telephone system, conferencing equipment. Additionally, we will administer Mobile Device Management systems.

Network, Switching, Routing & Wireless Services

Below are details regarding what is included in our Network Maintenance and Management services:

Included Services	Exclusions
<b>Monitoring and management</b> <ul style="list-style-type: none"> <li>- 24x7x 365 Network device Monitoring. (Acorn uses Datto and Auvik for monitoring and response on a 24x7x365 basis)</li> <li>- After-hours response to critical outages and incidents</li> <li>- VPN mgmt. and support</li> <li>- ISP Management and Support</li> </ul>	
<b>Network device management</b> <ul style="list-style-type: none"> <li>- Firewalls maintenance</li> <li>- Switches &amp; routing maintenance</li> <li>- WAPs maintenance</li> </ul>	
<b>Network troubleshooting</b> <ul style="list-style-type: none"> <li>- Troubleshooting/Remediation of network related issues</li> <li>- Troubleshooting network performance related issues</li> <li>- Hardware issues and RMA</li> </ul>	
<b>Firmware upgrades</b>	
<b>Secured Encrypted VPN Management</b>	Setup and license
<b>DHCP Support and Maintenance</b>	
<b>Network Architect Diagram Creation</b>	

Scheduled Onsite Services and Support Personnel

As per the Mandatory Online Firm Conference, we will slightly deviate from the RFP providing the Options the District expressed interest in.

Acorn follows ITIL standards and thereby follows the standards of Help Desk escalations expressed in section 5.2.6. As such, we will provide an L1+ Onsite Resource to the District to participate in Tier 1 duties.

*Option #1*

8 Hours / week of Onsite support. Pricing is defined in the 'Pricing Sheet Section.'

*Option #2*

16 Hours / week of Onsite support. Pricing is defined in the 'Pricing Sheet Section.'

*Option #3*

40 Hours / week or Fulltime Onsite support. Pricing is defined in the 'Pricing Sheet Section.'

### Proactive and Remote Services

Acorn will provide Proactive Support (as touched upon in Proactive vs. Reactive section above.)

- *Proactive monitoring of servers, network devices and peripherals*  
Above devices will be monitored by our 24x7x365 NOC team
- *Monitoring of vital systems and alerts*  
Above devices will be monitored by our 24x7x365 NOC team
- *Notification of any indication of an impending problem*  
Notification policy will be defined in onboarding.
- *Daily monitoring of data backup status and addressing backup issues*  
Included in our Server Support Services.
- *Server and workstation patch management*  
Included in our Services.
- *Detailed monthly reports*  
See reporting below.
- *Application availability monitoring*  
This will need to be defined during onboarding.
- Services will include monitoring EDR alerts
- Patching is included in our services as well as remediation from unforeseen incidents stemming from patching.

### After-Hours and Emergency Support

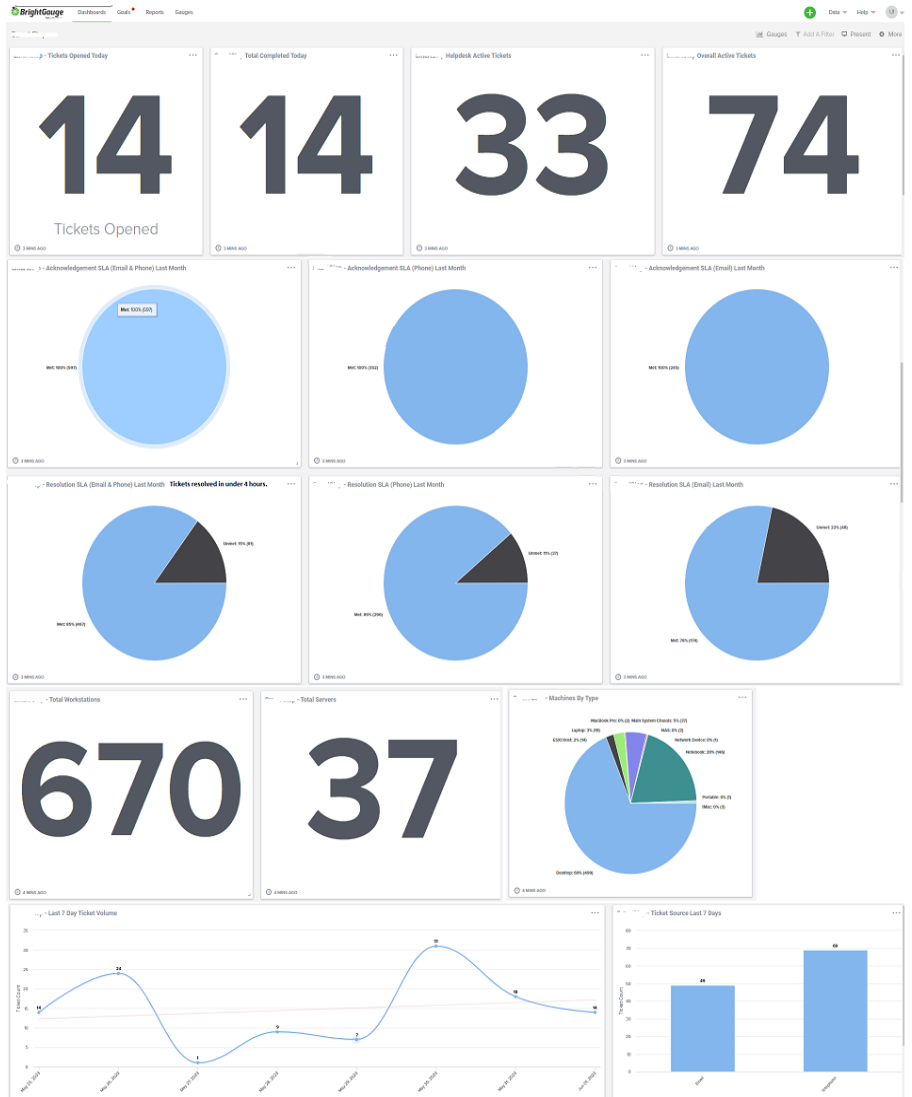
- Unlimited Emergency (On and Off-Site) After-Hours support is included in our Proposal.
- Patching is *not* considered emergency support

## Reporting

### Help Desk

Ticket reporting is available via a portal in real-time which includes:

- Ticket Status
- SLA Metrics
- Below is a sample screenshot of reporting metrics



- Ticketing portal can be customized to include all the criteria defined in section 5.2.9.

### Systems Reporting

Reporting Portal can be customized to show:

- Server System Health
- Disk Space Utilization
- Workstation System Health



- Patching levels on Servers/Workstations
- Server uptime

#### Backup Reporting

- Backup reports can be emailed automatically as requested
- Backup integrity tests and Quarterly System Recovery Tests will be performed as requested

#### Pool of Consulting Hours

Acorn is open to providing a Pool of Hours as requested *or* provide Project Services as budgeted and as needed. Our PMO Department is highly qualified to tackle the mentioned projects such as:

- New Systems Implementations
- Network/Hardware/System Architecture, Engineering Design Services
- Server Migrations
- Cloud Migrations
- O365 Migrations
- PC Refresh
- MFA Implementations
- UcaaaS Implementations
- Etc.

We do *not* do Software Development in-house but do have a trusted partner that can implement complex solutions.

#### Invoicing

Monthly Invoicing will be clear and consistent as per section 5.4.

## Service Level Agreements

Priority		Issue Type	Response SLA	
P1	Critical	<input type="checkbox"/> Major outage impacting all users. <input type="checkbox"/> Business critical applications are down and impacting all users. <input type="checkbox"/> Significant revenue loss, legal implication, virus attack or reputational impact	15	minutes
P2	High	<input type="checkbox"/> Outage impacting most of the users but not all of the users. <input type="checkbox"/> Business critical application down but not impacting all users	15	minutes
P3	Normal	<input type="checkbox"/> Single user impact <input type="checkbox"/> Business application e.g., ERP, Office, Email, Internet outage etc.	30	minutes
P4	Low	<input type="checkbox"/> Single user impact <input type="checkbox"/> Nonbusiness applications e.g., Adobe, PDF etc.	30	minutes

**NOTE: If an issue is escalated to a vendor, then vendor SLA's will be considered.**

## Mission Springs RFQ Transmittal Letter for I.T. Services

To: The Mission Springs Water District  
66575 Second Street  
Desert Hot Springs, CA 92240

Attention: Kurt Kettenacker

Umetech, Inc. is submitting the enclosed I.T. Services proposal in response to the Request for Qualifications posted by Mission Springs Water District. Umetech, Inc. understands that by submitting the enclosed proposal, the terms and conditions contained in the proposal become part of this document will be bound by the terms of the enclosed proposal, subject to its terms and conditions, if selected as the successful applicant. The submitted proposal is valid for 90 days. The Offeror encloses the required "PROPOSAL" in response to the RFQ issued by Mission Springs Water District. The Offeror certifies that the information furnished herewith is complete, true, and correct, and recognizes that false statements may subject the Offeror to criminal penalties of 18 U.S.C. 1001. The Offeror agrees to meet all the minimum requirements of the draft sample lease, and the RFQ, and that the Offeror has provided all the mandatory information specified in the RFQ in order to be considered for selection.

Umetech, Inc. acknowledges that the required information documents have been included in the RFQ Proposal:

- RFQ Response
- Pricing Sheet attached in RFQ Response
- Exhibit E
- Exhibit D
- Resumes

By: Ken Umemoto Date: 10/30/2023

Signature:  001EB17DDE4C4DB

Title: President

**RFQ Response for Mission Springs Water  
District  
Information Technology Management Services  
and Support**

Item 9.



Prepared for  
**Mission Springs Water District**

Prepared by  
**Ken R. Umemoto – President/Chief Technology Officer  
Umetech, Inc.**

31805 Temecula Parkway #410  
Temecula, California 92592

Tel: 951-719-1806  
Fax: 951-719-1805  
ken@umetech.net

Submitted on  
October 29, 2023

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## 4.2.2 – Executive Summary

Established in 1996 by Ken R. Umemoto, a visionary in the field, Umetech, Inc. ([www.umetech.net](http://www.umetech.net)) stands at the forefront of the computer consulting services industry. Our unwavering commitment revolves around delivering optimal results and tailor-made services to our esteemed clientele. Backed by a team of adept professionals, Umetech excels in custom software development, database management, cybersecurity, network engineering, help desk support, and compliance.

Recognizing the pivotal needs of our customers, Umetech prioritizes adaptability in an ever evolving technological landscape. Our team remains dedicated to staying abreast of the latest innovations, ensuring our customers receive nothing short of cutting-edge solutions.

Umetech's prowess is exemplified through our decade-long proficiency in managing over 1200 nodes, with our robust Managed Services product, ConnectWise Automate. This proactive system not only monitors but also rectifies and reports on all monitored nodes. Our expertise extends to servicing small government agencies, supporting water districts, electrical co-ops, and boasting team members with extensive experience in city agencies. Accumulating over 2 million dollars in automation development invested in our product underscores our commitment to excellence and innovation.

### IT Philosophy

At Umetech, our unwavering commitment is to deliver unparalleled service, ensuring our customers achieve their desired results. With a steadfast focus on excellence, we boast a proven track record of successful implementations, backed by our unyielding dedication to quality.

### Integrity

Umetech provides the commitment to our customers and values a long-standing relationship over short term gains.

### Professionalism

At Umetech, we strongly believe that our commitment to professionalism is fundamental to nurturing strong customer relationships. Our team consistently operates with unwavering professionalism, prioritizing our customers' needs with the utmost seriousness. We are wholeheartedly dedicated to maintaining a professional demeanor characterized by excellent communication, a refined skill set, a clear vision, and exemplary moral conduct.

### Advocacy

At Umetech, we are dedicated to championing the best interests of our clients. Our commitment to nurturing strong and meaningful relationships with our customers is fundamental to how we deliver our services.

**Summary of Services** Umetech approaches IT Services for Mission Springs Water District with an unwavering commitment to delivering results-driven support. Leveraging our advanced software stack, we actively monitor, report, and swiftly resolve any arising issues. Our proactive approach extends to continuously monitoring network and system health for all clients, aided by a custom-built NOC that ensures meticulous oversight and scheduled maintenance for maximum uptime and reliability. At Umetech, Inc., we've crafted a comprehensive strategy to cater to the services outlined in the

Request for Quotation (RFQ) and establish a robust methodology for sustained support. Our approach is built on industry best practices, service excellence, and a steadfast dedication to providing top-tier, efficient, and secure IT services.

Here's a comprehensive overview of our approach:

- **Needs Assessment:** Collaborating closely with Mission Springs Municipal Water District (MSWD) enables us to conduct a thorough needs assessment, tailoring our services to your specific requirements and objectives.
- **Customized Solutions:** We implement proven solutions for each service area outlined in the RFQ, such as Helpdesk Support, Cyber Security, Network Engineering, Custom Website and Software Development, GIS Systems Integration/DBA Services, DBA Services, and Outsourced IT Management, all aligned with industry standards and best practices.
- **Proactive Service Delivery:** Our proactive service model emphasizes preemptive measures, ensuring smooth and secure IT system operations through regular monitoring, maintenance, and security measures.
- **Ongoing Training and Certification:** Our team undergoes regular training and maintains certifications, ensuring the delivery of services by knowledgeable and skilled professionals up to date with the latest technologies and best practices.
- **Security and Compliance:** Security is our top priority. We employ best practices in cybersecurity, continually monitor threats, and ensure compliance with relevant regulations, such as data privacy laws.
- **Scalability and Flexibility:** Our solutions are designed to be scalable, allowing adaptation to changing needs without disruptions, including resource allocation, network expansion, and software updates.
- **Continuous Improvement:** Our approach focuses on regular performance assessments, feedback collection, and integrating emerging technologies into service strategies for continuous enhancement.
- **Cross-Training and Knowledge Sharing:** We implement a cross-training program to ensure service continuity despite staff turnover or absences.
- **Comprehensive Documentation:** Detailed documentation of assets, systems, procedures, and configurations ensures a well-documented and transparent IT environment for MSWD.
- **Strategic Partnership:** Our goal is to establish a long-term strategic partnership, aligning IT services with evolving business strategies, technology investments, and goals through regular consultations.
- **Compliance and Reporting:** We maintain awareness of changing regulations, ensuring MSWD's ongoing compliance through regular reporting and transparency. **Innovation and Technology Trends:** We actively research and recommend technologies and innovations to keep MSWD's IT infrastructure cutting-edge.

In summary, Umetech, Inc. employs a holistic and forward-thinking approach to fulfill the IT services outlined in the RFQ. Our focus on proactive, secure, and scalable solutions, combined with our commitment to continuous improvement and client collaboration, ensures that MSWD receives the highest level of support in line with industry best practices. Our dedication to transparency, security, and efficiency positions us as a trusted partner for our clients' IT needs.

**Outsourcing** - IT Services can offer numerous benefits for small businesses across various domains, including Helpdesk Support, Cyber Security, Network Engineering, Custom Website and Software Development, GIS Systems Integration/DBA Services, DBA Services, and Outsourced IT Management. Umetech has provided outsourcing as both MSP Services and custom software/database development for all our customers. We work both with companies that have internal IT departments along with companies that have no internal presence.

Here's why:

- **Cost Savings:** Small businesses often operate on tight budgets. Outsourcing IT services allow customers to access specialized expertise without the expense of hiring and maintaining in-house staff. This cost-effective approach can reduce labor costs, infrastructure expenses, and the need for constant training and certifications.
- **Access to Expertise:** Umetech employs a highly competent staff that can provide a full IT Services solution.
- **Scalability:** Small businesses may experience fluctuating demands for IT services. Outsourcing offers flexibility to scale services up or down based on the business's evolving needs. This adaptability can help small businesses manage costs and resources more efficiently.
- **Focus on Core Competencies:** Outsourcing IT services allow small businesses and employees to concentrate on their core competencies and strategic goals rather than getting bogged down in IT issues. This can lead to better productivity and growth.
- **Reduced Risk:** Cybersecurity is a critical concern for small businesses. Outsourced cyber security services can provide enhanced protection against threats, vulnerabilities, and data breaches. Umetech CISSP is always up to date with the latest security measures, reducing the risk of security incidents.
- **Efficiency and Reliability:** Network engineering and IT management are vital for ensuring that a business's systems run smoothly. Umetech keeps systems maintained and optimizes networks and IT infrastructure, minimizing downtime and enhancing reliability.
- **Custom Solutions:** Umetech has developed many customized software solutions for our customers. Mission Springs Water District has had several systems developed over the years.
- **Compliance and Regulations:** Keeping up with changing regulations, especially in areas like data privacy (e.g., GDPR, CCPA, PCI-DSS, ITIL, HIPPA, NIST, ISO) can be challenging for small businesses. Outsourced IT services can help maintain compliance and reduce the risk of costly legal issues.
- **Reduced Turnover:** Hiring and retaining IT professionals can be challenging for small businesses due to competition with larger companies. Outsourcing eliminates concerns about staff turnover and knowledge gaps that can occur when employees leave.
- **Strategic Partnerships:** Umetech has maintained a long-term relationship with Mission Springs Water District and provides valuable insights, strategic guidance, and customized solutions that align with the business's goals.

In conclusion, outsourcing IT services provide small businesses with a cost-effective way to access specialized expertise, increase efficiency, and reduce risks. It allows our customers to focus on their core competencies, scale their operations, and stay competitive in an increasingly technology-driven world. Small businesses can gain a significant competitive advantage by leveraging the benefits of outsourced IT services across a range of critical functions.



**Statement of Work** - Umetech, Inc. is committed to providing comprehensive IT services to ensure Mission Springs Municipal Water District (MSWD) meets its objectives while adhering to the specified Service Level Agreement (SLA). Our approach involves a tailored and holistic strategy aligned with MSWD's unique operational needs.

This is how Umetech, Inc. will meet MSWD's requirements:

- **Understanding MSWD's Needs:** Umetech, Inc. will consistently support and fortify the existing IT infrastructure, helpdesk services, cybersecurity, business processes, and specific operational requirements. This understanding forms the bedrock for tailoring services to align precisely with MSWD's objectives and operational intricacies.
- **Customized Solution Design:** Umetech, Inc. will continually design and enhance a customized IT solution that precisely addresses MSWD's needs and aligns with their budget and long-term goals. This may include network infrastructure enhancements, cybersecurity measures, software development, database administration, and GIS system integration, depending on the SOW.
- **SLA Development:** Umetech, Inc. will work closely with MSWD to define key performance indicators (KPIs) and service level expectations. This includes response times for Helpdesk Support, uptime requirements for networks and systems, security incident response times, and other critical metrics. These will be documented in a detailed SLA for transparency and accountability.
- **Expert Team Deployment:** Umetech, Inc. will assign a team of skilled and certified professionals in each area outlined in the SOW, including Helpdesk Support, Cyber Security, Network Engineering, Custom Website and Software Development, GIS Systems Integration/DBA Services, and DBA Services. These experts will be dedicated to MSWD's operations and be readily available to address any issues or enhancements.
- **Proactive Monitoring and Maintenance:** To meet MSWD's SLA for network and system uptime, Umetech, Inc. will continue using our RMM system for proactive monitoring and maintenance routines. This includes regular updates, security patch management, and network performance optimization to prevent downtime and disruptions. Our senior engineer will continue to provide proactive maintenance on all the servers, software, and network.
- **Cybersecurity Measures:** Umetech, Inc. will continue to deploy robust cybersecurity measures to meet MSWD's security requirements. Upgrading the Palo Alto Firewalls to newer generation devices. We will continue to run our threat monitoring, intrusion detection, data protection, and regular security audits to ensure the highest level of protection against cyber threats.
- **Compliance and Reporting:** Umetech, Inc. will maintain awareness of all relevant industry regulations and compliance standards. They will help MSWD stay in compliance with data privacy laws and other regulatory requirements. Regular reporting will be provided to ensure transparency and accountability.
- **Support:** Umetech, Inc. will provide Helpdesk Support to address any IT issues that may arise at any time. Umetech can provide onsite technicians all days of the week. Umetech has dedicated employees that are available off hours if needed. This ensures that MSWD's operations run smoothly, even during non-business hours.
- **Continuous Improvement:** Umetech, Inc. will engage in ongoing communication with MSWD to identify areas for improvement and optimization. This iterative approach will ensure that IT services evolve in tandem with MSWD's changing needs.
- **Capital Projects:** Umetech will continue to provide support for any capital improvements for the MSWD IT Department for new servers, firewalls, networking equipment, SharePoint conversion, ERP software, custom software development.

**Proactive Approach** - Umetech, Inc. prides itself on its forward-thinking proactive support approach, designed to preemptively identify and resolve issues before they evolve into significant problems. Here's an amplified description of Umetech, Inc.'s proactive support methodology:

- **Monitoring and Maintenance: Continuous Monitoring:** Umetech, Inc. utilizes advanced monitoring tools to keep a watchful eye on MSWD's network, systems, and applications 24/7. This includes monitoring for performance bottlenecks, security threats, and potential system failures.
- **Regular Maintenance:** Scheduled maintenance tasks, such as software updates, security patches, and system optimizations, are performed during off-peak hours to minimize disruption to MSWD's operations.
- **Threat Detection and Cybersecurity: Intrusion Detection:** Umetech, Inc. employs intrusion detection systems and behavior analytics to identify and thwart potential security threats before they breach the network via the existing Palo Alto firewall along with Umetech staff looking at threat logs.
- **Vulnerability Scanning:** Utilizing CyberCNS, Hosted Scans, DefensX and our RMM tool to perform regular vulnerability assessments are conducted to proactively identify and address weaknesses in the system's security posture.
- **Proactive Troubleshooting:** Umetech, Inc. doesn't wait for issues to arise; instead, we analyze historical data and performance trends to identify potential trouble spots. By addressing these early, they prevent minor issues from escalating into major disruptions.
- **Regular Backups and Disaster Recovery:** Umetech, Inc. ensures that MSWD's critical data and systems are regularly backed up and that a robust disaster recovery plan is in place using Acronis on premise and offsite backups. This proactive measure guarantees that data loss or system failures can be swiftly addressed with minimal downtime.
- **Security Awareness Training:** Umetech, Inc. offers ongoing security awareness training to MSWD's employees to educate them about the latest cybersecurity threats and best practices. This proactive measure reduces the likelihood of human error leading to security breaches.
- **Scalability Planning:** Umetech, Inc. works closely with MSWD to anticipate growth and increased demand for IT services. They proactively scale resources, such as server capacity or network bandwidth, to accommodate this growth without interruptions.
- **Regular Reporting and Communication:** Umetech, Inc. maintains open and transparent communication with MSWD through regular reporting and meetings. We can provide insights into system performance, security, and compliance, ensuring that both parties are aligned on the status and future needs of MSWD's IT infrastructure.
- **Technology Trends and Innovation:** Umetech, Inc. stays current with emerging technology trends and innovations for all customers. We actively research and recommend technologies that can enhance MSWD's operations, ensuring that their IT infrastructure remains cutting-edge.

In contrast, a reactive support approach typically involves addressing issues as they occur, potentially leading to downtime, data loss, and increased recovery costs. By focusing on proactive support, Umetech, Inc. helps MSWD prevent problems from arising in the first place and ensures that the organization's IT systems run smoothly and securely, minimizing disruption, and enhancing overall efficiency.

**Service Delivery** - Umetech, Inc. is committed to continuously improving service delivery over the term of the contract with Mission Springs Municipal Water District (MSWD). Our approach to ongoing enhancement of services is based on several key principles:

- **Regular Performance Evaluation:** Umetech, Inc. conducts regular performance assessments to evaluate the effectiveness of our IT services. These evaluations may include measuring SLA compliance, service response times, and customer satisfaction.
- **Client Feedback and Collaboration:** Umetech, Inc. maintains open channels of communication with MSWD to actively seek feedback and insights. This feedback loop is instrumental in identifying areas that require improvement and understanding MSWD's evolving needs.
- **Benchmarking and Best Practices:** Umetech, Inc. stays current with our industry's best practices and benchmarks its performance against these standards. They use this information to identify gaps and opportunities for improvement. Our partnership with our VAR's keeps us updated on all trends.
- **Technology Upgrades:** Umetech, Inc. actively researches and recommends technology upgrades and innovations that can enhance MSWD's operations. This includes proposing hardware and software enhancements to keep the IT infrastructure up to date.
- **Skill Development and Training:** Umetech, Inc. invests in the professional development of their IT team. This includes ongoing training to keep up with the latest technologies and certifications. The knowledge and skills of their team are continuously improved to benefit MSWD.
- **Agile and Iterative Development:** For services like custom website and software development, Umetech, Inc. follows an agile and iterative development approach. They work closely with MSWD, and as requirements evolve, they adapt and enhance the solutions accordingly.
- **Security Enhancements:** As cybersecurity threats continually evolve, Umetech, Inc. proactively assesses and updates security measures via our CISSP to stay ahead of potential risks. This includes regular security audits and improvements based on the latest threat intelligence.
- **Scalability and Resource Management:** Umetech, Inc. anticipates MSWD's changing needs and plans for scalability. They ensure that resources, such as server capacity, bandwidth, and storage, are adjusted as necessary to accommodate growth.
- **Compliance and Regulatory Updates:** Umetech, Inc. actively monitors changes in relevant laws and regulations, ensuring MSWD's ongoing compliance. They implement necessary changes in processes and systems to meet evolving legal requirements.
- **Reporting and Transparency:** Umetech, Inc. maintains transparent reporting to MSWD, providing clear insights into performance and areas of improvement. This enables both parties to track progress and adapt strategies as needed.
- **Continuous Innovation:** Umetech, Inc. is committed to identifying and proposing innovative solutions and technologies that can improve MSWD's operations. They proactively bring these ideas to MSWD's attention for consideration.
- **Strategic Partnership:** Umetech, Inc. seeks to build a long-term strategic partnership with MSWD. This partnership involves strategic planning sessions and regular consultations to discuss long-term goals and align IT services with MSWD's evolving business strategy.

By adhering to these principles and maintaining a proactive and collaborative relationship with MSWD, Umetech, Inc. ensures that their IT services continually evolve to meet the district's changing needs and deliver the highest level of performance, efficiency, and security over the course of the contract.

**Cross Training** - Umetech, Inc. recognizes the importance of providing cross-training to its staff to minimize lost time caused by staff turnover and to ensure continuity of services even when regularly assigned staff are absent or on vacation. Here's an overview of Umetech's approach to cross-training:

- **Vested Employees:** Umetech's senior staff Ken Umemoto, Jeremiah Goode and Nick Metnik are the bedrock of the company, offering stability and continuity.
- **Identify Key Positions and Functions:** Umetech, Inc. begins by identifying key positions and functions within the organization, especially those critical to providing services to clients like Mission Springs Municipal Water District (MSWD). This involves understanding the roles and responsibilities of each team member.
- **Cross-Training Plan:** Umetech, Inc. develops a cross-training plan outlining which team members will be cross-trained in which areas. This plan is based on staff members' current roles, skills, and areas of expertise.
- **Hands-On Training:** Umetech, Inc. employs a hands-on training approach, allowing team members to actively participate in learning different roles and tasks. This can include shadowing, mentorship, and supervised practice.
- **Comprehensive Documentation:** To aid in cross-training, Umetech, Inc. maintains comprehensive documentation of processes, procedures, and best practices for each key function and or customer. This documentation serves as a reference for staff who are learning new roles.
- **Regular Training Sessions:** Umetech, Inc. schedules regular training sessions, workshops, and knowledge-sharing meetings to facilitate cross-training. These sessions may cover various IT services, such as helpdesk support, network engineering, cybersecurity, or software development, depending on the staff's areas of focus.
- **Role Rotation and Shadowing:** Team members are rotated between roles periodically to gain practical experience. Shadowing, where a team member observes and assists a colleague in a different role, is an effective way to facilitate learning.
- **Testing and Evaluation:** Umetech, Inc. employees have ongoing certificate goals to ensure that staff members have continuing education. These assessments help identify areas that require further training or clarification.
- **Continual Learning and Development:** Cross-training is not a one-time event but an ongoing process. Umetech, Inc. emphasizes the importance of continual learning and development, encouraging team members to stay updated with evolving technologies and best practices.
- **Cross-Functional Teams:** When possible Umetech, Inc. forms cross-functional teams composed of staff with diverse skills. These teams work on real-world projects, fostering collaboration and a deeper understanding of each other's roles.
- **10. Encouraging a Culture of Adaptability:** Umetech, Inc. promotes a company culture that values adaptability and flexibility among its staff. This mindset encourages team members to willingly take on new challenges and responsibilities.
- **11. Comprehensive Succession Planning:** In the event of staff turnover or extended absences, Umetech, Inc. has a well-defined succession plan in place. This plan includes identifying qualified individuals to step into vacant roles temporarily or permanently.

By adopting this approach to cross-training, Umetech, Inc. ensures that its staff members are well-prepared to assume multiple roles and responsibilities. This not only minimizes disruptions due to staff turnover or absences but also enhances the overall flexibility and resilience of the organization, ultimately benefiting clients like MSWD by ensuring the continuity of high-quality services.

**Employee Training** – Umetech, Inc. places a strong emphasis on the training and development of its organizational staff to ensure that they are well-prepared to meet the evolving needs of our clients, including Mission Springs Municipal Water District (MSWD). The company has a training policy in place that encompasses various aspects of staff development:

- **Needs Assessment:** Umetech, Inc. regularly conducts a needs assessment to identify the skills and knowledge areas where staff members require training and development. These assessments are based on individual performance evaluations and the evolving demands of the IT industry along with applicable certificates.
- **Training Objectives:** Clear and specific training objectives are defined for each staff member, aligning their development goals with the company's mission and the needs of clients like MSWD. These objectives guide the training process.
- **Access to Resources:** Umetech, Inc. provides staff members with access to a variety of resources, including online courses, industry certifications, workshops, conferences, and in-house training materials.
- **Mentorship and Coaching:** The company encourages mentorship and coaching, pairing experienced team members with those seeking to develop specific skills or knowledge areas. This one-on-one support helps staff members grow in their roles.
- **Regular Workshops and Seminars:** Umetech, Inc. employees attend workshops, seminars, and knowledge-sharing sessions to keep staff updated with the latest technologies, industry trends, and best practices. These events also provide a platform for team members to share their knowledge.
- **Certification Programs:** Umetech, Inc. sponsors staff members to pursue industry-recognized certifications that are relevant to their roles. These certifications not only enhance the individual's skills but also validate their expertise.
- **Cross-Training:** As previously mentioned, cross-training is an integral part of the company's training policy. Staff members are encouraged to learn about and experience different roles within the organization to foster a deeper understanding of the business.
- **Continuous Learning Culture:** Umetech, Inc. fosters a culture of continuous learning, where staff members are encouraged to take initiative in their own development. They are given opportunities to explore new technologies and tools, conduct research, and stay curious about their field. Umetech has a test environment that the employees can use for their learning.
- **Performance Reviews:** Performance reviews, conducted regularly, provide staff members with constructive feedback on their progress and development. These reviews help staff understand their strengths and areas for improvement.
- **Evaluating Training Effectiveness:** Umetech, Inc. evaluates the effectiveness of its training programs to ensure that they meet their intended objectives. Adjustments are made based on feedback and results.
- **Budget for Training:** The company allocates a budget specifically for training and development activities, demonstrating its commitment to staff growth.

By maintaining a robust training policy, Umetech, Inc. aims to equip its staff with the skills, knowledge, and expertise required to deliver high-quality IT Services to clients such as MSWD. This approach ensures that staff members remain competitive in the industry and continue to meet the evolving demands of their roles.

**Documentation** - Umetech, Inc. follows a structured approach to documenting District assets, systems, procedures, and other essential documentation to ensure efficient management and maintenance of IT infrastructure. Here is an overview of their approach:

- **Asset Inventory:** Umetech, Inc. maintains an up-to-date inventory of all District assets, including hardware, software licenses, network devices, and other IT equipment. This inventory includes details such as make, model, purchase date, warranty information (For Hardware), and location.
- **Configuration Management:** Umetech, Inc. employs configuration management tools and practices to document the configuration of all hardware and software components. This documentation helps in tracking changes and ensuring consistency.
- **Network Diagrams:** Umetech, Inc. can create detailed network diagrams that illustrate the layout of the district's network infrastructure. These diagrams include routers, switches, servers, and connections to help in troubleshooting and maintenance.
- **Standard Operating Procedures (SOPs):** Umetech, Inc. develops and maintains comprehensive SOPs for common IT procedures, including routine maintenance, backup processes, security protocols, and disaster recovery. These SOPs serve as a reference for staff and are regularly updated.
- **Disaster Recovery Plan:** Umetech, Inc. documents a disaster recovery plan that outlines the procedures and steps to be taken in the event of data loss, system failures, or other catastrophic events. This plan includes backup strategies, recovery processes, and assigned responsibilities.
- **Change Management Documentation:** All changes to the District's IT systems are documented using a change management process. This includes change requests, approvals, implementation details, and post-change assessments.
- **Security Documentation:** Umetech, Inc. maintains detailed security documentation that includes security policies, access control lists, user privileges, and incident response plans. This documentation helps ensure data protection and compliance with security standards.
- **Software and License Documentation:** All software applications and licenses are documented, including information on software versions, license keys, and renewal dates. This helps with license compliance and software updates.
- **Documentation Repositories:** Umetech, Inc. maintains organized and secure repositories for all documentation, ensuring that they are readily accessible to authorized personnel when needed.
- **Regular Updates:** Documentation is not a one-time effort; Umetech, Inc. emphasizes the importance of regular updates to keep the documentation accurate and relevant. This includes revising procedures, diagrams, and asset inventories as changes occur.
- **Document Retention and Archiving:** Umetech, Inc. establishes document retention and archiving policies to ensure that historical records are preserved in compliance with legal and regulatory requirements.
- **Training on Documentation:** The organization provides training to staff members to familiarize them with the documentation and how to access and utilize it effectively.
- **Documentation Review:** Periodic reviews are conducted to assess the quality, accuracy, and relevance of documentation. Feedback from these reviews is used to enhance documentation.

By implementing this approach, Umetech, Inc. ensures that the district's assets, systems, and procedures are well-documented, organized, and up to date. This not only streamlines operations and maintenance but also enhances the organization's ability to respond to incidents, recover from disasters, and adhere to compliance and security requirements.

### 4.2.3 – RFQ Response Forms

Attached forms:

- Proposal Transmittal Letter Attached Above
- Exhibit C Form Attached Below
- Exhibit B Form (Embedded in Section 4.3)
- Exhibit D Form Attached Below
- Service Fixed Price Estimate Attached Below
- Umetech Staff Resumes Attached Below

### 4.3 – Pricing

#### Transition Cost

- There would be no additional cost since all services are in place.

#### General Operations

The monthly fixed pricing is: \$9,763.95

Umetech does not require the monthly service to be fixed pricing. If the hours are not needed, they can be reduced or increased by need. If needed Umetech can have an onsite presence 5 days a week to cover any needs the district may have. The software agents provided can also be lowered or increased on an as needed basis.

#### General Operations Proposed IT Services

- Network management and proactive monitoring
- Server management
- Desktop and end-user support
- Cyber Security services (firewalls, antivirus, etc.)
- Data backup and disaster recovery
- Cloud services (Azure AD)
- Vendor management (When applicable)
- Helpdesk and technical support
- Custom Software Development

The total monthly fixed invoice for the RFQ Described Services is as follows:

#### Labor

- Provide monthly 70 hours onsite Helpdesk Support \$5,250.00
- Provide monthly 40 hours remote Network Admin and Engineering Services \$3,400.00

#### Proved SaaS

- 10 Server Managed Services Agent monthly cost \$100.00
- 57 Workstation Managed Services Agent monthly cost \$456.00
- Spam Hero for MSWD Domain monthly cost \$15.00
- 57 DefensX Premium Agents monthly cost \$313.50
- 57 CyberCNS Agents monthly cost \$171.00
- 57 AdminDroid Agents monthly cost \$48.45
- 2 Screen Connect Agents monthly cost \$10.00

#### Fixed Monthly Cost \$9,748.95

Mission Springs Water District RFQ for Full IT Services

Confidential

prepared by Umetech, Inc.

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### Additional or Alternate Services that can increase costs (Capital Projects)

Services and Software would be billed by job detail and go on the same invoice.

- Additional Helpdesk or Network Admin hours (Remote)
- Emergency Support – Standby hours
- Custom Software Development Refactoring existing software to new ERP Platform
- Upgrading current servers and network infrastructure
- Upgrading the firewalls
- SharePoint Migration
- IT Policies and SOP development
- Migrations to new ERP Platform
- DBA Services for ERP and G.I.S systems
- Managed Services Agents (Adding or Removing will affect cost)
- AdminDroid Agents (Adding or Removing will affect cost)
- DefensX Agent (Adding or Removing will affect cost)
- Spam Hero (Overage for outbound email)
- CISSP Services (Hourly Labor Using CISSP Services)
- IT and Project Management Services (Hourly Labor Using IT Management Services)
- Hourly Labor Additional Documentation, UML Models, Network Diagrams, etc.

**Service Rates, Software Rates and Payment Terms:** Invoices are provided on the first of the month with a NET 15 Term.

Summary of Labor and SaaS costs:

- Cyber Security (CISSP) Hourly Labor Rate billed in .25 Hr. increments
  - Rate 95.00 Per Hr.
- Software Development, Network Engineering Hourly Labor Rate billed in .25 Hr. increments
  - Rate 85.00 Per Hr.
- Help Desk Hourly Labor Rate billed in .25 Hr. increments
  - Rate 75.00 Per Hr.
  - Emergency/Standby Hourly Labor Rate billed in .25 Hr. increments
  - Rate 90.00 Per Hr.
- Managed Services Agent (ConnectWise Automate) for Servers
  - 10.00 Per Server per month
- Managed Services Agent (ConnectWise Automate) for Workstations (Includes Screen Connect)
  - 8.00 Per Workstation per month
- Spam Hero
  - 15.00 Per Month
- DefensX DNS Content Filter
  - 5.00 Per Agent Per Month
- Screen Connect for Individual User Access
  - 5.00 Per User Per Month
- CyberCNS Security Monitoring and Remediation
  - 3.00 Per Agent Per Month
- AdminDroid Office 365 Security Tenant Management
  - .85 Per Agent Per Month



#### 4.4 – Firm Qualifications

Umetech boasts an extensive 27-year legacy in delivering top-tier IT Services. For nearly three decades, Umetech has been a steadfast partner, instrumental in supporting the Mission Springs Water District Since 1994, marking the inception of their collaboration with the installation of the existing Finance and Billing system.

With a profound understanding of the intricacies within the water industry, Umetech offers a comprehensive array of services, including adept helpdesk support, meticulous network administration and engineering, robust cybersecurity solutions, proficient database administration, and tailored software development services. Our expertise extends to collaborating with various software companies, facilitating the seamless onboarding and conversion processes from financial systems, utility billing, CMMS, to GIS, ensuring a smooth and efficient transition for our clients. Umetech, Inc. boasts extensive expertise encompassing a diverse array of systems and requirements, including but not limited to:

- SAP
- Infor – Lawson, Hansen
- Microsoft – Business Central, Great Plains, Navision, Dynamics, SharePoint, MS Exchange, SQL Server
- Springbrook
- Tyler
- Caselle
- CUSI
- Gough Systems – Unidata
- Sage 50, 300
- CLETS
- Tiburon CAD systems
- EOC Operations at City, County and Municipality levels
- Governmental Policies, Procedures and Compliance
  - SB 1386, AB1149, SB46, PCI-DSS, CPRA, Voluntary Critical Infrastructure Cybersecurity Program, etc.

#### CERTIFICATIONS and MEMBERSHIPS

- Microsoft Gold Partner
- Microsoft Certified Systems Engineers (MCSE & MCITP Employees)
- CISSP Certified (Certified Information Systems Security Professional)
- Cisco and Extreme Networks Certified
- Palo Alto and Sonic Wall Certified

#### SECURITY STANDARDS and TECHNOLOGIES

- PCI-DSS
- ITIL
- HIPPA
- NIST
- ISO

References: See attached Exhibit C for Details

- Rancho California Municipal Water District (Larger Size than MSWD)
- Lake Hemet Municipal Water District (Similar Size as MSWD)
- Hi-Desert Water District (Similar Size as MSWD)
- Mach Networks (Similar Size as MSWD)
- Rancho Santa Margarita Water District (Larger Size than MSWD)
- Anza Electric Cooperative (Similar Size as MSWD)

Recent Experience in public sector

- Systems migration for existing applications integrating with finance, utility billing and CMMS for Rancho Water
- Developed My Water Tracker for hourly usage, leak detection and alerting for Rancho Water
- Migration from Gough Systems to Lawson, Cayenta, and Infor for Rancho Water
- Migration from Gough Systems to Tyler Software for Lake Hemet Water
- Refactored custom online bill pay from Gough Systems to Cayenta for Rancho Water
- Refactored custom IVR from Gough Systems to Cayenta for Rancho Water
- Refactored custom online bill pay from Gough Systems to Tyler Software for Lake Hemet Water
- Refactored custom IVR from Gough Systems to Tyler Software for Lake Hemet Water
- Upgraded CUSI utility billing for Box Springs Water District
- Setup SharePoint for Box Springs Water District
- Upgraded network switches for Lake Hemet Water District to new 10GB backbone

Hi-Desert Water District (Summary of the last 2 Years)

- SharePoint setup for collaboration and file sharing for Hi-Desert Water District
- Setup and installed a New Primary and Secondary replicated Hyper-V Host servers at main office. They replicated and provided Hi-Availability.
- All existing servers have been rebuilt on new Hyper-V hosts
- Replication between Hyper-V hosts happens every 5 min. In the event of host server hardware failure, replication partner can go live.
- Setup new Hyper-V Host servers at Plant and OWS locations
- Installed and setup Main Office primary and secondary domain controllers
- Installed, configured and setup OWS and Plant location domain controllers
- Installed, configured and setup OWS and Plant user home folders located on new file server at OWS or Plant location
- Installed, configured and setup All servers at all three locations backing up to location network attached storage device or dedicated HDD in Hyper-V host (OWS)
- Installed, configured and setup All new managed network switches\access point for all three locations
- Migrated from on prem phone system to cloud VoIP service
- Setup and configured GPOs (Group Policy Objects) used to install printers for user automatically
- Setup and configured GPOs (Group Policy Objects) used for user folder redirection to store user profile files on servers which are then included in the server backups.
- Installed, configured, and set up New Palo Alto enterprise class firewalls at all three locations. Setup stricter rules, logging, and VPN Connections.
- Site-to-Site VPN tunnels between all three locations via the Palo Alto Firewalls.
- Installed, configured, and set up external Wi-Fi coverage at the plant.

## 5.0 – Statement of Work and Service Level Agreements

Umetech acknowledges the Statement of Work and Service Level Agreements noted above.

### Service Level Agreement (SLA)

Response times for service requests are 15 minutes or less. Umetech can handle any escalation request per customers SOP. Support services will be delivered either onsite or remote as needed. Support hours for Umetech are Monday through Friday 7:30am to 5:00pm and have one technician on standby Saturday and Sunday as needed.

### 5.1 – Transition

No transition efforts or cost would be necessary since Umetech is the current Managed Service Provider and Custom Software company.

### 5.2 – General Operations

Umetech acknowledges the responsibilities related to the requirements that MSWD has for their IT Services Contract that is noted in section 4.2.2 Summary of Services.

#### 5.2.1 – Operations / Administration Services

Umetech acknowledges the operations and administrative services required. Umetech would continue to work with the district staff and stakeholders to ensure the quality of work provided. Services including IT Inventory, UML and As Built Diagrams, Standard Operating Procedures, IT Documentation, etc.

#### 5.2.2 – Help Desktop / Support Services

Umetech would continue to make Helpdesk a priority as it always has done so. Umetech is available to the MSWD staff at any time via onsite, phone, MS Teams, and remote support.

#### 5.2.3 – System Administration / Infrastructure

Umetech would continue to provide proactive administrative work for servers, firewalls, onboarding and off boarding users, servers and data storage, and disaster recovery services.

#### 5.2.4 – Voice and Communications Services

Umetech would continue to support the Ring Central System which we originally set up and installed. Umetech can also provide custom integration with Ring Central via their API to integrate with the district's new ERP system, which we have done for other customers.

### 5.2.5 – Network, Switching, Routing & Wireless Services

Umetech would continue to administrate and monitor MSWD network. Real-time monitoring and alerting is already in place. When connectivity goes down at any level ISP, Network Switches and Servers, our systems alert us.

### 5.2.6 – Scheduled Onsite Services and Support

Umetech would continue to provide the same support services as it has been, providing onsite technical support along with remote support (Option 2). Umetech can provide technicians full time to part time depending on MSWD needs. Umetech prefers to rotate its staff onsite to ensure all technicians stay up to date with the districts systems. The process has been proven over the years of supporting our customers.

Umetech can provide any services and support required by MSWD.

### 5.2.7 – Proactive and Remote Services

Umetech has leveraged ConnectWise Automate (Formerly Labtech) as our trusted RMM tool since 2009, maintaining our system on-premises within Azure, ensuring direct access to our MySQL Database. This deliberate choice sets us apart from SaaS-hosted RMM tools by granting us unparalleled control over our system's core. Unlike SaaS options, our model allows us to exercise comprehensive oversight and management.

The advantages of this approach are manifold, with paramount emphasis on security. While hosted RMM systems often become targets for cyber threats, our self-hosted solution significantly mitigates these risks. Additionally, our setup provides a level of data access and manipulation that is unattainable in hosted solutions. Our custom reporting and dashboards are a testament to this, offering insights and analytics tailored precisely to our needs.

Moreover, the flexibility and depth of our scripts and management functionalities are greatly enhanced due to our tailored approach. Over the years, our senior engineer has continually crafted and refined custom features and scripts, instilling our system with an array of capabilities that cater specifically to our requirements.

Given our in-house software development team, we've expanded our system extensively with custom features, enabling our staff to delve deeper into insights, improve time tracking, and integrate CRM functionality seamlessly within our unified system. This flexibility and customization are pivotal in streamlining our operations and enhancing productivity across the board.

#### Labtech Monitors:

- Performance monitors (Included but not limited to):
  - Processor
  - Memory
  - Disk
  - Network
- Drive monitors (including but not limited to):
  - Space
  - Usage
  - Fragmentation
  - Sector\Block Failures
  - SMART Failures
- Critical Service Monitors
- System uptime
- Network port monitors
- Patch management
- Application Monitoring
- Process Monitoring
- Event Log Monitoring
- Vulnerability Checks\Monitoring
- Antivirus Monitoring
- Backup Monitoring
- Remote Access Monitoring
- Server Role Monitoring
- End of Support (OS and Software)

#### 5.2.8 – After-Hours and Emergency Support

Umetech offers after-hours support, ensuring continuous assistance through a dedicated standby staff that operates on rotational shifts. Regular maintenance tasks such as patching and server reboots for managed services incur no additional fees. Requested after hours work, emergency services or weekend requests would be charged at the Standby rate.

Throughout our extensive collaboration with MSWD spanning over two decades, standby support has rarely been required, reflecting the reliability and stability of our services.

#### 5.2.9 – Reporting

Umetech offers comprehensive reporting capabilities encompassing a wide range of services tracked within our RMM tool. This includes monitoring Anti-Virus, Acronis backups, Office 365, Drop Suite, Synology NAS, Admin Droid, CyberCNS, and DefensX. What sets us apart is our automated reporting system for these services, enabling direct updates to our MSWD Teams Channel and immediate email alerts. This integration ensures streamlined communication and timely notifications for efficient monitoring and management.

Leveraging our robust RMM tools in conjunction with Grafana and CFAR Reporting empowers us to generate a comprehensive array of reports, including but not limited to:

#### Helpdesk Metrics

- Helpdesk Metrics
- Burn rates by any date range on tickets
- Tickets by customer job categories
- Asset reports
- Disk space and health reports

#### Other Reporting and Alerts:

- Office 365 2FA notifications
- Office 365 login by Geolocation
- Server and Workstation remediation planning and critical patching on third party applications
- Daily Office 365 SharePoint and hosted mailbox backups
- Internet and systems usage via DefensX
- NAS Updating on health and storage availability
- Acronis Server and Workstation daily notifications

### **5.3 – (Optional) Pool of Consulting Hours**

As mentioned previously Umetech is available for any additional support or capital projects that MSWD requires.

### **5.4 – Invoicing**

Umetech already has the job numbers that we log time to. Umetech invoices on the first of the month for the prior month's services and SaaS.

## Customer Testimonials

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### Testimonials:

#### Rancho California Water District

"The team at Umetech has helped RCWD meet the technology needs of the district, both for our employees and our customers. The solutions Umetech has developed include allowing our customers to pay their bill and view account information online. Umetech goes above and beyond to make sure that the solutions they provide are rock solid and meet the needs of their customers. "

Jason Martin  
IT Manager  
951-296-6900  
Rancho California Water District

#### Ingram Micro, Inc.

"Umetech was able to assess our current business processes and build an application that was efficient and easy to use for both our internal staff and our end users. Thanks to Umetech, we have a Best-in-Class portal application that allows us to process our orders more efficiently than anyone else in our business channel. I would highly recommend Umetech to any company who is looking for a custom application to satisfy their business needs. "

Tanya Weido  
Manager Wireless Operations  
760-533-3483  
Ingram Micro Inc

#### Wireless Services Center

"Umetech has provided both Mobile DataComm (Verizon Wireless' largest national master Value Added Distributor) and Wireless Services Center (the nation's leading provider of wireless activation services) with best-in-class systems, processes, and procedures that have allowed both companies to become industry leaders in the wireless industry. Originally Umetech was originally contracted to provide system integration services and web-site design. However, it soon became apparent that Ken wanted to ensure that he provided us with the right long-term solutions for our business needs. To that end, Umetech did a thorough analysis of the business, not just the back-end processes and systems. This allowed Umetech to propose strategic solutions not previously considered but have made a material difference in improved operational efficiencies and therefore the overall success of the business. I would without hesitation recommend Umetech to any business looking to develop customer business applications or improve their operational efficiencies. "

Donald Ochoa  
CEO, Wireless Services Center  
(858) 243-1384  
dochoa@activationdesk.com  
[www.activationdesk.com](http://www.activationdesk.com)

#### JLC Engineering & Consulting, Inc.

"Umetech has provided "JLC Engineering and Consulting" exceptional computer and programming technical support services for over 19 years. "JLC Engineering and Consulting" employees are highly dependent on the use of computer programs, network servers, and plotters to perform daily work tasks. Umetech has provided timely and excellent technical services which have minimized production inefficiencies. Additionally, Umetech computer software and hardware knowledge has been a valuable resource in the planning and maintenance of our computer network system. Umetech is an invaluable component of "JLC Engineering and Consulting"

Joe Castaneda P.E.  
951-304-9552  
President

Mission Springs Water District

<b>Released:</b> September 2023		<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Ken Umemoto	
<b>HOME OFFICE/HEADQUARTERS</b>						
<b>Legal Company Name:</b>		Umetech, Inc.				
<b>Company Reference:</b>						
<b>Address:</b>	Street #/Name:	31805 Temecula PKWY				
	Suite:	410				
	City, State, Zip	Temecula, CA 92592				
<b>Officers/Owners:</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>		<b>Cell Phone</b>
Ken Umemoto		President	951-719-1806	ken@umetech.net		951-415-0374
<b>Type:</b>	S Corp	<b>State of Registration:</b>	CA	<b>Year founded:</b>	1996	<b>Founded by:</b> Ken Umemoto
<b>LOCAL BRANCH OFFICE FOR THIS PROJECT</b>						
<b>Branch Name:</b>		Temecula				
<b>Address:</b>	Street #/Name:	31805 Temecula PKWY				
	Suite:	410				
	City, State, Zip	Temecula, CA 92592				
<b>Year established:</b>	1196	<b>Region(s) served:</b>	USA			
<b>Contacts (for this project):</b>		<b>Title(s):</b>	<b>Office Phone</b>	<b>Email</b>		<b>Cell Phone</b>
		President	951-719-1806	ken@umetech.net		951-415-0374
<b>INSTALLED USER BASE</b>						
		<b>Corporate</b>			<b>Local Branch (if different)</b>	
<b>Total</b>		1200 Systems				
<b>Similar Size</b>		25				



Mission Springs Water District

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE			<b>PROPOSER'S Name:</b> Ken Umemoto	
<b>REFERENCES*</b>					
Reference	Agency Name	Location (City & State)	Contact person - Title	Phone/Email	Product(s)/Services
	Rancho CA Water District	Temecula, CA	<b>Jason Martin</b>	951-296-6942 martinj@ranchowater.com	I.T. Services, Custom Software Development
	Hi-Desert Water District	Yucca Valley, CA	<b>Tanya Gruwell</b>	760-228-6271 tanyag@hdwd.com	I.T. Services, Custom Software Development
	<b>Mach Networks</b>	Carlsbad, CA	<b>Tanya Wiedo</b>	866-972-7677 tanya@machnetworks.com	I.T. Services, Custom Software Development
	Santa Margarita Water District	Rancho Santa Margarita, CA	<b>Dustin Navarro</b>	949-459-6568 dustinn@smwd.com	Custom Software Development
	Lake Hemet Municipal Water	Hemet, CA	<b>Clara Beaver</b>	951-658-3241 cbeaver@lhmwd.org	I.T. Services, Custom Software Development
	Carol Racing Development	Placentia, CA	<b>Tim Carol</b>	714-871-3300 tim@crd-usa.com	I.T. Services, Custom Software Development
	Vallecitos Water District	San Marcos, CA	<b>Thomas Beier</b>	760-744-0460 tbeier@vwd.org	I.T. Services, Custom Software Development
	Box Springs Water District	Moreno Valley, CA	<b>Karen Collins</b>	951-653-6419 karen@bsmwc.org	I.T. Services, Custom Software Development
	JLC Engineering Services	Murrieta, CA	<b>Marina Castaneda</b>	951-304-9552 marina@jlcengineering.com	I.T. Services, Custom Software Development

\* These should be references as similar in size and organization to the DISTRICT as possible with products/services similar to those proposed herein.

Mission Springs Water District

<b>Released: September 2023</b>	<b>INFORMATION TECHNOLOGY SERVICES AND SUPPORT</b> RFQ Response Form PROPOSER PROFILE		<b>PROPOSER'S Name:</b> Ken Umemoto		
SUPPORT TEAM					
Role	Name, Title	Phone/Email	City/State		
Manager/Officer	Ken R Umemoto President/CTO	951-415-0374 ken@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes
Site Lead	Jeremiah Goode Vice President/Sr. Engineer	951-327-6114 jgoode@umetech.net	Quam		
				Years with firm	16
				Resume attached	Yes
Site Technician	Allen Flock Logan Lanley Rian Rockwell Technician II	aflock@umetech.net	Fallbrook, CA		
				Years with firm	1
				Resume attached	Yes
Project Manager	Ken R Umemoto	ken@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes
Security Consultant	Dale Badore CISSP - Consultant Pat Elssaser Consultant	208-255-0345 dbadore@umetech.net 951-712-6986 pelssaser@umetech.net	Oceanside, CA		
				Years with firm	12
				Resume attached	Yes
Trainer	Ken Umemoto Dale Badore	951-415-0374 ken@umetech.net 208-255-0345 dbadore@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes
Other(s)	Nick Metnik - Software Engineer 951-760-8306 Logan Lanley - Technician II 949-555-5555 Rian Rockwell - Technician II 949-555-5555	llanley@umetech.net rrockwell@umetech.net	Eau Claire, WI Temecula, CA		
				Years with firm	20
				Resume attached	Yes
Corporate level resource people available to local support staff.	Ken Umemoto Patrick Elssasser Logan Lanley Allen Flock Rian Rockwell	ken@umetech.net Pelssaser@umetech.net llanley@umetech.net Aflock@umetech.net rrockwell@umetech.net	Temecula, CA		
				Years with firm	27
				Resume attached	Yes

Attach resumes or additional pages if necessary. Although these may not be the actual people to participate in the project, they must be representative in terms of training and experience and knowledge of the District's environment for those who will be involved.

Umetech, Inc

31805 Temecula Parkway, Suite #410  
 Temecula, CA 92592

Item 9.

# Estimate

Date	Estimate #
10/18/2023	1150

Name / Address
Mission Springs Water District Attn: Accounts Payable 66575 2nd Street Desert Hot Springs, CA 92240

Description	Qty	Rate	Project
			Total
Provide onsite Helpdesk Support on a fixed month basis for two days a week. This is averaged for a 52 weeks support 832 Helpdesk hours.	70	75.00	5,250.00
Provide Network Engineer Services and Perform System Checks. This is averaged for a 52 weeks support 480 hours. <ul style="list-style-type: none"> <li>•Network and Server Administraion</li> <li>•Monitoring and Verification Acronis Backups</li> <li>•Monitoring and Verification on DropSuite Backups</li> <li>•Daily monitoring of server logs</li> <li>•Daily monitoring of server and network equipment performance logs</li> <li>•Daily monitoring of Hyper-V replication status</li> <li>•Daily monitoring of O365 critical alerts</li> <li>•Monitoring of Sentinel One AV alerts</li> <li>•Weekly review of Artic Wolf reports</li> <li>•Monthly review of workstation stats</li> </ul>	40	85.00	3,400.00
Managed Services Support for Servers (Monthly Service)	10	10.00	100.00
Managed Services Support Workstations (Monthly Service)	57	8.00	456.00
Spam Filter Monthly Service	1	15.00	15.00
DefenseX DNS Premium Filter and Monitor	57	5.50	313.50
CyberCNS Security Monitoring	57	3.00	171.00
AdminDroid Moniroting	57	0.85	48.45
Screen Connect for Individual Users access for Lee Boye and, Mark Alock	2	5.00	10.00
<b>Total</b>			\$9,763.95

## Exhibit D: Consultant Questionnaire

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1. How many years of experience does your organization have in the setup, administration, and maintenance of corporate networks?
  - a. Umetech, Inc as a company has 27 total years of experience.
2. Does anyone within your organization with access to our data located outside the USA? If so, where?
  - a. No
3. As you will have some form of remote access to our data, network, and systems, describe how unauthorized access will be prevented and monitored.
  - a. We do not allow unauthorized access to any systems.
  - b. All Screen Connect traffic is encrypted with AES-256 block encryption and Rivest-Shamir-Adleman (RSA) provided by the Microsoft RSA/Schannel Cryptographic Provider. These particular implementations of the AES-256 and RSA algorithms have been designated as FIPS-compliant for Screen Connect servers on Windows. For more information, see Microsoft's documentation on FIPS 140 validation.
  - c. Screen Connect instances are secured with a secure sockets layer (SSL) certificate and enabled with an HTTP-to-HTTPS redirect. SSL certificates create a foundation of trust by establishing a secure connection.
  - d. Screen Connect provides login protection against brute-force attacks. If someone enters their password incorrectly multiple times, the account will lock.
  - e. All accounts have two-factor authentication (2FA) enabled. 2FA requires users to submit two forms of identification to access their accounts. This can help protect against stolen passwords.
  - f. Group policy is configured on all domain connected machines to lock computers after being idle, requiring the user or technician to sign in to resume access. This will protect unauthorized access to endpoints in the case a technician forgets to log out.
4. Have you performed background screening on all administrators within your organization that will have access to our data?
  - a. Yes, All Umetech employees and contractors have background screening before offered positions within the company.
5. Please provide a list of relevant active certifications/licenses held by your organization.
  - a. Microsoft Partner, Microsoft Small Business Partner, Sentinel One Partner
6. How can we retrieve our data, credentials, documentation, or other information if our contract with you is terminated?
  - a. All data would be exported all saved from our Managed Services System and provide all credentials in a .csv format.
7. Which RMM system(s) do you use?
  - a. ConnectWise Automate (On Premises)
  - b. Grafana reporting and management (Custom for reporting of MySQL Data)
8. Can the MSWD IT Manager be granted an account in your RMM system that will allow remote access, monitoring, and creating reports?
  - a. Yes

## Exhibit E: Disclosure Questionnaire & Qualification Statement

**Consultant Name: Umetech, Inc.**

### 1. ORGANIZATION

- 1.1. How many years has your organization been in business as a Consultant?  
Umetech, Inc. has been in Business since 2008, Umetech DBA operated from 1996 through 2007
- 1.2. How many years has your organization been in business under its present name? 15 Years
  - 1.2.1. Under what other names has your organization operated? Umetech (DBA)
- 1.3. If your organization is a corporation, answer the following:
  - 1.3.1. Date of incorporation: 03/06/2007
  - 1.3.2. State of incorporation: California
  - 1.3.3. Corporate ID number: 20-8968686
  - 1.3.4. President's name: President
  - 1.3.5. Agent for Service of Process: Ken Umemoto
- 1.4. If your organization is a partnership, answer the following:
  - 1.4.1. Date of organization: Not Applicable
  - 1.4.2. Type of partnership (if applicable):
  - 1.4.3. Name(s) of general partner(s):
- 1.5. If your organization is individually owned, answer the following:
  - 1.5.1. Date of organization: Not Applicable
  - 1.5.2. Name of owner:
- 1.6. If the form of your organization is other than those listed above, describe it and name the principals:

### 2. LICENSING

- 2.1. List jurisdictions and trade categories in which your organization is legally qualified to do business and indicate registration or license numbers, if applicable. Not Applicable (Umetech works within the domestic USA and Canada)
- 1.1. List any other certifications held by your organization, and the name under which they are held.  
Microsoft Partner, Microsoft Small Business Partner, Sentinel One Partner  
CISSP, MCSE, MCP, Microsoft Specialist, ACE

### 3. EXPERIENCE

- 3.1. List the categories of work that your organization normally performs with its own forces.
  - 3.1.1. Outsourced I.T. Management
  - 3.1.2. Managed Services Provider
  - 3.1.3. Security Services, Cybersecurity, etc.
  - 3.1.4. Helpdesk Support
  - 3.1.5. Network Engineering and Infrastructure
  - 3.1.6. Communications management and support
  - 3.1.7. Data Analytics/Business Intelligence, AI
  - 3.1.8. Backup and Disaster Recovery management and support
  - 3.1.9. Software-as-a-Service (SaaS) management and support
  - 3.1.10. Custom Software Development and DBA Services
- 3.2. Has your organization, under its current name or any previous names, ever failed to complete any work/contract awarded to it? (If Yes, please explain) **No**

### 4. CLAIMS AND LAWSUITS

- 4.1. Are there any judgments, lawsuits, administrative proceedings, claims, arbitration proceedings, suits pending or outstanding, or other exposures against your organization or any its officers? (If Yes, please describe) **No**
- 4.2. Has your organization filed any lawsuits or requested arbitration with regard to any of its contracts within the last five (5) years? (If Yes, please explain) **No**
- 4.3. Has the Consultant, any officer of the Consultant, or any employee of the Consultant who has proprietary interest in the Consultant, ever been disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation? (If Yes, please explain). **No**

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**EMPLOYMENT**

President  
Umetech 12-19-96 to Present

As the president of Umetech I personally oversee all business operations which includes, accounting, project management and outsourced I.T. Management for our customers. I also oversee all capital projects for our customers along with internal projects. I manage our Engineers and Support staff. As a former software engineer, I still oversee all software development and architecture with my development department. As the CTO of Umetech I regularly attend Microsoft and Security webinars to keep up with current software and trends.

Senior Technical Engineer/MIS Director 04-15-95 to 12-18-97  
TECHNOLOGY ONE IRVINE, CA

Technology One is an Advanced Product Center for SCO Unix, which supports businesses on Unix based Systems along with Most Database Systems. I also support Novell and NT systems due to my background in LAN's. As Senior Engineer/MIS Director my main job duties are to Supervise our technicians, support our clients Hardware, Operating Systems and Database Software with our larger customer base. I perform new installations and upgrades of Unix and Database software. I also developed programs for clients in the Unix Scripting language, Unidata and FoxPro. Install cross platform networks with TCP/IP. Conversions of Database systems to new or existing platforms. Build and upgrade hardware, including RAID Systems, DSU, CSU communication systems, Modem Servers, etc. Install and design web Servers either on Unix or NT. Also install Proxy servers on Unix and NT along with intranets. Oracle experience includes working with Lawrence Livermore Labs in their Operation Department in which I installed and converted a cost analysis Oracle Database System to new hardware.

Program Analyst 08-93 to 4-95  
GOUGH SYSTEMS CORONA, CA

Worked as a consultant at three municipal Water Districts for Gough Systems. Main job duties were to Develop Software for Billing/Accounting system along with supporting a Novell Network. Developed modules for new handheld units, Utility Billing and Accounts Receivable. All program development was applied and integrated within the Current Accounting System. Converted all three water districts from NCR ADDS machines to Unix based systems. Performed software conversions from Pick to Unidata. Administrated Data General Aviiion 850, Sun Sparc 20 and Silicon Graphics workstation for G.I.S. System. Also linked our local network to Riverside County's WAN.

Johnson Controls 8-93 to 11-93  
Contract Consultant

Contracted systems work on a Sun Sparc 2000 and Silicon Graphics Indy workstations for US Customers C3I West base at March Air Force base. I helped with a team from Johnson Controls in upgrading some of the Sun systems for US Customs. All the systems were RISC based systems that were and a wide area network (WAN) to the east coast. My main job functions were to incorporate the systems into the LAN and WAN through TCP/IP. Installed an Oracle database system for the administrator for flight tracking system.

Riviera Vacations  
M.I.S. Systems Operator

8-92 to 8-93

Maintained a two hundred user accounting system in DBL and SCO Unix. Maintained four off site locations through a Multiplexor. Administrated all end users both on the Unix/Accounting side as well as a twenty user LAN in house. Installed and implemented internal Email along with system wide backups. Regular job duties included upgrading and installing all new software both for the Unix server and the LAN PC's. Instructing employees on the use of new software. Running all major accounting reports for mortgage statements, sales cost analysis, demographics, etc. Also worked and maintained our auto dialer for our telemarketing department.

Global Cellular  
M.I.S. Systems Operator

3-92 to 8-92

Maintained an accounting system in SCO Unix for a company in the Cellular industry. Performed normal systems operations with terminals, printers, and end users. Maintained hardware and voice mail phone system. Developed small applications in FoxBASE for agent commissions.

Consultant  
Consultant

1-89 to 3-92

Maintained three sites for a Cellular company with SBT Accounting software running on SCO Unix. Installed and implemented LAN Network using Lantastic for local PC's. CO-wrote an Activation Tracking program for PACTEL Cellular Agents to track customer and dealer activations. This program was developed over the course of two years in FoxBASE and then ported over to FoxPro for Windows. It can integrate with SBT Accounting software to update its General Ledger. Our program was running on five PACTEL agents until the recent changes in the cellular industry.

## EDUCATION

MCSE (Microsoft Certified Systems Engineer)  
ACE (Advanced Certified Engineer)  
For SCO Unix  
Courses Completed - Unix Administration - TCP/IP, NFS - UUCP - Shell Programming  
Data General Certified  
For DG/Unix  
Courses Completed - Unix Administration - TCP/IP, NFS

## SKILLS


- Excellent knowledge of the computer field both from Network Engineering and Application Architecture.
- Developed multiple database-oriented systems.
- Ability to learn and adapt quickly to changing needs.
- Strong financial background.
- Proficient in programming in C#, Visual Basic. Net, Unidata, Visual FoxPro and Unix Scripting Language
- Excellent with network environments and Firewalls


REFERENCES AVAILABLE UPON REQUEST



# Jeremiah Goode

## CONTACT

 885 Sgt Roy T. Damian St. Toto, GU 96910

 951-551-7964

 sysadmroot@gmail.com

## EDUCATION

Microsoft Certified System Engineer (MCSE)  
QuickStart Technologies  
Orange, CA 1997-1998

AA General Studies  
Palomar College  
San Marcos, CA 1994 - 1996

## CERTIFICATIONS

Microsoft Certified Systems Engineer (MCSE)  
Microsoft Certified Professional (MCP)  
Microsoft Specialist: Virtualization with Hyper-V

## TECHNOLOGY EXPERIENCE

Palo Alto Next-Gen Firewalls  
Active Directory, File, Print Servers  
ASSP Anti-Spam Server  
Next-Gen Antivirus  
Microsoft O365  
Microsoft Azure  
Microsoft Exchange Server  
Windows Server 2012-2019  
Ubiquity UniFi Management  
Document Management Server  
Microsoft Office and Microsoft 365  
CAT6 Termination and Punch-Down  
Network Video Systems  
Windows 7/8/10 Desktop  
Multifunction Printers  
Batch file and PowerShell Scripting  
PC Repair  
Wireless bridge setup and maintenance

## WORK EXPERIENCE

*VP Operations*

*Umetech, Inc., Temecula, CA*

*2002 – Present*

### Network Management

- Designed networks for productivity and security, implementing VLANs, guest control, VPN access, and security group permissions
- Equipment and server installation and configuration
- Active Directory and Exchange management
- Network inventory and reporting
- Next-Gen firewall setup and management
- PCI compliance auditing

### Helpdesk and Troubleshooting

- Responded to and completed helpdesk requests from hundreds of users at dozens of businesses
- Listened to customers and translated hard-to-explain concerns into actionable support tasks
- Assisted with hardware and software issues in-person and remotely
- Consistently supported customers with respect, patience, and understanding

### Training, Mentoring, and Teamwork

- Trained new employees ranging from zero to moderate I.T. experience
- Coached on professionalism, ethics, and customer communication
- Conducted performance evaluations
- Setup and lead continuous updating of documentation knowledgebase

Nicklaus J. Metnik - Senior Solutions Architect/.Net Developer

Nicklaus J. Metnik  
45859 Daviana Way  
Temecula, CA 92592

Mobile: (951) 760-8306  
Email: [nickmetnik@hotmail.com](mailto:nickmetnik@hotmail.com)

## BACKGROUND

Experienced software developer specializing in Microsoft.NET and related technologies. Resourceful worker with a wide range of experience including web, desktop, and database development.

Worked closely with executives from two Fortune 10 companies to extract IPO and develop solid solutions that suited their needs for systems that are still in use this very day.

My career goal is to craft long term scalable solutions for a small to enterprise level business. I'm a detail orientated, highly motivated, and proud father of two amazing sons!

## PROFESSIONAL EXPERIENCE

**Umetech, Inc.** - Senior Solutions Architect/Consultant August 2001 - Present  
Microsoft Certified Gold Partner  
Temecula, CA

**Growth Resource Group, Inc.** - Senior Underwriter January 2000 - August 2001  
San Juan Capistrano, CA

## PROJECT EXPERIENCE

### **Ingram Micro** – Developer, Project Lead

Designed, developed, and implemented an public facing mobile device activation portal using ASP.NET, VB.NET, SSRS, JavaScript, AJAX, SQL

Created a Window's Application to manage collected data from the B2B portal and transacted data between Ingram Micro and Verizon Wireless using VB.NET, SSRS, Office Excel Interopt, SQL

### **3Sphere Innovations, Inc.** – Developer

Created a Microsoft Word Add-in (Armed Forces Correspondence Application) to format and control Department of Defense correspondence using C#.NET, XML, Office Interopt. This add-in is being deployed to several thousand United States Navy military installations around the globe and will soon be adapted to work with other branches of the US Military.

### **Mobile Line Communications** – Developer, Project Lead

Designed, developed, and implemented a complex wireless industry commission system for B2B relationships using VB.NET, SQL, SOAP, SSRS, SQL

Nicklaus J. Metnik - Senior Solutions Architect/.Net Developer

Developed tools to screen scrape and manipulate Verizon Wireless's activation portal to compliment the commission system using VB.NET web requests.

Created a B2B portal for reporting and data exchange to compliment commission system using ASP.NET, VB.NET, XML, SSRS, JavaScript, SQL

**Wireless Services Center** – *Developer, Project Lead*

Created B2B portal for activating data services for Cisco devices for Verizon, Sprint, and T-Mobile using ASP.NET, C#.NET, AJAX, SSRS, SQL

**Bioness** – *Developer*

Created ASP.NET website for an industry leader in health care technology using VB.NET and JavaScript.

**The Foto Group** – *Developer, Project Lead*

Created health insurance industry auditing and analysis tool for medical re-coding responsible for millions of dollars in savings to Blue Cross ASP.NET, C#.NET, Ajax, jQuery, SSRS, SQL

Created a secure portal for the Department of Justice to handle medical billing using ASP.NET, C#.NET, Ajax, jQuery, SSRS, SQL

**Rancho California Water District** – *Developer, Project Lead*

Created customer bill pay and water usage analysis website using ASP.NET, VB.NET, Payflo Pro.

Created budgeting portal that has collected and balanced the district's annual budget for over 6 years using ASP.NET, C#.NET, SQL, AJAX

Created project authorization portal for all approved jobs using ASP.NET, AJAX, C#.NET, SQL

Created automated meter reading portal housing ITRON data using ASP.NET, AJAX, C#.Net, SQL

**Moulton Niguel Water District** – *Developer, Project Lead*

Created employee portal to handle employee requests using ASP.NET, AJAX, C#.NET, SQL

**Lake Hemet Municipal Water District** – *Developer, Project Lead*

Created customer bill pay and water usage analysis website using ASP.NET, VB.NET, Authorize.net

**Mission Springs Water District** – *Developer, Project Lead*

Created customer bill pay and water usage analysis website using ASP.NET, C#.NET, Authorize.net

Created company intranet for CRM functionality to compliment customer portal.

**Priva Sicuro** – *Developer, Project Lead*

Created professional athlete financial management tool using ASP.NET, C#.NET, jQuery, AJAX, SSRS, SQL

## EDUCATION, CERTIFICATIONS, AND SKILLS

### EDUCATION

- Flambeau High School – Graduated 1998

### ENTERPRISE ARCHITECTURE

- Team Foundation Server (Source Control)
- Agile Development
- Test Driven Development
- SCRUM Methodology

### DEVELOPMENT

- C#.NET (7 years)
- VB.NET (5 years)
- ASP.NET
- MVC3
- Microsoft Word, Excel, and Outlook Interopt/Extensibility

### CLIENT SIDE

- JavaScript (10 years)
- jQuery
- AJAX
- HTML4 & 5
- CSS2 & 3
- Microsoft Silverlight/XAML

### SYSTEMS ADMINISTRATION

- Microsoft Exchange Server 2003 and 2007
- Windows Server 2000, 2003, 2008R2
- Windows XP and Windows 7
- SQL Server 2000, 2005, 2008, 2008R2

### MERCHANT SERVICES

- VeriSign/Paypal Payflow Pro Integration
- Authorize.NET CIM, AIM, Reporting API

### CERTIFICATIONS & ACKNOWLEDGEMENTS

- Microsoft Certified Professional
- Currently a Microsoft MVP candidate

### DATA

- ADO.NET
- XML
- Entity Framework
- T-SQL
- CLR
- SQL Server Reporting Services
- LINQ to SQL

### WEB SERVICES

- WCF
- SOAP
- XML
- JSON

### MOBILE DEVELOPMENT

- Windows 7 Phone
- Android Development (Eclipse Environment + Java)

### SPATIAL/GEO SERVICES

- Google Maps and Analytics API Client Side Integration
- Bing Maps Client Side Integration

### GRAPHICS DESIGN

- Adobe Illustrator C25.1
- Adobe Photoshop C25.1

Nicklaus J. Metnik - Senior Solutions Architect/.Net Developer

**REFERENCES**

Pete Juliano – Sr. Developer  
SnowBlaze  
Phone: 917-974-2898

Terry Voss – MVP, CEO, Developer  
Computer Consulting  
Phone: 509-998-9234

Dale Badore – IT Manager  
Rancho California Water District  
Phone: 951-526-7242

Jason Martin – CS Mgr  
Rancho California Water District  
Phone: 951-306-2573

Teresa Troidl – CS Mgr  
Lake Hemet Municipal Water District  
Phone: 951-658-3241 ext. 226

Jim Gough – CEO, Developer  
Gough Systems  
Phone: 951-235-5354

Nolan King – IT Director  
Molten Nigel Water District  
Phone: 949-425-3542

John Soulliere – IT Coord.  
Mission Springs Water District  
Phone: 760-329-5169 ext. 144

Tonya Weido – Mgr Wireless  
Operations  
Ingram Micro Inc  
Phone: 714-382-1347

## CAREER SUMMARY

Performance-driven Cybersecurity and Information Systems professional. An innovator with many years of experience in public and private sector IT, Employee, and Enterprise Direction and Management. Skilled in handling multiple highly technical large enterprise project teams simultaneously. Proven record of effective definition and resolution of complex problems while exceeding business requirements. Vast experience in achieving technology, legal, HR and governmental compliance issue resolution. Excellent cross-functional team building, vendor management, and critical thinking skills. Exceptional prowess at highly available, secure network design and administration, and full lifecycle project management in both business and critical infrastructure networks.

- |                      |                          |                         |                         |
|----------------------|--------------------------|-------------------------|-------------------------|
| ✓ Policy Development | ✓ Critical Thinking      | ✓ Risk Management       | ✓ Operations Management |
| ✓ Budget Management  | ✓ Excellent Communicator | ✓ Regulatory Compliance | ✓ Strategic Planning    |
| ✓ Project Management | ✓ Vendor Management      | ✓ Business Continuity   | ✓ Technology Innovation |

## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS

### RANCHO CALIFORNIA WATER DISTRICT

Temecula, California

#### ***IT Manager/Information Security Officer***

Manage and direct all aspects of Information Technology and cybersecurity delivering 99.999% uptimes, 10% budget reductions year-over-year and innovation of new methods of secure data access and protection.

#### Key Achievements

- Originated Spectral Network Access Requirement (SNARE). A hyper-secure, performance-based access methodology.
- Reduced operating and licensing costs up to 50% through virtualization and private cloud.
- Reduced monthly recurring costs through consolidation of systems.
- Slashed internal vulnerabilities by 30% through the creation of Enterprise security program.
- Cut annual hardware replacement budget by 133%.

#### Duties

Design enterprise security programs to ensure resiliency and meet requirements and compliance standards. Manage and train staff to increase cybersecurity maturity in the Enterprise. Project Manager for multiple enterprise multi-million dollar projects. Direct system and network protection and manage risk using multiple common frameworks. Identify, report, and control incidents within business and SCADA networks. Monitor threats, and design creative and cost efficient solutions to prevent successful cyber-attacks. Perform ongoing risk management and analysis of business and SCADA IT systems and infrastructure to ensure risk mitigation and avoidance are continual. Head of the Information Technology Steering Committee directing technical standards and enterprise architecture. Manage and develop annual operating, capital, and labor budget. Define technology requirements for departments and enterprise projects.

#### ***Data Center Operations Supervisor***

Responsible for bringing advancement to technology systems enterprise-wide. Developed change control, critical operational procedure, and system documentation processes to advance knowledge and information sharing. Championed the adoption of virtualization technology and process consolidation.

#### Key Achievements

- Produced 90% reduction in cost and 25% reduction in the project timeline for enterprise wireless infrastructure project.
- Achieved 100% uptime for 60 months on an AlwaysOn Microsoft SQL database cluster environment.
- Created the first multi-site data center, private cloud environment achieving 99.999% uptime for 7 years in a 1000+ port infrastructure.

#### Duties

Produced all technology systems designs, and operational direction. Managed staff and consultant support, and maintenance of multiple locations. Direct staff in troubleshooting and assisting in the administration of physical network including firewalls, routers, switches, cabling, and distribution facilities. Lead and developed Computer Incident Response Team and program, including steps to minimize impact and conduct technical and forensic investigations.

**CITY OF CARLSBAD**

Carlsbad, California

**Systems Administrator**

Innovated new ways of access and availability protection, produced increased KPI's and decreased SLA numbers through the use of emerging technologies and more efficient processes and procedures in a highly budget controlled government entity.

**Key Achievements**

- Responsible for bringing in the first highly available, clustered blade server infrastructure creating huge increases in availability.
- Created highly complex, simple to manage segmented network infrastructure to reduce threat exposure on PD and Fire networks.
- Developed the first remote access capabilities through early adopter agreement using Citrix MetaFrame XP.

**Duties**

Ensure SLA's were met and KPI were tracked in four data centers at 22 locations with over 150 physical servers and thousands of ports. The leader of the infrastructure, systems, and security upgrade, design, and configuration team. Disaster Recovery Lead responsible for design and build of Disaster Recovery processes and testing.

**M<sup>3</sup> CYBER GROUP**

Southern California

**Owner**

Define strategic direction, design and build resilient, high performance and secure infrastructures and systems.

**Key Achievements**

- Built company and grew clientele throughout California through knowledge, capabilities and fair business practices
- Provide technology, cybersecurity, and Critical Infrastructure protection consulting and analysis services.
- Provide training and best practice recommendations for various Public and Private Entities throughout California.
- Clientele included Kellogg's, MicroAge, Umetech Inc., City of San Jacinto, Parkside Lending, Financial Profiles, Cal-A-Vie, CamGuard, Certified Technical Institute.

**R-RANCH IN THE SEQUIAS**

Johnsondale, California

**President Board of Directors and C.E.O.**

Leading and working with the Board of Directors to innovate new and creative marketing and management strategies for a unique undivided interest Owners Association property. Directing Management and overseeing all staff to maintain daily operations and efficiencies.

**Key Achievements**

- Reduced daily operational costs by outsourcing HR and payroll to reduce employee workload while increasing protection and training.
- Created and developed plan to increase technology use to allow B2B remote support and skilled experts to work remotely.
- Increased efficiencies through process definition and procedural documentation and standardized best practice adoption.
- Implemented guidelines for recapturing default ownership deeds increasing available shares to sell, thereby increasing annual revenue.

**CONSULTING ENGAGEMENTS****UMETECH INC.**

2015 - Present

- Cybersecurity design, configurations and install.
- Network design, configurations and install.
- DR/BC design, configurations and install.
- Provide cybersecurity training and best practice recommendations for various public and private entities.

**TECHNICAL KNOWLEDGE**

**Certifications**

ISC <sup>2</sup> - CISSP (323774) Extreme Networks - ENA (3358) Palo Alto Networks - ICM/ATS	Axelos - ITIL Foundations Microsoft – MCSE (1314303) Microsoft - MCP+I	CompTIA - A+ (C74DTT5004) ConSentry - Networks Engineer (E000159) WildPackets - Protocol Analyst	Citrix - Certified Administrator EasyRun - EpicCenter Tivoli - Storage Manager
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**Additional Training**

ISC <sup>2</sup> - ISSAP ISC <sup>2</sup> - CCSP Cisco – CCNA Infor/Lawson – Security Administration, ProcessFlow, Foundation	DHS - Jurisdictional Threat and Hazard ID and Risk Assessment for CI (MGT-310), Physical and Cyber Security for CI (MGT-452), Industrial Control Systems Cyber Security (301) FBI – Advanced Infrastructure Liaison Officer	CommVault – Certified Professional Microsoft - SQL Administration Microsoft - PerformancePoint PMI - Project Management Professional Xerox - BQP
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**Security Standards, Frameworks, and Agencies**

PCI-DSS, ITIL, NIST, CIS Top 20, SANS, ISO, ANSI, SOX, NCCIC, US-CERT, D.H.S., FEMA, ICS-CERT, MS-ISAC, ISACA, NOREX, MISAC, NCATS

**Networking and General Technologies**

Extreme, Adtran, Palo Alto, Cisco, 3Com, ShoreTel, FatPipe, Etherpeek, WireShark, EMC, Hitachi, Nimble, ExaGrid, CommVault, Veeam, VMWare

**Platform Technologies**

Windows Server/Desktop/AD, Microsoft SQL, Proxy, IIS, VB 6, Office & 365, Visio, WSUS, Terminal Server, IOS, Android, Cloud-Based applications

**Affiliations**

International Information Systems Security Certification Consortium, Inc. (ISC <sup>2</sup> )	Information Systems Audit and Control Association (ISACA)
Municipal Information Systems Association of California (MISAC)	Infragard – San Diego (10082508)
United States Computer Emergency Readiness Team (US-CERT)	Inland Empire Cybersecurity Consortium
CA Critical Infrastructure Security Forum – Board Member	

**EDUCATION**

<b>Institution</b>	<b>Coursework</b>	<b>Achievement</b>
Wharton Harvard Texas A&M	Business Analytics Cybersecurity: Risk Management Threat ID and Risk Assessment Cybersecurity for Critical Infrastructure	Certification Certification Certification Certification
UCSD CSUSM San Diego Mesa College	Visual Basic 6 Cisco Router – CCNA Automotive Technology	Certification Certification A.A.

**PUBLICATIONS**

**StateTech Magazine – October 2019**

'State and Local Government Agencies on Cybersecurity Analytics and Tools'

**CSMFO Magazine – September 2017 #16**

Financial Systems Protection... Your best defense may be a great offense  
 o <https://issuu.com/csmfo/docs/csmfo-magazine-september-2017>

**CSMFO Magazine – October 2016 #8**

'Gen X' sight in a 'Gen Z' world: A perspective on Cybersecurity  
 o <http://www.csmfo.org/featured/csmfo-magazine-october-2016/>

**SPEAKING ENGAGEMENTS**

**California Special Districts Association – June 2020 - Webinar**

- o Cybersecurity: Foundations Build The Future

**State of California Cybersecurity Education Summit – Oct 2019**

- o Outside In - Cybersecurity

**Municipal Information System Association of California – Sept 2019**

- o Outside In - Cybersecurity
- o Data and Technology Connects and Protects RCWD Customers

**Extreme Networks ExtremeNOWAnaheim – April 2019**

- o Customer Panel

**Palo Alto Ignite '18 – May 2018**

Cybersecurity from the outside in – A Layered Approach for Water Districts  
 o <https://ignite.paloaltonetworks.com>

**Inland Empire Cybersecurity Consortium**

- o Standing Quarterly engagement

**AWARDS**

MISAC – Award for Excellence  
2011, 2012, 2013, 2014, 2016

MISAC – Award for Achievement  
2005, 2007, 2008, 2009

MISAC – Award for Quality  
2008, 2010, 2011, 2014, 2015



# Patrick W. Elsasser

3336 New Branch Ct. Oceanside, CA 92058

Phone: (760) 231-9575

Email: [elsasserpat@gmail.com](mailto:elsasserpat@gmail.com)

Item 9.

