

MEETING OF THE BOARD OF DIRECTORS OF THE  
MUNICIPAL WATER DISTRICT OF ORANGE COUNTY  
Jointly with the  
**PLANNING & OPERATIONS COMMITTEE**  
18700 Ward Street, Conf. Room 101, Fountain Valley, CA 92708  
March 3, 2025, 8:30 a.m.

Teleconference Sites:  
25652 Paseo De La Paz, San Juan Capistrano, CA 92675  
17420 Walnut Street, Fountain Valley, CA 92708  
2800 Keller, #301, Tustin, CA 92782

**This meeting will be held in person at 18700 Ward Street, Fountain Valley, California, 92708 (Conference Room 101). As a convenience for the public, the meeting may also be accessed by Zoom Webinar and will be available by either computer or telephone audio as indicated below. Because this is an in-person meeting and the Zoom component is not required, but rather is being offered as a convenience, if there are any technical issues during the meeting, this meeting will continue and will not be suspended.**

**Computer Audio:** You can join the Zoom meeting by clicking on the following link: <https://zoom.us/j/8828665300>

**Telephone Audio:** (669) 900 9128 fees may apply  
(877) 853 5247 Toll-free  
**Webinar ID:** 882 866 5300#

**P&O Committee:**  
Director Seckel, Chair  
Director Yoo Schneider  
Director Dick

**Staff:** H.De La Torre, J. Berg, V. Osborn,  
T. Dubuque, D. Micalizzi, H. Baez,  
M. Baum-Haley, C. Busslinger,  
T. Baca

Ex Officio Member: President McVicker

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MWDOC Committee meetings are noticed and held as joint meetings of the Committee and the entire Board of Directors and all members of the Board of Directors may attend and participate in the discussion. Each Committee has designated Committee members, and other members of the Board are designated alternate committee members. If less than a quorum of the full Board is in attendance, the Board meeting will be adjourned for lack of a quorum and the meeting will proceed as a meeting of the Committee with those Committee members and alternate members in attendance acting as the Committee.

## ROLL CALL

**PUBLIC COMMENTS** - Public comments on agenda items and items under the jurisdiction of the Committee should be made at this time.

**ITEMS RECEIVED TOO LATE TO BE AGENDIZED** - Determine there is a need to take immediate action on item(s) and that the need for action came to the attention of the District subsequent to the posting of the Agenda. (Requires a unanimous vote of the Committee).

**ITEMS DISTRIBUTED TO THE BOARD LESS THAN 72 HOURS PRIOR TO MEETING** -- Pursuant to Government Code section 54957.5, non-exempt public records that relate to open session agenda items and are distributed to a majority of the Board less than seventy-two (72) hours prior to the meeting will be available for public inspection in the lobby of the District's business office located at 18700 Ward Street, Fountain Valley, California 92708, during regular business hours. When practical, these public records will also be made available on the District's Internet Web site, accessible at <http://www.mwdoc.com>.

## ACTION ITEMS

1. ADMINISTRATION OF THE COUNTY OF ORANGE RAINSMART PILOT PROGRAM

2. ADOPTION OF THE 2025 ORANGE COUNTY WATER AND WASTEWATER MULTI-JURISDICTIONAL HAZARD MITIGATION PLAN

**INFORMATION ITEMS** (The following items are for informational purposes only – background information is included in the packet. Discussion is not necessary unless requested by a Director.)

3. 2025 CONSUMER CONFIDENCE REPORT UPDATE

4. ADVANCED METERING INFRASTRUCTURE WORKGROUP UPDATE

5. WATER POLICY FORUM & DINNER - MARCH 20, 2025

6. PUBLIC AFFAIRS HIGHLIGHTS

7. DEPARTMENT ACTIVITIES REPORTS

- a. Ongoing MWDOC Reliability and Engineering/Planning Projects
- b. WEROC
- c. Water Use Efficiency Projects
- d. Public and Government Affairs

8. REVIEW OF ISSUES RELATED TO PLANNING OR ENGINEERING PROJECTS, WEROC, WATER USE EFFICIENCY, FACILITY AND EQUIPMENT MAINTENANCE, WATER STORAGE, WATER QUALITY, CONJUNCTIVE USE PROGRAMS, EDUCATION, PUBLIC AFFAIRS PROGRAMS AND EVENTS, PUBLIC INFORMATION PROJECTS, PUBLIC INFORMATION CONSULTANTS, DISTRICT FACILITIES, and MEMBER AGENCY RELATIONS

**ADJOURNMENT**

**NOTE:** At the discretion of the Committee, all items appearing on this agenda, whether or not expressly listed for action, may be deliberated, and may be subject to action by the Committee. On those items designated for Board action, the Committee reviews the items and makes a recommendation for final action to the full Board of Directors; final action will be taken by the Board of Directors. Agendas for Committee and Board meetings may be obtained from the District Secretary. Members of the public are advised that the Board consideration process includes consideration of each agenda item by one or more Committees indicated on the Board Action Sheet. Attendance at Committee meetings and the Board meeting considering an item consequently is advised. Accommodations for the Disabled. Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by telephoning Maribeth Goldsby, District Secretary, at (714) 963-3058, or writing to Municipal Water District of Orange County at P.O. Box 20895, Fountain Valley, CA 92728. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.



**ACTION ITEM**  
March 19, 2025

**TO:** Board of Directors

**FROM:** **Planning & Operations Committee**  
(Directors Seckel, Yoo-Schneider, Dick)

**Harvey De La Torre, General Manager**

Staff Contact: Rachel Waite-Harvey, WUE Programs Supervisor  
Joe Berg, Director of Water Use Efficiency

**SUBJECT: ADMINISTRATION OF THE COUNTY OF ORANGE RAINSMART PILOT PROGRAM**

**STAFF RECOMMENDATION**

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It is recommended that the Board of Directors authorize the general manager to enter into a contract with the County of Orange for MWDOC’s administration of the County’s RainSmart Rebates Pilot Program through MWDOC’s existing Turf Replacement Program rebate processing infrastructure, with an administrative fee of up to \$265 for each RainSmart application processed.

**COMMITTEE RECOMMENDATION**

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Committee recommends (To be determined at Committee Meeting)

**SUMMARY**

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Over the last several years, MWDOC and County of Orange (County) staff have discussed how the Water Use Efficiency and County Stormwater Departments could collaborate on mutually beneficial efforts. Through a series of meetings and information-sharing sessions, landscape transformation has been identified as a key area of overlap and mutual benefit. MWDOC’s Turf Replacement Program and the County RainSmart Rebates Pilot Program (RainSmart Program) both utilize the transformation of residential and commercial landscapes as the conduit for their goals (i.e., water savings and stormwater capture), respectively.

|   |                      |   |   |
|---|----------------------|---|---|
| <b>Budgeted:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A | Budgeted amount: N/A | Core: <input type="checkbox"/>  | Choice: <input checked="" type="checkbox"/> |
| <b>Action item amount:</b> N/A  |                      | Movement between funds: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |   |

To maximize efficiencies and streamline customer experience, MWDOC and County staff propose that MWDOC administer the County’s RainSmart Program rebates on a pilot basis through MWDOC’s existing Turf Replacement Program rebate processing infrastructure. The County will provide upfront funding to MWDOC to pay for MWDOC’s Choice-funded administrative staff time expenses along with the associated incentives paid to RainSmart Program participants. The administrative fee has been calculated to be \$265 for each fully processed RainSmart application. Approximately ten (10) commercial and fifty (50) residential RainSmart rebates will be processed over a two-year period.

## DETAILED REPORT

### Collaboration

The MWDOC Turf Replacement Program and County RainSmart Program share a common goal: transforming water-thirsty turfgrass into California-friendly, watershed-wise landscapes.

The County is interested in constructing green infrastructure as a control measure to reduce the discharge of pollutants contained in urban runoff as it relates to compliance with National Pollutant Discharge Elimination System (NPDES) permitting for their Municipal Separate Storm Sewer Systems (MS4s). To achieve this, the County has established the RainSmart Program at [h2oc.org/rainsmart](http://h2oc.org/rainsmart). The Program offers incentives and assistance for upgrading landscapes to be watershed-wise, effectively reducing stormwater runoff and the urban pollutants it carries. The RainSmart Program started as a small pilot focusing on landscapes in Moulton Niguel Water District’s service territory. The pilot has since expanded to the broader South Orange County region, focusing on MS4s that fall under the San Diego Regional Water Quality Board jurisdiction.

Participants in MWDOC’s Turf Replacement Program are required to include a green infrastructure component (also commonly referred to as a sustainability feature or stormwater capture feature) in their project area. Options include vegetated berms, dry creek beds, rain gardens, rain barrels, rock gardens, swales, and eligible trees (recently adopted for the MWDOC service area on a pilot basis).

The key area of overlap between the two programs is the conversion of turfgrass to watershed-wise landscaping. To maximize water savings, the Turf Replacement Program offers incentives specifically for landscaped areas that are verified turfgrass. This ensures a reduction in plant water requirements and irrigation use.

The County’s RainSmart Program includes turfgrass conversions; however, it also

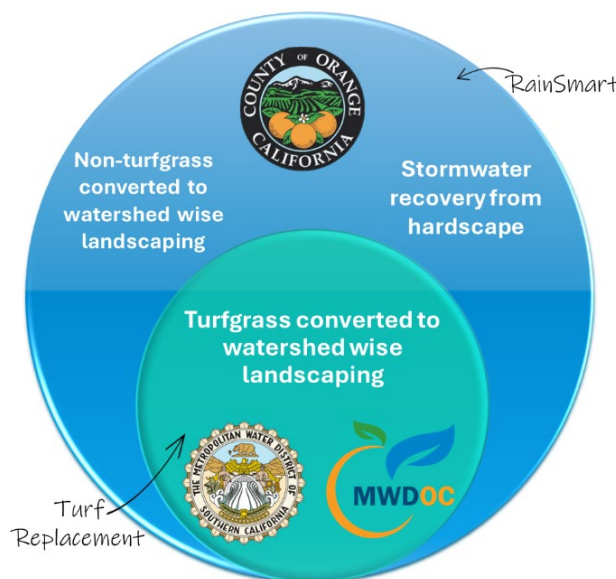


Figure 1. Areas of overlap (green circle) and unique components (blue circle) between MWDOC’s Turf Replacement Program and the RainSmart Program.

encompasses a broader scope that addresses the transformation and stormwater recovery of hardscape and non-turf plant material, such as planter beds or shrubbery, shown in Figure 1. This allows each project to be tailored to maximize stormwater capture, particularly from impermeable surfaces.