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## **PROFESSIONAL SUMMARY**

- Design, implementation and management of redundant network infrastructure.
- Installation, configuration and management of next generation security equipment and software.
- Configuration of network access controls used to provide secure access to network and private cloud applications.
- Administration of redundant remote access solutions.
- Continuity of operations and disaster recovery.
- Management of redundant datacenters.
- Advanced management of VMware infrastructure.
- Administration of Storage Area Network (SAN) and shared storage arrays.
- Microsoft SQL Server administration and maintenance.
- Fast learner, extremely responsible, great follow through, loyal, and excellent work ethic.
- Experience leading projects and staff.

## **PROFESSIONAL EXPERIENCE**

### **Rancho California Water District**

**April 2008 – Present**

#### **Datacenter Operations Supervisor/Senior Systems Administrator**

- Manage the district's IT Operations team
- Provide cybersecurity governance to the district
- Maintain multiple datacenters with emphasis on high availability and continuity of operations.
- Design and maintain district's information technology networks utilizing micro-segmentation.
- Implement and maintain network security appliances to provide secure access to data and applications.
- Manage firewall devices to provide secure routing of information to and from the various network segments.
- Manage edge gateway appliances used to allow redundant access to RW private cloud data and services through the use of 3 separate Internet Service Provider connections.
- Design, implement and maintain two virtual server farms utilizing VMware vCenter only with HP Nimble Storage solutions and data replication services.
- Administer multiple SQL server instances including installation, upgrade and maintenance.
- Installation, upgrades, and continuous maintenance of Finance, Document Management, and Utility Billing ERPs.
- Manage multiple secure remote access solutions utilized by the district for staff access to local IT services.
- Assists Operations personnel with administration of the SCADA application servers and remote access.
- Manage inventory, requisition and disposition of IT assets.
- Provide work assignments to Systems Administrator and IT helpdesk Interns.
- Provide technical assistance to district staff as needed.

### **Umetech, Inc.**

**October 2014 – Present**

#### **Network Infrastructure and Cybersecurity Consultant**

- Design and implement network infrastructure
- Perform advanced firewall configuration and maintenance
- Provide network support services to clients

### **City of Carlsbad**

**October 2001 – April 2008**

#### **Systems Administrator I/II**

- Supervised Desktop Support Staff.
- Provided asset management of client computer systems.
- Administered the replacement schedule of city's client computer systems.
- Administered Windows Active Directory domain.
- Administered Novell Directory Services.
- Lead administrator for library's public information services.
- Provided day to day desktop support to city staff of 1000 employees.

## **EDUCATION/CERTIFICATIONS**

### **Bachelor of Science, Information Technology**

University of Phoenix, 2009

### **Certified Information Systems Security Professional, CISSP**

ISC2, 2022

# Logan Lanley

I am a perfectionist and strive to always learn as much as I can and do the best at what I'm doing. Communication and customer support are very important to me and I work hard to provide the best service I possibly can. I have been in several different fields and careers and currently have my eyes set on the IT industry. I have a background in IT helpdesk and in building gaming computers. I love working on technical issues and learn very quickly when getting my hands on things. I consider myself outgoing and very approachable. I love to make others feel welcome and comfortable in a workplace environment and strive to keep clear communication with coworkers.

9514095206 [loganlanley@yahoo.com](mailto:loganlanley@yahoo.com)

## WORK EXPERIENCE

### **Umetech** — Helpdesk

09/2022 to Present, Temecula, CA

Helpdesk 1/2 support for several different offices of clients. Tech remote support and on site support ranging from printer troubleshooting to hardware installation and repair. Frequent use of office 365 applications, adobe apps, quickbooks, windows 10, windows 11 and many other applications on a weekly basis. Setup of new workstations, laptops and printers for clients remotely or on site. Daily over the phone support to assist clients with any tech or network support that they needed. Worked to provide excellent customer service and make sure the client was happy and everything needed was taken care of.

### **Sunpro Solar** — Solar install lead

03/2019 to 08/2022, Murrieta, CA

Managed a crew of 3-5 employees while maintaining quality and efficiency during the installation of solar panels and needed hardware on the roof. Frequent use of a variety of hand and power tools at a professional level to get the job done safely and effectively. Daily ability to lift 20 - 50lbs of equipment and tools on and off the job site. Consistent use of utility vehicles and forklifts. Provided excellent customer support and made sure to meet and exceed the needs of the job.

### **RKM HVAC** — Install tech

02/2018 to 02/2019, Riverside, CA

Worked with a lead tech to securely and safely install ducts and AC units into new and existing homes. Daily use of power and hand tools to effectively and efficiently get the job done. Ability to lift 20 - 50lbs of material, tools or debris on the job at any given time.

## EDUCATION

### **Covington high school**

08/2010 to 08/2014

### Summary

IT Support Specialist with 3 years of experience in building and maintaining networks, personal server maintenance, and providing hardware/software troubleshooting on-site and remotely. Proficient in Windows 10 with a strong understanding of Microsoft Office. Skilled at network running, testing and creating network cables. Skilled in resolving technical issues and providing timely solutions. Adept at multitasking, collaborating with cross-functional teams, and working under pressure to meet deadlines. Seeking an IT support role to utilize my technical expertise and exceptional problem-solving skills.

### Objective

To obtain a challenging IT Support role where my technical skills and customer service experience can be utilized to provide timely and effective solutions to end-users, while continuing to develop my knowledge in the field.

### Experience

#### Umetech

08/2023 - Present

*IT Helpdesk II*

Expertly diagnosing and resolving software issues sometimes tailored to each unique client's environment.

Assisting clients with software and hardware issues through remote access, documenting resolutions, and planning for on-site resolutions when necessary

Installing, upgrading and configuring hardware such as Unifi Network Devices and Windows OS machines.

Maintaining, troubleshooting, and configuring through Microsoft 365 Admin Centers.

Conducting weekly checks of the varying Managed Services Software such as Storage/Microsoft back ups, firewalls, computer software updates, and email security.

#### Powerhouse Gym

08/2021 – 08/2023

*IT Technician*

Installed and maintained hardware and software systems, including performing upgrades and routine maintenance tasks.

Configured and supported network infrastructure, including switches, routers, and firewalls.

Monitored system performance and identified potential issues, taking proactive steps to resolve them.

Documented technical issues and resolutions, as well as reported on system performance and user satisfaction.

Assist end-users using remote access.

Maintained up-to-date knowledge of industry trends and technologies and made recommendations for system improvements and upgrades.

### **Skytech Gaming**

11/2020 - 08/2021

*IT Support*

Troubleshooted and resolved technical issues for end-users in a timely and efficient manner.

Utilized ticketing systems to manage and track technical issues, ensuring timely resolution and escalation as necessary.

Troubleshooting on a component level for gaming desktops.

### **Powerhouse Gym**

1/2017 - 11/2020

*Weekend Manager Salesman*

Manage sales operations during weekend shifts, ensuring smooth and efficient operation of the sales team.

Monitor and evaluate team performance, providing coaching and feedback to help them meet or exceed sales targets.

### **RCC Cooling**

1/2015 - 11/2017

*AC Technician Assistant*

Assist AC Technicians with installation, repair, and maintenance of heating, ventilation, and air conditioning systems.

Perform basic troubleshooting of AC systems, diagnosing and identifying potential issues that may require further attention from a technician.

## **Projects**

Windows 10 mdm kiosks

Phone/Tablet Screen/Battery Repair

Raspberry Pi Digital Signature OS

Some Coding with C++ and Excel

Movie Server on Schedule via VLC Player With Python

## **Education**

**2016** *Perris Lake High School*

Diploma

3.8 GPA

### Skills

Network Install (Netgear and Ubiquiti)

Computer Repair

Microsoft Office

Digital Receiver Troubleshooting

Windows, Mac, some Linux

Ran and maintained a few projects servers

Can make cables (ethernet, molex, xlr)

Active Directory/Hyper V

### References

#### **Zack Caramico - "Powerhouse Gym"**

*VP of Sales*

zcaramico@outlook.com

(951) 570-7865

#### **Andrew Smeragliuolo - "Skytech Gaming"**

*IT Support*

andrewsmeragliuolo@gmail.com

(951) 454-3917

38178 Tranquila Ave  
 Murrieta, Ca 92563  
 619-540-1122 (Leave a voicemail please)  
 Rianchio23@gmail.com

## STEVEN RIAN ROCKWELL

**OBJECTIVE** To further my skills by learning new things and tackling new responsibilities. I am always looking to better myself and my life by striving to constantly add to my skills and abilities and find the perfect job. I would like to obtain a position that I can spend the next 10+ years with learning and growth.

### SKILLS & ABILITIES

- 21 years of experience working on computers
- Build, maintain, and diagnose all brands of computers
- Experience setting up and maintaining networks
- Experience using VMware to setup and run different operating systems within a windows environment such as Mac OSX and Linux
- 10 years of experience soldering and micro-soldering: Ability to solder components on a board level and have repaired many DC jacks and HDMI ports on motherboards. Ability to replace motherboards and LCDs on laptops
- 13 years of experience servicing all Apple products such as MacBook, iPhone, iPad, and iMac and all top manufacturers of laptops such as Dell, HP, MSI, Acer, Asus, MSI, Alienware, and Lenovo ThinkPad, ranging from x201, x220, T412, L412, L420, L430, W530
- Fully disassemble, reassemble and repair any component in a desktop PC, laptop, Android or Apple iPhone, or tablet
- Passion for fixing all electronics and figuring out how things work to improve
- High attention to detail and easy to work with and to get along with
- Takes charge of things and pick up other's slack to get the job done
- Provide direction and can manage other people based off their strengths and weaknesses and bring out the best from their abilities
- 20 Years of experience working on cars such as Mercedes, Hondas, and Toyotas. Everything from engine rebuilds and major repairs to basic maintenance and troubleshooting.
- Apple Certification, SVC-19A Apple service fundamentals, MAC-19A ACMT 2019 Mac Service certification
- HP Desktop Laptop and Server Repair Certifications
- Google Cybersecurity Certification
- Foundations of Cyber Security Certification
- Play It Safe: Manage Security Risks Certification
- Connect and Protect: Networks and Network Security Certification

- Assets, Threats, and Vulnerabilities Certification
- Sound the Alarm: Detection and Response Certification
- Tools of the Trade: Linux and SQL Certification
- Automate Cybersecurity Tasks with Python Certification

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## WORK EXPERIENCE

### **Umetech**

Murrieta, CA

Help Desk/IT Support

August 2023- Current

- Handle IT Tickets and Help Desk requests. Onsite and remote repairs.
- Troubleshooting hardware and software related issues.
- Manage workstations, laptops, and servers.
- Utilize many different applications to monitor emails, network traffic, intrusions, and security risks of workstations, laptops and servers, such as CyberCNS, Ironscales, 365 Admindroid, Connectwise, Unifi, SentinelOne, Labtech, and Spam Hero

### **Genentech/Cybercsi**

Oceanside, CA

IT Specialist/Contractor

August 2019 – June 2020

- Handle all IT tickets in programs such as Service Now and Opus and provide repairs onsite for Genentech Employees
- Troubleshoot Lenovo, Apple, and HP desktops and laptops and setup and deploy and image mobile HMI lab computers
- Utilize directory to deploy computers to certain networks
- Repair all software issues within Windows and Mac OSX including Outlook and all hardware issues including motherboards.

### **Tech2u/Laptops Plus**

Vista, CA

PC Technician/Field Technician

March 2019- August 2019

- Shop Technician: Manage all work orders and repair all computers that come into the shop
- Field Technician: Field work on computers at local businesses and homes of our customers
- Handled all customer computer related issues and complaints

**PC Repair Center**

Oceanside, CA

PC Technician

November 2018-March 2019

- Troubleshoot a wide range of brands of laptops and desktops.

**Cal State Electronics**

Vista, CA

Head of Tech Dept

November 2016- October 2017

- Managed a technical team in charge of all electronics repair
- Ensure all tasks are completed on time and that my team stays on track
- Train people in computer repair and diagnosing. Specialize in Windows based PCs, all Apple products, as well as iOS and OSx.
- Process about 20,000 units and up per month and items that are grade F and turn them into working A-B grade units for resale.

**E Recyclers, Inc.**

Oceanside, CA

Head Of IT, In charge of the entire E-Recycling Department, Owner in 2016

November 2014 – October 2016

- Build, maintain, and troubleshoot all employee's computers
- Repair, refurbish, sell computers, laptops, servers, and other miscellaneous electronics
- Develop time management skills self-sufficiency. Interact with our clients and offer them customer service skills when they require it. Some of the accounts included LG, SONY, and Taylor Made.

**GREEN WORLD ELECTRONICS RECYCLING**

Vista, CA

IT Technician

February 2010 – November 2014

- In charge of desktop PC and laptop diagnosing, repairs, and sales
- Repair MAC computers
- Provide technical support to anyone in need of it in building
- Fork lift driver experience in the downstairs warehouse moving pallets of inventory
- Manager of E-Commerce Dept.



EDUCATION

**CARLSBAD HIGH SCHOOL**

1998-2001

**PALOMAR COLLEGE**

Associate's degree in computer science

**ONLINE COMPUTER CLASSES**

A+ Network+ Certification

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REFERENCES

**DONN AUSTIN**

Cyber Csi Head at Genentech

760-310-9340

**JAY JOHNSON**

IT Manager, Genentech

760-267-8893

**BLAKE ASHBY**

Software programmer, operations CSE

760-822-4816

## ***SERVICE AGREEMENT***

This Contract for Services is made effective as of July 01, 2022, by and between Mission Springs Water District of 66575 2nd Street, Desert Hot Springs, California 92240 (the "Recipient"), and Umetech, Inc. of 31805 Temecula PKWY #410, Temecula, California 92592 (the "Provider").

**1. DESCRIPTION OF SERVICES.** Beginning on July 01, 2022, Umetech, Inc. will provide to Mission Springs Water District the following services (collectively, the "Services"):

Provide 24x7 Network, Server, Workstations, and All IP Endpoints. Provide Sentinel One Antivirus, Assist in SaaS purchases and services. Network Engineering Services, HelpDesk Services, and Custom Software Development Services.

**2. PAYMENT.** Mission Springs Water District agrees to pay Umetech, Inc. as follows:

Invoices are submitted on the first of each month. Payments are due NET 15. The hourly Rate is 85.00.

If any invoice is not paid when due, interest will be added to and payable on all overdue amounts at 0.25 percent per year, or the maximum percentage allowed under applicable California laws, whichever is less.

In addition to any other right or remedy provided by law, if Mission Springs Water District fails to pay for the Services when due, Umetech, Inc. has the option to treat such failure to pay as a material breach of this Contract, and may cancel this Contract and/or seek legal remedies.

**3. TERM.** This Contract will terminate automatically on June 30, 2023.

**4. CONFIDENTIALITY.** Provider, and its employees, agents, or representatives will not at any time or in any manner, either directly or indirectly, use for the personal benefit of Provider, or divulge, disclose, or communicate in any manner, any information that is proprietary to Recipient. Provider and its employees, agents, and representatives will protect such information and treat it as strictly confidential. This provision will continue to be effective after the termination of this Contract. Any oral or written waiver by Recipient of these confidentiality obligations which allows Provider to disclose Recipient's confidential information to a third party will be limited to a single occurrence tied to the specific information disclosed to the specific third party, and the confidentiality clause will continue to be in effect for all other occurrences.

**5. DEFAULT.** The occurrence of any of the following shall constitute a material default under this Contract:

- a. The failure to make a required payment when due.
- b. The insolvency or bankruptcy of either party.
- c. The subjection of any of either party's property to any levy, seizure, general assignment for the benefit of creditors, application or sale for or by any creditor or government agency.
- d. The failure to make available or deliver the Services in the time and manner provided for in this Contract.

**6. ATTORNEYS' FEES AND COLLECTION COSTS.** If there is dispute relating to any provisions in this Contract, the prevailing party is entitled to, and the non-prevailing party shall pay, the costs and expenses incurred by the prevailing party in the dispute, including but not limited to all out-of-pocket costs of collection, court costs, and reasonable attorney fees and expenses.

**7. REMEDIES.** In addition to any and all other rights a party may have available according to law, if a party defaults by failing to substantially perform any provision, term or condition of this Contract (including without limitation the failure to make a monetary payment when due), the other party may terminate the Contract by providing written notice to the defaulting party. This notice shall describe with sufficient detail the nature of the default. The party receiving such notice shall have 30 days from the effective date of such notice to cure the default(s). Unless waived in writing by a party providing notice, the failure to cure the default(s) within such time period shall result in the automatic termination of this Contract.

**8. FORCE MAJEURE.** If performance of this Contract or any obligation under this Contract is prevented, restricted, or interfered with by causes beyond either party's reasonable control ("Force Majeure"), and if the party unable to carry out its obligations gives the other party prompt written notice of such event, then the obligations of the party invoking this provision shall be suspended to the extent necessary by such event. The term Force Majeure shall include, without limitation, acts of God, plague, epidemic, pandemic, outbreaks of infectious disease or any other public health crisis, including quarantine or other employee restrictions, fire, explosion, vandalism, storm or other similar occurrence, orders or acts of military or civil authority, or by national emergencies, insurrections, riots, or wars, or strikes, lock-outs, work stoppages or other labor disputes, or supplier failures. The excused party shall use reasonable efforts under the circumstances to avoid or remove such causes of non-performance and shall proceed to perform with reasonable dispatch whenever such causes are removed or ceased. An act or omission shall be deemed within the reasonable control of a party if committed, omitted, or caused by such party, or its employees, officers, agents, or affiliates.

**9. DISPUTE RESOLUTION.** The parties will attempt to resolve any dispute arising out of or relating to this Agreement through friendly negotiations amongst the parties. If the matter is not resolved by negotiation within 30 days, the parties will resolve the dispute using the below Alternative Dispute Resolution (ADR) procedure.

Any controversies or disputes arising out of or relating to this Agreement will be resolved by binding arbitration under the rules of the American Arbitration Association. The arbitrator's award will be final, and judgment may be entered upon it by any court having proper jurisdiction.

**10. ENTIRE AGREEMENT.** This Contract contains the entire agreement of the parties, and there are no other promises or conditions in any other agreement whether oral or written concerning the subject matter of this Contract. This Contract supersedes any prior written or oral agreements between the parties.

**11. SEVERABILITY.** If any provision of this Contract will be held to be invalid or unenforceable for any reason, the remaining provisions will continue to be valid and enforceable. If a court finds that any provision of this Contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision will be deemed to be written, construed, and enforced as so limited.

**12. AMENDMENT.** This Contract may be modified or amended in writing by mutual agreement between the parties, if the writing is signed by the party obligated under the amendment.

**13. GOVERNING LAW.** This Contract shall be construed in accordance with the laws of the State of California.

**14. NOTICE.** Any notice or communication required or permitted under this Contract shall be sufficiently given if delivered in person or by certified mail, return receipt requested, to the address set forth in the opening paragraph or to such other address as one party may have furnished to the other in writing.

**15. WAIVER OF CONTRACTUAL RIGHT.** The failure of either party to enforce any provision of this Contract shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Contract.

**16. ATTORNEY'S FEES TO PREVAILING PARTY.** In any action arising hereunder or any separate action pertaining to the validity of this Agreement, the prevailing party shall be awarded reasonable attorney's fees and costs, both in the trial court and on appeal.

**17. CONSTRUCTION AND INTERPRETATION.** The rule requiring construction or interpretation against the drafter is waived. The document shall be deemed as if it were drafted by both parties in a mutual effort.

**18. ASSIGNMENT.** Neither party may assign or transfer this Contract without the prior written consent of the non-assigning party, which approval shall not be unreasonably withheld.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the date first above written.

Service Recipient:  
Mission Springs Water District

By: Kurt Kettenacker  
\_\_\_\_\_

Date: 07/01/2022  
\_\_\_\_\_

Service Provider:  
Umetech, Inc.

By: Ken Umemoto  
\_\_\_\_\_

Date: 07/01/2022  
\_\_\_\_\_

**EXHIBIT A: DESCRIPTION OF SERVICES**

*Item 9.*

**AMENDMENT TO  
Service Agreement  
Mission Springs Water District  
66575 Second Street  
Desert Hot Springs, CA 92240  
Telephone 760-329-6448 – FAX 760-329-2482**

TO: **Umetech, Inc.**  
**31805 Temecula PKWY #410**  
**Temecula, CA 92592**

DATE: July 1, 2023  
PROJECT DIR#: N/A

**FIRST AMENDMENT TO SERVICE AGREEMENT**

1. This amendment (the "Amendment") is hereby made by Mission Springs Water District and **Umetech, Inc.**, parties to an agreement for "**Services**" (the "Agreement"), dated July 1, 2022.
2. In exchange for the promises herein and other good and valuable consideration, the sufficiency of which both parties acknowledged, it is mutually agreed by and between the undersigned contracting parties that the Agreement is amended as follows:

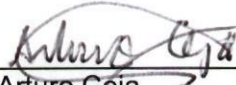
**This Amendment will increase the term of the Service Agreement from one (1) year to one (1) year and six (6) months. The Service Agreement will expire on January 1, 2024.**

3. Except as set forth in this Amendment, the Agreement is unchanged and shall continue in full force and effect in accordance with its terms. If there is conflict between this Amendment and the Agreement the terms of this amendment will prevail.

Instructions: Sign and return via email. Upon acceptance by Mission Springs Water District, an executed copy will be returned to you for your records. Insert the names of your authorized representative(s) below.

**Accepted:**

Mission Springs Water District

By:   
Arturo Ceja

Title Director of Finance

Other authorized representative(s):

Kurt Kettenacker  
IT Manager

**Consultant:**

Umetech, Inc.

(Business Name)

By:   
DocuSigned by: 001FB17DDE4C4DB...  
Ken Umemoto

Title President

Other authorized representative(s):

# AGENDA STAFF REPORT



**MEETING NAME:** REGULAR BOARD MEETINGS

**MEETING DATE(S):** NOVEMBER 16 & 20, 2023

**FROM:** ERIC WECK, ENGINEERING MANAGER

**FOR:** ACTION  X  DIRECTION \_\_\_\_\_ INFORMATION \_\_\_\_\_

## PUBLIC WATER AND SEWER SYSTEMS CONSTRUCTION AGREEMENTS, WATER AND SEWER BONDING AGREEMENT, AND ACCEPTANCE OF THE FINAL TRACT MAP FOR TRACT NO. 38200 – RANCHO DESCANSO

**STAFF RECOMMENDATION**

Board approval of the Public Water and Sewer Systems Construction Agreements, Water and Sewer Bonding Agreement and acceptance of the Final Tract Map for the Rancho Descanso - Tract No. 38200 residential development project (Project) and authorize the Interim General Manager to do all things necessary to complete the agreements.

**SUMMARY**

The acceptance of the Water and Sewer Systems Construction Agreements and acceptance of the final Tract Map ensures that the systems will be constructed to the standards of the District and that the Developer is responsible for all costs associated with the design and construction of the systems. Additionally, the District has determined in conjunction with the City of Desert Hot Springs that it is necessary to obtain separate Performance/Warranty and Payment bonds in favor of the District for the Project. Subsequently, approved water and sewer facilities will be transferred to the District upon successful completion of all the work, and the one-year warranty period will begin.

**ANALYSIS**

The Performance/Warranty Bond assures the work will be completed i.e., paid for through the bond if developer defaults, and continues to cover the warranty period for the first year after final acceptance to correct any operational problems attributable to the original construction. The Payment Bond (labor & materials bond) covers claims by others against materials or labor supplied but not ever paid for in part or full for the project if it defaults. This bond is exonerated upon final acceptance.

**FISCAL IMPACT**

There is no fiscal impact to the District as this is a developer driven project and all costs associated with be paid for by the developer.

**ATTACHMENTS**

- Water Systems Construction Agreement
- Sewer Systems Construction Agreement
- Water and Sewer Bonding Agreement
- Final Tract Map No. 38200

FINANCIAL DATA		
Cost Associated with this action:	\$0	
Current FY cost:	\$0	
Future FY cost:	-0-	
Is it covered in current year budget:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Budget adjustment needed:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, year needed:	NA	
All previous contracts including dates, amounts and board approvals are attached or have been made available. N/A		
FUNDING SOURCES		
Source of funds:	Developer	
BID/Job#	#11747	
Current BID/Job balance	\$14,000	
Balance remaining if approved:	\$14,000	

Improvement District No. N/A

**MISSION SPRINGS WATER DISTRICT  
WATER SYSTEM CONSTRUCTION AGREEMENT  
(DEVELOPER INITIATED/CONTRACTOR INSTALLED)**

THIS WATER SYSTEM CONSTRUCTION AGREEMENT ("Agreement") is made on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between MISSION SPRINGS WATER DISTRICT, a County Water District ("District") with its headquarters at 66575 2<sup>nd</sup> Street, Desert Hot Springs, Riverside County, California," and **GHA Rancho Descanso, LLC** ("Developer") located at 30875 Date Palm Drive, Suite C-2, Cathedral City, CA 92234, phone No. (760) 969-1400.

**RECITALS**

WHEREAS, Developer is planning the construction of a project ("Project") of seventy-six (76) residential lot(s) which is the subject to a **Tract Map No. 38200** further described and identified on the map attached to and made a part of this Agreement as Exhibit "A" ("Property") and which is subject to the Landscape Plan attached hereto and made a part hereof by this reference as Exhibit "B"; and

WHEREAS, the Project will require a water distribution system to provide domestic water service to the to be designed and built by Developer (the "System"); and

WHEREAS, said Developer is desirous of having the District provide domestic water service to said Project and is willing to convey to the District the System after the construction thereof, contingent upon the District's acceptance of such conveyance on the terms and conditions set forth herein.

**AGREEMENT**

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

1. **Compliance with Law.** Developer will comply with all applicable state, federal and local laws, statutes and ordinances and the District's ordinances, policies and regulations for planning and constructing the System ("Requirements"). The forgoing laws and regulations, as amended from time to time, are hereby incorporated herein by reference. Developer agrees to comply with the water conservation requirements set by MSWD and the City of Desert Hot Springs as well as the Landscape Plan.
2. **District Expenses Covered.** The Developer shall deposit, with the District, costs to cover necessary engineering and other services, permits, inspections and water system connection costs in an amount estimated by the District. Said deposit shall be increased and/or replenished if District determines that the amount deposited is not sufficient to cover the costs as estimated by the District from time to time.
3. **Completion of Work.** The Developer shall contract for the design of the System by a licensed civil engineer experienced in the design of similar systems. The System to service the Project



shall comply with the Requirements and construction plans for the same shall be presented to the District for approval by the District prior to the presentation thereof to Contractors for bidding purposes. Such System shall include all pipelines, valves, hydrants and appurtenances as required by District subject to the Requirements. The Developer shall at its sole cost and expense secure title to property, easements, and rights of way needed for the System prior to the commencement of construction and shall convey offers of dedication or grant deeds along with necessary roads for ingress and egress and for maintenance and operation of the water system. The Developer shall file a Notice of Completion upon completion of the water system.

4. **Licensed Contractor.** The Developer will contract for the services of a licensed and qualified contractor ("Contractor") to construct the System. Said contract shall be signed by Developer and the licensed Contractor. Said Contractor shall be currently licensed by the State of California with a General engineering Contractor, "A" license and/or other appropriate license needed to construct the System. Said Contractor shall be experienced in the construction of domestic water systems and shall have been reviewed by the District and listed by the District as qualified contractor before a contract is signed and actual system construction begins. However, the District's approval of the Contractor shall in no way be deemed to impose on District any liability for the acts or omissions of said Contractor.
  
5. **Payment and Performance.** The entire cost of the construction of the System shall be paid by the Developer as and when the amounts are due in such regards. Developer and Contractor shall assure that such construction is inspected by District personnel for conformance with the approved plans and specifications and the Requirements. Whenever the Contractor desires to work outside the regular or specified work periods or to vary the work period during any particular day, Contractor shall request permission from the District at least 24 hours in advance so that inspection services may be provided. If the District grants permission and if the work period includes hours outside the normal work hours of the District, the Developer shall pay for the inspection services provided outside of normal work hours in accordance with established District rates. Construction shall not begin until the "Notice to Proceed" is given by the District inspector nor until the Developer, or other authorized party, completes a "CERTIFICATION OF STREETS TO FINAL GRADE" for the streets in which the water pipelines are to be constructed. District inspection is for the purpose of conformance of construction with District requirements, and not for compliance by the Contractor with safety requirements. Inspection or final acceptance shall not constitute a waiver by the District of any claims against Developer and/or Contractor for any defects in the work performed hereunder and shall not result in the imposition on District of any liability with regards to the same. Developer shall guarantee the completion of construction of the Work by **October 31, 2025**. Developer agrees to pay all costs incurred by the District as it may incur and as may be necessary in connection with Contractor completing the Work, including administrative costs.
  
6. **Insurance and Indemnity.** Developer's contractor shall provide required insurance certificates and endorsements as outlined below:

**6.1 Indemnification:** To the extent permitted by law, Developer (as well as Contractor and any other contractors or subcontractors hired to do any construction work), shall defend, indemnify and hold harmless Mission Springs Water District, its directors, officers, employees, and authorized volunteers from and against all claims, damages, losses and expenses, including reasonable attorneys' fees and costs to defend arising out of the performance of the work described herein, and caused in whole or in part by any negligent act or omission of the Contractor, any subcontractor, anyone directly or indirectly

employed by any of them, or anyone whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of the Mission Springs Water District, its directors, officers, employees, and authorized volunteers.

**6.2 Minimum Insurance Requirements:** The Developer shall require Contractor (including any contractors or subcontractors hired to do any construction work) to procure and maintain for the duration of the proposed construction, insurance against claims for injuries or death to persons or damages to property which may arise from or in connection with the proposed construction and the activities of the Contractor, guests, agents, representatives, employees or contractors and subcontractors. The Developer's contractor shall provide and maintain the following commercial general liability, automobile liability, workers' compensation coverages as permitted by law:

**6.3 Coverage:** Coverage shall be at least as broad as the following:

- a) **General Liability** - Insurance Services Office (ISO) Commercial General Liability Coverage (Occurrence Form CG 00 01) including products and completed operations, property damage, bodily injury and personal & advertising injury with limits of at least two million dollars (\$5,000,000) per occurrence or the full per occurrence limits of the policies available, whichever is greater. If Commercial General Liability Insurance or other form with a general aggregate limit, either the general aggregate limit shall apply separately to the project/location (with the ISO CG 25 03, or ISO CG 25 04, or insurer's equivalent endorsement provided to MSWD) or the general aggregate limit shall be twice the required occurrence limit.
- b) **Automobile Liability** - Insurance Services Office (ISO) Business Auto Coverage (Form CA 00 01), covering Symbol 1 (any auto) or if Contractor has no owned autos, Symbol 8 (hired) and 9 (non-owned) with limit of one million dollars (\$1,000,000) for bodily injury and property damage each accident.
- c) **Workers' Compensation Coverage** – By his/her signature hereunder, Developer certifies that it is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and it shall cause Contractor to comply with such provisions before commencing the performance of the work of this agreement. Contractors and sub-contractors will keep workers' compensation insurance for their employees in effect during all work covered by this Agreement. The Contractor shall provide workers' compensation coverage as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limits of no less than \$1,000,000 per accident for bodily injury or disease. **Waiver of Subrogation** (also known as Transfer of Rights of Recovery Against Others to Us): The Contractor will be required to waive rights of subrogation to obtain endorsement necessary to affect this waiver of subrogation in favor of the Mission Springs Water District, its directors, officers, employees, and authorized volunteers, for losses paid under the terms of this coverage which arise from work performed by the Named Insured for the Mission Springs Water District; this provision applies regardless of whether or not the Mission Springs Water District has received a waiver of subrogation from the insurer.

- d) Builder's Risk – (Course of Construction) if necessary- insurance utilizing an "All Risk" (Special Perils) coverage form with limits equal to the completed value of the project and no coinsurance penalty provision.
- e) Contractor's Pollution Liability – (optional: if project involves environmental hazards) with limits no less than \$5,000,000 per occurrence or claim, and \$10,000,000 policy aggregate.

If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the District requires and shall be entitled to the broader coverage and/or higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the District.

**6.4 Required Provisions** - The Commercial General Liability policies are to contain, or be endorsed to contain, the following provisions:

- a) **Additional Insured Status:** MSWD, its directors, officers, employees, and authorized volunteers are to be given insured status (at least as broad as ISO Form CG 20 12 05 09 or for projects including construction ISO Form CG 20 10 11 85 or both CG 20 10 10 01 and CG 20 37 10 01 including ongoing and completed operations), as respects: liability arising out of the work or activities performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations, and automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to District, its directors, officers, employees, and authorized volunteers.
- b) **Primary Coverage:** For any claims related to this project, the Contractor's insurance coverage shall be primary at least as broad as ISO CG 20 01 04 13 as respects to the District, its directors, officers, employees, and authorized volunteers. Any insurance or self-insurance maintained by the District, its directors, officers, employees, and authorized volunteers; shall be excess of the Contractor's insurance and shall not contribute with it.

**6.5 Notice of Cancellation:** Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the Mission Springs Water District.

**6.6 Acceptability of Insurers:** Insurance is to be placed with insurers having a current A.M. Best rating of no less than A: VII, or as otherwise approved by Mission Springs Water District.

The Contractor agrees and he/she will comply with such provisions before commencing project. All of the insurance shall be provided on policy forms and through companies satisfactory to Mission Springs Water District. Mission Springs Water District reserves the right to require complete, certified copies of all required insurance policies, including policy Declaration and Endorsement pages. Failure to continually satisfy the Insurance requirements is a material breach of contract.

**6.7 Verification of Coverage:** Contractor shall furnish the District with certificates and amendatory endorsements affecting coverage required by the above provisions. All certificates and endorsements are to be received and approved by the District least five days before the Contractor commences activities.

**6.8 Contractors and Subcontractors:** Contractor shall require and verify that all Contractors and subcontractors maintain the liability insurance requirements stated herein, and Contractor shall ensure that Mission Springs Water District, its directors, officers, employees, and authorized volunteers are additional insureds on the commercial general liability insurance policy of all Contractors who hire subcontractors to perform work on the scheduled project with a form at least as broad as CG 20 38 04 13.

**6.9 Continuation of Coverage:** Contractor shall maintain for the duration of the contract, and for 5 years thereafter, insurance against claims for injuries or death to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees, or subcontractors. Contractor shall be required to waive all rights of subrogation under this Agreement. If any of the required coverages expire during the term of this Agreement, the Contractor shall be required to provide a renewal Certificate including the Additional Insured endorsement to the District at least ten (10) days prior to the expiration date.

**6.10 Other Considerations/Exceptions:** When the Mission Springs Water District determines that any construction work may involve potential environmental pollution liability, the Commercial General Liability policy shall include Contractor's Pollution Liability –with limits no less than \$5,000,000 per occurrence or claim, and \$10,000,000 policy aggregate.

**7. Bonds.** Developer shall provide the District with bonds or evidence of bonds as follows:

- a) Performance bond with corporate surety or sureties satisfactory to the District said performance bond being for not less than one hundred percent (100%) of the total contract price.
- b) A labor and materials payment bond being for not less than one hundred percent (100%) of the total contract price.

**8. Notice of Completion.** The District's Inspector shall complete a "Notice of Final Inspection" when all work has been completed in accordance with District requirements and prior to the Acceptance of said domestic water system by the District. An executed Notice of Completion shall be filed by the District. The Developer shall comply with the following requirements:

- a) A Bill of Sale executed by the Developer vesting title of said water system and appurtenances to the District;
- b) A copy of the contract between Developer and Developer's Contractor or other documents which verify the actual cost of the domestic water system as installed.
- c) Payment to the District by the Developer of any and all applicable fees including, but not limited to Connection Charge, Fire flow or front footage fee, and meter installation fees.

**9. Warranty.** The Developer shall guarantee the entire work shall be constructed in a good and workman like manner and all materials furnished shall be new and of high quality and both of the forgoing will meet all the requirements specified herein. This warranty shall include both the quality of the workmanship and the materials used as well as that of subcontractors and suppliers.



- a) The Developer shall agree to make any repairs or replacements made necessary by defective materials or workmanship in the pipe materials supplied which have become evident within one year after date of recording Notice of Completion, and to restore to full compliance with the requirements of these specifications, including the test requirements, any part of the water system, which during said one-year period, is found to be deficient with respect to any provision of this specification.
- b) The Developer shall make all repairs and replacements promptly upon receipt of written orders from MSWD or if, in the event the repair work must be performed by MSWD, shall reimburse MSWD for actual labor, equipment and material expenses incurred to perform such corrective work. If the Developer fails to make the repair and replacements promptly, MSWD may do the work, and the Developer shall be liable to MSWD for the cost thereof as described above.

**10. Water Services.** The District will not furnish service to the water system until the completed system passes final inspection by the District, and Developer has fully complied with all provisions of this Agreement. Following fulfillment of the terms and conditions herein and acceptance by the District of said domestic water system, the District will provide service to said lands in accordance with the District's rules and regulations governing the provisions of such service. District requires that a permanent meter must be installed prior to landscaping.

**11. Successors and Assigns.** This agreement is binding on the assigns of the District and on the assigns, successors and representatives of the Developer. Assignment of this agreement by the Developer shall require the prior written consent of the District.

**12. Contractor's License.** The Contractor must possess at the time of commencing work and throughout the Project duration, a Contractor's License, issued by the State of California, which is current and in good standing. The Developer and Contractor shall ensure that any subcontractor working on the Project possesses at the time of commencing work and throughout the Project duration, a Contractor's License, issued by the State of California, which is current and in good standing.

**13. Corporation In Good Standing.** If Contractor and/or Developer is a corporation or other entity, the undersigned hereby represents and warrants that the corporation or other entity is duly incorporated and in good standing in the State of California, and that the undersigned is authorized to act for and bind the corporation.

**14. Provisions Required by Law.** Each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to be inserted herein and the Agreement shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not currently inserted, then upon application of either party the Agreement shall forthwith be physically amended to make such insertion or correction.

**15. Attorneys' Fees.** In the event that either party brings an action to enforce this Agreement, the prevailing party in such action shall be entitled to an award of the costs and expenses incurred in connection with such action including but not limited to attorneys fees, expert witness fees, and filing fees.

**16. Entire Agreement.** This Agreement and the Exhibits and Recitals to this Agreement, which are incorporated herein by this reference, constitute the entire contract of the parties. No other

agreements or contracts, whether oral or written, pertaining to the work to be performed, exists between the parties. This Agreement can be modified only by an amendment in writing, signed by both parties.

EXHIBITS:

- Project Overview Map – Exhibit A
- Approved Landscape Plan – Exhibit B

MISSION SPRINGS WATER DISTRICT

DEVELOPER

Company: GHA Rancho Descanso, LLC

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Brian Macy

Name: Mario Gonzales

Title: Interim General Manager

Title: Managing Member

Date: \_\_\_\_\_

Date: October 24, 2023

**CALIFORNIA ACKNOWLEDGMENT**

CIVIL CODE § 1189

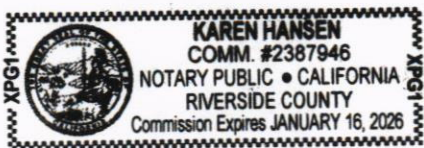
A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }  
County of Riverside }

On 10/24/23 before me, Karen Hansen, Notary Public  
Date Here Insert Name and Title of the Officer

personally appeared Mario Gonzales  
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Karen Hansen  
Signature of Notary Public

Place Notary Seal and/or Stamp Above

**OPTIONAL**

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

**Description of Attached Document**

Title or Type of Document: Water Agree Mission Spring Water

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

**Capacity(ies) Claimed by Signer(s)**

Signer's Name: \_\_\_\_\_  
 Corporate Officer – Title(s): \_\_\_\_\_  
 Partner –  Limited  General  
 Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_

Signer's Name: \_\_\_\_\_  
 Corporate Officer – Title(s): \_\_\_\_\_  
 Partner –  Limited  General  
 Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_

Improvement District No. N/A

**MISSION SPRINGS WATER DISTRICT  
SEWER SYSTEM CONSTRUCTION AGREEMENT  
(DEVELOPER INITIATED/CONTRACTOR INSTALLED)**

THIS SEWER SYSTEM CONSTRUCTION AGREEMENT ("Agreement") is made on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between MISSION SPRINGS WATER DISTRICT, a County Water District ("District") with its headquarters at 66575 2<sup>nd</sup> Street, Desert Hot Springs, Riverside County, California," and **GHA Rancho Descanso, LLC** ("Developer") located at 30875 Date Palm Drive, Suite C-2, Cathedral City, CA 92234, phone No. (760) 969-1400.

**RECITALS**

WHEREAS, Developer is planning the construction of a project ("Project") of seventy-six (76) residential lot(s) which is the subject to a **Tract Map No. 38200** further described and identified on the map attached to and made a part of this Agreement as Exhibit "A" ("Property") and which is subject to the Landscape Plan attached hereto and made a part hereof by this reference as Exhibit "B"; and

WHEREAS, the Project will require a sewer distribution system to provide sewer service to the to be designed and built by Developer (the "System"); and

WHEREAS, said Developer is desirous of having the District provide sewer service to said Project and is willing to convey to the District the System after the construction thereof, contingent upon the District's acceptance of such conveyance on the terms and conditions set forth herein.

**AGREEMENT**

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

1. **Compliance with Law.** Developer will comply with all applicable state, federal and local laws, statutes and ordinances and the District's ordinances, policies and regulations for planning and constructing the System ("Requirements"). The forgoing laws and regulations, as amended from time to time, are hereby incorporated herein by reference.
2. **District Expenses Covered.** The Developer shall deposit, with the District, costs to cover necessary engineering and other services, permits, inspections and sewer system connection costs in an amount estimated by the District. Said deposit shall be increased and/or replenished if District determines that the amount deposited is not sufficient to cover the costs as estimated by the District from time to time.
3. **Completion of Work.** The Developer shall contract for the design of the System by a licensed civil engineer experienced in the design of similar systems. The System to service the Project shall comply with the Requirements and construction plans for the same shall be presented to the District for approval by the District prior to the presentation thereof to Contractors for bidding purposes. Such System shall include all pipelines, pumps, manholes, lift stations,



cleanouts and appurtenances as required by District subject to the Requirements. The Developer shall at its sole cost and expense secure title to property, easements, and rights of way needed for the System prior to the commencement of construction and shall convey offers of dedication or grant deeds along with necessary roads for ingress and egress and for maintenance and operation of the sewer system. The Developer shall file a Notice of Completion upon completion of the sewer system.

4. **Licensed Contractor.** The Developer will contract for the services of a licensed and qualified contractor ("Contractor") to construct the System. Said contract shall be signed by Developer and the licensed Contractor. Said Contractor shall be currently licensed by the State of California with a General engineering Contractor, "A" license and/or other appropriate license needed to construct the System. Said Contractor shall be experienced in the construction of sewer systems and shall have been reviewed by the District and listed by the District as qualified contractors before a contract is signed and actual system construction begins. However, the District's approval of the Contractor shall in no way be deemed to impose on District any liability for the acts or omissions of said Contractor.
  
5. **Payment and Performance.** The entire cost of the construction of the System shall be paid by the Developer as and when the amounts are due in such regards. Developer and Contractor shall assure that such construction is inspected by District personnel for conformance with the approved plans and specifications and the Requirements. Whenever the Contractor desires to work outside the regular or specified work periods or to vary the work period during any particular day, Contractor shall request permission from the District at least 24 hours in advance so that inspection services may be provided. If the District grants permission and if the work period includes hours outside the normal work hours of the District, the Developer shall pay for the inspection services provided outside of normal work hours in accordance with established District rates. Construction shall not begin until the "Notice to Proceed" is given by the District inspector nor until the Developer, or other authorized party, completes a "CERTIFICATION OF STREETS TO FINAL GRADE" for the streets in which the sewer pipelines are to be constructed. District inspection is for the purpose of conformance of construction with District requirements, and not for compliance by the Contractor with safety requirements. Inspection or final acceptance shall not constitute a waiver by the District of any claims against Developer and/or Contractor for any defects in the work performed hereunder and shall not result in the imposition on District of any liability with regards to the same. Developer shall guarantee the completion of construction of the Work by **October 31, 2025**. Developer agrees to pay all costs incurred by the District as it may incur and as may be necessary in connection with Contractor completing the Work, including administrative costs.
  
6. **Insurance and Indemnity.** Developer's contractor shall provide required insurance certificates and endorsements as outlined below:

**6.1 Indemnification:** To the extent permitted by law, Developer (as well as Contractor and any other contractors or subcontractors hired to do any construction work), shall defend, indemnify and hold harmless Mission Springs Water District, its directors, officers, employees, and authorized volunteers from and against all claims, damages, losses and expenses, including reasonable attorneys' fees and costs to defend arising out of the performance of the work described herein, and caused in whole or in part by any negligent act or omission of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them, or anyone whose acts any of them may be liable, except where caused by the active negligence, sole negligence, or willful misconduct of the Mission Springs Water District, its directors, officers, employees, and authorized volunteers.

**6.2 Minimum Insurance Requirements:** The Developer shall require Contractor (including any contractors or subcontractors hired to do any construction work) to procure and maintain for the duration of the proposed construction, insurance against claims for injuries or death to persons or damages to property which may arise from or in connection with the proposed construction and the activities of the Contractor, guests, agents, representatives, employees or contractors and subcontractors. The Developer's contractor shall provide and maintain the following commercial general liability, automobile liability, workers' compensation coverages as permitted by law:

**6.3 Coverage:** Coverage shall be at least as broad as the following:

- a) **General Liability** - Insurance Services Office (ISO) Commercial General Liability Coverage (Occurrence Form CG 00 01) including products and completed operations, property damage, bodily injury and personal & advertising injury with limits of at least two million dollars (\$5,000,000) per occurrence or the full per occurrence limits of the policies available, whichever is greater. If Commercial General Liability Insurance or other form with a general aggregate limit, either the general aggregate limit shall apply separately to the project/location (with the ISO CG 25 03, or ISO CG 25 04, or insurer's equivalent endorsement provided to MSWD) or the general aggregate limit shall be twice the required occurrence limit.
- b) **Automobile Liability** - Insurance Services Office (ISO) Business Auto Coverage (Form CA 00 01), covering Symbol 1 (any auto) or if Contractor has no owned autos, Symbol 8 (hired) and 9 (non-owned) with limit of one million dollars (\$1,000,000) for bodily injury and property damage each accident.
- c) **Workers' Compensation Coverage** – By his/her signature hereunder, Developer certifies that it is aware of the provisions of Section 3700 of the California Labor Code which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of that code, and it shall cause Contractor to comply with such provisions before commencing the performance of the work of this agreement. Contractors and sub-contractors will keep workers' compensation insurance for their employees in effect during all work covered by this agreement. The Contractor shall provide workers' compensation coverage as required by the State of California, with Statutory Limits, and Employer's Liability Insurance with limits of no less than \$1,000,000 per accident for bodily injury or disease. **Waiver of Subrogation** (also known as Transfer of Rights of Recovery Against Others to Us): The Contractor will be required to waive rights of subrogation to obtain endorsement necessary to affect this waiver of subrogation in favor of the Mission Springs Water District, its directors, officers, employees, and authorized volunteers, for losses paid under the terms of this coverage which arise from work performed by the Named Insured for the Mission Springs Water District; this provision applies regardless of whether or not the Mission Springs Water District has received a waiver of subrogation from the insurer.
- d) **Builder's Risk** – (Course of Construction) if necessary- insurance utilizing an "All Risk" (Special Perils) coverage form with limits equal to the completed value of the project and no coinsurance penalty provision.

- e) Contractor's Pollution Liability – (optional: if project involves environmental hazards) with limits no less than \$5,000,000 per occurrence or claim, and \$10,000,000 policy aggregate.

If the Contractor maintains broader coverage and/or higher limits than the minimums shown above, the District requires and shall be entitled to the broader coverage and/or higher limits maintained by the Contractor. Any available insurance proceeds in excess of the specified minimum limits of insurance and coverage shall be available to the District.

**6.4 Required Provisions** - The Commercial General Liability policies are to contain, or be endorsed to contain, the following provisions:

- a) **Additional Insured Status:** MSWD, its directors, officers, employees, and authorized volunteers are to be given insured status (at least as broad as ISO Form CG 20 12 05 09 or for projects including construction ISO Form CG 20 10 11 85 or both CG 20 10 10 01 and CG 20 37 10 01 including ongoing and completed operations), as respects: liability arising out of the work or activities performed by or on behalf of the Contractor including materials, parts, or equipment furnished in connection with such work or operations, and automobiles owned, leased, hired or borrowed by the Contractor. The coverage shall contain no special limitations on the scope of protection afforded to District, its directors, officers, employees, and authorized volunteers.
- b) **Primary Coverage:** For any claims related to this project, the Contractor's insurance coverage shall be primary at least as broad as ISO CG 20 01 04 13 as respects to the District, its directors, officers, employees, and authorized volunteers. Any insurance or self-insurance maintained by the District, its directors, officers, employees, and authorized volunteers; shall be excess of the Contractor's insurance and shall not contribute with it.

**6.5 Notice of Cancellation:** Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the Mission Springs Water District.

**6.6 Acceptability of Insurers:** Insurance is to be placed with insurers having a current A.M. Best rating of no less than A: VII, or as otherwise approved by Mission Springs Water District.

The Contractor agrees and he/she will comply with such provisions before commencing project. All of the insurance shall be provided on policy forms and through companies satisfactory to Mission Springs Water District. Mission Springs Water District reserves the right to require complete, certified copies of all required insurance policies, including policy Declaration and Endorsement pages. Failure to continually satisfy the Insurance requirements is a material breach of contract.

**6.7 Verification of Coverage:** Contractor shall furnish the District with certificates and amendatory endorsements affecting coverage required by the above provisions. All certificates and endorsements are to be received and approved by the District least five days before the Contractor commences activities.

**6.8 Contractors and Subcontractors:** Contractor shall require and verify that all Contractors and subcontractors maintain the liability insurance requirements stated herein, and Contractor shall ensure that Mission Springs Water District, its directors,

officers, employees, and authorized volunteers are additional insureds on the commercial general liability insurance policy of all Contractors who hire subcontractors to perform work on the scheduled project with a form at least as broad as CG 20 38 04 13.

**6.9 Continuation of Coverage:** The Contractor shall, Contractor shall maintain for the duration of the contract, and for 5 years thereafter, insurance against claims for injuries or death to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees, or subcontractors. Contractor shall be required to waive all rights of subrogation under this Agreement. If any of the required coverages expire during the term of this Agreement, the Contractor shall be required to provide a renewal Certificate including the Additional Insured endorsement to the District at least ten (10) days prior to the expiration date.

**6.10 Other Considerations/Exceptions:** When the Mission Springs Water District determines that any construction work may involve potential environmental pollution liability, the Commercial General Liability policy shall include Contractor's Pollution Liability –with limits no less than \$5,000,000 per occurrence or claim, and \$10,000,000 policy aggregate.

**7. Bonds.** Developer shall provide the District with bonds or evidence of bonds as follows:

- a) Performance bond with corporate surety or sureties satisfactory to the District said performance bond being for not less than one hundred percent (100%) of the total contract price.
- b) A labor and materials payment bond being for not less than one hundred percent (100%) of the total contract price.

**8. Notice of Completion.** The District's Inspector shall complete a "Notice of Final Inspection" when all work has been completed in accordance with District requirements and prior to the Acceptance of said sewer system by the District. An executed Notice of Completion shall be filed by the District. The Developer shall comply with the following requirements:

- a) A Bill of Sale executed by the Developer vesting title of said sewer system and appurtenances to the District;
- b) A copy of the contract between Developer and Developer's Contractor or other documents which verify the actual cost of the sewer system as installed.
- c) Payment to the District by the Developer of any and all applicable fees including, but not limited to Connection Charge, Fire flow or front footage fee, and meter installation fees.

**9. Warranty.** The Developer shall guarantee the entire work shall be constructed in a good and workman like manner and all materials furnished shall be new and of high quality and both of the forgoing will meet all the requirements specified herein. This warranty shall include both the quality of the workmanship and the materials used as well as that of subcontractors and suppliers.

- a) The Developer shall agree to make any repairs or replacements made necessary by defective materials or workmanship in the pipe materials supplied which have become



evident within one year after date of recording Notice of Completion, and to restore to full compliance with the requirements of these specifications, including the test requirements, any part of the sewer system, which during said one-year period, is found to be deficient with respect to any provision of this specification.

- b) The Developer shall make all repairs and replacements promptly upon receipt of written orders from MSWD or if, in the event the repair work must be performed by MSWD, shall reimburse MSWD for actual labor, equipment and material expenses incurred to perform such corrective work. If the Developer fails to make the repair and replacements promptly, MSWD may do the work, and the Developer shall be liable to MSWD for the cost thereof as described above.

- 10. Sewer Services.** The District will not furnish service to the sewer system until the completed system passes final inspection by the District, and Developer has fully complied with all provisions of this Agreement. Following fulfillment of the terms and conditions herein and acceptance by the District of said sewer system, the District will provide service to said lands in accordance with the District's rules and regulations governing the provisions of such service. District requires that a permanent meter must be installed prior to landscaping.
- 11. Successors and Assigns.** This agreement is binding on the assigns of the District and on the assigns, successors and representatives of the Developer. Assignment of this agreement by the Developer shall require the prior written consent of the District.
- 12. Contractor's License.** The Contractor must possess at the time of commencing work and throughout the Project duration, a Contractor's License, issued by the State of California, which is current and in good standing. The Developer and Contractor shall ensure that any subcontractor working on the Project possesses at the time of commencing work and throughout the Project duration, a Contractor's License, issued by the State of California, which is current and in good standing.
- 13. Corporation In Good Standing.** If Contractor and/or Developer is a corporation or other entity, the undersigned hereby represents and warrants that the corporation or other entity is duly incorporated and in good standing in the State of California, and that the undersigned is authorized to act for and bind the corporation.
- 14. Provisions Required by Law.** Each and every provision of law and clause required by law to be inserted in this Agreement shall be deemed to be inserted herein and the Agreement shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not currently inserted, then upon application of either party the Agreement shall forthwith be physically amended to make such insertion or correction.
- 15. Attorneys' Fees.** In the event that either party brings an action to enforce this Agreement, the prevailing party in such action shall be entitled to an award of the costs and expenses incurred in connection with such action including but not limited to attorneys fees, expert witness fees, and filing fees.
- 16. Entire Agreement.** This Agreement and the Exhibits and Recitals to this Agreement, which are incorporated herein by this reference, constitute the entire contract of the parties. No other agreements or contracts, whether oral or written, pertaining to the work to be performed, exists

between the parties. This Agreement can be modified only by an amendment in writing, signed by both parties.

EXHIBITS:

- Project Overview Map – Exhibit A
- Approved Landscape Plan – Exhibit B

MISSION SPRINGS WATER DISTRICT

DEVELOPER

Company: GHA Rancho Descanso, LLC

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: Brian Macy

Name: Mario Gonzales

Title: Interim General Manager

Title: Managing Member

Date: \_\_\_\_\_

Date: October 24, 2023

**CALIFORNIA ACKNOWLEDGMENT**

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }  
County of Riverside }  
On 10/24/23 before me, Karen Hansen, Notary Public  
Date Here Insert Name and Title of the Officer  
personally appeared Mario Gonzales  
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Karen Hansen  
Signature of Notary Public

Place Notary Seal and/or Stamp Above

**OPTIONAL**

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

**Description of Attached Document**

Title or Type of Document: Sewer Agree Mission Springs Water

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

**Capacity(ies) Claimed by Signer(s)**

Signer's Name: \_\_\_\_\_  
 Corporate Officer – Title(s): \_\_\_\_\_  
 Partner –  Limited  General  
 Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_

Signer's Name: \_\_\_\_\_  
 Corporate Officer – Title(s): \_\_\_\_\_  
 Partner –  Limited  General  
 Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_



66575 Second Street, Desert Hot Springs, CA 92240 • www.mswd.org • p 760.329.6448 • f 760.329.2482

**PUBLIC WATER AND SEWER IMPROVEMENT BONDING AGREEMENT FOR:  
TRACT MAP No. 38200**

THIS AGREEMENT made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ by and between, **GHA Rancho Descanso, LLC**, a California Limited Liability Corporation, (“Developer”) and the MISSION SPRINGS WATER DISTRICT, a County Water District, (“District”).

**RECITALS**

WHEREAS, the Developer is the owner and developer of land in the City of Desert Hot Springs, County of Riverside, State of California, generally described as follows:

See Exhibit “A” attached hereto and made a part hereof by this reference.

WHEREAS, said Developer has or will cause the recordation of a final approved map known as **Tract Map No. 38200** (“Map”), and the Map requires water and sewer improvements to facilities to be owned and maintained by the District for the proposed development project (“Project”), and;

WHEREAS, said Developer has prepared and submitted water and sewer improvement plans (“Plans”) for the Project to the District for the construction of said improvements which District has approved prior to the date of this Agreement, and;

WHEREAS, said Developer is desirous of complying with the requirements of the District, relative to the installation and payment for the water and sewer improvements provided in the Project.

**AGREEMENT**

NOW, THEREFORE, in consideration of the approval by the District of the proposed Plans required for the development and recordation with the County Recorder of the Map within the City of Desert Hot Springs, the Developer agrees that the foregoing Recitals are hereby incorporated by reference and it will comply with the following requirements:

Within one (1) year from the date hereof, said Developer shall cause the water and sewer improvements to be constructed in accordance with all agreements, the Plans, the Mission Springs Water District policies, rules, regulations, ordinances and resolutions and standards, the Map, the Subdivision Map Act, and all applicable state, federal and local laws, regulations, ordinances and policies, all of which are hereby incorporated herein by this reference.

*MSWD Mission: Provide, Protect, and Preserve our Most Valuable Resource...Water  
Mission Springs Water District is a Groundwater Guardian Affiliate*





Handed you herewith is a Surety Bond (Faithful Performance and Warranty a copy of which is attached hereto as Exhibit "B") executed \_\_\_\_\_ in the sum of One Million Three Hundred Twenty-Four Thousand Five Hundred Sixty dollars and no/100 (\$1,324,560.00), guaranteeing the faithful performance of this Agreement and Warranty for one (1) year from date of final acceptance by the Mission Springs Water District Board of Directors, together with a Payment Bond in the sum of One Million Three Hundred Twenty-Four Thousand Five Hundred Sixty dollars and no/100 (\$1,324,560.00), securing payment to the contractor, his subcontractors and to persons renting equipment or furnishing labor or materials for the improvements a copy of which is attached hereto as Exhibit "C"

IT IS UNDERSTOOD and AGREED, that upon completion of the work in accordance with all agreements, state, federal and local laws, regulations, ordinances and policies and acceptance thereof by the Mission Springs Water District, said Payment Bond shall be exonerated and the Faithful Performance/Warranty Bond shall continue in force for one (1) year (warranty period) after the date of final acceptance by Mission Springs Water District.

The Bonds required by this Agreement shall be kept on file with the District and they must be issued by a surety company currently admitted to transact surety insurance business in California by the California Department of Insurance, with a Best's Insurance Guide rating of no less than A:VII. The terms of any documents evidencing such Improvement Securities as set forth in this paragraph are incorporated into this Agreement by this reference as if set forth fully herein.

IN WITNESS WHEREAS, the undersigned have affixed their signatures at Desert Hot Springs, California the day and year first above written.

**MISSION SPRINGS WATER DISTRICT**  
By: \_\_\_\_\_  
Name: Brian Macy  
Title: Interim General Manager  
Date: \_\_\_\_\_

**DEVELOPER**  
Developer: GHA Rancho Descanso, LLC  
By: \_\_\_\_\_  
Name: Mario Gonzales  
Title: Managing Member  
Date: October 20, 2023

**ATTEST**  
By: \_\_\_\_\_  
Name: \_\_\_\_\_  
Title: \_\_\_\_\_

CALIFORNIA ACKNOWLEDGMENT

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }  
County of Riverside }

On October 20, 2023 before me, Karen Hansen, Notary Public  
Date Here Insert Name and Title of the Officer

personally appeared Mario Gonzales  
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.



I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Karen Hansen  
Signature of Notary Public

Place Notary Seal and/or Stamp Above

OPTIONAL

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

Description of Attached Document

Title or Type of Document: MSWD Public water & Sewer Agree / Bonds

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

Capacity(ies) Claimed by Signer(s)

Signer's Name: \_\_\_\_\_  
 Corporate Officer - Title(s): \_\_\_\_\_  
 Partner -  Limited  General  
 Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_

Signer's Name: \_\_\_\_\_  
 Corporate Officer - Title(s): \_\_\_\_\_  
 Partner -  Limited  General  
 Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_

**EXHIBIT "A"**

**INSERT LEGAL DESCRIPTION OF PROJECT**

### LEGAL DESCRIPTION

Real property in the City of Desert Hot Springs, County of Riverside, State of California, described as follows:

PARCEL A OF LOT LINE ADJUSTMENT LLA 21-01 RECORDED OCTOBER 27, 2021 AS INSTRUMENT NO. 2021-0636911 OF OFFICIAL RECORDS AND MORE PARTICULARLY DESCRIBED AS FOLLOWS:

THAT CERTAIN REAL PROPERTY LOCATED IN THE SOUTH HALF OF THE SOUTHEAST QUARTER OF SECTION 6, TOWNSHIP 3 SOUTH, RANGE 5 EAST, S.B.M. IN THE CITY OF DESERT HOT SPRINGS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA, MORE PARTICULARLY DESCRIBED AS FOLLOWS:

PARCEL "A"

BEGINNING AT THE NORTHEAST CORNER OF LOT 34 OF TRACT NO. 22287-1, RECORDED IN BOOK 234, PAGES 4 THROUGH 7, INCLUSIVE, OF MAPS, AS FILED IN THE SAID COUNTY RECORDER'S OFFICE;

THENCE NORTH 88°56'31" WEST, 280.23 FEET TO THE NORTHWEST CORNER OF LOT 38 OF SAID TRACT NO. 22287-1;

THENCE NORTH 89°11'49" WEST, 291.79 FEET TO THE NORTHEAST CORNER OF LOT 39, OF SAID TRACT NO. 22287-1;

THENCE NORTH 88°26'56" WEST TO A POINT ON THE NORTHERLY EXTENSION OF THE WEST LINE OF SAID TRACT NO. 22287-1, 257.63 FEET;

THENCE NORTH 01°33'04" EAST ALONG THE NORTHERLY EXTENSION OF THE WEST LINE OF SAID TRACT 22287-1, 849.14 FEET TO ITS INTERSECTION WITH THE CENTERLINE OF CAMINO CAMPESINO AS SHOWN ON SAID TRACT NO. 22287-1;

THENCE SOUTH 89°28'24" EAST ALONG THE SAID CENTERLINE OF CAMINO CAMPESINO, 915.34 FEET TO ITS INTERSECTION WITH THE CENTERLINE OF AVENIDA DESCANSO AS SHOWN ON SAID TRACT NO. 22287-1;

THENCE SOUTH 02°56'10" WEST ALONG THE SAID CENTERLINE OF AVENIDA DESCANSO, 917.78 FEET TO THE NORTHEAST CORNER OF LOT "D" AS SHOWN ON SAID TRACT NO. 22287-1;

THENCE NORTH 87°03'50" WEST, PERPENDICULAR TO THE SAID CENTERLINE OF AVENIDA DESCANSO, 63.42 FEET TO A POINT ON THE EAST LINE LOT 34 OF SAID TRACT NO. 22287-1;

THENCE NORTH 01°33'04" EAST ALONG THE EAST LINE OF LOT 34 OF SAID TRACT NO. 22287-1, 56.69 FEET TO THE POINT OF BEGINNING.

APN(s): 656-080-014, 656-080-016 AND 656-400-050

**EXHIBIT "B"**

**Faithful Performance and Warranty Bond**



MISSION SPRINGS WATER DISTRICT  
FAITHFUL PERFORMANCE BOND

Rancho Descanso Tract No. 38200  
(Name of Project/Tract Number of Subdivision)

KNOW ALL MEN BY THESE PRESENTS:

WHEREAS, GHA Rancho Descanso, LLC,  
(hereinafter designated as "Principal") has executed a Public Water and Sewer System Improvement Bonding Agreement ("Agreement" herein) with the Mission Springs Water District, a county water district and public agency of the State of California (the "District" herein), whereby Principal agrees to construct, install, complete and guarantee for one year after acceptance thereof certain designated public improvements generally identified as follows:  
Tract No. 38200 – Rancho Descanso

\_\_\_\_\_ ; and

WHEREAS, said Agreement is incorporated herein by this reference; and

WHEREAS, said Principal is required under the terms of said Agreement to furnish a corporate surety bond or other approved improvement security to guarantee the faithful performance of said Agreement;

NOW, THEREFORE, the Principal designated above, and SureTec Insurance Company,  
as Surety, are held and firmly bound unto the District in the penal sum of One Million Three Hundred Twenty Four Thousand Five Hundred Sixty & 00/100 Dollars (\$ 1,324,560.00), lawful money of the United States, for the payment of which we bind ourselves, our heirs, successors, executors and administrators, jointly and severally, firmly by these presents.

The condition of this obligation is such that the obligation shall become null and void if the above-bounded Principal, his or its heirs, executors, administrators, successors, or assigns, shall in all things stand to, abide by, well and truly keep and perform the covenants, conditions and provisions in said Agreement and any modification thereof made as therein provided, on his or their part, to be kept and performed at the time and in the manner therein specified, and in all respects according to their true intent and meaning, and shall indemnify and save harmless the District, its officers, agents and employees, as therein stipulated; otherwise, this obligation shall be and remain in full force and effect.

As a part of the obligation secured hereby and in addition to the face amount specified, costs and reasonable expenses and fees shall be included, including reasonable attorneys' fees, incurred by the District in successfully enforcing the obligation, all to be taxed as costs and included in any judgment rendered.

The Surety hereby stipulates and agrees that no change, extension of time, alteration or addition to the terms of the Agreement, the work to be performed thereunder, or the Improvement Plans and related specifications accompanying the Agreement shall in any manner affect its obligations on this bond. The Surety hereby waives notice of any such change, extension of time, alteration or addition to the terms of the Agreement, the work, or the Improvement Plans and related specifications.

IN WITNESS WHEREOF, this instrument has been duly executed by the above-named Principal and Surety as of the date or dates set forth below the signatures of their authorized officers.

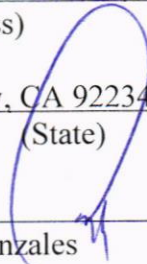
Note: All signatures must be acknowledged before a notary public. Attach appropriate acknowledgement.

“PRINCIPAL”

GHA Rancho Descanso, LLC  
(Type name of Principal)

30875 Date Palm Drive, Suite C-2  
(Street Address)

Cathedral City, CA 92234  
(City) (State) (Zip)

By:   
Mario Gonzales

Managing Member  
(Title of officer)

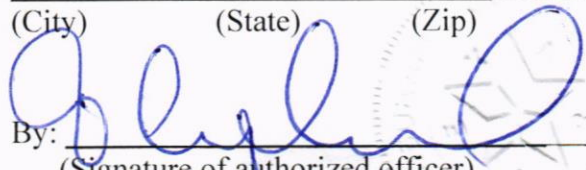
Date: October 20, 2023

“SURETY”

SureTec Insurance Company  
(Type name of Surety)

2103 CityWest Blvd., Suite 1300  
(Street Address)

Houston TX 77042  
(City) (State) (Zip)

By:   
(Signature of authorized officer)

Vanessa Copeland, Attorney-in-Fact  
(Title of officer)

Date: October 19, 2023

APPROVED BY DISTRICT:

Brian Macy, Interim General Manager



CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached and not the truthfulness, accuracy, or validity of that document.

State of California )
County of Orange )

On OCT 19 2023 before me, Lisa Pellerito, Notary Public,
personally appeared Vanessa Copeland
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.



WITNESS my hand and official seal.

Signature: [Handwritten Signature]
Signature of Notary Public

Place Notary Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could present fraudulent and reattachment of this form to another document.

Description of Attached Document

Type or Title of Document:

Document Date: Number of Pages:

Signer(s) Other Than Named Above:

Capacity(ies) Claimed by Signer(s)

Signer's Name: Vanessa Copeland

- Individual
Corporate Officer - Title(s):
Partner: Limited General
Attorney in Fact (checked)
Trustee
Guardian or Conservator
Other:

Signer Is Representing:

Capacity(ies) Claimed by Signer(s)

Signer's Name:

- Individual
Corporate Officer - Title(s):
Partner: Limited General
Attorney in Fact
Trustee
Guardian or Conservator
Other:

Signer Is Representing:

# JOINT LIMITED POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That SureTec Insurance Company, a Corporation duly organized and existing under the laws of the State of Texas and having its principal office in the County of Harris, Texas and Markel Insurance Company (the "Company"), a corporation duly organized and existing under the laws of the state of Illinois, and having its principal administrative office in Glen Allen, Virginia, does by these presents make, constitute and appoint:

Eric Lowey, Mark Richardson, Kevin Cathcart, Vanessa Copeland, Lisa Pellerito, Terah Lane

Their true and lawful agent(s) and attorney(s)-in-fact, each in their separate capacity if more than one is named above, to make, execute, seal and deliver for and on their own behalf, individually as a surety or jointly, as co-sureties, and as their act and deed any and all bonds and other undertaking in suretyship provided, however, that the penal sum of any one such instrument executed hereunder shall not exceed the sum of:

Fifteen Million and 00/100 Dollars (\$15,000,000.00)

This Power of Attorney is granted and is signed and sealed under and by the authority of the following Resolutions adopted by the Board of Directors of SureTec Insurance Company and Markel Insurance Company:

"RESOLVED, That the President, any Senior Vice President, Vice President, Assistant Vice President, Secretary, Assistant Secretary, Treasurer or Assistant Treasurer and each of them hereby is authorized to execute powers of attorney, and such authority can be executed by use of facsimile signature, which may be attested or acknowledged by any officer or attorney, of the company, qualifying the attorney or attorneys named in the given power of attorney, to execute in behalf of, and acknowledge as the act and deed of the SureTec Insurance Company and Markel Insurance Company, as the case may be, all bond undertakings and contracts of suretyship, and to affix the corporate seal thereto."

IN WITNESS WHEREOF, Markel Insurance Company and SureTec Insurance Company have caused their official seal to be hereunto affixed and these presents to be signed by their duly authorized officers on the 10th day of May, 2023.

SureTec Insurance Company

By:   
Michael C. Keimig, President



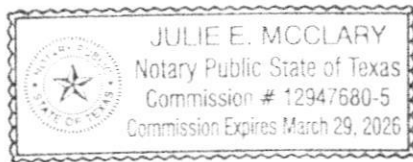
Markel Insurance Company

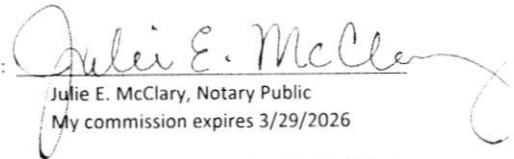
By:   
Lindsey Jennings, Vice President

State of Texas  
County of Harris:

On this 10th day of May, 2023 A. D., before me, a Notary Public of the State of Texas, in and for the County of Harris, duly commissioned and qualified, came THE ABOVE OFFICERS OF THE COMPANIES, to me personally known to be the individuals and officers described in, who executed the preceding instrument, and they acknowledged the execution of same, and being by me duly sworn, disposed and said that they are the officers of the said companies aforesaid, and that the seals affixed to the proceeding instrument are the Corporate Seals of said Companies, and the said Corporate Seals and their signatures as officers were duly affixed and subscribed to the said instrument by the authority and direction of the said companies, and that Resolutions adopted by the Board of Directors of said Companies referred to in the preceding instrument is now in force.

IN TESTIMONY WHEREOF, I have hereunto set my hand, and affixed my Official Seal at the County of Harris, the day and year first above written.



By:   
Julie E. McClary, Notary Public  
My commission expires 3/29/2026

We, the undersigned Officers of SureTec Insurance Company and Markel Insurance Company do hereby certify that the original POWER OF ATTORNEY of which the foregoing is a full, true and correct copy is still in full force and effect and has not been revoked.

IN WITNESS WHEREOF, we have hereunto set our hands, and affixed the Seals of said Companies, on the 19th day of October, 2023.

SureTec Insurance Company

By:   
M. Brent Beaty, Assistant Secretary



Markel Insurance Company

By:   
Andrew Marquis, Assistant Secretary



**CALIFORNIA ACKNOWLEDGMENT**

CIVIL CODE § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }  
County of Riverside }

On October 20, 2023 before me, Karen Hansen, Notary Public  
Date Here Insert Name and Title of the Officer

personally appeared Mario Gonzales  
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Signature Karen Hansen  
Signature of Notary Public

Place Notary Seal and/or Stamp Above

**OPTIONAL**

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

**Description of Attached Document**

Title or Type of Document: Mission Springs Water District Bonds Exhibits Agreements

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

**Capacity(ies) Claimed by Signer(s)**

Signer's Name: \_\_\_\_\_ Signer's Name: \_\_\_\_\_  
 Corporate Officer – Title(s): \_\_\_\_\_  Corporate Officer – Title(s): \_\_\_\_\_  
 Partner –  Limited  General  Partner –  Limited  General  
 Individual  Attorney in Fact  Individual  Attorney in Fact  
 Trustee  Guardian or Conservator  Trustee  Guardian or Conservator  
 Other: \_\_\_\_\_  Other: \_\_\_\_\_  
Signer is Representing: \_\_\_\_\_ Signer is Representing: \_\_\_\_\_

**EXHIBIT "C"**

**Payment Bond**

MISSION SPRINGS WATER DISTRICT

PAYMENT BOND

Rancho Descanso Tract No. 38200  
(Name of Project/Tract Number of Subdivision)

KNOW ALL MEN BY THESE PRESENTS:

WHEREAS, GHA Rancho Descanso, LLC,  
(hereinafter designated as "Principal") has executed a Public Water and Sewer System Improvement Bonding Agreement ("Agreement" herein) with the Mission Springs Water District, a county water district and public agency of the State of California (the "District" herein), whereby Principal agrees to construct, install and complete certain designated public improvements generally identified as follows:  
Tract No. 38200 – Rancho Descanso

\_\_\_\_\_ ; and

WHEREAS, said Agreement is incorporated herein by this reference; and

WHEREAS, said Principal is required under the terms of said Agreement, before entering upon the performance of the work, to file with the District a good and sufficient payment bond, or other approved security, to secure the claims to which reference is made in Title 15 (commencing with Section 3082) of Part 4 of Division 3 of the California Civil Code and in Government Code Section 66497;

NOW, THEREFORE, the Principal designated above, and SureTec Insurance Company, as Surety, are held firmly bound unto the District and all contractors, subcontractors, laborers, materialmen and other persons employed in the performance of said Agreement and referred to in the above-referenced Civil Code and Government Code in the sum of One Million Three Hundred Twenty Four Thousand Five Hundred Sixty & 00/100 Dollars (\$ 1,324,560.00), for materials furnished or labor thereon of any kind, or for amounts due under the Unemployment Insurance Act with respect to such work or labor; that said Surety will pay the same in an amount not exceeding the amount hereinabove set forth; and in case suit is brought upon this bond, will pay, in addition to the face amount thereof, costs and reasonable expenses and fees, including reasonable attorneys' fees, incurred by the District in successfully enforcing such obligation, to be awarded and fixed by the court, and to be taxed as costs and to be included in the judgment therein rendered.

It is hereby expressly stipulated and agreed that this bond shall inure to the benefit of any and all persons, companies and corporations entitled to file claims under

Title 15 (commencing with Section 3082) of Part 4 of Division 3 of the Civil Code, and under Government Code Section 66497, so as to give a right of action to them or their assigns in any suit brought upon this bond.

Should the condition of this bond be fully performed, then this obligation shall become null and void, otherwise it shall be and remain in full force and effect.

The Surety hereby stipulates and agrees that no change, extension of time, alteration or addition to the terms of said Agreement or the Improvement Plans or related specifications accompanying the same shall in any manner affect its obligations on this bond, and it does hereby waive notice of any such change, extension, alteration or addition.

IN WITNESS WHEREOF, this instrument has been duly executed by the above-named Principal and Surety as of the date or dates set forth below the signatures of their authorized officers.

Note: All signatures must be acknowledged before a notary public. Attach appropriate acknowledgement.

“PRINCIPAL”

GHA Rancho Descanso, LLC  
(Type name of Principal)

30875 Date Palm Drive, Suite C-2  
(Street Address)

Cathedral City, CA 92234  
(City) (State) (Zip)

By:   
Mario Gonzales

Managing Member  
(Title of officer)

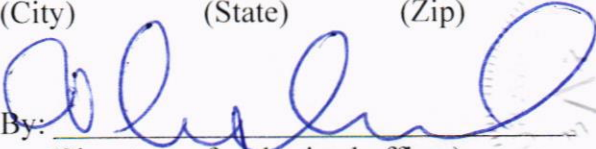
Date: October 20, 2023

“SURETY”

SureTec Insurance Company  
\_\_\_\_\_  
(Type name of Surety)

2103 CityWest Blvd., Suite 1300  
\_\_\_\_\_  
(Street Address)

Houston TX 77042  
\_\_\_\_\_  
(City) (State) (Zip)

By:   
\_\_\_\_\_  
(Signature of authorized officer)

Vanessa Copeland, Attorney-in-Fact  
\_\_\_\_\_  
(Title of officer)

Date: October 19, 2023  
\_\_\_\_\_

APPROVED BY DISTRICT:

\_\_\_\_\_  
Brian Macy, Interim General Manager



CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

CIVIL CODE 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached and not the truthfulness, accuracy, or validity of that document.

State of California )
County of Orange )

On OCT 19 2023 before me, Lisa Pellerito, Notary Public,
personally appeared Vanessa Copeland
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature: [Handwritten Signature]
Signature of Notary Public



Place Notary Seal Above

OPTIONAL

Though the information below is not required by law, it may prove valuable to persons relying on the document and could present fraudulent and reattachment of this form to another document.

Description of Attached Document

Type or Title of Document: \_\_\_\_\_

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

Capacity(ies) Claimed by Signer(s)

Signer's Name: Vanessa Copeland

- Individual
Corporate Officer - Title(s):
Partner: Limited General
Attorney in Fact (checked)
Trustee
Guardian or Conservator
Other:

Signer Is Representing: \_\_\_\_\_

Capacity(ies) Claimed by Signer(s)

Signer's Name: \_\_\_\_\_

- Individual
Corporate Officer - Title(s):
Partner: Limited General
Attorney in Fact
Trustee
Guardian or Conservator
Other:

Signer Is Representing: \_\_\_\_\_



# JOINT LIMITED POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That SureTec Insurance Company, a Corporation duly organized and existing under the laws of the State of Texas and having its principal office in the County of Harris, Texas and Markel Insurance Company (the "Company"), a corporation duly organized and existing under the laws of the state of Illinois, and having its principal administrative office in Glen Allen, Virginia, does by these presents make, constitute and appoint:

Eric Lowey, Mark Richardson, Kevin Cathcart, Vanessa Copeland, Lisa Pellerito, Terah Lane

Their true and lawful agent(s) and attorney(s)-in-fact, each in their separate capacity if more than one is named above, to make, execute, seal and deliver for and on their own behalf, individually as a surety or jointly, as co-sureties, and as their act and deed any and all bonds and other undertaking in suretyship provided, however, that the penal sum of any one such instrument executed hereunder shall not exceed the sum of:


Fifteen Million and 00/100 Dollars (\$15,000,000.00)

This Power of Attorney is granted and is signed and sealed under and by the authority of the following Resolutions adopted by the Board of Directors of SureTec Insurance Company and Markel Insurance Company:

"RESOLVED, That the President, any Senior Vice President, Vice President, Assistant Vice President, Secretary, Assistant Secretary, Treasurer or Assistant Treasurer and each of them hereby is authorized to execute powers of attorney, and such authority can be executed by use of facsimile signature, which may be attested or acknowledged by any officer or attorney, of the company, qualifying the attorney or attorneys named in the given power of attorney, to execute in behalf of, and acknowledge as the act and deed of the SureTec Insurance Company and Markel Insurance Company, as the case may be, all bond undertakings and contracts of suretyship, and to affix the corporate seal thereto."

IN WITNESS WHEREOF, Markel Insurance Company and SureTec Insurance Company have caused their official seal to be hereunto affixed and these presents to be signed by their duly authorized officers on the 10th day of May, 2023.

SureTec Insurance Company

By:   
Michael C. Keimig, President



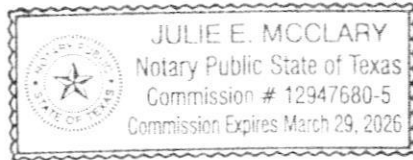
Markel Insurance Company

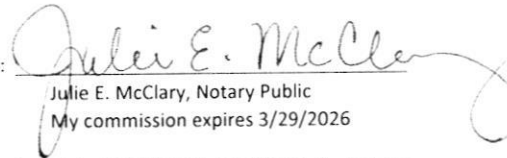
By:   
Lindsey Jennings, Vice President

State of Texas  
County of Harris:

On this 10th day of May, 2023 A. D., before me, a Notary Public of the State of Texas, in and for the County of Harris, duly commissioned and qualified, came THE ABOVE OFFICERS OF THE COMPANIES, to me personally known to be the individuals and officers described in, who executed the preceding instrument, and they acknowledged the execution of same, and being by me duly sworn, disposed and said that they are the officers of the said companies aforesaid, and that the seals affixed to the preceding instrument are the Corporate Seals of said Companies, and the said Corporate Seals and their signatures as officers were duly affixed and subscribed to the said instrument by the authority and direction of the said companies, and that Resolutions adopted by the Board of Directors of said Companies referred to in the preceding instrument is now in force.

IN TESTIMONY WHEREOF, I have hereunto set my hand, and affixed my Official Seal at the County of Harris, the day and year first above written.



By:   
Julie E. McClary, Notary Public  
My commission expires 3/29/2026

We, the undersigned Officers of SureTec Insurance Company and Markel Insurance Company do hereby certify that the original POWER OF ATTORNEY of which the foregoing is a full, true and correct copy is still in full force and effect and has not been revoked.

IN WITNESS WHEREOF, we have hereunto set our hands, and affixed the Seals of said Companies, on the 19th day of October, 2023.

SureTec Insurance Company

By:   
M. Brent Beaty, Assistant Secretary

Markel Insurance Company

By:   
Andrew Marquis, Assistant Secretary

**CALIFORNIA ACKNOWLEDGMENT**

CIVIL CODE § 1189



A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

State of California }  
County of Riverside }

On October 20, 2023 before me, Karen Hansen, Notary Public  
Date Here Insert Name and Title of the Officer

personally appeared Mario Gonzales  
Name(s) of Signer(s)

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.



Place Notary Seal and/or Stamp Above

Signature Karen Hansen  
Signature of Notary Public

**OPTIONAL**

Completing this information can deter alteration of the document or fraudulent reattachment of this form to an unintended document.

**Description of Attached Document**

Title or Type of Document: Mission Springs Water District Bonds Exhibits Agreements

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

**Capacity(ies) Claimed by Signer(s)**

Signer's Name: _____	Signer's Name: _____
<input type="checkbox"/> Corporate Officer – Title(s): _____	<input type="checkbox"/> Corporate Officer – Title(s): _____
<input type="checkbox"/> Partner – <input type="checkbox"/> Limited <input type="checkbox"/> General	<input type="checkbox"/> Partner – <input type="checkbox"/> Limited <input type="checkbox"/> General
<input type="checkbox"/> Individual <input type="checkbox"/> Attorney in Fact	<input type="checkbox"/> Individual <input type="checkbox"/> Attorney in Fact
<input type="checkbox"/> Trustee <input type="checkbox"/> Guardian or Conservator	<input type="checkbox"/> Trustee <input type="checkbox"/> Guardian or Conservator
<input type="checkbox"/> Other: _____	<input type="checkbox"/> Other: _____
Signer is Representing: _____	Signer is Representing: _____



TRACT NO. 38200

BEING A SUBDIVISION OF PARCEL A OF LOT LINE ADJUSTMENT LLA 21-01 RECORDED OCTOBER 27, 2021 AS INSTRUMENT NO. 2021-0636911 OF OFFICIAL RECORDS OF RIVERSIDE COUNTY, AND SITUATED IN THE S 1/2 OF THE SE 1/4 OF SEC. 6, T.3 S., R 5 E., S.B.M.

RECORDER'S STATEMENT

FILED THIS DAY OF 2023, AT IN BOOK OF MAPS, AT PAGES, AT THE REQUEST OF THE CITY OF DESERT HOT SPRINGS.

NO. FEE: PETER ALDANA, ASSESSOR - COUNTY CLERK - RECORDER

BY: DEPUTY

SUBDIVISION GUARANTEE: FIRST AMERICAN TITLE COMPANY



FEBRUARY 2022

OWNERS STATEMENT

WE HEREBY STATE THAT WE ARE THE OWNERS OF THE LAND INCLUDED WITHIN THE SUBDIVISION SHOWN HEREON; THAT WE ARE THE ONLY PERSONS WHOSE CONSENT IS NECESSARY TO PASS A CLEAR TITLE TO SAID LAND; THAT WE CONSENT TO THE MAKING AND RECORDING OF THIS SUBDIVISION MAP AS SHOWN WITHIN THE DISTINCTIVE BORDERLINE.

THE REAL PROPERTY DESCRIBED BELOW IS DEDICATED AS AN EASEMENT FOR PUBLIC PURPOSES TO THE CITY OF DESERT HOT SPRINGS FOR STREET AND PUBLIC UTILITY PURPOSES, LOT "A" (CAMINO CAMPESINO) AND LOT "B" (AVENIDA DESCANSO).