Currently, most applicants who qualify for the County's RainSmart Program also participate in MWDOC's Turf Replacement Program, engaging in both programs simultaneously. The two programs currently operate separately and require distinct applications. Incentive checks for the water savings aspect of the projects and the stormwater reduction components are also issued separately, and there is no established communication mechanism or protocol between the MWDOC and County Programs.

MWDOC and County of Orange staff have identified clear parallels and areas for increased collaboration and agency efficiencies between the two programs. It is proposed that MWDOC administer the RainSmart Program on behalf of the County, utilizing the already established Turf Replacement rebate processing system. The purpose of the proposed Rebate Program Pilot is to evaluate the feasibility of expanding mutually beneficial partnerships in the future.

## **Implementation**

To streamline the process for participants and reduce duplicative administrative burdens, MWDOC will administer OC RainSmart Rebates on behalf of the County. MWDOC will utilize the existing rebate processing infrastructure for the Turf Replacement Program. MWDOC's main responsibility will be to issue single rebate checks to participants.

MWDOC's role in the RainSmart program is strictly administrative, and it will base payments entirely on the County-provided documentation approving receipts and payment amounts. MWDOC staff will not be responsible for verifying RainSmart landscape qualifications or calculating rebate incentives. The County will be responsible for all RainSmart-related inspections, verifications, and funding authorizations for their rebate. MWDOC will receive documentation authorizing payee information and incentive amounts.

The RainSmart Program is available for both commercial and residential properties. The proposed Pilot Program will target approximately ten (10) commercial and fifty (50) residential rebates over a two-year period. This level of RainSmart participation is not expected to strain staff resources.

Further details on the collaborative Rebate Program implementation workflow and incentive levels can be found in Attachment 1.

## **Cost and Benefit**

There are no direct costs to MWDOC associated with this partnership. The County will provide upfront funding to MWDOC to pay for MWDOC's administrative expenses and incentives paid to RainSmart Program participants. For MWDOC's staff time to administer the County's program, the County will pay MWDOC an administrative fee of \$265 for each RainSmart application processed. This fee is intended to offset MWDOC Choice-funded staff time. If a participant withdraws before completing the process and receiving their rebate check, the

County will pay \$132.50 (50% of the fee). The administrative fee may be recalculated if MWDOC staff resources are not adequately covered.

MWDOC will benefit from the targeted outreach and messaging carried out by the County and cities. Their marketing and recruitment efforts will attract new applicants for MWDOC’s Turf Replacement Program who may not have otherwise participated. This results in additional water savings to support member agencies to meet their Conservation as a California Way of Life urban water use objective.

Upon completion of the proposed pilot partnership, MWDOC and County staff will evaluate the feasibility of expanding the partnership. There is potential for geographic expansion throughout the entire MWDOC service area, as well as opportunities to offer a wider variety of joint incentives, and to create a more integrated process, such as a joint application.

A draft agreement between MWDOC and the County of Orange is attached, pending final counsel reviews (Attachment 2).

**ALIGNMENT WITH BOARD STRATEGIC PRIORITIES**

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- |  |  |
|--|--|
| <input type="checkbox"/> Clarifying MWDOC’s mission and role; defining functions and actions.                        | <input checked="" type="checkbox"/> Work with member agencies to develop water supply and demand objectives. |
| <input type="checkbox"/> Balance support for Metropolitan’s regional mission and Orange County values and interests. | <input checked="" type="checkbox"/> Solicit input and feedback from member agencies.                         |
| <input checked="" type="checkbox"/> Strengthen communications and coordination of messaging.                         | <input type="checkbox"/> Invest in workforce development and succession planning.                            |

**BOARD OPTIONS**

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**Option #1:** It is recommended that the Board of Directors authorize the general manager to enter into a contract with the County of Orange for MWDOC’s administration of the County’s RainSmart Rebates Pilot Program through MWDOC’s existing Turf Replacement Program rebate processing infrastructure, with an administrative fee of up to \$265 for each RainSmart application processed.

**Fiscal Impact:** None; MWDOC will receive up to \$265 per processed RainSmart application to compensate for Choice-funded staff time.

**Option #2:** Take no action.

**Fiscal Impact:** No impact.

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| <b>List of Attachments/Links:</b>  |
| <b>Attachment 1:</b> Program Workflow and Incentive Levels   |
| <b>Attachment 2:</b> Draft Agreement Between Municipal Water District of Orange County and County of Orange for Administration of a Residential and Commercial Rainwater Collection Incentives Pilot Program |
| <b>Link 1:</b> <a href="https://h2oc.org/rainsmart/">https://h2oc.org/rainsmart/</a>   |

## Attachment 1 MWDOC Turf Replacement -plus- County of Orange RainSmart Rebate Pilot Program Workflow

To streamline the process for participants and reduce duplicative administrative burdens, MWDOC will administer OC RainSmart Rebates on behalf of the County. MWDOC will utilize the existing rebate processing infrastructure for the Turf Replacement Program. MWDOC’s main responsibility will be to issue a single rebate check to participants.