THE REAL PROPERTY DESCRIBED BELOW IS DEDICATED AS AN EASEMENT TO THE CITY OF DESERT HOT SPRINGS FOR PUBLIC UTILITY PURPOSES, TOGETHER WITH THE RIGHT OF INGRESS AND EGRESS FOR EMERGENCY VEHICLES, WITHIN LOTS "C" THROUGH "H", INCLUSIVE, SHOWN AS PRIVATE STREETS HEREON. THE REAL PROPERTY DESCRIBED BELOW IS DEDICATED TO THE CITY OF DESERT HOT SPRINGS, FOR PUBLIC UTILITY AND PUBLIC SERVICES PURPOSES THOSE EASEMENTS SHOWN AS "P.U.E." THE REAL PROPERTY DESCRIBED BELOW IS DEDICATED TO MISSION SPRINGS WATER DISTRICT EASEMENTS FOR DOMESTIC WATER AND SANITARY SEWER FACILITIES PURPOSES WITHIN LOTS "C" THROUGH "H", INCLUSIVE, SHOWN AS PRIVATE STREETS HEREON. THE REAL PROPERTY DESCRIBED BELOW IS DEDICATED TO MISSION SPRINGS WATER DISTRICT AND THE CITY OF DESERT HOT SPRINGS, A 32 FOOT WIDE EASEMENT FOR DOMESTIC WATER AND SANITARY SEWER FACILITIES PURPOSES AND EMERGENCY VEHICLE INGRESS AND EGRESS AND A PUBLIC UTILITY EASEMENT ACROSS LOT "K" AS SHOWN HEREON.

WE HEREBY RETAIN LOTS "C" THROUGH "H", INCLUSIVE, INDICATED AS "PRIVATE STREETS", AS SHOWN HEREON FOR PRIVATE USE FOR THE SOLE BENEFIT OF OURSELVES, OUR SUCCESSORS, ASSIGNS AND RESIDENTIAL LOT OWNERS WITHIN THIS FINAL MAP. WE HEREBY RETAIN LOT "J", AS SHOWN HEREON FOR RECREATION PURPOSES, OPEN SPACE, LANDSCAPING AND PUBLIC UTILITY PURPOSES, AS SHOWN HEREON FOR PRIVATE USE FOR THE SOLE BENEFIT OF OURSELVES, OUR SUCCESSORS, ASSIGNS AND RESIDENTIAL LOT OWNERS WITHIN THIS FINAL MAP. WE HEREBY RETAIN LOT "K", INDICATED AS "RETENTION BASIN", AS SHOWN HEREON FOR PRIVATE USE FOR THE SOLE BENEFIT OF OURSELVES, OUR SUCCESSORS, ASSIGNS AND RESIDENTIAL LOT OWNERS WITHIN THIS FINAL MAP. WE HEREBY RETAIN LOTS "L" THROUGH "O", INCLUSIVE, INDICATED AS "LANDSCAPE AREA", AS SHOWN HEREON FOR PRIVATE USE FOR THE SOLE BENEFIT OF OURSELVES, OUR SUCCESSORS, ASSIGNS AND RESIDENTIAL LOT OWNERS WITHIN THIS FINAL MAP. WE HEREBY RETAIN LOT "I" AS OPEN SPACE AS SHOWN HEREON FOR THE SOLE BENEFIT OF OURSELVES, OUR SUCCESSORS, ASSIGNS AND RESIDENTIAL LOT OWNERS WITHIN THE TRACT.

GHA RANCHO DESCANSO, LLC, A CALIFORNIA LIMITED LIABILITY COMPANY, DOES HEREBY RETAIN LOT "R" AS ITS SOLE OWNER FOR ITS PERSONAL USE.

GHA RANCHO DESCANSO, LLC, A CALIFORNIA LIMITED LIABILITY COMPANY

BY: [Signature] (MAR. 16.21)

NOTARY ACKNOWLEDGEMENT

A NOTARY PUBLIC OR OTHER OFFICER COMPLETING THIS CERTIFICATE VERIFIES ONLY THE IDENTITY OF THE INDIVIDUAL WHO SIGNED THE DOCUMENT TO WHICH THIS CERTIFICATE IS ATTACHED, AND NOT THE TRUTHFULNESS, ACCURACY, OR VALIDITY OF THAT DOCUMENT.

STATE OF CALIFORNIA ) S.S. COUNTY OF RIVERSIDE )

ON August 10, 2023, BEFORE ME, Karen Hansen, A

NOTARY PUBLIC, IN AND FOR SAID STATE, PERSONALLY APPEARED Mariat Gonzales WHO PROVED TO ME ON THE BASIS OF SATISFACTORY EVIDENCE TO BE THE PERSON(S) WHOSE NAME(S) IS/ARE SUBSCRIBED TO THE WITHIN INSTRUMENT AND ACKNOWLEDGED TO ME THAT HE/SHE/they EXECUTED THE SAME IN HIS/HER/their AUTHORIZED CAPACITY(IES), AND THAT BY HIS/HER/their SIGNATURE(S) ON THE INSTRUMENT THE PERSON(S); OR THE ENTITY UPON BEHALF OF WHICH THE PERSON(S) ACTED, EXECUTED THE INSTRUMENT.

I CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOREGOING PARAGRAPH IS TRUE AND CORRECT.

WITNESS MY HAND:

SIGNATURE: Karen Hansen PRINT NAME: Karen Hansen NOTARY PUBLIC IN AND FOR SAID STATE MY COMMISSION EXPIRES January 16, 2026 MY PRINCIPAL PLACE OF BUSINESS IS IN Riverside COUNTY

TAX BOND CERTIFICATE

I HEREBY CERTIFY THAT A BOND IN THE SUM OF \$ HAS BEEN EXECUTED AND FILED WITH THE BOARD OF SUPERVISORS OF THE COUNTY OF RIVERSIDE, STATE OF CALIFORNIA, CONDITIONED UPON THE PAYMENT OF ALL THE TAXES, STATE, COUNTY, MUNICIPAL, OR LOCAL AND ALL SPECIAL ASSESSMENTS COLLECTED AS TAXES, WHICH AT THE TIME OF FILING OF THIS MAP WITH THE COUNTY RECORDER ARE A LIEN AGAINST SAID PROPERTY BUT NOT YET PAYABLE AND SAID BOND HAS BEEN DULY APPROVED BY SAID BOARD OF SUPERVISORS.

DATED: , 2023

CASH OR SURETY BOND MATTHEW JENNINGS COUNTY TAX COLLECTOR

BY: DEPUTY

TAX COLLECTOR'S CERTIFICATE

I HEREBY CERTIFY THAT ACCORDING TO THE RECORDS OF THIS OFFICE, AS OF THIS DATE, THERE ARE NO LIENS AGAINST THE PROPERTY SHOWN ON THE WITHIN MAP FOR UNPAID STATE, COUNTY, MUNICIPAL OR LOCAL TAXES OR SPECIAL ASSESSMENTS COLLECTED AS TAXES, EXCEPT TAXES OR SPECIAL ASSESSMENTS COLLECTED AS TAXES NOW A LIEN BUT NOT YET PAYABLE, WHICH ARE ESTIMATED TO BE \$

DATED: , 2023

MATTHEW JENNINGS COUNTY TAX COLLECTOR

BY: DEPUTY

SIGNATURE OMISSION(S)

PURSUANT TO SECTION 66436 OF THE SUBDIVISION MAP ACT, THE SIGNATURES OF THE FOLLOWING OWNERS OF EASEMENTS AND/OR OTHER INTEREST HAVE BEEN OMITTED:

AN EASEMENT FOR ROADWAY PURPOSES AND INCIDENTAL PURPOSES IN FAVOR OF DESERT HOT SPRINGS UNIT G DEVELOPMENT, RECORDED OCTOBER 5, 1960 AS INSTRUMENT NO. 86411, O.R.

AN EASEMENT FOR UNDERGROUND ELECTRICAL SUPPLY SYSTEMS AND COMMUNICATION SYSTEMS AND INCIDENTAL PURPOSES, IN FAVOR OF SOUTHERN CALIFORNIA EDISON COMPANY, A CORPORATION, RECORDED NOVEMBER 29, 1983 AS INSTRUMENT NO. 83-247651, O.R.

CITY CLERK'S STATEMENT

I, JERRYL SORIANO, CITY CLERK OF THE CITY OF DESERT HOT SPRINGS, CALIFORNIA, DO HEREBY STATE THAT SAID CITY COUNCIL AT ITS REGULAR MEETING HELD ON THE 3rd DAY OF OCTOBER, 2023, DULY APPROVED THE FINAL MAP OF TRACT NO. 38200 AND ACCEPTED, ON BEHALF OF THE PUBLIC, THE EASEMENT DEDICATION OF LOTS "A" AND "B" FOR PUBLIC PURPOSES SUBJECT TO THEIR IMPROVEMENT AND ALSO ACCEPT THE 32 FOOT WIDE EMERGENCY INGRESS AND EGRESS EASEMENT, THE PUBLIC UTILITY EASEMENT ACROSS LOT "K" AND THE PUBLIC UTILITY EASEMENTS DESIGNATED AS "10' P.U.E.". THE OFFER OF DEDICATION FOR PUBLIC UTILITY PURPOSES ALONG WITH THE RIGHT OF INGRESS AND EGRESS FOR EMERGENCY VEHICLES WITHIN THE PRIVATE STREETS IS HEREBY ACCEPTED.

THE TENTATIVE MAP FOR SAID TRACT MAP WAS APPROVED BY THE CITY COUNCIL AT ITS REGULAR MEETING HELD ON THE 1ST DAY OF FEBRUARY, 2022.

DATED: OCTOBER 10, 2023 BY: [Signature] CITY CLERK, CITY COUNCIL OF THE CITY OF DESERT HOT SPRINGS

SURVEYOR'S STATEMENT

THIS MAP WAS PREPARED BY ME OR UNDER MY DIRECTION AND IS BASED UPON A FIELD SURVEY IN CONFORMANCE WITH THE REQUIREMENTS OF THE SUBDIVISION MAP ACT AND LOCAL ORDINANCE AT THE REQUEST OF GHA RANCHO DESCANSO, LLC IN FEBRUARY, 2022.

I HEREBY STATE THAT ALL MONUMENTS ARE OF THE CHARACTER AND OCCUPY THE POSITIONS INDICATED OR THAT THEY WILL BE SET IN THOSE POSITIONS BEFORE JUNE 1, 2025 AND THAT THE MONUMENTS ARE, OR WILL BE, SUFFICIENT TO ENABLE THE SURVEY TO BE RETRACED, AND THAT THIS FINAL MAP SUBSTANTIALLY CONFORMS TO THE CONDITIONALLY APPROVED TENTATIVE MAP.

DATED: August 9, 2023

[Signature] DAVID HACKER, PLS NO. 5128



CITY ENGINEER'S STATEMENT

I HEREBY STATE THAT I HAVE EXAMINED THE WITHIN FINAL MAP OF TRACT NO. 38200, CONSISTING OF FOUR (4) SHEETS, THAT THE SUBDIVISION SHOWN HEREON IS SUBSTANTIALLY THE SAME AS IT APPEARED ON THE TENTATIVE MAP OR ANY APPROVED ALTERATIONS THEREOF; THAT ALL PROVISIONS OF THE STATE SUBDIVISION MAP ACT AND ANY LOCAL ORDINANCES APPLICABLE AT THE TIME OF APPROVAL OF THE TENTATIVE MAP HAVE BEEN COMPLIED WITH.

DATE: October 18, 2023

[Signature] JILILEEN L. FERRIS, P.E. 86193 CITY ENGINEER



CITY SURVEYOR'S STATEMENT

I HEREBY STATE THAT I HAVE EXAMINED THE WITHIN FINAL MAP OF TRACT NO. 38200, CONSISTING OF FOUR (4) SHEETS AND I AM SATISFIED THAT SAID MAP IS TECHNICALLY CORRECT.

DATE: 10/14, 2023

[Signature] JAY S. FAHRION, P.L.S. 8207 ACTING CITY SURVEYOR



CERTIFICATE OF ACCEPTANCE

I HEREBY CERTIFY THAT UNDER AUTHORITY GRANTED TO ME BY MINUTE MOTION NO. DATED, I ACCEPT ON BEHALF OF MISSION SPRINGS WATER DISTRICT THE DEDICATION OF EASEMENTS FOR DOMESTIC WATER AND SANITARY SEWER FACILITIES PURPOSES AS OFFERED HEREON.

[Signature] DISTRICT MANAGER MISSION SPRINGS WATER DISTRICT



IN THE CITY OF DESERT HOT SPRINGS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

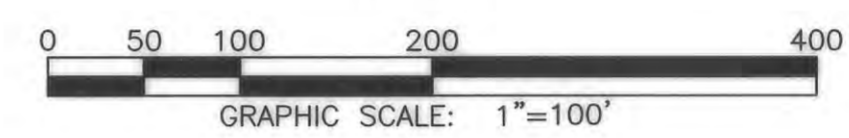
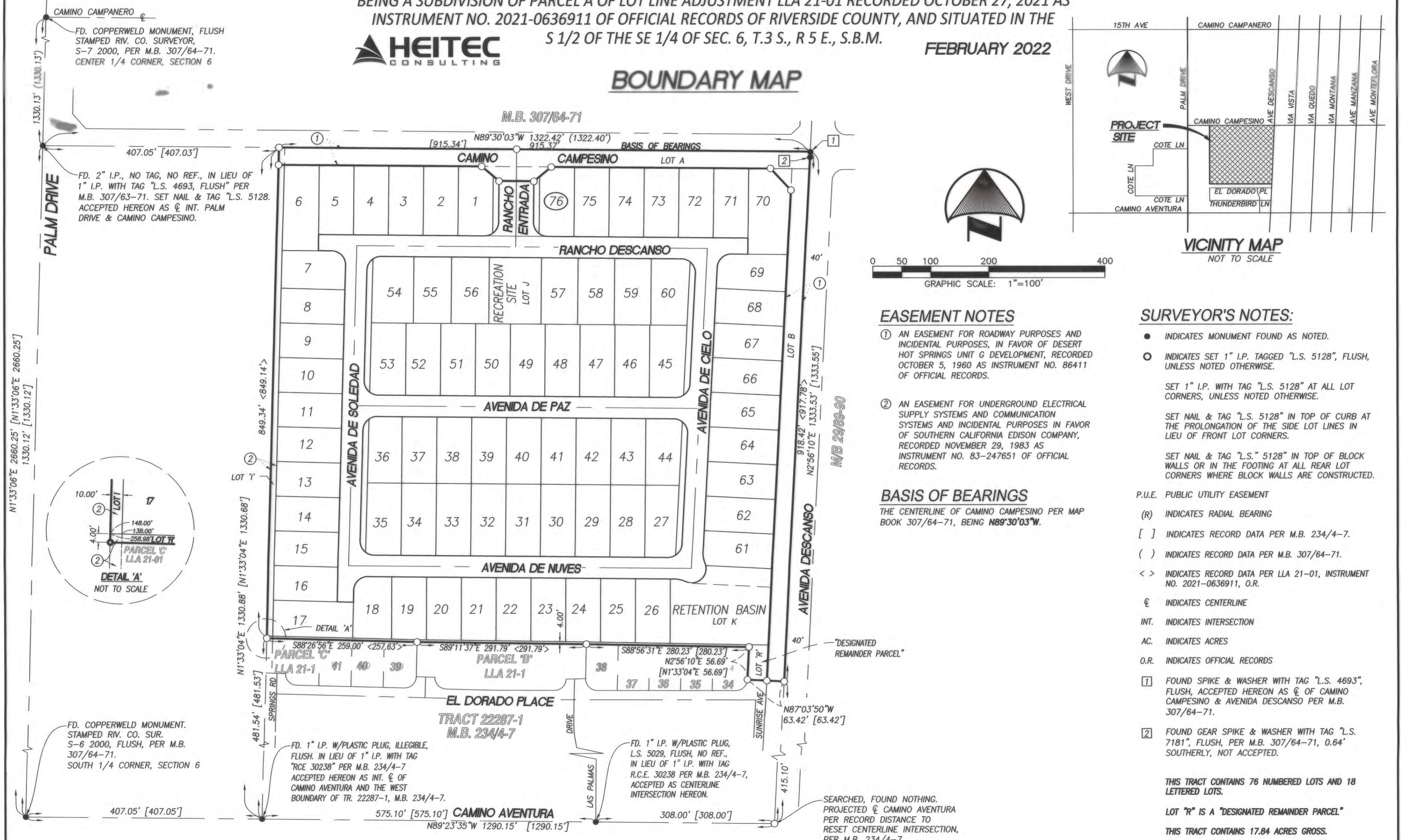
TRACT NO. 38200

BEING A SUBDIVISION OF PARCEL A OF LOT LINE ADJUSTMENT LLA 21-01 RECORDED OCTOBER 27, 2021 AS INSTRUMENT NO. 2021-0636911 OF OFFICIAL RECORDS OF RIVERSIDE COUNTY, AND SITUATED IN THE S 1/2 OF THE SE 1/4 OF SEC. 6, T.3 S., R 5 E., S.B.M.



FEBRUARY 2022

BOUNDARY MAP



EASEMENT NOTES

- 1 AN EASEMENT FOR ROADWAY PURPOSES...
2 AN EASEMENT FOR UNDERGROUND ELECTRICAL SUPPLY SYSTEMS...

BASIS OF BEARINGS

THE CENTERLINE OF CAMINO CAMPESINO PER MAP BOOK 307/64-71, BEING N89°30'03"W.

SURVEYOR'S NOTES:

- INDICATES MONUMENT FOUND AS NOTED.
INDICATES SET 1" I.P. TAGGED "L.S. 5128", FLUSH, UNLESS NOTED OTHERWISE.
SET 1" I.P. WITH TAG "L.S. 5128" AT ALL LOT CORNERS, UNLESS NOTED OTHERWISE.

THIS TRACT CONTAINS 76 NUMBERED LOTS AND 18 LETTERED LOTS.
LOT "R" IS A "DESIGNATED REMAINDER PARCEL"
THIS TRACT CONTAINS 17.84 ACRES GROSS.



IN THE CITY OF DESERT HOT SPRINGS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA

# TRACT NO. 38200

BEING A SUBDIVISION OF PARCEL A OF LOT LINE ADJUSTMENT LLA 21-01 RECORDED OCTOBER 27, 2021 AS INSTRUMENT NO. 2021-0636911 OF OFFICIAL RECORDS OF RIVERSIDE COUNTY, AND SITUATED IN THE S 1/2 OF THE SE 1/4 OF SEC. 6, T.3 S., R 5 E., S.B.M.

SHEET 3 OF 4

CURVE DATA			
CURVE #	LENGTH	RADIUS	DELTA
C1	38.48'	24.50'	90°00'00"
C2	22.97'	24.50'	53°42'45"
C3	15.52'	24.50'	36°17'15"
C4	38.48'	24.50'	90°00'00"
C5	15.52'	24.50'	36°17'15"
C6	22.97'	24.50'	53°42'45"
C7	37.45'	24.50'	87°35'26"

CURVE DATA			
CURVE #	LENGTH	RADIUS	DELTA
C8	39.51'	24.50'	92°24'34"
C9	22.97'	24.50'	53°42'45"
C10	16.55'	24.50'	38°41'49"
C11	38.05'	24.50'	88°58'32"
C12	15.08'	24.50'	35°15'47"
C13	22.97'	24.50'	53°42'45"
C14	38.92'	24.50'	91°01'28"

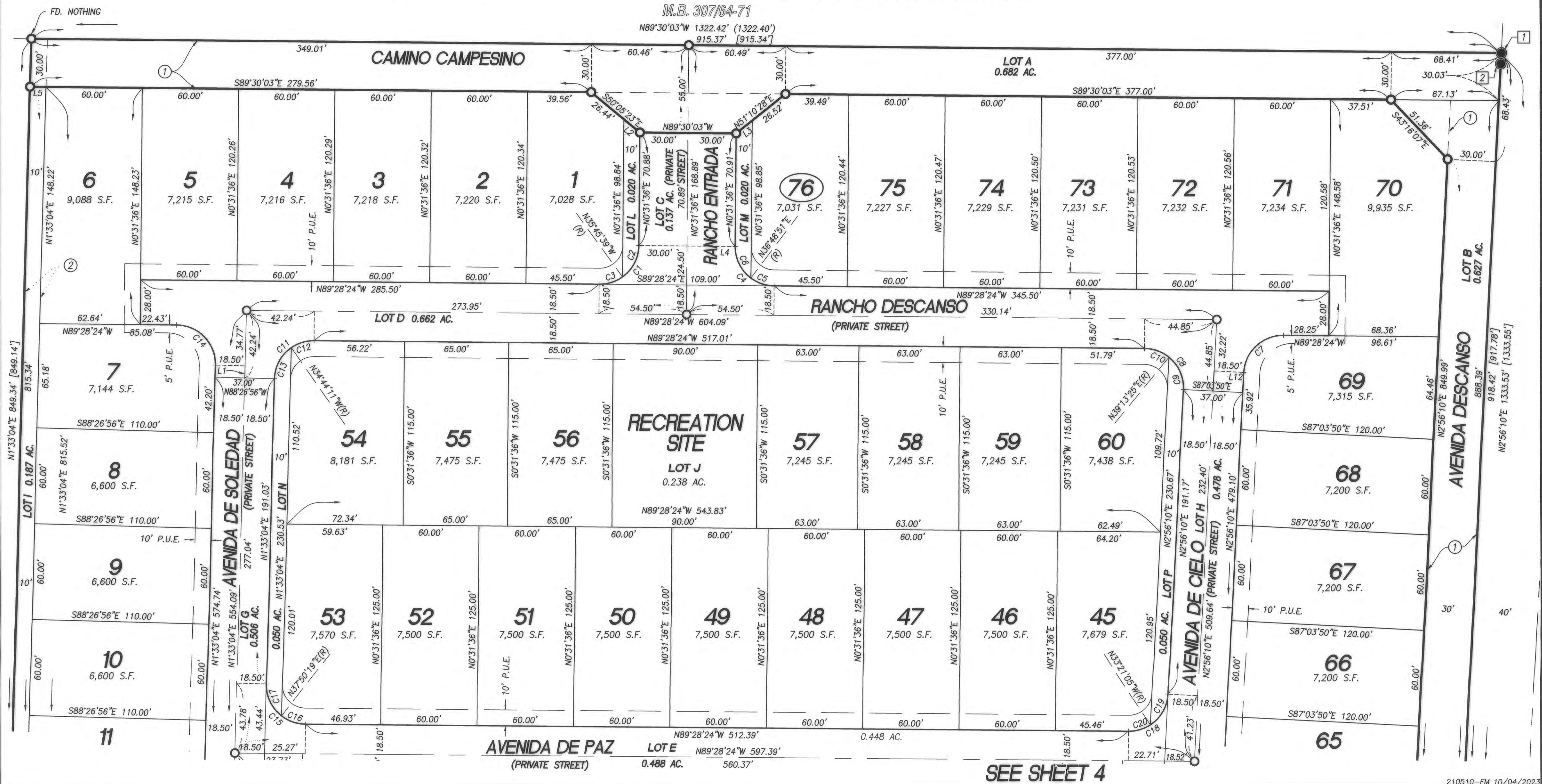
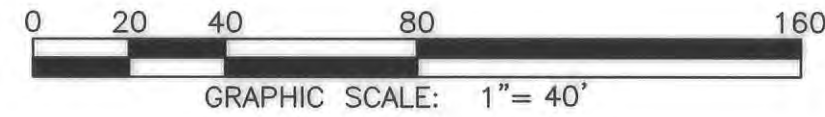
CURVE DATA			
CURVE #	LENGTH	RADIUS	DELTA
C15	38.92'	24.50'	91°01'28"
C16	15.95'	24.50'	37°18'43"
C17	22.97'	24.50'	53°42'45"
C18	37.45'	24.50'	87°35'26"
C19	22.97'	24.50'	53°42'45"
C20	14.49'	24.50'	33°52'41"

LINE TABLE		
LINE #	LENGTH	BEARING
L1	7.46'	N01°33'04"E
L2	12.94'	S50°05'23"E
L3	12.93'	S51°10'28"W
L4	30.00'	N89°28'24"W
L5	10.00'	N89°30'03"W
L12	12.63'	N02°56'10"E

NOTE: SEE SHEET 2 FOR SURVEYOR'S AND EASEMENT NOTES.



FEBRUARY 2022



SEE SHEET 4







# AGENDA STAFF REPORT



**MEETING NAME:** REGULAR BOARD MEETINGS

**MEETING DATE(S):** NOVEMBER 16 & 20, 2023

**FROM:** ERIC WECK, ENGINEERING MANAGER

**FOR:** ACTION X DIRECTION \_\_\_\_\_ INFORMATION \_\_\_\_\_

---

## ACCEPTANCE OF THE WATER SUPPLY ASSESSMENT AND WATER SUPPLY VERIFICATION FOR THE PALM SPRINGS FULFILLMENT CENTER

---

### STAFF RECOMMENDATION

Board acceptance and approval of the Water Supply Assessment (WSA) and Water Supply Verification (WSV) for the Palm Springs Fulfillment Center ("Project") located in the City of Palm Springs.

### SUMMARY

Senate Bill 610 requires preparation of a WSA for development projects that are subject to the California Environmental Quality Act (CEQA) and defined as "Projects" in the State Water Code. Likewise, Senate Bill 221 requires preparation of a WSV. A combined WSA/WSV was prepared by MSA Consulting Inc. and was reviewed and approved by staff for the 39.54-acre parcel located on the northwest corner of North Indian Canyon Drive and 19<sup>th</sup> Avenue. The Project includes 16.70 acres of industrial building area, 15.39 acres of parking, access roads, and hardscape, approximately 3 acres of right-of-way dedication, and 4.38 acres of landscaping, open space, and retention areas. The WSA/WSV will be included in the CEQA documents by the City of Palm Springs as the lead agency.

### ANALYSIS

It is estimated that the Project will generate a demand of approximately 118 AFY. The proposed Project's estimated annual water demand falls within the available and projected water supplies for normal, single-dry, and multiple-dry years for a 20-year period, and MSWD has the capacity to serve the Project over the long-term. Based on the data in the WSA/WSV, it shows there is sufficient water supply to serve this project.

### FISCAL IMPACT

There is no fiscal impact to MSWD, the developer has deposited \$8,250.00 in a reimbursable deposit account to cover all staff and consultant costs.

### ATTACHMENTS

Palm Springs Fulfillment Center WSA/WSV  
Project Location Map

FINANCIAL DATA		
Cost Associated with this action:		\$0
Current FY cost:		\$0
Future FY cost:		-0-
Is it covered in current year budget:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
Budget adjustment needed:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, year needed:		NA
All previous contracts including dates, amounts and board approvals are attached or have been made available. N/A		
FUNDING SOURCES		
Source of funds:		Developer
BID/Job#		#11799
Current BID/Job balance		\$8,250.00
Balance remaining if approved:		\$3.75

**Water Supply Assessment  
and  
Water Supply Verification**

**for the Proposed**

**Palm Springs Fulfillment Center**

**Prepared for:**



Mission Springs Water District  
66575 2<sup>nd</sup> Street  
Desert Hot Springs, CA 92240

**Prepared by:**

MSA Consulting Inc.  
34200 Bob Hope Drive  
Rancho Mirage, CA 92270

**October 2023**



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## 1 Summary and Requirements

The environmental review of the Palm Springs Fulfillment Center (Project) is being prepared in compliance with the California Environmental Quality Act (CEQA) process. The City of Palm Springs is the Lead Agency for the planning and environmental review of the proposed Project. The City has identified the Mission Springs Water District (MSWD) as the Public Water System (PWS) that will supply water for the proposed Project, and has requested that MSWD assist in preparing a Water Supply Assessment (WSA) as part of the environmental review for the Project.

The Project is located in the western portion of the Coachella Valley within the City of Palm Springs, Riverside County. The Project proposes to develop 39.54 acres of vacant land to include 16.70 acres of industrial building area, 15.39 acres of parking, access roads, and hardscape, approximately 3 acres of right of way dedication, and 4.38 acres of landscaping, open space, and retention areas.

This WSA determined that the total projected water demand for the Project is 118.37 AFY, or 2.99 acre-feet per acre. This WSA demonstrates that sufficient water supplies exist, or will exist based on current water planning assumptions, to meet the projected demands of the Project, in addition to current and future projected water demands within MSWD's service area in normal, single-dry, and multiple-dry years over a 20-year projection. This WSA will be reviewed every five years, or in the event that the water planning assumptions have changed, until the Project begins construction to ensure it remains accurate and no significant changes to either the Project or available water supply has occurred. Consistent with the provisions of SB 610, neither this WSA nor its approval shall be construed to create a right or entitlement to water service or any specific level of water service, and shall not impose, expand, or limit any duty concerning the obligation of MSWD to provide certain service to its existing customers or to any future potential customers.

This WSA does not constitute an agreement to provide water service to the Project, and does not entitle the Project, Project Applicant, or any other person or entity to any right, priority or allocation in any supply, capacity, or facility. To receive water service, the Project will be subject to an agreement with MSWD, together with any and all applicable fees, charges, plans and specifications, conditions, and any and all other applicable MSWD requirements in place and as amended from time to time. Nor does anything in this WSA prevent or otherwise interfere with MSWD's discretionary authority to declare a water shortage emergency in accordance with the Water Code.

### 1.1 Regulatory Requirements

This WSA provides an assessment of the availability of sufficient water supplies during normal, single-dry, and multiple-dry years over a 20-year projection to meet the projected demands of the Project, in addition to existing and planned future water demands of MSWD, as required by Senate Bill (SB) 610 and SB 1262. This WSA also includes identification of existing water supply entitlements, water rights, water service contracts, or agreements relevant to the identified

water supply for the Project and quantities of water received in prior years pursuant to those entitlements, rights, contracts, and agreements.

This WSA has been prepared in compliance with the requirements under SB 610 and SB 1262 by MSA Consulting in consultation with MSWD and the City. This WSA does not relieve the Project from complying with all applicable state, county, city, and local ordinances or regulations, including any landscape ordinance and indoor water use performance standards provided in the California Water Code (CWC). This WSA will be reviewed every five years, or in the event that the water planning assumptions have changed, until the Project begins construction to ensure it remains accurate and no significant changes to either the Project or available water supply has occurred. The Project applicant shall notify MSWD when construction begins.

### **1.1.1 Senate Bill 610**

On January 1, 2002, Senate Bill 610 (SB 610) was enacted and codified in CWC Section 10910 et seq., requiring the preparation of a Water Supply Assessment (WSA) for certain new development projects. As stated in SB 610, the purpose of a WSA is to determine whether the PWS's "total projected water supplies available during normal, single-dry, and multiple-dry water years during a 20-year projection will meet the projected water demand associated with the proposed project, in addition to the PWS's existing and planned future uses, including agricultural and manufacturing uses."

CWC Section 10912 defines a "project" as any of the following:

- A proposed residential development of more than 500 dwelling units;
- A proposed shopping center or business establishment employing more than 1,000 persons or having more than 500,000 square feet of floor space;
- A proposed commercial office building employing more than 1,000 persons or having more than 250,000 square feet of floor space;
- A proposed hotel or motel, or both, having more than 500 rooms;
- A proposed industrial, manufacturing, or processing plant, or industrial park, planned to house more than 1,000 persons, occupying more than 40 acres of land, or having more than 650,000 square feet of floor space;
- A mixed-use project that includes one or more of the projects specified in this subdivision; or
- A project that would demand an amount of water equivalent to, or greater than, the amount of water required by a 500 dwelling unit project (about 250 acre-feet per year).

The intent of SB 610 is to improve the link between information on water supply availability and certain land-use decisions made by cities and counties.

### **1.1.2 Senate Bill 1262**

On January 1, 2017, Senate Bill 1262 (SB 1262) was enacted and amended CWC Section 10910, requiring that information regarding the Sustainable Groundwater Management Act (SGMA) be included in a WSA if the water supply for a proposed project includes groundwater from a basin that is not adjudicated and was designated medium- or high-priority by the California Department of Water Resources (DWR).

## **1.2 Water Management Planning Documents**

MSWD prepared long-term planning documents to protect future water use and manage the water supplies within its service area. These planning documents can be used for compliance with SB 610 and SB 1262 and are discussed in further detail in the following sections.

### **1.2.1 Urban Water Management Planning Act**

The Urban Water Management Planning Act (UWMPA) was established by Assembly Bill 797 (AB 797) on September 21, 1983, and passage of this law recognized that water is a limited resource, and that efficient water use, and conservation would be actively pursued throughout the State. The UWMPA requires that municipal water suppliers providing either directly or indirectly to more than 3,000 customers or supplying more the 3,000 acre-feet per year (AFY), prepare and adopt an Urban Water Management Plan (UWMP) every five years which defines their current and future water use, source of supply, source reliability, and existing conservation measures.

#### **1.2.1.1 Coachella Valley Water District Urban Water Management Plan**

The six urban water suppliers in the Coachella Valley (MSWD, Coachella Water Authority, Desert Water Agency (DWA), Indio Water Authority (IWA), Coachella Valley Water District (CVWD), and Myoma Dunes Mutual Water Company) collaboratively prepared the 2020 Coachella Valley Regional UWMP, including regional and individual agency content and other necessary elements as set forth in DWR's 2020 UWMP Guidebook. The 2020 Coachella Valley Regional UWMP was submitted to DWR on July 1, 2021.

### **1.2.2 Sustainable Groundwater Management Act**

In September 2014, Governor Brown signed three bills into law: Assembly Bill 1739, Senate Bill 1319, and Senate Bill 1168, which became collectively known as the Sustainable Groundwater Management Act (SGMA), creating a framework for sustainable, local groundwater management for the first time in California history. DWR evaluated and prioritized the 515 groundwater basins identified in Bulletin 118, and 94 of these groundwater basins were designated as high- or medium-priority basins, as of December 2019, requiring them to be sustainably managed within 20 years. SGMA required local authorities to form local Groundwater Sustainability Agencies (GSAs) by June 30, 2017, to evaluate conditions in their local groundwater basins and adopt locally-based Groundwater Sustainability Plans (GSPs), or Alternatives to a GSP (Alternative Plans), tailored to their regional economic and environmental needs.

As defined by DWR, the subbasins of the Coachella Valley Groundwater Basin are the Indio, Mission Creek, San Gorgonio Pass, and Desert Hot Springs Subbasins. MSWD, CVWD, and DWA are collectively the Mission Creek Subbasin Management Committee (Management Committee) working collaboratively to implement the SGMA in the Mission Creek Subbasin. The Mission Creek Subbasin has been designated medium-priority by DWR and is subject to the requirements of SGMA. The Project is located within the Mission Creek Subbasin, which has been designated as a medium priority groundwater basin by DWR under SGMA.

#### ***1.2.2.1 Alternative Plan for the Mission Creek Subbasin***

In 2004, MSWD, DWA, and CVWD reached an agreement and created the Management Committee as discussed above. The Management Committee jointly prepared the 2013 Mission Creek-Garnet Hill Subbasin Water Management Plan (2013 MC-GH WMP). On December 29, 2016, MSWD, DWA, and CVWD collaboratively submitted the 2013 MC-GH WMP as an Alternative Plan for the Mission Creek Subbasin, with an associated Bridge Document and supporting documents, to DWR for review and evaluation. On July 17, 2019, DWR determined that the Alternative Plan for the Mission Creek Subbasin satisfies the objectives of SGMA and notified the Management Committee that the Alternative Plan was approved, and that they would be required to submit an assessment and update of the Alternative Plan pursuant to SGMA by January 1, 2022, and every five years thereafter. The 2022 Alternative Plan Update for the Mission Creek Subbasin was submitted to DWR on December 30, 2021.

On February 1, 2018, DWR notified all GSAs who submitted Alternative Plans that they would be required to submit annual reports pursuant to SGMA by April 1, 2018, and every year thereafter. MSWD, DWA, and CVWD have collaboratively prepared and submitted the Mission Creek Subbasin Annual Reports for Water Years 2016-2017 through 2021-2022.

#### ***1.2.3 Groundwater Replenishment***

State Water Code (SWC) 31630-31639 provides CVWD with the authority to levy and collect water replenishment assessments to implement groundwater replenishment programs (GRPs) within its jurisdictional boundary. Groundwater replenishment is necessary to mitigate overdraft of the groundwater basin and associated undesirable results. The jurisdictional areas that benefit from the GRPs, and where CVWD levies replenishment assessments on groundwater production, are termed Areas of Benefit (AOBs). There are three AOBs within CVWD's boundary: the Mission Creek Subbasin AOB, the West Whitewater River Subbasin AOB, and the East Whitewater River Subbasin AOB. The GRP for the West Whitewater River Subbasin AOB was formed in 1976, the GRP for the Mission Creek Subbasin AOB was formed in 2003, and the GRP for the East Whitewater River Subbasin AOB was formed in 2004. The Project is located within the Mission Creek Subbasin AOB.

## **2 Public Water System**

The City is the Lead Agency for the planning and environmental review of the proposed Palm Springs Fulfillment Center (Project). The City has identified the MSWD as the Public Water System



(PWS) that will supply water for the proposed Project, and has requested that MSWD assist in preparing a Water Supply Assessment (WSA) as part of the environmental review for the Project.

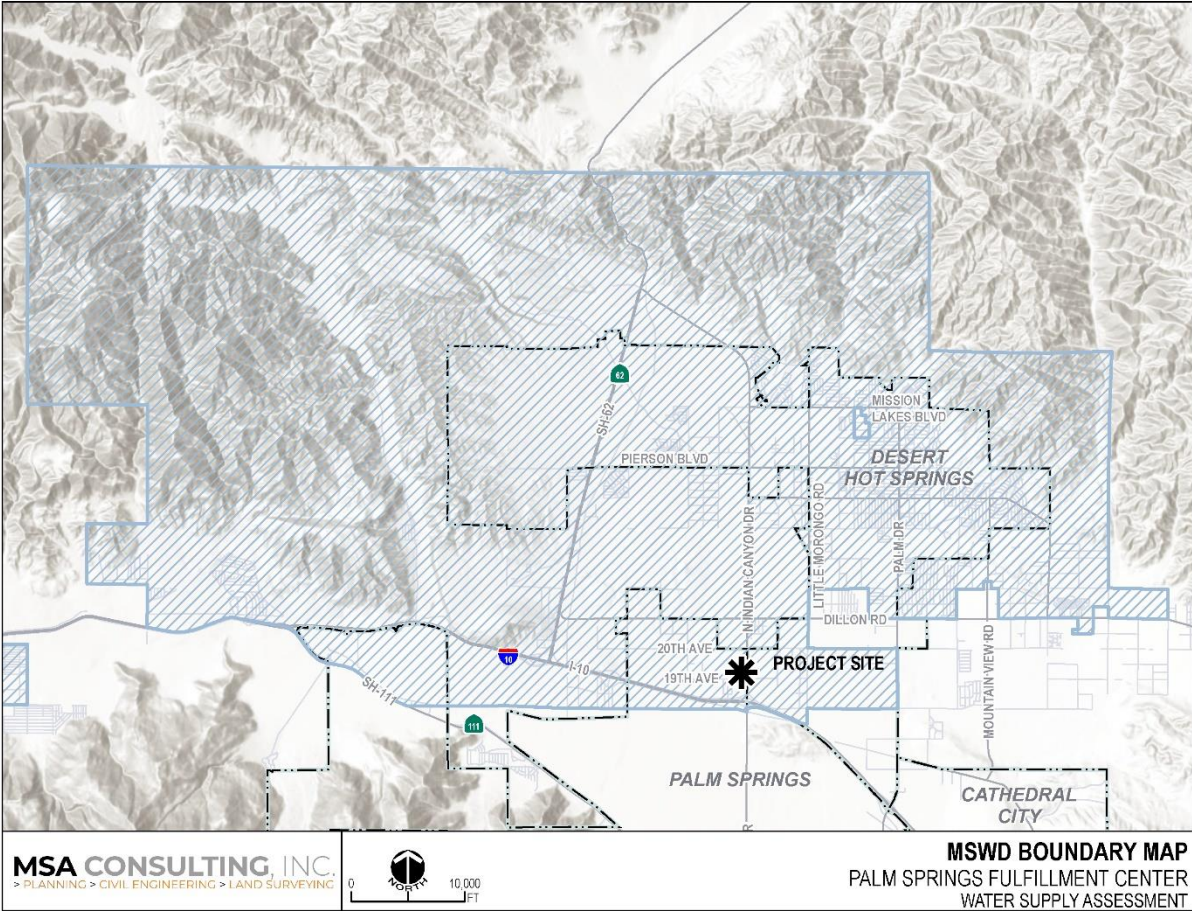
### 2.1 Mission Springs Water District (MSWD)

MSWD is a public water and wastewater agency organized under the County Water District Law, through the California Water Code. MSWD began as a mutual water company in the late 1940s. By 1953, it had evolved into an incorporated entity, the Desert Hot Springs County Water District. That name was changed to Mission Springs Water District in 1987. MSWD is governed by a five-member board, elected from five separate divisions, for a four-year term.

MSWD provides water services to more than 13,500 retail water customers through three independent production and distribution systems; and provides wastewater service to more than 9,200 customers through two independent wastewater collection and treatment systems.

MSWD’s service area consists of 135 square miles, including the City of Desert Hot Springs, a portion of the City of Palm Springs, and ten smaller communities in Riverside County, including North Palm Springs, West Palm Springs Village and Palm Springs Crest as shown in **Figure 2-1**.

**Figure 2-1: Mission Springs Water District Boundary**





The 2020 Regional UMWP projected that population in MSWD’s urban water service area would increase as shown in **Table 2-1**.

**Table 2-1: Current and Projected Population for MSWD’s Service Area**

Population Served	2020	2025	2030	2035	2040	2045
	38,962	49,081	54,414	59,747	66,064	72,380

Source: 2020 Coachella Valley Regional Urban Water Management Plan

## 2.2 Coachella Valley Hydrology

The bulk of natural groundwater replenishment comes from runoff from the adjacent mountains. The climate in the Coachella Valley is characterized by low humidity, high summer temperatures, and mild dry winters. Average annual precipitation varies from 3 to 6 inches of rain on the Coachella Valley floor to more than 30 inches in the surrounding mountains. Most of the precipitation occurs between December and February, except for summer thundershowers. Prevailing winds in the area are usually gentle, but occasionally increase to velocities as high as 30 miles per hour or more. Mid-summer temperatures commonly exceed 100 degrees Fahrenheit (°F), frequently reach 110 °F, and periodically reach or exceed 120 °F, and the average winter temperature is approximately 60 °F as shown in **Table 2-2** and **Table 2-3**.

**Table 2-2: Monthly Average Climate Data for Palm Springs**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Max (°F) <sup>1</sup>	71	73	80	86	94	104	108	107	102	90	78	69	89
Min (°F) <sup>1</sup>	47	49	54	59	65	73	80	79	74	64	53	46	62
Rain (in) <sup>1</sup>	0.95	0.92	0.36	0.10	0.02	0.00	0.25	0.14	0.20	0.20	0.26	0.70	3.80
ETo (in) <sup>2</sup>	2.5	3.4	5.6	7.1	8.3	8.7	8.1	7.5	6.2	4.7	2.9	2.2	67.2

Source: 2020 Coachella Valley Regional Urban Water Management Plan

<sup>1</sup> National Weather Service Forecast, Station Palm Springs Airport, 1998-2020

<sup>2</sup> CIMIS Station 218 – Thermal South, 2010-2020

**Table 2-3: Monthly Average Climate Data for Thermal**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Annual
Max (°F) <sup>1</sup>	71	74	81	87	95	103	107	106	101	91	79	69	89
Min (°F) <sup>1</sup>	39	43	49	55	63	69	76	75	68	57	45	38	56
Rain (in) <sup>1</sup>	0.64	0.61	0.34	0.08	0.01	0.01	0.13	0.12	0.32	0.19	0.17	0.34	2.96
ETo (in) <sup>2</sup>	2.7	3.9	6.4	8.0	9.3	9.3	9.6	9.1	7.1	5.3	3.2	2.4	70.2

Source: 2020 Coachella Valley Regional Urban Water Management Plan

<sup>1</sup> National Weather Service Forecast, Station Desert Resorts Regional Airport, 1990-2020

<sup>2</sup> CIMIS Station 218 – Thermal South, 2010-2020

## 3 Groundwater

Groundwater is the principal source of potable supply in the Coachella Valley. MSWD currently receives 100 percent of its water supply from groundwater production and does not purchase imported water from a water wholesaler. However, CVWD and DWA are remediating the overdraft condition of the groundwater in the Upper Coachella Valley by replenishment with

Colorado River and State Water Project (SWP) Exchange water from Metropolitan Water District of Southern California (MWD). CVWD has the legal authority to manage the groundwater basin under the County Water District Law (California Water Code section 30000, et seq.) and as a Groundwater Sustainability Agency (GSA) under the Sustainable Groundwater Management Act (SGMA).

### ***3.1 Coachella Valley Groundwater Basin***

The Coachella Valley Groundwater Basin is bounded on the north and east by the San Bernardino and Little San Bernardino Mountains, on the south and west by the Santa Rosa and San Jacinto Mountains, and on the south by the Salton Sea. At the west end of the San Gorgonio Pass, between Beaumont and Banning, the basin boundary is defined by a surface drainage divide separating the Coachella Valley Groundwater Basin from the Beaumont Groundwater Basin of the Upper Santa Ana Drainage Area.

The southern boundary is formed primarily by the watershed of the Mecca Hills and by the northwest shoreline of the Salton Sea running between the Santa Rosa Mountains and Mortmar. Between the Salton Sea and Travertine Rock, at the base of the Santa Rosa Mountains, the southern boundary crosses the Riverside County Line into Imperial and San Diego Counties.

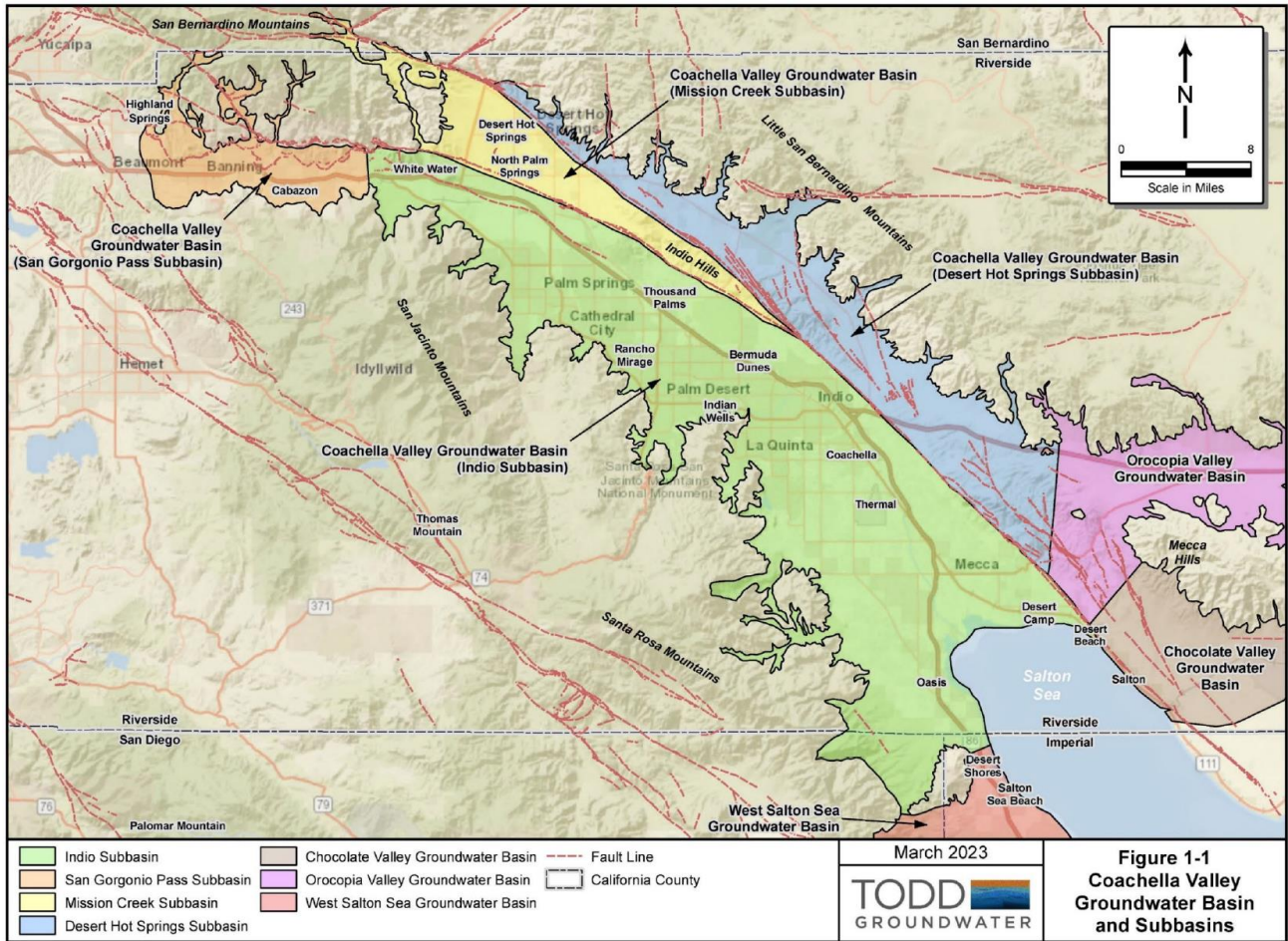
Although there is interflow of groundwater throughout the Coachella Valley Groundwater Basin, fault barriers, constrictions in the basin profile, and areas of low permeability limit and control movement of groundwater. Based on these factors, the Coachella Valley Groundwater Basin has been divided into subbasins and subareas as described by DWR in 1964 and 2003, and by the United States Geological Survey (USGS) in 1974.

#### ***3.1.1 Coachella Valley Groundwater Basin – Subbasins***

As shown on **Figure 3-1**, the subbasins of the Coachella Valley Groundwater Basin are the Indio, Mission Creek, San Gorgonio Pass, and Desert Hot Springs Subbasins. The subbasins are defined without regard to water quantity or quality. They delineate areas underlain by formations which readily yield stored groundwater through water wells and offer natural reservoirs for the regulation of water supplies.

The boundaries between subbasins within the Coachella Valley Groundwater Basin are generally defined by faults that impede the lateral movement of groundwater. Minor subareas have also been delineated based on one or more of the following geologic or hydrologic characteristics: types of water-bearing formations, water quality, areas of confined groundwater, forebay areas, groundwater divides, and surface drainage divides.

**Figure 3-1: Coachella Valley Groundwater Basin and Subbasins**



Source: Indio Subbasin Annual Report for Water Year 2021-2022

The following is a list of the subbasins in the Coachella Valley Groundwater Basin as designated by DWR in Bulletin 118:

- Indio Subbasin (Subbasin 7-21.01)
- Mission Creek Subbasin (Subbasin 7-21.02)
- San Gorgonio Pass Subbasin (Subbasin 7-21.03)
- Desert Hot Springs Subbasin (Subbasin 7-21.04)

DWR designated the Indio, Mission Creek, and San Gorgonio Pass Subbasins as medium-priority, and the Desert Hot Springs Subbasin as very low priority. None of the subbasins are adjudicated or in a state of overdraft.

In 1964, DWR estimated that the subbasins in the Coachella Valley Groundwater Basin contained approximately 39,200,000 acre-feet (AF) of water in the first 1,000 feet below the groundwater surface. The capacities of the subbasins are shown in **Table 3-1**.

**Table 3-1: Groundwater Storage in the Coachella Valley Groundwater Basin**

Subbasin/Subarea	Storage (AF) <sup>1</sup>
Indio Subbasin	
Palm Springs Subarea	4,600,000
Thousand Palms Subarea	1,800,000
Oasis Subarea	3,000,000
Garnet Hill Subarea	1,000,000
Thermal Subarea	19,400,000
<b>Indio Subbasin Subtotal</b>	<b>29,800,000</b>
Mission Creek Subbasin	2,600,000
San Gorgonio Subbasin	2,700,000
Desert Hot Springs Subbasin	4,100,000
<b>Total</b>	<b>39,200,000</b>

Source: DWR Bulletin 108 (1964)

<sup>1</sup> First 1,000 feet below ground surface. (DWR, 1964)

### 3.1.2 Groundwater Demand

Groundwater is the principal source of potable supply in the Coachella Valley and MSWD obtains groundwater from the Mission Creek Subbasin San Gorgonio Pass, and the Garnet Hill Subarea of the Coachella Valley Groundwater Basin. MSWD's groundwater demand in the Coachella Valley Groundwater Basin for 2016 through 2020 is shown in **Table 3-2**.

**Table 3-2: MSWD Groundwater Demand in the Coachella Valley Groundwater Basin**

Groundwater Production (AF)	2016	2017	2018	2019	2020
Mission Creek Subbasin	6,792	7,207	7,568	7,273	7,833
San Gorgonio Pass	145	156	153	153	165
Garnet Hill Subarea	285	449	154	266	270
<b>Total</b>	<b>7,222</b>	<b>7,812</b>	<b>7,875</b>	<b>7,692</b>	<b>8,268</b>

### 3.1.3 Groundwater Sustainability

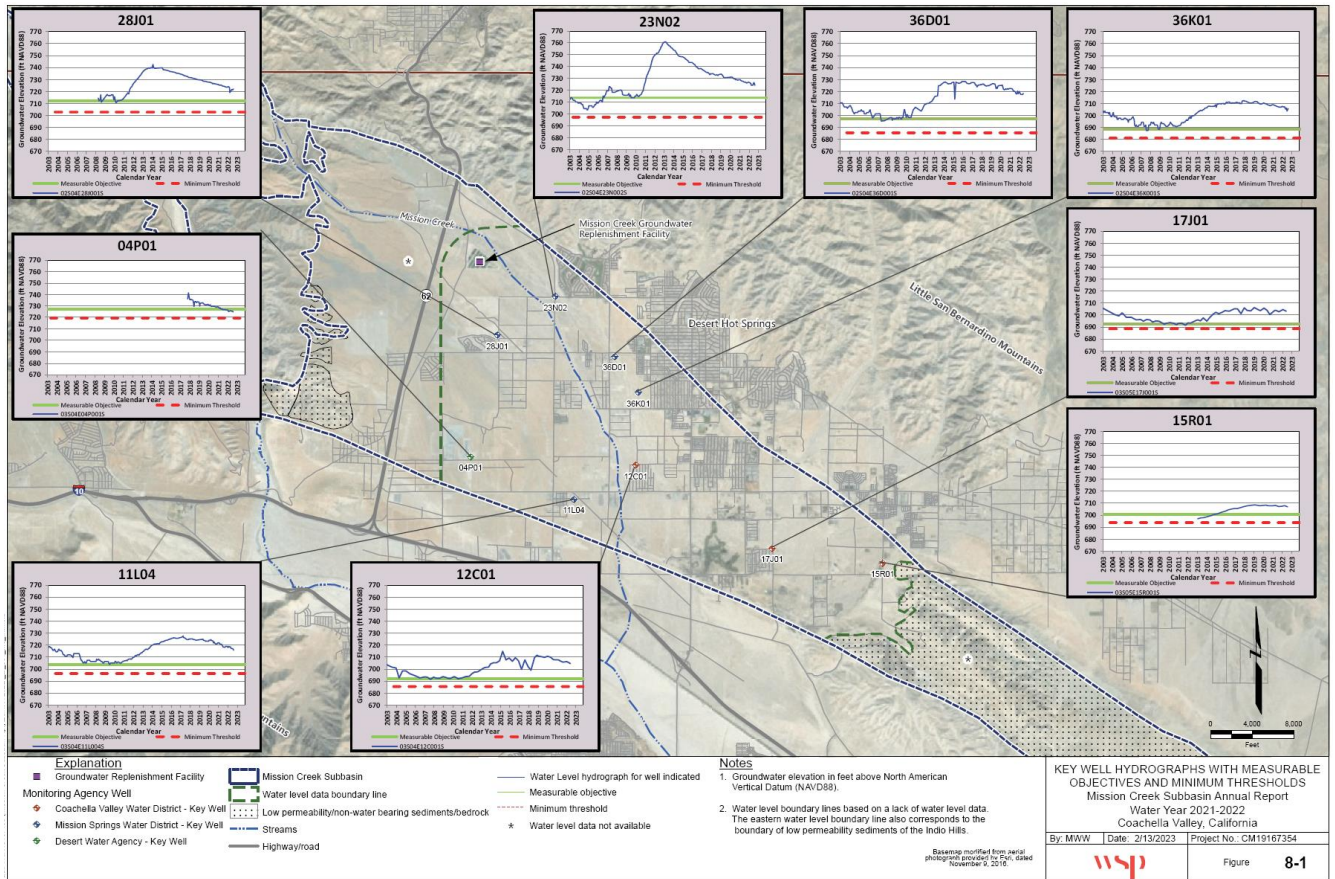
Long-term sustainability is typically assessed based on changes in groundwater storage over a period on the order of ten to twenty years that includes wet and dry periods.

#### 3.1.3.1 Mission Creek Subbasin

The 2022 Mission Creek Subbasin Alternative Plan Update identified nine Key Wells across the subbasin to represent local groundwater levels, as shown in **Figure 3-2**. The plan set MTs at each Key Well to demonstrate sustainability. In WY 2021-2022, water levels in all nine Key Wells remained above their respective MTs, as shown in the hydrographs in **Figure 3-2**. This confirms that the significant undesirable results of chronic lowering of groundwater levels, depletion of groundwater storage, and potential subsidence are not occurring in the Mission Creek Subbasin.



Figure 3-2: Water Level Monitoring Wells in the Mission Creek Subbasin

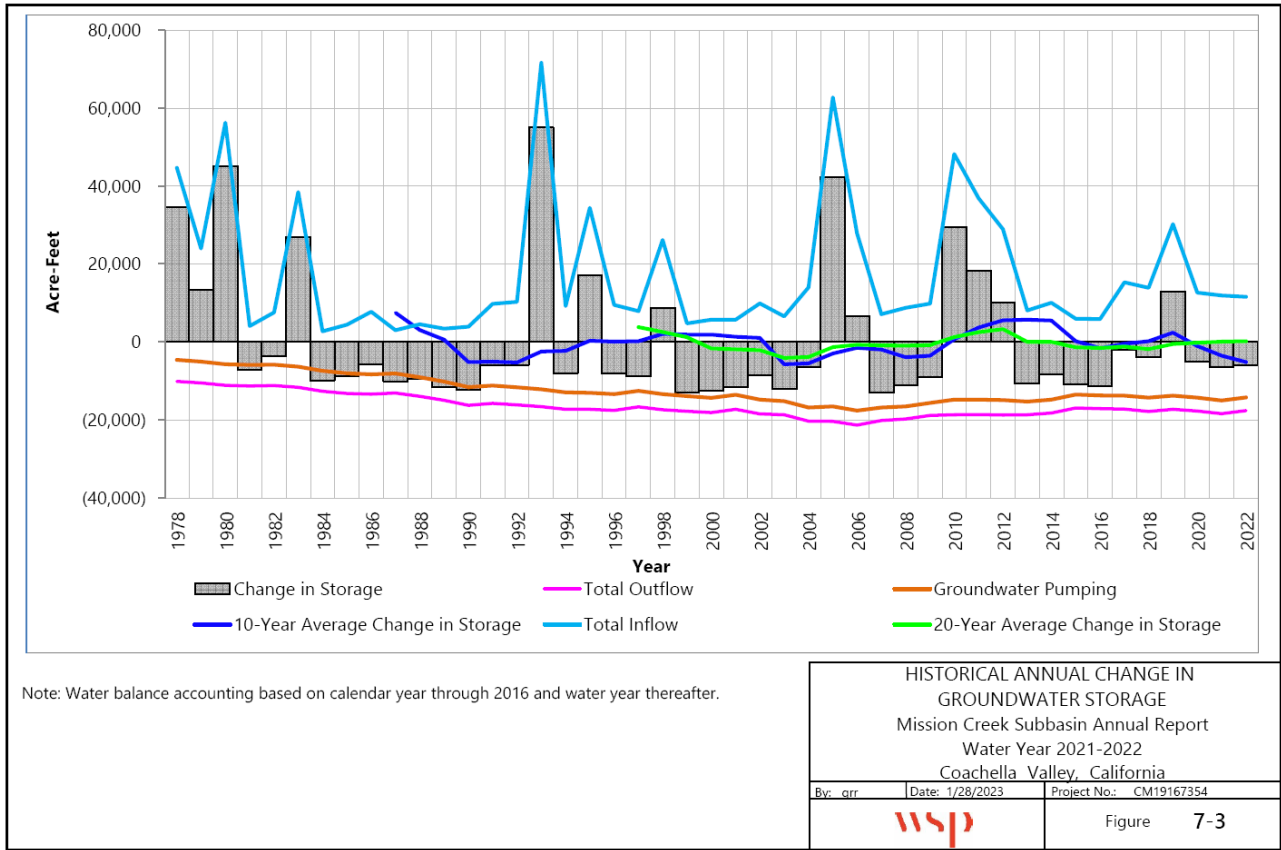


Source: 2022 Alternative Plan Update for the Mission Creek Subbasin

Figure 3-3 shows the historical annual change in groundwater storage from 1978 through WY 2021-2022 in the Mission Creek Subbasin. The figure also shows annual inflows, outflows, groundwater production, and 10-year and 20-year running-average change in groundwater storage. During periods of high artificial recharge, the change in storage tends to be positive. In dry years or periods of high groundwater pumping, the change in storage can be negative.

As shown in Figure 3-3, after a period of decline, starting in 2004 both the 10-year and 20-year running-average change in groundwater storage have shown positive trends. Annual inflows to the Mission Creek Subbasin are highly variable with years of high inflows corresponding to years when SWP delivery volumes were greater. The 20-year running-average change in storage shows that the Mission Creek Subbasin has been in balance since 2012.

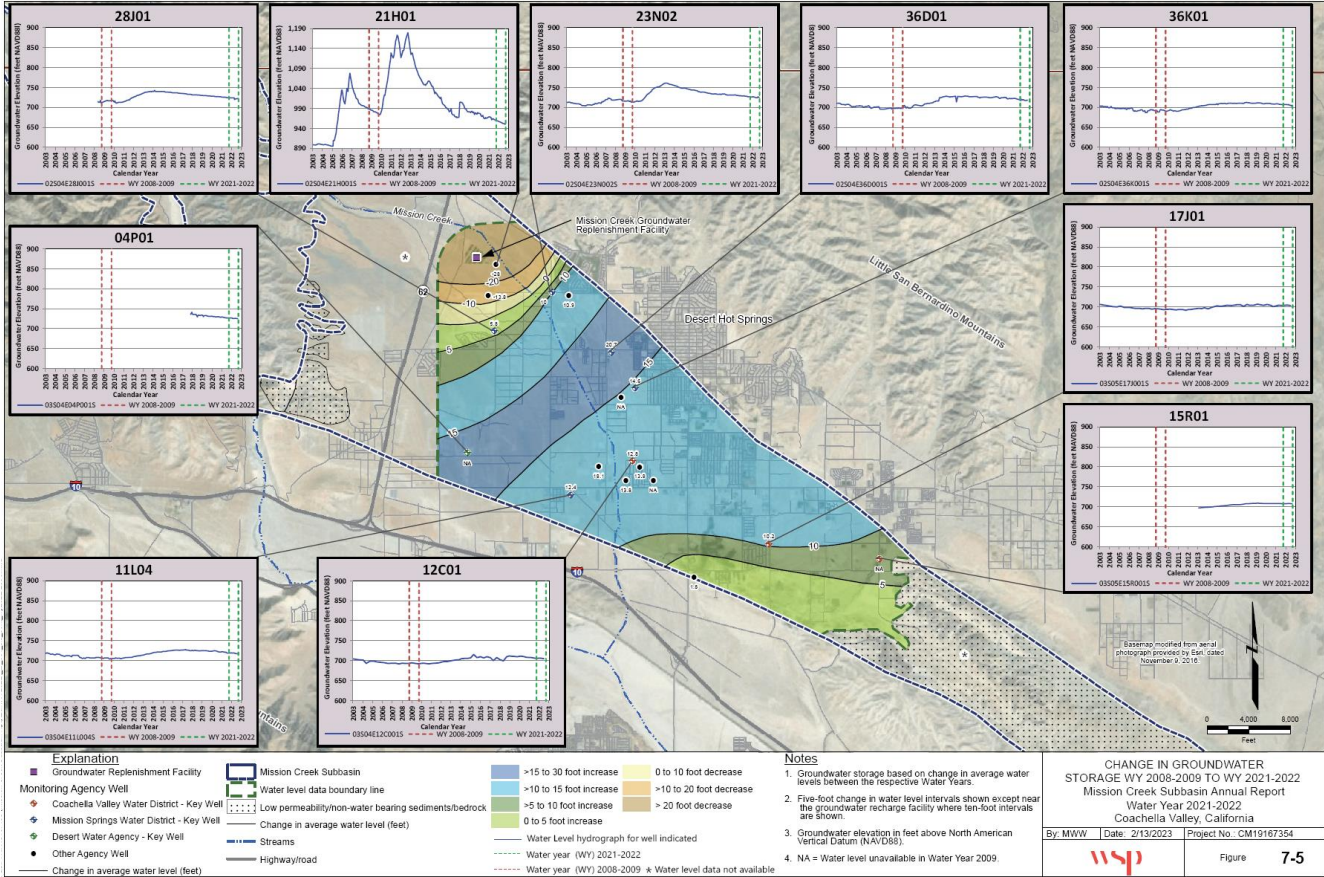
**Figure 3-3: Historical Annual Change in Groundwater Storage in the Mission Creek Subbasin**



Source: Mission Creek Subbasin Annual Report for Water Year 2021-2022

Groundwater levels have increased significantly in the Mission Creek Subbasin over the past 10 years from WY 2008-2009 to WY 2021-2022 as shown in **Figure 3-4**. The Mission Creek Subbasin Annual Report uses 2009 water levels as a metric of sustainability because historical low groundwater levels occurred in the years around 2009 throughout most of the Mission Creek Subbasin. The Mission Creek Subbasin shows a long-term positive trend in sustainability resulting from implementation of the Mission Creek Subbasin Alternative Plan.

**Figure 3-4: Change in Groundwater Elevation from Water Year 2008-2009 through Water Year 2021-2022 in the Mission Creek Subbasin**



Source: Mission Creek Subbasin Annual Report for Water Year 2021-2022

### 3.2 Imported Water

MSWD currently receives 100 percent of its water supply from groundwater production and does not purchase imported water from a water wholesaler. However, CVWD and DWA are remediating the overdraft condition of the groundwater in the Upper Coachella Valley by replenishment with Colorado River and State Water Project (SWP) Exchange water from Metropolitan Water District of Southern California (MWD). These imported water sources are used to recharge the groundwater basin and as an alternative source to meet non-potable demands from irrigation of agriculture, golf, and urban uses that would have otherwise been met by pumping groundwater.

#### 3.2.1 Colorado River Water

Colorado River water has been a significant water supply source for the Indio Subbasin since the Coachella Canal was completed in 1949. CVWD and DWA's groundwater replenishment programs have percolated billions of gallons of water into the aquifer. This has been possible due to a supply of imported water from the State Water Project and the Colorado River, as well as long-term water rights to stream flows in the Whitewater River and its tributaries.



The Colorado River is managed and operated in accordance with the Law of the River, a collection of interstate compacts, federal and state legislation, various agreements and contracts, an international treaty, a U.S. Supreme Court decree, and federal administrative actions that govern the rights to use Colorado River water within the seven Colorado River Basin states. The 1922 Colorado River Compact apportioned the waters of the Colorado River Basin between the Upper Colorado River Basin (i.e., Colorado, Wyoming, Utah, and New Mexico) and the Lower Basin (i.e., Nevada, Arizona, and California). The 1922 Colorado River Compact allocates 15 million AFY of Colorado River water as follows: 7.5 million AFY to the Upper Basin and 7.5 million AFY to the Lower Basin, plus up to 1 million AFY of surplus supplies. The Lower Basin's water was further apportioned among the three Lower Basin states by the 1928 Boulder Canyon Project Act and the 1931 Boulder Canyon Project Agreement, typically called the 1931 Seven Party Agreement, which allocates California's apportionment of Colorado River water among Palo Verde Irrigation District, Imperial Irrigation District (IID), CVWD, Metropolitan Water District of Southern California (MWD), City of Los Angeles, City of San Diego, and County of San Diego. The 1964 U.S. Supreme Court decree in *Arizona v. California* established Arizona's basic annual apportionment at 2.8 million AFY, California's at 4.4 million AFY, and Nevada's at 0.3 million AFY. Mexico is entitled to 1.5 million AFY of the Colorado River under the 1944 United States-Mexico Treaty for Utilization of Waters of the Colorado and Tijuana Rivers and of the Rio Grande. However, this treaty did not specify a required quality for water entering Mexico. In 1973, the United States and Mexico signed Minute No. 242 of the International Boundary and Water Commission requiring certain water quality standards for water entering Mexico. California's Colorado River supply is protected by the 1968 Colorado River Basin Project Act, which provides that in years of insufficient supply on the main stem of the Colorado River, supplies to the Central Arizona Project shall be reduced to zero before California will be reduced below 4.4 million AF in any year. This assures full supplies to the Coachella Valley, except in periods of extreme drought.

The Coachella Canal is a branch of the All-American Canal that brings Colorado River water into the Imperial and Coachella Valleys. Under the 1931 Seven Party Agreement, CVWD receives 330,000 AFY of Priority 3A Colorado River water diverted from the All-American Canal at the Imperial Dam. The Coachella Canal originates at Drop 1 on the All-American Canal and extends approximately 123 miles, terminating in CVWD's Lake Cahuilla. The service area for Colorado River water delivery under CVWD's contract with the U.S. Bureau of Reclamation (USBR) is defined as Improvement District No. 1 (ID-1), which encompasses 136,400 acres covering most of the East Valley and a portion of the West Valley north of Interstate 10. Under the 1931 Seven Party Agreement, CVWD has water rights to Colorado River water as part of the first 3.85 million AFY allocated to California. CVWD is in the third priority position along with IID.

In 2003, CVWD, IID, and MWD successfully negotiated the 2003 Quantification Settlement Agreement (2003 QSA), which quantifies Colorado River allocations through 2077 and supports the transfer of water between agencies. Under the 2003 QSA, CVWD has a base entitlement of 330,000 AFY. CVWD negotiated water transfer agreements with MWD and IID that increased CVWD supplies by an additional 123,000 AFY. CVWD's net QSA supply will increase to 424,000 AFY by 2026 and remain at that level until 2047, decreasing to 421,000 AFY until 2077, when the agreement terminates. As of 2021, CVWD's available Colorado River water diversions at Imperial



Dam under the QSA were 399,000 AFY. This includes the base entitlement of 330,000 AFY, the MWD/IID Transfer of 20,000 AFY, IID/CVWD First Transfer of 50,000 AFY, and IID/CVWD Second Transfer of 28,000 AFY. CVWD's QSA diversions also deducts the -26,000 AFY transferred to San Diego County Water Authority (SDCWA) as part of the Coachella Canal Lining Project and the -3,000 AFY transfer to Indian Present Perfected Rights. Additionally, under the 2003 QSA, MWD transferred 35,000 AFY of its State Water Project (SWP) Table A Amount to CVWD. This SWP water is exchanged for Colorado River water and can be delivered at Imperial Dam for delivery via the Coachella Canal to the eastern portion of the Indio Subbasin or at Lake Havasu for delivery via the Colorado River Aqueduct to the western portion of the Indio Subbasin at the Whitewater River Groundwater Replenishment Facility (WWR-GRF). The 2019 Second Amendment guaranteed delivery of the 35,000 AFY from 2019 to 2026, for a total of 280,000 AFY of water to the WWR-GRF during that timeframe. MWD can deliver the water through CVWD's Whitewater Service Connections (for recharge at WWR-GRF) or via the Advance Delivery account.

The MWD/IID Transfer originated in a 1989 agreement with MWD to receive 20,000 AF of its Colorado River supply. The 2019 Amended and Restated Agreement for Exchange and Advance Delivery of Water defined the exchange and delivery terms between MWD, CVWD, and DWA. The 2019 Second Amendment to Delivery and Exchange Agreement reduced CVWD's annual delivery of the MWD/IID Transfer to 15,000 AFY, for a total of 105,000 AF, if taken at the Whitewater Service Connections (for recharge at WWR-GRF) between 2020 and 2026. For those seven years, MWD keeps the remaining 5,000 AFY, after which CVWD's allocation increases back up to 20,000 AFY. CVWD's total allocations under the QSA, including MWD's transfer of 35,000 AFY and the MWD/IID Transfer, will increase from 424,000 AFY in 2020 to 459,000 AFY by 2026 and remain at that level for the remainder of the 75-year term of the QSA. **Table 3-3** lists total Colorado River entitlements under existing agreements.

**Table 3-3: CVWD Colorado River Entitlements (AFY)**

<b>Diversion</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>	<b>2035</b>	<b>2040</b>	<b>2045</b>
Base Entitlement	330,000	330,000	330,000	330,000	330,000	330,000
1988 MWD/IID Approval Agreement	20,000	20,000	20,000	20,000	20,000	20,000
IID/CVWD First Transfer	50,000	50,000	50,000	50,000	50,000	50,000
IID/CVWD Second Transfer <sup>1</sup>	23,000	48,000	53,000	53,000	53,000	53,000
Coachella Canal Lining	-26,000	-26,000	-26,000	-26,000	-26,000	-26,000
Indian Present Perfected Rights Transfer	-3,000	-3,000	-3,000	-3,000	-3,000	-3,000
<b>QSA Diversions</b>	<b>394,000</b>	<b>419,000</b>	<b>424,000</b>	<b>424,000</b>	<b>424,000</b>	<b>424,000</b>
MWD SWP Transfer <sup>2</sup>	35,000	35,000	35,000	35,000	35,000	35,000
<b>Total Diversions</b>	<b>429,000</b>	<b>454,000</b>	<b>459,000</b>	<b>459,000</b>	<b>459,000</b>	<b>459,000</b>
Assumed Conveyance Losses (5%)	-21,200	-22,700	-22,950	-22,950	-22,950	-22,950
MWD/IID Approval Agreement Transfer <sup>3</sup>	-5,000	-5,000	0	0	0	0
<b>Total Available Deliveries</b>	<b>402,800</b>	<b>426,300</b>	<b>436,050</b>	<b>436,050</b>	<b>436,050</b>	<b>436,050</b>

Source: 2022 Alternative Plan Update for the Indio Subbasin

<sup>1</sup> The Second IID/CVWD Transfer began in 2018 with 13,000 AF of water. This amount increases annually by 5,000 AFY for a total of 53,000 AFY in 2026.

<sup>2</sup> The 35,000 AFY MWD/CVWD SWP Transfer may be delivered at either Imperial Dam or Whitewater River and is not subject to SWP or Colorado River reliability.

1 Accounts for -5,000 AFY reduction in MWD/IID Approval Agreement deliveries from 2020-2026 per the 2019 Amendments with MWD.

The Colorado River deliveries to CVWD at the Imperial Dam/Coachella Canal from 2018 through 2022 are shown in **Table 3-4**.

**Table 3-4: Colorado River Deliveries to CVWD at the Imperial Dam/Coachella Canal**

Diversions (AF)	2018	2019	2020 <sup>1</sup>	2021 <sup>1</sup>	2022 <sup>1</sup>
Imperial Dam/Coachella Canal	338,035	343,971	350,618	351,904	330,387

Source: U.S. Bureau of Reclamation, Lower Colorado Region, Colorado River Accounting and Water Use Reports for Arizona, California, and Nevada.

<sup>1</sup> The 15,000 AFY of 1988 MWD/IID Approval Agreement water was delivered at WWR-GRF from 2020 to 2022.

CVWD's recharge volumes of Colorado River water from 2018 through 2022 are shown in **Table 3-5**.

**Table 3-5: CVWD Groundwater Recharge of Colorado River Water**

Groundwater Recharge (AF)	2018	2019	2020	2021	2022
Thomas E. Levy GRF	33,348	36,143	37,536	37,971	27,993
Palm Desert GRF	0	7,757	9,700	10,633	10,949
<b>Total</b>	<b>33,348</b>	<b>43,900</b>	<b>47,236</b>	<b>48,604</b>	<b>38,942</b>

Source: 2023-2024 CVWD Annual Engineer's Reports on Water Supply and Replenishment Assessment

### 3.2.2 State Water Project

The SWP is managed by DWR and includes 705 miles of aqueduct and conveyance facilities extending from Lake Oroville in Northern California to Lake Perris in Southern California. The SWP has contracts to deliver 4.172 million AFY to the State Water Contractors. The State Water Contractors consist of 29 public entities with long-term contracts with DWR for all, or a portion of, their water supply needs. In 1962 and 1963, DWA and CVWD, respectively, entered contracts with the State of California for a total of 61,200 AFY of SWP water. SWP water has been an important component of the region's water supply mix since CVWD and DWA began receiving and recharging SWP exchange water at the WWR-GRF. Starting in 1973, CVWD and DWA began exchanging their SWP water with MWD for Colorado River water delivered via MWD's Colorado River Aqueduct. Because CVWD and DWA do not have a physical connection to SWP conveyance facilities, MWD takes delivery of CVWD's and DWA's SWP water, and in exchange, delivers an equal amount of Colorado River water to the Whitewater Service Connections (for recharge at WWR-GRF and Mission Creek Groundwater Replenishment Facility). The exchange agreement was most recently re-established in the 2019 Amended and Restated Agreement for Exchange and Advance Delivery of Water.

Each SWP contract contains a "Table A" exhibit that defines the maximum annual amount of water each contractor can receive excluding certain interruptible deliveries. DWR uses Table A amounts to allocate available SWP supplies and some SWP project costs among the contractors. Each year, DWR determines the amount of water available for delivery to SWP contractors based on hydrology, reservoir storage, the requirements of water rights licenses and permits, water

quality, and environmental requirements for protected species in the Sacramento-San Joaquin River Delta (Delta). The available supply is then allocated according to each SWP contractor's Table A amount.

CVWD's and DWA's collective increments of Table A water are listed in **Table 3-6**. Original Table A SWP water allocations for CVWD and DWA were 23,100 AFY and 38,100 AFY, respectively, for a combined amount of 61,200 AFY. CVWD and DWA obtained a combined 100,000 AFY transfer from MWD under the 2003 Exchange Agreement. In 2004, CVWD purchased an additional 9,900 AFY of SWP Table A water from the Tulare Lake Basin Water Storage District (Tulare Lake Basin) in Kings County. In 2007, CVWD and DWA made a second purchase of Table A SWP water from Tulare Lake Basin totaling 7,000 AFY. In 2007, CVWD and DWA also completed the transfer of 16,000 AFY of Table A Amounts from the Berrenda Mesa Water District in Kern County. These latter two transfers became effective in January 2010. With these additional transfers, the total SWP Table A Amount for CVWD and DWA is 194,100 AFY. **Table 3-7** shows the percent allocation of SWP Table A allocations from 2018 through 2022. **Table 3-8** shows the recharge of SWP Exchange Water from 2018 through 2022.

**Table 3-6: State Water Project Table A Allocations**

	Original SWP Table A (AFY)	Tulare Lake Basin 2004 Transfer (AFY)	Metropolitan Water District 2003 Transfer (AFY)	Tulare Lake Basin 2007 Transfer (AFY)	Berrenda Mesa 2007 Transfer (AFY)	Total (AFY)
CVWD	23,100	9,900	88,100	5,250	12,000	138,350
DWA	38,100	0	11,900	1,750	4,000	55,750
<b>Total</b>	<b>61,200</b>	<b>9,900</b>	<b>100,000</b>	<b>7,000</b>	<b>16,000</b>	<b>194,100</b>

Source: 2020 Coachella Valley Regional Urban Water Management Plan

**Table 3-7: State Water Project Table A Percent Allocations**

	2018	2019	2020	2021	2022
Table A Allocation	35%	75%	20%	5%	5%

Source: CA Department of Water Resources Historical Table A Allocations for Years 1996-2023

**Table 3-8: CVWD and DWA Groundwater Recharge**

Groundwater Recharge (AF)	2018	2019	2020	2021	2022
Whitewater River GRF	129,725	235,600	126,487 <sup>1</sup>	15,006 <sup>1</sup>	15,011 <sup>1</sup>
Mission Creek GRF	2,027	3,688	1,768	0	0
<b>Total</b>	<b>131,752</b>	<b>239,288</b>	<b>128,255</b>	<b>15,006</b>	<b>15,011</b>

Source: CVWD 2023-2024 Annual Engineer's Reports on Water Supply and Replenishment Assessment

<sup>1</sup> Between 2020 and 2022, the 15,000 AFY of 1988 MWD/IID Approval Agreement water was delivered at Whitewater River GRF.

### 3.2.3 Other SWP Water

There are other types of SWP water that can be purchased, such as individual water purchase opportunities and transfers/exchanges. These may be conveyed to CVWD and DWA as available, but no commitments exist.

In 2008, CVWD and DWA entered into separate agreements with DWR for the purchase and conveyance of supplemental SWP water under the Yuba River Accord Dry Year Water Purchase Program (Yuba Accord). This program provides dry year supplies through a water purchase agreement between DWR and Yuba County Water Agency, which settled long-standing operational and environmental issues over instream flow requirements for the lower Yuba River. The amount of water available for purchase varies annually and is allocated among participating SWP contractors based on their Table A amounts. CVWD and DWA may purchase up to 1.72 percent and 0.69 percent, respectively, of available Yuba Accord water, in years it is made available. Yuba Accord deliveries have varied from zero in multiple years to a total of 2,664 AFY to CVWD and DWA in 2013.

Article 21 water (described in Article 21 of the SWP water contracts), “Interruptible Water,” is water that State Water Contractors may receive on a short-term basis in addition to their Table A water if they request it in years when it is available. Article 21 water is used by many contractors to help meet demands in low allocation years. Article 21 water is not available every year, amounts vary when it is available, and is proportionately allocated among participating Contractors. The availability and delivery of Article 21 water cannot interfere with normal SWP operations and cannot be carried over for delivery in a subsequent year.

### 3.3 Surface Water

MSWD does not currently use or intend to use any local surface water as part of its urban potable water supply. Local runoff is captured and used for groundwater recharge.

#### 3.3.1 River/Stream Diversion

Surface water supplies come from several local rivers and streams including the Whitewater River, Snow Creek, Falls Creek, and Chino Creek, as well as a number of smaller creeks and washes. Because surface water supplies are affected by variations in annual precipitation, the annual supply is highly variable. The 50-year hydrologic period from 1970 to 2019 had an annual average watershed runoff of 52,506 AFY, with approximately 43,300 AFY in natural infiltration. Runoff during the 25-year period from 1995 to 2019 was below average, with 39,196 AFY in watershed runoff and 29,200 AFY in natural infiltration. MSWD does not currently use or intend to use any local surface water as part of its urban potable water supply. Local runoff is captured and used for groundwater recharge.

#### 3.3.2 Stormwater Capture

The Coachella Valley drainage area is approximately 65 percent mountainous and 35 percent typical desert valley with alluvial fan topography buffering the valley floor from the steep mountain slopes. The mean annual precipitation ranges from 30 inches or more in the San Bernardino Mountains to less than 3 inches at the Salton Sea. Three types of storms produce precipitation in the drainage area: general winter storms, general thunderstorms, and local thunderstorms. Longer duration, lower intensity rainfall events tend to have higher recharge

rates, but runoff from flash flooding can result from all three types of storms. Otherwise, there is little to no flow in most of the streams in the drainage area.

Significant amounts of local runoff are currently captured at the Whitewater River GRF, Mission Creek GRF, and in the debris basins and unlined channels of the western Coachella Valley. Additional stormwater will be captured when the Thousand Palms Flood Control Project is completed and when flood control is constructed in the Oasis area. However, limited data exists to estimate the amount of additional stormwater that could be captured by new facilities in the Coachella Valley. Nonetheless, large-scale stormwater capture is not expected to yield sufficient water to be worth the investment as a single purpose project. Small-scale stormwater retention systems located in areas of suitable geology to allow percolation could capture small intensity storms as well as street runoff. The potential yield of this system is not known at this time, but stormwater capture should be considered in conjunction with projects that construct stormwater and flood control facilities.

### 3.4 Wastewater and Recycled Water

Wastewater that has been highly treated and disinfected can be reused for landscape irrigation and other purposes. Recycled wastewater has historically been used for irrigation of golf courses and municipal landscaping in the Coachella Valley since as early as the 1960s. As growth occurs in the eastern Coachella Valley, the supply of recycled water is expected to increase, creating an additional opportunity to maximize local water supply.

MSWD currently operates two wastewater treatment plants. The Horton Wastewater Treatment Plant (Horton WWTP), located on Verbena Drive about a half mile south of Two Bunch Palms Trail, has a capacity of 2.3 million gallons per day (MGD). The plant uses an extended aeration process for treatment and disposes of the secondary wastewater, which is not disinfected, in adjacent percolation/evaporation ponds. The sludge generated from the treatment process is run through a dewatering sludge filter press and then trucked offsite to proper disposal areas. The average daily flow metered to the plant in 2020 was 2.0 MGD.

The Desert Crest Wastewater Treatment Plant, located about a half mile southeast of the intersection of Dillion Road and Long Canyon Road, has a capacity of 0.18 MGD and serves a country club development and mobile home park. The facility operates similarly to the Horton WWTP using an aeration basin for treatment and disposes of the secondary wastewater, which is not disinfected, by way of percolation/evaporation ponds. The sludge generated from the treatment process is dried in on-site beds and then trucked offsite to proper disposal areas. The average daily flow to the plant in 2020 was metered at 0.05 MGD.

Both District wastewater treatment plants uses an extended aeration process for treatment and dispose of the secondary wastewater, which is not disinfected, in adjacent percolation/evaporation ponds located within the plant on the southwest (potable water) side of the Mission Creek Fault. In addition, effluent is used for irrigation and maintenance at the treatment plants.

The District is constructing the MSWD Nancy Wright Regional Water Reclamation Facility (NWRWRF) to meet increasing wastewater demands. In its initial phase, the RWRWF will use a sequence batch reactor process for treatment and disposal of the secondary wastewater, which is not disinfected, in adjacent percolation/evaporation ponds located within the plant over the Garnet Hill Subarea. The District plans to produce recycled water meeting Title 22 standards with tertiary treatment facilities in the subsequent phase. The primary recycled water demands are foreseen to be replenishment of the Mission Creek Subbasin and public green areas, golf courses and playing fields that were identified as part of the 2018 study. Consistent with recycled water demands that have been identified and estimated system wastewater flows, it is envisioned that the recycled water system including the NWRWRF will be expanded to accommodate a system recycled water system demand of 5,000 AFY by 2045.

### 3.5 Conservation

Water conservation, and the reduced groundwater production associated with water conservation, benefits the groundwater basin and is an important element of the Alternative Plans and the 2020 Regional Urban Water Management Plan (UWMP).

The purpose of this regional UWMP is to allow the six agencies to address UWMP requirements. These requirements originated in California's Urban Water Management Planning Act of 1983 (Act), and the requirements have been expanded and updated with subsequent legislation. Agencies are required to prepare an updated UWMP every five years and submit it to the California Department of Water Resources (DWR). DWR then performs a review to verify that each UWMP addresses the requirements of the California Water Code (CWC). MSWD created and adopted a Water Shortage Contingency Plan (WSCP) in June 2021.

MSWD utilizes rebate programs within its service area, including a turf removal rebate program and a toilet rebate program. These rebates assist homeowners, homeowner associations, and commercial customers to reduce water usage. MSWD is also a partner in CV Water Counts, a nonprofit group formed to focus on water conservation, through awareness-building and education to Coachella Valley residents, businesses, and government. The group is comprised of the six Coachella Valley water agencies.

### 3.6 Landscape Ordinance

In order to practice water conservation, the Project would abide by Mission Spring Water District Water Efficient Landscaping Guidelines (Landscape Guidelines). The intent of the Landscape Guidelines is to promote water conservation through climate appropriate plant material and efficient irrigation practices and comply with the State of California's Water Conservation in Landscaping Act. The Landscape Guidelines apply to all new and rehabilitated landscapes for private, recreational and commercial developments, including single or multifamily housing developments, and residential infill unless the owner selects a pre-approved landscape design model that conforms to these guidelines.



In Exhibit 1, *Landscape Documentation Package*, of the Landscape Guidelines, a formula is provided to determine a project’s annual maximum applied water allowance (MAWA). To calculate the total water demand for the Project, this document references the most updated ETo map for the region. Additionally, the document references the most updated evapotranspiration adjustment factor (ET adjustment factor) for the region. This is shown in **Table 6-2: Projected Outdoor Irrigation Water Demand** in the **Project Water Demands** section below.

### 3.7 Water Shortage Contingency Planning

Each level in **Table 3-9** represents an anticipated reduction in the supplies that would normally be available to MSWD. These supply reductions could be the result of a variety of potential causes including natural forces, system component failure or interruption, regulatory actions, contamination, or any combination of factors. MSWD may need to activate shortage levels across its entire service area or within certain areas that are impacted by an event. The levels involve voluntary and mandatory conservation measures and restrictions, depending on the causes, severity, and anticipated duration of the water supply shortage. The locally appropriate shortage response actions that would be taken at each level to address the resulting gap between supplies and demands are described in the following section.

**Table 3-9: Urban Water Shortage Contingency Plan Shortage Levels**

Shortage Level	Shortage Range	Water Supply Condition
1	Up to 10%	Normal water supplies
2	Up to 20%	Slightly limited water supplies
3	Up to 30%	Moderately limited water supplies
4	Up to 40%	Limited water supplies
5	Up to 50%	Significantly limited water supplies
6	Greater than 50%	Severe shortage or catastrophic incident

Source: 2021 MSWD Water Shortage Contingency Plan

## 4 Public Water System – Projected Supply and Demand

Mission Springs Water District (MSWD) projects that a majority of its urban potable water uses will continue to be supplied from local groundwater. Although MSWD does not buy imported water from a wholesaler, CVWD has secured imported water supplies from the State Water Project (SWP) and the Colorado River, and recycled water from water reclamation plants. These imported and recycled water supplies are used to replenish the groundwater basin which benefits all water districts in the Coachella Valley.

### 4.1 Projected Urban Demand and Supply

The following tables from the 2020 Regional Urban Water Management Plan (Regional UWMP) provide the MSWD’s projected water supplies and demands. Projected demands for water use in the MSWD service area are summarized in **Table 4-1**.

**Table 4-1: MSWD Projected Demands for Water**

Use Type	Projected Water Use				
	2025	2030	2035	2040	2045
Single Family	4,743	5,143	5,543	6,066	6,588
Multi-Family	1,316	1,427	1,538	1,683	1,828
Commercial	459	498	537	587	638
Industrial	298	323	348	381	413
Institutional /Governmental	179	194	209	229	249
Landscape	984	1,067	1,150	1,258	1,366
Other	1,017	1,102	1,188	1,300	1,412
<b>Total</b>	<b>8,996</b>	<b>9,754</b>	<b>10,513</b>	<b>11,504</b>	<b>12,494</b>

Note: "Other" represents non-revenue water, which includes losses.

Source: 2020 Coachella Valley Regional Urban Water Management Plan

MSWD currently receives 100 percent of its water supply from groundwater production and does not purchase imported water from a water wholesaler. However, CVWD and DWA are remediating the overdraft condition of the groundwater in the Upper Coachella Valley by replenishment with Colorado River and State Water Project (SWP) Exchange water from Metropolitan Water District of Southern California (MWD). District groundwater meets all Federal and State primary and secondary water quality standards without treatment (other than chlorination for disinfection) with the exceptions that groundwater from Well No. 26A is treated at each well site to meet the primary water quality standard for uranium.

The construction of recycled water infrastructure including tertiary treatment facilities at the planned RWRf is projected to accommodate future deliveries of recycled water. MSWD's projected supplies through 2045 are presented in **Table 4-2**.

**Table 4-2: MSWD Projected Urban Water Supplies**

Water Supply	Additional Detail on Water Supply	Projected Water Supply (AFY)				
		2025	2030	2035	2040	2045
<b>Groundwater</b>	All Subbasins	8,996	9,754	10,513	11,504	12,495
<b>Recycled Water</b>		0	1,210	2,200	3,600	5,000
<b>Total</b>		<b>8,996</b>	<b>10,964</b>	<b>12,713</b>	<b>15,104</b>	<b>17,495</b>

Source: 2020 Coachella Valley Regional Urban Water Management Plan

## 4.2 Normal, Single-Dry, Multiple-Dry Year Comparison

The following tables from the 2020 Regional UWMP provide MSWD's projected water supplies and demands in a normal year, single-dry year, and multiple-dry years.

During normal years, MSWD will be able to meet current and future urban water demand needs projected in the 2020 Regional UWMP as shown in **Table 4-3**.

**Table 4-3: Normal Year Supply and Demand Comparison**

	2025	2030	2035	2040	2045
<b>Supply Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
<b>Demand Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
<b>Difference</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Source: 2020 Regional Urban Water Management Plan

Note: MSWD and the other Regional UWMP agencies collaborate on groundwater management plans for long-term sustainability. During a normal year, single-dry year, or five-dry year period, the agencies could produce additional groundwater if demands exceeded the estimates shown here.

During single-dry years, MSWD will be able to meet current and future urban water demand needs as shown in **Table 4-4**. Water supplies during the single-dry year are 100 percent reliable. CVWD's groundwater replenishment program replenishes the basin to increase groundwater storage during wet years and that supply is available for use during dry years which benefits all water districts using ground water, including MSWD. Thus, the supply and demand comparison for the single-dry year is the same as the normal year.

**Table 4-4: Single-Dry Year Supply and Demand Comparison**

	2025	2030	2035	2040	2045
<b>Supply Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
<b>Demand Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
<b>Difference</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Source: 2020 Regional Urban Water Management Plan

Note: MSWD and the other Regional UWMP agencies collaborate on groundwater management plans for long-term sustainability. During a normal year, single-dry year, or five-dry year period, the agencies could produce additional groundwater if demands exceeded the estimates shown here.

During multiple-dry years, MSWD will be able to meet current and future urban water demand needs through groundwater pumping as shown in **Table 4-5**. Similar to the single-dry year, the multiple-dry year water supply reliability is 100 percent. Thus, the supply and demand comparison for the multiple-dry years is the same as the normal year. MSWD and the other Regional UWMP agencies collaborate on groundwater management plans for long-term sustainability. During a normal year, single-dry year, or five-dry year period, the agencies could produce additional groundwater if demands exceeded the estimates shown here.

**Table 4-5: Multiple-Dry Years Supply and Demand Comparison**

		2025	2030	2035	2040	2045
<b>First Year</b>	<b>Supply Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
	<b>Demand Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
	<b>Difference</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Second Year</b>	<b>Supply Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
	<b>Demand Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
	<b>Difference</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Third Year</b>	<b>Supply Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
	<b>Demand Totals (AFY)</b>	8,996	10,874	12,713	15,104	17,495
	<b>Difference</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Fourth Year	Supply Totals (AFY)	8,996	10,874	12,713	15,104	17,495
	Demand Totals (AFY)	8,996	10,874	12,713	15,104	17,495
	Difference	0	0	0	0	0
Fifth Year	Supply Totals (AFY)	8,996	10,874	12,713	15,104	17,495
	Demand Totals (AFY)	8,996	10,874	12,713	15,104	17,495
	Difference	0	0	0	0	0

Source: 2020 Regional Urban Water Management Plan

Note: MSWD and the other Regional UWMP agencies collaborate on groundwater management plans for long-term sustainability. During a normal year, single-dry year, or five-dry year period, the agencies could produce additional groundwater if demands exceeded the estimates shown here.

## 5 Project Description

The Project is located in the western portion of the Coachella Valley within the incorporated limits of the City of Palm Springs, Riverside County as shown in **Figure 5-1**. The Project will be accessible from Indian Canyon Drive and is bounded by undeveloped land to the north, Indian Canyon Drive to the east, 19<sup>th</sup> Avenue to the south, and a wind turbine site to the west. The Project proposes to develop 39.54 acres of vacant land in the Coachella Valley to include 16.70 acres of industrial building area, 15.39 acres of parking, access roads, and hardscape, approximately 3 acres of right of way dedication, and 4.38 acres of landscaping, open space, and retention areas. **Figure 5-2** displays the vicinity map; **Figure 5-3** displays the site plan; **Table 5-1** describes the land use summary of the project.

Figure 5-1: Project Regional Location Map

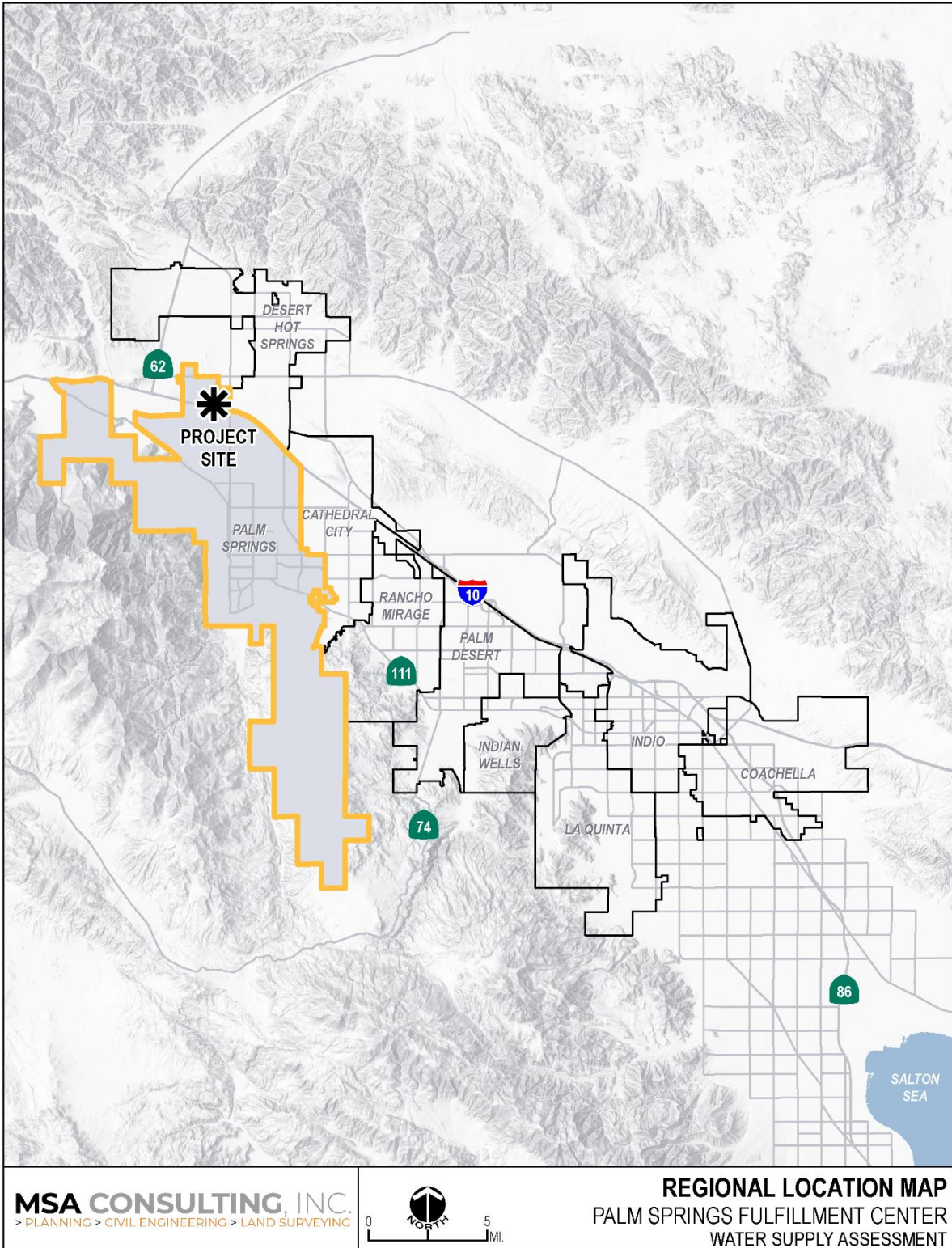




Figure 5-2: Project Vicinity Map

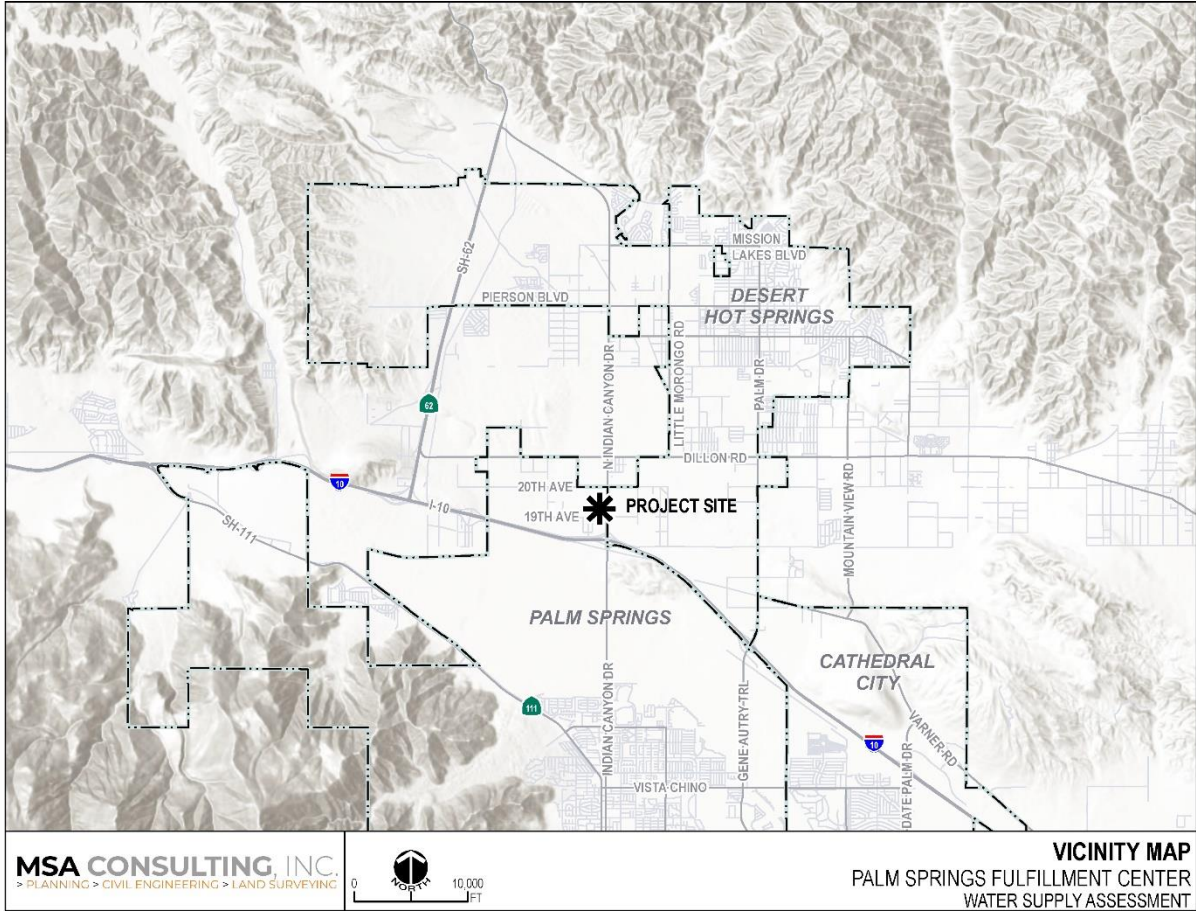




Figure 5-3: Project Site Plan

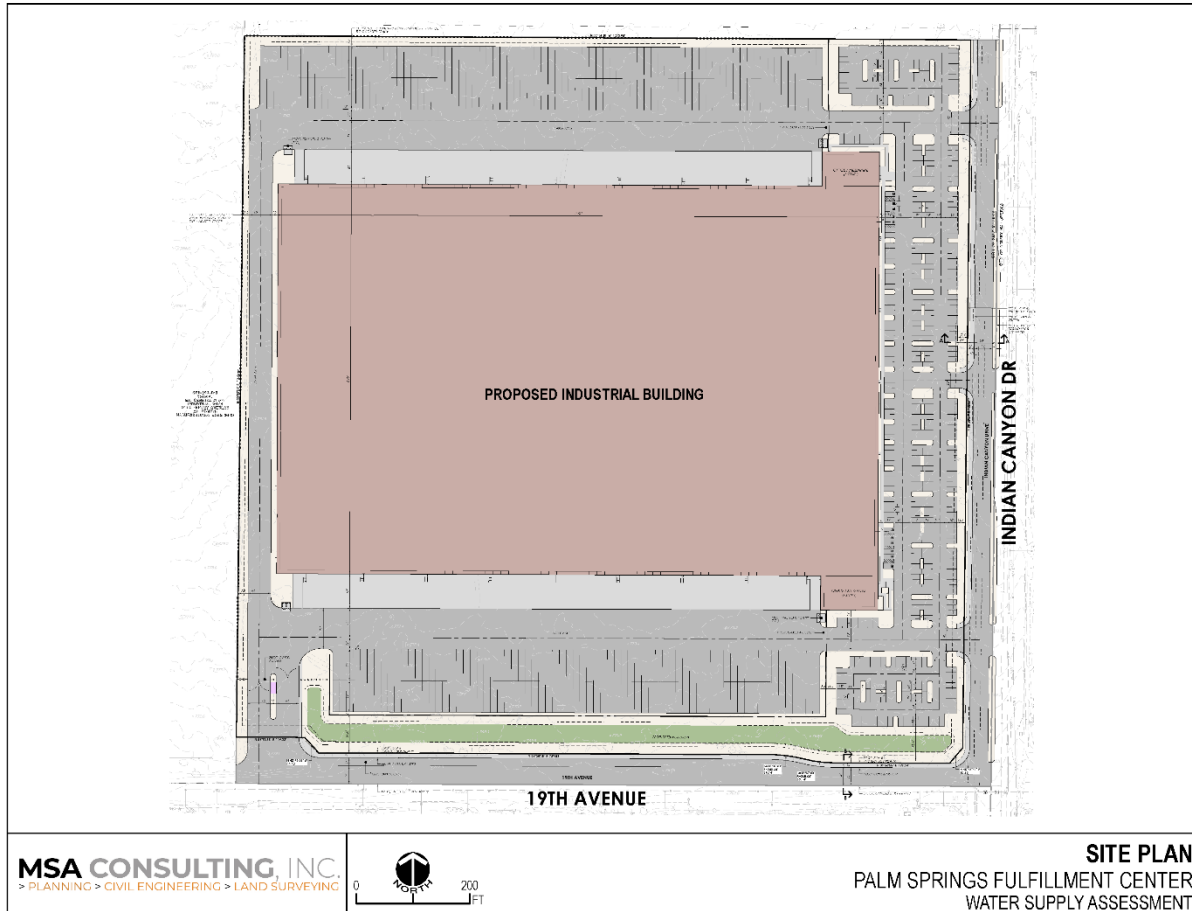


Table 5-1: Project Land Use Summary

Specific Plan/Land Use Designation	Land Area (Acres)	Target Density (EDUs/Acre)	Estimated Dwelling Units (EDUs)	Non-Residential Building Area (ft <sup>2</sup> )
Industrial Building Area	16.7	0.00	0	727,360
Access Roads/Hardscape/Parking	15.39	0.00	0	670,291
Landscape/Open Space/Retention Basins	4.38	0.00	0	190,815
Right of Way Dedication	3.07	0.00	0	133,708
<b>Total</b>	<b>39.54</b>		<b>0</b>	<b>1,722,174</b>

## 6 Project Water Demands

The Palm Springs Fulfillment Center (Project) proposes to develop 39.54 acres of vacant land in the Coachella Valley to include 16.70 acres (727,360 square feet) of industrial building area, 15.39

acres of parking, access roads, and hardscape, approximately 3 acres of right of way dedication, and 4.38 acres of landscaping, open space, and retention areas.

## 6.1 Projected Indoor Residential Water Demand

The projected indoor residential unit usage for this Water Supply Assessment/Water Supply Verification (WSA/WSV) is based on indoor water use performance standards as provided in the California Water Code (CWC) for residential water demand Water Code Section 10910 approved November 10, 2009, codified in CWC section 10608.20 (b)(2)(A). The projected indoor residential water demand for the Project is 0 due to there being no residential areas.

## 6.2 Projected Indoor Commercial and Industrial Water Demand

The projected indoor commercial and industrial unit usage for this WSA/WSV are based on the American Water Works Association Research Foundations (AWWARF's) Commercial and Industrial End Uses of Water. The projected indoor commercial and industrial water demand for the Project totals 78.13 AFY as shown in **Table 6-1** below.

**Table 6-1: Projected Indoor Commercial and Industrial Water Demand**

Planning Area	Indoor Area (ft <sup>2</sup> )	Number of Rooms	Maximum Interior Floor Space per Unit	Water Demand Factor (gal/ ft <sup>2</sup> ) <sup>1</sup>	Water Demand (gpd)	Water Demand (AFY)
Industrial Planning Area	727,360			35	69,746.85	78.13

<sup>1</sup> AWWARF Commercial and Industrial End Uses of Water, 2000.

## 6.3 Projected Outdoor Irrigation Water Demand

The projected outdoor irrigation water usage is based on the District's Water Efficient Landscaping Guidelines which complies with the State of California's Water Conservation in Landscaping Act. Exhibit 1, *Landscape Documentation Package*, was referenced to calculate the projected outdoor irrigation water demand. In Exhibit 1, *Landscape Documentation Package*, a formula is provided to determine a project's annual maximum applied water allowance (MAWA). To calculate the total water demand for the Project, this document references the most updated ETo map for the region. Additionally, this document references the most updated evapotranspiration adjustment factor (ET adjustment factor) for the region. The projected outdoor irrigation water demand for the Project is 40.24 AFY as shown in **Table 6-2** below.

**Table 6-2: Projected Outdoor Irrigation Water Demand**

Planning Area	Landscaped Area (ft <sup>2</sup> )	ET <sub>o</sub> (in/yr) <sup>1</sup>	ETAF <sup>2</sup>	Conversion Factor (gal/ft <sup>2</sup> ) <sup>3</sup>	Water Demand (gpd)	Water Demand (AFY)
Industrial Building Area	0	83.3	0.45	0.62	0.00	0.00
Access Roads/Hardscape/Parking	335,194.20	83.3	0.45	0.62	21,342.87	23.91
Landscape/Open Space/Retention Areas	162,173.88	83.3	0.45	0.62	10,326.12	11.57
Right of Way Dedication	66,864.60	83.3	0.45	0.62	4,257.48	4.77
<b>Total</b>	<b>564,232.68</b>				<b>35,926.47</b>	<b>40.24</b>

<sup>1</sup> Reference Evapotranspiration (ET<sub>o</sub>) from CVWD Landscape Ordinance 1302.5, Appendix C

<sup>2</sup> Evapotranspiration Adjustment Factor (ETAF) from CVWD Landscape Ordinance 1302.5, Appendix D

<sup>3</sup> Conversion Factor from MSWD Water Efficient Landscaping Guidelines, Exhibit 1, Landscape Documentation Package

## 6.4 Projected Outdoor Water Features Demand

The projected outdoor recreational water usage is based on the Estimated Total Water Usage (ETWU) equation from Appendix D of CVWD's Landscape Ordinance No. 1302.5. The projected outdoor water features demand for the Project is 0 due to there being no outdoor water features.

## 6.5 Projected Total Water Demand

The total projected water demand for the Project is 118.37 AFY, or 2.99 acre-feet per acre, as shown in **Table 6-3** below.

**Table 6-3: Projected Total Water Demand**

Planning Area	Land Area (Acres)	Indoor Residential Demand (AFY)	Indoor Commercial and Industrial Demand (AFY)	Outdoor Irrigation Demand (AFY)	Outdoor Recreational Demand (AFY)	Total Water Demand (AFY)
Industrial Building Area	16.70	0.00	78.13	0.00	0.00	78.13
Access Roads/Hardscape/Parking	15.39	0.00	0.00	23.91	0.00	23.91
Landscape/Open Space/Retention Areas	4.38	0.00	0.00	11.57	0.00	11.57
Right of Way Dedication	3.07	0.00	0.00	4.77	0.00	4.77
<b>Total</b>	<b>39.54</b>	<b>0.00</b>	<b>78.13</b>	<b>40.24</b>	<b>0.00</b>	<b>118.37</b>

## 6.6 Projected Water Sources

Project domestic water supplies and associated landscape irrigation supplies will be provided from groundwater from the Mission Creek Subbasin in the Coachella Valley Groundwater Basin via Mission Springs Water District (MSWD) potable water distribution system. This source will serve all indoor and outdoor uses as shown in **Table 6-4** below.

**Table 6-4: Projected Water Sources**

Planning Area	Land Area (Acres)	Indoor Residential Demand	Indoor Commercial and Industrial Demand	Outdoor Irrigation Demand	Outdoor Water Feature Demand
Industrial Building Area	16.70		MSWD Domestic Water System		
Access Roads/Hardscape/Parking	15.39			MSWD Domestic Water System	
Landscape/Open Space/Retention Areas	4.38				
Right of Way Dedication	3.07				

## 6.7 Conservation Measures

The following section describes the water conservation measures to be implemented by the proposed Project.

### 6.7.1 Project Specific Water Conservation Measures

A broad range of design components and mitigation measures will be implemented to address the Project's potential impacts on water resources.

Project developers will be required to implement the following measures in order to assure the most efficient use of water resources and to meet and maintain the 2010 CVWMP Update goals throughout the life of the Project:

1. To the greatest extent practicable, native plant materials and other drought-tolerant plants shall be used in all non-turf areas of Project landscaping. Turf and other water-intensive landscaped areas shall be kept to the minimum necessary and consistent with the functional and aesthetic needs of the Project, while providing soil stability to resist erosion.
2. The landscaping and irrigation plans and irrigation system shall comply with all City ordinances and MSWD's Water Efficient Landscaping Guidelines relating to water

efficiency, and irrigation shall be an automatic system with an irrigation timer and two drop or bubbler heads per tree to produce deep root irrigation.

3. In the event recycled water becomes available to the Project, the potential use of tertiary treated water will be reviewed to determine feasibility of its use for on-site landscaped areas to reduce the use of groundwater for irrigation.

## 7 Availability of Sufficient Supplies

### 7.1 Water Supply Assessment

Based on the analysis in this Water Supply Assessment (WSA), the projected total water demand for the Palm Springs Fulfillment Center (Project) will be 118.37 acre-feet per year (AFY), or 2.99 acre-feet per acre. MSWD's long-term water management planning ensures that adequate water supplies are available to meet existing and future water needs within its service area. MSWD's urban water demand was 8,269 acre-feet (AF) for 2020, and the projected urban water demand by 2025 is 8,996 and by 2045 is 17,494 AFY. This Project's water demand of 118.37 AFY accounts for approximately 16.3 percent of the total planned increase in demand of 727 AFY by 2025 based off 2020's water demand of 8,269 and approximately 1.3 percent of the total planned increases in demand of 9,225 AFY by 2045 based off 2020's water demand.

This WSA provides an assessment of the availability of sufficient water supplies during normal, single-dry, and multiple-dry years over a 20-year projection to meet the projected demands of the Project, in addition to existing and planned future water demands of MSWD, as required by Senate Bill (SB) 610 and SB 1262. This WSA also includes identification of existing water supply entitlements, water rights, water service contracts, and agreements relevant to the identified water supply for the Project and quantities of water received in prior years pursuant to those entitlements, rights, contracts, and agreements.

This WSA has been prepared in compliance with the requirements of SB 610 and SB 1262 by MSA Consulting in consultation with MSWD and the City. This WSA does not relieve the Project from complying with all applicable state, county, city, and local ordinances or regulations including the 2009 Mission Springs Water District Water Efficient Landscaping Guidelines, and indoor water use performance standards provided in the California Water Code now or in the future.

Consistent with the provisions of SB 610, neither this WSA nor its approval shall be construed to create a right or entitlement to water service or any specific level of water service, and shall not impose, expand, or limit any duty concerning the obligation of MSWD to provide certain service to its existing customers or to any future potential customers.

This WSA does not constitute an agreement to provide water service to the Project, and does not entitle the Project, Project applicant, or any other person or entity to any right, priority, or allocation in any supply, capacity, or facility. To receive water service, the Project will be subject to an agreement with MSWD, together with any and all applicable fees, charges, plans and

specifications, conditions, and any and all other applicable MSWD requirements in place and as amended from time to time. Nor does anything in this WSA prevent or otherwise interfere with MSWD's discretionary authority to declare a water shortage emergency in accordance with the Water Code.

This WSA will be reviewed every five years, or in the event that the water planning assumptions have changed, until the Project begins construction to ensure it remains accurate and no significant changes to either the Project or available water supply has occurred. The Project applicant shall notify MSWD when construction begins.

## **7.2 Requirement for Written Verification of Water Supply Availability**

Government Code §66473.7 requires that a Written Verification of Water Supply (WV) be prepared in connection with the approval of a development agreement or tentative map that includes a subdivision. A subdivision is defined as a proposed residential development of more than 500 units, except that for a water agency with fewer than 5,000 service connections, a subdivision includes a residential development project that would account for an increase of 10 percent or more in the number of the agency's existing service connections.

This WSA is not a WV. If the City determines that the Project or any planning area meets the definition of a subdivision and therefore requires preparation of a WV, the City must request a WV prepared by MSWD in compliance with the requirements of SB 221. This WSA may be used to support the WV. Depending on circumstances including but not limited to new water efficiency regulations or changes in water supply availability, MSWD may recommend preparation of an updated supply and demand assessment to support the WV.



## 8 References

American Water Works Association Research Foundation, *Commercial and Institutional End Uses of Water*, 2000

California Department of Water Resources, *Final State Water Project Delivery Capability Report 2019*, August 2020

California Department of Water Resources, *Results of the Indoor Residential Water Use Study*, November 2021

California Department of Water Resources, *State Water Project Historical Table A Allocations, Water Years 1996-2023*, April 2023

Coachella Valley Water District, Coachella Water Authority, Desert Water Agency, Indio Water Authority, Mission Springs Water District, Myoma Dunes Mutual Water Company, *2020 Coachella Valley Regional Urban Water Management Plan*, Water Systems Consulting, Inc., June 2021

Coachella Valley Water District, *2023-2024 Engineer's Report on Water Supply and Replenishment Assessment*, April 2023

Mission Springs Water District Water Efficient Landscaping Guidelines, September 2009

Mission Springs Water District website

CVWD Landscape Ordinance 1302.5, Appendix C

CVWD Landscape Ordinance 1302.5, Appendix D

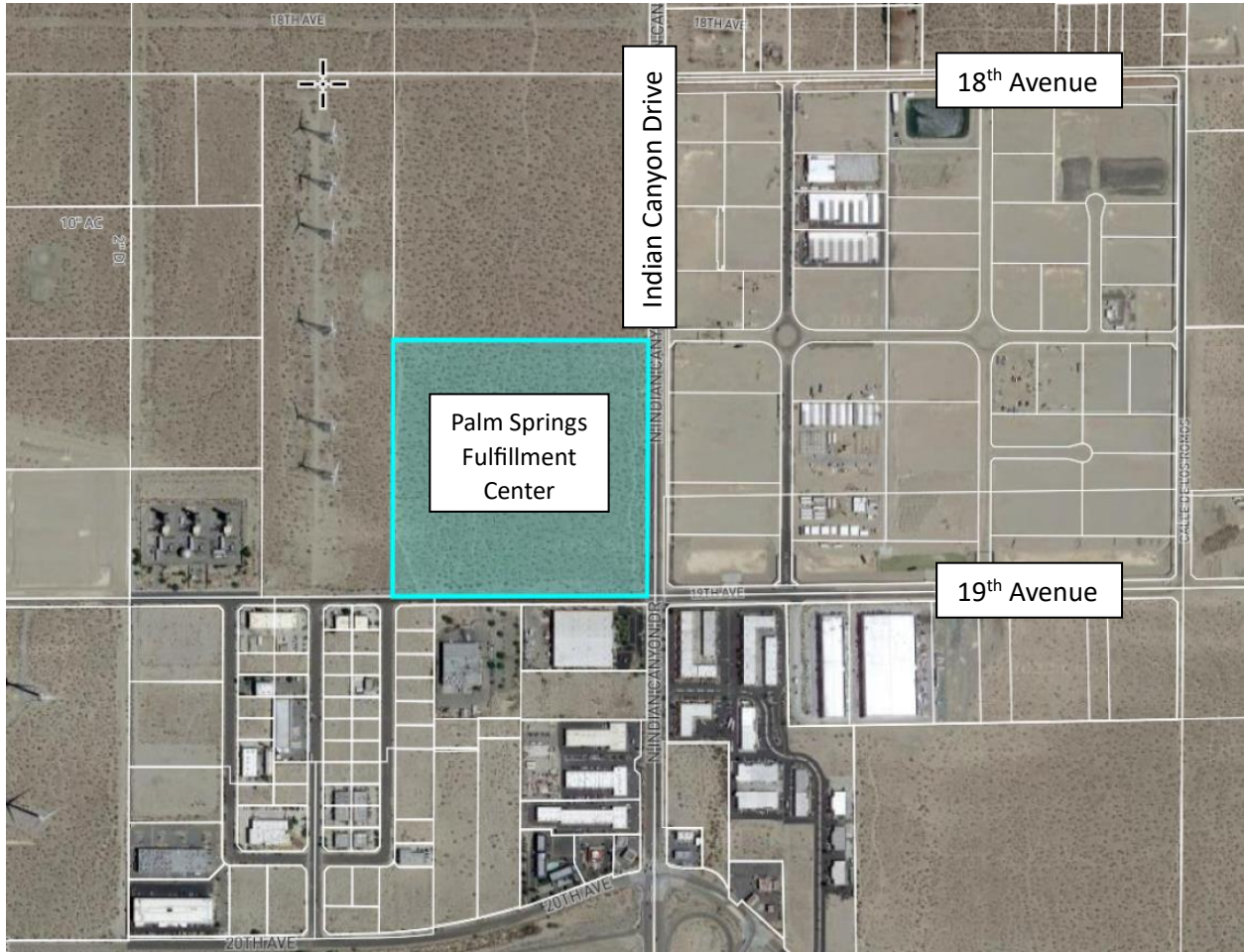
Coachella Valley Water District, Coachella Water Authority, Desert Water Agency, and Indio Water Authority, *Indio Subbasin Annual Report for Water Year 2021-2022*, Todd Groundwater Inc., March 2023

Coachella Valley Water District, Coachella Water Authority, Desert Water Agency, and Indio Water Authority, *2022 Indio Subbasin Water Management Plan Update/Alternative Plan Update*, Todd Groundwater Inc., December 2021

Coachella Valley Water District, Desert Water Agency, and Mission Springs Water District, *Mission Creek Subbasin Annual Report for Water Year 2021-2022*, Wood Environment & Infrastructure Solutions Inc., February 2023

United States Bureau of Reclamation, *Colorado River Accounting and Water Use Reports for Arizona, California, and Nevada*

**PROJECT LOCATION MAP**  
**Palm Springs Fulfillment Center**  
**APN: 666-320-018**





## SEPTEMBER 18TH CONTINUED MEETING/PUBLIC HEARING MINUTES

Thursday, October 05, 2023 at 1:00 PM

66575 Second St, Desert Hot Springs, CA AND/OR Via Teleconference

### CALL TO ORDER

President Martin called the meeting to order at 1:00 PM

### ROLL CALL

BOARD MEMBERS PRESENT: President Russ Martin, Vice President Ivan Sewell, Director Robert Griffith  
Director Amber Duff, Director Ted Mayrhofen

STAFF MEMBERS PRESENT: Brian Macy, Marion Champion, Arturo Ceja, Danny Friend, Kurt  
Kettenacker, Oriana Hoffert, Carol Morin, Dori Petee, Eric Weck, April Scott, Amanda Lucas

### PUBLIC INPUT

No public Input

### ACTION ITEMS

#### **PUBLIC HEARING ~ RESOLUTION 2023-21 ~ ENERGY SERVICE CONTRACT WITH ENGIE SERVICES U.S.**

It is recommended to adopt Resolution 2023-21, Energy Services Contract with ENGIE Services U.S., to design, build and perform operations and maintenance services on the Comprehensive Energy and Sustainability Upgrades project.

Interim General Manager Brian Macy noted this is a continuation of the meeting of September 18, 2023. He noted that at the last meeting we were negotiating the price and some of the contract terms and since then the majority if not all the big terms have been negotiated to both the satisfaction of MSWD and ENGIE. Mr. Macy noted that he wants to bring a clean copy of the contract to the Board, so if terms are agreed upon today, this item will come back to the Board on Thursday, October 12, 2023, for action.

Ashu Jain noted ENGIE reduced the price of the contract by One Million dollars. They negotiated a better price on the solar panels and negotiated with their subcontractors and were able to get them to reduce their price by 5%. Additionally, ENGIE recalculated their overhead and were able to reduce that price by half a million dollars.

Tim Holmes of Kenwood Energy presented. Kenwood Energy is an energy management consulting company with more than 35 years of experience in energy management working with utilities, renewable energy, sustainability, and greenhouse gas management. Kenwood Energy scope of work was to do a peer review of the installation costs and saving estimates, cash flows of the energy service contract and then provide the District with some final thoughts. The cost doesn't have to be the lowest, but it should be competitive. Kenwood Energy confirmed the savings estimates, the cash flows show a good return on investment.

Kenwood & ENGIE received questions from the Board. There was a lengthy conversation amongst the Board. Director Griffith made a motion to continue the Regular Meeting/Public Hearing to Thursday, October 12, 2023.

Motion made by Director Griffith, Seconded by Vice President Sewell .  
Voting Yea: President Martin, Vice President Sewell, Director Griffith, Director Duff  
Voting Nay: Director Mayrhofen

**ADJOURN**

With no further business, President Martin adjourned this meeting at 2:10 PM

Respectfully,

---

Dori Petee  
Executive Assistant



## BOARD OF DIRECTORS STRATEGIC PLANNING WORKSHOP MINUTES

Thursday, October 05, 2023 at 2:00 PM

66575 Second St, Desert Hot Springs, CA AND/OR Via Teleconference

### CALL TO ORDER

President Martin called the meeting to order at 2:22 PM

### ROLL CALL

BOARD MEMBERS PRESENT: President Russ Martin, Vice President Ivan Sewell, Director Amber Duff  
Director Robert Griffith, Director Ted Mayrhofen

STAFF MEMBERS PRESENT: Brian Macy, Kurt Kettenacker, Marion Champion, Kurt Kettenacker, Arturo Ceja, Oriana Hoffert, Eric Weck, Cynthia Acosta, Claudia Lopez, Lisa Pelton, Adam Wagner, Chris Jacobson, Alex Nine, David Pena, Dori Petee, Chad Finch, Ana Murillo

### PUBLIC INPUT

No public input

### ITEMS FOR DISCUSSION

#### STRATEGIC PLANNING SESSION #1

Interim General Manager Macy gave a brief overview of how the firm facilitating today's meeting was selected. Woodward & Curran was selected via a Request for Proposal (RFP) at the Boards request.

Katie Evans & Hector Bordas represented Woodward & Curran as today's meeting facilitators. She briefly explained the process and thanked everyone for their presence and participation.

The group made introductions and expressed what they would like to achieve from this process.

Discussion started with the current Vision for Mission Springs Water District, then worked into what everyone would like to see the vision be. The group discussed a new Mission Statement and an updated vision and values of the organization.

At the next planning session, the group will conduct a SWOT (Strengths, Weakness, Opportunities & Threats) analysis.

### ADJOURN

With no further discussion, President Martin adjourned the meeting at 3:54 PM

Respectfully,

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Dori Petee  
Executive Assistant



**CONTINUANCE #2 OF SEPTEMBER 18, 2023**  
**REGULAR MEETING MINUTES**  
**Thursday, October 12, 2023 at 3:00 PM**

**66575 Second St, Desert Hot Springs, CA AND/OR Via Teleconference**

**CALL TO ORDER**

President Martin called the meeting to order at 3:00 PM

*President Martin announced there are two meetings scheduled today. The first meeting will be a continued item from the September 18<sup>th</sup> & October 5<sup>th</sup> meetings, specifically PUBLIC HEARING ~ RESOLUTION 2023-21 ~ ENERGY SERVICE CONTRACT WITH ENGIE SERVICES U.S. At the conclusion of the continued meeting, we will take a short break and then begin our regularly scheduled study session meeting.*

**ROLL CALL**

**BOARD MEMBERS PRESENT:** President Russ Martin, Vice President Ivan Sewell, Director Robert Griffith, Director Amber Duff, Director Ted Mayrhofen

**STAFF MEMBERS PRESENT:** Brian Macy, Marion Champion, Arturo Ceja, Danny Friend, Dori Petee, April Scott, Oriana Hoffert, Eric Weck, Amanda Lucas

**ACTION ITEMS**

**PUBLIC HEARING ~ RESOLUTION 2023-21 ~ ENERGY SERVICE CONTRACT WITH ENGIE SERVICES U.S.**

The Board rejected Resolution 2023-21, Energy Services Contract with ENGIE Services U.S., to design, build and perform operations and maintenance services on the Comprehensive Energy and Sustainability Upgrades project.

Ashu Jain of ENGIE noted ENGIE further negotiated the contract and reduced it further by \$175,000.

Interim General Manager, Brian Macy, noted the changes that relate to the reduced contract amount.

Director of Finance, Arturo Ceja, gave the financial presentation associated with this contract and fielded questions from the Board. He noted that this presentation also relates to item #8 on the agenda of the next meeting. That item will only be heard if this Resolution/contract is approved. Mr. Ceja noted that in the financial review, staff found many situations and issues that must be resolved before moving forward with the loan. Mr. Ceja explained the loan and the estimated cash flow, the loan taken would be approximately 28 million dollars for a projected cash flow of only 22.9 million dollars. He further explained parity debt, where we need approval from our current loans to move forward with this loan. Three of the District's current loan holders do not want to extend that courtesy and are requiring us to pay off those loans in order to move forward. The three loans total \$4.3 million dollars. Bank of America (B of A) has said they would take over those loans so we can move forward, which would increase our loan amount. Having B of A take over those loans increases the loan amount to \$32 million dollars for a projected cash flow of \$18 million dollars.

Tim Holmes of Kenwood Energy assisted in answering questions from the Board.



Jeff Bowman, 20-year resident of Desert Hot Springs, former member of the MSWD Board of Directors and current Director of the Board for Desert Water Agency. His comments included admiration for wanting to save the rate payers money and suggested we research doing this project on a smaller scale or in pieces.

President Martin closed the Public Hearing.

After a lengthy discussion the Board moved to vote. President Martin made a motion to approve the Resolution, it died for a lack of a second.

Motion to deny the Resolution was presented.

**Motion made by Director Griffith, Seconded by Director Mayrhofen.**

**Voting Yea:** Vice President Sewell, Director Griffith, Director Duff, Director Mayrhofen

**Voting Nay:** President Martin

**ADJOURN**

With no further business, President Martin adjourned the meeting at 4:01 PM

Respectfully,

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Dori Petee  
Executive Assistant



# BOARD OF DIRECTORS REGULAR MEETING STUDY SESSION MINUTES

Thursday, October 12, 2023 at 3:00 PM

66575 Second St, Desert Hot Springs, CA AND/OR Via Teleconference

## CALL TO ORDER

President Martin called the meeting to order at 4:09 PM

## ROLL CALL

**BOARD MEMBERS PRESENT:** President Russ Martin, Vice President Ivan Sewell, Director Robert Griffith  
Director Amber Duff, Director Ted Mayrhofen

**STAFF MEMBERS PRESENT:** Brian Macy, Marion Champion, Arturo Ceja, Danny Friend, Eric Weck,  
Amanda Lucas, April Scott, Oriana Hoffert, Rachel Pust

## RULES OF PROCEDURE

**Rules of Procedure were read by General Counsel, John Pinkney.**

*All noticed meetings are conducted using Rosenberg's Rules of Order as a procedural guideline. Directors should refrain from responding directly to public comments at meetings of the Board. The Board President will refer matters raised during public comment to the General Manager for follow-up when appropriate. Occasionally, a prompt response may be offered when an obvious answer resolution is available provided this is done in compliance with the Brown Act. Directors should refrain from debating or making decisions in response to public comments. The President of the Board presides at all meetings and decides all points of order and procedure during meetings. The President is responsible for maintenance and decorum at all Board meetings. No person shall be allowed to speak who is not first been recognized by the President. All questions and remarks should be addressed to the President as the presiding officer. No member of the Board should speak more than once about any one subject until every other member on the Board wishing to speak on the subject shall have been given the opportunity to speak. No Board member shall interfere with the orderly progress of a Board meeting. In order to ensure the orderly progress of Board meetings the Board President regulates the amount of time to be dedicated to a particular agenda item."*

## PUBLIC INPUT

No public input

## EMPLOYEE RECOGNITION

## HUMAN RESOURCES REPORT

This item will be fully acknowledged on Monday.

## ACTION ITEMS

~~**ACTION ON THIS ITEM WILL OCCUR ON THURSDAY 10/12/2023 DURING THE STUDY SESSION  
RESOLUTION 2023-22 ~ MSWD COMPREHENSIVE ENERGY AND SUSTAINABILITY UPGRADES - BANK  
OF AMERICA INSTALLMENT SALE AGREEMENT**~~

~~It is recommended to adopt Resolution 2023-22, related to the MSWD Comprehensive Energy and Sustainability Upgrades Project, Installment Sale Agreement with Bank of America.~~

This item was pulled from the agenda.

**AWARD OF WELL 34 REHABILITATION PROJECT TO LEGEND PUMP AND WELL SERVICE, INC., AND CONTRACT AMENDMENT FOR KYLE GROUNDWATER**

It is recommended to authorize the Interim General Manager to take all necessary actions to award the Well 34 Rehabilitation project to Legend Pump and Well Services, Inc., in the amount of \$565,622 plus a 10% contingency for a total of \$622,228.20, and augment the project budget an additional \$219,000 for the cost of construction, inspection and labor compliance oversight and do all necessary to complete the project, and amend and increase the existing contract with Kyle Groundwater, Inc. in the amount of \$45,950, for a total of \$110,751.00 to provide hydrogeological services for the Well 34 Rehabilitation Project.

Eric Weck presented this item. He noted this item is amending a current contract with Kyle Groundwater and awarding a new contract with Legend Pump. On September 12, 2023, one bid was received from Legend Pump and Well Services, Inc., (Legend) in the amount of \$565,662.00 to perform well rehabilitation on Well 34. Work includes performing casing integrity surveys, chemical treatment, well redevelopment and well disinfection. From when Well 34 was originally constructed, it has not been able to produce the production rates desired. MSWD solicited bids for the Well 34 Rehabilitation project and received one bid from Legend. Staff also solicited a quote from Kyle Groundwater to perform hydrogeologic oversight as they are already performing hydrogeologic services for Well 35, which will ultimately be interconnected to Well 34 when both wells are rehabilitated. Both Well 34 and Well 35 are part of the Skyborne Development. Mr. Weck also pointed out that this work is fully reimbursable through the developer.

**FIRST AMENDMENT TO CONTRACT AGREEMENT WITH WALTON MOTORS & CONTROLS, INC. FOR MOTOR REWIND/REPAIRS FOR WATER PRODUCTION WELL & BOOSTER PUMP MOTORS FOR 2023-2024**

It is recommended to authorize the Interim General Manager to amend the contract agreement with Walton Motors & Controls, Inc., for the Motor Rewind/Repairs for Water Production Well and Booster Pump Motors for 2023-2024. The amendment would increase the contract amount by \$50,000 from \$50,000 to a not to exceed amount of \$100,000 and authorize the Interim General Manager to do all things necessary to complete the project.

Danny Friend presented the first amendment to this contract. The District contracted with Walton Motors & Controls, Inc. (Walton) in August 2023 for well and booster station motor testing and repair services. Unexpected motor failures at Well 24 and the Valley View Booster Station have depleted the contract budget, leaving approximately \$6,570 for the remainder of the contract term.

**DISCUSSION ITEMS**

**NANCY WRIGHT REGIONAL WATER RECLAMATION FACILITY UPDATE**

Terry Renner of TKE provided a construction update to the Board.

**CRITICAL SERVICES CENTER AND ADMINISTRATIVE UPDATE**

There is no update at this time.

**BOARD OF DIRECTORS COMPENSATION**

Marion Champion presented an overview of this item. Currently the Board is compensated \$100 per meeting/day of service for a maximum of 10 meetings per month as outlined in the Water Code Chapter 2 [20200-20207]. This was adopted by Ordinance in September of 2000 and has not been amended or updated since. According to the Water Code §20202; In any ordinance adopted pursuant to this chapter to increase the amount of compensation which may be received by members of the governing board of a water district above the amount of one hundred dollars (\$100) per day, the increase may not exceed an amount equal to 5 percent, for each calendar year following the operative date of the last adjustment, of the compensation which is received when the ordinance is adopted. No ordinance adopted pursuant to this chapter shall authorize compensation for more than a total of 10 days in any calendar month.

Ms. Champion showed a chart that displayed the Board compensation from other agencies in comparison to where we are now (lowest paid) to what is allowable (\$307.15) based on the last increase.

There was a discussion amongst the Board.

Jeff Bowman, DHS resident, former MSWD Board Member and current DWA Board Member, made comment. He is so glad the Board is having this conversation and gave words of support.

After discussion the Board stated they would like to see this come back to the Board for action.

**CONSENT AGENDA**

*Consent agenda items are expected to be routine and non-controversial, to be acted upon by the Board at one time, without discussion. If a member would like an item to be handled separately, it will be removed from the Consent Agenda for separate action.*

**APPROVAL OF MINUTES**

It is recommended to approve the minutes as follows:

September 14, 2023 - Study Session  
September 18, 2023 - Board Meeting

**REGISTER OF DEMANDS**

The register of demands totaling \$7,417,718.70

**REPORTS****DIRECTOR'S REPORTS****GENERAL MANAGER'S REPORT**

Financial report will be given on Monday.

Marion Champion presented a public affairs update.

**COMMENTS**

**DISTRICT COUNSEL COMMENTS**

Mr. Pinkney announced a closed session for Monday.

**DIRECTOR COMMENTS**

Vice President Sewell congratulated Director Griffith on the great job he did with his comments at the State Water Resource Control Board public hearing on October 4<sup>th</sup>. He announced the Friends of the Library Book Sale taking place today until 7 pm and 10-5 pm on Saturday.

Director Duff thanked Marion Champion for telling the District’s story so well.

**ADJOURN**

With no further business, President Martin adjourned the meeting at 5:09 PM

Respectfully,

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Dori Petee  
Executive Assistant



## BOARD OF DIRECTORS REGULAR MEETING MINUTES

Monday, October 16, 2023 at 3:00 PM

66575 Second St, Desert Hot Springs, CA AND/OR Via Teleconference

### CALL TO ORDER

President Martin called the meeting to order at 3:00 PM

### ROLL CALL

**BOARD MEMBERS PRESENT:** President Russ Martin, Vice President Ivan Sewell, Director Robert Griffith  
Director Amber Duff, Director Ted Mayrhofen

**STAFF MEMBERS PRESENT:** Brian Macy, Danny Friend, Eric Weck, Dori Petee, Kurt Kettenacker, Chad Finch, Eric Weck, Jeff Nutter, April Scott, Amanda Lucas, Rachel Pust, Oriana Hoffert

### PLEDGE OF ALLEGIANCE

Led by Director Mayrhofen

### RULES OF PROCEDURE

**Rules of Procedure were read by General Counsel, John Pinkney.**

*All noticed meetings are conducted using Rosenberg’s Rules of Order as a procedural guideline. Directors should refrain from responding directly to public comments at meetings of the Board. The Board President will refer matters raised during public comment to the General Manager for follow-up when appropriate. Occasionally, a prompt response may be offered when an obvious answer resolution is available provided this is done in compliance with the Brown Act. Directors should refrain from debating or making decisions in response to public comments. The President of the Board presides at all meetings and decides all points of order and procedure during meetings. The President is responsible for maintenance and decorum at all Board meetings. No person shall be allowed to speak who is not first been recognized by the President. All questions and remarks should be addressed to the President as the presiding officer. No member of the Board should speak more than once about any one subject until every other member on the Board wishing to speak on the subject shall have been given the opportunity to speak. No Board member shall interfere with the orderly progress of a Board meeting. In order to ensure the orderly progress of Board meetings the Board President regulates the amount of time to be dedicated to a particular agenda item.”*

### PUBLIC INPUT

No public input

### EMPLOYEE RECOGNITION

#### HUMAN RESOURCES REPORT

The Board acknowledged the following employees:

#### ANNIVERSARIES

Marion Champion	Government & Public Affairs Manager	2 Years
Kurt Kettenacker	Innovation & Technology Manager	2 Years
Danny Friend	Director of Operations	26 Years



## ACTION ITEMS

### **AWARD OF WELL 34 REHABILITATION PROJECT TO LEGEND PUMP AND WELL SERVICE, INC., AND CONTRACT AMENDMENT FOR KYLE GROUNDWATER**

The Board authorized the Interim General Manager to take all necessary actions to award the Well 34 Rehabilitation project to Legend Pump and Well Services, Inc., in the amount of \$565,622 plus a 10% contingency for a total of \$622,228.20, and augment the project budget an additional \$219,000 for the cost of construction, inspection and labor compliance oversight and do all necessary to complete the project, and amend and increase the existing contract with Kyle Groundwater, Inc. in the amount of \$45,950, for a total of \$110,751.00 to provide hydrogeological services for the Well 34 Rehabilitation Project.

Nothing further to add, the Board moved to vote:

**Motion made by Vice President Sewell, Seconded by Director Griffith.**

**Voting Yea:** President Martin, Vice President Sewell, Director Griffith, Director Duff, Director Mayrhofen

### **FIRST AMENDMENT TO CONTRACT AGREEMENT WITH WALTON MOTORS & CONTROLS, INC. FOR MOTOR REWIND/REPAIRS FOR WATER PRODUCTION WELL & BOOSTER PUMP MOTORS FOR 2023-2024**

It is recommended to authorize the Interim General Manager to amend the contract agreement with Walton Motors & Controls, Inc., for the Motor Rewind/Repairs for Water Production Well and Booster Pump Motors for 2023-2024. The amendment would increase the contract amount by \$50,000 from \$50,000 to a not to exceed amount of \$100,000 and authorize the Interim General Manager to do all things necessary to complete the project.

Director Duff wanted reassurance that we are taking the necessary steps to avoid these emergency situations in the future. The Board moved to vote:

**Motion made by Director Griffith, Seconded by Director Mayrhofen.**

**Voting Yea:** President Martin, Vice President Sewell, Director Griffith, Director Duff, Director Mayrhofen

## DISCUSSION ITEMS

### **NANCY WRIGHT REGIONAL WATER RECLAMATION FACILITY UPDATE**

Nothing further to add.

### **CRITICAL SERVICES CENTER AND ADMINISTRATIVE UPDATE**

No update at this time.

### **BOARD OF DIRECTORS COMPENSATION**

After reviewing this item there was a discussion among the Board. As a group they settled on the appropriate increase of \$250, this will come back to the Board next month for action.

## CONSENT AGENDA

Director Duff pulled the Register of Demands for discussion. She clarified a couple of refunds appearing in the report and a landscaping charge. Her questions were clarified by staff.

**Motion made by Director Duff, Seconded by Director Griffith.**

**Voting Yea:** President Martin, Vice President Sewell, Director Griffith, Director Duff, Director Mayrhofen

**APPROVAL OF MINUTES**

It is recommended to approve the minutes as follows:

September 14, 2023 - Study Session  
September 18, 2023 - Board Meeting

**REGISTER OF DEMANDS**

The register of demands totaling \$7,417,718.70

**REPORTS**

**DIRECTOR'S REPORTS**

Director Mayrhofen reported he attended the following events: 9/13 DVBA General Membership Luncheon, 9/6 All Valley Mayors & Tribal Luncheon.

Vice President Sewell reported he attended the following events: 9/6 All Valley Mayors & Tribal Luncheon, /13 DVBA General Membership Luncheon.

Director Griffith reported he attended the following events: 9/5 DWA Board Meeting, 9/12 CVWD Board Meeting, 9/17 City of DHS 60th Celebration, 9/19 DWA Board Meeting, 9/26 CVWD Board Meeting.

Director Duff reported she attended the following events: 9/12 DHS Planning Commission, 9/13 DVBA General Membership Luncheon, 9/17 City of DHS 60th Celebration, 9/27 San Gorgonio Pass Regional Water Alliance, 9/27 Water 101 for DHS Planning Commission.

President Martin reported he attended the following events: 9/5 DHS City Council Meeting, 9/6 All Valley Mayors & Tribal Luncheon, 9/7 DVBA Legislative Meeting, 9/11 DVBA Board Meeting, 9/13 DVBA General Membership Luncheon, 9/14 CVAG ~ CVCC & Energy Commission Meetings, 9/17 City of DHS 60th Celebration, 9/19 DHS City Council Meeting, 9/21 Riverside County Oversight Board Meeting, 9/25 Cabot's Board Meeting, 9/26 RivCo Board of Supervisors Meeting, 9/27 Tribal Water Authority Meeting.

**GENERAL MANAGER'S REPORT**

Nothing further to add

**COMMENTS**

**DISTRICT COUNSEL COMMENTS**

Mr. Pinkney announced closed session on the items below.

**DIRECTOR COMMENTS**

Director Mayrhofen announced that the City is asking the public to come and review the artwork for murals. He also addressed landscaping issues around the District. He noted that before any work is done that is above and beyond the contractual agreement, he wants to see pictures of the work.

VP Sewell announced the Happy Healthy Halloween event on Saturday, October 28th.

Director Griffith noted that on October 26th the Historical Society is hosting a fundraiser.

Director Duff announced Water 101 on October 26th at the DHS Library.

**CLOSED SESSION**

**PUBLIC EMPLOYEE PERFORMANCE REVIEW**

Pursuant to Govt Code 54957  
Title: Interim General Manager

**CONFERENCE WITH LEGAL COUNSEL REGARDING EXISTING LITIGATION**

pursuant to Government Code Section 54956.9(d)(1)  
One Case: Case No. PSC 1600676  
(Mission Springs Water District vs. Desert Water Agency)

**REPORT ON ACTION TAKEN DURING CLOSED SESSION**

The Board met in closed session on the two above noted items, there was no reportable action on either item.

**ADJOURN**

With no further business, President Martin adjourned the meeting at 5:00 PM

Respectfully,

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Dori Petee  
Executive Assistant

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
1001714	10-26-23	J.F. SHEA CONSTRUCTION, INC.	PROGRESS PAYMENT #18	1,656,080.86	0.00	1,656,080.86	1,656,080.86
1001703	10-26-23	DOWNING CONSTRUCTION, INC.	PROGRESS PAYMENT #7	208,725.95	0.00	208,725.95	208,725.95
1001728	10-26-23	TKE ENGINEERING, INC	PROGRESS PAYMENT #19 - C&M INSPECTION	150,989.30	7,402.50	151,479.30	158,881.80
			JULY 2023 GENERAL ENG. FEES	7,892.50			
99104579	10-06-23	WELLS FARGO BANK	AUTO DEP PPE 09.29.23	131,561.21	131,561.21		131,561.21
99104750	10-13-23	WELLS FARGO BANK	AUTO DEP PPE 10.13.23	130,021.92	130,021.92		130,021.92
1001650	10-19-23	ACWA-JPIA HEALTH BENEFITS AUTH.	NOV. 2023 PREPAID INSURANCE	93,983.03	93,983.03		93,983.03
99104674	10-02-23	J.F. SHEA CONSTRUCTION, INC.	RETENTION WIRE PP#17	88,062.42	0.00	88,062.42	88,062.42
99104829	10-26-23	J.F. SHEA CONSTRUCTION, INC.	RETENTION WIRE FOR PP#18 JFSHEA	87,162.15	0.00	87,162.15	87,162.15
1001607	10-12-23	B-81 PAVING INC	PAVING @ VARIOUS LOCATIONS	73,086.00	73,086.00		73,086.00
99104580	10-06-23	EFTPS-IRS PAYROLL TAX REMITTANCE	FED TAX DEP PPE 09.29.23	66,466.33	66,466.33		66,466.33
99104675	10-03-23	WELLS FARGO BANK	SEPT. 202 LOC INTEREST	51,537.50	51,537.50		51,537.50
1001680	10-19-23	SOUTHERN CALIFORNIA EDISON COMPANY	ELECTRIC BILL	10,677.02	43,939.99		43,939.99
			301-8247-10.22.2023	32,260.18			
			ELECTRIC BILL	1,002.79			
			2023				
1001603	10-05-23	WALTON MOTORS & CONTROLS, INC.	MOTOR REPAIRS	10,364.96	43,432.92		43,432.92
			LABOR FOR MOTOR REPAIRS/MATERIALS	33,067.96			
99104630	10-12-23	CALIF PUBLIC EMPLOYEES RETIREMENT SYSTEM	PERS PPE 09.29.2023	34,555.81	34,555.81		34,555.81
99104673	10-02-23	DOWNING CONSTRUCTION, INC.	RETENTION WIRE FOR PP #6	34,376.28	0.00	34,376.28	34,376.28
1001596	10-05-23	SOUTHERN CALIFORNIA EDISON COMPANY	ELECTRIC BILL	33,886.90	33,886.90		33,886.90
99104754	10-20-23	EFTPS-IRS PAYROLL TAX REMITTANCE	FED TAX DEP PPE 10.13.23	33,668.47	33,668.47		33,668.47
1001651	10-19-23	ACWA/JOINT POWERS INSUR AUTH	ACWA WORKERS COMP.	31,026.23	31,026.23		31,026.23
1001624	10-12-23	SOUTH WEST PUMP & DRILLING, INC.	WELL 24 -REMOVE/INSTALL 600 HP	10,970.00	25,095.00		25,095.00
			VALLEY VIEW RES. R&I 75 HP BOOSTER	5,485.00			
			WELL 24 REPAIRS - MOBILIZE/DEMOBILIZE	8,640.00			
1001713	10-26-23	INFOSEND INC	NEWSLETTER & BILLING INSERTS	1,338.20	14,545.03		14,545.03
			MONTHLY BILLING SERVICES	4,493.61			
			MONTHLY BILLING SERVICES	4,500.50			
			MONTHLY BILLING & CREDIT MEMO	4,212.72			
1001630	10-12-23	WESTERN WATER WORKS	6" JONES	13,817.43	13,817.43		13,817.43
1001657	10-19-23	BECK OIL, INC.	UNLEADED GASOLINE	7,250.65	13,235.10		13,235.10
			DIESEL FUEL	5,984.45			
1001595	10-05-23	SLOVAK BARON EMPEY MURPHY & PINKNEY LLP	LEGAL SERVICES	12,907.50	12,907.50		12,907.50
1001730	10-26-23	WILLDAN FINANCIAL SERVICES	TAX ROLL PREP - STANDBY & SEWER CHARGES	8,300.00	12,800.00		12,800.00
			2024 SEWER & WATER DELINQUENT ACCTS	600.00			
			TAX ROLL PREP - AD #7 & AD #12	3,900.00			
99104582	10-06-23	LINCOLN NATIONAL LIFE INS CO	DEF COMP PPE 09.29.2023	12,556.34	12,556.34		12,556.34
1001571	10-05-23	B-81 PAVING INC	PAVING - VARIOUS LOCATIONS	12,337.50	12,337.50		12,337.50
1001684	10-19-23	TKE ENGINEERING, INC	AUG. 2023 DESIGN SERVICES	887.50	0.00	11,707.50	11,707.50
			JULY 2023 DESIGN SERVICES	5,982.50			
			AUGUST 2023 C&M INSPECTION	1,592.50			
			JULY 2023 C&M INSPECTION	2,072.50			
			JUL-AUG 2023 CONSULTANT/DESIGN SERVICES	290.00			
			AUGUST 2023 DESIGN SERVICES	495.00			
			JULY 2023 CONSULTANT/DESIGN SERVICES	387.50			
1001615	10-12-23	ECOLOGY AUTO PARTS	SLUDGE HAULING	4,469.49	11,450.71		11,450.71
			SLUDGE HAULING	4,168.23			
			SLUDGE HAULING	2,812.99			
99104753	10-20-23	LINCOLN NATIONAL LIFE INS CO	DEF COMP PPE 10.13.23	11,052.16	11,052.16		11,052.16
99104828	10-26-23	DOWNING CONSTRUCTION, INC.	RETENTION WIRE FOR PP#7	10,985.58	0.00	10,985.58	10,985.58
1001618	10-12-23	KENWOOD ENERGY	TASK 1 COMPLETION - PP #2	10,886.25	0.00	10,886.25	10,886.25

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
99104581	10-06-23	STATE OF CA EDD	STATE TAX PPE 09.29.23	10,423.08	10,423.08		10,423.08
99104751	10-23-23	STATE OF CA EDD	STATE TAX PPE 10.12.2023	10,103.46	10,103.46		10,103.46
1001598	10-05-23	UMETECH, INC.	UMETECH SUPPORT SEP. 2023	9,182.85	9,182.85		9,182.85
1001578	10-05-23	ECOLOGY AUTO PARTS	SLUDGE HAULING	3,000.00	9,153.33		9,153.33
			SLUDGE HAULING	2,739.08			
			SLUDGE HAULING	2,000.00			
			SLUDGE HAULING	1,414.25			
1001604	10-05-23	WATERLINE TECHNOLOGIES INC.	10 DRUMS REFILLED	2,445.93	9,049.93		9,049.93
			10 DRUMS REFILLED	2,445.93			
			8 DRUMS REFILLED	1,956.74			
			9 DRUMS REFILLED	2,201.33			
1001632	10-12-23	XYLEM DEWATERING SOLUTIONS INC	PUMP RENTAL FOR D.P.L.S	8,424.35	8,424.35		8,424.35
99104756	10-06-23	PAYNEARME MT, INC.	SEPT. 2023 FEES	8,190.38	8,190.38		8,190.38
1001612	10-12-23	CLINICAL LABORATORY OF SAN BERNARDINO	AUG. 2023 BOD TESTING	455.00	8,187.00		8,187.00
			AUGUST 2023 LAB SAMPLES	7,732.00			
1001510	10-25-23	GREEN DAY VILLAGE DHS LLC	ENGINEERING - RELEASE OF DEPOSIT	-7,580.42	-7,580.42		-7,580.42
1001711	10-26-23	GREEN DAY VILLAGE DHS LLC	ENGINEERING - RELEASE OF DEPOSIT	7,580.42	7,580.42		7,580.42
1001663	10-19-23	ENVIROLOGIC RESOURCES,INC.	NOVEMBER 2021 - SGMA/MCSP ALT PLAN	3,966.84	2,796.84	3,150.00	5,946.84
			JULY 2023 MCSP ALT PLAN	1,260.00			
			SEPTEMBER 2021 MCSP ALT PLAN	720.00			
1001586	10-05-23	MANPOWER US INC.	STAFFING SERVICES - WWTP OIT	1,600.00	5,816.32		5,816.32
			STAFFING SERVICES - WWTP OIT	1,600.00			
			STAFFING SERVICES - FIELD SERVICE	1,336.32			
			STAFFING SERVICES - WWTP OIT	1,280.00			
1001628	10-12-23	TOTALENERGIES DISTRIBUTED	O&M SERVICE FEES - YEAR 4/QUARTER 3	5,307.00	5,307.00		5,307.00
1001722	10-26-23	POWERPLAN OIB	REMAINING BALANCE - UNIT 385	804.65	5,273.54		5,273.54
			GASKET	63.18			
			REPAIR/PARTS	4,405.71			
1001614	10-12-23	CS-AMSCO	RINGS/LEVERS/NEEDLES/AIR VAC SCREWS	5,173.73	5,173.73		5,173.73
1001620	10-12-23	MANPOWER US INC.	STAFFING SERVICES - GM REPORT/GRANT	1,696.50	5,037.30		5,037.30
			STAFFING SERVICES - FIELD STAFF	1,670.40			
			STAFFING SERVICES - FIELD STAFF	1,670.40			
1001623	10-12-23	ROBERT G MODRICH	SEPT. 2023 UNIDATA MAINTENANCE	5,004.00	5,004.00		5,004.00
1001700	10-26-23	CYPRESS DENTAL ADMINISTRATORS	NOV. 2023 PREPAID DENTAL INS.	4,935.46	4,935.46		4,935.46
1001717	10-26-23	MANPOWER US INC.	STAFFING SERVICES - GM REPORT/GRANTS	2,874.63	4,474.63		4,474.63
			STAFFING SERVICES - WWTP OIT	1,600.00			
1001572	10-05-23	BABCOCK LABORATORIES, INC.	HORTON BELT PRESS SLUDGE TESTING	1,534.76	4,250.14		4,250.14
			TOTAL N PACKAGE - HORTON GROUNDWATER	357.42			
			CANNDESCENT TESTING	1,762.26			
			TOTAL N PACKAGE - HORTON CLARIFIERS	595.70			
1001665	10-19-23	FERGUSON WATERWORKS #1083	NON-INVENTORY 3/4", 1" METER REGISTERS	4,239.39	4,239.39		4,239.39
1001579	10-05-23	ENVIROGEN TECHNOLOGIES INC	WELL 26A URANIUM TREATMENT	4,120.87	4,120.87		4,120.87
1001704	10-26-23	ENVIROGEN TECHNOLOGIES INC	WELL 26A URANIUM TREATMENT	4,120.87	4,120.87		4,120.87
99104827	10-17-23	PAYMENTUS CORPORATION	SEPT. 2023 CC FEES	4,050.60	4,050.60		4,050.60
1001610	10-12-23	CARPI & CLAY, INC	SEPT. 2023 FEDERAL ADVOCACY	4,000.00	4,000.00		4,000.00
1001677	10-19-23	SCHNEIDER ELECTRIC SYSTEMS USA INC	SCADA ANNUAL SUPPORT AGREEMENT	3,981.88	3,981.88		3,981.88
1001575	10-05-23	COUNTY OF RIVERSIDE	COUNTY ENCROACHMENT PERMIT - BLANKET & DAVE AVE.	3,879.05	3,879.05		3,879.05
1001670	10-19-23	MANPOWER US INC.	STAFFING SERVICES - GRANTS/GM REPORT	2,214.88	3,814.88		3,814.88
			STAFFING SERVICES - WWTP OIT	1,600.00			
1001727	10-26-23	THE LINCOLN NATL. LIFE INS. CO.	2023 PREPAID INSURANCE	3,796.48	3,796.48		3,796.48
1001626	10-12-23	T4 SPATIAL, LLC	OCT. 2023 - CCTV STORAGE	1,250.00	3,750.00		3,750.00
			SEPT. 2023 - CCTV STORAGE	1,250.00			

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				AMOUNT	OPERATING	CAPITAL	
			AUG. 2023 - CCTV STORAGE	1,250.00			
1001719	10-26-23	MCCROMETER INC	12" TOP PLATE MCCROMETER METER	3,675.75	3,675.75		3,675.75
1001584	10-05-23	KENWOOD ENERGY	TASK 1 COMPLETION - PP #1	3,638.75	0.00	3,638.75	3,638.75
1001659	10-19-23	CORE & MAIN LP	SWING CHECK VALVE	3,589.37	3,589.37		3,589.37
1001587	10-05-23	MCMMASTER-CARR	BR Y STRAINER/BRASS NIPPLE/1" BRASS UNION	3,495.41	3,495.41		3,495.41
1001699	10-26-23	COUNTY OF RIVERSIDE	ENCROACHMENT PERMITS - CLUBHOUSE & SIWANOPY	3,493.80	3,493.80		3,493.80
1001631	10-12-23	WEST COAST SAND AND GRAVEL INC.	RESTOCK COLD-MIX ASPHALT - CORP YARD	3,216.90	3,216.90		3,216.90
1001599	10-05-23	USA BLUEBOOK	HOT TAP DRILL BITS - C&M	481.35	3,190.60		3,190.60
			MASTERLOCK - PRODUCTION	216.31			
			STAINLESS STEEL FITTINGS - PRODUCTION	159.82			
			LOOP POWERED ISOLATOR - PRODUCTION	442.86			
			TUBING BENDER 1/2" - PRODUCTION	310.27			
			FITTINGS - PRODUCTION	1,252.17			
			BRASS GATE VALVE	327.82			
99104755	10-10-23	AFLAC	SEPT. 2023 AFLAC DEDUCTIONS	3,115.74	3,115.74		3,115.74
1001675	10-19-23	RAY LOPEZ ASSOCIATES	INFILL INSPECTIONS/PODS STORAGE	2,975.00	2,975.00		2,975.00
1001590	10-05-23	ON POWER INDUSTRIES, LLC	LABOR INSTALL - 150 AMP SQUARE FOR VFD	2,850.00	2,850.00		2,850.00
1001588	10-05-23	MOTION INDUSTRIES, INC.	RESTOCK V-BELTS - HORTON PLANT	2,455.25	2,455.25		2,455.25
1001602	10-05-23	VESTED SOLUTIONS	AUGUST 2023 JANITORIAL SERVICES	2,333.28	2,333.28		2,333.28
1001678	10-19-23	SHEPPARD, MULLIN, RICHTER & HAMPTON, LLP	MSWD V. SCE PMT #2	2,191.95	0.00	2,191.95	2,191.95
1001725	10-26-23	STATER BROS	EMPLOYEE THANKSGIVING GIFTCARDS	2,172.80	2,172.80		2,172.80
1001698	10-26-23	CORE & MAIN LP	RUBBERMETER GASKETS	1,925.61	1,925.61		1,925.61
1001689	10-19-23	USA BLUEBOOK	2.5" GATE VALVE - C&M	324.26	1,898.39		1,898.39
			MALE CONNECTOR - PRODUCTION	33.35			
			PRESSURE GAUGES - PRODUCTION	1,252.26			
			REPLACEMENT METER WRENCHES C&M	288.52			
1001613	10-12-23	CORE & MAIN LP	REPLACEMENT VALVE KEY	224.12	1,505.27		1,505.27
			INVENTORY	1,281.15			
1001627	10-12-23	THE GREATER COACHELLA VALLEY	DHS STATE OF THE UNION LUNCHEON	1,500.00	1,500.00		1,500.00
1001570	10-05-23	ARAMARK UNIFORM SERVICES, LLC	UNIFORM SERVICES 09.13.23	281.23	1,463.70		1,463.70
			UNIFORM SERVICES 09.06.23	309.75			
			UNIFORM SERVICES 08.02.23	533.55			
			UNIFORM SERVICES 09.20.23	339.17			
1001661	10-19-23	DESERT VALLEY DISPOSAL, INC.	SEPT. 2023 SERVICE CHARGES - CORP YARD	793.90	1,338.79		1,338.79
			SEPT. 2023 SERVICE CHARGE - ADMIN BLDG	544.89			
1001696	10-26-23	BABCOCK LABORATORIES, INC.	TOTAL N PACKAGE - HORTON INFLUENT	143.91	1,274.65		1,274.65
			TOTAL N PACKAGE - HORTON CLARIFIER	238.28			
			TOTAL N PACKAGE - HORTON CLARIFIER	595.70			
			FINANCE CHARGE FEES	58.48			
			TOTAL N PACKAGE - HORTON WWTP	238.28			
1001708	10-26-23	FM THOMAS AIR CONDITIONING INC	BAD COMPRESSOR/LABOR REPAIRS	1,267.21	1,267.21		1,267.21
1001573	10-05-23	BUILDING INDUSTRY ASSOCIATION	BIA MEMBERSHIP DUES 2024	1,175.00	1,175.00		1,175.00
1001702	10-26-23	DESERT URGENT CARE	DOT PHYSICALS/PRE-EMPLOYMENT SCREENINGS	1,170.00	1,170.00		1,170.00
99104907	10-27-23	EFTPS-IRS PAYROLL TAX REMITTANCE	Q1 2020 AMENDED 941	1,162.73	1,162.73		1,162.73
1001693	10-19-23	WHITE CAP CONSTRUCTION SUPPLY	17OZ GREEN MARKING PAINT - WWTP	340.40	1,099.46		1,099.46
			REPLACEMENT YELLOW SAFETY VESTS/WORK GLOVES	331.77			
			BLUE STAKE CHASERS & NAILS	183.77			
			17OZ BLUE MARKING PAINT	243.52			
1001715	10-26-23	LEGEND PUMP & WELL SERVICE, INC.	WELL 27 OIL DRIPPER	1,085.50	1,085.50		1,085.50
1001712	10-26-23	HOME DEPOT CREDIT SERVICES	HOME DEPOT CC - SEPT. 2023	956.68	956.68		956.68
1001592	10-05-23	PHENOVA, INC.	IN-HOUSE PE SAMPLES	930.77	930.77		930.77
1001683	10-19-23	THE LAMAR COMPANIES	BILLBOARD/PORTAL PROGRAM	925.00	925.00		925.00



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				AMOUNT	OPERATING	CAPITAL	
1001692	10-19-23	WEST COAST SAND AND GRAVEL INC.	RESTOCK BASE 52 TONS - CORP YARD	912.62	912.62		912.62
1001568	10-05-23	ACWA/JOINT POWERS INSURANCE AUTHORITY	QTR.3 09.30.23 RESTITUTION PAYMENT	900.00	900.00		900.00
1001636	10-16-23	GERALD M MEAD	ACCOUNT REFUND 11750 SKYLARK ST	900.00	900.00		900.00
1001685	10-19-23	TOPS N BARRICADES, INC	REPLACEMENT YELLOW SAFETY JACKETS - C&M	336.04	867.83		867.83
			LED MINIBAR LIGHTS - DISTRICT VEHICLES	531.79			
1001705	10-26-23	ENVIROLOGIC RESOURCES,INC.	OCT. 2021 MCSP ALT PLAN	855.00	225.00	630.00	855.00
1001682	10-19-23	THE PC MANAGER LLC	ACCOUNTING TECH PC	806.34	806.34		806.34
1001668	10-19-23	JOSEPH LEON GUERRERO	CLAIM PAYMENT SETTLEMENT	794.00	794.00		794.00
1001555	10-02-23	COLLEN GREEN	ACCOUNT REFUND 65836 CAHUILLA AVE	778.88	778.88		778.88
1001643	10-16-23	MICHAEL GARDENHIRE	ACCOUNT REFUND 66025 SAN JOSE RD	745.98	745.98		745.98
1001558	10-02-23	GARY D FERGUSON	ACCOUNT REFUND 66426 ESTRELITA AVE	720.43	720.43		720.43
1001738	10-31-23	DIAMOND CONSTRUCTION, INC.	ACCOUNT REFUND 13680 CUYAMACA DR	693.32	693.32		693.32
1001639	10-16-23	JJDE CONSTRUCTION	ACCOUNT REFUND 66929 SAN ARDO RD	690.68	690.68		690.68
1001637	10-16-23	GHA RANCHO DESCANSO LLC	ACCOUNT REFUND EL DORADO AND LAS PALMAS DR #1	690.41	690.41		690.41
1001638	10-16-23	GHA RANCHO DESCANSO LLC	ACCOUNT REFUND EL DORADO AND LAS PALMAS DR	690.41	690.41		690.41
1001654	10-19-23	ANSAFONE CONTACT CENTERS	ANSWERING SERVICE	685.33	685.33		685.33
1001736	10-31-23	CUPERTINO ELECTRIC INC	ACCOUNT REFUND DIABLO ACROSS FROM 16535	681.19	681.19		681.19
1001608	10-12-23	BABCOCK LABORATORIES, INC.	TOTAL N PACKAGE - HORTON CLARIFIER	238.28	677.10		677.10
			TOTAL N PACKAGE - DC EFFLUENT	200.54			
			TOTAL N PACKAGE - HORTON CLARIFIER	238.28			
1001565	10-02-23	PRO SOLAR CLEAN, LLC.	ACCOUNT REFUND DILLON RD EAST OF VALLEY VIEW	660.01	660.01		660.01
1001611	10-12-23	CASEY DOLAN	OCT. 2023 DIGITAL AD MARKETING/CONSULTING	650.00	650.00		650.00
1001729	10-26-23	USA BLUEBOOK	HD BRASS GATE VALVE - C&M	330.58	632.23		632.23
			REPLACEMENT GATE VALVE - C&M	301.65			
PR100623	10-06-23	EMPLOYEES		626.41	626.41		626.41
1001695	10-26-23	ADT COMMERCIAL LLC	ADMIN/CORP YARD SECUTIRY ALARM	618.18	618.18		618.18
1001601	10-05-23	VERIZON CONNECT FLEET USA LLC	VERIZON GPS SUBSCRIPTION	606.40	606.40		606.40
1001690	10-19-23	VERIZON CONNECT FLEET USA LLC	GPS TRACKING SUBSCRIPTION	606.40	606.40		606.40
1001691	10-19-23	WESTERN PUMP INC	CORP YARD FUEL PUMP REPAIR	601.89	601.89		601.89
1001724	10-26-23	SHERWIN-WILLIAMS	RESTOCK - RED/YELLOW SAFETY PAINT	592.91	592.91		592.91
1001629	10-12-23	USA BLUEBOOK	ITEMS FOR HORTON PLANT	543.96	543.96		543.96
1001731	10-26-23	WORD OF LIFE FELLOWSHIP TEMPLE	DONATION FOR THE HOMELESS	500.00	500.00		500.00
1001640	10-16-23	MARIO A. VILLA	ACCOUNT REFUND TAMARACK RD & OCOTILLO BY CHOLLA RD	494.13	494.13		494.13
1001687	10-19-23	UNDERGROUND SERVICE ALERT	UNDERGROUND SERVICE ALERT	480.75	480.75		480.75
1001600	10-05-23	VALLEY LOCK & SAFE	ADMIN DOOR REPAIRS - UPSTAIRS DOOR	425.00	460.40		460.40
			STANDARD KEYS	35.40			
1001642	10-16-23	MEL REEVES	ACCOUNT REFUND VERNON & WESTSIDE	444.12	444.12		444.12
1001671	10-19-23	MATHESON TRI-GAS, INC	HYDRATION FREEZE POPS - FIELD STAFF	58.10	443.85		443.85
			NITRILE DISPOSABLE GLOVES - RESTOCK	385.75			
1001686	10-19-23	UNCLE D'S SMOKEHOUSE BBQ & GRILL	FINAL PMT FOR BBQ EMPLOYEE'S POTLUCK	421.35	421.35		421.35
1001655	10-19-23	ARAMARK UNIFORM SERVICES, LLC	UNIFORM SERVICES	46.30	399.22		399.22
			UNIFORM SERVICES	352.92			
1001605	10-12-23	ALTA LANGUAGE SERVICES, INC.	BILINGUAL EXAM - C.ACOSTA, E.FELIX, O.HOFFERT	165.00	385.00		385.00
			BILINGUAL EXAM - A.GAONA/J.LOPEZ/A.MURILLO/D.PENA	220.00			
1001606	10-12-23	ARAMARK UNIFORM SERVICES, LLC	UNIFORM SERVICES 09.27.23	375.99	375.99		375.99
1001609	10-12-23	BRINKS INCORPORATED	MONTHLY TRANSPORT SERVICES	299.38	361.45		361.45
			MONTHLY SERVICE CHARGE	62.07			
1001656	10-19-23	BABCOCK LABORATORIES, INC.	TOTAL N PACKAGE - HORTON GROUNDWATER	357.42	357.42		357.42
1001591	10-05-23	PARKERS BUILDING SUPPLY	FLAG POLE REPLACEMENT PARTS	46.32	339.46		339.46
			ITEMS FOR MAINTENANCE SHOP	20.98			
			SCREENS - ADMIN BLDG.	48.49			
			REPAIR PARTS - CORP YARD	45.11			