Since the RainSmart Program facilitates not just the transformation of turfgrass, but also impermeable surfaces and non-turf plant material, there are two rebate processing scenarios:

- Scenario (1) MWDOC Turf Replacement plus RainSmart
- Scenario (2) RainSmart-only

In Scenario (1), when participants are enrolled in both Turf Replacement and RainSmart, there will be several communication points between MWDOC’s Water Use Efficiency department and County staff, as shown in Figure 1. MWDOC will be notified of the dual-program application at the start of the process; a separate RainSmart application will be submitted to County staff, who will notify MWDOC of the matching Turf Replacement application. County staff will conduct all necessary pre-inspections and communicate with the participants regarding rules and regulations for RainSmart. Upon approval, the County will provide the pre-approved incentive amount to MWDOC, reserving County funds for each participant. After the customer project is complete, County staff will perform all RainSmart post-project inspections and provide MWDOC with documentation verifying approved rebate totals. MWDOC will include that incentive with the Turf Replacement check to mail one combined check to the participant.

In Scenario (2), the RainSmart-only scenario, there is no need for communication with MWDOC until County staff provide authorization for MWDOC to process a rebate check. The process for issuing the rebate will follow the established monthly procedures completed by MWDOC’s Water Use Efficiency and Accounting staff. The integrated workflow is shown at the bottom of Figure 1.

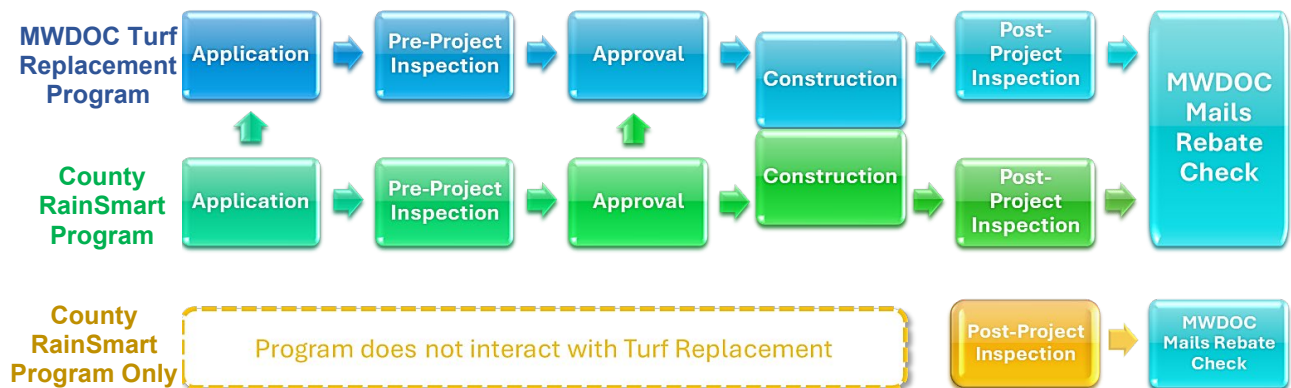


Figure 1. Integrated workflow for the streamlined processing of Turf Replacement and RainSmart Program rebates, administered by MWDOC.

The RainSmart Program is available for both commercial and residential properties. Any component can be bundled with a MWDOC Turf Replacement project. The complete list of incentive options for commercial and residential properties is shown in Table 1.

Table 1. RainSmart Rebate categories and incentive levels

| RainSmart Component                                  | RainSmart Incentive Level  | Notes   |
|--|--|---|
| <b>Large Landscape Upgrades (Commercial)</b>         |  |   |
| Supplemental Turf Rebate                             | \$1 per square foot <i>(in addition to the MWDOC Turf Rebate)</i>                            | 50,000 square foot maximum  |
| Stormwater Feature Incremental Cost                  | 100% of costs for approved rainwater treatment features needed to treat impermeable surfaces | May cover curb cuts, permits, underdrains, additional grading, etc. |
| Stormwater Treatment                                 | \$0.10 per cubic foot of stormwater runoff reduction per year                                | Determined by OC Stormwater Tool analysis (average \$3-7k)          |
| <b>Rainwater Collection Incentives (Residential)</b> |  |   |
| Rain Garden and Container Rebate                     | \$0.75 per square foot of impermeable surface treated  | Maximum \$1,500   |
| Rain Gutter Rebate                                   | \$5 per linear foot of new rain gutters installed  | Maximum \$300   |



**AGREEMENT BETWEEN MUNICIPAL WATER DISTRICT OF ORANGE COUNTY AND COUNTY OF ORANGE FOR ADMINISTRATION OF A RESIDENTIAL AND COMMERCIAL RAINWATER COLLECTION INCENTIVES PILOT PROGRAM**

This Agreement is made and entered into as of \_\_\_\_\_ 2025, by and between the Municipal Water District of Orange County (“MWDOC”), and the County of Orange, through OC Public Works (“OCPW” or “County”; with MWDOC, collectively referred to as “Parties”).

**RECITALS**

WHEREAS, section 402 of the federal Clean Water Act (CWA) and implementing regulations (Code of Federal Regulations [CFR] Title 40, Part 122 [40 CFR 122]) adopted by the United States Environmental Protection Agency, and chapter 5.5, division 7 of the California Water Code (commencing with section 13370) gives authority to Regional Water Quality Control Boards to issue orders, and CWA section 402(p)(3)(B) and 40 CFR 122.26(a)(1)(v) provide Regional Quality Control Boards authority to issue National Pollutant Discharge Elimination System (NPDESs) permits for discharges from Municipal Separate Storm Sewer Systems (MS4s) to waters of the United States.