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				AMOUNT			
			REPAIR PARTS - CORP YARD	36.49			
			REPLACEMENT WATER NOZZLES - CORP YARD	34.44			
			REPAIR PARTS - CORP YARD	59.09			
			IRRIGATION PARTS - WOODRIDGE SITE	20.54			
			ICE MACHINE REPAIR PARTS	28.00			
1001641	10-16-23	MARISA RUIZ	ACCOUNT REFUND 67919 ALEXANDRIA CT	322.97	322.97		322.97
1001574	10-05-23	CITY OF DESERT HOT SPRINGS	CITY OF DHS ENCROACHMENT PERMIT	320.97	320.97		320.97
1001589	10-05-23	O'REILLY AUTOMOTIVE INC.	UNIT 406 - ROCKER SWITCH	12.92	301.96		301.96
			UNIT 414/420 - REPLACEMENT WIPER BLADES	143.26			
			SOCKET - MAINT. SHOP	21.54			
			UNIT 399 - FUEL FILTER	23.81			
			UNIT 367 - A/C COMP RELAY	9.31			
			UNIT 409/410/412 - TOGGLE SWITCH	20.01			
			UNIT 324 - AXLE GASKET	3.98			
			UNIT 324 - ULTRA BLACK SILICONE	11.14			
			UNIT 324 - 1-5/16 AXLE SOCKET	21.54			
			PRIMARY WIRE - PRODUCTION TRUCKS	34.45			
1001621	10-12-23	PALM SPRINGS PEST CONTROL, INC.	PEST CONTROL - ADMIN	90.00	300.00		300.00
			PEST CONTROL - ANNEX	65.00			
			PEST CONTROL - ADMIN BAIT BOXES	40.00			
			PEST CONTROL - CORP YARD	45.00			
			PEST CONTROL - BAIT BOXES @ CORP YARD	60.00			
1001718	10-26-23	MARK VERMEER	M. VERMEER - BOOT REIMB.	300.00	300.00		300.00
1001716	10-26-23	LORENZO JESSE SOTO	L. SOTO - BOOT REIMB.	296.30	296.30		296.30
1001557	10-02-23	GABRIEL ABRIL	ACCOUNT REFUND 12735 AVE ALTA LOMA	284.78	284.78		284.78
1001667	10-19-23	JAMES STEINER	BOOT REIMB. - J.STEINER	276.37	276.37		276.37
1001672	10-19-23	PALM SPRINGS MOTORS INC	UNIT 404 - REPAIR PARTS	261.42	270.12		270.12
			UNIT 414 - WHEEL NUT	8.70			
1001616	10-12-23	FARMER BROS. CO	ADMIN COFFEE ORDER	270.11	270.11		270.11
1001679	10-19-23	SOCAL LABOR COMPLIANCE LLC	SPLIT A/C/WELL 35 DESIGN SERVICES	255.00	85.00	170.00	255.00
1001645	10-16-23	NICOLE SHEA	ACCOUNT REFUND 13190 RUSHMORE AVE	249.92	249.92		249.92
1001660	10-19-23	CWEA	CWEA MEMBERSHIP DUES - G.FOURNIER	221.00	221.00		221.00
1001581	10-05-23	FORSHOCK	SCADA MONITORING	220.00	220.00		220.00
1001709	10-26-23	FORSHOCK	OCT. 2023 SCADA MONITORING	220.00	220.00		220.00
1001673	10-19-23	PARKERS BUILDING SUPPLY	WELL 29 REPAIR PARTS	22.64	213.04		213.04
			CHAIN FOR ACCESS ROAD	190.40			
1001594	10-05-23	RUSS MARTIN	MILEAGE REIMB. - R. MARTIN	201.08	201.08		201.08
1001622	10-12-23	ROBERT DUANE BEVER	TOILET REBATE - R. BEVER	200.00	200.00		200.00
1001669	10-19-23	KATHRYN J. LATHUS	TOILET REBATE - LATHUS	200.00	200.00		200.00
1001688	10-19-23	USA-FACT INC	BACKGROUND CHECK SERVICES	198.69	198.69		198.69
1001569	10-05-23	ANSAFONE CONTACT CENTERS	ANSAFONE ANSWERING SERVICE	192.54	192.54		192.54
99104752	10-23-23	RIVERSIDE COUNTY DCSS - MAIN OFFICE	MONTHLY IWO PPE 10.13.23	176.25	176.25		176.25
1001694	10-19-23	XEROX CORPORATION	OCT. 2023 XEROX LEASE - ENG.	172.39	172.39		172.39
1001658	10-19-23	CASAMAR GROUP, LLC	LABOR COMPLIANCE - URBAN HABITAT	171.41	171.41		171.41
1001697	10-26-23	CASAMAR GROUP, LLC	LABOR COMPLIANCE - LO LYNCH	171.41	171.41		171.41
1001676	10-19-23	RITA M. HUBER	PETTY CASH REPLENISHMENT	158.31	158.31		158.31
99104906	10-27-23	EFTPS-IRS PAYROLL TAX REMITTANCE	Q4 2020 AMENDED 941	156.24	156.24		156.24
1001582	10-05-23	GRANT FOURNIER	G. FOURNIER - GRADE II WWTP0 EXAM REIMB.	155.00	155.00		155.00
1001617	10-12-23	FRANCHISE TAX BOARD	EMPLOYEE WITHHELD GARNISHMENT	150.00	150.00		150.00
1001681	10-19-23	STATE WATER RESOURCES CONTROL BOARD	WWTP0 GRADE II CERT. RENEWAL - C.JACOBSON	150.00	150.00		150.00
1001710	10-26-23	FRANCHISE TAX BOARD	GARNISHMENT EE#72 PPE 10.13.23 4TH PMT	150.00	150.00		150.00
1001580	10-05-23	FEDEX	WF PYMT MANAGER OVEERNIGHT FEES	47.45	149.14		149.14

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				AMOUNT			
			FED EX LATE FEE	3.80			
			WF PYMT MANAGER OVERNIGHT FEES	48.79			
			WF PYMT MANAGER OVERNIGHT FEES	49.10			
1001633	10-16-23	CATALINA MUNOZ	ACCOUNT REFUND 16703 AVE MERCED	147.00	147.00		147.00
1001662	10-19-23	DESERT TIRE AND AUTO REPAIR	REPLACEMENT TIRE MOUNTING & BALANCING	147.00	147.00		147.00
1001721	10-26-23	PLANIT REPROGRAPHICS	BOND PRINTS - APPROVED PLANS	94.46	46.59	94.46	141.05
			SCANNED PRINTS - APPROVED PLANS	46.59			
1001701	10-26-23	DESERT ELECTRIC SUPPLY	WELL 29 REPAIR ITEMS	138.45	138.45		138.45
1001561	10-02-23	KENNISE CLARK	ACCOUNT REFUND 66886 SAN BRUNO RD	132.52	132.52		132.52
1001562	10-02-23	MARISOL RAMIREZ SILVA	ACCOUNT REFUND 66087 AVE BARONA	127.21	127.21		127.21
1001652	10-19-23	AIR & HOSE SOURCE INC.	REPLACEMENT HYDRANT WRENCHES - C&M	125.06	125.06		125.06
1001597	10-05-23	STATE WATER RESOURCES CONTROL BOARD	J. MCELRONE - WWTP0 GRADE 1 APPLICATION	125.00	125.00		125.00
1001744	10-31-23	LUIS GUTIERREZ	ACCOUNT REFUND 11155 FOXDALE DR	124.45	124.45		124.45
1001553	10-02-23	BATINA NEWTON	ACCOUNT REFUND 66591 BUENA VISTA AVE	115.55	115.55		115.55
99104631	10-12-23	CALIF PUBLIC EMPLOYEES RETIREMENT SYSTEM	PERS ADRIAN RETRO ADJ. PPE 09.29.2023	112.78	112.78		112.78
1001644	10-16-23	MICHAEL PLASSE	ACCOUNT REFUND 66247 AVE SUENOS	111.84	111.84		111.84
1001746	10-31-23	NICHOLAS HEAD	ACCOUNT REFUND 13038 CUYAMACA DR	107.00	107.00		107.00
1001653	10-19-23	ANA PATRICIA MURILLO	A.MURILLO - MILEAGE REIMBURSEMENT	105.85	105.85		105.85
1001735	10-31-23	CHRIS ALLEN GOVEIA	ACCOUNT REFUND 69431 MIDPARK DR	105.40	105.40		105.40
1001737	10-31-23	DANIEL BUCHINO	ACCOUNT REFUND 9641 SIWANOVY DR	104.78	104.78		104.78
1001664	10-19-23	FEDEX	WF PYMT MGR OVERNIGHT FEE	49.10	98.10		98.10
			WF PYMT MGR OVERNIGHT FEES	49.00			
1001576	10-05-23	CWEA	A. GRUNNET - LABORATORY ANALYST GRADE 1	98.00	98.00		98.00
1001752	10-31-23	YOLANDA M WHITE	ACCOUNT REFUND 66975 FLORA AVE	97.72	97.72		97.72
1001585	10-05-23	KILLER BEE PEST CONTROL	PEST CONTROL - BEE REMOVAL	95.00	95.00		95.00
1001619	10-12-23	KILLER BEE PEST CONTROL	PEST CONTROL - BEE REMOVAL	95.00	95.00		95.00
1001635	10-16-23	DARLENE MONESTIME	ACCOUNT REFUND 13500 HERMANO WAY	91.04	91.04		91.04
1001625	10-12-23	SWRCB ACCOUNTING OFFICE	WATER DISTRIBUTION GRADE 3 - C.FINCH	90.00	90.00		90.00
1001564	10-02-23	OSCAR ALEMAN	ACCOUNT REFUND 69279 GOLDENWEST DR	86.92	86.92		86.92
1001706	10-26-23	FARMER BROS. CO	ENGINEERING COFFEE ORDER	83.04	83.04		83.04
1001733	10-31-23	ANNE FORSTER	ACCOUNT REFUND 64490 BRAEBURN AVE	82.00	82.00		82.00
1001739	10-31-23	JOHN ARAYI	ACCOUNT REFUND 12564 DANBURY ST	82.00	82.00		82.00
1001554	10-02-23	FOUR WINDS REALTY	ACCOUNT REFUND 15622 AVE MONTEFLORA	72.48	72.48		72.48
1001554	10-16-23	FOUR WINDS REALTY	ACCOUNT REFUND 15622 AVE MONTEFLORA	-72.48	-72.48		-72.48
1001666	10-19-23	FOUR WINDS REALTY	ACCOUNT REFUND 15622 AVE MONTEFLORA	72.48	72.48		72.48
1001751	10-31-23	TINO SAVALZA	ACCOUNT REFUND 12800 TAMAR DR "C"	72.34	72.34		72.34
1001563	10-02-23	MARTHA PRINCE	ACCOUNT REFUND 12904 CALLE AMAPOLA	72.30	72.30		72.30
1001647	10-16-23	PATRICK COLLINS	ACCOUNT REFUND 64194 EAGLE MOUNTAIN AVE	68.73	68.73		68.73
1001707	10-26-23	FEDEX	WF PMT MGR OVERNIGHT FEE	65.75	65.75		65.75
1001734	10-31-23	ATHENA WILSON	ACCOUNT REFUND 64052 DOLOMITES CT	65.24	65.24		65.24
1001748	10-31-23	SCOTT SCHNEIDER	ACCOUNT REFUND 66450 4TH ST	60.94	60.94		60.94
1001750	10-31-23	TIFFANY CUMMINGS	ACCOUNT REFUND 66625 SAN LUIS RD	57.91	57.91		57.91
1001723	10-26-23	QUADIENT FINANCE USA, INC.	POSTAGE REPLENISHMENT	57.77	57.77		57.77
1001740	10-31-23	JONNY CONDO, LLC	ACCOUNT REFUND 66167 14TH ST	55.45	55.45		55.45
1001745	10-31-23	MARCELA MARTINEZ	ACCOUNT REFUND 64574 BRAEBURN AVE	55.38	55.38		55.38
1001646	10-16-23	PAMELA JOWERS	ACCOUNT REFUND 66756 1ST ST	49.19	49.19		49.19
1001583	10-05-23	IVAN SEWELL	MILEAGE REIMB. - I. SEWELL	48.47	48.47		48.47
1001674	10-19-23	PLANIT REPROGRAPHICS	BOND PRINTS - LANDSCAPE	46.59	46.59		46.59
1001749	10-31-23	STEVIE SLAGLE	ACCOUNT REFUND 8661 GREAT SMOKEY AVE	44.91	44.91		44.91
1001593	10-05-23	RIVERSIDE COUNTY CLERK/RECORDER	RELEASE OF LIENS - OWNERSHIP CHANGE	40.00	40.00		40.00
1001556	10-02-23	DANIEL BRAMBILA	ACCOUNT REFUND 64217 SILVER STAR AVE	37.06	37.06		37.06
1001747	10-31-23	NUNEZ CORP	ACCOUNT REFUND 61785 CREST ST	34.18	34.18		34.18

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
1001567	10-02-23	YAPING TONG	ACCOUNT REFUND 66337 PIERSON BLVD	30.52	30.52		30.52
1001649	10-16-23	YUKATA ENTERPRISES, INC	ACCOUNT REFUND 64635 VARDON CT	27.40	27.40		27.40
1001726	10-26-23	THE UPS STORE #5062	DHS 60TH ANNIVERSARY SIGN	26.88	26.88		26.88
1001741	10-31-23	KATIE SHALANDER	ACCOUNT REFUND 15300 PALM DR #91	24.55	24.55		24.55
1001732	10-31-23	ANA VIRGINIA ROMAN REYES	ACCOUNT REFUND 15437 VIA MONTANA	24.30	24.30		24.30
1001742	10-31-23	KEARBY MARTIN	ACCOUNT REFUND 9176 PUESTA DEL SOL	24.29	24.29		24.29
1001720	10-26-23	PARKERS BUILDING SUPPLY	PVC FITTING/CONDUIT	22.56	24.06		24.06
			NUTS, BOLTS AND SCREWS	1.50			
1001648	10-16-23	SILVA ARMOUDI KIAN	ACCOUNT REFUND 66202 2ND ST	18.88	18.88		18.88
1001634	10-16-23	CYNTHIA ONGALIBANG	ACCOUNT REFUND 62888 N CRESCENT ST	16.71	16.71		16.71
1001559	10-02-23	GLENN BRODIE	ACCOUNT REFUND 12676 CENTURIAN ST	16.23	16.23		16.23
1001577	10-05-23	DESERT ELECTRIC SUPPLY	GND BAR KIT - PRODUCTION	14.12	14.12		14.12
1001560	10-02-23	ISIDRO ROJAS	ACCOUNT REFUND 66805 ESTRELLA AVE	10.83	10.83		10.83
1001566	10-02-23	SCOTT MORRISON	ACCOUNT REFUND 61020 AZANIA AVE	7.21	7.21		7.21
1001743	10-31-23	LILLIANA SERRANO	ACCOUNT REFUND 66729 HACIENDA AVE	2.78	2.78		2.78
PR102023	10-20-23	EMPLOYEES		0.00	0.00		0.00
			CURRENT CHECK TOTAL	3,436,601.8	1,167,260.4	2,269,341.4	3,436,601.8
TOTAL				3,436,601.85	1,167,260.40	2,269,341.45	3,436,601.85
225 records listed							

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
1001510	10-25-23	GREEN DAY VILLAGE DHS LLC	ENGINEERING - RELEASE OF DEPOSIT	-7,580.42	-7,580.42		-7,580.42
1001553	10-02-23	BATINA NEWTON	ACCOUNT REFUND 66591 BUENA VISTA AVE	115.55	115.55		115.55
1001554	10-02-23	FOUR WINDS REALTY	ACCOUNT REFUND 15622 AVE MONTEFLORA	72.48	72.48		72.48
1001554	10-16-23	FOUR WINDS REALTY	ACCOUNT REFUND 15622 AVE MONTEFLORA	-72.48	-72.48		-72.48
1001555	10-02-23	COLLEN GREEN	ACCOUNT REFUND 65836 CAHUILLA AVE	778.88	778.88		778.88
1001556	10-02-23	DANIEL BRAMBILA	ACCOUNT REFUND 64217 SILVER STAR AVE	37.06	37.06		37.06
1001557	10-02-23	GABRIEL ABRIL	ACCOUNT REFUND 12735 AVE ALTA LOMA	284.78	284.78		284.78
1001558	10-02-23	GARY D FERGUSON	ACCOUNT REFUND 66426 ESTRELITA AVE	720.43	720.43		720.43
1001559	10-02-23	GLENN BRODIE	ACCOUNT REFUND 12676 CENTURIAN ST	16.23	16.23		16.23
1001560	10-02-23	ISIDRO ROJAS	ACCOUNT REFUND 66805 ESTRELLA AVE	10.83	10.83		10.83
1001561	10-02-23	KENNISE CLARK	ACCOUNT REFUND 66886 SAN BRUNO RD	132.52	132.52		132.52
1001562	10-02-23	MARISOL RAMIREZ SILVA	ACCOUNT REFUND 66087 AVE BARONA	127.21	127.21		127.21
1001563	10-02-23	MARTHA PRINCE	ACCOUNT REFUND 12904 CALLE AMAPOLA	72.30	72.30		72.30
1001564	10-02-23	OSCAR ALEMAN	ACCOUNT REFUND 69279 GOLDENWEST DR	86.92	86.92		86.92
1001565	10-02-23	PRO SOLAR CLEAN, LLC.	ACCOUNT REFUND DILLON RD EAST OF VALLEY VIEW	660.01	660.01		660.01
1001566	10-02-23	SCOTT MORRISON	ACCOUNT REFUND 61020 AZANIA AVE	7.21	7.21		7.21
1001567	10-02-23	YAPING TONG	ACCOUNT REFUND 66337 PIERSON BLVD	30.52	30.52		30.52
1001568	10-05-23	ACWA/JOINT POWERS INSURANCE AUTHORITY	QTR.3 09.30.23 RESTITUTION PAYMENT	900.00	900.00		900.00
1001569	10-05-23	ANSAFONE CONTACT CENTERS	ANSAFONE ANSWERING SERVICE	192.54	192.54		192.54
1001570	10-05-23	ARAMARK UNIFORM SERVICES, LLC	UNIFORM SERVICES 09.13.23	281.23	1,463.70		1,463.70
			UNIFORM SERVICES 09.06.23	309.75			
			UNIFORM SERVICES 08.02.23	533.55			
			UNIFORM SERVICES 09.20.23	339.17			
1001571	10-05-23	B-81 PAVING INC	PAVING - VARIOUS LOCATIONS	12,337.50	12,337.50		12,337.50
1001572	10-05-23	BABCOCK LABORATORIES, INC.	HORTON BELT PRESS SLUDGE TESTING	1,534.76	4,250.14		4,250.14
			TOTAL N PACKAGE - HORTON GROUNDWATER	357.42			
			CANNDESCENT TESTING	1,762.26			
			TOTAL N PACKAGE - HORTON CLARIFIERS	595.70			
1001573	10-05-23	BUILDING INDUSTRY ASSOCIATION	BIA MEMBERSHIP DUES 2024	1,175.00	1,175.00		1,175.00
1001574	10-05-23	CITY OF DESERT HOT SPRINGS	CITY OF DHS ENCROACHMENT PERMIT	320.97	320.97		320.97
1001575	10-05-23	COUNTY OF RIVERSIDE	COUNTY ENCROACHMENT PERMIT - BLANKET & DAVE AVE.	3,879.05	3,879.05		3,879.05
1001576	10-05-23	CWEA	A. GRUNNET - LABORATORY ANALYST GRADE 1	98.00	98.00		98.00
1001577	10-05-23	DESERT ELECTRIC SUPPLY	GND BAR KIT - PRODUCTION	14.12	14.12		14.12
1001578	10-05-23	ECOLOGY AUTO PARTS	SLUDGE HAULING	3,000.00	9,153.33		9,153.33
			SLUDGE HAULING	2,739.08			
			SLUDGE HAULING	2,000.00			
			SLUDGE HAULING	1,414.25			
1001579	10-05-23	ENVIROGEN TECHNOLOGIES INC	WELL 26A URANIUM TREATMENT	4,120.87	4,120.87		4,120.87
1001580	10-05-23	FEDEX	WF PYMT MANAGER OVEERNIGHT FEES	47.45	149.14		149.14
			FED EX LATE FEE	3.80			
			WF PYMT MANAGER OVERNIGHT FEES	48.79			
			WF PYMT MANAGER OVERNIGHT FEES	49.10			
1001581	10-05-23	FORSHOCK	SCADA MONITORING	220.00	220.00		220.00
1001582	10-05-23	GRANT FOURNIER	G. FOURNIER - GRADE II WWTPO EXAM REIMB.	155.00	155.00		155.00
1001583	10-05-23	IVAN SEWELL	MILEAGE REIMB. - I. SEWELL	48.47	48.47		48.47
1001584	10-05-23	KENWOOD ENERGY	TASK 1 COMPLETION - PP #1	3,638.75	0.00	3,638.75	3,638.75
1001585	10-05-23	KILLER BEE PEST CONTROL	PEST CONTROL - BEE REMOVAL	95.00	95.00		95.00
1001586	10-05-23	MANPOWER US INC.	STAFFING SERVICES - WWTP OIT	1,600.00	5,816.32		5,816.32
			STAFFING SERVICES - WWTP OIT	1,600.00			
			STAFFING SERVICES - FIELD SERVICE	1,336.32			
			STAFFING SERVICES - WWTP OIT	1,280.00			
1001587	10-05-23	MCMMASTER-CARR	BR Y STRAINER/BRASS NIPPLE/1" BRASS UNION	3,495.41	3,495.41		3,495.41

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE	OPERATING	CAPITAL	TOTAL
				AMOUNT			
1001588	10-05-23	MOTION INDUSTRIES, INC.	RESTOCK V-BELTS - HORTON PLANT	2,455.25	2,455.25		2,455.25
1001589	10-05-23	O'REILLY AUTOMOTIVE INC.	UNIT 406 - ROCKER SWITCH	12.92	301.96		301.96
			UNIT 414/420 - REPLACEMENT WIPER BLADES	143.26			
			SOCKET - MAINT. SHOP	21.54			
			UNIT 399 - FUEL FILTER	23.81			
			UNIT 367 - A/C COMP RELAY	9.31			
			UNIT 409/410/412 - TOGGLE SWITCH	20.01			
			UNIT 324 - AXLE GASKET	3.98			
			UNIT 324 - ULTRA BLACK SILICONE	11.14			
			UNIT 324 - 1-5/16 AXLE SOCKET	21.54			
			PRIMARY WIRE - PRODUCTION TRUCKS	34.45			
1001590	10-05-23	ON POWER INDUSTRIES, LLC	LABOR INSTALL - 150 AMP SQUARE FOR VFD	2,850.00	2,850.00		2,850.00
1001591	10-05-23	PARKERS BUILDING SUPPLY	FLAG POLE REPLACEMENT PARTS	46.32	339.46		339.46
			ITEMS FOR MAINTENANCE SHOP	20.98			
			SCREENS - ADMIN BLDG.	48.49			
			REPAIR PARTS - CORP YARD	45.11			
			REPAIR PARTS - CORP YARD	36.49			
			REPLACEMENT WATER NOZZLES - CORP YARD	34.44			
			REPAIR PARTS - CORP YARD	59.09			
			IRRIGATION PARTS - WOODRIDGE SITE	20.54			
			ICE MACHINE REPAIR PARTS	28.00			
1001592	10-05-23	PHENOVA, INC.	IN-HOUSE PE SAMPLES	930.77	930.77		930.77
1001593	10-05-23	RIVERSIDE COUNTY CLERK/RECORDER	RELEASE OF LIENS - OWNERSHIP CHANGE	40.00	40.00		40.00
1001594	10-05-23	RUSS MARTIN	MILEAGE REIMB. - R. MARTIN	201.08	201.08		201.08
1001595	10-05-23	SLOVAK BARON EMPEY MURPHY & PINKNEY LLP	LEGAL SERVICES	12,907.50	12,907.50		12,907.50
1001596	10-05-23	SOUTHERN CALIFORNIA EDISON COMPANY	ELECTRIC BILL	33,886.90	33,886.90		33,886.90
1001597	10-05-23	STATE WATER RESOURCES CONTROL BOARD	J. MCELRONE - WWTP0 GRADE 1 APPLICATION	125.00	125.00		125.00
1001598	10-05-23	UMETECH, INC.	UMETECH SUPPORT SEP. 2023	9,182.85	9,182.85		9,182.85
1001599	10-05-23	USA BLUEBOOK	HOT TAP DRILL BITS - C&M	481.35	3,190.60		3,190.60
			MASTERLOCK - PRODUCTION	216.31			
			STAINLESS STEEL FITTINGS - PRODUCTION	159.82			
			LOOP POWERED ISOLATOR - PRODUCTION	442.86			
			TUBING BENDER 1/2" - PRODUCTION	310.27			
			FITTINGS - PRODUCTION	1,252.17			
			BRASS GATE VALVE	327.82			
1001600	10-05-23	VALLEY LOCK & SAFE	ADMIN DOOR REPAIRS - UPSTAIRS DOOR	425.00	460.40		460.40
			STANDARD KEYS	35.40			
1001601	10-05-23	VERIZON CONNECT FLEET USA LLC	VERIZON GPS SUBSCRIPTION	606.40	606.40		606.40
1001602	10-05-23	VESTED SOLUTIONS	AUGUST 2023 JANITORIAL SERVICES	2,333.28	2,333.28		2,333.28
1001603	10-05-23	WALTON MOTORS & CONTROLS, INC.	MOTOR REPAIRS	10,364.96	43,432.92		43,432.92
			LABOR FOR MOTOR REPAIRS/MATERIALS	33,067.96			
1001604	10-05-23	WATERLINE TECHNOLOGIES INC.	10 DRUMS REFILLED	2,445.93	9,049.93		9,049.93
			10 DRUMS REFILLED	2,445.93			
			8 DRUMS REFILLED	1,956.74			
			9 DRUMS REFILLED	2,201.33			
1001605	10-12-23	ALTA LANGUAGE SERVICES, INC.	BILINGUAL EXAM - C.ACOSTA, E.FELIX, O.HOFFERT	165.00	385.00		385.00
			BILINGUAL EXAM - A.GAONA/J.LOPEZ/A.MURILLO/D.PENA	220.00			
1001606	10-12-23	ARAMARK UNIFORM SERVICES, LLC	UNIFORM SERVICES 09.27.23	375.99	375.99		375.99
1001607	10-12-23	B-81 PAVING INC	PAVING @ VARIOUS LOCATIONS	73,086.00	73,086.00		73,086.00
1001608	10-12-23	BABCOCK LABORATORIES, INC.	TOTAL N PACKAGE - HORTON CLARIFIER	238.28	677.10		677.10
			TOTAL N PACKAGE - DC EFFLUENT	200.54			
			TOTAL N PACKAGE - HORTON CLARIFIER	238.28			



CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
1001609	10-12-23	BRINKS INCORPORATED	MONTHLY TRANSPORT SERVICES	299.38	361.45		361.45
			MONTHLY SERVICE CHARGE	62.07			
1001610	10-12-23	CARPI & CLAY. INC	SEPT. 2023 FEDERAL ADVOCACY	4,000.00	4,000.00		4,000.00
1001611	10-12-23	CASEY DOLAN	OCT. 2023 DIGITAL AD MARKETING/CONSULTING	650.00	650.00		650.00
1001612	10-12-23	CLINICAL LABORATORY OF SAN BERNARDINO	AUG. 2023 BOD TESTING	455.00	8,187.00		8,187.00
			AUGUST 2023 LAB SAMPLES	7,732.00			
1001613	10-12-23	CORE & MAIN LP	REPLACEMENT VALVE KEY	224.12	1,505.27		1,505.27
			INVENTORY	1,281.15			
1001614	10-12-23	CS-AMSCO	RINGS/LEVERS/NEEDLES/AIR VAC SCREWS	5,173.73	5,173.73		5,173.73
1001615	10-12-23	ECOLOGY AUTO PARTS	SLUDGE HAULING	4,469.49	11,450.71		11,450.71
			SLUDGE HAULING	4,168.23			
			SLUDGE HAULING	2,812.99			
1001616	10-12-23	FARMER BROS. CO	ADMIN COFFEE ORDER	270.11	270.11		270.11
1001617	10-12-23	FRANCHISE TAX BOARD	EMPLOYEE WITHHELD GARNISHMENT	150.00	150.00		150.00
1001618	10-12-23	KENWOOD ENERGY	TASK 1 COMPLETION - PP #2	10,886.25	0.00	10,886.25	10,886.25
1001619	10-12-23	KILLER BEE PEST CONTROL	PEST CONTROL - BEE REMOVAL	95.00	95.00		95.00
1001620	10-12-23	MANPOWER US INC.	STAFFING SERVICES - GM REPORT/GRANT	1,696.50	5,037.30		5,037.30
			STAFFING SERVICES - FIELD STAFF	1,670.40			
			STAFFING SERVICES - FIELD STAFF	1,670.40			
1001621	10-12-23	PALM SPRINGS PEST CONTROL, INC.	PEST CONTROL - ADMIN	90.00	300.00		300.00
			PEST CONTROL - ANNEX	65.00			
			PEST CONTROL - ADMIN BAIT BOXES	40.00			
			PEST CONTROL - CORP YARD	45.00			
			PEST CONTROL - BAIT BOXES @ CORP YARD	60.00			
1001622	10-12-23	ROBERT DUANE BEVER	TOILET REBATE - R. BEVER	200.00	200.00		200.00
1001623	10-12-23	ROBERT G MODRICH	SEPT. 2023 UNIDATA MAINTENANCE	5,004.00	5,004.00		5,004.00
1001624	10-12-23	SOUTH WEST PUMP & DRILLING, INC.	WELL 24 -REMOVE/INSTALL 600 HP	10,970.00	25,095.00		25,095.00
			VALLEY VIEW RES. R&I 75 HP BOOSTER	5,485.00			
			WELL 24 REPAIRS - MOBILIZE/DEMobilize	8,640.00			
1001625	10-12-23	SWRCB ACCOUNTING OFFICE	WATER DISTRIBUTION GRADE 3 - C.FINCH	90.00	90.00		90.00
1001626	10-12-23	T4 SPATIAL, LLC	OCT. 2023 - CCTV STORAGE	1,250.00	3,750.00		3,750.00
			SEPT. 2023 - CCTV STORAGE	1,250.00			
			AUG. 2023 - CCTV STORAGE	1,250.00			
1001627	10-12-23	THE GREATER COACHELLA VALLEY	DHS STATE OF THE UNION LUNCHEON	1,500.00	1,500.00		1,500.00
1001628	10-12-23	TOTALENERGIES DISTRIBUTED	O&M SERVICE FEES - YEAR 4/QUARTER 3	5,307.00	5,307.00		5,307.00
1001629	10-12-23	USA BLUEBOOK	ITEMS FOR HORTON PLANT	543.96	543.96		543.96
1001630	10-12-23	WESTERN WATER WORKS	6" JONES	13,817.43	13,817.43		13,817.43
1001631	10-12-23	WEST COAST SAND AND GRAVEL INC.	RESTOCK COLD-MIX ASPHALT - CORP YARD	3,216.90	3,216.90		3,216.90
1001632	10-12-23	XYLEM DEWATERING SOLUTIONS INC	PUMP RENTAL FOR D.P.L.S	8,424.35	8,424.35		8,424.35
1001633	10-16-23	CATALINA MUNOZ	ACCOUNT REFUND 16703 AVE MERCED	147.00	147.00		147.00
1001634	10-16-23	CYNTHIA ONGALIBANG	ACCOUNT REFUND 62888 N CRESCENT ST	16.71	16.71		16.71
1001635	10-16-23	DARLENE MONESTIME	ACCOUNT REFUND 13500 HERMANO WAY	91.04	91.04		91.04
1001636	10-16-23	GERALD M MEAD	ACCOUNT REFUND 11750 SKYLARK ST	900.00	900.00		900.00
1001637	10-16-23	GHA RANCHO DESCANSO LLC	ACCOUNT REFUND EL DORADO AND LAS PALMAS DR #1	690.41	690.41		690.41
1001638	10-16-23	GHA RANCHO DESCANSO LLC	ACCOUNT REFUND EL DORADO AND LAS PALMAS DR	690.41	690.41		690.41
1001639	10-16-23	JJDE CONSTRUCTION	ACCOUNT REFUND 66929 SAN ARDO RD	690.68	690.68		690.68
1001640	10-16-23	MARIO A. VILLA	ACCOUNT REFUND TAMARACK RD & OCOTILLO BY CHOLLA RD	494.13	494.13		494.13
1001641	10-16-23	MARISA RUIZ	ACCOUNT REFUND 67919 ALEXANDRIA CT	322.97	322.97		322.97
1001642	10-16-23	MEL REEVES	ACCOUNT REFUND VERNON & WESTSIDE	444.12	444.12		444.12
1001643	10-16-23	MICHAEL GARDENHIRE	ACCOUNT REFUND 66025 SAN JOSE RD	745.98	745.98		745.98
1001644	10-16-23	MICHAEL PLASSE	ACCOUNT REFUND 66247 AVE SUENOS	111.84	111.84		111.84
1001645	10-16-23	NICOLE SHEA	ACCOUNT REFUND 13190 RUSHMORE AVE	249.92	249.92		249.92

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
1001646	10-16-23	PAMELA JOWERS	ACCOUNT REFUND 66756 1ST ST	49.19	49.19		49.19
1001647	10-16-23	PATRICK COLLINS	ACCOUNT REFUND 64194 EAGLE MOUNTAIN AVE	68.73	68.73		68.73
1001648	10-16-23	SILVA ARMOUDI KIAN	ACCOUNT REFUND 66202 2ND ST	18.88	18.88		18.88
1001649	10-16-23	YUKATA ENTERPRISES, INC	ACCOUNT REFUND 64635 VARDON CT	27.40	27.40		27.40
1001650	10-19-23	ACWA-JPIA HEALTH BENEFITS AUTH.	NOV. 2023 PREPAID INSURANCE	93,983.03	93,983.03		93,983.03
1001651	10-19-23	ACWA/JOINT POWERS INSUR AUTH	ACWA WORKERS COMP.	31,026.23	31,026.23		31,026.23
1001652	10-19-23	AIR & HOSE SOURCE INC.	REPLACEMENT HYDRANT WRENCHES - C&M	125.06	125.06		125.06
1001653	10-19-23	ANA PATRICIA MURILLO	A.MURILLO - MILEAGE REIMBURSEMENT	105.85	105.85		105.85
1001654	10-19-23	ANSAFONE CONTACT CENTERS	ANSWERING SERVICE	685.33	685.33		685.33
1001655	10-19-23	ARAMARK UNIFORM SERVICES, LLC	UNIFORM SERVICES	46.30	399.22		399.22
			UNIFORM SERVICES	352.92			
1001656	10-19-23	BABCOCK LABORATORIES, INC.	TOTAL N PACKAGE - HORTON GROUNDWATER	357.42	357.42		357.42
1001657	10-19-23	BECK OIL, INC.	UNLEADED GASOLINE	7,250.65	13,235.10		13,235.10
			DIESEL FUEL	5,984.45			
1001658	10-19-23	CASAMAR GROUP, LLC	LABOR COMPLIANCE - URBAN HABITAT	171.41	171.41		171.41
1001659	10-19-23	CORE & MAIN LP	SWING CHECK VALVE	3,589.37	3,589.37		3,589.37
1001660	10-19-23	CWEA	CWEA MEMBERSHIP DUES - G.FOURNIER	221.00	221.00		221.00
1001661	10-19-23	DESERT VALLEY DISPOSAL, INC.	SEPT. 2023 SERVICE CHARGES - CORP YARD	793.90	1,338.79		1,338.79
			SEPT. 2023 SERVICE CHARGE - ADMIN BLDG	544.89			
1001662	10-19-23	DESERT TIRE AND AUTO REPAIR	REPLACEMENT TIRE MOUNTING & BALANCING	147.00	147.00		147.00
1001663	10-19-23	ENVIROLOGIC RESOURCES, INC.	NOVEMBER 2021 - SGMA/MCSP ALT PLAN	3,966.84	2,796.84	3,150.00	5,946.84
			JULY 2023 MCSP ALT PLAN	1,260.00			
			SEPTEMBER 2021 MCSP ALT PLAN	720.00			
1001664	10-19-23	FEDEX	WF PYMT MGR OVERNIGHT FEE	49.10	98.10		98.10
			WF PYMT MGR OVERNIGHT FEES	49.00			
1001665	10-19-23	FERGUSON WATERWORKS #1083	NON-INVENTORY 3/4", 1" METER REGISTERS	4,239.39	4,239.39		4,239.39
1001666	10-19-23	FOUR WINDS REALTY	ACCOUNT REFUND 15622 AVE MONTEFLORA	72.48	72.48		72.48
1001667	10-19-23	JAMES STEINER	BOOT REIMB. - J.STEINER	276.37	276.37		276.37
1001668	10-19-23	JOSEPH LEON GUERRERO	CLAIM PAYMENT SETTLEMENT	794.00	794.00		794.00
1001669	10-19-23	KATHRYN J. LATHUS	TOILET REBATE - LATHUS	200.00	200.00		200.00
1001670	10-19-23	MANPOWER US INC.	STAFFING SERVICES - GRANTS/GM REPORT	2,214.88	3,814.88		3,814.88
			STAFFING SERVICES - WWTP OIT	1,600.00			
1001671	10-19-23	MATHESON TRI-GAS, INC	HYDRATION FREEZE POPS - FIELD STAFF	58.10	443.85		443.85
			NITRILE DISPOSABLE GLOVES - RESTOCK	385.75			
1001672	10-19-23	PALM SPRINGS MOTORS INC	UNIT 404 - REPAIR PARTS	261.42	270.12		270.12
			UNIT 414 - WHEEL NUT	8.70			
1001673	10-19-23	PARKERS BUILDING SUPPLY	WELL 29 REPAIR PARTS	22.64	213.04		213.04
			CHAIN FOR ACCESS ROAD	190.40			
1001674	10-19-23	PLANIT REPROGRAPHICS	BOND PRINTS - LANDSCAPE	46.59	46.59		46.59
1001675	10-19-23	RAY LOPEZ ASSOCIATES	INFILL INSPECTIONS/PODS STORAGE	2,975.00	2,975.00		2,975.00
1001676	10-19-23	RITA M. HUBER	PETTY CASH REPLENISHMENT	158.31	158.31		158.31
1001677	10-19-23	SCHNEIDER ELECTRIC SYSTEMS USA INC	SCADA ANNUAL SUPPORT AGREEMENT	3,981.88	3,981.88		3,981.88
1001678	10-19-23	SHEPPARD, MULLIN, RICHTER & HAMPTON, LLP	MSWD V. SCE PMT #2	2,191.95	0.00	2,191.95	2,191.95
1001679	10-19-23	SOCAL LABOR COMPLIANCE LLC	SPLIT A/C/WELL 35 DESIGN SERVICES	255.00	85.00	170.00	255.00
1001680	10-19-23	SOUTHERN CALIFORNIA EDISON COMPANY	ELECTRIC BILL	10,677.02	43,939.99		43,939.99
			301-8247-10.22.2023	32,260.18			
			ELECTRIC BILL	1,002.79			
			2023				
1001681	10-19-23	STATE WATER RESOURCES CONTROL BOARD	WWTPO GRADE II CERT. RENEWAL - C.JACOBSON	150.00	150.00		150.00
1001682	10-19-23	THE PC MANAGER LLC	ACCOUNTING TECH PC	806.34	806.34		806.34
1001683	10-19-23	THE LAMAR COMPANIES	BILLBOARD/PORTAL PROGRAM	925.00	925.00		925.00
1001684	10-19-23	TKE ENGINEERING, INC	AUG. 2023 DESIGN SERVICES	887.50	0.00	11,707.50	11,707.50

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE	OPERATING	CAPITAL	TOTAL
				AMOUNT			
			JULY 2023 DESIGN SERVICES	5,982.50			
			AUGUST 2023 C&M INSPECTION	1,592.50			
			JULY 2023 C&M INSPECTION	2,072.50			
			JUL-AUG 2023 CONSULTANT/DESIGN SERVICES	290.00			
			AUGUST 2023 DESIGN SERVICES	495.00			
			JULY 2023 CONSULTANT/DESIGN SERVICES	387.50			
1001685	10-19-23	TOPS N BARRICADES, INC	REPLACEMENT YELLOW SAFETY JACKETS - C&M	336.04	867.83		867.83
			LED MINIBAR LIGHTS - DISTRICT VEHICLES	531.79			
1001686	10-19-23	UNCLE D'S SMOKEHOUSE BBQ & GRILL	FINAL PMT FOR BBQ EMPLOYEE'S POTLUCK	421.35	421.35		421.35
1001687	10-19-23	UNDERGROUND SERVICE ALERT	UNDERGROUND SERVICE ALERT	480.75	480.75		480.75
1001688	10-19-23	USA-FACT INC	BACKGROUND CHECK SERVICES	198.69	198.69		198.69
1001689	10-19-23	USA BLUEBOOK	2.5" GATE VALVE - C&M	324.26	1,898.39		1,898.39
			MALE CONNECTOR - PRODUCTION	33.35			
			PRESSURE GAUGES - PRODUCTION	1,252.26			
			REPLACEMENT METER WRENCHES C&M	288.52			
1001690	10-19-23	VERIZON CONNECT FLEET USA LLC	GPS TRACKING SUBSCRIPTION	606.40	606.40		606.40
1001691	10-19-23	WESTERN PUMP INC	CORP YARD FUEL PUMP REPAIR	601.89	601.89		601.89
1001692	10-19-23	WEST COAST SAND AND GRAVEL INC.	RESTOCK BASE 52 TONS - CORP YARD	912.62	912.62		912.62
1001693	10-19-23	WHITE CAP CONSTRUCTION SUPPLY	17OZ GREEN MARKING PAINT - WWTP	340.40	1,099.46		1,099.46
			REPLACEMENT YELLOW SAFETY VESTS/WORK GLOVES	331.77			
			BLUE STAKE CHASERS & NAILS	183.77			
			17OZ BLUE MARKING PAINT	243.52			
1001694	10-19-23	XEROX CORPORATION	OCT. 2023 XEROX LEASE - ENG.	172.39	172.39		172.39
1001695	10-26-23	ADT COMMERCIAL LLC	ADMIN/CORP YARD SECURITY ALARM	618.18	618.18		618.18
1001696	10-26-23	BABCOCK LABORATORIES, INC.	TOTAL N PACKAGE - HORTON INFLUENT	143.91	1,274.65		1,274.65
			TOTAL N PACKAGE - HORTON CLARIFIER	238.28			
			TOTAL N PACKAGE - HORTON CLARIFIER	595.70			
			FINANCE CHARGE FEES	58.48			
			TOTAL N PACKAGE - HORTON WWTP	238.28			
1001697	10-26-23	CASAMAR GROUP, LLC	LABOR COMPLIANCE - LO LYNCH	171.41	171.41		171.41
1001698	10-26-23	CORE & MAIN LP	RUBBERMETER GASKETS	1,925.61	1,925.61		1,925.61
1001699	10-26-23	COUNTY OF RIVERSIDE	ENCROACHMENT PERMITS - CLUBHOUSE & SIWANOV	3,493.80	3,493.80		3,493.80
1001700	10-26-23	CYPRESS DENTAL ADMINISTRATORS	NOV. 2023 PREPAID DENTAL INS.	4,935.46	4,935.46		4,935.46
1001701	10-26-23	DESERT ELECTRIC SUPPLY	WELL 29 REPAIR ITEMS	138.45	138.45		138.45
1001702	10-26-23	DESERT URGENT CARE	DOT PHYSICALS/PRE-EMPLOYMENT SCREENINGS	1,170.00	1,170.00		1,170.00
1001703	10-26-23	DOWNING CONSTRUCTION, INC.	PROGRESS PAYMENT #7	208,725.95	0.00	208,725.95	208,725.95
1001704	10-26-23	ENVIROGEN TECHNOLOGIES INC	WELL 26A URANIUM TREATMENT	4,120.87	4,120.87		4,120.87
1001705	10-26-23	ENVIROLOGIC RESOURCES, INC.	OCT. 2021 MCSP ALT PLAN	855.00	225.00	630.00	855.00
1001706	10-26-23	FARMER BROS. CO	ENGINEERING COFFEE ORDER	83.04	83.04		83.04
1001707	10-26-23	FEDEX	WF PMT MGR OVERNIGHT FEE	65.75	65.75		65.75
1001708	10-26-23	FM THOMAS AIR CONDITIONING INC	BAD COMPRESSOR/LABOR REPAIRS	1,267.21	1,267.21		1,267.21
1001709	10-26-23	FORSHOCK	OCT. 2023 SCADA MONITORING	220.00	220.00		220.00
1001710	10-26-23	FRANCHISE TAX BOARD	GARNISHMENT EE#72 PPE 10.13.23 4TH PMT	150.00	150.00		150.00
1001711	10-26-23	GREEN DAY VILLAGE DHS LLC	ENGINEERING - RELEASE OF DEPOSIT	7,580.42	7,580.42		7,580.42
1001712	10-26-23	HOME DEPOT CREDIT SERVICES	HOME DEPOT CC - SEPT. 2023	956.68	956.68		956.68
1001713	10-26-23	INFOSEND INC	NEWSLETTER & BILLING INSERTS	1,338.20	14,545.03		14,545.03
			MONTHLY BILLING SERVICES	4,493.61			
			MONTHLY BILLING SERVICES	4,500.50			
			MONTHLY BILLING & CREDIT MEMO	4,212.72			
1001714	10-26-23	J.F. SHEA CONSTRUCTION, INC.	PROGRESS PAYMENT #18	1,656,080.86	0.00	1,656,080.86	1,656,080.86
1001715	10-26-23	LEGEND PUMP & WELL SERVICE, INC.	WELL 27 OIL DRIPPER	1,085.50	1,085.50		1,085.50
1001716	10-26-23	LORENZO JESSE SOTO	L. SOTO - BOOT REIMB.	296.30	296.30		296.30

CHECK NUMBER	CHECK DATE	PAID TO VENDOR	DISBURSEMENT DESCRIPTION	INVOICE			TOTAL
				AMOUNT	OPERATING	CAPITAL	
1001717	10-26-23	MANPOWER US INC.	STAFFING SERVICES - GM REPORT/GRANTS	2,874.63	4,474.63		4,474.63
			STAFFING SERVICES - WWTP OIT	1,600.00			
1001718	10-26-23	MARK VERMEER	M. VERMEER - BOOT REIMB.	300.00	300.00		300.00
1001719	10-26-23	MCCROMETER INC	12" TOP PLATE MCCROMETER METER	3,675.75	3,675.75		3,675.75
1001720	10-26-23	PARKERS BUILDING SUPPLY	PVC FITTING/CONDUIT	22.56	24.06		24.06
			NUTS, BOLTS AND SCREWS	1.50			
1001721	10-26-23	PLANIT REPROGRAPHICS	BOND PRINTS - APPROVED PLANS	94.46	46.59	94.46	141.05
			SCANNED PRINTS - APPROVED PLANS	46.59			
1001722	10-26-23	POWERPLAN OIB	REMAINING BALANCE - UNIT 385	804.65	5,273.54		5,273.54
			GASKET	63.18			
			REPAIR/PARTS	4,405.71			
1001723	10-26-23	QUADIENT FINANCE USA, INC.	POSTAGE REPLENISHMENT	57.77	57.77		57.77
1001724	10-26-23	SHERWIN-WILLIAMS	RESTOCK - RED/YELLOW SAFETY PAINT	592.91	592.91		592.91
1001725	10-26-23	STATER BROS	EMPLOYEE THANKSGIVING GIFTCARDS	2,172.80	2,172.80		2,172.80
1001726	10-26-23	THE UPS STORE #5062	DHS 60TH ANNIVERSARY SIGN	26.88	26.88		26.88
1001727	10-26-23	THE LINCOLN NATL. LIFE INS. CO.	2023 PREPAID INSURANCE	3,796.48	3,796.48		3,796.48
1001728	10-26-23	TKE ENGINEERING, INC	PROGRESS PAYMENT #19 - C&M INSPECTION	150,989.30	7,402.50	151,479.30	158,881.80
			JULY 2023 GENERAL ENG. FEES	7,892.50			
1001729	10-26-23	USA BLUEBOOK	HD BRASS GATE VALVE - C&M	330.58	632.23		632.23
			REPLACEMENT GATE VALVE - C&M	301.65			
1001730	10-26-23	WILLDAN FINANCIAL SERVICES	TAX ROLL PREP - STANDBY & SEWER CHARGES	8,300.00	12,800.00		12,800.00
			2024 SEWER & WATER DELINQUENT ACCTS	600.00			
			TAX ROLL PREP - AD #7 & AD #12	3,900.00			
1001731	10-26-23	WORD OF LIFE FELLOWSHIP TEMPLE	DONATION FOR THE HOMELESS	500.00	500.00		500.00
1001732	10-31-23	ANA VIRGINIA ROMAN REYES	ACCOUNT REFUND 15437 VIA MONTANA	24.30	24.30		24.30
1001733	10-31-23	ANNE FORSTER	ACCOUNT REFUND 64490 BRAEBURN AVE	82.00	82.00		82.00
1001734	10-31-23	ATHENA WILSON	ACCOUNT REFUND 64052 DOLOMITES CT	65.24	65.24		65.24
1001735	10-31-23	CHRIS ALLEN GOVEIA	ACCOUNT REFUND 69431 MIDPARK DR	105.40	105.40		105.40
1001736	10-31-23	CUPERTINO ELECTRIC INC	ACCOUNT REFUND DIABLO ACROSS FROM 16535	681.19	681.19		681.19
1001737	10-31-23	DANIEL BUCHINO	ACCOUNT REFUND 9641 SIWANOV DR	104.78	104.78		104.78
1001738	10-31-23	DIAMOND CONSTRUCTION, INC.	ACCOUNT REFUND 13680 CUYAMACA DR	693.32	693.32		693.32
1001739	10-31-23	JOHN ARAYI	ACCOUNT REFUND 12564 DANBURY ST	82.00	82.00		82.00
1001740	10-31-23	JONNY CONDO, LLC	ACCOUNT REFUND 66167 14TH ST	55.45	55.45		55.45
1001741	10-31-23	KATIE SHALANDER	ACCOUNT REFUND 15300 PALM DR #91	24.55	24.55		24.55
1001742	10-31-23	KEARBY MARTIN	ACCOUNT REFUND 9176 PUESTA DEL SOL	24.29	24.29		24.29
1001743	10-31-23	LILLIANA SERRANO	ACCOUNT REFUND 66729 HACIENDA AVE	2.78	2.78		2.78
1001744	10-31-23	LUIS GUTIERREZ	ACCOUNT REFUND 11155 FOXDALE DR	124.45	124.45		124.45
1001745	10-31-23	MARCELA MARTINEZ	ACCOUNT REFUND 64574 BRAEBURN AVE	55.38	55.38		55.38
1001746	10-31-23	NICHOLAS HEAD	ACCOUNT REFUND 13038 CUYAMACA DR	107.00	107.00		107.00
1001747	10-31-23	NUNEZ CORP	ACCOUNT REFUND 61785 CREST ST	34.18	34.18		34.18
1001748	10-31-23	SCOTT SCHNEIDER	ACCOUNT REFUND 66450 4TH ST	60.94	60.94		60.94
1001749	10-31-23	STEVIE SLAGLE	ACCOUNT REFUND 8661 GREAT SMOKEY AVE	44.91	44.91		44.91
1001750	10-31-23	TIFFANY CUMMINGS	ACCOUNT REFUND 66625 SAN LUIS RD	57.91	57.91		57.91
1001751	10-31-23	TINO SAVALZA	ACCOUNT REFUND 12800 TAMAR DR "C"	72.34	72.34		72.34
1001752	10-31-23	YOLANDA M WHITE	ACCOUNT REFUND 66975 FLORA AVE	97.72	97.72		97.72
99104579	10-06-23	WELLS FARGO BANK	AUTO DEP PPE 09.29.23	131,561.21	131,561.21		131,561.21
99104580	10-06-23	EFTPS-IRS PAYROLL TAX REMITTANCE	FED TAX DEP PPE 09.29.23	66,466.33	66,466.33		66,466.33
99104581	10-06-23	STATE OF CA EDD	STATE TAX PPE 09.29.23	10,423.08	10,423.08		10,423.08
99104582	10-06-23	LINCOLN NATIONAL LIFE INS CO	DEF COMP PPE 09.29.2023	12,556.34	12,556.34		12,556.34
99104630	10-12-23	CALIF PUBLIC EMPLOYEES RETIREMENT SYSTEM	PERS PPE 09.29.2023	34,555.81	34,555.81		34,555.81
99104631	10-12-23	CALIF PUBLIC EMPLOYEES RETIREMENT SYSTEM	PERS ADRIAN RETRO ADJ. PPE 09.29.2023	112.78	112.78		112.78
99104673	10-02-23	DOWNING CONSTRUCTION, INC.	RETENTION WIRE FOR PP #6	34,376.28	0.00	34,376.28	34,376.28

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				AMOUNT	OPERATING	CAPITAL	
99104674	10-02-23	J.F. SHEA CONSTRUCTION, INC.	RETENTION WIRE PP#17	88,062.42	0.00	88,062.42	88,062.42
99104675	10-03-23	WELLS FARGO BANK	SEPT. 202 LOC INTEREST	51,537.50	51,537.50		51,537.50
99104750	10-13-23	WELLS FARGO BANK	AUTO DEP PPE 10.13.23	130,021.92	130,021.92		130,021.92
99104751	10-23-23	STATE OF CA EDD	STATE TAX PPE 10.12.2023	10,103.46	10,103.46		10,103.46
99104752	10-23-23	RIVERSIDE COUNTY DCSS - MAIN OFFICE	MONTHLY IWO PPE 10.13.23	176.25	176.25		176.25
99104753	10-20-23	LINCOLN NATIONAL LIFE INS CO	DEF COMP PPE 10.13.23	11,052.16	11,052.16		11,052.16
99104754	10-20-23	EFTPS-IRS PAYROLL TAX REMITTANCE	FED TAX DEP PPE 10.13.23	33,668.47	33,668.47		33,668.47
99104755	10-10-23	AFLAC	SEPT. 2023 AFLAC DEDUCTIONS	3,115.74	3,115.74		3,115.74
99104756	10-06-23	PAYNEARME MT, INC.	SEPT. 2023 FEES	8,190.38	8,190.38		8,190.38
99104827	10-17-23	PAYMENTUS CORPORATION	SEPT. 2023 CC FEES	4,050.60	4,050.60		4,050.60
99104828	10-26-23	DOWNING CONSTRUCTION, INC.	RETENTION WIRE FOR PP#7	10,985.58	0.00	10,985.58	10,985.58
99104829	10-26-23	J.F. SHEA CONSTRUCTION, INC.	RETENTION WIRE FOR PP#18 JFSHEA	87,162.15	0.00	87,162.15	87,162.15
99104906	10-27-23	EFTPS-IRS PAYROLL TAX REMITTANCE	Q4 2020 AMENDED 941	156.24	156.24		156.24
99104907	10-27-23	EFTPS-IRS PAYROLL TAX REMITTANCE	Q1 2020 AMENDED 941	1,162.73	1,162.73		1,162.73
PR100623	10-06-23	EMPLOYEES		626.41	626.41		626.41
PR102023	10-20-23	EMPLOYEES		0.00	0.00		0.00
			CURRENT CHECK TOTAL	3,436,601.8	1,167,260.4	2,269,341.4	3,436,601.8
TOTAL				3,436,601.85	1,167,260.40	2,269,341.45	3,436,601.85
225 records listed							

# AGENDA REPORT

REGULAR BOARD MEETING NOVEMBER 16 & 20, 2023

## DIRECTOR REPORTS

### DIRECTOR REPORTS

*(Per GC 53232.3(d) brief reports on meetings attended for which a daily stipend was claimed)*

Date	Event	Attendees
10/3	DHS CITY COUNCIL MEETING	MARTIN
10/3	DWA BOARD MEETING	GRIFFITH
10/4	CA STATE WATER CONTROL BOARD MEETING	GRIFFITH
10/10	CVWD BOARD MEETING	GRIFFITH
10/11	CVEP ECONOMIC REPORT	MARTIN, GRIFFITH, MAYRHOFEN, SEWELL, DUFF
10/17	PS STATE OF THE CITY	MARTIN, MAYRHOFEN
10/17	DWA BOARD MEETING	GRIFFITH
10/18	BIA NETWORKING NIGHT	MAYRHOFEN
10/19	DVBA MIXER	MARTIN, MAYRHOFEN
10/24	CVWD BOARD MEETING	GRIFFITH
10/25	GCVCC CABOT'S MUSEUM MIXER	SEWELL
10/31	RIVCO BOARD OF SUPERVISORS MEETING	MARTIN

### (OTHER) MEETINGS ATTENDED *(\*no daily stipend was claimed)*

Date	Event	Attendees
10/5	DVBA LEGISLATIVE MEETING	MARTIN
10/10	RANCHO MIRAGE CHAMBER LEG BREAKFAST	MAYRHOFEN
10/11	ACWA WEBINAR – Cr6	GRIFFITH, MAYRHOFEN, DUFF
10/19	PSUSD STATE OF THE DISTRICT	GRIFFITH, MARTIN, MAYRHOFEN, DUFF, SEWELL
10/23	CABOT'S MUSEUM BOARD MEETING	MARTIN
10/25	GCVCC CABOT'S MUSEUM MIXER	MARTIN, MAYRHOFEN, GRIFFITH





# General Manager's Report November 2023



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**APPENDIX B - Federal Update from Carpi & Clay**

**APPENDIX C – Public Affairs Information**

**APPENDIX D – Public Comment Letters – Proposed Making Conservation a California Way of Life Regulation**

## ADMINISTRATION

### Customer Service

#### Customer Experience Enhancement Program

The Customer Service Department is proud to announce the Customer Experience Enhancement Program. This program will provide phone screening and on-the-spot feedback/coaching with a Customer Service representative. Also, the Customer Service team will host “Coffee Talk Wednesdays” providing mini-training and discussions. Weekly training topics include:

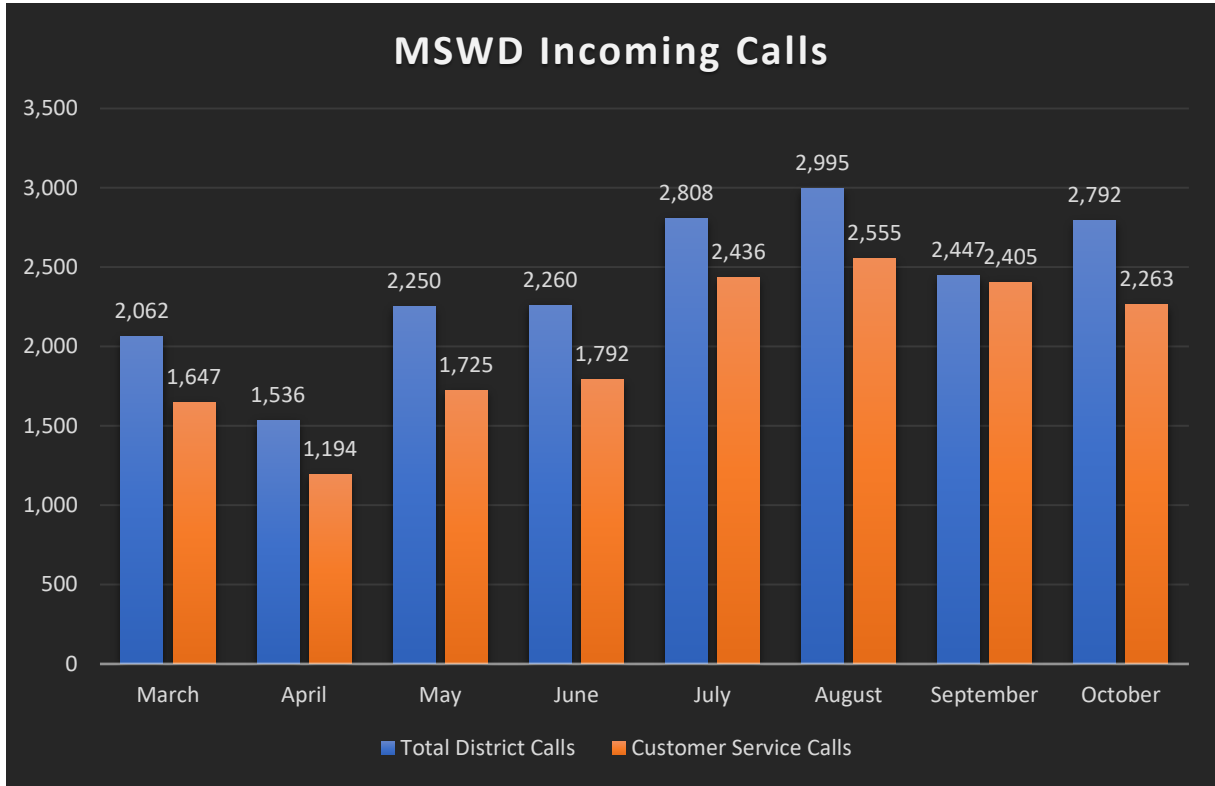


- What does Customer Service mean to You?
- Greeting Customers: the importance of and how to
- Diffusing an Interaction: what can we do to find a solution
- Tone of Your Voice: you can hear a smile through the phone
- Importance of customer inquiry follow-up
- Active Listening: verbal and non-verbal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



### Calls into the Customer Service Department

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

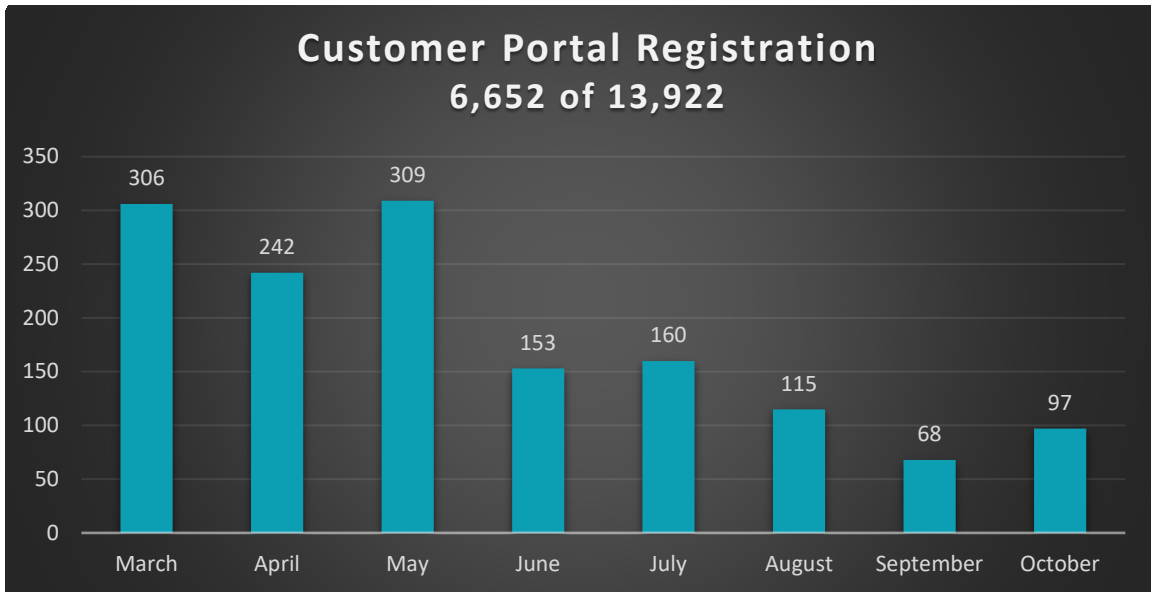


Most calls are related to payment plans, bill assistance information, demand/lien release requests, new property start/stop service, and account balance requests. The table below provides a summary of the number of calls by category received by the Customer Service staff.

Customer Request	Total for October 2023	Monthly Avg. for FY 2024	Total for FY 2024
Water Waste	0	1.25	5
High Bill Calls / Service Line Leaks	8	9.50	38
No Water	11	9.25	37
Disconnections by Request & Non-Pay	110	129.50	518
Reconnections by Request & Non-Pay	87	85.00	340
Service Transfers	95	100.75	403
High/Low Pressure	19	9.25	37
Water Quality	1	2.75	11
Other / Miscellaneous	80	96.00	384

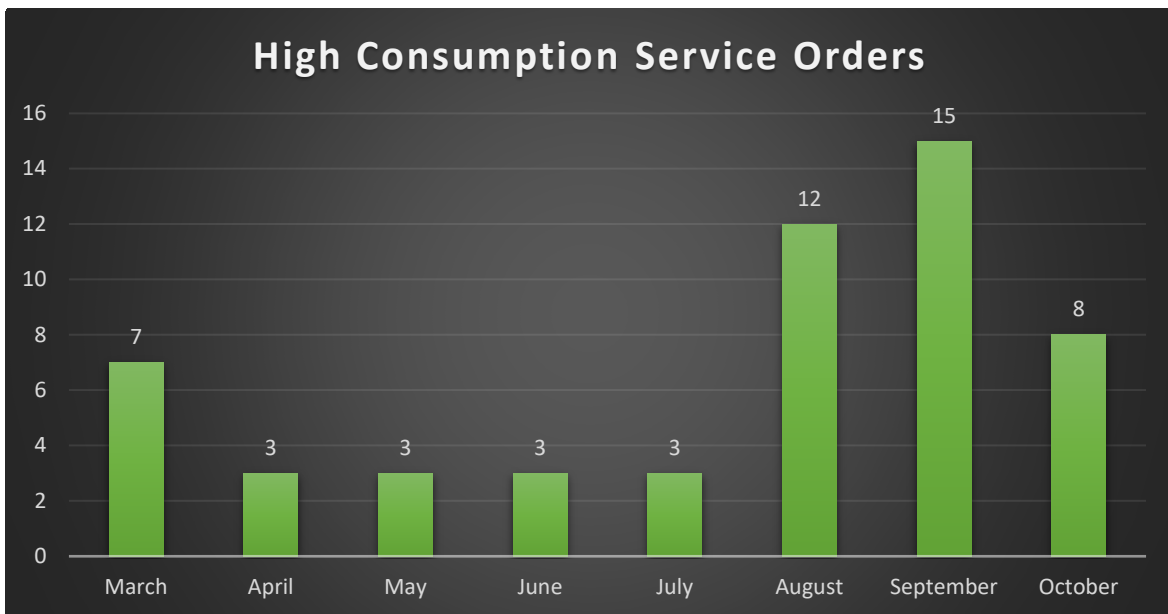
**Customer Portal**

The District has implemented an AMI infrastructure and Neptune 360 portal. All customers are encouraged to sign up for the Customer Portal to access bills and leak alerts. Since launching the portal, customer adoption has reached 48%, or 6,652 customers registered so far.

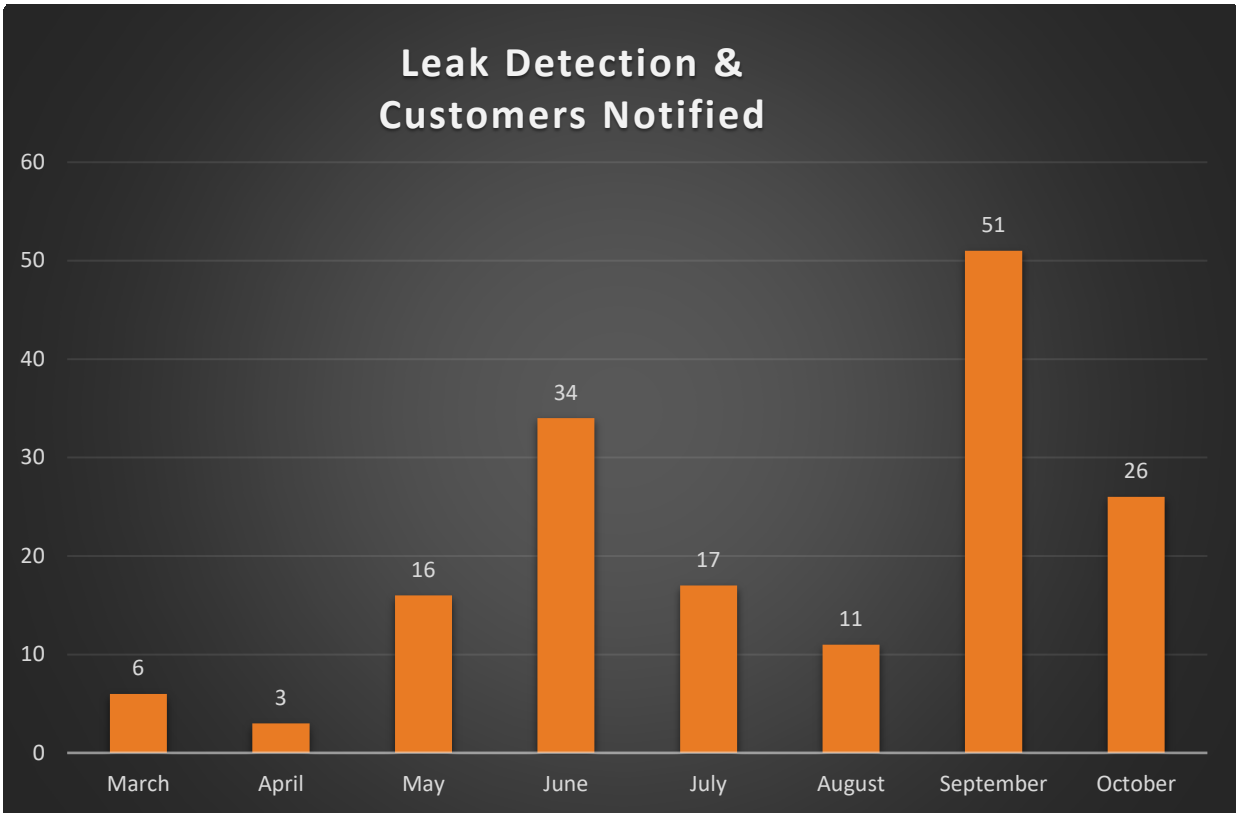
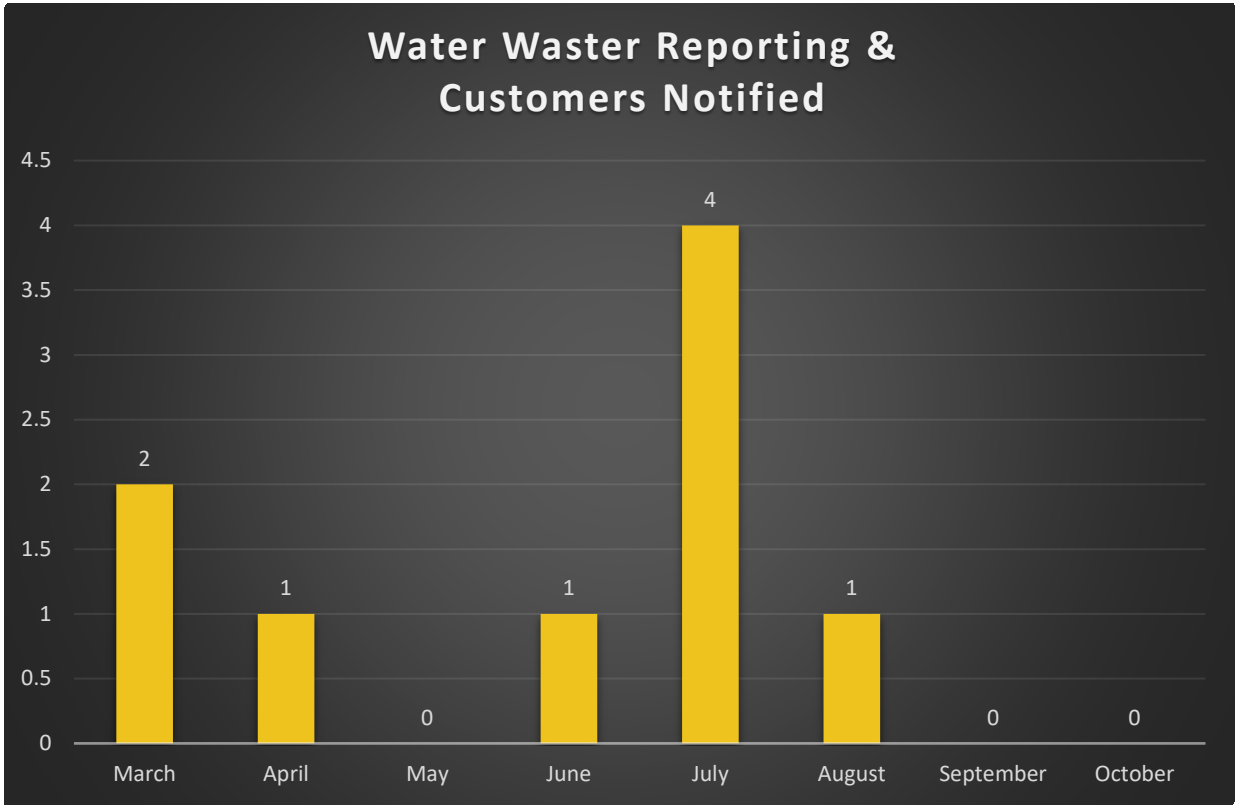


**Monitoring of Customer Accounts**

The District continues to leverage the new AMI infrastructure and Neptune 360 portal to investigate high consumption, identify water wasters, and detect leaks. The following charts represent the monitoring results for 13,916 customer accounts by the Customer Service staff.









### Customer Bill Assistance Programs

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

- The United Way Customer Bill Assistance Program continues to be utilized by those customers who need assistance for one billing period annually, paying \$100 per approved customer.
- Riverside County’s Low Income Household Water Assistance Program (LIHWAP) Care Program provides customers with a one-time payment towards their water and/or sewer bill up to \$2,000. The U.S. Department of Health and Human Services has permitted the extension of the LIHWAP program through March 31, 2024. Staff will immediately work with Local Service Providers to extend the program through December 31, 2023, and then evaluate further extension of the program.
- Beginning March 13, 2023, LIHWAP will now be able to assist customers even if their account does not have an arrearage. When a customer is not past due on their bill, they will receive a base payment ranging between \$200 - \$371. The amount the customer receives will depend on their household size and income.



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

Assistance Program	Customers Assisted in October 2024	Total Assistance in October 2024	Total Assistance in FY 2024
United Way of the Desert	9	\$900.00	\$2,800.00
LIHWAP / CAP Riverside	6	\$1,851.00	\$38,067.09
MSWD Payment Plans Last Month	Previous Month Remaining to be Billed	MSWD Current Customer Payment Plans	Current Balance Remaining to be Billed
107	\$44,202.42	124	\$47,592.49



### Delinquency Service Disconnections

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

Fiscal Year	Auto-Dialer Calls to Customers	Door Hangers to Property	Customer Contact to Make Payment Plan	Service Disconnections
<b>2023 – 2024</b> (Year to Date)	1,901	289	419	187
<b>2022 – 2023</b>	5,107	759	1,171	656
<b>2021 – 2022</b> (3/24/2022 – 6/30/2022 COVID Moratorium Ended)	1,937	494	378	286
<b>2020 – 2021</b> (COVID Moratorium)	0	0	0	0
<b>2019 – 2020</b> (7/1/2019 – 3/9/2020 COVID Moratorium Started)	7,182	1,760	814	667

### Customer Bill Pay Options

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

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



## Cash App Pay

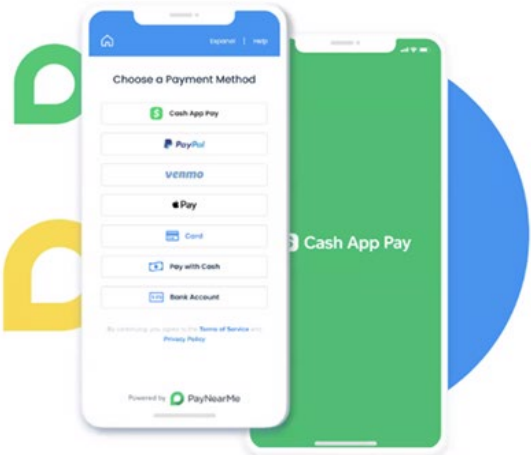
Pay Near Me is excited to announce that Cash App Pay is available as a payment option for billers. According to Pay Near Me research, 1 in 5 consumers say Cash App Pay is an important or very important option for bill pay. Now, Pay Near Me clients can offer even more convenient options for payments.


Cash App Pay entered the market with their peer-to-peer money transfer service years ago and has since amassed 53 million monthly transacting activities as of March 2023. In 2021, the financial services app made it possible for merchants within the Square network to accept consumer payments via Cash App Pay. And recently, they welcomed merchants outside of the Square network, including Pay Near Me clients, to also reap the benefits of Cash App Pay.

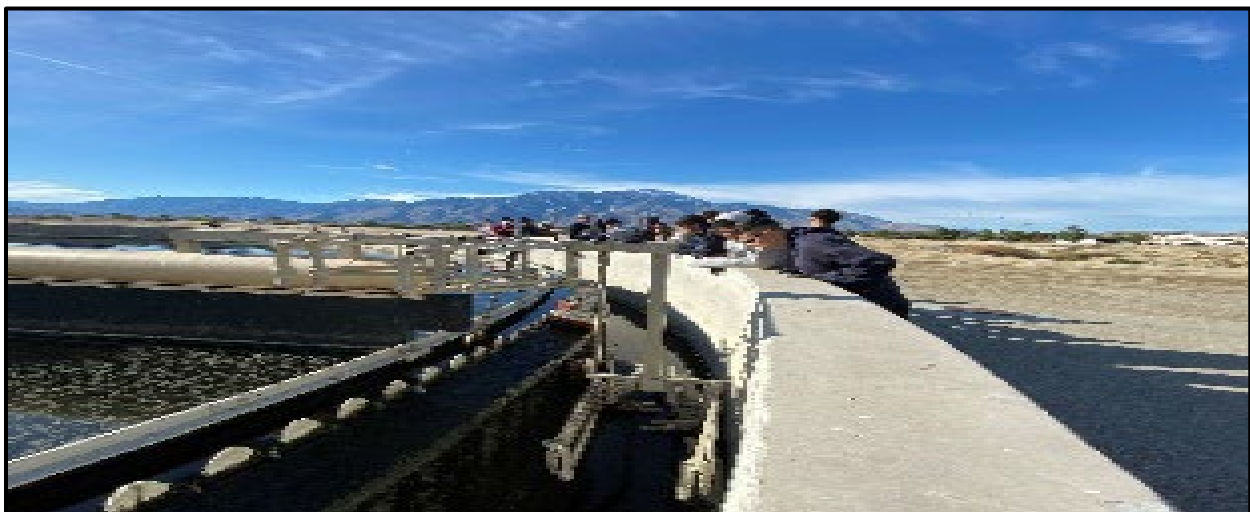
### Cash App Pay

Accept payments from the mobile wallets your customers use daily.

- Offer a convenient, online payment option for your underbanked customers.
- More than two-thirds of Cash App's monthly transacting actives are Millennial or Gen Z customers
- Supports one-time, future-dated payments and recurring payments.
- Pay with stored balances
- Mobile-first customer experience




**PayNearMe**



## Finance and Accounting Department

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

### **Current Work Priorities**

The Accounting Department continues to support other departments as needed.

#### Human Resources

- Accounting created a new pay code for the new Bilingual Pay incentive and set up recurring pay for qualifying employees.
- Accounting assisted with the review of employer contributions requirements rates to Incentive Rate Health Plans and processed refunds for employees affected.

#### Public Affairs

- Reviewed upcoming grant reporting for quarterly coordination.

#### Engineering and Construction and Maintenance

- One new reimbursable job was requested by Engineering
- Whitewater Ranch – water, improvements review for logistics facility.

### **Training**

Accounting staff attended several trainings during October 2023

- Payroll attended the CalPERS Education Forum in Los Angeles on October 2-4, 2023.
- Accounting staff attended the Cultivating A Collaborative HR/Finance Relationship webinar through CSMFO on October 19, 2023.
- Accounting staff attended the GASB Statement No. 101 Compensated Absences update through GFOA on October 31, 2023.





**Budget**

Budget transfers in October 2023 for Fiscal Year 2023-2024.

BID	DESCRIPTION OF EXPENDITURE	G/L NUMBER	TRANSFER DATE	TRANSFER AMOUNT	TO BID	TRANSFER TO DESCRIPTION	TRANS TO GL NUMBER
581	WASTEWATER OPERATIONS MATERIALS AND EQUIPMENT	301-5640-53401-000	10-05-2023	3,000.00	579	DIESEL FUEL - HORTON GENERATOR	301-5640-53341-000
695	GROUNDWATER GUARDIAN	101-5320-58001-000	10-17-2023	3,280.00	682	BOTTLED WATER	101-5120-53005-000

**Audit**

Accounting staff continued to prepare year end schedules and draft financial. Audit field work for the fiscal year began on October 30, 2023, and will continue through November 2023. A majority of the testing will be conducted remotely with an on-site visit scheduled for November 1, 2023.

**Cash**

Total cash receipts for the month of October 2023 amounted to \$5,004,091. The receipts consisted of \$3M development payment from Skyborne, and the rest mainly consisted of water and sewer customer account payments and property tax collections that include sewer fees placed on the property taxes.

Cash disbursements for the month of October 2023 amounted to \$3,436,602 with the largest payments going to:

- JF Shea Construction - \$1,831,305
- Wells Fargo Bank - \$313,121
- Net Payroll - \$261,583
- Downing Construction - \$254,088
- TKE Engineering - \$170,589
- EFTP-IRS Payroll Tax Remittance - \$101,454
- ACWA-JPIA Health Benefits Authority - \$93,983
- B-81 Paving - \$85,424
- Southern California Edison - \$77,827



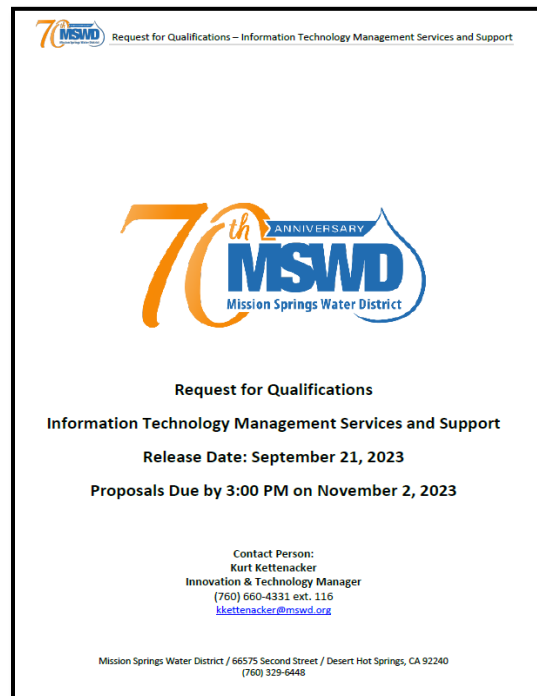
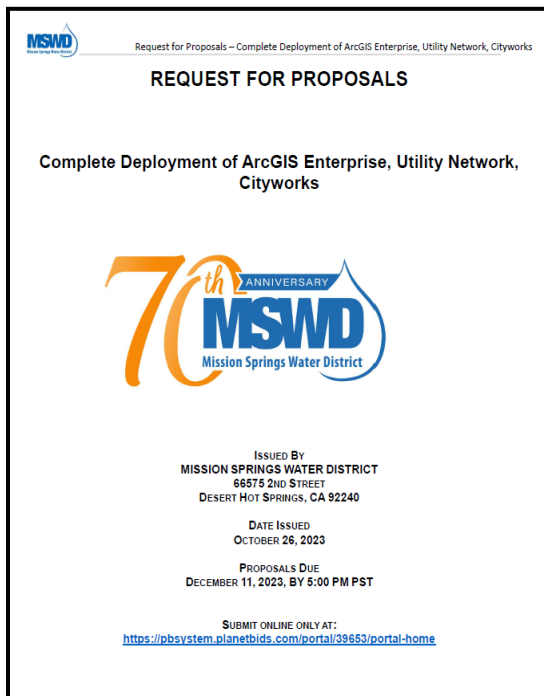
## Innovation and Technology Department

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

### Department Updates

IT has completed the onboarding of our five new staff members: Associate Engineer, Accounting Technician Temp, Customer Service Temp, Business Analyst, and Business Analyst Temp.

The IT department is working toward the completion of two bid opportunities. The IT support services RFQ posted in September 2023 and received six proposals by the close date of November 2, 2023. On October 26, 2023, IT released an RFP for the complete setup, management, and implementation of the District’s GIS mapping, asset management/maintenance, and workorder management solution. The District expects to see dramatic improvements in work efficiency, data management, and the ability to continue to innovate with the completion of the projects included in this RFP.



### On-Going Cyber Security Training

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



## Technology Improvements

IT has ordered a new web server as part of routine hardware replacement for aging equipment. The new server will improve data transmission with billing services.

MSWD continues its push toward paperless operations with the expansion of Laserfiche forms which staff are currently using for managing budgets and submitting overtime. An off-work report form is currently in progress and will eliminate existing paper forms and dramatically speed up the approval process and communication with Accounting for payroll processing.

Cybersecurity improvements continue to be made to improve District security.

Desktop computers and laptop upgrades continue as needed.

## Cyber Security News Roundup

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

- Fake Google Chrome update messages have seen increased success in spreading malware to users. A compromised website shows users a message that their web browser requires a security update, which installs malware. Users should be warned to only update their browser from the browser's built-in update feature and never from a website. Similar attacks have been successful with Firefox and Edge browsers. ([Forbes](#))
- The Boeing Company became one of the latest big-name victims of ransomware. Attackers claim to have accomplished the attack through a zero-day exploit. The issue is currently under investigation. ([Cybernews](#))
- President Biden issued an executive order directing new standards for artificial intelligence (AI) safety and security. The order requires rigorous safety testing, controls over the potential for misuse, privacy protection, establishment of standards and best practices for detecting AI-generated content, guidance for government use of AI tools, and ensuring that AI tools are used in the country's best interests at home and globally. ([Whitehouse Briefing Room](#))
- The UK passed the Online Safety Bill, forcing tech companies to take responsibility for content on their platforms and remove content in violation of the bill. The largest challenge to adherence to the bill relates to content transmitted with end-to-end encryption. Messaging platforms such as WhatsApp and Signal have threatened to discontinue operating in the UK due to the extent that the integrity of encryption and privacy would be compromised. ([Cybernews](#))

## 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 \$43,483.51, and the total issued for use by field crews totaled \$45,843.81 for October 2023.



## ENGINEERING AND OPERATIONS

### Engineering Department

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

#### **Well 42 Project**

Construction is still on hold due to revisions to the pumping and electrical equipment. The contractor is in the process of procuring the well motor and pump assembly and is coordinating a submittal for the MCC equipment from the manufacturer. Construction will likely be on-hold for several more weeks while the equipment submittals are processed and the equipment is ordered, fabricated, and delivered to the site for construction and installation. Staff is currently securing contract change order costs and anticipates presenting a project update at the December 2023 Board of Directors meeting.

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

Staff has been unable to reach an agreement with the property owner at the south end of Hildago Street for an easement needed to complete the proposed sewer pipe alignment. As such, Staff is evaluating other options, including a small lift station to avoid the parcel.

#### **Well 22 Rehabilitation**

Staff has posted the project for bids on the PlanetBids website. The pre-bid meeting was completed on October 25, 2023, and the bid opening has been rescheduled to December 20, 2023, at 2:00pm. Following the completion of the bidding process, bids will be evaluated, and the lowest responsible and responsive bid will be brought to the Board for award.

#### **Water and Wastewater System Comprehensive Master Plan Updates**

Staff has completed review of the draft water and sewer master plans. In addition, staff is reviewing and adjusting the flow model with demand and calibration data. Staff are preparing for the next steps to evaluate future demands and system needs, as well as finalizing the master plans.

#### **AD-18 – GQPP Sewer Project Area “D3-1”**

Staff has submitted revised amendment documents to DWR for approval. Following approval, staff anticipates completing the design and CEQA updates to the existing documents, followed by bidding and construction.

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

The design consultant, Genterra, completed the 90% construction plans and specifications. Staff is completing a plan check of the 90% design package and will provide comments back to the consultant in November 2023. Thereafter, the consultant will complete the final design package.



### Backup Generators for Well Sites 27-32 and 37 Projects

Staff received the contract extension from the consultant extending the contract term for one year. Staff have the plans signed and ready for bidding. Staff will review the specifications and prepare the contract documents for bidding purposes to solicit construction bids in early December 2023.

### Supplemental Environmental Project

Staff completed the contract/agreement with the contractor. A pre-construction meeting was held on October 26, 2023. The contractor, RE Chaffee, is expected to begin construction in November 2023.

### Well 34 Rehabilitation

The project was awarded by the Board in October 2023. Staff is completing the contract/agreement with the contractor, Legend Pump and Well Service, and will begin the pre-construction work immediately thereafter.

### Regional Water Reclamation Facility

The Project Team continued processing submittals and responding to RFIs submitted by JF Shea Construction.

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

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





The Project Team continued the process of contacting property owners to acquire right-of-way along 20<sup>th</sup> Avenue to construct the third required monitoring well, to be constructed at a later date. Staff continues to coordinate with the property owner to negotiate purchase of the required right-of-way in accordance with the appraisal report.

The Project Team and Staff completed quarterly report updates to the Regional Board regarding two of the Waste Discharge Requirement Permit provisions.

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

- Staff completed Reimbursement Request No. 2 and submitted it to the SWRCB.
- Staff continues to check in with the SWRCB regarding approval of the Conveyance Line FBA.

### **RWRF Conveyance Line**

The Project Team continued processing submittals, responding to RFIs, and processing change orders and payment requests submitted by the contractor, Downing Construction. The contractor continued constructing the force main along Dillon Road and has completed the portion Little Morongo Road to approximately 4,800 linear feet east. Staff continues to coordinate with SCE to resolve the easement issue along Little Morongo Road south of 18<sup>th</sup> Avenue.

### **Area M2 Sewer Collection System (AD-15)**

Staff has completed checking the draft design package and will be returning it to the design consultant, AECOM, to finalize in the coming weeks. The Project Team is working with the design consultant to incorporate water service replacements throughout the project area.

### **RWRF Roadway Design (19<sup>th</sup> Avenue, Little Morongo Road, and 20<sup>th</sup> Avenue)**

Staff received approval from the City of Desert Hot Springs for the geometric layout for the proposed roadway. Staff notified the design consultant, TKE Engineering, to begin the 60% design.



## Operations & Maintenance

### **Construction & Maintenance**

#### Water Line Locations

Staff completed approximately 494 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 October 2023.

- 16 water service lines were replaced with copper.
- 14 service line leaks were repaired.
- Eight mainline leaks were repaired.
- One hit fire hydrants was repaired.

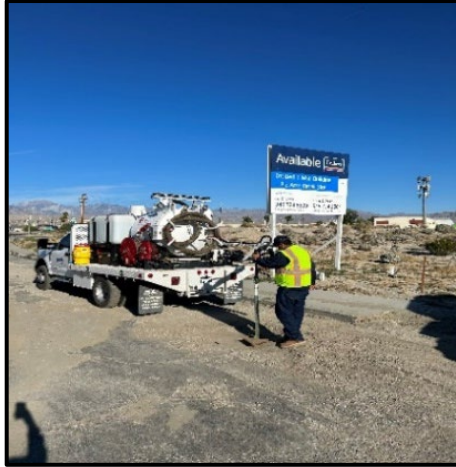




### Water System Maintenance

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

- 160 ground valves were exercised.
- 68 fire hydrants were flushed, maintained, and painted.
- One air-release valve was inspected and/or rebuilt.
- One blow-off was flushed.



### Street/Asphalt Repair (City/County)

The District's contractor, B-81, continued efforts to finalize permanent asphalt repairs from leaks and scheduled work throughout the District. After all pending repairs are completed, repair work will be dispersed quarterly.

### CMMS Workorder Program

A total of 60 work orders were processed in October 2023 using the CMMS program.

### New Water Meter Service Installation

Staff installed five new water service lines in October 2023.

### Fire Flow Testing

Staff continued performing field fire flow tests for the Engineering Department. Five fire flow tests were conducted in October 2023.

## **Fleet and Facility Maintenance**

### Janitorial Services

All District buildings continue to be cleaned and disinfected by our janitorial company, Executive Facilities. Routine disinfection is completed four times per week Tuesday through Friday, and routine janitorial services are performed twice per week on Wednesday and Friday.

### Building Maintenance

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

- Irrigation repairs were completed at the Vista Reservoir and the Well 27/31 site.
- A new screen/monitor was installed, and Interim General Manager Macy's whiteboard was moved into the General Manager office.
- A second spring hinge was added on the door to Robert's office in Stores.
- Removed dead tree from the Administration Building grounds.
- Hung sign to restroom in Corporate Yard shop.
- Greased the shop roll-up door.
- Hosed down the Administration Building roof with Adrian Perea's assistance.
- Performed weed abatement and trash cleanup at the main and west gates at the Corporate Yard.

### Standby Generator Monthly Maintenance Program

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

### Fleet Maintenance/Repairs

- Unit 399 had a vice reinstalled, preventative maintenance service performed, and new rear tires installed in-house, and repairs made to the rear fuel tank harness by the dealer.
- Unit 404 had a damaged transmission pan and filter replaced, and then was taken to the dealer after repairs for the Ford-specific programming regarding the transmission.
- Unit 432 had all zerk fittings greased.
- Trash pump had a broken pull cord replaced.
- Unit 385 had a Vortex tank replaced along with filters and gaskets for the filter enclosures. Completed welding repairs to the broken tank brackets.
- Unit 423 had batteries and exhaust hanger for generator replaced.
- Units 391, 397, 402, 403, and 428 had preventative maintenance services performed.
- Units 391 and 418 had tire plugs performed.
- Unit 428 had all tires replaced.
- Unit 412 had reverse lights replaced.
- Unit 395 had a wiring harness repair performed.
- Unit 408 had the battery replaced again.
- Unit 342 had the carburetor removed and cleaned due to a running issue.

## Wastewater Collections

### Sanitary Sewer Overflows (SSOs)

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

### Dos Palmas Lift Station

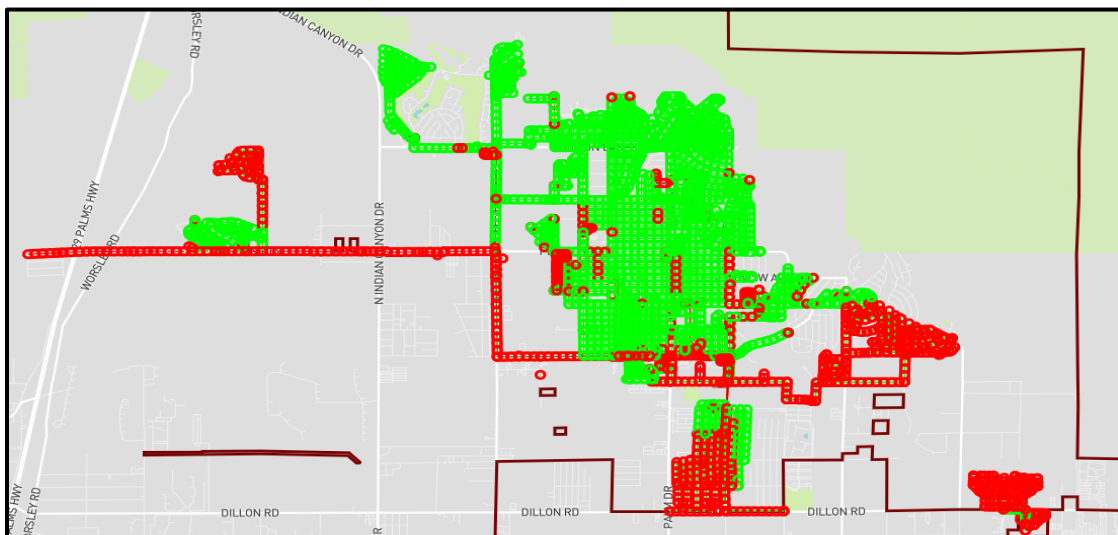
Operators conducted daily site visits at the Dos Palmas Lift Station checking for proper pump operation, ensuring the SCADA system is working properly, and checking site security. Pump 1 is still inoperable, so the Xylem bypass pump is still set up as a backup if Pump 2 fails.

### Sewer Line Locations

Staff completed 499 sewer line location requests using iPads and the GeoViewer mobile application to streamline and manage line locations.

### Sewer Line/Collections Maintenance

- Staff completed 15 CCTV inspections, totaling 4,134 feet in October 2023.
- Staff cleaned approximately 12.3 miles of sewer mainline in October 2023.





## Wastewater Treatment

### Plant Maintenance

Staff spent a combined 382.5-man hours performing routine plant maintenance, equipment maintenance, and plant operations at the Horton and Desert Crest Wastewater Treatment Plants (WWTPs). Also, during this timeframe staff spent 130.3-man hours operating the sludge belt filter press, including filling and removing 13 trailers of sludge from the Horton and Desert Crest WWTPs.

Staff inspected RAS pumps 3 and 4 for proper clearances and operation. The motors on both pumps are worn down making exercise noise and vibrations. Staff wanted to ensure that it wasn't the pumps causing damage to the motors or vice versa. Replacement motors have been ordered and will be installed once they arrive.



Staff replaced the batteries for the standby generator at the Horton WWTP. These batteries are replaced every two years to ensure proper operation and dependability.



### Sampling and Laboratory

Staff collected 46 samples and spent 67.5-man hours performing laboratory duties and analysis for process control and regulatory reporting purposes. Both wastewater treatment plants are producing an effluent that meets the District's permit discharge requirement.

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

### Pond Maintenance

Staff cleaned and rehabilitated Ponds 1, 2, and 8 in October 2023. Staff have begun to rebuild and widen some of the dikes and access roads between the ponds. Staff have begun using material from the bottom of Ponds 1, 2, and 8 to accomplish this task.



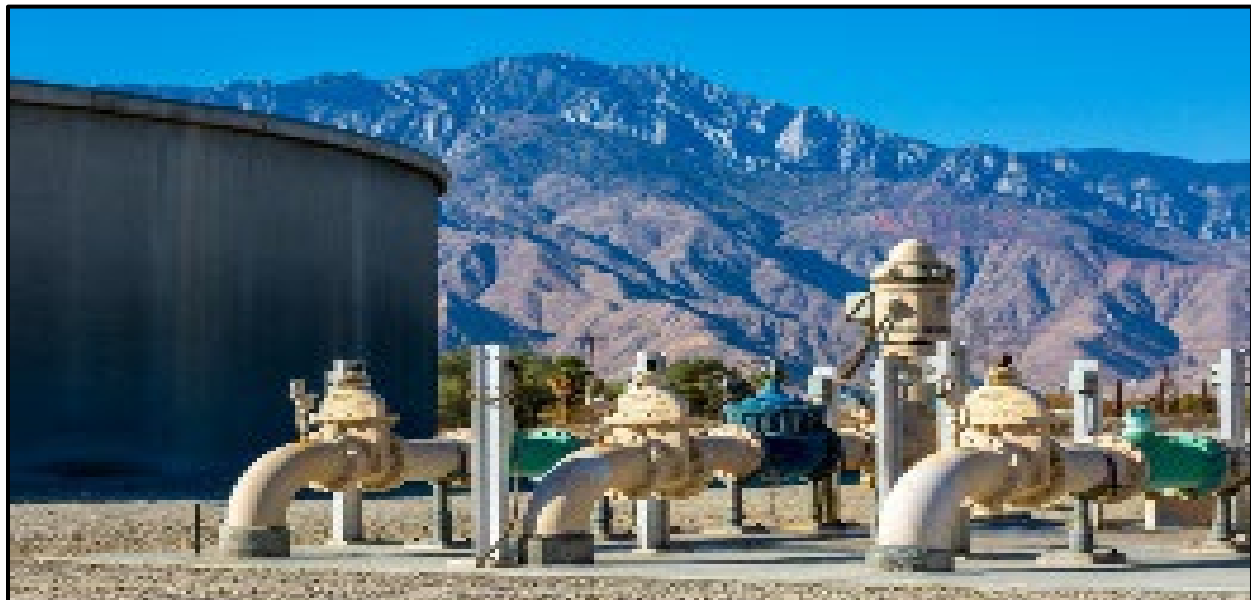


Weekly Wastewater Training

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

- Plant Flows and Laboratory Results (Last 12 Month Average)
- Horton WWTP Tank Capacities
- Disaster Preparedness Plan
- Laboratory Reagent Water

	AVG Q	Peak Q	Total monthly Q	INF BOD	INF TSS	INF TDS				
Average	1.967678	2.191384	59.852846	239	149	679				
Maximum	2.047194	2.592078	61.415809	295	242	777				
Minimum	1.917610	2.058816	53.693082	69	62	580				
	AVG Q	Peak Q	Total monthly Q	EFF BOD	EFF TSS	EFF TDS	Domestic TDS	Nitrates	Total N.	pH
Average	1.967678	2.191384	59.852846	10.2	4.1	600	663	5.11	11.73	7.07
Maximum	2.047194	2.592078	61.415809	17.0	9.7	656	687	13.00	22.00	7.21
Minimum	1.917610	2.058816	53.693082	5.0	1.3	543	596	0.97	4.70	6.99
	MW1	MW2	MW3							
Total Dissolved Solids	660	697	820							
Depth to Groundwater	193	174	169							
Chloride	75	75	77							
Sulfate	220	223	228							
Nitrate as N	5	4	23							
Floride	1	0	1							
Total Nitrogen	9	4	23							
Aluminum	ND	ND	66							





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

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
July	4	4	18	8	7	9
August	12	26	20	4	1	8
September	17	20	20	5	2	12
October	3	13	36	9	4	8
November		8	29	50	10	9
December		8	12	9	3	3
January		35	14	21	7	1
February		4	7	23	5	1
March		24	17	48	1	0
April		16	7	18	3	3
May		9	16	17	11	3
June		4	2	21	7	3
<b>Annual</b>	<b>36</b>	<b>171</b>	<b>198</b>	<b>233</b>	<b>61</b>	<b>60</b>

Additional sanitary service connection information is provided in Appendix A.

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

Monthly Wastewater Flows

<b>WASTEWATER FLOW MGD</b>				
<b>2023/24</b>	<b>HORTON PLANT</b>		<b>DESERT CREST</b>	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September	2.037218	2.182773	0.046081	0.055570
October	2.050049	2.173503	0.040804	0.051000
November				
December				
January				
February				
March				
April				
May				
June				

Additional wastewater flow information is provided in Appendix A.

## Water Production

### Water Pumped/Produced

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

- MSWD (CA3310008) – 702.72 Acre Feet (228.98 MG)
- Palm Springs Crest (CA3310081) – 13.90 Acre Feet (4.53 MG)
- West Palm Springs Village (CA3310078) – 6.08 Acre Feet (1.98 MG)

### Water Sampling/Testing

- Staff collected 50 routine samples in Desert Hot Springs, four routine samples in ID-E, seven well samples in Desert Hot Springs, and four well samples in ID-E.
- Staff also collected 16 general physical samples in Desert Hot Springs and two general physical samples in ID-E.
- The monthly uranium sampling at Well 26A was completed on October 2, 2023.
- The MSWD Monthly Coliform Monitoring Report for October 2023 was sent to the SWRCB on November 2, 2023.



### Chlorination System Updates

- Staff continued to conduct routine chlorine pump maintenance and inspections at all well sites, making necessary adjustments to all chlorine pumps and/or their related equipment, ensuring proper operation and repairing/rebuilding as needed. All chlorinators were functioning properly in October 2023, with only typical preventative maintenance required for these pumps.
- Staff began cleaning all chlorinators two times per month with a vinegar-based solution to reduce chlorinator issues. All of the chlorine pumps were cleaned during October 2023.

- During the month of October 2023, a total of 2,092 gallons of chlorine (12.5% solution strength) was used to disinfect the distribution system and the production facilities. (Reflects usage in the MSWD and ID-E systems)
- During the month of October 2023, the Production staff checked and documented the chlorine residuals at all the wells that are in-use a total of 239 times. The average chlorine residual of these 239 readings was 1.08 ppm. (Reflects data in the MSWD and ID-E systems)
- During the month of October 2023, the Production staff checked and documented the chlorine residuals throughout the distribution system a total of 97 times. The average chlorine residual of these 97 readings was 0.97 ppm. (Reflects data in the MSWD and ID-E systems)

### Well Soundings

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



### Production Facility Updates

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

- Well 22 Rehabilitation – The contractor, L.O. Lynch, gave a target completion date by the end of August 2023.
  - Both the mechanical and chemical rehabilitation methods were completed.
  - Test pumping was performed during the first couple of weeks in May 2023. The test pumping provided the important information regarding the possible yield capacity of this well. A maximum flow rate of approximately 1,290 gpm was achieved with a drawdown rate of less than 10 feet. The test pump and motor was pulled during the last week of May 2023.



- A larger pump and motor was installed during the first week of June 2023. A maximum flow rate of approximately 1,500 gpm was achieved, which was less than expected. The constant rate test pumping was performed during the week of June 19, 2023. The test pump equipment was pulled from the well during the week of June 26, 2023.
- The final step is disinfection and outfitting the well with the permanent pump and motor. The downhole equipment has been ordered and there is a minimum 2 month lead time on the pump. The final design flow was determined to be 1,600 gpm.
- As of October 31, 2023, the contractor has installed all of the downhole equipment. The only items remaining are the pump discharge head and the installation of the motor. These items are expected to be installed in early November 2023, and then we will disinfect, pump to waste, and collect Bact samples. Once passed, we will put the well back into service..
- Gateway Fire Pump Monthly Testing – Staff performed the monthly fire pump testing on October 9, 2023. All systems functioned properly. Water loss data was captured and entered into the water loss tracking worksheet.
- Well 22 Trees – Due to a high wind event, staff found a fallen tree on October 23, 2023. The remaining trees on this site were cut down by staff on October 25, 2023.

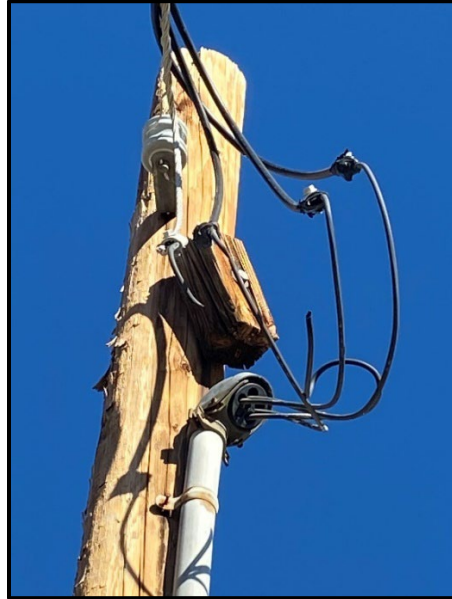


- Well 24 – This well continues to exhibit an unusual amount of vibration. L.O. Lynch was called out on October 31, 2023, to evaluate the vibration and determine a work plan to resolve this issue. We're waiting for a proposal from L.O. Lynch for these repairs to be made.

- Terrace Booster B4 – The motor saver for Terrace Booster B4 kept tripping and provided a fault code for a ground fault trip. The motor was checked with our insulation tester, and the motor checked out all right. Our on-call contractor, McDonald Electric, found that the CTs that were previously installed were one size too large, which was causing erroneous amperage readings on the MotorSaver777. Additionally, the MotorSaver device was replaced due to a faulty alarm contact. The pump is operating properly now.
- Well 29 Chlorine Room – Staff have almost completed this project and is waiting for a delivery of some control wire to complete this installation.
- Oil Changes – The following motors received their semiannual oil changes during the month of October 2023:
  - Two Bunch B1 & B2
  - Terrace B1-B6
- Motor Greasing – All motors for our booster stations and wells (not including submersibles) were greased in the main Desert Hot Springs system during the month of October.
- Terrace B3 – The water-cooling line to discharge head bearing was replaced with stainless steel tubing and fittings on October 18, 2023.
- Transfer Pump Test – With help from Construction & Maintenance, the new potable water transfer pump was used on October 3, 2023, at Well 28 to test its capability to move water from the 1400 Annandale zone into the 1530 Mission Lakes zone. Staff is able to report that the testing worked, and it provided valuable information for future emergencies.
- Low Northridge B2 – Staff was called out on October 16, 2023, due to a failed motor starter. The pump was taken offline while waiting for the repair proposals. Three proposals were received for this issue and McDonald Electric came in with the lowest price. We anticipate this repair/upgrade to be completed within the first week of November 2023.



- Gateway Booster – The site experienced a power outage on October 22, 2023. Our portable emergency generator was deployed to this site while SCE made the repairs. It was found that two of the conductors were broken at the top of our power pole due to high winds and flex fatigue. SCE made the repairs and the site is back into normal operation.



- Salt Nutrient Management Plan Data Request – Staff have been working with TKE Engineering and the Engineering Department to retain cost estimates to complete the required SNMP well test pumping for Wells 1, 5, 28, 34, and 35. Initially, it also included monitoring Well 11, however, staff determined that this well was dry after attempting to confirm groundwater level with a wire sounder on October 30, 2023 (TKE was notified.). The test pumping and sampling is due by December 31, 2023.

#### Well 33 Solar Site

Staff continues to monitor the performance of the solar system. The October 2023 Monthly Performance Report showed that the system produced 170,049 kilowatt hours, which is within 97.6% of expected energy output.





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

	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19
July	5	6	18	7	4	5
August	14	28	19	6	10	5
September	19	22	23	18	2	14
October	3	16	33	13	3	21
November		10	27	10	16	4
December		9	9	2	17	3
January		26	14	15	6	3
February		14	8	13	8	5
March		29	19	16	2	3
April		24	6	11	1	3
May		16	19	15	12	5
June		5	1	24	11	2
<b>Annual</b>	<b>41</b>	<b>205</b>	<b>196</b>	<b>150</b>	<b>92</b>	<b>73</b>
<b>Avg./ Mo.</b>	<b>3.42</b>	<b>17.08</b>	<b>16.33</b>	<b>12.50</b>	<b>7.67</b>	<b>6.08</b>

Additional water service connection information is provided in Appendix A.

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

Monthly Water Production

	FY	Variance		FY	FY	FY	FY
	2023/24	from prior year		2022/23	2021/22	2020/21	2019/20
	AF	AF	%	AF	AF	AF	AF
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39
November		-	0.00%	599.39	679.85	690.13	619.87
December		-	0.00%	554.27	565.48	588.32	537.23
January		-	0.00%	530.39	580.28	537.96	553.20
February		-	0.00%	490.41	527.34	495.61	520.85
March		-	0.00%	500.37	601.44	625.80	557.73
April		-	0.00%	552.34	624.07	649.34	573.02
May		-	0.00%	726.25	745.36	723.62	698.99
June		-	0.00%	682.09	730.02	761.63	806.02
<b>TOTAL</b>	<b>2,912.02</b>	<b>-97.97</b>	<b>-3.25%</b>	<b>7,645.50</b>	<b>8,094.17</b>	<b>8,356.13</b>	<b>7,981.79</b>

Additional water production information is provided in Appendix A.

## Water Resources

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

### **Integrated Regional Water Management Planning**

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

The CVRWVG agencies continued discussing the proposed State Water Board regulatory framework for making water conservation a California way of life. This includes a new Water Use Efficiency Objective annual reporting. The first annual report is due on January 1, 2024.

### **Mission Creek Subbasin Sustainable Groundwater Management Act Compliance**

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

### **San Geronio Pass Subbasin Sustainable Groundwater Management Act Compliance**

On October 26, 2023, DWR released their determination on the 2022 Groundwater Sustainability Plan (GSP) for the San Geronio Pass Subbasin, approving the plan. DWR found that "The San Geronio Pass Subbasin GSP conforms with Water Code Sections 10727.2 and 10727.4 of SGMA and substantially complies with the GSP Regulations. Implementation of the GSP will likely achieve the sustainability goal for the San Geronio Pass Subbasin." In DWR's review, they identified six recommended corrective actions to be addressed for the first periodic assessment of the GSP, due to DWR no later than January 25, 2027.

### **Indio Subbasin Sustainable Groundwater Management Act Compliance**

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

### **Salt and Nutrient Management Planning**

Staff attended the monthly Steering Committee meeting on October 25, 2023, for the Coachella Valley Salt and Nutrient Management Plan (CV SNMP) Update. The focus was on addressing final comments on the Task 1 Technical Memorandum – Characterize TDS/N Mass Loading to the Coachella Valley Groundwater Basin. The Task 1 Technical Memorandum will be released for public review in November 2023.

## PUBLIC AFFAIRS

Below is a list of Public Affairs activities:

### Past and Upcoming Sponsorships / Events

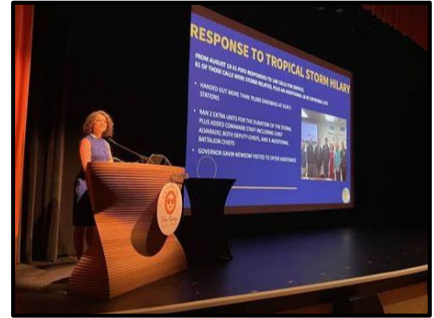
#### CVEP Economic Report: October 11, 2023

MSWD was a proud table sponsor of the 19th Annual CVEP Economic Report and Breakfast. The event includes the annual economic report and showcased our region's business strategies and goals to mobilize a long-term sustainable effort to elevate the economy of the Coachella Valley.



#### Palm Springs State of the City: October 17, 2023

MSWD was a proud attendee of the Palm Springs State of the City Address held on October 17, 2023, at the Annenberg Theater. Mayor Grace Garner provided a high-level overview of the city's progress on many initiatives focusing on quality of life and community infrastructure.



#### PSUSD State of the District Meeting, October 19, 2023

Students from Palm Springs Unified School District provided an update on the State of the school district and shared details of programs and efforts to meet student needs and increase success and completion rates across the Western Coachella Valley. Not only did local leaders hear from the students, but they also got to experience breakfast treats created by the Culinary Arts Academy, a Folkloric Dance exhibition, and a Drone demonstration.



#### GCVCC Desert Hot Springs Mixer: October 25, 2023

Local officials and business leaders throughout the Coachella Valley attended a spooktacular event at Cabots Pueblo Museum last month. MSWD was part of the planning committee and sponsored an information table providing guests with a taste of our award-winning water.





Go Girl Blueprint for Success: November 3, 2023



MSWD recently participated in the Go Girl Blueprint for Success fundraising luncheon, which supports scholarships for women 25 years or older interested in returning to college to obtain higher education. MSWD was part of a DVBA group supporting award recipient Gretchen Gutierrez and the DVBA, who were recognized for supporting women in the building industry.

Miracle Awards: November 7, 2023

MSWD was one of several organizations and private donors honored for their generosity and support of the homeless community at the Miracle Awards, presented by Team Mom Charities.



DVBA Golf Tournament: November 9, 2023, 8:00am



MSWD is a proud Water Sponsor of the Desert Valley Builders annual golf competition. All golfers will receive a bottle of MSWD's award-winning water, and MSWD staff will be present to help facilitate the event.



CVCAN Golf Tournament: November 17, 2023, 8:00am

MSWD is a proud Water Sponsor of the CVCAN Putt and Puff golf competition. The valley's first event of its kind is being held at the Shadow Mountain Gold Club.

Desert Hot Springs State of the City: November 16, 2023, 11:30am



MSWD is proud to sponsor the Desert Hot Springs State of the City presentation, brought to us by the Greater Coachella Valley Chamber of Commerce. Members of the public, local officials, and the business community will join together to learn about what is taking place in our fine city. MSWD will have an informational booth, and our award-winning water will be at each place setting.

ACWA Fall Conference: November 28-30, 2023

The ACWA 2023 Fall Conference & Expo will feature keynote addresses from California Secretary for Environmental Protection Yana Garcia and Public Policy Institute of California (PPIC) President and CEO Tani Cantil-Sakauye. Garcia will deliver the Wednesday opening keynote address, and Cantil-Sakauye will speak as Thursday's keynote speaker.

Desert Hot Springs Women's Club Black and White Fundraiser: December 2, 2023

MSWD is a proud table sponsor for this year's Desert Hot Springs Women's Club Black and White fundraiser. Focused on providing scholarships to Desert Hot Springs youth, this is one of the club's primary fundraising events of the year.

City of Desert Hot Springs Holiday Parade: December 9, 2023

Team MSWD will once again participate in the Desert Hot Springs Holiday Parade. This year's theme is "1963-2023 Holiday Traditions," which is a nod to the city's 60th anniversary. MSWD is proud to once again participate in this event.

Water 101: Let's Talk Water: August – December 2023

MSWD launched a new fall series of the popular Water 101: Let's Talk Water community workshops. The monthly courses at the new Desert Hot Springs Library from 6:00-7:00pm discuss the District's water and wastewater systems, finances, and planning functions. The second session was held on October 26, 2023, and featured information about our wastewater system. Upcoming sessions include:

- November 9, 2023: Budgets, Rate Setting, and Customer Service
- December 21, 2023: Water Supply and Coachella Valley Collaboration

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



**Public & Media Outreach**

MSWD in the News

MSWD Board President Russ Martin was recently featured in a City of Desert Hot Springs and Palm Springs Visitor's Bureau video series on KMIR/NBC. Viewers were encouraged to embark on a delightful journey through our city with the launch of "Discover Desert Hot Springs"! Brooke Beare hosts this series, which promises a perfect blend of fun and information about our unique oasis. The second clip of the series focused on water and included:



- A dive deep into the hot and cold water aquifers beneath our feet
- Special feature with MSWD Board President Russ Martin
- Watch Now: <https://youtu.be/00xWcDNcelM>

New MSWD Billboard

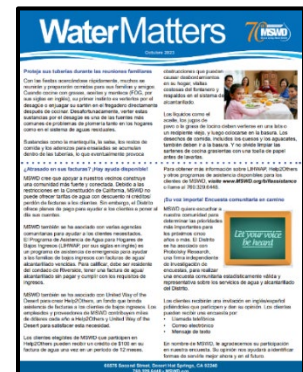
In November 2023, in honor of the family gatherings and holiday cooking about to take place, the MSWD will remind residents to keep Fats, Oils, Grease, and wipes out of the sewer system.



Customer Newsletter

Our October 2023 Water Matters newsletter featured information about the holidays and Pipe Protection, Bill Payment Assurance options, and the MSWD Community Survey currently underway.

A copy of the newsletter is included in Appendix C.

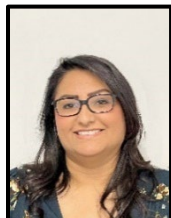




### Water Professionals Week (October 7-15, 2023)

Celebrated by water agencies throughout the State, Water Professionals Appreciation Week brings public awareness to the important role water industry professionals and local public water agencies play. To show its appreciation, MSWD highlighted several employees on its social media platforms and website.

#### *Cynthia Acosta, Office Specialist II*



Going with the flow has been the mantra of Office Specialist II Cynthia Acosta, who seems to effortlessly handle any new challenge that comes her way. Since joining the MSWD team in August 2022 as a temporary employee, her willingness to learn and her adaptability have made her a key resource of the District. [READ MORE](#)

#### *David Pena, Field Service Representative II*



They say that everyone loves a good mystery, but a more accurate turn of phrase would be that everyone loves a good solution. Just ask Field Service Representative II David Pena, who has worked at MSWD for the past 18.5 years. As part of his regular duties, David works with his team on a number of customer-related services that take place in the field, including meter charge-outs and inspections, backflow inspections, and new customer connections and shutoffs. [READ MORE](#)

#### *Ana Murillo, Accounting Technician*



To Accounting Technician Ana Murillo, MSWD represents one important thing—community. Being the community's water and wastewater provider is something Ana takes great pride in. [READ MORE](#)

#### *Jason Weekley, Lead Field Operations Technician*



According to MSWD's Jason Weekley, every day is an opportunity to learn something new. As part of his everyday duties as a Lead Field Operations Technician, Jason works with and oversees his crew as they perform various maintenance-related tasks, including water valve and service line replacements and hydrant installations. [READ MORE](#)

#### *Lisa Pelton, Customer Service Representative II*



As a life-long resident of Desert Hot Springs, Customer Service Representative II Lisa Pelton has a special bond with her customers. To her, they are like family. They are the people she sees around town at special events, the post office, or even the grocery store. [READ MORE](#)

Strategic Planning Effort

MSWD kicked off our Strategic Planning Efforts in October 2023, holding a special Board workshop that took a deep dive into our Mission, Vision, and Values statements to determine if they align with the District's current goals and objectives.



Additional workshops will be held on November 21, 2023 (Board and Strategic Planning Committee), November 28, 2023 (All Employees), and December 5, 2023 (Board and Strategic Planning Committee). We anticipate the final plan will be brought back to the Board for final adoption in December 2023.

Holiday and Community Giving Opportunities for Employees

We have several events and opportunities for community giving this holiday season.

*Thanksgiving Canned Food Drive, November 6-21, 2023*

This Thanksgiving, we are encouraging employees to give at least two cans each for a canned food drive benefiting Team Mom Charities, which will distribute hot meals and food directly to the homeless within Desert Hot Springs this holiday season. Collection boxes have been set up in both the Administration Building and the Corporate Yard breakroom.



*Snowflake Employee Toy Drive, Now through December 6, 2023*



MSWD employees are collecting unwrapped toys for children in need this holiday season. Working through Riverside County's First 5 Program, MSWD has 40 snowflake wishes from local children. We already have 20 pledges and hope to get 20 more employee reservations before our December 6, 2023 holiday party. Employees who bring an unwrapped toy for a child in need will receive an extra raffle ticket in our employee holiday drawing. Children's wishes vary by child and age group; most are modest requests ranging from hoodie sweatshirts to toy cars or board games.

*Desert Hot Springs Parade of Lights December 9, 2023*

MSWD Holiday Float Committee is busy designing this year's entry into the Desert Hot Springs Parade of Lights Parade. Members of the Board, Employees, and their families are welcome to ride or walk alongside the float.



## Legislative Update

### Federal: McCarthy Removed as Speaker of the House

On October 3, 2023, for the first time in 113 years, the House voted on a motion to vacate the Speaker of the House. The motion passed by a vote of 216-210, with 8 Republicans joining all Democrats, resulting in Kevin McCarthy (R-CA) being removed as Speaker. Under the rules, the House cannot conduct any activity on the floor until a Speaker is elected. Rep. Patrick McHenry (R-NC) was appointed as Speaker Pro Tempore until a Speaker was elected. McHenry's role is limited and can only bring the House in and out of session to vote on a Speaker. Since October 3, 2023, the House Republican caucus has put forth four candidates for Speaker: House Majority Leader Steve Scalise (R-LA), House Judiciary Committee Chair Jim Jordan (R-OH), House Majority Whip Tom Emmer (R-MN), and Vice Chair of the House Republican Caucus Mike Johnson (R-LA). Neither Scalise, Jordan, or Emmer were able to secure the 218 votes needed to become Speaker. On October 25, 2023, Rep. Mike Johnson was elected Speaker by a vote of 220-209. All Republican Members present voted for Johnson. Speaker Johnson became the first Speaker of the House to come from Louisiana. For additional Federal updates, please see Appendix B.

### California: Conservation a Way of Life, Proposed SWRCB Rulemaking

As was discussed in last month's report, the State Water Resources Control Board (SWRCB) held a public workshop to discuss the Conservation as a Way of Life Rulemaking Framework. Director Robert Griffith and Interim General Manager Brian Macy attended the workshop and Director Griffith provided comments during the public comment period. Under the proposed rulemaking, MSWD would be forced to institute programs and rate structure that would support the following water conservation:

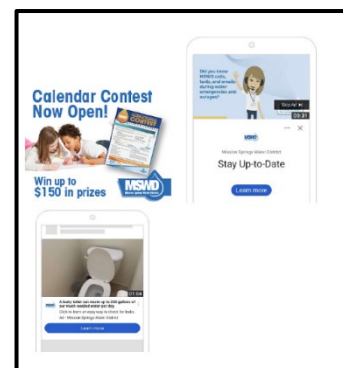
- 19% by 2025
- 40% by 2030
- 42% by 2035

While MSWD supports the State's water efficiency efforts, we do not believe the targets are reasonable, or even feasible, for our customers. MSWD was a signatory on several industry and community letters that echoed this sentiment, copies of which are located in Appendix D. This includes comments from MSWD, ACWA, CVRWGMG, City of Desert Hot Springs, Water Coalition Group, and the DVBA.

### MSWD Digital Advertising

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

The campaigns garnered more than 87,281 impressions and 640 link clicks. Our Facebook ads garnered more than 60,250 impressions and 262 link clicks. A full report is included in Appendix C.



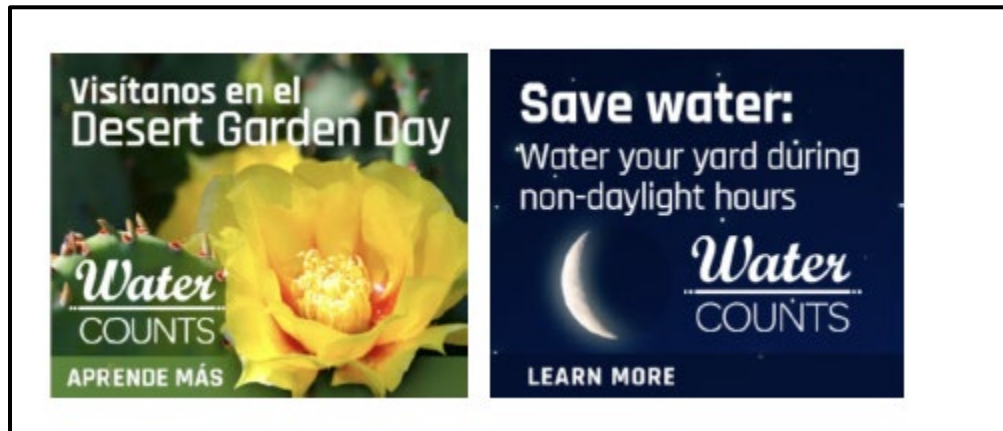
## Social Media

A copy of the October 2023 social media report can be found in Appendix C. This report highlights activities and posts on the District's social media platforms. Some of our most engaging posts included Water Professionals Week, the Calendar Contest, and our Worker Wed posts.

## CV Water Counts

Nearly 1,800 people viewed at least one page on the CV Water Counts website during October 2023. The Conservation Tips page was the most viewed page on the site, thanks to the accompanying ad campaigns. On Facebook, posts had over 91,000 impressions during October 2023, while Instagram posts had over 5,100 impressions. The email campaign continues to have a very impressive open rate at nearly 60% (the industry standard is only 17.49%).

A full report is in Appendix C.



## Rebates & Conservation

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

### Toilet Rebates

There were three toilet rebates funded in October 2023, totaling \$400.

### Turf Rebates

There was one new turf rebate application received in October 2023, which upon completion will be paid \$1,670. There is also one pending application for \$3,000.

### Conservation Kits

There were no new requests for Conservation Kits in October 2023.

## Bottle Water Tracking Report

No water was donated in October 2023 due to the low inventory.

APPENDIX A – Wastewater and Water Production Tables

### WASTEWATER REPORT

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

**Connections to Sewer Collection System:**  
 As of June 30, 2023                    8,836  
 Plus YTD                                        36  
**Total Sewer Connections =            8,872**

WASTEWATER FLOW MGD				
2023/24	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.922043	2.149212	0.050983	0.071200
August	1.929369	2.592078	0.047453	0.067540
September	2.037218	2.182773	0.046081	0.055570
October	2.050049	2.173503	0.040804	0.051000
November				
December				
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WASTEWATER FLOW MGD				
2022/23	HORTON PLANT		DESERT CREST	
	Avg. Daily Flow	Peak 24 hr. Flow	Avg. Daily Flow	Peak 24 hr. Flow
July	1.980020	2.086591	0.038856	0.045610
August	2.007484	2.156507	0.043378	0.051750
September	2.085598	2.243680	0.042339	0.047130
October	1.980283	2.266199	0.045616	0.052230
November	1.966075	2.124845	0.045861	0.050330
December	1.963779	2.145901	0.041817	0.050300
January	1.954007	2.142796	0.043181	0.048220
February	1.917610	2.093768	0.041724	0.056170
March	1.977725	2.134190	0.042863	0.047530
April	2.047194	2.217048	0.037373	0.047160
May	1.977976	2.188987	0.040162	0.059330
June	1.938862	2.058816	0.049741	0.067470



### WATER REPORT

WATER CONNECTION SUMMARY													
	2023/24	2022/23	2021/22	2020/21	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12
July	5	6	18	7	4	5	7	2	0	0	1	0	0
August	14	28	19	6	10	5	3	2	2	0	1	0	0
September	19	22	23	18	2	14	4	13	3	0	2	2	0
October	3	16	33	13	3	21	8	3	20	0	5	1	1
November		10	27	10	16	4	0	7	3	0	1	0	1
December		9	9	2	17	3	3	2	0	0	2	0	0
January		26	14	15	6	3	20	1	1	2	2	0	0
February		14	8	13	8	5	11	1	0	1	0	1	0
March		29	19	16	2	3	6	5	0	12	0	0	4
April		24	6	11	1	3	7	11	2	7	0	1	4
May		16	19	15	12	5	11	9	8	2	0	1	2
June		5	1	24	11	2	8	2	10	1	0	0	0
<b>Annual</b>	<b>41</b>	<b>205</b>	<b>196</b>	<b>150</b>	<b>92</b>	<b>73</b>	<b>88</b>	<b>58</b>	<b>49</b>	<b>25</b>	<b>14</b>	<b>6</b>	<b>12</b>
<b>Avg./ Mo.</b>	<b>3.42</b>	<b>17.08</b>	<b>16.33</b>	<b>12.50</b>	<b>7.67</b>	<b>6.08</b>	<b>7.33</b>	<b>4.83</b>	<b>4.08</b>	<b>2.08</b>	<b>1.17</b>	<b>0.50</b>	<b>1.00</b>

**Connections to Water System:**  
 As of June 30, 2023      13,542  
 Plus YTD                      41  
**Total Water Connections =      13,583**

WATER PRODUCTION SUMMARY													
	FY 2023/24	Variance from prior year		FY 2022/23	FY 2021/22	FY 2020/21	FY 2019/20	FY 2018/19	FY 2017/18	FY 2016/17	FY 2015/16	FY 2014/15	FY 2013/14
	AF	AF	%	AF	AF	AF	AF	AF	AF	AF	AF	AF	AF
July	789.99	38.20	5.08%	751.79	796.57	857.77	853.23	857.20	835.87	714.50	659.11	859.00	942.82
August	737.74	-112.45	-13.23%	850.19	839.93	885.31	795.18	806.47	829.93	808.54	706.62	730.71	828.60
September	675.06	-40.97	-5.72%	716.03	738.65	784.80	757.08	689.47	712.40	679.54	657.37	800.67	813.20
October	709.23	17.25	2.49%	691.98	665.18	755.84	709.39	709.81	733.86	678.33	575.86	716.30	716.09
November		-	0.00%	599.39	679.85	690.13	619.87	631.75	642.41	601.89	582.22	533.69	557.05
December		-	0.00%	554.27	565.48	588.32	537.23	502.16	584.24	520.63	503.10	590.83	633.09
January		-	0.00%	530.39	580.28	537.96	553.20	570.20	599.52	465.10	431.38	526.86	582.86
February		-	0.00%	490.41	527.34	495.61	520.85	415.49	512.79	453.39	483.92	506.49	522.87
March		-	0.00%	500.37	601.44	625.80	557.73	490.92	536.09	549.50	514.05	614.94	603.89
April		-	0.00%	552.34	624.07	649.34	573.02	635.08	644.06	540.56	502.36	622.58	664.05
May		-	0.00%	726.25	745.36	723.62	698.99	598.36	697.15	731.81	601.83	590.28	708.18
June		-	0.00%	682.09	730.02	761.63	806.02	710.39	688.74	732.68	685.93	706.34	812.96
<b>TOTAL</b>	<b>2,912.02</b>	<b>-97.97</b>	<b>-3.25%</b>	<b>7,645.50</b>	<b>8,094.17</b>	<b>8,356.13</b>	<b>7,981.79</b>	<b>7,617.30</b>	<b>8,017.06</b>	<b>7,476.47</b>	<b>6,903.75</b>	<b>7,798.69</b>	<b>8,385.66</b>

APPENDIX B – Federal Update from Carpi & Clay

# Mission Springs Water District Federal Update

October 31, 2023

## McCarthy Removed as Speaker of the House

On October 3<sup>rd</sup>, for the first time in 113 years, the House voted on a motion to vacate the Speaker of the House. The motion passed by a vote of 216-210, with 8 Republicans joining all Democrats, resulting in Kevin McCarthy (R-CA) being removed as Speaker. Under the rules, the House cannot conduct any activity on the floor until a Speaker is elected. Rep. Patrick McHenry (R-NC) was appointed as Speaker Pro Tempore until a Speaker is elected. McHenry's role is limited and can only bring the House in and out of session to vote on a Speaker. Since October 3<sup>rd</sup>, the House Republican caucus put forth four candidates for Speaker: House Majority Leader Steve Scalise (R-LA), House Judiciary Committee Chair Jim Jordan (R-OH), House Majority Whip Tom Emmer (R-MN) and Vice Chair of the House Republican Caucus Mike Johnson (R-LA). Neither Scalise, Jordan, or Emmer were able to secure the 218 votes needed to become Speaker. On October 25<sup>th</sup>, Rep. Mike Johnson was elected Speaker by a vote of 220-209. All Republican Members present voted for Johnson. Speaker Johnson became the first Speaker of the House to come from the state of Louisiana.

## FY24 Appropriations Update

Both the House and the Senate are continuing to move their respective Fiscal Year 2024 (FY24) appropriations bills. Last week the House passed the Energy and Water Appropriations bill ([H.R. 4394](#)) by a vote of 210-199. The House plans to continue to work on passing the remaining FY24 appropriations bills in November. The Senate is considering its first minibus package that includes the Military Construction-Veterans Affairs, Agriculture, and the Transportation-Housing and Urban Development appropriations bills. There have been several votes on amendments, most notably the rejection of an amendment by Senator Mike Braun (R-ID) that would have prohibited \ community project funding. The federal government is currently being funded through a Continuing Resolution (CR) which is set to expire on November 17<sup>th</sup>.

## White House Sends \$106 Billion International Supplemental Request to Congress

The White House submitted a \$106 billion supplemental [funding request](#) to Congress which included the following:

- \$61.4 billion for Ukraine
- \$14.3 billion for Israel

- \$13.6 billion for border security
- \$9.2 billion in humanitarian aid for Ukraine, Israel, and Gaza
- \$7.4 billion for the Indo-Pacific region

Both the House and the Senate will begin consideration of the President's supplemental request this week.

## White House Sends \$55.9 Billion Domestic Supplemental Request to Congress

The White House submitted an additional \$55.9 billion supplemental [funding request](#) to Congress that includes the following:

- \$23.5 billion for disaster response and recovery
- \$16 billion for childcare programs
- \$6 billion for the Affordable Connectivity Program
- \$6 billion for energy and security programs
- \$1.6 billion for the Low-Income Home Energy Assistance Program (LIHEAP)
- \$1.55 billion for State Opioid Response grants
- \$1.05 billion for international food assistance programs
- \$220 million for federal wildland firefighter salaries

## Senator Butler Will Not Seek Full Term

Senator Laphonza Butler (D-CA) announced that she will not be seeking a full six-year term in the Senate in 2024. She will remain in office for the duration of Senator Dianne Feinstein's term, which ends at the end of 2024.

## California Senators Receive New Committee Assignments

Senate Majority Leader Chuck Schumer (D-NY) announced new committee assignments for several Democratic Members, including California Senators Butler and Alex Padilla. Senator Butler will serve on the following committees:

- Judiciary
- Banking, Housing, and Urban Affairs
- Homeland Security and Governmental Affairs
- Rules and Administration

Additionally, Senator Padilla will move from the Homeland Security and Governmental Affairs Committee to the Energy and Natural Resources Committee.

## Reclamation Releases Colorado River Scoping Report

The Bureau of Reclamation (Reclamation) released a Scoping Report for Post-2026 Colorado River Reservoir Operations. [The report](#) provides a summary of comments received during the public scoping process. Additionally, the report provides information on Reclamation's preliminary assessment of the proposed federal action regarding post-

2026 Colorado River operations, purpose and need, and the scope of environmental analysis to be included in the draft environmental assessment statement.

### DOI Releases SEIS for Near-Term Operations of the Colorado River

The Department of the Interior (DOI) and Reclamation released the [draft Supplemental Environmental Impact Statement \(SEIS\)](#) for near-term operations of the Colorado River. The initial draft that was released in April indicated that severe options may need to be pursued due to drought conditions and forecasts, but this revised draft indicates that sticking with the current management plan is now an option. This change is due to the level of winter snowpack and spring runoff that have resulted in raised levels in both Lake Mead and Lake Powell, stating in the report that “Hydrology in the Colorado River Basin has improved compared with the hydrology at the time the SEIS analysis began.” Comments on the draft SEIS are due December 12<sup>th</sup>.

### House Democrats Introduce Bill to Clarify Scope of Clean Water Act

A group of over 100 Democratic House Members, led by House Transportation and Infrastructure Committee Ranking Member Rick Larsen (D-WA), introduced the *Clean Water Act of 2023* ([H.R. 5983](#)). The bill would clarify the scope of protected water resources under the Clean Water Act (CWA) and codify permitting exemptions for agricultural, mining and construction, and waste treatment activities along with artificial features. The legislation would provide the Environmental Protection Agency (EPA) and the U.S. Army Corps of Engineers (USACE) with the authority to periodically review CWA exemptions and make necessary changes. The introduction of this legislation follows the Supreme Court decision in *Sackett v. EPA* that resulted in a revision of the Waters of the United States rule.

### House Members Introduce Low-Income Household Water Assistance Program Funding Bill

Representatives Debbie Dingell (D-MI), Rashida Tlaib (D-MI), and Lisa Blunt-Rochester (D-DE) introduced legislation that would provide additional funding for the Low-Income Household Water Assistance Program (LIHWAP). The bill, entitled the *Water Access Act* ([H.R. 5793](#)), would provide \$500 million in appropriations for the program for Fiscal Year 2024. The LIHWAP program was created by the American Rescue Plan Act in 2021 to assist households with low incomes in paying arrearages and rates charged to the household for drinking water and/or wastewater services.

### Federal Funding Opportunities & Announcements

**EPA Announces \$128 Million in Environmental Justice Grants.** EPA awarded \$128 million for 186 projects through the Environmental Justice Government-to-Government (EJG2G) Program and the Environmental Justice Collaborative Problem Solving (EJCPS) Program. The agency selected 88 EJG2G recipients to receive \$84.7 million to support state, local, territorial, and tribal government partnerships with community-based organizations focused on environmental or public health impacts in environmental justice

(EJ) communities. EPA selected 98 EJCS recipients to receive \$43.3 million to support projects that focus on EJ community resilience, revitalization, and emergency preparedness. The list of EJG2G recipients can be found [HERE](#) and the list of EJCS recipients can be found [HERE](#).

**Federal Permitting Improvement Steering Council Announces \$155 Million for Federal Agency Permitting Review Efficiency and Effectiveness.** The Federal Permitting Improvement Steering Council announced \$155 million in funding for federal agencies to improve the efficiency and effectiveness of infrastructure permitting review and authorizations. The funding will support streamlining the permitting process for renewable energy generation, broadband, semiconductor facilities, and electric transmission projects. The list of federal agencies receiving assistance can be found [HERE](#).

**FEMA Releases \$1 Billion Building Resilient Infrastructure and Communities NOFO.** The Federal Emergency Management Agency (FEMA) released a \$1 billion Notice of Funding Opportunity (NOFO) for the Building Resilient Infrastructure and Communities program. This program funds hazard mitigation projects. Applications are due February 29<sup>th</sup> and more information can be found [HERE](#).

**Reclamation Announces \$500,000 Water Supply Forecast Rodeo Competition.** Reclamation announced a \$500,000 Water Supply Forecast Rodeo competition to promote innovative methods and advancements in seasonal water supply forecasting. Teams or individuals will compete to develop water supply forecast models that predict seasonal runoff volumes at 26 sites in western states. The competition deadline is December 15<sup>th</sup> and more information can be found [HERE](#).

## Federal Agency Personnel/Regulatory Announcements

**DOD Releases Report on PFAS Groundwater Contamination at Installations.** The Department of Defense (DOD) released a [congressionally mandated report](#) titled “Per- and Polyfluoroalkyl Substances in Groundwater.” The report found that plumes of Per- and Polyfluoroalkyl (PFAS) were found flowing from 245 out of 275 military installations and other sites near groundwater aquifers.

**DOI Deputy Secretary Beaudreau Resigns.** Department of the Interior (DOI) Deputy Secretary Tommy Beaudreau announced he will be leaving his position on October 31<sup>st</sup>. Beaudreau oversaw DOI implementation of the Bipartisan Infrastructure Law and Inflation Reduction Act. President Biden announced that Principal Deputy Assistant Secretary for Land and Minerals Management Laura Daniel-Davis will become acting Deputy Secretary upon Beaudreau’s departure.

**EPA Withdraws Cybersecurity Mandate for Water Utilities.** Last week, the EPA [announced](#) that it is withdrawing its cybersecurity mandate for water utilities. The memo entitled “[Addressing Public Water System Cybersecurity in Sanitary Surveys or an Alternate Process](#),” stated that utilities would have been required to incorporate



cybersecurity into periodic audits of water systems, commonly called "sanitary surveys." Those audits are already conducted on a regular basis by water utilities, and when EPA debuted the mandate in March, regulators insisted that the request was within its authorities. In July, the 8th U.S. Circuit Court of Appeals issued a stay in favor of the trio of states, freezing the rule while litigation played out.

**EPA Announces 2023 WaterSense Award Winners.** EPA announced 47 awards to WaterSense partners. WaterSense is a voluntary partnership program for both a label for water-efficient products and a resource for helping save water. WaterSense partners with manufacturers, retailers and distributors, homebuilders, irrigation professionals, and utilities. The list of awards can be found [HERE](#).

**EPA Publishes Final PFAS Reporting Rule.** EPA published a [final rule](#) requiring reporting on PFAS to the Toxics Release Inventory. The rule eliminates an exemption that allowed facilities to avoid reporting use of small concentrations of PFAS chemicals. The final rule is effective November 13<sup>th</sup>.

**EPA Proposes Trichloroethylene Ban.** EPA published a proposal under the Toxic Substances Control Act (TSCA) to ban all uses of trichloroethylene (TCE). TCE is currently used cleaning and furniture care products, degreasers, break cleaners, and tire repair sealants. The chemical is known to cause health risks such as cancer, neurotoxicity, and reproductive toxicity. Comments are due December 15<sup>th</sup> and more information can be found [HERE](#).

**EPA Releases 2022 GHG Reporting Program Data.** EPA released 2022 [greenhouse gas \(GHG\) data](#) collected under the agency's GHG Reporting Project. EPA collected data from over 8,100 industrial facilities.

**EPA Releases Food Waste Reports.** EPA published two new reports quantifying methane emissions from landfilled food waste and updating recommendations for managing wasted food:

- [Quantifying Methane Emissions from Landfilled Food Waste](#)
- [From Field to Bin: The Environmental Impacts of U.S. Food Waste Management Pathways](#)

**EPA Releases Public Engagement Guide for State and Local Governments.** EPA published a [guide](#) for state and local governments titled "Capacity Building Through Effective Meaningful Management." The guide includes tips for conducting outreach and reaching community consensus.

**IRS Publishes NPRM for the Transfer of Clean Vehicle Credits.** The Internal Revenue Service (IRS) published a [NPRM](#) that provides guidance regarding certain clean vehicle credits. The proposed regulations would provide guidance for taxpayers who purchase qualifying previously owned clean vehicles or purchase qualifying new clean vehicles and intend to transfer the amount of any previously owned clean vehicle credit or new clean vehicle credit to dealers who are entities eligible to receive advance payments of either credit. The proposed regulations would also provide guidance for dealers to become

eligible entities to receive advance payments of previously owned clean vehicle credits or new clean vehicle credits, and rules regarding recapture of the credits. The proposed regulations would affect taxpayers intending to transfer previously owned clean vehicle or new clean vehicle credits and eligible entities to whom the credits are transferred, as well as taxpayers who purchased previously owned clean vehicles or new clean vehicles in the event the vehicles cease being eligible for the credits. Finally, the proposed regulations provide guidance on the meaning of three new definitions added to the exclusive list of “mathematical or clerical errors” relating to certain assessments of tax without a notice of deficiency. Comments are due December 11<sup>th</sup>.

**IRS Updates Commercial Clean Vehicle Credits FAQs.** IRS updated its [frequently asked questions](#) (FAQs) related to new, previously owned, and qualified commercial clean vehicle credits.

## ## ##



APPENDIX C – Public Affairs Information



# CVWC Digital Marketing Report

Website, Social, and Marketing Performance

**October, 2023**

by Hunter | Johnsen

## Google Ads Campaigns

 DISPLAY AD IMPRESSIONS  
CV WATER COUNTS

52,343

 SEARCH AD IMPRESSIONS  
CV WATER COUNTS

1,039

 VIDEO IMPRESSIONS  
CV WATER COUNTS

106,499

 CLICKS  
CV WATER COUNTS

1,016

 CTR  
CV WATER COUNTS

0.64%

 GOOGLE PROGRAMMATIC DISPLAY AD CAMPAIGN PERFORMANCE  
CV WATER COUNTS

Account name	Clicks	Impr.
CV Water Counts	482	52,343
	482	52,343



 GOOGLE YOUTUBE VIDEO AD CAMPAIGN PERFORMANCE  
CV WATER COUNTS

Account name	Impr.	Engagements	Video views	Clicks
CV Water Counts	106,499	40,309	16,540	376
CVWC Water Saving Tips YouTube Spanish October 2023	45,322	19,889	10,463	119
CVWC Water Saving Tips English YouTube Oct 2023	61,177	20,420	6,077	257
	106,499	40,309	16,540	376

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**GOOGLE ADS PAID SEARCH CAMPAIGN PERFORMANCE**  
CV WATER COUNTS

Campaign	Clicks	Impr.
CVWC Search Campaigns	158	1,039
	158	1,039


**ACCOUNT NAME PERFORMANCE**  
CV WATER COUNTS

Account name	Clicks	Impr.	CTR
CV Water Counts	120	678	17.7%
water rebate program	58	209	27.75%
grass removal rebate	15	52	28.85%
water service	13	141	9.22%
toilet rebate	13	24	54.17%
water company	7	61	11.48%
water agency	7	135	5.19%
washing machine rebate	4	17	23.53%
save water	2	25	8%
irrigation controller rebates	1	3	33.33%
the water company	0	11	0%
	120	689	17.42%



# Facebook Ad Campaigns

## FACEBOOK AD PERFORMANCE HUNTER JOHNSEN

Ad preview	Link Clicks	Impr.	Reach	Frequency	Page engagement
 <p><b>CVWC - Water During Non-Daylight Oct 2...</b> www.instagram.com Water your yard during non-daylight hours. More water will reach the roots, and less water will evaporate. For more water-saving tips, visit CVWaterCounts.com/conservation-tips.  #WaterWiseWednesday</p>	619	93,664	31,968	2.93	622
	619	93,664	31,968	2.93	622

# Website Information

**USERS**  
CV WATER - CV WATER COUNTS - GA4

1,791

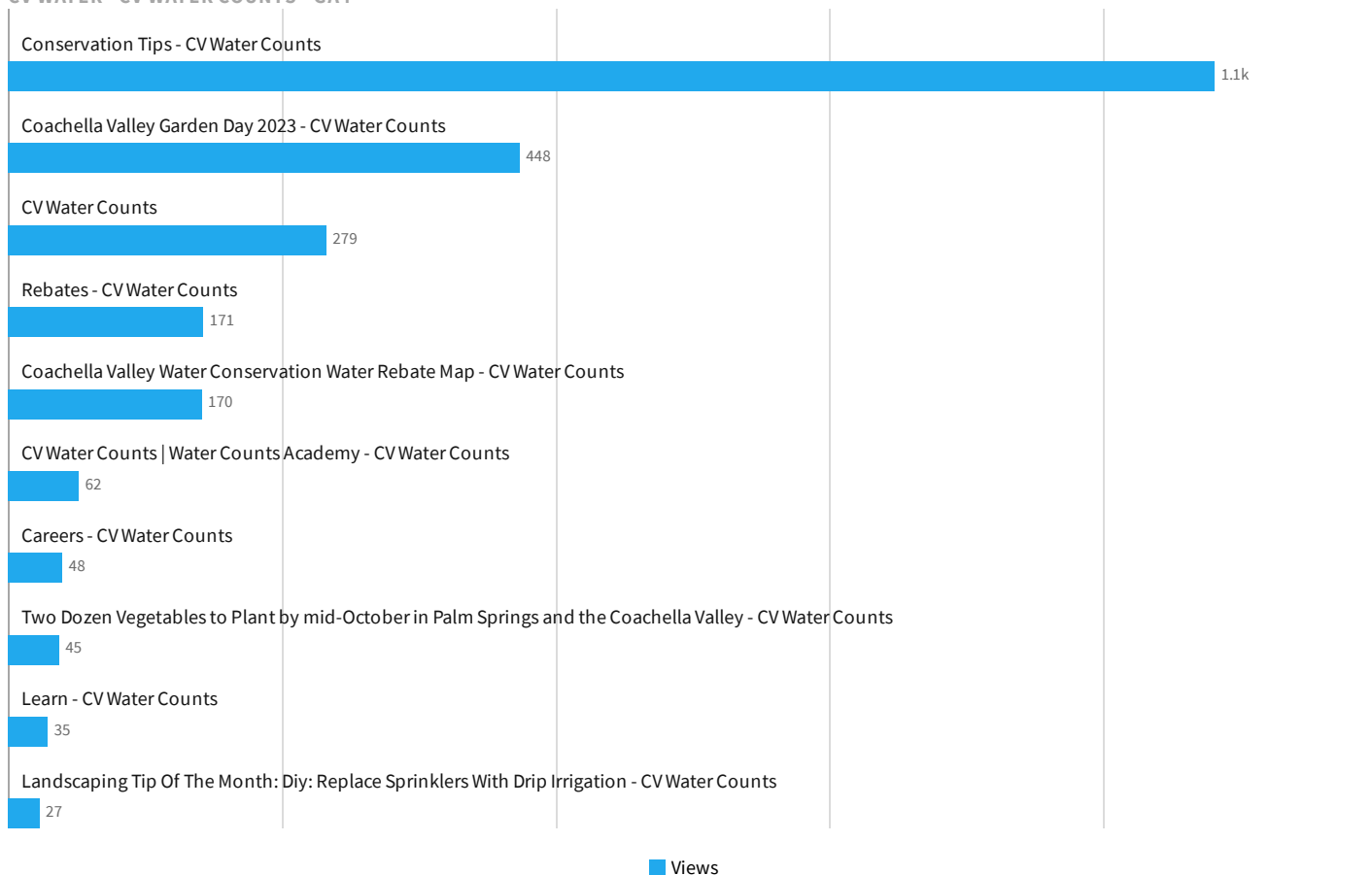
**SESSIONS**  
CV WATER - CV WATER COUNTS - GA4

2,262

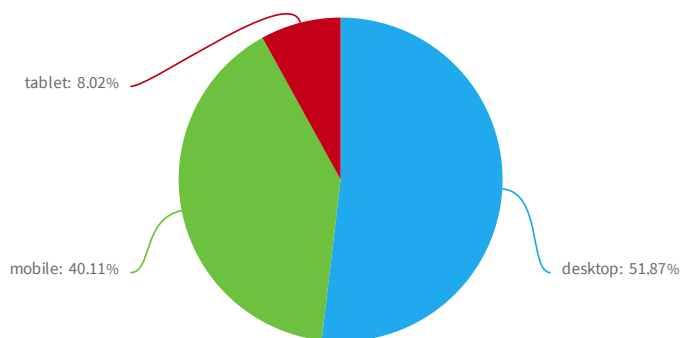
**PAGEVIEWS**  
CV WATER - CV WATER COUNTS - GA4

2,794

**VIEWS BY PAGE TITLE AND SCREEN CLASS**  
CV WATER - CV WATER COUNTS - GA4



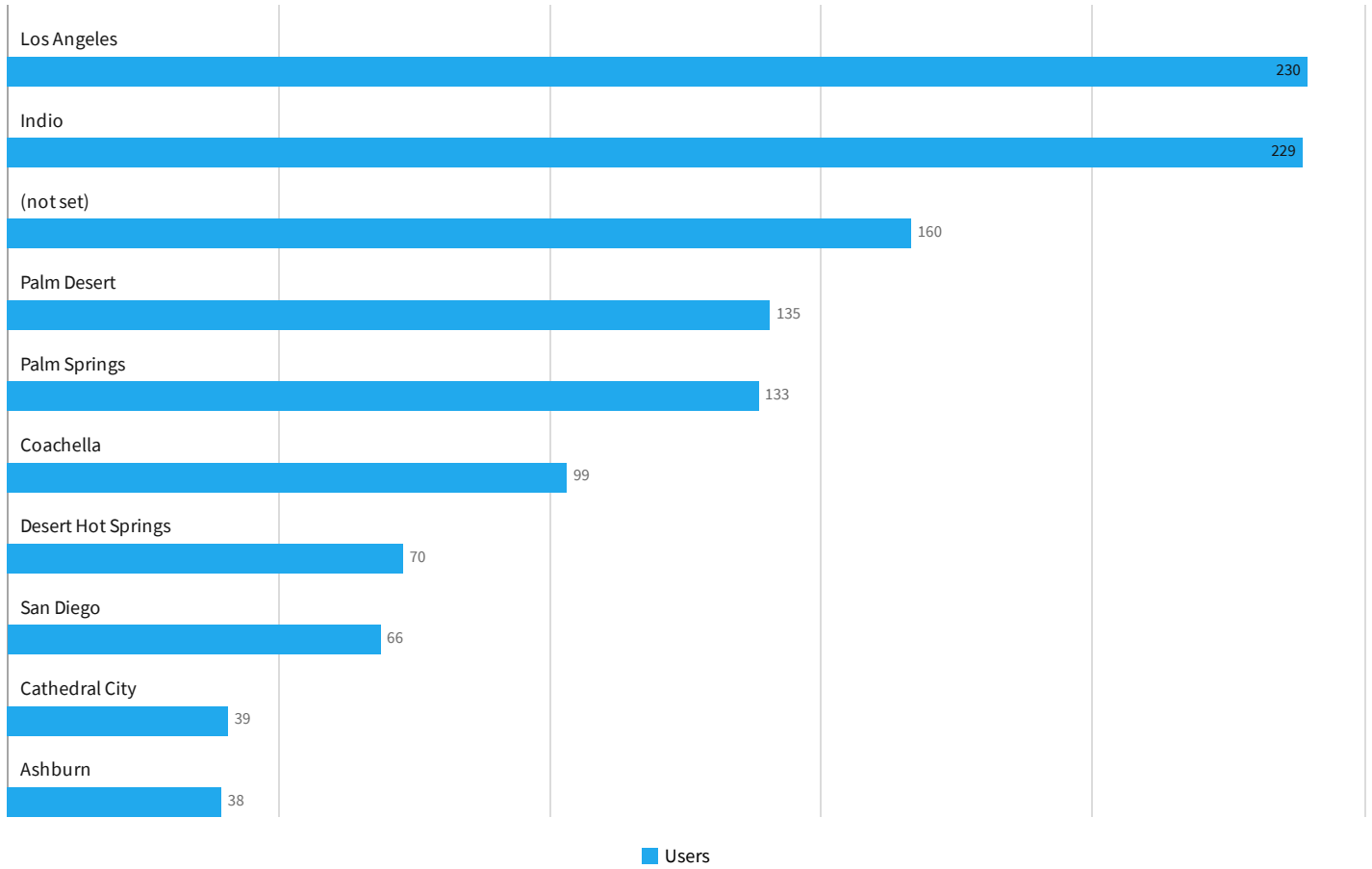
**ENGAGED SESSIONS BY DEVICE CATEGORY**  
CV WATER - CV WATER COUNTS - GA4



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### USERS BY CITY

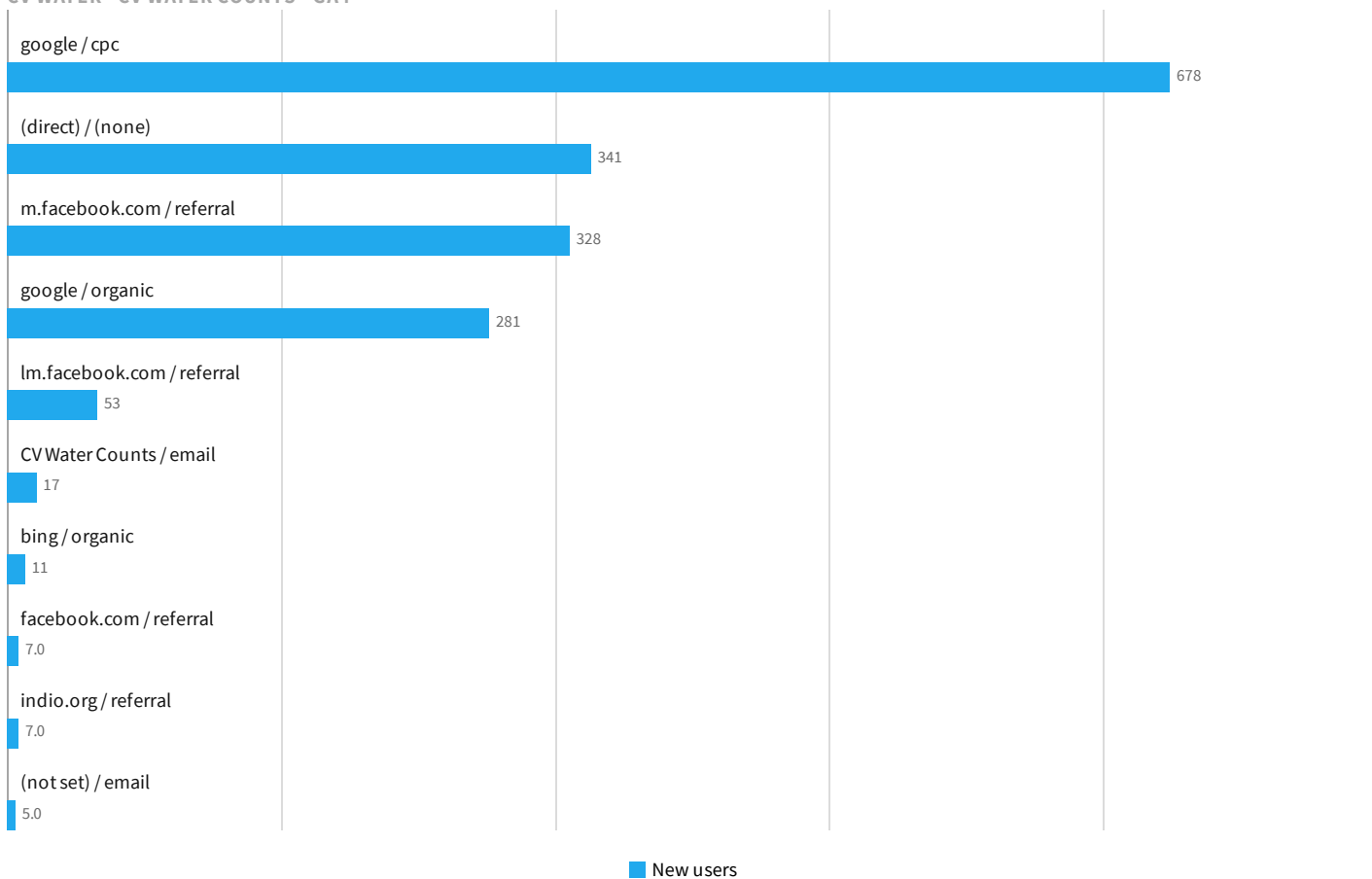
CV WATER - CV WATER COUNTS - GA4



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### NEW USERS BY FIRST USER SOURCE / MEDIUM

CV WATER - CV WATER COUNTS - GA4



### MONTH PERFORMANCE

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

Month	New users	Engaged sessions	Engagement rate	Sessions per User	Average engagement time	Conv.
<b>October 2023</b>	1,751	562	24.8%	1.26	15s	105
<b>September 2023</b>	1,806	814	28.2%	1.56	16s	198
<b>August 2023</b>	1,711	611	24.6%	1.43	17s	5
<b>July 2023</b>	1,965	632	25.2%	1.28	15s	0
<b>June 2023</b>	19	4	19.0%	1.17	15s	0
<b>May 2023</b>	0	0	0.0%	0	0s	0
	7,252	2,629	25.7%	1.42	16s	308

# Organic Search

## QUERY PERFORMANCE

CVWATERCOUNTS.COM/

Query	Impr.	Clicks	CTR	Avg. position
water pledge	966	0	0%	7.12
lake cahuilla	898	0	0%	11.44
cv water	398	2	0.5%	5.41
indio water authority	213	0	0%	11.11
chaparral sage	199	0	0%	8.66
myoma water	183	0	0%	3.8
lantana ground cover	179	0	0%	6.91
spotlight cv	178	0	0%	56.8
water professionals appreciation week 2023	151	1	0.66%	4.85
mission springs water district	130	0	0%	12.98
	3,495	3	0.09%	12.91

## PAGE PERFORMANCE

CVWATERCOUNTS.COM/

Page	Impr.	Clicks	CTR	Avg. position
<a href="https://cvwatercounts.com/save-water-pledge/">https://cvwatercounts.com/save-water-pledge/</a>	1,837	2	0.11%	5.76
<a href="https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/">https://cvwatercounts.com/lake-cahuilla-recreation-and-reliability/</a>	1,601	6	0.37%	12.44
<a href="https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevidensis/">https://cvwatercounts.com/plant-of-the-month-trailing-lantana-lantana-montevidensis/</a>	1,390	11	0.79%	19.98
<a href="https://cvwatercounts.com/">https://cvwatercounts.com/</a>	808	19	2.35%	14.95
<a href="https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/">https://cvwatercounts.com/eco-friendly-car-washes-in-the-coachella-valley/</a>	783	1	0.13%	44.27
<a href="https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/">https://cvwatercounts.com/plant-of-the-month-prickly-pear-cactus-opuntia/</a>	587	0	0%	15.85
<a href="https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/">https://cvwatercounts.com/plant-of-the-month-cleveland-sage-chaparral-sage-salvia-clevelandii/</a>	563	2	0.36%	11.16
<a href="https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/">https://cvwatercounts.com/plant-of-the-month-desert-carpet-acacia-redolens/</a>	500	4	0.8%	10.76
<a href="https://cvwatercounts.com/academy/">https://cvwatercounts.com/academy/</a>	416	4	0.96%	15.69
<a href="https://cvwatercounts.com/faqs/water-question/">https://cvwatercounts.com/faqs/water-question/</a>	415	0	0%	7.5
	8,900	49	0.55%	15.83

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# Facebook Information

**f** IMPR.  
CV WATER COUNTS

91,167

**f** REACH  
CV WATER COUNTS

30,937

**f** NEW PAGE LIKES  
CV WATER COUNTS

0

**f** ENGAGED USER  
CV WATER COUNTS

627





**f** TOTAL PAGE VIEWS  
CV WATER COUNTS

74

**f** PAGE LIKES  
CV WATER COUNTS







3,995

**f** POST PERFORMANCE  
CV WATER COUNTS







Post	Created at	Post reach	Post engaged users	Post engagement rate	Likes	Comments
 <p>Happy Halloween!</p>	October 31, 2023	120	8	7%	7	0
 <p>Coming Soon - the CV ...</p>	October 30, 2023	69	5	7%	3	0
 <p>The Palm Desert Golf C...</p>	October 29, 2023	108	5	5%	5	0
 <p>Desert Water Agency w...</p>	October 28, 2023	32	4	13%	4	0
		31,377	663	2%	60	0







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Post	Created at	Post reach	Post engaged users	Post engagement rate	Likes	Comments
 <p>Unless you have a sma...</p>	October 26, 2023	45	2	4%	2	0
 <p>CV Water Counts is wit...</p>	October 23, 2023	55	5	9%	3	0
 <p>Drip irrigation is an opt...</p>	October 23, 2023	27	2	7%	2	0
	October 21, 2023	16	2	13%	2	0
 <p>CV Water Counts is wit...</p>	October 21, 2023	18	3	17%	2	0
 <p>From the first drip of t...</p>	October 20, 2023	14	2	14%	2	0
		31,377	663	2%	60	0

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Post	Created at	Post reach	Post engaged users	Post engagement rate	Likes	Comments
 <p>This yearly event is org...</p>	October 20, 2023	39	2	5%	2	0
 <p>Learn more about Oct...</p>	October 19, 2023	67	4	6%	4	0
 <p>Keep a jug of drinking ...</p>	October 19, 2023	80	2	3%	2	0
 <p>This coming Saturday ...</p>	October 16, 2023	110	6	5%	4	0
 <p>If you or someone you...</p>	October 14, 2023	31	2	6%	2	0
 <p>Water your yard in the ...</p>	October 12, 2023	39	3	8%	3	0
		31,377	663	2%	60	0

Item 18.

Post	Created at	Post reach	Post engaged users	Post engagement rate	Likes	Comments
 <p>Monitor your monthly ...</p>	October 12, 2023	42	3	7%	2	0
 <p>Water is a precious and...</p>	October 9, 2023	16	2	13%	2	0
 <p>Water your yard durin...</p>	October 3, 2023	30,275	599	2%	5	0
 <p>When it's time for a car ...</p>	October 2, 2023	102	2	2%	2	0
		31,377	663	2%	60	0

# Instagram Information

 **IMPRESSIONS**  
CV WATER COUNTS

5,234


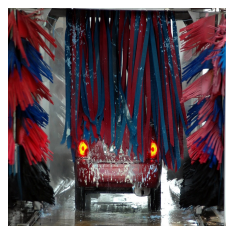
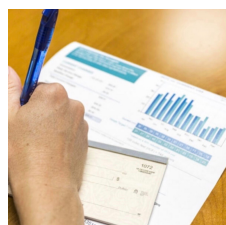


 **LIKES**  
CV WATER COUNTS

15

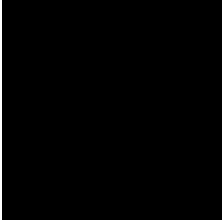
 **FOLLOWERS (LIFETIME)**  
CV WATER COUNTS

233

 **MEDIA PERFORMANCE**  
CV WATER COUNTS

Media	Impr.	Engagement	Reach	Saved	Video views
 <p>Water your yard durin...</p>	23	3	20	0	0
 <p>When it's time for a car ...</p>	16	2	10	0	0
 <p>Monitor your monthly ...</p>	14	2	12	0	0
 <p>The Palm Desert Golf C...</p>	12	4	12	0	0
 <p>Happy Halloween!</p>	7	2	6	0	0
	72	13	77	0	20

Item 18.

Media	Impr.	Engagement	Reach	Saved	Video views
	0	0	17	0	20
<a href="#">Water your yard in the ...</a>	72	13	77	0	20

# Twitter Information

Twitter analytics are currently limited (see below)



We're working on improvements to [analytics.twitter.com](https://analytics.twitter.com). In the meantime, you may see some metrics are missing. You can access your Tweet Analytics and download reports [here](#). You can try the new version of account analytics beta [here](#).

## 28 day summary with change over previous period



# E-Blast Information

## CAMPAIGN PERFORMANCE CV WATER COUNTS

Campaign	Send Time	Emails Sent	Total Opens	Open Rate	Industry Open Rate	Total Clicks	Click Rate	Industry Click Rate	Hard Bounces	Unsubscribe Count
CV Water Counts October 2023	<b>Wednesday, October 4, 2023 8:00 PM</b>	564	583	57.27%	17.49%	30	3.55%	0.86%	0	3
		564	583	57.27%	17.49%	30	3.55%	0.86%	0	3





# MSWD Digital Marketing & Website Report

Website, Social, and Marketing Performance

**October, 2023**

Casey Dolan

**Casey Dolan Consulting**

# Google Ads Campaigns

**IMPRESSIONS**  
MSWD

87,281

**CLICKS**  
MSWD

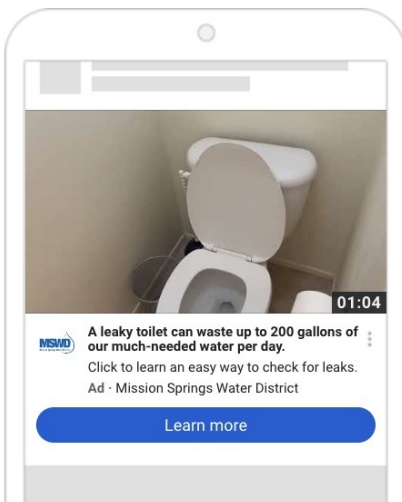
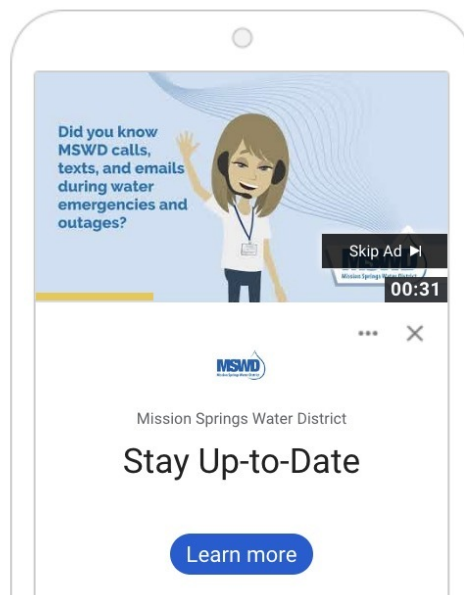
640

**CTR**  
MSWD

0.73%

**GOOGLE ADS CAMPAIGN PERFORMANCE**  
MSWD

Ad group	Impr.	Clicks	CTR
Update Contact Info	23,358	332	1.42%
MSWD Toilet Tank Video 2023	22,739	275	1.21%
MSWD Calendar Contest	41,184	33	0.08%
	87,281	640	0.73%



# Facebook Ad Campaigns

Includes ad campaign information for all campaigns, excluding anniversary event

## AD PERFORMANCE

MSWD

Ad	Link Clicks	Impr.	Reach	Page Likes
MSWD Calendar Contest	161	19,839	5,059	0
MSWD Toilet Repair Month - Oct 2023	52	9,583	2,706	0
MSWD Update Contact Info Video Oct 2023	49	30,828	17,019	0
	262	60,250	21,798	0

Item 18.

**MSWD Mission Springs Water District** Sponsored

Did you know MSWD calls, texts, and emails customers during water emergencies and outages? That's why it's important ...See more

mswd.org  
**Update Your Contact Information** [Learn more](#)

Like Comment Share

**MSWD Mission Springs Water District** Sponsored

Our Calendar Contest is now open!

Twelve winners will have their ...See more

## Calendar Contest Now Open!

Win up to **\$150 in prizes** **MSWD** Mission Springs Water District

mswd.org  
**MSWD Calendar Contest Now Open!** [Learn more](#)

Like Comment Share

**MSWD Mission Springs Water District**  
Published by Casey Dolan · October 6 at 5:51 PM

October is National Toilet Tank Repair Month.

A leaky toilet isn't just a nuisance, it can also waste up to 200 gallons of our much-needed water per day! The simplest way to find toilet leaks is by adding a drop of food coloring in the toilet tank. If you see color in your toilet bowl after 5 minutes, you know there is a leak. Some toilets also continue to run long after flushing.

Toilet problems are usually caused by a faulty fill valve or flapper. You can stop leaks by purchasing a toilet repair kit. Kits are found at most home improvement stores or purchased online. They are inexpensive and instructions are easy to follow.

MSWD.ORG  
**True Water Crimes - The case of the leaky toilet flapper** [Learn more](#)

# Website Information

Note: New Google Analytics GA4 tracking enabled on 7/10, with information below from 7/10-7/31.