WHEREAS, the San Diego Regional Water Quality Control Board (“Regional Water Board”) issued Order No. R9-2013-0001, as amended by Order Nos. R9-2015-0001 and R9-2015-0100 NPDES No. CAS0109266 (“NPDES Permit”) to the County and cities in the region known as South Orange County.

WHEREAS, the NPDES Permit includes requirements to effectively prohibit non-storm water discharges into MS4s and require controls to reduce the discharge of pollutants in storm water to the maximum extent practicable.

WHEREAS, a Model Water Quality Management Plan and Technical Guidance Document has been prepared for South Orange County, pursuant to the NPDES Permit, as guidance for “priority” new development and significant redevelopment projects within the jurisdiction of South Orange County cities, unincorporated Orange County, and the right of way of the Orange County Flood Control District.

WHEREAS, OCPW currently administers the H2OC RainSmart Rebates Pilot Program, a rebate program to incentivize installation of landscape features that would benefit the water quality of South Orange County (“OC RainSmart Program”). The OC RainSmart Program is available to residential and commercial property owners for properties receiving water from El Toro Water District, Laguna Beach County Water District, Moulton Niguel Water District, Santa Margarita Water District, South Coast Water District, Trabuco Canyon Water District, and the City of San Clemente (“SOC Agencies”).

WHEREAS, OCPW desires to work with MWDOC, on a trial basis, to have MWDOC assist in the administration of rebates for the OC RainSmart Program.

WHEREAS, MWDOC administers a suite of landscape-focused programs including, but not limited to, the MWDOC Turf Replacement Program, the Spray to Drip Rebate Program, the

Rain Barrel Rebate Program, and the Smart Timer Rebate Program (collectively “Landscape Programs”).

WHEREAS, the OC RainSmart Program provides South Orange County residents and commercial customers with the potential to combine certain elements of the OC RainSmart Program with the MWDOC Turf Replacement Program, and other Landscape Programs, creating opportunities for additional rebates for individual residents, homeowners associations, and commercial properties.

WHEREAS, MWDOC is willing to provide administration of and process and issue rebates for the OC RainSmart Program together with its Landscape Programs, pursuant to this Agreement.

NOW, THEREFORE, in consideration as set forth below and the mutual promises of the Parties hereto, it is agreed:

1. Section 1: Agreement and Term

1.1 This Agreement sets forth the Parties’ mutual understanding and respective obligations related to MWDOC’s processing and issuance of rebates for the OC RainSmart Program. This Agreement will have an effective date of \_\_\_\_\_ or the date the last party executes this Agreement, whichever is later, and shall terminate two years after the effective date (“Term”), or until either Party provides notice of termination pursuant to Section 1.2, whichever shall first occur. Continuance of this Agreement beyond the two-year term will be subject to approval by the County and MWDOC’s Board of Directors. This Agreement may be amended at any time by written agreement of the Parties.

1.2 This Agreement may be terminated by either party for any reason upon thirty (30) days written notice to the other party. Within one hundred (120) days of the termination date, MWDOC will provide a final report to OCPW of any rebate activity coordinated by MWDOC.

1.3 In the event the Agreement is terminated early, OCPW is responsible for funding any applications and accompanying administrative fees that were initiated prior to the effective date of termination.

1.4 Notwithstanding any other provision in this Agreement, funds for each of the Landscape Programs described below are conditioned upon availability, and MWDOC is under no obligation to provide funding for any of the programs if MWDOC determines, in its own discretion, that such funding is exhausted, reduced, eliminated, or unavailable from any funding source, for any reason.

2. Section 2: MWDOC Program Description, Funding, and Obligations

2.1 MWDOC will process and issue rebates for the OC RainSmart Program under its existing rebates system for the Landscape Programs (the MWDOC Program). Rebate amounts may vary by water agency and are subject to change at any time.

The Parties agree that MWDOC's participation in the OC RainSmart Program is limited to the tasks described in this Agreement.

2.2 Under the MWDOC Program, OCPW will:

2.2.1 Submit applications to MWDOC for qualifying OC RainSmart Program Participants and/or will direct each Program Participant to the MWDOC Program for rebate administration and issuance. All obligations under this Agreement will come into effect when a Program Participant is eligible to participate in the OC RainSmart Program by implementing one of the scenarios described in Section 3 below.

2.2.2 Pay one lump sum payment to MWDOC [*in the amount of \$* \_\_\_\_\_ *or as described in Exhibit "#," attached hereto and incorporated by reference*] ("Payment") to cover the costs of projected OC RainSmart Program rebates and administrative fees under the MWDOC Program ("OC RainSmart Program Fund") by [INSERT DATE WHEN PAYMENT DUE]. OCPW may provide additional funding, at its sole discretion. In such case, OCPW will notify MWDOC of the availability of additional funds and work with MWDOC to establish payment arrangements for the additional funding.

2.2.3 Provide MWDOC with terms and conditions for the OC RainSmart Program.

2.2.4 Issue a Notice to Proceed to those OC RainSmart Program applicants/applications qualifying for the OC RainSmart Program rebate (Program Participants), and forward said application, Notice to Proceed, and estimated rebate amount to MWDOC for processing under the MWDOC Program. OCPW to work with MWDOC to provide Program Participants with the MWDOC Turf Replacement Terms and Conditions.