## USERS

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

5,450

## VIEWS

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

18,281

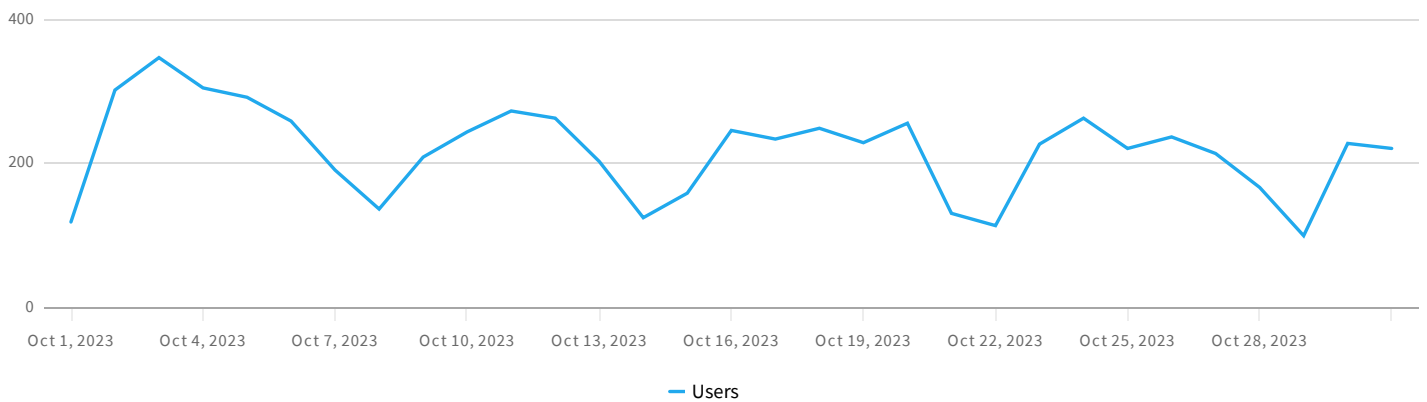
## ENGAGED SESSIONS

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

5,638

## USERS BY DAY

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



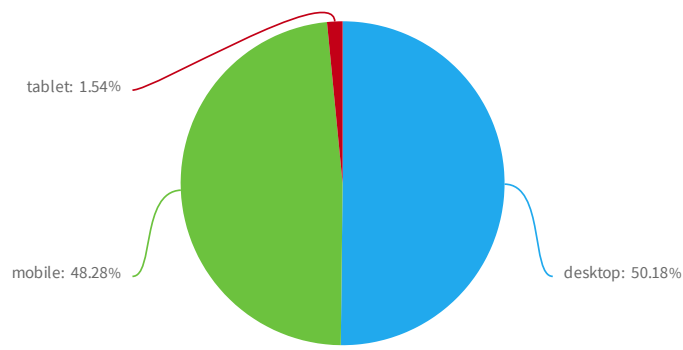
## PAGE TITLE PERFORMANCE

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

Page Title	Views	Views per user	Users	Engaged sessions	Sessions per User	Average engagement time
Mission Springs Water District Home Page   Mission Springs Water District CA	4,749	1.54	3,078	3,810	1.37	16s
New Customer Portal   Mission Springs Water District CA	3,748	1.54	2,413	2,930	1.38	15s
Job Opportunities   Mission Springs Water District CA	1,021	2.76	367	460	1.64	22s
Bill Pay Options   Mission Springs Water District CA	722	1.36	525	485	1.21	20s
Careers   Mission Springs Water District CA	445	1.7	260	343	1.46	23s
Home Page   Mission Springs, CA Water District	389	1.58	246	270	1.2	18s
Application for Water Service   Mission Springs Water District CA	313	2.28	136	170	1.54	4m 8s
Video: True Water Crimes - The case of the leaky toilet flapper   Mission Springs Water District CA	269	1.17	223	60	1.11	8s
Upcoming Meetings   Mission Springs Water District CA	265	2.73	96	167	2.1	33s
Search   Mission Springs Water District CA	261	2.27	115	129	1.17	41s
	18,281	3.31	5,450	5,638	1.5	58s

Item 18.

**ENGAGED SESSIONS BY DEVICE CATEGORY**  
 WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4



**USERS BY CITY**  
 WWW.MSWD.ORG - HTTP://WWW.MSWD.ORG - GA4

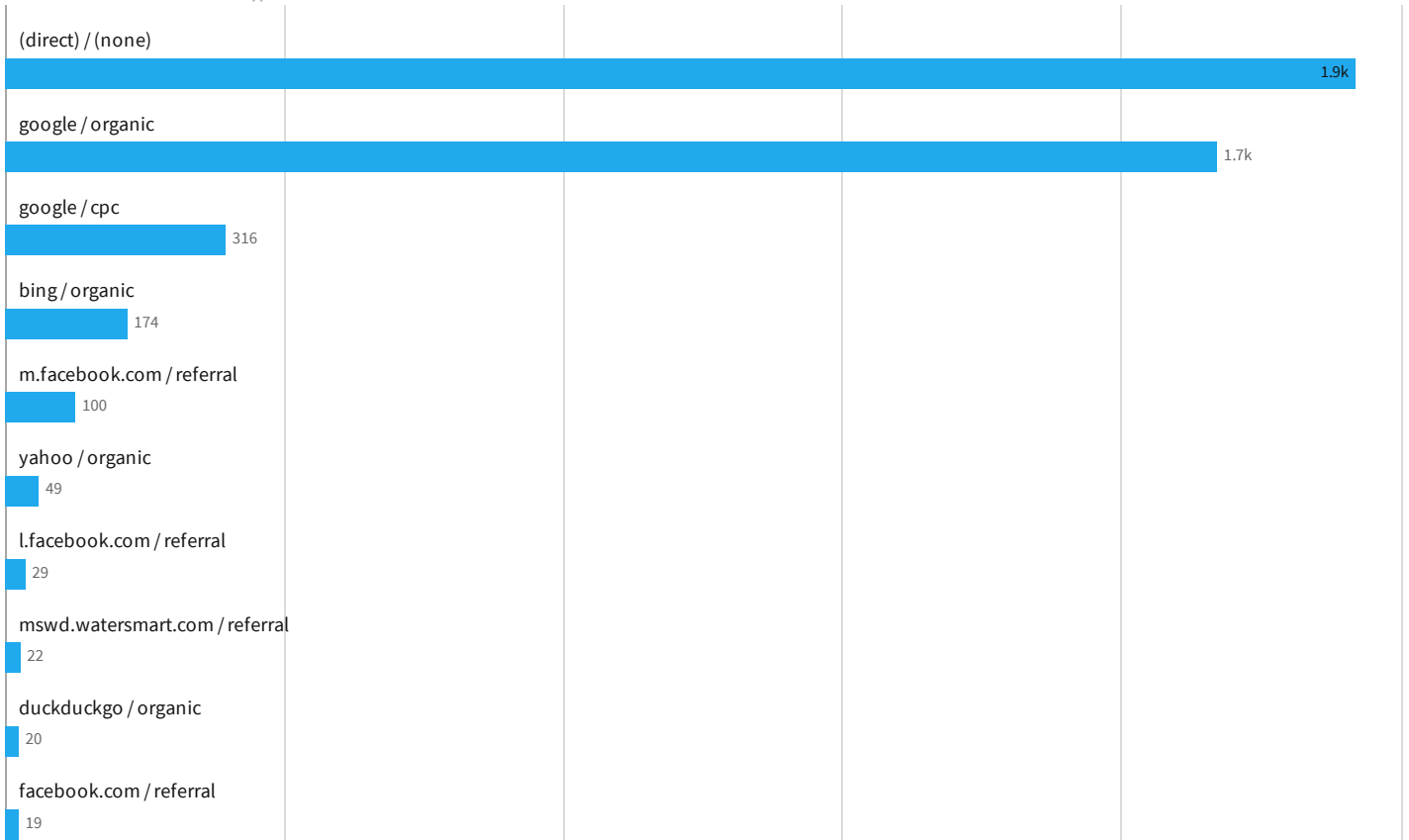
City	Users
Desert Hot Springs	1,276
Los Angeles	935
(not set)	633
Indio	208
San Diego	207
Palm Springs	149
La Quinta	141
Palm Desert	85
Cathedral City	42
Ashburn	42
	5,450



Item 18.

### NEW USERS BY FIRST USER SOURCE / MEDIUM

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



■ New users




MSWD Social Analytics Report

## Facebook Account Overview (October 1 - 31, 2023)




<p>Posts Published</p> <p style="font-size: 24pt; font-weight: bold;">19</p> <p style="font-size: 12pt;">+4   26.7%</p>	<p>Total Likes</p> <p style="font-size: 24pt; font-weight: bold;">1,225</p> <p style="font-size: 12pt;">-1   -0.1%</p>	<p>New Likes</p> <p style="font-size: 24pt; font-weight: bold;">1</p> <p style="font-size: 12pt;">-2   -66.7%</p>	<p>Unlikes</p> <p style="font-size: 24pt; font-weight: bold;">1</p> <p style="font-size: 12pt;">-3   -75.0%</p>	<p>Engaged People</p> <p style="font-size: 24pt; font-weight: bold;">518</p> <p style="font-size: 12pt;">-361   -41.1%</p>
<p>Total Reach</p> <p style="font-size: 24pt; font-weight: bold;">40,740</p> <p style="font-size: 12pt;">-17,780   -30.4%</p>	<p>Organic Reach</p> <p style="font-size: 24pt; font-weight: bold;">3,031</p> <p style="font-size: 12pt;">-344   -10.2%</p>	<p>Paid Reach</p> <p style="font-size: 24pt; font-weight: bold;">37,846</p> <p style="font-size: 12pt;">-17,723   -31.9%</p>	<p>Impressions</p> <p style="font-size: 24pt; font-weight: bold;">54,320</p> <p style="font-size: 12pt;">-35,483   -39.5%</p>	<p>Video Views</p> <p style="font-size: 24pt; font-weight: bold;">11,399</p> <p style="font-size: 12pt;">+9,051   385.5%</p>

3 Most Engaging Posts	3 Highest Reach Posts	3 Most Shared Posts
<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Water Professionals Week</p> <p>🔹 Celebrating Water Professionals Week, MSWD would like to...</p> <p style="text-align: right; font-weight: bold;">17.33%</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Water Professionals Week</p> <p>🔹 As we move forward with Water Professionals Week, today ...</p> <p style="text-align: right; font-weight: bold;">15.87%</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Water Professionals Week</p> <p>🔹 October 7-15, 2023 is Water Professionals Appreciation W...</p> <p style="text-align: right; font-weight: bold;">14.37%</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>There's still time to enter! The MSWD Calendar Drawing Co...</p> <p style="text-align: right; font-weight: bold;">635</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Proud Supporter! The Friends of the DHS Library Book Sale...</p> <p style="text-align: right; font-weight: bold;">235</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Worker Wed Replacing Valve 👤💧💙 Hats off to our field crews! The MSWD team works t...</p> <p style="text-align: right; font-weight: bold;">224</p> </div> </div>	<div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>There's still time to enter! The MSWD Calendar Drawing Co...</p> <p style="text-align: right; font-weight: bold;">8</p> </div> </div> <div style="display: flex; align-items: flex-start; margin-bottom: 10px;"> <div style="flex-grow: 1;"> <p>Water Professionals Week</p> <p>🔹 October 7-15, 2023 is Water Professionals Appreciation W...</p> <p style="text-align: right; font-weight: bold;">1</p> </div> </div> <div style="display: flex; align-items: flex-start;"> <div style="flex-grow: 1;"> <p>Water Professionals Week</p> <p>🔹 As we near the end of Water Professionals Week, today we...</p> <p style="text-align: right; font-weight: bold;">1</p> </div> </div>

3 Least Engaging Posts




	Breast Cancer Awareness Month ♥ MSWD is proud to stand alongside the global community in...	2.94%
	Proud Supporter! The Friends of the DHS Library Book Sale...	2.98%
	There's still time to enter! The MSWD Calendar Drawing Co...	3.62%

3 Lowest Reach Posts

	In case you missed it, yesterday was National Mammography...	41
	Regional Plat Update 🚧👷 Construction update! Work on the Nancy Wright Region...	41
	Day Without Water What if you had to go a day without water? For millions o...	53

3 Least Shared Posts

Item 18.

	Halloween Hydration 🎃 Trick or Treaters, don't let dehydration spook your Hall...	0
	New Hire Please help us welcome Andrea Varela, who is joining MSWD...	0
	Join us for Water 101 💧 Let the water knowledge flow! Sign up now for Water 101...	0

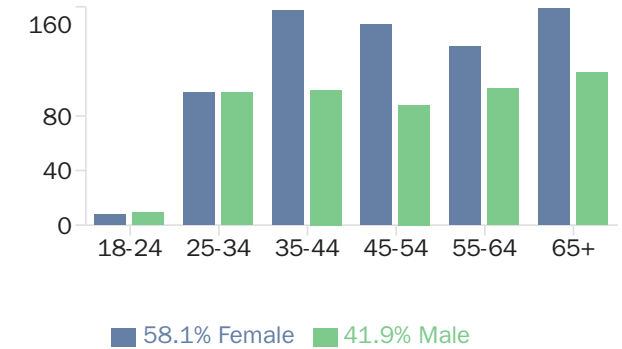
Likes By Country

1. United States of America (1,191 likes)
2. Mexico (15 likes)
3. France (4 likes)
4. Canada (4 likes)
5. Sierra Leone (1 like)

Likes By City

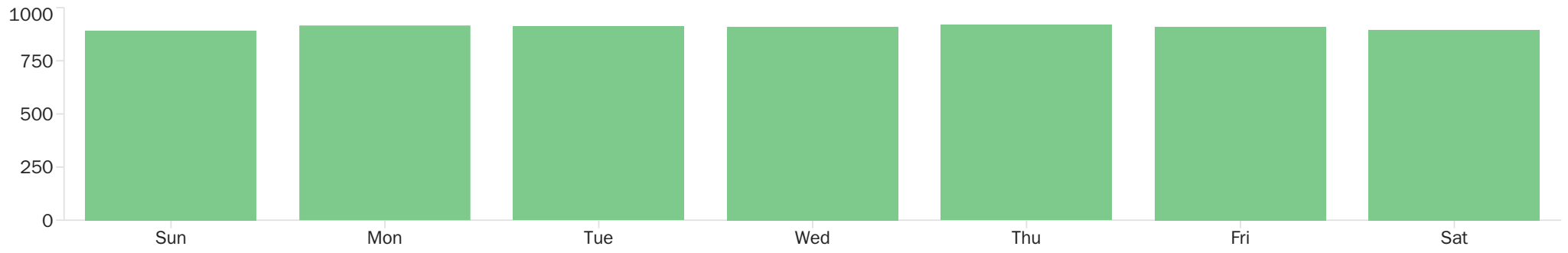
1. Desert Hot Springs, CA (559 likes)
2. Indio, CA (68 likes)
3. Cathedral City, CA (51 likes)
4. La Quinta, CA (50 likes)
5. Palm Springs, CA (49 likes)

Likes by age & gender









Days your fans are online

Item 18.























## Facebook Post Metrics (October 1 - 31, 2023)










Item 18.







Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Video Views
October 31, 2023 4:10 PM PDT	 Image	 <p>Halloween Hydration                      🎃Trick or Treaters, don't let dehydration spook your Halloween fun! 🎃                      As you embark on your hauntingly delightful trick-or-treat adventure with MSWD water in hand, remember to stay as hydrated as a...</p>	Event	88	8	9.09%	6	1	0	3	0
October 30, 2023 8:35 AM PDT	 Image	 <p>New Hire                      Please help us welcome Arthur Cabrera, who is joining MSWD as a Business Analyst. Arthur will perform a diverse range of analytical and coordinative duties in developing technology solutions that w...</p>	New Hire / Jobs	201	20	9.95%	13	1	1	20	0
October 26, 2023 4:32 PM PDT	 Image	 <p>New Hire                      Please help us welcome Andrea Varela, who is joining MSWD as an Associate Engineer. Andrea will perform various civil engineering work in the research, design, and construction of our water and sew...</p>	New Hire / Jobs	179	16	8.94%	16	0	0	7	0







Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Item 18.
October 24, 2023 7:47 AM PDT	 Video	 <p>Join us for Water 101   Let the water knowledge flow! Sign up now for Water 101. Our next session is Thursday, Oct 26, focusing on the MSWD wastewater system. Sessions are held in person between 6-7 p.m. at the Desert ...</p>		70	6	8.57%	3	0	0	4	26
October 21, 2023 1:24 PM PDT	 Image	 <p>Desert Horticultural Day  This Saturday – it's Coachella Valley Garden Day from 8am to 2pm at UCR Palm Desert. To find out more, visit :<a href="https://loom.ly/pUnL_Ag">https://loom.ly/pUnL_Ag</a></p>		128	12	9.38%	8	0	0	6	0
October 21, 2023 9:39 AM PDT	 Image	 <p>In case you missed it, yesterday was National Mammography Day, which serves as a reminder and encouragement to women to get screened for breast cancer through receiving a mammogram.  #mswdcares</p>		41	5	12.2%	4	1	0	4	0
October 19, 2023 1:15 PM PDT	 Image	 <p>Day Without Water  What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh reality, not something to be imagined. On October 19th, let's get loud—online and in o...</p>		53	3	5.66%	3	0	0	0	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Item 18.
October 18, 2023 4:47 PM PDT	 Video	 Regional Plat Update 🚧👷 Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like this protect our groundwater and ensure we will have safe, high-quality drinking wate...	Worker Wed	41	3	7.32%	3	0	0	0	16
October 17, 2023 12:15 PM PDT	 Image	 Community Calendar 💙💧 People of all ages can work together to conserve water. Even children can help by turning off the faucet while brushing their teeth. Just ask Joziah D. from Julius Corsini Elementary School, who...	Event	60	5	8.33%	4	0	0	1	0
October 14, 2023 10:26 AM PDT	 Image	 Proud Supporter! The Friends of the DHS Library Book Sale and Opportunity Drawing will continue today, Saturday, Oct. 14, 10 am- 5 pm. Many books are like new and great for presents. Buy a bag of b...		235	7	2.98%	7	1	1	2	0
October 13, 2023 5:22 PM PDT	 Image	 Water Professionals Week 💧 As we near the end of Water Professionals Week, today we would like to honor Lisa Pelton, Customer Service Representative II. As a lifelong resident of Desert Hot Springs, Lisa Pelton has a spec...	Event	191	20	10.47%	15	0	1	10	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Item 18.
October 12, 2023 2:47 PM PDT	 Image	 <p>Water Professionals Week   Celebrating Water Professionals Week, MSWD would like to highlight Jason Weekley, Lead Field Operations Technician. According to Jason, every day is an opportunity to learn something new. As part ...</p>	Event	132	16	12.12%	14	0	0	5	0
October 11, 2023 2:38 PM PDT	 Image	 <p>Water Professionals Week   Celebrating Water Professionals Week, MSWD would like to highlight Accounting Technician Ana Murillo. To Ana, MSWD represents one important thing—community. Being the community's water and waste...</p>	Event	75	13	17.33%	12	0	0	1	0
October 10, 2023 1:38 PM PDT	 Image	 <p>Water Professionals Week   As we move forward with Water Professionals Week, today we would like to highlight David Pena Field Service Representative II. They say that everyone loves a good mystery, but a more accurate t...</p>	Event	126	20	15.87%	16	0	0	8	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Item 18.
October 09, 2023 4:12 PM PDT	 Image	 <p>Water Professionals Week        💧 October 7-15, 2023 is Water Professionals Appreciation Week! Celebrated by water agencies throughout the state, the week brings public awareness to the important role of water industry professiona...</p>	Event	174	25	14.37%	20	1	1	16	0
October 09, 2023 1:18 PM PDT	 Image	 <p>There's still time to enter! The MSWD Calendar Drawing Contest deadline has been extended to Wednesday, October 11th. We are asking students to enter today for a chance to win prizes and have their...</p>		635	23	3.62%	22	0	8	9	0
October 04, 2023 4:53 PM PDT	 Image	 <p>Worker Wed Replacing Valve        🧑‍🔧💧💙 Hats off to our field crews! The MSWD team works to keep our water and wastewater systems operating by maintaining pipes and quickly making repairs. Show here the team is working on a valve ...</p>	Worker Wed	224	22	9.82%	16	1	0	16	0

Date	Format	Post	Labels	Reach	Engaged Users	Engagement Rate	Reactions	Comments	Shares	Clicks	Item 18.
October 02, 2023 2:59 PM PDT	 Image	 Breast Cancer Awareness Month ♥ MSWD is proud to stand alongside the global community in supporting Breast Cancer Awareness Month. Held in October each year, the month aims to promote screening and prevention of the disease, whi...	Event	68	2	2.94%	2	0	0	0	0
October 01, 2023 2:44 PM PDT	 Link	 Toilet Tank Repair Month 🚽💧 We highlight #NationalToiletTankRepairMonth as a reminder to check our toilets for leaks in need of repair. Fixing the flapper on your toilet is simple to do and will save water and money. Plus, ...	Conservation/Reba...	70	3	4.29%	3	0	0	1	0
Total				2,791	229		187	6	12	113	42
Average				146.9	12.1	8.2%	9.8	0.3	0.6	5.9	2.2

Twitter Account Overview (October 1 - 31, 2023)




Item 18.

Tweets Published	Total Likes	Total Retweets	Total Followers	Following
11	1	1	100	99
+6   120.0%			+3   3.1%	

3 Most Retweeted Posts

 <p><b>Regional Plat Update</b>                  🚧👷 Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like thi... ..</p>	1
 <p><b>Toilet Tank Repair Month</b>                  🚽💧 We highlight #NationalToiletTankRepairMonth as a reminder to check toilets for leaks in need of repair. Fixing th... ..</p>	0
 <p><b>Water Professionals Week</b>                  💧 Oct 7-15 is Water Professionals Appreciation Week! To help us celebrate, the District will share the water stories... ..</p>	0

3 Most Liked Posts

 <p><b>Join us for Water 101</b>                  💧 Let the water knowledge flow! Sign up now for Water 101. Our next session is Thursday, Oct 26, between 6-7 p.m. a... ..</p>	1
 <p><b>Toilet Tank Repair Month</b>                  🚽💧 We highlight #NationalToiletTankRepairMonth as a reminder to check toilets for leaks in need of repair. Fixing th... ..</p>	0
 <p><b>Water Professionals Week</b>                  💧 Oct 7-15 is Water Professionals Appreciation Week! To help us celebrate, the District will share the water stories... ..</p>	0



3 Least Retweeted Posts



Join us for Water 101

Let the water knowledge flow! Sign up now for Water 101. Our next session is Thursday, Oct 26, between 6-7 p.m. a... ..

0



Desert Horticultural Day

This Saturday – it's Coachella Valley Garden Day from 8am to 2pm at UCR Palm Desert. To find out more, visit :... https...

0



Day Without Water

What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh real... ..

0

3 Least Liked Posts

Item 18.



Desert Horticultural Day

This Saturday – it's Coachella Valley Garden Day from 8am to 2pm at UCR Palm Desert. To find out more, visit :... https...

0



Day Without Water

What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh real... ..

0

















Regional Plat Update












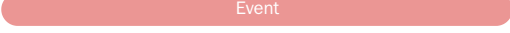
Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like thi... ..



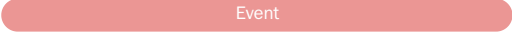





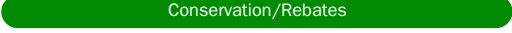
0

Twitter Post Metrics (October 1 - 31, 2023)

Item 18.

Date	Format	Post	Labels	Retweets	Likes
<p>October 24, 2023 7:47 AM PDT</p>	<p> Link</p>	<p> Join us for Water 101   Let the water knowledge flow! Sign up now for Water 101. Our next session is Thursday, Oct 26, between 6-7 p.m. a...  <a href="https://t.co/mtxUkobSCI">https://t.co/mtxUkobSCI</a></p>	<p> Event</p>	<p>0</p>	<p>1</p>
<p>October 21, 2023 1:24 PM PDT</p>	<p> Link</p>	<p> Desert Horticultural Day                      This Saturday – it’s Coachella Valley Garden Day from 8am to 2pm at UCR Palm Desert. To find out more, visit :...  <a href="https://t.co/IMwRXfq82Z">https://t.co/IMwRXfq82Z</a></p>	<p> Event</p>	<p>0</p>	<p>0</p>
<p>October 19, 2023 1:15 PM PDT</p>	<p> Link</p>	<p> Day Without Water                      What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh real...  <a href="https://t.co/5ptBC0us7s">https://t.co/5ptBC0us7s</a></p>	<p> Event</p>	<p>0</p>	<p>0</p>
<p>October 18, 2023 4:47 PM PDT</p>	<p> Link</p>	<p> Regional Plat Update   Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like thi...  <a href="https://t.co/pqcRw33CXE">https://t.co/pqcRw33CXE</a></p>	<p> Worker Wed</p>	<p>1</p>	<p>0</p>

Date	Format	Post	Labels	Retweets	Item 18.
October 17, 2023 12:15 PM PDT	 Link	 <p>Community Calendar            💙💧 People of all ages can work together to conserve water. Even children can help by turning off the faucet while br...  <a href="https://t.co/uuNG1Wlev2">https://t.co/uuNG1Wlev2</a></p>		0	0
October 13, 2023 5:22 PM PDT	 Link	 <p>Water Professionals Week            💧 As we near the end of Water Professionals Week, today we would like to honor Lisa Pelton, Customer Service Represe...  <a href="https://t.co/mpOlovgqtR">https://t.co/mpOlovgqtR</a></p>		0	0
October 12, 2023 2:47 PM PDT	 Link	 <p>Water Professionals Week            💧 Celebrating Water Professionals Week, MSWD would like to highlight Jason Weekley, Lead Field Operations Technician...  <a href="https://t.co/a7duliHR0P">https://t.co/a7duliHR0P</a></p>		0	0
October 11, 2023 2:38 PM PDT	 Link	 <p>Water Professionals Week            💧 Celebrating Water Professionals Week, MSWD would like to highlight Accounting Technician Ana Murillo. To read Ana'...  <a href="https://t.co/ptADi4515s">https://t.co/ptADi4515s</a></p>		0	0


Date	Format	Post	Labels	Retweets	Item 18.
October 10, 2023 1:38 PM PDT	 Link	 <p>Water Professionals Week            As we move forward with Water Professionals Week, today we would like to highlight David Pena, Field Service Repre...  <a href="https://t.co/gku7Z6V5la">https://t.co/gku7Z6V5la</a></p>		0	0
October 09, 2023 4:12 PM PDT	 Link	 <p>Water Professionals Week            Oct 7-15 is Water Professionals Appreciation Week! To help us celebrate, the District will share the water stories...  <a href="https://t.co/XMyfxFHkcc">https://t.co/XMyfxFHkcc</a></p>		0	0
October 01, 2023 2:44 PM PDT	 Link	 <p>Toilet Tank Repair Month            We highlight #NationalToiletTankRepairMonth as a reminder to check toilets for leaks in need of repair. Fixing th...  <a href="https://t.co/xZKWy0FEu9">https://t.co/xZKWy0FEu9</a></p>		0	0
Total				1	1
Average				0.1	0.1


# Instagram Account Overview (October 1 - 31, 2023)


Item 18.

Posts Published	Total Followers	New Followers	Impressions	Reach	Profile Views
16	305	6	13,834	11,011	58
+2   14.3%	+5   1.7%	-2   -25.0%	-24,409   -63.8%	-18,663   -62.9%	-5   -7.9%

### 3 Most Liked Posts

- 

**Worker Wed Replacing Valve**  
 🧑‍🔧💧💙 Hats off to our field crews! The MSWD team works to keep our water and wastewater systems operating by maintai... 10
- 

**Water Professionals Week**  
 💧 October 7-15 is Water Professionals Appreciation Week! Celebrated by water agencies throughout the state, the week b... 8
- 

**Water Professionals Week**  
 💧 As we near the end of Water Professionals Week, today we would like to honor Lisa Pelton, Customer Service Represent... 8

### 3 Most Commented Posts




- 

**Toilet Tank Repair Month**  
 🚽💧 We highlight #NationalToiletTankRepairMonth as a reminder to check our toilets for leaks in need of repair. Fixing ... 0
- 

**Breast Cancer Awareness Month**  
 ❤️ MSWD is proud to stand alongside the global community in supporting Breast Cancer Awareness Month. Held in October e... 0
- 




**Worker Wed Replacing Valve**  
 🧑‍🔧💧💙 Hats off to our field crews! The MSWD team works to keep our water and wastewater systems operating by maintai... 0

3 Least Liked Posts

- |  |  |   |
|--|--|---|
|  | <p>Halloween Hydration<br/>                 🎃👤 Trick or Treaters, don't let dehydration spook your Halloween fun! 🤝🎃<br/>                 As you embark on your hauntingly delightful...</p> | 1 |
|  | <p>Breast Cancer Awareness Month<br/>                 ❤️ MSWD is proud to stand alongside the global community in supporting Breast Cancer Awareness Month. Held in October e...</p>         | 3 |
|  | <p>Regional Plat Update<br/>                 🚧👤 Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like this ...</p>                      | 4 |

3 Least Commented Posts

Item 18.

- |   |  |   |
|---|--|---|
|  | <p>Halloween Hydration<br/>                 🎃👤 Trick or Treaters, don't let dehydration spook your Halloween fun! 🤝🎃<br/>                 As you embark on your hauntingly delightful...</p> | 0 |
|  | <p>New Hire<br/>                 Please help us welcome Arthur Cabrera, who is joining MSWD as a Business Analyst. Arthur will perform a diverse range...</p>                                | 0 |
|  | <p>New Hire<br/>                 Please help us welcome Andrea Varela, who is joining MSWD as an Associate Engineer. Andrea will perform various civil...</p>                                | 0 |



# Instagram Story Metrics (October 1 - 31, 2023)







Item 18.







Date	Story	Labels	Exits	Impressions	Reach	Replies	Taps Forward	Taps Back
------	-------	--------	-------	-------------	-------	---------	--------------	-----------




*No stories found within the selected date range.*




# Instagram Post Metrics (October 1 - 31, 2023)







Item 18.

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Video Views
October 31, 2023 4:10 PM PDT	 Image	 Halloween Hydration 🎃👻 Trick or Treaters, don't let dehydration spook your Halloween fun! 🍷🎃 As you embark on your hauntingly delightful trick-or-treat adventure with MSWD water in hand, remember to stay as hydrated ...	Event	1	0	19	19	1	5.26%	0	
October 30, 2023 8:35 AM PDT	 Image	 New Hire Please help us welcome Arthur Cabrera, who is joining MSWD as a Business Analyst. Arthur will perform a diverse range of analytical and coordinative duties in developing technology solutions that w...	New Hire / Jobs	5	0	35	33	5	15.15%	0	
October 26, 2023 4:32 PM PDT	 Image	 New Hire Please help us welcome Andrea Varela, who is joining MSWD as an Associate Engineer. Andrea will perform various civil engineering work in the research, design, and construction of our water and sew...	New Hire / Jobs	8	0	50	47	8	17.02%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Item 18.
October 24, 2023 7:47 AM PDT	Video	 <p>Join us for Water 101   Let the water knowledge flow! Sign up now for Water 101. Our next session is Thursday, Oct 26, focusing on the MSWD wastewater system. Sessions are held in person between 6-7 p.m. at the Desert ...</p>	Event	7	0		40	7	17.5%	0	
October 21, 2023 1:24 PM PDT	Image	 <p>Desert Horticultural Day  This Saturday – it's Coachella Valley Garden Day from 8am to 2pm at UCR Palm Desert. To find out more, visit :<a href="https://loom.ly/pUnL_Ag">https://loom.ly/pUnL_Ag</a></p>	Event	6	0	53	45	6	13.33%	0	
October 19, 2023 1:15 PM PDT	Image	 <p>Day Without Water  What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh reality, not something to be imagined. On October 19th, let's get loud—online and in o...</p>	Event	6	0	27	23	6	26.09%	0	
October 18, 2023 4:47 PM PDT	Video	 <p>Regional Plat Update   Construction update! Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like this protect our groundwater and ensure we will have safe, high-quality drinking wate...</p>	Worker Wed	4	0		47	4	8.51%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Item 18.
October 17, 2023 12:15 PM PDT	Image	 <p>Community Calendar            ❤️💧 People of all ages can work together to conserve water. Even children can help by turning off the faucet while brushing their teeth. Just ask Joziah D. from Julius Corsini Elementary School, who...</p>	Event	4	0	26	23	4	17.39%	0	
October 13, 2023 5:22 PM PDT	Image	 <p>Water Professionals Week            💧 As we near the end of Water Professionals Week, today we would like to honor Lisa Pelton, Customer Service Representative II. As a lifelong resident of Desert Hot Springs, Lisa Pelton has a spec...</p>	Event	8	0	45	35	8	22.86%	0	
October 12, 2023 2:47 PM PDT	Image	 <p>Water Professionals Week            💧 Celebrating Water Professionals Week, MSWD would like to highlight Jason Weekley, Lead Field Operations Technician. According to Jason, every day is an opportunity to learn something new. As par...</p>	Event	4	0	35	28	4	14.29%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Item 18.
October 11, 2023 2:38 PM PDT	Image	 <p>Water Professionals Week            Celebrating Water Professionals Week, MSWD is highlighting Accounting Technician Ana Murillo. To Ana, MSWD represents one important thing—community. Being the community's water and wastewater prov...</p>	Event	7	0	47	36	7	19.44%	0	
October 10, 2023 1:39 PM PDT	Image	 <p>Water Professionals Week            As we move forward with Water Professionals Week, today we would like to highlight David Pena, Field Service Representative II. They say that everyone loves a good mystery, but a more accurate t...</p>	Event	7	0	52	41	7	17.07%	0	
October 09, 2023 4:12 PM PDT	Image	 <p>Water Professionals Week            October 7-15 is Water Professionals Appreciation Week! Celebrated by water agencies throughout the state, the week brings public awareness to the important role of water industry professionals and...</p>	Event	8	0	65	49	8	16.33%	0	

Date	Format	Post	Labels	Likes	Comments	Impressions	Reach	Engagements	Engagement Rate	Saves	Item 18.
October 04, 2023 4:53 PM PDT	 Image	 Worker Wed Replacing Valve 👷💧💙 Hats off to our field crews! The MSWD team works to keep our water and wastewater systems operating by maintaining pipes and quickly making repairs. Show here the team is working on a valve ...	<span>Worker Wed</span>	10	0	55	40	11	27.5%	1	
October 02, 2023 2:59 PM PDT	 Image	 Breast Cancer Awareness Month 💖 MSWD is proud to stand alongside the global community in supporting Breast Cancer Awareness Month. Held in October each year, the month aims to promote screening and prevention of the disease, whi...	<span>Event</span>	3	0	39	29	3	10.34%	0	
October 01, 2023 2:44 PM PDT	 Video	 Toilet Tank Repair Month 🚽💧 We highlight #NationalToiletTankRepairMonth as a reminder to check our toilets for leaks in need of repair. Fixing the flapper on your toilet is simple to do and will save water and money. Plus, ...	<span>Conservation/Reba...</span>	4	0		76	4	5.26%	0	
Total				92	0	548	611	93		1	
Average				5.8	0.0	42.2	38.2	5.8	15.22%	0.1	338






LinkedIn Account Overview (October 1 - 31, 2023)




Item 18.

<p>Posts Published</p> <p><b>10</b></p> <p>+6   150.0%</p>	<p>Likes</p> <p><b>69</b></p> <p>+46   200.0%</p>	<p>Views</p> <p><b>59</b></p> <p>+38   181.0%</p>	<p>Followers</p> <p><b>260</b></p> <p>+2   0.8%</p>
<p>Comments</p> <p><b>1</b></p> <p>+1</p>	<p>Impressions</p> <p><b>1,601</b></p> <p>+1,108   224.7%</p>	<p>Clicks</p> <p><b>37</b></p> <p>+26   236.4%</p>	<p>Engagement Rate</p> <p><b>8.1%</b></p> <p>0.0   -1.4%</p>




3 Most Engaging Posts

	<p><b>New Hire</b></p> <p>Please help us welcome Andrea Varela, who is joining MSWD as an Associate Engineer. Andrea will perform various civil...</p>	10.63%
	<p><b>New Hire</b></p> <p>Please help us welcome Arthur Cabrera, who is joining MSWD as a Business Analyst. Arthur will perform a diverse range...</p>	10.2%
	<p><b>Water Professionals Week</b></p> <p>As we near the end of Water Professionals Week, today we would like to honor Lisa Pelton, Customer Service Represent...</p>	9.5%

3 Most Shared Posts




	<p><b>Water Professionals Week</b></p> <p>October 7-15 is Water Professionals Appreciation Week! Celebrated by water agencies throughout the state, the week b...</p>	2
	<p><b>Water Professionals Week</b></p> <p>As we move forward with Water Professionals Week, today we would like to highlight David Pena, Field Service Represe...</p>	0
	<p><b>Water Professionals Week</b></p> <p>Celebrating Water Professionals Week, MSWD would like to highlight Accounting Technician Ana Murillo. To Ana, MSWD...</p>	0

3 Least Engaging Posts

	<p><b>Day Without Water</b>                  What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh realit...</p>	4.48%
	<p><b>Water Professionals Week</b>                  Celebrating Water Professionals Week, MSWD would like to highlight Jason Weekley, Lead Field Operations Technician. ...</p>	4.84%
	<p><b>Community Calendar</b>                  People of all ages can work together to conserve water. Even children can help by turning off the faucet while brus...</p>	5.77%







3 Least Shared Posts




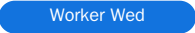








Item 18.







	<p><b>New Hire</b>                  Please help us welcome Arthur Cabrera, who is joining MSWD as a Business Analyst. Arthur will perform a diverse range...</p>	0
	<p><b>New Hire</b>                  Please help us welcome Andrea Varela, who is joining MSWD as an Associate Engineer. Andrea will perform various civil...</p>	0
	<p><b>Day Without Water</b>                  What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh realit...</p>	0





LinkedIn Post Metrics (October 1 - 31, 2023)

Item 18.

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Comments
October 30, 2023 8:35 AM PDT	 Image	 <p>New Hire Please help us welcome Arthur Cabrera, who is joining MSWD as a Business Analyst. Arthur will perform a diverse range of analytical and coordinative duties in developing technology solutions that w...</p>	New Hire / Jobs	0	1	10.2%	4	49	0
October 26, 2023 4:32 PM PDT	 Image	 <p>New Hire Please help us welcome Andrea Varela, who is joining MSWD as an Associate Engineer. Andrea will perform various civil engineering work in the research, design, and construction of our water and sew...</p>	New Hire / Jobs	0	8	10.63%	9	160	0
October 19, 2023 1:15 PM PDT	 Image	 <p>Day Without Water What if you had to go a day without water? For millions of Americans, lack of access to clean water is a harsh reality, not something to be imagined. On October 19th, let's get loud—online and in o...</p>	Event	0	0	4.48%	3	67	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Item 18.
October 18, 2023 4:47 PM PDT	 Video	 <p>Regional Plat Update   Construction update!            Work on the Nancy Wright Regional Water Reclamation Facility continues. Projects like this protect our groundwater and ensure we will have safe, high-quality drinking wate...</p>		0	3	7.32%	3	82	0
October 17, 2023 12:15 PM PDT	 Image	 <p>Community Calendar   People of all ages can work together to conserve water. Even children can help by turning off the faucet while brushing their teeth. Just ask Joziah D. from Julius Corsini Elementary School, who...</p>		0	0	5.77%	3	52	0
October 13, 2023 5:22 PM PDT	 Image	 <p>Water Professionals Week   As we near the end of Water Professionals Week, today we would like to honor Lisa Pelton, Customer Service Representative II. As a lifelong resident of Desert Hot Springs, Lisa Pelton has a spec...</p>		0	8	9.5%	9	179	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Item 18.
October 12, 2023 2:47 PM PDT	 Image	 <p>Water Professionals Week            Celebrating Water Professionals Week, MSWD would like to highlight Jason Weekley, Lead Field Operations Technician.            According to Jason, every day is an opportunity to learn something new. As par...</p>	Event	0	1	4.84%	2	62	0
October 11, 2023 2:38 PM PDT	 Image	 <p>Water Professionals Week            Celebrating Water Professionals Week, MSWD would like to highlight Accounting Technician Ana Murillo. To Ana, MSWD represents one important thing—community. Being the community's water and waste...</p>	Event	0	3	8.81%	11	159	0
October 10, 2023 1:38 PM PDT	 Image	 <p>Water Professionals Week            As we move forward with Water Professionals Week, today we would like to highlight David Pena, Field Service Representative II. They say that everyone loves a good mystery, but a more accurate t...</p>	Event	0	4	6.15%	15	309	0

Date	Format	Post	Labels	Shares	Clicks	Engagement Rate	Reactions	Impressions	Item 18.
October 09, 2023 4:12 PM PDT	 Image	 <p>Water Professionals Week   October 7-15 is Water Professionals Appreciation Week! Celebrated by water agencies throughout the state, the week brings public awareness to the important role of water industry professionals and...</p>		2	8	9.18%	17	305	1
Total				2	36		76	1,424	1
Average				0.2	3.6	7.69%	7.6	142.4	0.1



October 2023

## Protect Your Pipes During Family Gatherings

With the holidays fast approaching, many will be gathering and preparing meals for their families and friends. When you cook with fats, oils, and grease (FOG), your first instinct is to pour it down the drain or rinse your pan in the sink directly after cooking. Unfortunately, pouring these substances down the drain is one of the most common sources of plumbing issues both in homes and the wastewater system.

Substances such as butter, gravy, food scraps and salad dressings build up inside pipes, eventually leading to clogs

that can cause overflows into your home, expensive visits from the plumber and backups in the sewer system.

Liquids such as oil, turkey drippings or bacon grease should be poured into a can or old container, then placed in the garbage. Food waste, including cheeses and avocados, should also go in the trash. And don't forget to wipe greasy cooking pans out with a paper towel before washing.



## Behind on your bills? Help is available!

MSWD believes supporting our neighbors builds a stronger, more connected community. Due to restrictions in California's Constitution, MSWD cannot offer discounted water rates or bill credits/forgiveness to customers. However, the District offers payment plans to help customers bring their accounts current.

MSWD has also partnered with multiple community agencies to help customers in need. The Low Income Household Water Assistance Program (LIHWAP) is an emergency assistance program to help low-income families with past due water/sewer bills. To qualify, you must be a Riverside County resident, have an unpaid water/sewer bill, and meet income guidelines.

MSWD has also partnered with United Way of the Desert to create Help2Others, a fund that provides bill assistance to low-income customers. MSWD employees and vendors contribute thousands of dollars each year to Help2Others and United Way of the Desert to meet this need.

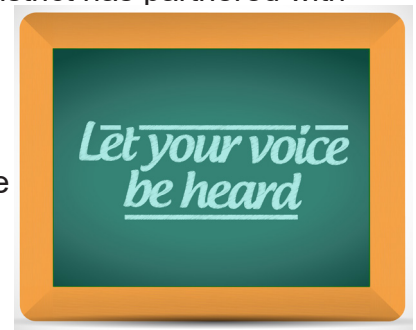
Eligible MSWD customers who participate in Help2Others can receive a \$100 credit on their water bill once in a 12-month period.

To learn more about LIHWAP, Help2Others and other assistance programs available to MSWD customers,

visit [www.MSWD.org/billassistance](http://www.MSWD.org/billassistance) or call 760.329.6448.

## Your Voice Matters! Community Survey on its Way

MSWD wants to hear from our community to determine the most important priorities for the next five+ years. The District has partnered with Probolsky Research, an independent survey research firm, to conduct a statistically valid and representative community survey about the District's water and wastewater services.



Customers will receive an English/Spanish invitation asking them to participate and provide feedback.

Customers may receive a survey by:

- Phone call
- Email
- Text

On behalf of MSWD, we thank you for your participation in our survey. Your input will help us identify ways to serve you better now and in the future.

## Proteja sus tuberías durante las reuniones familiares

Con las fiestas acercándose rápidamente, muchos se reunirán y prepararán comidas para sus familias y amigos. Cuando cocine con grasas, aceites y manteca (FOG, por sus siglas en inglés), su primer instinto es verterlos por el desagüe o enjuagar su sartén en el fregadero directamente después de cocinar. Desafortunadamente, verter estas sustancias por el desagüe es una de las fuentes más comunes de problemas de plomería tanto en los hogares como en el sistema de aguas residuales.

Sustancias como la mantequilla, la salsa, los restos de comida y los aderezos para ensaladas se acumulan dentro de las tuberías, lo que eventualmente provoca

obstrucciones que pueden causar desbordamientos en su hogar, visitas costosas del fontanero y respaldos en el sistema de alcantarillado.

Los líquidos como el aceite, los jugos de pavo o la grasa de tocino deben verterse en una lata o un recipiente viejo, y luego colocarse en la basura. Los desechos de comida, incluidos los quesos y los aguacates, también deben ir a la basura. Y no olvide limpiar las sartenes de cocina grasientas con una toalla de papel antes de lavarlas.



## ¿Atrasado en sus facturas? ¡Hay ayuda disponible!

MSWD cree que apoyar a nuestros vecinos construye una comunidad más fuerte y conectada. Debido a las restricciones en la Constitución de California, MSWD no puede ofrecer tarifas de agua con descuento ni créditos/perdón de facturas a los clientes. Sin embargo, el Distrito ofrece planes de pago para ayudar a los clientes a poner al día sus cuentas.

MSWD también se ha asociado con varias agencias comunitarias para ayudar a los clientes necesitados. El Programa de Asistencia de Agua para Hogares de Bajos Ingresos (LIHWAP, por sus siglas en inglés) es un programa de asistencia de emergencia para ayudar a las familias de bajos ingresos con facturas de agua/alcantarillado vencidas. Para calificar, debe ser residente del condado de Riverside, tener una factura de agua/alcantarillado sin pagar y cumplir con los requisitos de ingresos.

MSWD también se ha asociado con United Way of the Desert para crear Help2Others, un fondo que brinda asistencia de facturas a los clientes de bajos ingresos. Los empleados y proveedores de MSWD contribuyen miles de dólares cada año a Help2Others y United Way of the Desert para satisfacer esta necesidad.

Los clientes elegibles de MSWD que participen en Help2Others pueden recibir un crédito de \$100 en su factura de agua una vez en un período de 12 meses.

Para obtener más información sobre LIHWAP, Help2Others y otros programas de asistencia disponibles para los clientes de MSWD, **visite [www.MSWD.org/billassistance](http://www.MSWD.org/billassistance)** o llame al 760.329.6448.

## ¡Su voz importa! Encuesta comunitaria en camino

MSWD quiere escuchar a nuestra comunidad para determinar las prioridades más importantes para los próximos cinco años o más. El Distrito se ha asociado con Probolsky Research, una firma independiente de investigación de encuestas, para realizar una encuesta comunitaria estadísticamente válida y representativa sobre los servicios de agua y alcantarillado del Distrito.



Los clientes recibirán una invitación en inglés/español pidiéndoles que participen y den su opinión. Los clientes pueden recibir una encuesta por:

- Llamada telefónica
- Correo electrónico
- Mensaje de texto

En nombre de MSWD, le agradecemos su participación en nuestra encuesta. Su opinión nos ayudará a identificar formas de servirle mejor ahora y en el futuro.

APPENDIX D – Public Comment Letters – Proposed Making Conservation a  
California Way of Life Regulation



66575 Second Street, Desert Hot Springs, CA 92240 • www.mswd.org • p 760.329.6448 • f 760.329.2482

October 16, 2023

Courtney Tyler, Clerk to the Board  
 State Water Resources Control Board  
 P.O. Box 100  
 Sacramento, CA 95812-2000  
[commentletters@waterboards.ca.gov](mailto:commentletters@waterboards.ca.gov)

**Subject: Comment Letter—Proposed Making Conservation a California Way of Life Regulation**

Dear Honorable State Water Resources Control Board,

Mission Springs Water District would like to express our appreciation for the opportunity to comment on the proposed Making Conservation a California Water of Life Regulations. We understand these regulations will expand storage, develop new water supplies, promote more efficient water use, and cultivate long-term practices that help communities adapt to California's ongoing water challenges.

MSWD serves approximately 36,000 residents in Desert Hot Springs, North Palm Springs, and the surrounding unincorporated areas. Under the State's proposed framework, MSWD is being asked to cut water use between 19 and 42 percent between 2025 and 2035. Our citizens already have some of the lowest per capita usage in the Coachella Valley, and since 2013, they have reduced their usage by almost 14 percent. We feel the State's proposed standards are neither reasonable nor feasible for our desert community.

**Affordability**

Our region is home to several disadvantaged communities (DACs) and fixed-income retirees. The median income for our service area is just above \$33,000, and more than a third of residents live at or below the poverty line. Strict water use standards will require the District to spend more to comply, negatively impacting water rates for customers already struggling to make ends meet. DAC homes tend to be older and less efficient indoors, and these customers cannot withstand the financial burden of installation costs associated with updating indoor plumbing fixtures or outdoor landscaping. We respectfully request that the State provide funding to support DACs through this transition.

**Timing**

We are concerned that the proposed timelines in the draft Regulation are not reasonable. We must make significant system changes and influence customer behaviors to successfully achieve the proposed regulation's goals. This will require significant resources. We concur with the comment by ACWA to modify the proposed timelines to provide an additional five or more years for all suppliers to achieve compliance.

MSWD Page 2  
10/17/2023

Courtney Tyler, Clerk to the Board, State Water Resources Control Board

### **Variance Reporting**

While we are grateful for the opportunity to apply for variances, the process is labor-intensive and will require more time than is available before the standards go into effect. We request that you realign the submission process to ensure agencies have time to thoroughly analyze data and submit information to the State before compliance is required. Additionally, variance reporting is burdensome specifically because it is required annually. The circumstances that justify variances will not change significantly enough annually to merit this frequency in the calculation. We request that variance reporting be completed every five years instead of annually.

### **Outdoor Water Use Standard**

Unlike our neighbors in the Coachella Valley, MSWD has very little irrigated turf. We would like to understand better the source of evapotranspiration for areas that do not have California Irrigation Management Information System (CIMIS) stations within their service areas. A significant range of evapotranspiration data within the current information seems inaccurate, especially for the western Coachella Valley. It appears to pull data from CIMIS stations west of the mountain ranges that bound the Coachella Valley. We request that the State allow substantial flexibility in providing local ET data. Further, we are very concerned that the landscape efficiency factor (LEF) values are too low to irrigate both new and existing landscapes efficiently.

Again, while we support the spirit of this rulemaking and the State's attempt to implement more water conservation measures state-wide, MSWD does not believe a 19-42% water use reduction is reasonable or feasible. We ask that the State Board provide an alternative compliance pathway, which includes technical assistance to address feasibility concerns so that we can develop a cost-effective, sustainable, long-term program that is reasonable and feasible in its practice.

Thank you again for providing us with an opportunity to comment. We look forward to continuing to work with you on this topic.

Sincerely,



Brian Macy  
Interim General Manager  
Mission Springs Water District





October 17, 2023

Courtney Tyler, Clerk to the Board  
State Water Resources Control Board  
P.O. Box 100  
Sacramento, CA 95812-2000  
[commentletters@waterboards.ca.gov](mailto:commentletters@waterboards.ca.gov)

Subject: Comment Letter—Proposed Making Conservation a California Way of Life Regulation

Dear Honorable State Water Resources Control Board,

The Coachella Valley Regional Water Management Group (CVRWMG) is comprised of the Coachella Water Authority (CWA), Coachella Valley Water District (CVWD), Desert Water Agency (DWA), Indio Water Authority (IWA), Mission Springs Water District (MSWD), and Valley Sanitary District (VSD). The group represents a collaborative effort to implement the Coachella Valley Integrated Regional Water Management (CVIRWM) Plan to address the water resources planning needs of the Coachella Valley. The CVRWMG's Region is located in central Riverside County, within the Colorado River Funding Area.

The CVRWMG would like to express our appreciation for the opportunity to comment on Proposed Making Conservation a California Way of Life Regulation (Regulation). We would also like to express our appreciation for the scaled-back reporting requirements for 2024 as we continue to collaborate on the best ways to implement these new regulations.

Please note that our agencies have also signed the letter from the Association of California Water Agencies (ACWA).

Our fundamental comment is that implementation of these regulations will be a significant burden on agencies, and we are seeking additional time and resources to implement the requirements. Specific recommendations below.

### **Timing**

We are concerned that the proposed timelines in the draft Regulation are not reasonable. To be successful in achieving the goals of this regulation, we must make significant changes to physical spaces, agency systems, and customer behavior. All will require significant resources. We concur with the comment by ACWA to modify the proposed timelines for the outdoor standards to provide an additional five years for all suppliers to achieve compliance.



### **Data Error Adjustment**

Implementing a regulation of this magnitude requires a significant amount of data, much of which is being used in this manner for the first time. We recognize that there is a lot of work to be done statewide in this regard and we are all committed to providing the most accurate data possible in all State reporting. However, there are bound to be errors in the data being used to calculate these regulations. Therefore, we concur with the comment by ACWA to allow for a Data Error Adjustment.

### **Variance Reporting**

While we are grateful for the opportunity to apply for variances, the process is labor intensive and will require more time than is available before the standards go into effect. We request that you realign the submission process to ensure agencies have time to thoroughly analyze data and submit information to the State before compliance is required. To do so, we reiterate our request to allow an additional five years to achieve compliance.

Additionally, variance reporting is burdensome specifically because it is required annually. The circumstances that justify variances will not change significantly enough on an annual basis to merit this frequency in calculation. We request that variance reporting be completed every five years instead of annually.

### **Outdoor Water Use Standard**

As an arid region, we have particular interest in the outdoor water use standards. We would like to better understand the source of evapotranspiration for areas that do not have California Irrigation Management Information System (CIMIS) stations within their services areas. Within the current information, there is a significant range of evapotranspiration data that seems inaccurate, especially for the western Coachella Valley. It appears to be pulling data from CIMIS stations west of the mountain ranges that bound the Coachella Valley. We are requesting that the State allow for substantial flexibility in providing local ET data.

Further, we are very concerned that the landscape efficiency factor (LEF) values are too low to efficiently irrigate both new and existing landscapes. The draft Regulation sets LEF for residential use at 0.55 and for non-residential use at 0.45. These factors are design standards included in the Model Water Use Landscape Ordinance, but are not reflective of real-world landscape efficiency.

### **Irrigable Not Irrigated (INI) Lands**

The inclusion of INI areas in the outdoor water use calculation is important and we can see no reason why the areas inclusion should expire in 2027. INI lands are an important factor in reaching our outdoor targets since they could reflect areas that may not have been irrigated at the time LAM data was captured. Given that LAM data will not be real-time, a deadline for INI inclusion is inappropriate. Further, AB1668 provides that the standards shall apply to irrigable lands and this proposed regulation is inconsistent with the statute.

### **Required Best Management Practices**

As included in the ACWA letter, the draft Regulation requires suppliers to "employ" actions and technologies for large landscapes. This is problematic in that the use of programs, projects, and technologies falls to the customer, not the agencies. Agencies may or may not be able to get participation from customers for any number of best management practices. Therefore, we support the change from "employ" to "offer" in the regulations to align with agencies' authority.

### **Pools and Spas**

The residential factor for all swimming pools should be 1.0 because water evaporates at about 1.0. Therefore, this is the appropriate factor to be used in calculations for all pools. Our region experiences exceptionally high temperatures and pools are extremely prevalent and often considered a quality-of-life component. Data from existing pool cover incentive programs shows that the programs are ineffective in reducing water use. Additionally, pools must be drained and refilled every few years to maintain healthy chemical balance. Residential pools should not be a temporary provision and should have a 1.0 factor.

### **Affordability**

The Coachella Valley is home to a number of disadvantaged communities (DACs) populations as well as retirees on fixed incomes. Strict standards will result in agencies spending more to comply and will impact water rates. DAC homes tend to be older and less efficient indoors. Further, DACs cannot withstand the financial burden of updating landscaping. Communities like the Coachella Valley with significant DAC populations may struggle to get the community investment necessary to comply. We request that the State provide funding to support DACs through this transition.

### **Alternative Compliance**

We appreciate that the draft Regulation includes an alternative compliance pathway. Many agencies are facing unreasonable or unattainable objectives that will be extremely resource intensive so this pathway will be essential. However, we are extremely concerned that it is not available until 2035 and that it is too burdensome. The alternative compliance option should be streamlined and made available as soon as the regulations go into effect.

Thank you again for providing an opportunity to comment. We look forward to continuing to work with you on this topic.

Sincerely,



Zoe Rodriguez del Rey  
On behalf of the Coachella Valley Regional Water Management Group  
Water Resources Manager  
Coachella Valley Water District

#### CVRWMG agency representatives:

Steve Johnson, Desert Water Agency  
Ron Buchwald, Valley Sanitary District  
Castulo Estrada, Coachella Water Authority  
Reymundo Trejo, Indio Water Authority  
Marion Champion, Mission Springs Water District

OFFICE OF THE MAYOR

11999 Palm Drive • Desert Hot Springs • CA • 92240  
(760) 329-6411 • [www.cityofdhs.org](http://www.cityofdhs.org)

October 16, 2023

Courtney Tyler, Clerk to the Board  
State Water Resources Control Board  
P.O. Box 100  
Sacramento, CA 95812-2000  
[commentletters@waterboards.ca.gov](mailto:commentletters@waterboards.ca.gov)

Subject: Comment Letter—Proposed Making Conservation a California Way of Life Regulation

Dear Honorable State Water Resources Control Board,

The City of Desert Hot Springs would like to express our appreciation for the opportunity to comment on the proposed Making Conservation a California Water of Life Regulations. We understand that these regulations will expand storage, develop new water supplies, promote more efficient water use, and, most of all, cultivate long-term practices that help communities adapt to California's ongoing water challenges.

The City of Desert Hot Springs is located within the Mission Springs Water District service area in the Coachella Valley. MSWD is being asked to cut water use between 19 and 42 percent between 2025 and 2035. Our citizens already have some of the lowest per capita usage in the Coachella Valley, and since 2013, they have reduced their usage by almost 14 percent.

As an arid region, we are concerned with the outdoor water use standards, particularly the source of evapotranspiration data for areas that do not have California Irrigation Management Information System (CIMIS) stations within their areas. We ask the State to provide more information on the assumptions used to extrapolate the State.

The City of Desert Hot Springs and the Coachella Valley are home to many disadvantaged communities (DACs) as well as retirees who live on fixed incomes. The impact of these standards on these communities is unclear. DAC homes tend to be older and less efficient, and the need to comply with indoor standards could adversely impact these residents. Further, these communities cannot afford to update landscaping to comply with outdoor standards. We request that the State provide funding to support DACs through this transition.

While the City of Desert Hot Springs supports the spirit of this rulemaking, we do not believe it is reasonable or feasible for our residents. We ask that the State provide districts like

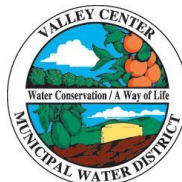
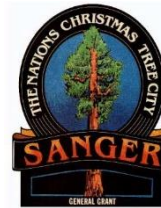
MSWD with an alternative compliance pathway, which includes technical assistance to address feasibility concerns and an adjustment to the compliance period so that MSWD has the time and resources needed to implement a program that meets the State's conservation goals while upholding the quality of life our residents deserve.

If you have any questions, please do not hesitate to contact me directly at [smatas@cityofdhs.org](mailto:smatas@cityofdhs.org) or at (760) 329-6411.

Sincerely,



Scott Matas, Mayor  
City of Desert Hot Springs



October 17, 2023

Submitted via: [commentletters@waterboards.ca.gov](mailto:commentletters@waterboards.ca.gov)

Mr. E. Joaquin Esquivel, Chair  
State Water Resources Control Board  
1001 I Street, 24th Floor  
Sacramento, CA 95814

Re: Comment Letter – Proposed Regulations on Making Water Conservation a California Way of Life

Dear Chairman Esquivel,

The undersigned organizations appreciate the opportunity to provide comments to the State Water Resources Control Board (State Water Board or Board) on the Proposed Regulations for Making

Conservation a California Way of Life (Regulations). We are a group of water suppliers who are subject to, and who have been actively involved in the development of, the Regulations that the State Water Board is charged with adopting pursuant to SB 606 and AB 1668 (together, the 2018 conservation legislation). All of us have a long-standing commitment to water use efficiency, as demonstrated by the substantial decreases in total and per capita water use that our customers have achieved, most at levels well beyond 20 x 2020 targets. We support the intent of the legislation to make conservation a way of life with cost effective water conservation programs that would achieve even greater efficiencies that we have already achieved.

Thank you also for the opportunity to provide comments at the Board workshop on October 4. It was a marathon session, and we appreciate the willingness of the Board to allow speakers from around the state to present information about the ways the Regulations would affect their operations, and the Board members staying to listen throughout. We also particularly appreciate the comments that various Board members made about the cost, feasibility, and timing of actions that water agencies will be required to take to meet the proposed Regulations, and more importantly whether or not our customers would be able to cost-effectively implement the measures that the Regulations would require. After all, it is the actions of our customers that will ultimately determine our ability to comply with the Regulations.

The Association of California Water Agencies (ACWA) has prepared and submitted a more comprehensive and detailed set of comments on the Regulations. We support most of the recommendations made in that letter, and some of the signatories to this letter are also signatories to the ACWA letter. This letter includes the few elements of the Regulations that are in addition to, or differ from, ACWA's comments. We are also providing in the attachment our recommended edits to the proposed Regulations. Before describing those elements and edits, we would like to draw the Board's attention to a recent report prepared for Mesa Water District by M.Cubed, which reviews the information provided in the Standardized Regulatory Impact Analysis (SRIA). That report is available at this link: [Mesa Water SRIA Review Tech Memo Final Sept 28.2023.pdf](#)

The SRIA estimates that the Regulations will impose at least \$13 billion in costs on California residents and businesses to meet these standards. However, according to M.Cubed's analysis, these costs are significantly underestimated. More significantly, the SRIA's projected benefits of \$15 billion not only double-counted \$4.5 billion in cost shifts, but the remaining \$10.5 billion in benefits is estimated from an erroneous projected reduction in water purchase costs. Using a sales-weighted adjustment to average costs to compute a more accurate statewide picture of potential savings, M.Cubed's calculations resulted in a 50% reduction in the SRIA's asserted benefits. San Juan Water District reviewed in more detail the cost data provided by its retail water agency customers, and their reduced wholesale water purchase costs would only be approximately 25% of the figure used by the SRIA. Many water agencies continue to adjust their fixed and variable rates to ensure that fixed costs remain funded. However, the actual reduction in water purchase costs underlying the SRIA's estimate of benefits may well more closely reflect the figures in San Juan's customer group, due to the fact that San Juan's current wholesale rates include fixed costs that comprise approximately 75% of the total price of their wholesale water supplies.



## COMMENTS ON SPECIFIC ELEMENTS OF THE REGULATIONS

### Outdoor standards apply to “irrigable” lands

The proposed Regulations limit the applicability of the outdoor standard to irrigated acreage, unless Board staff approve an additional 20% maximum of non-irrigated area that has become irrigated. This approach is not authorized by and is inconsistent with the statute, which states:

“The department, in coordination with the board, shall conduct necessary studies and investigations and recommend, no later than October 1, 2021, standards for outdoor residential use for adoption by the board in accordance with this chapter...

The standards shall apply to irrigable lands.” (Water Code §10609.6(a)(2)(B)) (emphasis added)

Notably, too, the primer prepared in 2018 by the Department of Water Resources (DWR) and Board staff also clearly note this statutory construct. On page eight of the primer, the following description is provided:

“Standards for outdoor residential water use that apply to residential irrigable lands, including provisions for swimming pools, spas, and ornamental water features that are artificially supplied with water, and incorporating principles of the Model Water Efficient Landscape Ordinance (MWELO) (CWC §10609.6)”. (emphasis added)

**Recommendation 1 – revise the references in the outdoor standard (including in the definition of residential landscape area) to “irrigable lands” and adjust the acreages used for determining outdoor usage budgets for all agencies accordingly.**

### The Board can only adopt one regulatory standard

The framework proposes to establish a series of outdoor landscape standards, starting with a landscape efficiency factor of 80% through June 30, 2030, then changing to 63% from that point in time through June 30, 2035, and then changing again thereafter to 55% for residential landscapes and 45% for CII landscapes. The 2018 legislation clearly states the Legislature’s intent to limit the Board’s authority to adopting a “one-time” standard, with promulgation of any future standards requiring specific additional authority to be provided to the Board by the Legislature. This limitation is described in Water Code §10609(b)(4):

“This chapter preserves the Legislature’s authority over long-term water use efficiency target setting and ensures appropriate legislative oversight of the implementation of this chapter by doing all of the following... Providing one-time-only authority to the department and board to adopt water use efficiency standards, except as explicitly provided in this chapter. Authorization to update the standards shall require separate legislation.” (Emphasis added.)

Furthermore, the Legislature states that the landscape efficiency factor values should reflect a factor that allows for “the amount of water necessary to efficiently irrigate both new and existing landscapes.” (Water Code Section 10609.9 – emphasis added). As described by numerous speakers at the October 4

workshop, and in multiple written comments regarding both the proposed framework for these Regulations released by Board staff in March 2023 and the recommendations submitted to the Board by the Department of Water Resources, the proposed 2035 standard would not provide adequate water supplies to existing landscapes.

**Recommendation 2 – revise the outdoor standards to specify that there will be one standard that uses an evapotranspiration adjustment factor of 0.63, to be applied to irrigable lands, starting in 2035.**

### **CII Program Reporting Must be Feasible**

ACWA is providing important comments and suggested edits on the requirements in the Regulations related to the appropriate scope of activities and responsibilities of water suppliers for commercial, industrial and institutional (CII) performance measures. As noted in Water Code Section 10608.12(n), performance measures include educational and outreach activities, audits, plans, and similar actions that can be conducted by water suppliers. Section 975(d)(3) of the Regulations contains citations to sections of the Regulations that don't exist, but it appears that the intent of that section is to seek information about the activities that water suppliers conduct to educate and interact with the CII account holders that are in the top 20% of water use category and the top 2.5% of water use category defined in Sections 974(c) and (d), respectively.

Water suppliers can provide information to CII customers about best management practices, but only the CII customers can actually implement them. Consequently, the reporting requirements in Section 975(d)(3) should be limited to the information that water suppliers can provide about their activities. Collecting information about activities conducted by CII customers, such as their implementation of best management practices, would be contingent upon the cooperation of CII customers, and may well not even be possible. Similarly, estimates about the amount of water saved would be speculative, at best, while increased agency costs would be certain.

**Recommendation 3 – delete Sections 975(d)(3)(C) and (D).**

### CLOSING REMARKS

Thank you again for the opportunity to provide comments to the State Water Board as it begins its formal rulemaking. We also very much appreciate the State Water Board staff's engagement with the water community. We look forward to collaborating further with the Board and staff to develop a regulatory framework that will reasonably, cost-effectively, and feasibly advance our shared goal of Making Water Conservation a California Way of Life in a manner that recognizes and accounts for every agency's unique circumstances, as well as the related costs and benefits of seeking each additional increment of water use efficiency.

Sincerely,

Larry B. McKenney, General Manager  
Amador Water Agency

Joe Duran, General Manager  
Orange Vale Water Company

Kristina Budak, P.E., Water Resources Director  
City of Bakersfield

Dennis D. LaMoreaux, General Manager  
Palmdale Water District

David Coxey, General Manager  
Bella Vista Water District

Brent Byrne, General Manager  
Quartz Hill Water District

Tony Goff, General Manager  
Calleguas Municipal Water District

Kim Domingo, PE, General Manager  
Rosamond Community Services District

J. M. Barrett, General Manager  
Coachella Valley Water District

Tom Coleman, General Manager  
Rowland Water District

Tom Moody, Director of Utilities  
City of Corona

Miguel J. Guerrero, P.E., General Manager  
San Bernardino Municipal Water Department

Michael Moore, General Manager / CEO  
East Valley Water District

John Mulligan, Public Works Director  
City of Sanger

Greg Thomas, General Manager  
Elsinore Valley Municipal Water District

Paul Helliker, General Manager  
San Juan Water District

Jack Bebee, General Manager  
Fallbrook Public Utility District

Matthew Litchfield, P.E., General Manager  
Three Valleys Municipal Water District

Chris Berch, General Manager  
Jurupa Community Services District

Gary Arant, General Manager  
Valley Center Municipal Water District

Dave Pedersen, General Manager  
Las Virgenes Municipal Water District

Van Grayer, General Manager  
Vaughn Water Company

Paul E. Shoenberger, P.E., General Manager  
Mesa Water District

Greg A. Hammett, General Manager  
West Kern Water District

Brian Macy, Interim General Manager  
Mission Springs Water District

Michele Donzé, General Manager  
Myoma Dunes Water Company

Kimberly A. Thorner, General Manager  
Olivenhain Municipal Water District

## ATTACHMENT

### Requested edits to proposed regulations

#### § 965. Definitions

...

(xx) “Residential landscape area” (RLA) means residential Irrigable ~~Irrigated~~ area ~~plus approved Irrigable Not Irrigated~~ area, in square feet.

#### § 968. Outdoor Residential Water Use Standard

(a) (1) Through June 30, 2030~~05~~, the standard for efficient residential outdoor use (Soutdoor) shall be a landscape efficiency factor of 0.80.

~~(2) Beginning July 1, 2030, and through June 30, 2035, the standard for efficient residential outdoor use shall be a landscape efficiency factor of 0.63.~~

~~(3) Beginning July 1, 2035, the standard for efficient residential outdoor use shall be a landscape efficiency factor of 0.5563.~~

...

(b) (2) Residential landscape area includes, for each supplier:

~~(A) The supplier’s unique square footage of Irrigable ~~Irrigated~~ area provided by the Department to the Board on October 3, 2022, or any updates thereafter, minus any landscape area that the Department categorizes as residential but that the supplier categorizes as CII.~~

~~(B) Through June 30, 2027, a supplier may include in its residential landscape area up to twenty percent of the supplier’s unique square footage of Irrigable Not Irrigated area provided by the Department to the Board on October 3, 2022, if the supplier’s actual urban water use for the reporting year, calculated in accordance with section 10609.22, is greater than the urban water use objective calculated pursuant to section 966 without inclusion of Irrigable Not Irrigated area.~~

#### § 975. Reporting

...

(d) No later than January 1, 2024, and by January 1 every year thereafter, each urban retail water supplier shall submit to the Department and the Board, for the previous state fiscal year, on a form provided by the Board, the following:

...

(3) Relevant and supporting data pursuant to section 974, including:

(A) The number of customers that exceed the threshold defined in section 974(a)(2).

(B) The number of customers for which the supplier has provided the information required pursuant to section 974(a)(2).

~~(C) For each of the classification categories specified in section 972 (a) and (b), the number of customers exceeding the threshold defined in section 974 (b), as well as the following:~~

~~(i) The practices implemented pursuant to section 974(b)~~

~~(ii) The implementation status of those practices~~

~~(iii) The estimated water saved as a result of those practices~~

~~(D) The number of customers that exceed the threshold defined in sections 974 (c) as well as the following:~~

~~(i) The practices implemented pursuant to section 974(b)~~

- ~~(ii) The implementation status of those practices~~
- ~~(iii) The estimated water saved as a result of those practices.~~



ACWA

ROA



CAMROSA WATER DISTRICT

CITY of BREA



CITRUS HEIGHTS WATER DISTRICT

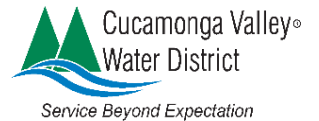
PUBLIC WORKS



CITY OF REDDING CALIFORNIA



City of SACRAMENTO

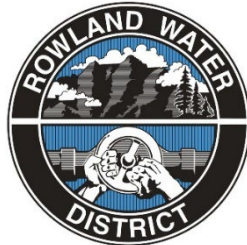


DESERT WATER









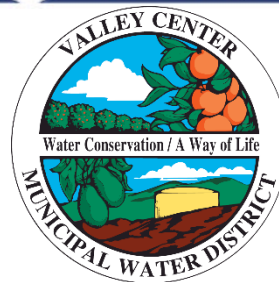
San Diego County Water Authority  
And Its 24 Member Agencies



SOUTH COAST WATER DISTRICT  
*Partnering With The Community*



Tahoe City Public Utility District



October 17, 2023

Submitted via: [commentletters@waterboards.ca.gov](mailto:commentletters@waterboards.ca.gov)

Courtney Tyler  
 Clerk to the State Water Board  
 State Water Resources Control Board  
 1001 I Street, 24th Floor  
 Sacramento, CA 95814

Re: Comment Letter — Proposed Making Conservation a California Way of Life Regulation

Dear Ms. Tyler,

The Association of California Water Agencies and the undersigned organizations appreciate the opportunity to provide comments to the State Water Resources Control Board (State Water Board) on the Draft Making Conservation a California Way of Life Regulation (Regulation). This comment letter (Comment Letter) is intended to provide constructive and comprehensive recommendations to the State Water Board to meaningfully advance water use efficiency, address urban retail water suppliers' constraints and concerns, and build on local and regional successes. We respectfully request the State Water Board's thoughtful consideration of our comments and recommendations, as supported by agency specific oral and written comments. We ask for the opportunity to work collaboratively with the State Water Board over the duration of the rulemaking to revise the draft Regulation to incorporate input from interested parties to support successful local and regional implementation.

This comment letter includes an Appendix with detailed suggested redline changes to the draft Regulation. We recognize the suggested redlines are one of many ways in which the draft Regulation could be modified to address suppliers' concerns. ACWA and the undersigned parties are committed to working with the State Water Board on revisions that support both the State's goals and water suppliers' successful implementation of a final Regulation. This Comment Letter is organized as outlined below:

#### SECTION 1. STATE & LOCAL PARTNERSHIP

#### SECTION 2. OVERARCHING POLICY CONCERNS & RECOMMENDATIONS

- I. Set Reasonable Timelines
- II. Recognize Data Errors & Limitations
- III. Provide Alternative Compliance
- IV. Align CII Performance Measures with Local Success
- V. Adhere to Legislative Requirements

#### SECTION 3. TECHNICAL CONCERNS & RECOMMENDATIONS

- I. Outdoor Standards
- II. CII Performance Measures
- III. Methodologies & Variances
- IV. Reporting

#### SECTION 4. APPENDIX: SUGGESTED REDLINE RECOMMENDATIONS

#### SECTION 5. CLOSING REMARKS



## SECTION 1: STATE & LOCAL PARTNERSHIP

Water suppliers are on the front lines of managing the impacts of climate change to ensure a reliable water supply for California’s diverse beneficial uses. The actions that suppliers take will vary across California depending on local and regional supplies and conditions. As water suppliers implement diverse projects to advance existing and new supplies, they have also long recognized water use efficiency as an important tool for climate resilience.

Over the past several decades, water suppliers have been pioneering local and regional programs to advance efficiency and improve drought planning and response. These programs have been complemented by statewide efforts to standardize drought planning and response and set statewide water conservation targets. The Water Conservation Act of 2009 directed the State to achieve a 20% reduction in per capita water use by 2020. The Department of Water Resources (DWR) Report to the Legislature on the Status of the 2020 Urban Water Management Plans (UWMPs) found that “California surpassed the 20% reduction and reduced per capita urban water use by 32%. Of the 386 Urban Retail Water Suppliers that submitted retail UWMPs, 374 of these (97%) achieved their targeted 2020 water use reduction.”<sup>1</sup> While significant achievements have been made to use water wisely, the water community recognizes a continued effort toward greater efficiency is needed to prepare for more frequent and prolonged droughts and a hotter and drier climate.

As the State finalizes this new regulatory program to advance long-term water use efficiency, we ask that it recognizes water suppliers as a key partner to the State’s success. Compliance with the regulation will fall solely on water suppliers and their ratepayers. The ability of water suppliers to implement the Regulation successfully and cost-effectively will determine California’s success in advancing long-term water use efficiency. **We ask that the State Water Board work with ACWA and the water supplier community to address the policy and technical concerns outlined in this Comment Letter.**

Additionally, we ask for the State’s leadership to secure resources to support cost-effective compliance with a final Regulation. Given the timelines of the CII Performance Measures (PMs) and broader water use objectives, we encourage the State to provide technical resources, data, and funding as soon as possible. We believe that increasing flexibility and reducing reporting burdens in the draft Regulation can help reduce costs. However, the State should allocate dedicated resources to support water suppliers and Californians’ compliance. Additionally, the State should recognize and promote regional and statewide partnerships as a mechanism for suppliers to comply with the Regulation, particularly regarding the CII PMs. This will help leverage suppliers’ limited resources and advance local capacity.

## SECTION 2: OVERARCHING POLICY CONCERNS & RECOMMENDATIONS

### I. SET REASONABLE TIMELINES

We have significant concerns that the timelines proposed in the draft Regulation are not reasonable, do not support cost-effective compliance, and would not achieve the multi-benefits desired. The timelines proposed for both the outdoor water use standards and the CII PMs are problematic. In order to successfully implement programs that require long-term customer behavior change and significant

<sup>1</sup> [Status of 2020 Urban Water Management Plans \(ca.gov\)](https://www.water.ca.gov/legislativeservices/legislativereports/2023/01/2023-01-01-Status-of-2020-Urban-Water-Management-Plans). A Report to the Legislature pursuant to Section 10644 of the California Water Code. January 2023.

investments, water suppliers require adequate time to: analyze existing water use efficiency programs; plan for cost-effective compliance with the standards, objectives and performance measures; budget for and staff programs; partner with customers and build partnerships, including targeted programs for disadvantaged communities (DACs); and allow for technology advancements. Furthermore, we are concerned that these timelines could have unintended consequences, such as impacts to urban tree health and disproportionate impacts to DACs and water affordability.

We anticipate the State Water Board will consider adoption of the draft Regulation August 2024 and the final Regulation would go into effect October 2024.<sup>2</sup> Starting 2025, within three months of the Regulation’s expected effective date, 42% of suppliers would need to achieve a water reduction. By 2030, 74% of suppliers would need to achieve reductions (with a third by greater than 20%); and by 2035, 82% of suppliers would need to achieve reductions (with over 40% of suppliers by greater than 20%).<sup>3</sup> Suppliers’ water use objectives, and the associated required reductions, could change if suppliers obtain variances. However, we are concerned the timeline also unreasonably limits suppliers’ ability to collect and submit the required data to obtain the variances.

**Table 1: Urban Retail Water Suppliers by Percent Reduction**

Reductions needed to meet proposed objective	2025	2030	2035
	% of urban retail water suppliers		
No Reduction	58%	26%	18%
Less Than 5% Reduction	10%	9%	9%
5-10% Reduction	9%	10%	11%
10-20% Reduction	13%	23%	21%
20-30% Reduction	7%	16%	20%
Greater Than 30% Reduction	3%	16%	21%

Additionally, all suppliers would be required to begin compliance with comprehensive CII PMs beginning January 1, 2025: suppliers would be required to identify all disclosable buildings by January 1, 2025 and notify building owners; ban the irrigation of non-functional turf on all CII Landscapes by July 1, 2025; classify all CII customers (20% by 2026); identify CII large landscapes with mixed-use meters (MUMs) and either install dedicated irrigation meters or employ in-lieu water technologies (20% by 2026); and design and implement best management practices (BMPs) by January 1, 2025 (20% of the top 20% of CII classification by 2026)(see Table 1). The currently proposed completion of all CII PMs within a five-year period, beginning 2025, would require significant resources and create implementation challenges. For example, it is unclear how suppliers would accurately implement BMPs for the top 20% of each classification while classifying CII customers. The compressed timeline is unnecessary and further increases costs to suppliers.

<sup>2</sup> Enacted legislation directed the State Water Board to adopt the Regulation by June 30, 2022. We recognize that there are factors beyond the State Water Board’s control as to the current status of the draft Regulation. However, currently proposed compliance timelines do not reflect the delayed status of the Regulation.

<sup>3</sup> Provisional Data State Water Resources Control Board. (Version 2.0, 2023-09-13). We note that this table does not include the CIIDIM Outdoor Standard, variances, or data errors so the % reduction by % supplier could change.

**Table 2: Proposed Regulation’s Compliance Schedule**

	2024	'25	'26	'27	'28	'29	'30	'31	'32	'33	'34	'35
Reg Effective	Fall											
Indoor Standard.		47					42					
Res. Outdoor Standard		0.8					0.63					0.55
CIIDIM Outdoor Standard					0.8		0.63					0.45
Water Loss												
Variances												
Non-Functional Turf		July										
Disclosable Buildings			20%		60%		100%					
CII Classification (22 proposed)			20%		60%		100%					
CII BMPs			20%		60%		100%					
CII MUMs: In-Lieu or DIM			20%		60%		100%					
Reporting	Jan. 1											

We understand that the enacting legislation does not allow the State Water Board to issue a civil liability penalty until 2027. Additionally, we appreciate that the State Water Board has a positive track record of utilizing its enforcement discretion. However, we believe the intent of the State Water Board should be compliance, not enforcement discretion. Significant consideration of reasonable timelines is necessary.

**RECOMMENDATION # 1. Modify the proposed timelines for the outdoor standards to provide an additional 5 years for all suppliers to achieve compliance.<sup>4</sup>**

**RECOMMENDATION # 2. Provide 10 years for suppliers to complete all CII PMs, with CII Classification completed between 2025 – 2030, and CII Mixed-Use Meter and CII BMP completed 2030 – 2035. Unstacking the CII BMPs from the CII Classification will allow suppliers to spread limited resources over a 10-year period, while still meeting the goals of the Regulation.**

II. RECOGNIZE DATA ERRORS & LIMITATIONS

We appreciate that the intent of this Regulation is to shift away from a one-size fits all approach to one that incorporates local characteristics. A challenge with the approach is that the accuracy of the statewide efficiency standards and water suppliers’ water use objectives requires more, verified data, including both statewide and local data. Inaccurate data can create water use efficiency objectives that do not provide the local flexibility the enacting legislation intended. Currently, observed data gaps and inaccuracies include landscape area measurements (LAM) and population, and the application of Model Water Efficient Landscape Ordinance (MWELO) principles, including effective precipitation and irrigation efficiency.

The draft Regulation’s methodology should recognize that there are and will continue to be inherent data quality limitations and variability that impact suppliers’ compliance with their water objectives. The

<sup>4</sup> The State Water Board has the authority to make this change as the only statewide water use efficiency standard with a legislatively mandated timeline for implementation are the residential indoor water use standards, as required in SB 1157 (Freidman, 2022).



State Water Board has accounted for data quality and variability issues in other regulations, such as the Water Loss Regulation, which provided that “a supplier shall maintain, for each compliance assessment, real loss that is no greater than 5 gallons per connection per day above the supplier’s real water loss standard.”<sup>5</sup>

As discussed further in Section 3.I. of this Comment Letter, we continue to have concerns with the three methodologies DWR utilized and data DWR excluded to develop its recommendation of the residential outdoor standards. We also recommend that the State evaluate if the observed inequities among inland and coastal communities’ water use objectives are attributable to DWR’s methodologies for developing the outdoor standards, such as the trimmed data and application of MWEL0, compounded with local data limitations.

**RECOMMENDATION # 3. Include a “Data Error Adjustment” (DEA) in the formula for calculating suppliers’ water use objectives.** The DEA would be a percentage, either five or ten percent as determined below, added to a supplier’s budget for efficient indoor residential water use, efficient outdoor residential water use and efficient water use on a CII landscape with a dedicated irrigation meter (DIM) or equivalent technology, as follows:

$$WUO = (R_{\text{indoor}} + R_{\text{outdoor}} + CII_{\text{DIM}}) \text{DEA} + L + V + Pr + BPR$$

The DEA would recognize suppliers’ historic progress and achieved savings (SB X7-7 based) and acknowledge that data used to develop and evaluate standards has intrinsic errors. The magnitude of the DEA would reduce over time as suppliers achieve progress towards their water use objective. We are proposing a five percent DEA for suppliers achieving less than 20 percent reduction from SB X7-7, and a 10 percent DEA for suppliers achieving a reduction of 20 percent or greater from SB X7-7.

Additionally, we note concern that a supplier may not comply with its water use objective because it is unable to obtain the information required for variances due to resource or other limitations. The draft Regulation identifies the calculations and data requirements to submit to the State Water Board to seek a variance. Collecting this data, however, could require significant resources for suppliers. Prior to taking any enforcement action, the State should offer technical assistance to a supplier, which should include through regional and/ or statewide partners, to determine if the unique water uses in the supplier’s service area, for which variances are available, would bring the supplier into compliance. We again reiterate that the goal of this Regulation should be successful compliance, rather than enforcement actions or enforcement discretion.

**RECOMMENDATIONS # 4. Clarify that if a supplier does not meet its water use objective because it is unable to obtain the information required for the variances, prior to the issuance of any enforcement action, technical assistance must be offered to the supplier.**

### III. PROVIDE ALTERNATIVE COMPLIANCE

Our understanding is that State Water Board staff included section 966(i) to serve as an alternative compliance pathway in response to concerns water suppliers continue to raise regarding unreasonable

<sup>5</sup> [Water Loss Control Regulations](#). Adopted Oct. 14, 2022.

or unattainable water use objectives. We appreciate the intent of this provision and believe that an alternative compliance pathway will be essential for some suppliers. Meaningful advancement of water use efficiency is an important goal of the State's Water Supply Strategy and the draft Regulation. However, some suppliers are confronting significantly larger water reduction requirements. Many of these suppliers are in the central valley and inland communities and may also serve disadvantaged communities or low-income households. Additionally, many of these communities have demonstrated a commitment to advancing water use efficiency, as mentioned in Section 1 of this Comment Letter, including achieving their targeted 2020 water use reduction.

In addition to the five-year extension that we recommend be provided to all suppliers to comply with the requirements of the draft Regulation, we recommend an alternative compliance pathway be provided to suppliers that would incur unreasonable cost and affordability impacts to meet their proposed water use objective. As currently proposed, the alternative compliance pathway is problematic for the following reasons:

- It does not address 2025 and 2030 compliance for suppliers. As shown in Table 1 of this Comment Letter, some suppliers will have significant reductions in 2025 and 2030. The current proposal does not resolve compliance concerns for these suppliers.
- The provision of five additional years does not resolve compliance concerns for some suppliers with an unreasonable or unattainable objective.
- The eligibility requirements for the currently proposed alternative compliance pathway would impose a significant cost burden on suppliers for actions that may not help achieve compliance. For example, the SITES rating system costs \$9,600 per site to implement.
- Special districts, which include a significant number of urban retail water suppliers, would be ineligible for the alternative compliance pathway because they do not qualify for the Standards for Tree City USA Recognition. 90% of ACWA's 470 members are special districts.
- The requirement for suppliers to dedicate 40% of funding to DACs conflicts with Proposition 218, which would cause feasibility issues for water suppliers to utilize the pathway.

We have also heard variances characterized as an alternative compliance pathway that provide additional flexibility. The enacting legislation established variances to account for actual water used in a service area in order to provide suppliers with a more accurate water use objective. Accurately accounting for water use in a service area is very different than alternative compliance.

**RECOMMENDATION # 5. The State Water Board should work collaboratively with ACWA, water suppliers and other interested parties to develop an "Alternative Compliance Pathway" that allows suppliers that have an unreasonable or unattainable water use objective to be eligible for an alternative objective and/or extension of time to comply. This pathway should balance the goals of achieving meaningful water savings and multi-benefits, while considering cost, affordability and suppliers' good faith effort to offer proactive water use efficiency programs to address indoor and outdoor water use.**

#### IV. ALIGN CII PERFORMANCE MEASURES WITH LOCAL SUCCESS

The draft Regulations' CII PMs should be aligned with existing local and regional CII conservation programs and lessons learned. Most urban retail water suppliers and their regional and statewide partners have extensive experience implementing water use efficiency programs for CII customers. Additionally, CII customer water use will vary significantly among suppliers, and consequently, so will the associated water savings from the overall CII sector and among CII customer types. Currently, the CII PMs impose one size fits all approaches to CII water use efficiency, as described below. We request that the CII PMs provide more flexibility to water suppliers to (1) build on existing local and regional programs, (2) remove prescriptive timelines, and (3) allow suppliers to focus on customers with the greatest water savings potential.

- A. Existing CII Programs: The draft Regulation does not recognize suppliers' and their regional and statewide partners existing water use efficiency programs that have resulted in already efficient mixed-use meters (MUM). Many suppliers offer existing mixed-use meter programs, practices and rebates, which may offer different in-lieu technologies and water management practices to those listed in 973(a)(1) and (2). Rather than impose MUM requirements that will duplicate existing efforts and expend resources without achieving significant additional savings, suppliers should be able to provide a list of existing programs, practices and rebates currently offered as an alternative.

**RECOMMENDATIONS # 6. Allow existing CII conservation programs, made available either directly by the supplier or through regional, statewide, or other partnerships, to serve as an alternative to meeting the CII MUM PM requirements currently proposed. Allow suppliers to provide a list and crosswalk of current programs, practices, and rebates to the listed in-lieu technologies and water management programs.**

- B. Prescriptive Implementation Schedules: The draft Regulation establishes a deadline to complete each CII PM, which is appropriate. However, the draft Regulation also prescribes a timeline to complete each PM by 20% and 60%. For example, section 972(c) would require that "each supplier shall classify at least twenty percent of its CII customers by 2026, at least sixty percent by 2028, and one hundred percent by 2030." Section 973(c) would require "for commercial, industrial, and institutional large landscapes that have mixed-use meters, suppliers shall make annual progress in either installing dedicated irrigation meters or employing in-lieu water technologies for these large landscapes, with at least twenty percent compliance by 2026, at least sixty percent compliance by 2028 and one hundred percent compliance by 2030." This level of prescription removes suppliers' flexibility to achieve the broader goals cost-effectively and based on their unique CII customers and local conditions, as well as within the context of completing all the various requirements of the draft Regulation.

**RECOMMENDATION # 7. Provide flexibility to suppliers to complete implementation of one hundred percent of CII PMs by removing prescriptive timelines. This includes CII classifications, CII MUMs and CII BMPs.**

- C. Focused Water Savings: The draft Regulation directs suppliers to implement BMPs for the top 20% of each CII classification. We understand the intent is to target large CII water users to maximize water savings potential. However, this approach may have the unintended impact of steering efforts to CII customers with negligible water use. For example, the Energy Star Portfolio

Manager classification “warehouse/ storage” may account for a very small percent of a suppliers’ CII water use in a service area. However, suppliers would still be required to target customers at or above the 80th percent for water use in that classification category. The draft Regulation should provide flexibility for suppliers, either directly or through regional, statewide, or other partnerships, to develop programs and engage with their CII customers that have water savings potential, which will be driven by characteristics unique to each service area. This prescriptive requirement could impose an unnecessary burden on suppliers for minimal water savings.

We also recommend an exemption for suppliers from the CII BMP PMs whose CII potable water use is less than 10%. This will allow those suppliers to focus efforts and resources on residential actions to maximize water savings.

**RECOMMENDATION # 8. Direct suppliers to implement programs, either directly or through regional, statewide, or other partnerships, for CII customers at or above the 80th percentile among all CII customers, rather than by individual CII classification. Additionally, exempt suppliers with less than 10% CII potable water usage, based on a five-year average that is re-evaluated every five years, from BMP requirements.**

#### V. ADHERE TO LEGISLATIVE REQUIREMENTS

Authorizing legislation AB 1668 and SB 606 (2018) (collectively referred to as Conservation Legislation) underwent a year and half of negotiations among diverse interested parties. We have significant concerns that provisions of the draft Regulation either contradict the requirements of the Conservation Legislation or exceed the authority delegated to the State Water Board. Specific concerns and recommendations include:

- A. Existing Landscapes: The Conservation Legislation states that the landscape efficiency factor (LEF) values should reflect a factor that allows for “the amount of water necessary to efficiently irrigate both new and existing landscapes” (Water Code Section 10609.9). The draft Regulation sets efficiency factors for residential use at 0.55 and for non-residential use at 0.45, which are the standards in the MWELO design standards. As detailed in Section 3.1. of this Comment Letter, we have provided data to both DWR and the State Water Board that indicates the proposed LEFs would not support existing landscapes. Because the draft Regulation would set the LEF too low to ensure enough available water for use on existing landscapes, it is inconsistent with the Conservation Legislation.

**RECOMMENDATION # 9: Establish a LEF that will support existing and new landscapes.**

- B. Irrigable Land: The Conservation Legislation requires outdoor efficiency standards to apply to “irrigable lands” (Wat. Code, § 10609.6 (2)(B)). The draft Regulation does not apply to “irrigable lands” as the statute requires. Instead, the draft Regulation only includes irrigable land that is currently being irrigated in its proposed outdoor standards. Section 968(b)(2)(B) inappropriately limits 20% of the irrigable, but not currently irrigated (INI), landscape area as eligible for inclusion in the objective until 2027, and even then, it is only allowed to be included if the supplier will surpass its objective target without it. Because the draft Regulation does not apply to all irrigable lands, it is inconsistent with the Conservation Legislation.

**RECOMMENDATION # 10: Better reflect the statutory language with regards to land area used to calculate the urban water use objectives.**

- C. Non-Functional Turf: Section 974(e)(1) of the draft Regulation would ban the irrigation of non-functional turf with potable water by July 1, 2025. This language does not align with AB 1572 (Freidman, 2023), which the Governor signed on October 13, 2023. signature and would not ban the irrigation of non-functional turf for most CII Customers until January 1, 2028. This bill was a collaborative effort that was ultimately supported by a broad array of stakeholders, including ACWA. The language in the draft Regulation is not only unnecessary but would create confusion among water suppliers and CII customers. The draft Regulation is inconsistent with the State Water Board’s authorities within the law.

**RECOMMENDATION # 11: Remove non-functional turf provisions from the draft Regulation.**

- D. Reporting Year: The Conservation Legislation allows for water suppliers’ calculations to be based on “conditions for the previous calendar or fiscal year.” (Wat. Code § 10609.20, subd. (b).) Section 975 of the draft Regulation would require urban water supply reports to be based on conditions of the previous state fiscal year. A regulation cannot limit flexibility that a statute specifically allows. We additionally note that this is inconsistent with the State Water Board’s adopted Water Loss Regulation, which allows water loss audit reporting on either a fiscal or calendar year. Because the proposed Regulation would require water suppliers to report based on the state fiscal year, it is inconsistent with the Conservation Legislation.

**RECOMMENDATION # 12: Allow suppliers to report either calendar year or fiscal year.**

- E. Dedicated Funding for DAC: The draft Regulation section 966(i)(2)(e)(iv) would require that suppliers who want to pursue a five-year compliance extension must provide “dedicated funding for the creation and maintenance of climate-ready landscapes, with a minimum of 40 percent of program funds dedicated to low-income households and disadvantaged communities within the supplier’s service area.” This requirement would conflict with the requirements of Proposition 218 funding guidelines. Additionally, the Legislature in the 2022/2023 legislative session discussed this issue when considering Assembly Bill 1072 (Wicks 2023). Because of the issues associated with Proposition 218, the bill was ultimately held on suspense while still in the Assembly.

**RECOMMENDATION # 13: Remove funding threshold requirements for low-income and DAC funding from the draft Regulation.**

### SECTION 3: TECHNICAL CONCERNS & RECOMMENDATIONS

#### I. OUTDOOR STANDARDS

In ACWA’s March 30, 2023, comment letter to the State Water Board on the draft Regulatory Framework, we provided input on DWR’s three methodologies utilized to develop its recommendation of an ETF of

0.63 by 2030. Additionally, we raised concerns with technical assumptions and policy decisions that underestimated current outdoor residential water use and overestimated feasibility from what is evident through real-world performance.<sup>6</sup> We support a methodology that is based on real-world performance, horticultural and irrigation science, supports healthy landscapes, and minimizes unintended impacts. We note that detailed recommendations with redlines are provided in the Section 4 Appendix of this Comment Letter. High level recommendations are in bold below, consistent with detailed redlines in the Section 4 Appendix.

As mentioned in Section 2.II. of this Comment Letter, we recommend the State Water Board assess if the observed inequities among inland and coastal communities water use objectives could be attributable to DWR's methodologies for developing the outdoor standards, compounded with local data limitations. Additionally, as noted in Section 2.V. of this Comment Letter, we note the deviation of the draft Regulation from the requirements of the Conservation Legislation. These inconsistencies must be corrected to align the draft Regulation with the requirements of the law.

- A. Methodology Error 1: Horticultural Approach (Assumed 0.8 Irrigation Efficiency) – DWR's horticultural and irrigation science approach assumed 0.8 Irrigation Efficiency (IE). **The draft Regulation should reflect an outdoor residential water use efficiency standard based on an IE that ranges from 0.55 to 0.65**, based on accumulated data from water purveyors on actual irrigation system and performance through the various landscape programs implemented over ten or more years, recently completed field studies by UC Davis (Evapotranspiration Adjustment Factor Study (Agreement #4600008156)), and data by the Irrigation Association.
- B. Methodology Error 2: Statewide ETF Approach (Trimmed Data > 1.0) – DWR “trimmed” all existing landscape data outside of the range of 0.1 to 1.0 ETF because “it is not consistent with MWELo principles.” 80 percent of homes in California pre-date MWELo. MWELo design standards did not start being incorporated into landscape designs until after 2015. Trimming data based on MWELo design standards excluded existing landscapes prevalent throughout California and is inconsistent with the application of MWELo. **The draft Regulation outdoor standards should consider all real-world California landscape data to provide an accurate baseline.**
- C. Methodology Error 3: Theoretical Average Approach (Consistency with MWELo) – DWR analyzed a statewide ETAF by using the age distributions of housing stock and corresponding ETAF from MWELo Guidelines: 0.8 assumed for pre-1992, 1993 – 2009 assumed 0.8 ETAF, 2010 – 2015 assumed 0.7 ETAF, 2015 to 2020 assumed 0.55 ETAF, and 2021- 2030 assumed 0.55 ETAF. As described above, MWELo only applies to 20 percent of California's housing stock and developer-installed landscapes. This methodology assumes all homes are compliant with MWELo, which is fundamentally flawed. **This methodology should not inform the outdoor standards.**
- D. Effective Precipitation – Effective Precipitation is not required by MWELo (Title 23, Division 2.7, Section 494): “A local agency may consider Effective Precipitation (25% of annual precipitation) in

<sup>6</sup> [ACWA and Coalition Comment Letter on the Draft Regulatory Framework](#) . March 30, 2023.



tracking water use.” The inclusion of Effective Precipitation in the outdoor standard is inconsistent with real-world irrigation practices. Landscapes are generally not designed to consider effective precipitation since it can be highly variable. Precipitation often falls during winter months when irrigation is not utilized (May through September) and can percolate below the root zone of the plant negating its beneficial effect to that plant’s watering needs. Additionally, precipitation is often not distributed evenly throughout a supplier's service area. Some areas may receive precipitation and other areas none, making it difficult to apply one effective precipitation rate at the water supplier level. **Effective Precipitation should be removed from the draft Regulation and outdoor standard.**

- E. Landscape Area Measurements – A key concern based on waters suppliers’ verification of LAM data is that residential LAMs are being overestimated and underestimated, which could have a significant impact on suppliers’ outdoor water use standard and overall objective. Improved data quality should be an important goal of the draft Regulation, as inaccurate data will further exacerbate feasibility challenges and sound decision making. **The draft Regulation should include a Data Error Adjustment to recognize data limitations and variability (see Recommendation # 3).**
- F. Irrigable vs. Irrigated – As discussed in Section 2.V of this Comment Letter, the Conservation Legislation requires outdoor efficiency standards to “apply to irrigable lands” (Water Code, § 10609.6 (2)(B)). In accordance with Water Code section 10609.6, DWR conducted a statistical analysis of outdoor water use, LAM and INI data. The data concluded that the INI area is being irrigated at one fifth or 20% of the irrigable area. This 20% should not be viewed as additional, but as area that is actually being irrigated. As a result, DWR correctly recommended that the calculation of annual outdoor water use must include 20% INI. DWR's findings were also based on the recognition that its analysis was only a snapshot in time and undercounting of irrigated area would continue unless multiple images are conducted over the analysis year. The removal of DWR's recommendation to include 20% for INI is statistically inaccurate and further exacerbates feasibility challenges with the outdoor standard. **The draft Regulation should reflect DWR’s recommendation with the inclusion of 20 percent INI. Suppliers would recalculate INI when DWR provides new LAM data.**
- G. Temporary Provisions: Recycled Water – Sites irrigated with recycled water generally do not change and are on dedicated irrigation meters (DIM), which suppliers already are required to measure by 2028. The requirement to annually apply for variances and temporary provisions places a significant burden on both State Water Board staff and suppliers. **Recycled water should not be a temporary provision.**
- H. Temporary Provisions: Pools – The residential factor for residential pools should be same as public pools, which is 1.0. Water evaporates at about 1.0. Not allocating enough water to residential pools effectively further reduces the residential outdoor budget. Most pools are not subject to MWLEO, as they are generally in backyards and existing prior to MWLEO. In addition to evaporation, water loss from pools includes splash out and water carried out on swimwear and people. Pool covers are generally not effective. During summer months when pools are

used daily, customers won't use covers. Metropolitan Water District's pool cover rebate program inspections found that many times the covers were in garages and had never been installed.

**Residential pools should not be a temporary provision.**

- I. MWELo: Newly Constructed Landscapes and Special Landscapes Areas (SLA) – The standards for newly constructed landscapes, including residential and CII landscapes with DIMs, point to factors identified in MWELo. Additionally, the standard for CII landscapes with DIMs that are special landscape areas point to the factor identified in MWELo. MWELo can be modified, which could impact suppliers' compliance with the Regulation and associated costs. Suppliers need certainty as they strive to implement this Regulation in the most cost-effective manner. **The draft Regulation should set these standards as LEFs, rather than refer to MWELo.** Additionally, the draft Regulation would require that suppliers demonstrate the existence of newly constructed landscapes through annual MWELo reporting. Many new residential landscapes are not subject to MWELo or MWELo reporting. MWELo reporting would be incomplete and would not accurately reflect newly constructed residential landscape area. **We request that the draft Regulation include DWR's recommended approaches to account for newly constructed residential and CII DIM landscape areas, which include on-the-ground measurement, remote sensing methods, and using service area level averages.**

## II. CII PERFORMANCE MEASURES

### A. CII Classification

- i. Energy Star: Suppliers worked closely with DWR to inform its CII Classification PM recommendations. DWR proposed 19 categories, in which they found "these categories are sufficient to address major CII water uses and provide adequate differentiation among different CII sectors to facilitate data collection and future references. However, the system will not be overly detailed to create undue burdens on urban retail suppliers for implementation." The draft Regulation is proposing 22 classifications, 18 Energy Star Portfolio Manager board categories and 4 additional proposed categories. Classifying CII customers will require significant supplier staff time and resources, including making changes to internal billing systems. The CII Classification PMs should be simplified to reduce the burden on suppliers, where possible. **The four additional proposed classifications that deviate from the Energy Star Portfolio Manager broad categories should be removed from the draft Regulation.**
- ii. Schedule for Completion: As discussed in Section 2.IV. of this Comment Letter, we recommend more flexibility be provided to suppliers to complete classifications by 2030. **The draft Regulation should remove schedules for classifying 20% of customers by 2026 and 60% by 2028.**
- iii. Classification of Existing Customers: It is unclear how existing versus new customers are considered within the five-year timeframe to complete all CII classifications. CII classification will be a significant lift for suppliers. Suppliers should focus on completing classifications for a static list of CII customers based on the time of the State Water Board's adoption of the final Regulation. The additional burden of

addressing influxes and changes of CII customers within the first five years of completing classifications could impair suppliers' ability to comply. **The draft Regulation should clarify that the initial classification of CII customers is based on existing customers at the time of the State Water Board's adoption of the Regulation. Suppliers must include any new CII customers after completing the initial classification of all CII customers.**

- iv. State Guidance: As a statewide PM, the State should develop guidance for all suppliers that will support consistent interpretation of SIC and NAICS codes as it applies to each Energy Star Portfolio Manager category. A standardized interpretation will lend itself to better data and overall implementation. **DWR should provide a guide to associate NAICS codes to the respective classification category prior to suppliers' implementing CII classifications.**

B. Large Landscapes with Mixed-Use Meter

- i. Timeline: DWR CII-LAM data will not be delivered until 2026. Suppliers need adequate time to review the data before coming into compliance. To implement this specific PM, suppliers would need to identify actual large landscape water use (e.g., remove the process water to see ACTUAL landscape water usage for CII). The compliance schedule for MUM conversion should account for every customer being a unique and specific project, requiring budget and time to implement, if a physical conversion is taking place. **As discussed in Section 2.I. of this Comment Letter, we request the timeline to complete MUM PM be from 2030 – 2035. Additionally, the draft Regulation should remove schedules for completing 20% of large landscapes by 2026 and 60% by 2028.**
- ii. Recognize Existing Programs: As discussed in Section 2.IV. of this Comment Letter, many suppliers have existing MUM programs, which may offer different in-lieu technologies and water management practices to those listed in 973(a)(1) and (2). **The draft Regulation should allow suppliers' existing CII conservation programs to serve as an alternative to meeting the CII MUM PM requirements currently proposed.**
- iii. "Offer" vs. "Employ:" The draft Regulation requires suppliers to "employ" actions and technologies for large landscapes. The term "employ" implies that suppliers will take up an action on a customer's behalf. Suppliers may offer programs, rebates, incentives and in-lieu technologies, but suppliers cannot require the customer to act or implement in-lieu water use technologies. **The draft Regulation should replace "employ" with "offer" to recognize suppliers' appropriate authorities.**
- iv. Efficient Water Use Technologies & Water Management Practices: We recommend technical changes to the specified water technologies that reflect on-the-ground best practices and actions that are within suppliers' authorities. For example, water suppliers generally do not provide maintenance services for customer irrigation systems or irrigation schedules. That is the responsibility of the customer and could be a liability for suppliers. Additionally, DWR recommended suppliers implement one in-lieu technology. However, the draft Regulation would require suppliers to

implement two in-lieu technologies. Requiring two is duplicative and does not necessarily generate more savings. **The draft Regulation section 973 should be updated to reflect the suggested redlines in the attached Appendix of this Comment letter.**

- v. Quantification of Volume of Water Use on CII MUMs: The draft Regulation would direct suppliers to estimate the volume of water use on CII large landscapes with MUMs. As a PM, suppliers should not be required to quantify MUM water usage, particularly because any quantification is inclusive of process water and the draft Regulation does not provide the appropriate time for suppliers to investigate customer water usage for a compliance determination. **This provision should be removed from the draft Regulation.**

C. Best Management Practices

- i. Disclosable Buildings: The draft Regulation would require suppliers to identify all disclosable buildings in their service area by January 1, 2025 and deliver specified information to each building owner. These requirements would place significant burden on suppliers' limited resources, without providing clear benefits or guaranteeing water savings. Our concerns include: (1) suppliers do not have or maintain square footage information to identify disclosable buildings; (2) square footage is well correlated with energy use, but not necessarily with water use, so this may not be an effective use of limited resources; (3) many suppliers currently provide monthly or bi-monthly water usage to customers in their bill with water use reports, or through an AMI portal. Sending duplicative data to customers, particularly those that will not utilize it, is not good use of suppliers' limited resources, (4) suppliers cannot determine what meter serves which buildings on an owner's parcel. Suppliers can associate meters with an account but they may not know the customer's use. Suppliers can't identify how much water use goes to each building if there are multiple buildings on one meter; and 5) the proposed timelines are not reasonable. **Proposed section 974(a) and (b) should be removed from the draft Regulation.**
- ii. Thresholds and De Minimis CII Water Use: As already discussed in Section 2.IV. of this comment letter, suppliers need flexibility to develop programs and engage with their CII customers that have water savings potential, which will be driven by characteristics unique to each service area. **The draft Regulation should direct suppliers to implement programs for CII customers at or above the 80th percentile among all CII customers, rather than by individual CII classification. Additionally, suppliers with less than 10% CII potable water usage, based on a five-year average, should be exempt from BMP requirements.**
- iii. Non-Functional Turf: As discussed in Section 2.V. of this Comment Letter, Section 974(e)(1) of the draft Regulation would ban the irrigation of non-functional turf with potable water by July 1, 2025, which is inconsistent with State Water Board's pending authority. **This provision should be removed from the draft Regulation.**

- iv. Timelines: As discussed in Section 2.I. of this Comment Letter, we have concerns with the requirement to complete BMPs while suppliers are completing CII Classification. Additionally, consistent with Section 2.IV. of this Comment Letter, suppliers should be able to best determine how to meet the broader BMP PMs requirements based on the unique local characteristics and existing programs. **The draft Regulation timeline should be modified to allow for suppliers to achieve 100 percent compliance with BMP PMs by 2035 and remove percentage completion requirements.**
- v. BMPs: We recommend technical changes to the specified water technologies that reflect on-the-ground best practices and actions that are within the authorities of water suppliers. For example, water suppliers generally do not provide maintenance services for customer irrigation systems or irrigation schedules. Additionally, we recommend AMI be specifically included. **The draft Regulation section 974 should be updated to reflect the suggested redlines in the attached Appendix of this Comment Letter.**

#### D. Methodologies & Variances

- i. Compliance & Alternative Compliance: As discussed extensively in Section 2.I., II., and III. of this Comment Letter, we are requesting changes to compliance provisions of the draft Regulation. We believe these changes preserve the intent of the draft Regulation to advance meaningful water use efficiency. **The draft Regulation should incorporate our recommendations that modify the timelines of the outdoor standards and CII PMs, include the DEA, and establish an Alternative Compliance Pathway.**
- ii. Variance Threshold: The draft Regulation currently proposes that an individual variance must represent 5% or more of the sum of a water supplier's budget. This threshold fails to recognize the cumulative impact unique water uses could have on suppliers' ability to comply with their water use objectives. Additionally, the five percent threshold could significantly restrict the ability of water suppliers that have unique water uses. The Conservation Legislation requires the State Water Board to establish appropriate variances for unique uses that can have a material effect on water use of an urban retail water supplier. Variances are not a "bonus" or "alternative compliance" mechanism. Variances are intended to provide suppliers with an accurate water use objective. **The draft Regulation should establish a cumulative threshold for variances of 5%.**
- iii. Variance Frequency: We are concerned the currently proposed variance pathway would be too onerous and expensive to an extent that would deter small to mid-sized agencies from seeking variances. The draft Regulation currently requires suppliers to submit requests for variances annually. Requiring annual submittal and approval of the variances would place a significant administrative burden on both suppliers and State Water Board staff and does not help advance actual water use efficiency. **The draft Regulation should allow for a suppliers' approved variance(s) be valid for five years.**

- iv. **Reporting:** The State Water Board should ensure that water suppliers' limited resources are not being shifted to complying with burdensome reporting requirements, rather than working with customers to achieve water savings. The State Water Board should consider the goals of AB 1755, the Open and Transparent Water Data Act, and AB 1668 requirements under Water Code Section 10609(c)(4), which direct the State to identify opportunities for streamlined reporting, eliminate redundant data submissions, and incentivize open access to data collected by urban and agricultural water suppliers, and the overall usefulness of data requested. We have concerns with the duplicative reporting to both DWR and the State Water Board. We think that state agencies should share datasets, rather than require duplicative reporting. Additionally, as noted in Section 2.V. of this Comment Letter, we have concerns with the removed flexibility for water suppliers to report on a fiscal year or calendar year. **We encourage the State to partner with the California Data Collaborative and California Water Data Consortium to identify strategies for streamlining data reporting and minimizing data quality concerns that would go into effect once the final Regulation is adopted.**

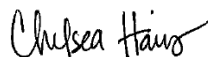
#### SECTION 4: APPENDIX: REDLINE RECOMMENDATIONS

The included Appendix of the Comment Letter provides detailed suggested redline changes to the draft Regulation. We recognize the suggested redlines are one of many ways in which the draft Regulation could be modified to address suppliers' concerns. ACWA is committed to working with State Water Board staff on revisions that support both the State goals and water suppliers' successful implementation of the Regulation.

#### SECTION 5: CLOSING REMARKS

We appreciate the opportunity to provide these written comments to the State Water Board on the draft Regulation. We ask for the opportunity to work collaboratively with the State Water Board over the duration of the rulemaking to revise the draft Regulation to incorporate input from interested parties to support successful local and regional implementation. Please do not hesitate to contact me at [ChelseaH@acwa.com](mailto:ChelseaH@acwa.com) or (916) 206-4078 if you have any questions regarding our input.

Sincerely,



Chelsea Haines  
Regulatory Relations Manager  
Association of California Water Agencies

Alameda County Water District  
American Water Works Association CA-NV  
Association of California Water Agencies  
Bay Area Water Supply & Conservation Agency



Bellflower-Somerset Mutual Water Company  
California American Water  
California Municipal Utilities Association  
California Special Districts Association  
California Water Association  
Calleguas Municipal Water District  
Camrosa Water District  
Carmichael Water District  
Casitas Municipal Water District  
Citrus Heights Water District  
City of Banning  
City of Brea  
City of Colton  
City of Corona Utilities Department  
City of Fountain Valley  
City of Fullerton  
City of Garden Grove  
City of La Habra  
City of La Verne  
City of Oceanside  
City of Newport Beach  
City of Redding  
City of Roseville  
City of Sacramento  
City of San Diego Public Utilities Department  
City of Seal Beach  
City of Shasta Lake  
City of Susanville  
City of Tustin  
City of West Sacramento  
City of Yuba City  
Coachella Valley Water District  
Contra Costa Water District  
Cucamonga Valley Water District  
Desert Water Agency  
Diablo Water District  
East Orange County Water District  
East Valley Water District  
Eastern Municipal Water District  
El Dorado Irrigation District  
El Toro Water District  
Elk Grove District  
Elsinore Valley

Georgetown Divide Public Utility District  
Golden State Water Company  
Gradient Water  
Helix Water District  
Indio Water Authority  
Inland Empire Utilities Agency  
Jurupa Community Services District  
Laguna Beach County Water District  
Lake Hemet Municipal Water District  
Las Virgenes Municipal Water District  
Liberty Utilities  
Long Beach Utilities Department Logo  
Marina Coast Water District  
Mesa Water District  
Metropolitan Water District of Southern CA  
Mid-Peninsula Water District  
Mission Springs Water District  
Monte Vista Water District  
Montecito Water District  
Municipal Water District of Orange County  
Orchard Dale Water District  
Otay Water District  
Padre Dam Municipal Water District  
Palmdale Water District  
Rancho CA Water District  
Rosamond Community Services District  
Regional Water Authority  
Rowland Water District  
Sacramento County Water Agency  
Sacramento Suburban Water District  
San Diego County Water Authority  
San Gabriel Valley Water Company  
Santa Clarita Valley Water Agency  
Santa Fe Irrigation District  
Santa Margarita Water District  
Santa Rosa Water  
South Coast Water District  
South Tahoe Public Utility District  
Sweetwater Authority  
Tahoe City Public Utility District  
Three Valleys Municipal Water District  
Trabuco Canyon Water District  
Triunfo Water & Sanitation District

Truckee Donner Public Utility District  
 Tuolumne Utilities District  
 Vallecitos Water District  
 Valley Center Municipal Water District  
 Walnut Valley Water District  
 West Basin Municipal Water District  
 West Kern Water District  
 West Valley Water District  
 Western Canal Water District  
 Western Municipal Water District  
 Yorba Linda Water District

CC: The Honorable E. Joaquin Esquivel, Chair, State Water Resources Control Board  
 The Honorable Dorene D'Adamo, Vice Chair, State Water Resources Control Board  
 The Honorable Laurel Firestone, State Water Resources Control Board  
 The Honorable Sean Maguire, State Water Resources Control Board  
 The Honorable Nichole Morgan, State Water Resources Control Board Ms. Eileen Sobeck,  
 Executive Director, State Water Resources Control Board  
 Mr. Eric Oppenheimer, Deputy Director, State Water Resources Control Board  
 Mr. James Nachbaur, Director, Office of Research, Planning and Performance, State Water  
 Resources Control Board  
 Ms. Charlotte Ely, Supervisor, Conservation and Efficiency, State Water Resources Control Board  
 Mr. Dave Eggerton, Executive Director, Association of California Water Agencies  
 Ms. Cindy Tuck, Deputy Director, Association of California Water Agencies

APPENDIX: SUGGESTED REDLINE RECOMMENDATIONS  
CII PERFORMANCE MEASURES

Reg Sec.	Sub. Sec.	Topic	Current Regulatory Text	Concern	Recommendation	Suggested Redline
965	(ee)	Definitions	(ee) "In-Lieu Technologies" are technologies that improve landscape water use efficiency by means other than the direct measure of water use. They include but are not limited to best management practices, audits, efficient irrigation devices, or irrigation budgets.	Some in-lieu technologies may not result in actual water savings, but can provide benefits (e.g., better data). The currently proposed definition for "in lieu technologies" is limited to technologies that improve water use efficiency.	Clarify that in-lieu technologies are technologies that aid in managing landscape water use.	(ee) "In-Lieu Technologies" are technologies that <b>aid in managing</b> improve landscape water use <b>efficiency</b> by means other than the direct measure of water use. They include but are not limited to best management practices, audits, efficient irrigation devices, or irrigation budgets.
965	NA	Definitions	NA	The proposed CII Performance Measures do not recognize suppliers existing water use efficiency programs and existing water use efficiency. Most suppliers have robust CII water efficiency programs that have resulted in meaningful savings within the CII sector. The Regulation should provide flexibility to local suppliers to build on existing programs and successes to avoid duplicative programs that may not be as effective at achieving water savings.	Add a definition for "Existing CII Conservation Program"	(iii) "Existing CII Conservation Program" is a program or set of programs currently offered or implemented by an urban retail water supplier or regional entity. Existing programs should be designed to achieve CII sector water use savings as a result of program element implementation, be adaptively managed by the supplier, and contain at least three of the major BMP categories identified in Section 974.
972	(b)	Classification -	(a) Urban retail suppliers shall annually classify commercial, industrial and institutional customers in accordance with Energy Star Portfolio Manager's broad categories. (b) In addition to Energy Star Portfolio Manager's broad categories, suppliers shall identify every CII customer associated with: (1) CII laundries (2) Large landscapes (3) Water recreation (4) Car wash. For every CII customer that operates a car wash in addition to its primary service and for which the car wash accounts for the majority of that customer's water use, the supplier shall also identify the customer's Energy Star Portfolio Manager property type.	Suppliers worked closely with the Department of Water Resource (DWR) to inform its CII Classification Performance Measure recommendations. DWR proposed 19 categories, in which they found "these categories are sufficient to address major CII water uses and provide adequate differentiation among different CII sectors to facilitate data collection and future references. However, the system will not be overly detailed to create undue burdens on urban retail suppliers for implementation." The draft Regulation is proposing 22 classifications, 18 Energy Star Portfolio Manager board categories and 4 additional proposed categories. Classifying CII customers will require significant supplier staff time and resources, including making changes to internal billing systems. The CII Classification Performance Measures should be simplified to reduce the burden on suppliers, where possible. Specifically, the four additional proposed classifications that deviate from Energy Star will place an additional burden on suppliers, without clear benefit or water savings.	Make classifications consistent with the Energy Star Portfolio Manager. Strike the additional four categories.	(a) Urban retail suppliers shall annually classify commercial, industrial and institutional customers in accordance with Energy Star Portfolio Manager's broad categories. (b) In addition to Energy Star Portfolio Manager's broad categories, suppliers shall identify every CII customer associated with: (1) CII laundries (2) Large landscapes (3) Water recreation (4) Car wash. For every CII customer that operates a car wash in addition to its primary service and for which the car wash accounts for the majority of that customer's water use, the supplier shall also identify the customer's Energy Star Portfolio Manager property type.
972	(c)	Classification	(c) Each supplier shall classify at least twenty percent of its CII customers by 2026, at least sixty percent by 2028, and one hundred percent by 2030. After 2030, the supplier shall maintain at least a 95% classification rate, as measured on an annual basis.	It is unclear how existing versus new customers are considered within the 5-year timeframe to complete all CII classifications. CII classification will be a significant lift for suppliers. Suppliers should focus on completing classifications for a static list of CII customers based on the time of the State Water Board's adoption of the Regulation. The additional burden to address influxes and changes of CII customers within the first five years of completing classifications could impair suppliers ability to comply.	Clarify that the initial classification of CII customers is based on existing customers at the time of the Board's adoption of the Regulation. Any new CII customers will be included once suppliers have completed their initial classification of all customers.	(c) Each supplier shall classify <b>existing</b> at least twenty percent of its CII customers by 2026, at least sixty percent by 2028, and one hundred percent of its CII customers by 2030. After 2030, the supplier shall maintain at least a 95% classification rate <b>including any new CII customers</b> , as measured on an annual basis.
972	(c)	Classification - Alternative Schedule	Same as above	CII customers among suppliers' service areas vary significantly. It may be more cost-effective or locally appropriate to complete all CII customer classification on a schedule different than the proposed Regulation.	Provide flexibility to suppliers to complete one hundred percent classification of CII customers by 2030. Remove prescriptive timeline requirements on how to complete one hundred percent classification.	(eb) Each supplier shall classify <b>existing</b> at least twenty percent of its CII customers by 2026, at least sixty percent by 2028, and one hundred percent by 2030. After 2030, the supplier shall maintain at least a 95% classification rate, <b>including any new CII classification customers</b> , as measured on an annual basis.
972	NA	Classification - State Guidance	NA	As a statewide performance measure, the State should develop guidance to all suppliers that will support consistent interpretation of SIC and NAICS codes as it applies to each Energy Star Portfolio Manager category. A standardized interpretation will lend itself to better data and overall implementation.	DWR should provide a guide to associate NAICS codes to the respective classification category prior to suppliers' implementing CII classifications.	(d) The Department will provide a guidance document to suppliers for classifying all SIC and NAICS codes within each broad Energy Star Portfolio Manager category no later than 2025.

APPENDIX: SUGGESTED REDLINE RECOMMENDATIONS  
CII PERFORMANCE MEASURES

973	(a)	Mixed Use Meters - Exemptions	NA	The draft Regulation does not recognize suppliers' existing water use efficiency programs and practices and already efficient mixed-use meters. DWR's recommendations included 'Qualified Conditions and Exemptions,' that suggested narrowly defined exemptions from the mixed-use meter conversion requirements and implementation of the conversion threshold Performance Measure. The Regulation should support suppliers' existing successful program, and reduce requirements that will not achieve significant water savings but will require suppliers' to invest significant resources.	Include DWR's recommendations 'Qualified Conditions and Exemptions' (Recommendations for Dedicated Irrigation Meter Conversion...4-3). Clarify that these exempt landscapes are not required to meet the in-lieu water management practices for communications, system maintenance, and irrigation scheduling as they would already be considered implementing the In-Lieu Technologies Performance Measures. Additionally, include language to allow suppliers to submit a list of current programs, practices and rebates as an alternative to (973)(a)(1) and (2).	(3)Commercial, industrial, and institutional mixed use meters that meet the following criteria shall be considered exempt from the requirements of Section 973(a)(1) & 973(a)(2): (A) Landscapes exempt under MWEL0 (B) Non-irrigation water usage of no more than 5% of total water use (C) CII landscapes irrigated with a mixed-use meter and the estimated landscape water use satisfy the requirements of the landscape efficiency factors listed in Section 969, as appropriate, on a per-parcel basis, are considered to be implementing the In-Lieu Technologies PM and therefore exempt. (D) Suppliers may provide a list and crosswalk of current programs, practices, and rebates to listed in-lieu technologies and water management practices to satisfy programmatic requirements of 973(a)(1) and (2).
973	(a) and (c)	Mixed Use Meters - Employ	(a) same as above (c) For commercial, industrial, and institutional large landscapes that have mixed-use meters, suppliers shall make annual progress in either installing dedicated irrigation meters or employing in-lieu water technologies for these large landscapes, with at least twenty percent compliance by 2026, at least sixty percent compliance by 2028, and one hundred percent compliance by 2030. After 2030, the supplier shall ensure at least 95% of large landscapes either have a dedicated irrigation meter installed or are employing in-lieu water technologies, as assessed on an annual basis.	The draft Regulation requires suppliers to "employ" actions and technologies for large landscapes. The term "employ" implies that suppliers will take up an action on a customer's behalf. Suppliers may offer programs, rebates, incentives and in-lieu technologies, but suppliers cannot require the customer to act or implement in-lieu water use technologies. The final Regulation must recognize suppliers' appropriate authorities	Replace "employ" with "offer."	(a)(1) Suppliers shall <del>employ</del> offer for large landscapes that do not have DIMs at least two of the following efficient water use technologies: (2) Suppliers shall <del>employ</del> offer the following water management practices for large landscapes that do not have DIMs:  (c)For commercial, industrial, and institutional large landscapes that have mixed-use meters, suppliers shall make annual progress in either installing dedicated irrigation meters or employing in-lieu water technologies for these large landscapes, with at least twenty percent compliance by 2026, at least sixty percent compliance by 2028, and one hundred percent compliance by 2030. After 2030, the supplier shall ensure at least 95% of large landscapes either have a dedicated irrigation meter installed or are <del>employing</del> offering in-lieu water technologies, as assessed on an annual basis.
973	(a)(1)	Mixed Use Meters - In-Lieu	(1) Suppliers shall employ for large landscapes that do not have DIMs at least two of the following efficient water use technologies:	DWR assessed and recommended a list of in-lieu technologies. DWR's recommendation did not require two in-lieu technologies to be implemented. Requiring two is duplicative and does not necessarily generate more savings.	Adopt DWR's recommendation that only 1 in-lieu technology be required.	(a)(1) Suppliers shall employ for large landscapes that do not have DIMs at least <del>two</del> one of the following efficient water use technologies:
973	(a)(1)(C)	Mixed Use Meters - In-Lieu	(C) Hardware improvements with enhanced performance and functions, including but not limited to metering technologies that allow suppliers to identify outdoor water use, smart irrigation controllers and pressure-regulated sprinkler spray heads.	"Hardware improvements" excludes software improvements, which can also aid in improving efficiency.	Include software improvements as an efficient water use technology.	(C) Hardware <del>and software</del> improvements with enhanced performance and functions, including but not limited to metering technologies that allow suppliers <del>or customers</del> to identify outdoor water use, smart irrigation controllers and pressure-regulated sprinkler spray heads.
973	(a)(1)(E)	Mixed Use Meters - In-Lieu	(E) Landscape plant palette transformation programs, including green infrastructure such as swales or rain gardens that both reduce wet-weather runoff as well as offset irrigation needs	The requirement for green infrastructure that reduces wet-weather runoff and offsets irrigation needs in order to participate in lawn conversion programs could decrease participation.	It should be clarified that green infrastructure and swales and rain gardens aren't requirements for a lawn conversion program.	(E) Landscape plant palette transformation programs, <del>which may include including</del> green infrastructure such as swales or rain gardens that both reduce wet-weather runoff as well as offset irrigation needs
973	(a)(2)(B)	Mixed Use Meters - In-Lieu	(2) Suppliers shall employ the following water management practices for large landscapes that do not have DIMs: (A) Communications (B) Irrigation systems maintenance (C) Irrigation scheduling	Suppliers generally do not provide maintenance services for customer irrigation systems or irrigation schedules. That's the responsibility of the customer and could be a liability for suppliers.	Revise language to recognize what is within the purview of suppliers.	(A) Communications (B) Irrigation systems maintenance <del>guidance</del> (C) Irrigation scheduling <del>guidance</del>

APPENDIX: SUGGESTED RED LINED RECOMMENDATIONS  
CII PERFORMANCE MEASURES

973	(b)	Mixed Use Meters - Quantification	(b)(1) Urban retail water suppliers shall estimate the volume of water used on commercial, industrial, and institutional landscapes with mixed-use meters (CIIMUM) by multiplying the area of those landscapes (LALL) by net reference evapotranspiration (Net ETO), by a Landscape Efficiency Factor of 0.76, and by a unit conversion factor of 0.62. This formula is expressed mathematically as follows: $CIIMUM = LALL \times Net\ ETO \times 0.76 \times 0.62$ (2) For purposes of this section, the area of the landscapes (LALL) shall include only landscapes associated with CII that have mixed-use meters and shall be quantified and substantiated by the supplier using data generated by the Department.	As a performance measure, suppliers should not be required to quantify mixed use meter water usage, particularly because any quantification is inclusive of process water and the Regulation does not provide the appropriate time for suppliers to investigate customer water usage for a compliance determination.	Strike this section.	<del>(b) (1) Urban retail water suppliers shall estimate the volume of water used on commercial, industrial, and institutional landscapes with mixed-use meters (CIIMUM) by multiplying the area of those landscapes (LALL) by net reference evapotranspiration (Net ETO), by a Landscape Efficiency Factor of 0.76, and by a unit conversion factor of 0.62. This formula is expressed mathematically as follows: <math>CIIMUM = LALL \times Net\ ETO \times 0.76 \times 0.62</math> (2) For purposes of this section, the area of the landscapes (LALL) shall include only landscapes associated with CII that have mixed-use meters and shall be quantified and substantiated by the supplier using data generated by the Department.</del>
973	(c)	Mixed Use Meters-Timeline	(c) For commercial, industrial, and institutional large landscapes that have mixed-use meters, suppliers shall make annual progress in either installing dedicated irrigation meters or employing in-lieu water technologies for these large landscapes, with at least twenty percent compliance by 2026, at least sixty percent compliance by 2028, and one-hundred percent compliance by 2030. After 2030, the supplier shall ensure at least 95% of large landscapes either have a dedicated irrigation meter installed or are employing in-lieu water technologies, as assessed on an annual basis.	DWR CII-LAM data wont be delivered until 2026. Suppliers need adequate time to review the data and come into compliance. To implement this specific performance measure, suppliers would need to identify actual large landscape water use (e.g., remove the process water to see ACTUAL landscape water usage for CII) prior to implementation. The compliance schedule for MUM conversion should account for every customer being a unique and specific project, requiring budget and taking time to implement if a physical conversion is taking place. Additionally, we note general concerns with stacking all the CII Performance Measures on an overlapping 5-year compliance schedule.	Extend the 5-year timeline to complete mixed-use meter performance measures in order to provide time for suppliers' to review DWR CII-LAM data and complete CII Classifications. This will help reduce the resource burden on suppliers' of the compressed timeline to allow suppliers to more meaningfully engage with customers on in-lieu and meter conversion efforts.	(c) For commercial, industrial, and institutional large landscapes that have mixed-use meters, suppliers shall make annual progress in either installing dedicated irrigation meters or employing in-lieu water technologies for these large landscapes, with at least twenty percent compliance by 2026 <del>31</del> , at least sixty percent compliance by 2028 <del>33</del> , and one-hundred percent compliance by 2030 <del>35</del> . After 2030 <del>5</del> , the supplier shall ensure at least 95% of large landscapes either have a dedicated irrigation meter installed or are employing <del>offering</del> in-lieu water technologies, as assessed on an annual basis.
973	(c)	Mixed Use Meters-Timeline	Same as above	It may be more cost-effective or locally appropriate to complete all MUM Conversion Performance Measures on a schedule different than the proposed Regulation.	Provide flexibility for suppliers to complete the 100 percent compliance within the 5 years, rather than twenty percent timeline. Allow supplier to submit an alternative schedule to the State Water Board that identifies how it will complete the performance measure within the 5 years.	<del>(d) A supplier may submit to the Board by 2031 an alternative compliance schedule to either install dedicated irrigation meters of employ in-lieu water technologies for one-hundred percent of large landscapes customers by 2035, as an alternative to 973(c).</del>



APPENDIX: SUGGESTED REDLINE RECOMMENDATIONS  
CII PERFORMANCE MEASURES

974	(a)	BMPs - Disclosable Buildings	(a) Each supplier shall identify all disclosable buildings in their service area by January 1, 2025. (b)(1) For every customer for which the square footage of its building meets the definition of a disclosable building in section 1681 of the California Code of Regulations at title 20, a supplier shall complete the following: (A) For each meter, the supplier shall deliver to the building owner or Owner's Agent the last four characters of the meter serial number serving the building. (B) For each meter, the supplier shall identify, aggregate, and provide all water use data, in monthly intervals, for at least the previous calendar year, and all available data for the calendar year in which data is requested, by one of the following methods: (i) Suppliers not using ENERGY STAR Portfolio Manager's Data Exchange Services shall send the data to the building owner or Owner's Agent using the template provided by ENERGY STAR Portfolio Manager. (ii) Suppliers using ENERGY STAR Portfolio Manager's Data Exchange Services shall provide the data by direct upload to the building owner's or Owner's Agent's ENERGY STAR Portfolio Manager account, or, at the building owner's or Owner's Agent's request, send the data to the building owner or Owner's Agent using the template provided by ENERGY STAR Portfolio Manager. (2) Suppliers shall make annual progress in providing the information in paragraph (1) to the owners or Owner's Agents of disclosable buildings and shall provide the information for at least twenty percent of disclosable buildings by 2026, at least sixty percent by 2028, and one hundred percent by 2030.	This section would place significant burden on suppliers' limited resources, without providing clear benefits or guaranteeing water savings. Concerns include: (1) Suppliers do not have or maintain square footage information to identify disclosable buildings. (2) Square footage is well correlated with energy use, but not necessarily with water use, so this may not be an effective use of limited resources. (3) Many suppliers currently provide monthly (or bi-monthly) water usage to customers in their bill with water use reports, or through an AMI portal. This effort would be redundant. Sending duplicative data to customers, particularly those that will not utilize it, is not good use of suppliers' limited resources. (4) Suppliers cannot determine what meter serves which buildings on an owner's parcel. Suppliers can associate meters with an account but they may not know the he customer's use and cannot identify how much water use goes to each building if there are multiple buildings on the meter. (5) Proposed timelines are not reasonable.	Strike this language.	<del>(a) Each supplier shall identify all disclosable buildings in their service area by January 1, 2025. (b)(1) For every customer for which the square footage of its building meets the definition of a disclosable building in section 1681 of the California Code of Regulations at title 20, a supplier shall complete the following: (A) For each meter, the supplier shall deliver to the building owner or Owner's Agent the last four characters of the meter serial number serving the building. (B) For each meter, the supplier shall identify, aggregate, and provide all water use data, in monthly intervals, for at least the previous calendar year, and all available data for the calendar year in which data is requested, by one of the following methods: (i) Suppliers not using ENERGY STAR Portfolio Manager's Data Exchange Services shall send the data to the building owner or Owner's Agent using the template provided by ENERGY STAR Portfolio Manager. (ii) Suppliers using ENERGY STAR Portfolio Manager's Data Exchange Services shall provide the data by direct upload to the building owner's or Owner's Agent's ENERGY STAR Portfolio Manager account, or, at the building owner's or Owner's Agent's request, send the data to the building owner or Owner's Agent using the template provided by ENERGY STAR Portfolio Manager. (2) Suppliers shall make annual progress in providing the information in paragraph (1) to the owners or Owner's Agents of disclosable buildings and shall provide the information for at least twenty percent of disclosable buildings by 2026, at least sixty percent by 2028, and one hundred percent by 2030.</del>
974	(c)	BMPs - Thresholds	(c) For those customers at or above the 80th percentile for water use in each of the classification categories described in section 972, excluding process water, each supplier shall, by January 1, 2025, design and implement a conservation program that includes at least one of the best management practices from each of paragraphs (1) through (5):	Suppliers need flexibility to develop programs and engage with their CII customers that have water savings potential, which will be driven by characteristics unique to each service area. Additionally, some CII classifications may have de minimis water use or are already efficient. The proposed methodology that suppliers' target the top 20% of water users for each CII classification is too prescriptive, ignores existing local and regional programs and efforts, and limits suppliers' ability to cost-effectively target customers with the greatest water savings potential.	Direct suppliers to implement programs for CII customers at or above the 80th percentile among all CII customers, rather than by individual CII classification.	(c) For those CII customers at or above the 80th percentile for water use <del>in each of the</del> <b>among all CII customers</b> classification categories described in section 972, excluding process water, each supplier shall, by January 1, 2025 <b>35</b> , <del>existing or new design and implement a CII</del> <b>existing or new design and implement a CII</b> conservation programs that includes <del>at least one of the best</del> management practices from <del>each of</del> paragraphs (1) through (5):
974	(c)	BMPs - Clarification	(c) For those customers at or above the 80th percentile for water use in each of the classification categories described in section 972, excluding process water, each supplier shall, by January 1, 2025, design and implement a conservation program that includes at least one of the best management practices from each of paragraphs (1) through (5):	Language that requires suppliers to "offer" programs could be interpreted to not allow for regional, statewide or other partnerships that could help, cost-effectively achieve the CII BMP Performance Measures. We believe this is not the intent.	Make explicit that a supplier can comply with CII BMP Performance Measures by making programs available directly, or through regional, statewide or other partnerships.	(c) For those CII customers at or above the 80th percentile for water use <del>in each of the</del> <b>among all CII customers</b> classification categories described in section 972, excluding process water, each supplier shall, by January 1, 2025 <b>30</b> , <del>make available, either directly or through regional, statewide or other partnerships, existing or new design and implement a CII</del> <b>make available, either directly or through regional, statewide or other partnerships, existing or new design and implement a CII</b> conservation programs that includes <del>at least one of the best</del> management practices from <del>each of</del> paragraphs (1) through (5):
974	(c)	BMPs - Clarification	(c) For those customers at or above the 80th percentile for water use in each of the classification categories described in section 972, excluding process water, each supplier shall, by January 1, 2025, design and implement a conservation program that includes at least one of the best management practices from each of paragraphs (1) through (5):	The Regulation does not explicitly state that a single conservation program can satisfy the requirements for more than one BMP. We believe that is the intent, rather than requiring individual programs for each classification.	Make explicit that a single conservation program can apply to multiple BMPs.	<b>(h) A single conservation program may satisfy the requirements for more than one best management practice from each of paragraphs (1) through (5) in subdivision (c).</b>
974	(c)(1)(A)	BMPs - Clarification	(c)(1)(A) Direct contacts via site visits or phone calls	Suppliers may rely on other means of direct communication with customers, such as emails, video calls and direct mail. This provision should be broadened to allow other means of direct communication that suppliers' currently deploy.	Clarify language to include email, video calls and direct mail.	(c)(1)(A) Direct contacts via site visits, <b>emails, video calls, direct mail</b> , or phone calls
974	(c)(2)(A)	BMPs - Clarification	(c)(2)(A) Rebates and cost-sharing for replacing inefficient fixtures, equipment, irrigation systems or landscapes with water efficient ones	Innovative non-rebate incentives like financing are not included. These help advance water savings among CII Customers.	Make explicit that financing, cost-sharing and other innovative non-rebat incetnvies are eligible.	(c)(2)(A) Rebates, <b>financing, cost-sharing and other innovative non-rebate incentives</b> and cost-sharing for replacing inefficient fixtures, equipment, irrigation systems or landscapes with water efficient ones

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974	(c)(2)(A)	BMPs - Clarification	(2) Incentive best management practices.	Water-budget based rate structures and water budget-based management programs without a rate structure are not recognized. These help advance water savings among CII Customers.	Explicitly include water-budget based rate structures and water-budget based management programs without a rate structure are included in the "Incentive best management practices."	(D) Water budget-based rate structures (E) Water budget-based management program without a rate structure
974	(c)(3)(D)	BMPs - Clarification	(3) Landscape best management practices. (A) Landscape and irrigation management practices to promote improved water use efficiency (B) Irrigation system inspection and maintenance (C) Irrigation scheduling and maintenance training	It would be inappropriate for suppliers to maintain irrigation systems.	Remove language for suppliers to maintain CII customer irrigation systems, and instead include irrigation system maintenance training as a BMP.	(3) Landscape best management practices. (A) Landscape and irrigation management practices to promote improved water use efficiency (B) Irrigation system inspection and maintenance (C) Irrigation scheduling and maintenance training
974	(c)(3)(D)	BMPs - Clarification	(c)(3)(D) New development landscape inspection, workshops, and training	Landscape inspections, workshops and trainings should not be limited to new development.	Include new and existing landscapes as eligible.	(c)(3)(D) New development - Landscape inspection, workshops, and training
974	(c)(3)(F)-(H)	BMPs - Clarification	(F) Programs to remove turf and replace it with climate-ready vegetation (G) Programs to decrease urban heat and reduce turf water use by planting trees (H) Programs to install green infrastructure such as swales or rain gardens that both reduce wet-weather runoff as well as offset irrigation needs		Remove these options as landscape BMPs.	(F) Programs to remove turf and replace it with climate-ready vegetation water efficient plants, a sustainability feature designed to capture rainwater and reduce runoff, and a low application rate irrigation system. Most exposed soils must be covered with mulch <del>(G) Programs to decrease urban heat and reduce turf water use by planting trees</del> <del>(H) Programs to install green infrastructure such as swales or rain gardens that both reduce wet-weather runoff as well as offset irrigation needs.</del>
974	(c)(5)(A)	BMPs - Clarification	(5) Operational best management practices. (A) Infrastructure changes (for example, smart meter replacement programs)	AMI is not included. AMI improves suppliers ability to collect accurate water usage data to detect leaks and improve water management.	Explicitly recognize AMI.	(5) Operational best management practices. (A) Infrastructure changes (for example, smart meter replacement programs, Automatic Meter Infrastructure (AMI))
974	(d)	BMPs	(d) For those commercial, industrial, and institutional customers that are at or above the 97.5th percentile for water use, excluding process water, each supplier shall, by January 1, 2025, design and implement a conservation program that includes at least two of the best management practices from each of paragraphs (1) through (5) in subdivision (c).	Customers at or above the 97.5th percentile for water use are already encompassed in the top 20% requirements of section 974(c). As proposed, this requirement does not recognize suppliers' current efforts to develop custom programs, in which these customers may already be efficiently using water. Additionally, conservation programs need to be offered broadly, not just limited to specific customers.	Strike this language. See section 974(c).	<del>(d) For those commercial, industrial, and institutional customers that are at or above the 97.5th percentile for water use, excluding process water, each supplier shall, by January 1, 2025, design and implement a conservation program that includes at least two of the best management practices from each of paragraphs (1) through (5) in subdivision (c).</del>
974	(e)(1)	Non-functional turf	(e) (1) Each urban retail water supplier shall ban the irrigation of non-functional turf with potable water on all commercial, industrial, and institutional (CII) landscapes in its service area by July 1, 2025. (2) Notwithstanding paragraph (1), a supplier is not required to ban the irrigation of nonfunctional turf on CII landscapes in its service area that is necessary to ensure the health of trees and other perennial non-turf plantings or that is necessary to address an immediate health and safety need. (3) Notwithstanding paragraph (1), a supplier may approve a request for continued irrigation of non-functional turf where the user certifies that the turf is a low water use plant with a plant factor of 0.3 or less, and demonstrates the actual use is less than 40% of reference evapotranspiration. (4) For purposes of this subdivision, CII landscapes include homeowners' associations, common interest developments, community service organizations, and other similar entities but do not include the residences of these entities' members or separate interests, as defined in section 4185 of the Civil Code.	This language does not align with AB 1572, which is currently pending the Governor's signature. If the Governor signs AB 1572, this language will not be necessary and its continued inclusion will cause confusion for suppliers and CII Customers.	Strike this language.	<del>(e) (1) Each urban retail water supplier shall ban the irrigation of non-functional turf with potable water on all commercial, industrial, and institutional (CII) landscapes in its service area by July 1, 2025.</del> <del>(2) Notwithstanding paragraph (1), a supplier is not required to ban the irrigation of nonfunctional turf on CII landscapes in its service area that is necessary to ensure the health of trees and other perennial non-turf plantings or that is necessary to address an immediate health and safety need.</del> <del>(3) Notwithstanding paragraph (1), a supplier may approve a request for continued irrigation of non-functional turf where the user certifies that the turf is a low water use plant with a plant factor of 0.3 or less, and demonstrates the actual use is less than 40% of reference evapotranspiration.</del> <del>(4) For purposes of this subdivision, CII landscapes include homeowners' associations, common interest developments, community service organizations, and other similar entities but do not include the residences of these entities' members or separate interests, as defined in section 4185 of the Civil Code.</del>

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974	(f)	BMPs - Timeline	(f) Suppliers shall make annual progress in meeting the requirements of subdivisions (c) and (d), with compliance of at least twenty percent by 2026, at least sixty percent by 2028, and one hundred percent by 2030.	We are proposing the CII Classification Performance Measure be completed between 2025 – 2030 and CII Mixed-Use Meter and CII BMP Performance Measures be completed 2030 – 2035. The currently proposed completion of all of the CII Performance Measures within the proposed five-year period, beginning 2025, would require significant resources and create implementation challenges. For example, it is unclear how suppliers would accurately implement BMPs for the top 20% of each classification while classifying CII customers. Unstacking the CII BMPs from the CII Classification will allow suppliers to spread limited resources over a 10 year period, while still meeting the goals of the Regulation. Additionally, the prescribed schedule for completing 20% of BMPs annually unnecessarily limits suppliers flexibility. Suppliers should be able to best determine how to meet the broader BMP Performance Measure requirements based on the unique local characteristics and existing programs.	Modify the timeline for suppliers to achieve 100 percent compliance with BMP Performance Measures by 2035. Remove prescriptive requirements of a percentage completion of CII BMP Performance Measures by years.	(f) Suppliers shall <b>achieve</b> <del>make annual progress in meeting the requirements of subdivisions (c) and (d), with compliance of at least twenty percent by 2026, at least sixty percent by 2028, and one hundred percent</del> <b>compliance with subdivision (c) by 2035</b> <del>30</del> . After 2035 <del>30</del> , the supplier shall ensure at least 95% compliance, as assessed on an annual basis.
974	NA	BMPs - De Minimis	NA	Some suppliers have a very small amount of CII water usage. Consequently, the amount of effort required in this section will not yield meaningful water savings. We encourage the Regulation to recognize suppliers with de minimis CII water use, which should be less than 10% of total potable water usage, and exclude those suppliers from the requirements of this section. This will allow those suppliers to focus their resources where they better advance water use efficiency.	Exemption suppliers with less than 10% CII potable water usage from section 974.	(g) Suppliers with less than 10% CII potable water usage, based on a five year average that is re-evaluated every 5 years, shall be excluded from this section.



**APPENDIX C: SUGGESTED REDLINE RECOMMENDATIONS  
OUTDOOR STANDARDS**

966	(i)	Outdoor Standard - Alternative Compliance  (Same as "Methodologies" Tab Row 3)	<p>(i) Starting in 2035, a supplier meeting all the criteria in paragraphs (1) or (2) may, in calculating its budgets for efficient outdoor residential water use and for commercial, industrial, and institutional landscapes with dedicated irrigation meters, apply the standards described in sections 968(a)(2) and 969(a)(2) through 2040.</p> <p>(2) (A) The urban water use objective calculated by the supplier pursuant to section 966 would result in an objective that is 80 percent or less of the supplier's actual urban water use, calculated in accordance with section 10609.22.</p> <p>(B) The annual reports the supplier has submitted since 2030, pursuant to section 975, show that the supplier is making continued progress, reducing its actual urban water use by an average of no less than 2 percent per year.</p> <p>(C) The supplier verifies compliance with requirements of the G480 Water Conservation and Efficiency Program Operation and Management Standard established by the American Water Works Association.</p> <p>(D) The supplier verifies compliance with the Standards for Tree City USA Recognition.</p> <p>(E) The supplier manages a program dedicated to the creation and maintenance of climate-ready landscapes across its service area. Program elements shall include but are not limited to:</p> <p>(i) The supplier verifies annual conversion of no less than 0.1 percent of turf area into climate-ready landscapes.</p> <p>(ii) The supplier verifies use of a recognized, verifiable rating system, such as the ReScape Rated Landscape Scorecard or the Sustainable SITES Initiative, to assure its program is supporting climate-ready landscapes.</p> <p>(iii) The supplier verifies creation of or participation in regional and local</p>	<p>Our understanding is that this language is intended to serve as an Alternative Compliance Pathway for suppliers with a water use objective that would require a an unreasonable or unattainable reduction in water use and is intended to provide flexibility within the Regulation. This Alternative Compliance Pathway does not provide the necessary flexibility and is problematic as follows:</p> <p>(1) It does not address 2025 and 2030 compliance for suppliers. Some suppliers will be out of compliance with their objective beginning in 2025. This only addresses compliance in 2035.</p> <p>(2) 5 additional years will not resolve compliance for some suppliers. Some suppliers will require a pathway that includes an alternative objective and/or more than additional 5 years.</p> <p>(3) The eligibility requirements for the Alternative Compliance Pathway are cost prohibitive, and would divert suppliers' resources to actions that may not result in compliance -e.g., e.g. SITES rating system is \$9,600 per site to implement.</p> <p>(4) Special districts are ineligible for the Standards for Tree City USA.</p> <p>(5) Requirements to dedicate funding and 40% allocated to DACS conflicts with Proposition 218.</p>	<p>We request to work collaboratively with the State Water Board to develop an "Alternative Compliance Pathway" that provides suppliers with an unreasonable or unattainable objective to be eligible for an alternative objective and/or extension of time to comply. This pathway should balance the goals of achieving meaningful water savings and multi-benefits, while considering cost and affordability.</p>	<p><del>(i) Starting in 2035, a</del> <b>A supplier may be eligible for an Alternative Compliance Pathway for approval of the Board, that demonstrates a good faith effort toward improving water use efficiency and climate resiliency by meeting all the criteria in paragraphs (1) or (2) may, in calculating its budgets for efficient outdoor residential water use and for commercial, industrial, and institutional landscapes with dedicated irrigation meters, apply the standards described in sections 968(a)(2) and 969(a)(2) through 2040.</b></p> <p>(1) (A) The average median household income of the supplier's service area is less than or equal to 80 percent of the median household income of California.</p> <p>(B) The urban water use objective calculated by the supplier pursuant to subsection (b) would result in an objective that is 80 percent or less of the supplier's actual urban water use, calculated in accordance with section 10609.22.</p> <p>(C) The annual reports the supplier has submitted since 2030, pursuant to section 975, show that the supplier is making continued progress, reducing its actual urban water use by an average of no less than <del>2</del> <b>1.5</b> percent per year.</p> <p><del>(D) The supplier shows to the satisfaction of the board that it is unable to meet its urban water use objective because of the applicable outdoor standards identified in sections 968 and 969. The supplier verifies it offers a proactive water use efficiency program that address indoor and outdoor water use, as well as low-income water users.</del></p> <p>(2) (A) The urban water use objective calculated by the supplier pursuant to section 966 would result in an objective that is 80 percent or less of the supplier's actual urban water use, calculated in accordance with section 10609.22.</p> <p>(B) The annual reports the supplier has submitted since 2030, pursuant to section 975, show that the supplier is making continued progress, reducing its actual urban water use by an average of no less than 2 percent per year.</p> <p><b>(C) The supplier verifies it offers a proactive water use efficiency program that address indoor and outdoor water use, as well as low-income water users. The supplier verifies compliance with requirements of the G480-Water Conservation and Efficiency Program Operation and Management Standard established by the American Water Works Association.</b></p>
968	(a)(3)	Outdoor Standard - Timeline	<p>(a)(1) Through June 30, 2030, the standard for efficient residential outdoor use (Soutdoor) shall be a landscape efficiency factor of 0.80.</p> <p>(2) Beginning July 1, 2030, and through June 30, 2035, the standard for efficient residential outdoor use shall be a landscape efficiency factor of 0.63.</p> <p>(3) Beginning July 1, 2035, the standard for efficient residential outdoor use shall be a landscape efficiency factor of 0.55.</p>	<p>The successful achievement of cost-effective multi-benefit landscape transformation programs requires water suppliers to analyze, design, resource and implement cost-effective water use efficiency programs. Additionally, the success of this Regulation requires long-term customer behavior change and significant investments. Educating Californians not only on the value of making these changes but also on the best, cost-effective manner to make these changes, while also supporting and expanding environmental multi-benefits requires time. Due to the delay of the Regulation and change in proposed standards from the Department of Water Resources' recommendations, suppliers and Californians are not being given a reasonable timeline to reduce water outdoor water use, which could result in impacts to shade trees and affordability, and disproportionate impacts to disadvantaged communities.</p>	<p>Modify the proposed timeline for the outdoor standard to provide an additional 5 years for all suppliers to achieve compliance, as follows:</p> <ul style="list-style-type: none"> <li>- 0.8 LEF by 2030</li> <li>- 0.63 LEF by 2035</li> <li>- 0.55 LEF by 2040</li> </ul>	<p>(a) (1) <del>Beginning January 1, 2030 and</del> <b>Beginning January 1, 2030 and</b> through June 30, 2030<del>5</del>, the standard for efficient residential outdoor use (Soutdoor) shall be a landscape efficiency factor of 0.80.</p> <p>(2) Beginning July 1, 2030<del>5</del>, and through June 30, 2035<del>40</del>, the standard for efficient residential outdoor use shall be a landscape efficiency factor of 0.63.</p> <p>(3) Beginning July 1, 2035<del>40</del>, the standard for efficient residential outdoor use shall be a landscape efficiency factor of 0.55.</p>
968	(a)(5)	Outdoor Standard - New Res.	<p>(5) The standard for newly constructed residential landscapes (Snew) shall be the same factor as identified in section 492.4 for residential areas.</p>	<p>Water suppliers need certainty as they implement this Regulation most cost-effectively. MWLEO can be modified absent a regulatory process, which could significantly impact water suppliers overall compliance with the Regulation and associated costs, which would not be captured in the SRIA.</p>	<p>Set the standard for newly constructed residential landscapes at a LEF of 0.55, instead of to MWLEO.</p>	<p>(5) The standard for newly constructed residential landscapes (Snew) shall be <del>the same factor as identified in section 492.4 for residential areas</del> <b>a landscape efficiency factor of 0.55.</b></p>
968	(b)(2)(B)	Outdoor Standard - INI	<p>(B) Through June 30, 2027, a supplier may include in its residential landscape area up to twenty percent of the supplier's unique square footage of Irrigable Not Irrigated area provided by the Department to the Board on October 3, 2022, if the supplier's actual urban water use for the reporting year, calculated in accordance with section 10609.22, is greater than the urban water use objective calculated pursuant to section 966 without inclusion of Irrigable Not Irrigated area.</p>	<p>DWR conducted a statistical analysis of outdoor water use, LAM and INI data. The data concluded that the INI area is being irrigated at one fifth or 20 percent of the irrigable area. As a result, DWR correctly concluded that the calculation of annual outdoor water use must include 20 percent INI. Additionally, the inclusion of INI is consistent with the 2018 conservation legislation. Water Code §10609.6(a)(2)(B) directed "the standards shall apply to irrigable lands. The removal of DWR's recommended to include 20% for INI is statistically inaccurate.</p>	<p>DWR's findings was based on the recognition that its analysis was only a snapshot in time. It's follow-up analysis indicated that the snapshot missed 20% of the irrigated landscape that was irrigated either before or after the image was taken for the analysis. DWR recognized that this under counting of irrigated area would continue to be the case unless multiple images are conducted over the analysis year. This 20% should not be looked as additional, but as area that is actually being irrigated. Revert to DWR's recommendation with the inclusion of 20 percent INI. Suppliers would recalculate INI when DWR provides new LAM data.</p>	<p><del>(B) Through June 30, 2027, a</del> <b>A supplier shall include in its residential landscape area up to twenty percent of the supplier's unique square footage of Irrigable Not Irrigated area provided by the Department to the Board on October 3, 2022, if the supplier's actual urban water use for the reporting year, calculated in accordance with section 10609.22, is greater than the urban water use objective calculated pursuant to section 966 without inclusion of Irrigable Not Irrigated area.</b></p> <p><b>(1) If the Department provides updated landscape area data, a supplier would recalculate the inclusion of the suppliers' unique square footage of Irrigable Not Irrigated Area of twenty percent.</b></p>

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968	(d)(2)	MWELO	(d)(2) The existence of newly constructed residential landscape area shall be demonstrated by referencing annual reporting required by section 495(b)(6), provided the report has disaggregated newly constructed residential landscapes from the total landscape area reported.	The Regulation would require that suppliers demonstrate the existence of newly constructed residential landscapes through annual MWELO reporting. The majority of new residential landscapes are not subject to MWELO or MWELO reporting. MWELO reporting will be incomplete and will not reflect accurately newly constructed residential landscape area. Gr	Allow for DWR's recommend approach to account for newly constructed residential landscape areas, which included on-the ground measurement, remote sensing methods, and using service area level averages.	(d)(2) The existence of newly constructed residential landscape area shall be demonstrated by using any of the following approaches to quantify irrigable landscapes areas for new landscapes: referencing annual reporting required by section 495(b)(6), provided the report has disaggregated newly constructed residential landscapes from the total landscape area reported. <b>(A) On-the-ground measurement.</b> <b>(B) Using remote sensing methods to quantify irrigable landscape areas.</b> <b>(C) Using service area level averages. In this approach, urban retail water suppliers only need to identify the total number of new developments (Nnd) and average landscape areas for each class at the service area level. The following is an outline of the steps needed to estimate aggregate areas for new landscapes using this approach:</b> <b>(i) Calculate the sum of areas for each of the irrigation status classes delivered by DWR or alternative data source. This involves adding each one of the three classes across all residential parcels in the service area to derive aggregate areas (II-total, INI-total, and NI-total).</b> <b>(ii) Obtain the total number of existing residential parcels (Np) in the service area.</b> <b>(iii) Divide II-total, INI-total, and NI-total by Np to get average II, INI, and NI for the service area (II-avg, INI-avg, NI-avg).</b> <b>(iv) Multiply II-avg, INI-avg, and NI-avg by Nnd. This produces aggregate II, INI, and NI for new developments (II-nd, INI-nd, and NI-nd).</b>
968	(g)(2) (h)(1)	SLA- Pools	(g)(1) An urban retail water supplier may, in calculating its annual urban water use objective, include budgets for temporary provisions for residential outdoor use if the supplier submits supporting information meeting the criteria described in subdivision (i). (2) Temporary provisions may be requested for: (A) water for existing pools, spas, and similar water features (B) water for the planting of new, climate-ready trees (C) water for the establishment of qualifying landscapes (h) Temporary provisions available pursuant to subdivision (g) shall be calculated as follows: (h) Temporary provisions available pursuant to subdivision (g) shall be calculated as follows: (1) A temporary provision for existing pools, spas and similar water features is available beginning January 1, 2035, until January 1, 2040. This provision (Prpool) shall be calculated by multiplying the square footage of existing pools, spas, and similar water features (Apool), by 0.08, by net reference evapotranspiration (Net ETO), and by a unit conversion factor of 0.62.	Residential pools should not be a temporary provisions. The residential factor for residential pools should be same as public pools, which is 1.0. Water evaporates at about 1.0. Not allocating enough water to residential pools effectively further reduces the residential outdoor budget. Most pools are not subject to MWELO, as they are generally in backyards and existing.	Strike language 968(g)(2)(A) and h(1). Add language to 968(c) that residential pools area.	<b>(c)(3) Pools, spas and similar water features shall have a landscape efficiency factor of 1.0.</b> (g)(1) An urban retail water supplier may, in calculating its annual urban water use objective, include budgets for temporary provisions for residential outdoor use if the supplier submits supporting information meeting the criteria described in subdivision (i). (2) Temporary provisions may be requested for: <del>(A) water for existing pools, spas, and similar water features-</del> <del>(B) water for the planting of new, climate-ready trees</del> <del>(C) water for the establishment of qualifying landscapes (h) Temporary provisions available pursuant to subdivision (g) shall be calculated as follows:</del> <del>(h)(1) Temporary provisions available pursuant to subdivision (g) shall be calculated as follows:(1) A temporary provision for existing pools, spas and similar water features is available beginning January 1, 2035, until January 1, 2040. This provision (Prpool) shall be calculated by multiplying the square footage of existing pools, spas, and similar water features (Apool), by 0.08, by net reference evapotranspiration (Net ETO), and by a unit conversion factor of 0.62. This formula is expressed mathematically as follows:</del> <del><math>Prpool = Apool \times 0.08 \times Net\ ETO \times 0.62</math></del> <del>The square footage of existing pools, spas, and similar water features (Apool) shall be either (A) the value provided by the Department to the Board on October 3, 2022, or any updates thereafter, or (B) alternative data, if the supplier demonstrates to the Department and Board that the data are equivalent, or superior, in quality and accuracy to the data provided by the Department.</del>
968	(h)(3))b (i)	SLA - Recycled Water	(i) In order to receive approval for either a variance, a temporary provision, or the inclusion of special landscape areas for a given reporting year, an urban retail water supplier must submit to the Board, by no later than October 1, for review and approval by the Executive Director, or the Executive Director's designee, a request that includes the following: (1) Information quantifying and substantiating each request, including showing how it protects beneficial uses of water; demonstrating that the amount of water requested was delivered by the supplier for the requested use; and verifying that the approval of the request would not jeopardize the ability of a permittee within the supplier's service area to comply with existing permit requirements; and (2) A description of efforts to prioritize water for existing trees, including, but not limited to rebate, direct install, and educational programs focused on transitioning from turf- to tree-centric irrigation systems that promote deep and healthy root growth. Tree-centric irrigation systems include but are not limited to soaker hoses, deep drip watering stakes, drip tubing, and emitters. (3) If the request is denied, the volume of water associated with the variance, provision, or special landscape area shall not be included in the objective.	Recycled water should not be a temporary provision. Sites irrigated with recycled water generally do not change and are on DIMs. The requirement to annually apply for a variances and temporary provisions places a significant burden to both State Water Board staff and water suppliers.	Recycled water should not be a temporary provision.	(h)(3)(b)(i) In order to receive approval for either a variance, <b>or</b> a temporary provision, <del>or the inclusion of special landscape areas</del> for a given reporting year, an urban retail water supplier must submit to the Board, by no later than October 1, for review and approval by the Executive Director, or the Executive Director's designee, a request that includes the following: (1) Information quantifying and substantiating each request, including showing how it protects beneficial uses of water; demonstrating that the amount of water requested was delivered by the supplier for the requested use; and verifying that the approval of the request would not jeopardize the ability of a permittee within the supplier's service area to comply with existing permit requirements; and (2) A description of efforts to prioritize water for existing trees, including, but not limited to rebate, direct install, and educational programs focused on transitioning from turf- to tree-centric irrigation systems that promote deep and healthy root growth. Tree-centric irrigation systems include but are not limited to soaker hoses, deep drip watering stakes, drip tubing, and emitters. (3) If the request is denied, the volume of water associated with the variance, <b>or</b> a temporary provision, <del>or the inclusion of special landscape areas</del> shall not be included in the objective.
969	(c)(2)	SLA - Recycled Water	(2) In order to calculate an outdoor budget for CII landscapes with DIMs pursuant to this subdivision, a supplier may include special landscape areas for CII landscapes with DIMs only if the supplier submits supporting information meeting the criteria described in section 968 (i).	Same as above	Same as above.	(c) (2) In order to calculate a residential outdoor budget pursuant to this subdivision, a supplier may include residential special landscape areas <b>only if the supplier submits supporting information meeting the criteria described in subdivision (i).</b>

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Reg. Sec.	Sub. Sec.	Topic	Current Regulatory Text	Concern	Recommendation	Suggested Redline
966	(c)	Methodology - WUE Formula	(c) The objective shall be composed of the sum of the following budgets: (1) A budget for efficient indoor residential water use (Rindoor) as described in section 967. (2) A budget for efficient outdoor residential water use (Routdoor) as described in section 968. (3) A budget for efficient water use on commercial, industrial, and institutional landscapes with dedicated irrigation meters or equivalent technology (CIDIM) as described in section 969. (4) A budget for efficient real water losses (L) as described in section 970. (5) Budgets for any approved variances (V) and temporary provisions (Pr) as described in sections 967, 968, and 969. (6) A bonus incentive for potable reuse (BPR) as described in section 971.	The Regulation should recognize that there are and will continue to be inherent data quality limitations that impact suppliers' compliance with their water use objectives, such as landscape area measurement data, effective precipitation and population data. Currently, the Regulation does not account for data errors and variability. We note that the water loss performance standards do account for data variability.	Include a "Data Error Factor" (DEA) in the formula for calculating suppliers' urban water use objectives. The DEA would be a percentage, of either five or ten percent, applied to a supplier's budget for efficient indoor residential water use, efficient outdoor residential water use and efficient water use on a CI landscapes with a dedicated irrigation meter or equivalent technology, as follows: WUO = (Rindoor + Routdoor + CIDIM)DEA + L + V + Pr + BPR  The DEA would recognize suppliers' historic progress and achieved savings (SB X7-7 based) and acknowledge that data used to develop and evaluate standards has intrinsic errors. The magnitude of the DEA would reduce over time as suppliers achieve progress towards their water use objective. We are proposing a five percent DEA for suppliers achieving less than 20 percent reduction from SB X7-7, and a 10 percent DEA for suppliers achieving 20 percent or greater of reduction from SB X7-7.	(c)(7)A Data Error Adjustment (DEA) added to Rindoor, Routdoor, and CIDIM to account for variability in data accuracy. The percentage will be applied based on a comparison with SB X7-7 & targets as follows: (i) TIER 1: Suppliers achieving <= 20% reduction from SB X7-7: +5% of (Indoor + Routdoor + CIDIM budget) (ii) TIER 2: Suppliers achieving > 20% of reduction from SB X7-7: +10% of (Indoor + Routdoor + CIDIM budget)
966	(i)	Methodology - Alternative Compliance	See "Outdoor Standards" Tab Row 3.	See "Outdoor Standard" tab Cell E3.	See "Outdoor Standard" tab Cell F3.	<del>(i) Starting in 2025, a supplier may be eligible for an Alternative Compliance Pathway for approval of the Board, that demonstrates a good faith effort toward improving water use efficiency and climate resiliency by meeting all the criteria in paragraphs (1) or (2) may, in calculating its budgets for efficient outdoor residential water use and for commercial, industrial, and institutional landscapes with dedicated irrigation meters, apply the standards described in sections 968(a)(2) and 969(a)(2) through 2040.</del> (1) (A) The average median household income of the supplier's service area is less than or equal to 80 percent of the median household income of California. (B) The urban water use objective calculated by the supplier pursuant to subsection (b) would result in an objective that is 80 percent or less of the supplier's actual urban water use, calculated in accordance with section 10609.22. (C) The annual reports the supplier has submitted since 2030, pursuant to section 975, show that the supplier is making continued progress, reducing its actual urban water use by an average of no less than <del>2</del> 1.5 percent per year. (D) <del>The supplier shows to the satisfaction of the board that it is unable to meet its urban water use objective because of the applicable outdoor standards identified in sections 968 and 969. The supplier verifies it offers a proactive water use efficiency program that address indoor and outdoor water use, as well as low-income water users.</del> (2) (A) The urban water use objective calculated by the supplier pursuant to section 966 would result in an objective that is 80 percent or less of the supplier's actual urban water use, calculated in accordance with section 10609.22. (B) The annual reports the supplier has submitted since 2030, pursuant to section 975, show that the supplier is making continued progress, reducing its actual urban water use by an average of no less than 2 percent per year. (C) <del>The supplier verifies it offers a proactive water use efficiency program that address indoor and outdoor water use, as well as low-income water users. The supplier verifies compliance with requirements of the C480 Water Conservation and Efficiency Program Operation and Management.</del>
966	NA	Methodology - Compliance	NA	A supplier may not comply with its water use objective because it is unable to obtain the information required for variances due to resource or other limitations. The State's goal should be for successful compliance with the Regulation. Prior to taking any enforcement action, the State should offer technical assistance to a supplier to determine if the unique water uses in its service area, for which variances are available, would bring the supplier into compliance.	Clarify that if a supplier does not meet its water use objective because it is unable to obtain the information required for the variances, prior to the issuance of any enforcement action, technical assistance must be offered to the supplier.	(j) If a supplier does not comply with section 966(a) because it is unable to obtain the information required in section 967(c) and 968(f) due to resource or other limits, prior to the issuance of any enforcement action, technical assistance must be made available to the supplier.
967	(c)	Variances - Eligibility	(b)(1) An urban retail water supplier may, in calculating its urban water use objective, include budgets for variances identified in paragraph (2) for residential indoor use, if: (A) The supplier submits supporting information meeting the criteria described in subdivision (e); and (B) The associated water use, for any individual variance, represents 5% or more of the sum of the budgets associated with the standards described in section 966 (c)(1) through (4).	The enacted legislation requires the State Water Board to establish appropriate variances for unique uses that can have a material effect on water use of an urban retail water supplier. The regulation currently proposes that an individual variance must represent 5% or more of the sum of a water suppliers budget. This threshold fails to recognize the cumulative impact unique water uses could have on suppliers' ability to comply with their water use objectives. Variances are not a "bonus" or "alternative compliance" mechanism. Variances were intended to account for unique water uses within suppliers' service areas in order to provide an accurate water use objective.	Establish a cumulative threshold for variances of 5%.	(b)(1) An urban retail water supplier may, in calculating its urban water use objective, include budgets for variances identified in paragraph (2) for residential indoor use, if: (A) The supplier submits supporting information meeting the criteria described in subdivision (e); and (B) The associated water use, for the sum of all <del>any individual</del> variances, represents 5% or more of the sum of the budgets associated with the standards described in section 966 (c)(1) through (4).
967	(d)	Variances - Recycled Water	(d) An urban retail water supplier may request a temporary provision to respond to negative impacts to wastewater collection, treatment, and reuse systems, if the supplier shows to the satisfaction of the Board that meeting the objective pursuant to section 966 would require adhering to the applicable residential indoor standard identified in Water Code section 10609.4 and that meeting the budget for efficient residential indoor use is causing challenges within wastewater collection, treatment, and reuse systems.	Recycled water is a permanent and long-term investment. The Governor's signing message for SB 1157 encourage the State Water Board to develop a variance to reflect local investments in recycled water and infrastructure.	Remove "temporary."	(d) An urban retail water supplier may request a <del>temporary</del> provision to respond to negative impacts to wastewater collection, treatment, and reuse systems, if the supplier shows to the satisfaction of the Board that meeting the objective pursuant to section 966 would require adhering to the applicable residential indoor standard identified in Water Code section 10609.4 and that meeting the budget for efficient residential indoor use is causing challenges within wastewater collection, treatment, and reuse systems.



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967	(e)(1)	Variations - Eligibility	(e) In order to receive approval for a variance or a temporary provision for a given reporting year, an urban retail water supplier must submit to the Board, by October 1, for review and approval by the Executive Director, or the Executive Director's designee, a request that includes the following components:	We do not anticipate significant annual variability of water use associated with the variances. Requiring annual submittal and approval of the variances will place significant administrative burden on suppliers that does not achieve actual water savings, as well as the State Water Board.	Allow for variances, once approved, to be valid for five years.	(4) If a variance is approved it will be valid for a minimum of five years unless conditions change significantly. (5) If a variance has not been approved or denied by November 30 after submittal on October 1, the supplier can include the variance in its objective.
968	(e)(1)(B)	Variations - Eligibility	(e)(1) An urban retail water supplier may annually, in calculating its urban water use objective, include budgets for variances for residential outdoor water use if: (A) the supplier submits supporting information meeting the criteria described in subdivision (i); and (B) the associated water use, for any individual variance identified in paragraph (2)(A) through (C), represents 5% or more of the sum of the budgets associated with the standards described in section 966 (c)(1) through (4); or	Same as Cell E4.	Same as Cell F5.	(e)(1) An urban retail water supplier may annually, in calculating its urban water use objective, include budgets for variances for residential outdoor water use if: 13 (A) the supplier submits supporting information meeting the criteria described in subdivision (i); and (B) the associated water use, for the sum of all <del>any individual</del> variances identified in paragraph (2)(A) through (C), represents 5% or more of the sum of the budgets associated with the standards described in section 966 (c)(1) through (4); or
968	(h)(3)(B)(i)	Variations - Eligibility	(i) In order to receive approval for either a variance, a temporary provision, or the inclusion of special landscape areas for a given reporting year, an urban retail water supplier must submit to the Board, by no later than October 1, for review and approval by the Executive Director, or the Executive Director's designee, a request that includes the following:	Same as Cell E6	Same as cell F5	(i) In order to receive approval for either a variance, a temporary provision, or the inclusion of special landscape areas for a given reporting year, an urban retail water supplier must submit to the Board, by no later than October 1, for review and approval by the Executive Director, or the Executive Director's designee, a request that includes the following: (1) Information
975	(a)	Reporting - Fiscal Year	(a) Each urban retail water supplier shall submit to the Board, no later than January 1, 2024, and by January 1 every year thereafter, the report required by Water Code section 10609.24. The report shall reflect the conditions of the previous state fiscal year.	Water Code Section 10609.20 (b) states the objective calculation "shall be based on the urban retail water supplier's water use conditions for the previous calendar or fiscal year." However, the Regulation limits flexibility and would require suppliers report the conditions of the previous state fiscal year. It is unclear the benefit of requiring all suppliers to report on a fiscal year. Suppliers should be provided the discretion to report most accurately and cost-effectively to the State, based on available data. This would be consistent with water loss reporting which also provides suppliers discretion to report on either a fiscal or calendar year.	Provide flexibility for water suppliers to either report on a state fiscal year or calendar year, consistent with the water code.	(a) Each urban retail water supplier shall submit to the Board, no later than January 1, 2024, and by January 1 every year thereafter, the report required by Water Code section 10609.24. The report shall reflect the conditions of either the previous state fiscal year or calendar year.