2.2.5 In the event of cancellation of, a delay in, or an extension of a Program Participant's project, provide written notice to MWDOC of such cancellation, delay, or extension within 10 business days of becoming aware of the cancellation, delay, or extension, should OCPW become aware.

2.2.6 Upon each OC RainSmart Program project completion, determine whether the final project meets the OC RainSmart Program requirements and inform MWDOC of the approved project and the final approved rebate amount.

2.2.7 Monitor OC RainSmart Program estimated and approved rebates and inform MWDOC when it is estimated that fifty and seventy-five percent of the OCRainSmart Program Fund will be exhausted.

OCPW will not submit any application and/or request for payment for any Program Participant they are unable to pay.

- 2.2.8 For each Program Participant under the OC RainSmart Residential Program Only scenario, as described in Section 3, collect a completed Internal Revenue Service W9 form and forward the W9 form to MWDOC for issuance of a 1099.
- 2.2.9 Adhere to the reporting requirements and deadlines, as set forth in Section 4 – Reporting Requirements.
- 2.2.10 Upon the approval of any grant application from the federal or state government, for the OC RainSmart Program, notify MWDOC within five (5) business days of the receipt of said grant approval. OCPW will work with MWDOC to establish any necessary controls to ensure that cross-mingling of grant funds does not occur.
- 2.2.11 Communicate with Program Participants regarding the program and the rebates, including but not limited to:
  - 2.2.11.1 Program and rebate details, requirements, tax implications, and release of personal information;
  - 2.2.11.2 Program Participant’s responsibility for quality of work and compliance with applicable Federal, State, and local laws, as well as applicable CC&Rs and/or homeowners association restrictions; and
  - 2.2.11.3 Notify Program Participants that any and all claims or causes of action the Program Participant may have in connection with any defect or failure of performance of any contracted service or installed product or device for the OCPW RainSmart Project may only be pursued with the contractor they hired or the appropriate manufacturer/distributor.
- 2.2.12 In any agreement for work performed in accordance with the OC RainSmart Program and/or the MWDOC Program, OCPW will require any contracting party, such as a consultant, contractor, or other professional, to:
  - 2.2.12.1 Name MWDOC, its Directors, officers, agents, employees, attorneys, consultants, authorized volunteers, and SOC Agencies as additional insureds as to OCPW’s liability coverage, as described in Section 6 below.
  - 2.2.12.2 Hold harmless and indemnify MWDOC, its Directors, officers, agents, employees, attorneys, consultants, authorized volunteers, and SOC Agencies, from any and all claims and causes of action

that may arise out of the OC RainSmart Program, as described in Section 5 below.

2.3 Under the MWDOC Program, MWDOC will continue to administer the existing MWDOC Turf Replacement Program and:

2.3.1 Deduct a \$265.00 administrative fee per application from the OC RainSmart Program Fund for all applications approved and forwarded by OCPW. If an application is canceled for any reason at any point prior to project completion, MWDOC will deduct half of the administrative fee (\$132.50) from the MWDOC Program Fund.

2.3.2 In the event of cancellation of, a delay in, or an extension of a Program Participant's project, provide written notice to OCPW of such cancellation, delay, or extension within 10 business days of becoming aware of the cancellation, delay, or extension.

2.3.3 Upon receipt of the Notice to Proceed from OCPW, reserve the estimated OC RainSmart Program rebate for Program Participant.

2.3.4 Work with OCPW to include the OC RainSmart Program terms and conditions in the MWDOC Program Notice to Proceed.

2.3.5 Upon OCPW approval of project completion and rebate amount, collect Internal Revenue Service (IRS) W9 tax forms from Program Participants, process rebates to the Program Participants and deduct the rebate amount from the MWDOC Program Fund, and issue IRS 1099 forms.

2.3.6 Adhere to the reporting requirements and deadlines, as set forth in Section 4 – Reporting Requirements.

2.3.7 Communicate with SOC Agencies regarding the MWDOC Program and rebates.

2.3.8 Should there be remaining funds at the end of the first year of the MWDOC Program, MWDOC will roll over the remaining funds into the second year of the MWDOC Program; and

2.3.9 Should there be remaining funds at the end of the Term, MWDOC will refund any remaining funds to OCPW.

2.4 Notwithstanding any other provision in this Agreement, MWDOC may terminate this Agreement as it relates to the MWDOC Turf Replacement Program at any time without prior notice in the event that MWDOC determines that funding is exhausted, reduced, eliminated, or unavailable from any funding source, for any reason.

3. Section 3: MWDOC Program Scenarios

3.1 MWDOC will issue OC RainSmart Program rebates to Program Participants approved by OCPW. Likely rebate scenarios include:

3.1.1 MWDOC Turf Replacement Program + OC RainSmart Residential and Small Commercial Rainwater Collection Incentives Program (Residential Rainwater Program): Under the Turf + Residential Rainwater Program scenario, an eligible Program Participant removes turf and integrates a rain garden and/or a container (cistern or rain barrel) as the required sustainability feature, with the potential to utilize the following rebates:

3.1.1.1 MWDOC Turf Replacement Program

3.1.1.2 MWDOC Spray to Drip Rebate Program, if applicable

3.1.1.3 OC Rain Garden, Rain Container, and optional Gutter rebates

3.1.1.4 Metropolitan Water District of Southern California rain barrel or cistern

3.1.2 MWDOC Turf Replacement Program + OC RainSmart Large Commercial Landscape Upgrade Program (Large Landscape Program): Under the Turf + Large Landscape Program scenario, an eligible Program Participant removes turf and integrates a rain garden and/or a container (cistern or rain barrel) as the required sustainability feature, with the potential to utilize the following rebates:

3.1.2.1 MWDOC Turf Replacement Program

3.1.2.2 MWDOC Spray to Drip Rebate Program, if applicable

3.1.2.3 OC Rainwater Treatment and landscape Design rebates

3.1.3 OC RainSmart Residential Rainwater Program Only: Under the OC RainSmart Residential Program Only Scenario, the Program Participant does not participate in MWDOC's Turf Replacement Program. Participant installs a combination of a rain container (cistern or rain barrel), feature, and/or gutters, with the potential to utilize the following rebates:

3.1.3.1 OC Rain Garden, Rain Container, and optional Gutter rebates

3.1.3.2 MWD Rain barrel or cistern

3.1.4 The Parties proposed workflow process for the aforementioned scenarios is described in Exhibit [“#”], attached hereto and incorporated by reference.

4. Section 4: OCPW and MWDOC Reporting Requirements

4.1 MWDOC to develop reporting templates for OCPW to use to provide Program Participant rebate reservation (Pre-Project) and rebate payment (Post-Project) information to MWDOC. Each MWDOC-Program Scenario may have its own Pre-Project and Post-Project reporting requirements. Pre-Project reporting to be provided to MWDOC at such time as the Program Participant receives approval from OCPW to participate in the OC RainSmart Program. Post-Project reporting to be provided to MWDOC by \_\_\_\_\_ of each month in order to be included in that month’s check run. Post-Project reporting received after \_\_\_\_\_ of each month will be included in the following month’s check run.

4.2 OCPW and MWDOC will collaborate on all information necessary for its reporting needs to its funding partners.

4.3 OCPW and MWDOC to establish a file-sharing location for submission of all reports.

4.4 OCPW is required to submit to MWDOC upon request of MWDOC and within fourteen (14) days of receipt of such request, copies of documentation submitted by Program Participants (and not already forwarded to MWDOC) at any time throughout the term of this Agreement.

4.5 Parties are required to keep OC RainSmart Program and MWDOC Program documentation for a minimum of five (5) years after the termination date.

5. Section 5: Release and Indemnity

5.1 All losses or liabilities resulting from any and all actions, claims, penalties, obligations or liabilities, in law or in equity, of every kind or nature whatsoever, that may be asserted or claimed by any person, firm, entity, corporation, political subdivision, or other organization arising out of or in any manner directly or indirectly connected with any work contemplated by this Agreement shall be subject to the indemnification described in this Section 5.

5.2 County will defend, indemnify, and hold MWDOC, its Directors, officers, agents, employees, attorneys, consultants and authorized volunteers, and its SOC Agencies harmless from any claim, expense or cost, damage or liability incurred by reason of the acts or omissions of County, its officers, board members, employees or agents, arising out of this Agreement.

5.3 MWDOC will defend, indemnify and hold County, its Board of Supervisors, Directors, commissioners, officers, employees, agents, and assigns harmless from

any and all liabilities for any claims, expense or cost, damage, or liability incurred by reason of the acts or omissions of MWDOC, its officers, board members, employees or agents arising out of this Agreement.

5.4 No Party, nor any officer, board member, employee, or agent thereof, shall be responsible for any damage or liability occurring by reason of the negligent acts or omissions or willful misconduct of the other Party hereto, their officers, board members employees, or agents, under or in connection with or arising out of any work authority or jurisdiction delegated to any other party under this Agreement.

5.5 MWDOC and its SOC Agencies make no representations or warranties regarding the contracted services or products that OCPW or Program Participants may select pursuant to the OC RainSmart Program. MWDOC is not responsible or liable for any services provided by OCPW or Program Participants' designers, consultants, contractors, or the outcomes of any projects undertaken with them.

6. Section 6: Insurance

6.1 OCPW will ensure that adequate insurance coverage is provided by OCPW and/or its contractors and subcontractors for work performed pursuant to the OC RainSmart Program. Such insurance shall include adequate coverage for comprehensive commercial general liability, business auto liability, workers compensation liability, professional and errors and omissions liability, property insurance, including all builders risk insurance. Such insurance coverage will, at a minimum, insure against injuries to third parties, damage to property owned by third parties, physical damage, theft of physical property, delays in Program completion, delays in Program completion due to strikes and governmental actions, liquidated damages, employee injuries and work-related illnesses, design errors resulting in increased costs, environmental damage caused by construction activities related to the Program, and nonperformance by contractors and subcontractors. Such insurance coverages shall be provided by admitted insurance companies authorized to do business in the State of California, and with a minimum "Best's Insurance Guide" rating of "A:VII."

6.2 OCPW will require that the insurance coverage in Section 6.1 names, as additional insureds, MWDOC, its Directors, officers, agents, employees, attorneys, consultants, authorized volunteers, and its SOC Agencies.

7. Section 7: Non-Appropriation of Funds

7.1 In the event the County does not appropriate sufficient funds for the OC RainSmart Program, this Agreement shall cover payment for such work only to the exhaustion of any Program Fund and shall automatically terminate upon said exhaustion of funds, if any.

7.2 OCPW acknowledges that MWDOC is facilitating payment to Program Participants under this Agreement for benefit of OCPW and South Orange County residents.



8. Section 8: Notice

8.1 Any notice or communication required to be given under this Agreement shall be in writing and effective when deposited, first class postage prepaid with the United States Postal Service addressed to the contracting Parties as set forth below or, for notices sent by electronic means, effective on the date of transmission, as reflected in the transmission.

| <b>Notice to Parties</b>                  |   |
|---|---|
| Municipal Water District of Orange County | Harvey De La Torre, General Manager<br>Municipal Water District of Orange County<br>18700 Ward St.<br>P.O. Box 20895<br>Fountain Valley, CA 92728<br><a href="mailto:HDeLaTorre@mwdoc.com">HDeLaTorre@mwdoc.com</a><br><br><i>With copy to:</i><br><br>Beth Fahl, Sr. Water Use Efficiency Analyst<br>Municipal Water District of Orange County<br><a href="mailto:BFahl@mwdoc.com">BFahl@mwdoc.com</a> |
| County of Orange, Public Works            |   |

9. Section 9: Jurisdiction and Venue

9.1 In all matters concerning the validity, interpretation, performance, or effect of this Agreement, the laws of the State of California shall govern and be applicable. The Parties hereby agree and consent to the exclusive jurisdiction of the courts of the State of California and that the venue of any action brought hereunder shall be in Orange County, California.

10. Section 10: Counterparts and Facsimile

10.1 This Agreement may be executed by the Parties in counterparts, which counterparts shall be construed together and have the same effect as if all the Parties had executed the same instrument. Counterpart signatures may be transmitted by facsimile, email, or other electronic means and have the same force and effect as if

they were original signatures. The Uniform Electronic Transactions Act, California Civil Code section 1633.1 et seq., authorizes Parties to conduct business electronically. In accordance with California Civil Code section 1633.5, Parties acknowledge, consent, and agree that transactions subject to this Agreement may be effectuated by electronic means through the use of electronic and/or digital signatures. For purposes of this section, an electronic signature means an electronic symbol or process logically associated with the intent to sign an electronic record pursuant to Civil Code section 1633(h). A digital signature, which is a type of electronic signature, means an electronic identifier, created by a computer, that is intended to have the same force and effect as the use of a manual signature under Government Code 16.5(d). An example of an electronic signature would be a JPG of a manual signature imposed onto this Agreement, an example of a digital signature would be the use of DocuSign or similar provider that requires an encrypted key that certifies the authenticity of the signature. This consent to conduct transactions by electronic means through the use of electronic and/or digital signatures extends to the execution of this Agreement or any related contract or other document necessary for the performance of this Agreement including, without limitation, any related offers, proposals, bids, amendments, change orders, task orders and notices.

10.2 All parties have participated in the drafting of this Agreement.

11. Section 11: Severability

11.1 If any provision of this Agreement shall be held illegal, invalid, or unenforceable, in whole or in part, the legality, validity, and enforceability of the remaining provisions shall not be affected thereby.

12. Section 12: Entire Agreement

12.1 This Agreement contains the entire agreement of the Parties relating to the subject matter hereof; and the Parties have made no agreements, representations, or warranties, either written or oral, relating to the subject matter hereof that are not set forth herein. Except as provided herein, this Agreement may not be modified or altered without prior written approval from both parties.

IN WITNESS WHEREOF, the Parties have hereunto affixed their names as of the day and year hereinafter written, which shall be and is the effective date of this Agreement.

**Execution of Agreement by the Parties**

|       |   |
|-------|---|
| MWDOC | Date: _____<br>By: _____<br>Harvey De La Torre, General Manager<br>Municipal Water District of Orange County<br><br>Approved as to Form:<br>Date: _____<br>By: _____<br>Joseph P. Byrne, Partner<br>Best Best & Krieger LLP |
| OCPW  | Date: _____<br>By: _____<br>[INSERT NAME]<br><br>Approved as to Form:<br>Date: _____<br>By: _____<br>[INSERT NAME]  |

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DRAFT



**ACTION ITEM**  
March 19, 2025

**TO:** Board of Directors

**FROM:** **Planning & Operations Committee**  
(Directors Seckel, Yoo Schneider, Dick)

**Harvey De La Torre, General Manager**

Staff Contact: Vicki Osborn

**SUBJECT: ADOPTION OF THE 2025 ORANGE COUNTY WATER AND WASTEWATER MULTI-JURISDICTIONAL HAZARD MITIGATION PLAN**

**STAFF RECOMMENDATION**

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It is recommended that the Board of Directors adopt by resolution (attached) the 2025 Orange County Water and Wastewater Multi-Jurisdictional Hazard Mitigation Plan.

**COMMITTEE RECOMMENDATION**

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Committee recommends (To be determined at Committee Meeting)

**SUMMARY**

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**Background on Hazard Mitigation**

The Disaster Mitigation Act of 2000 amended the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) to establish a framework for state, local, tribal, and territorial governments to engage in hazard mitigation planning as a prerequisite for receiving certain types of non-emergency disaster funding assistance. The requirements and procedures for implementing hazard mitigation planning provisions are outlined in Title 44, Chapter 1, Part 201 (44 CFR Part 201) of the Code of Federal Regulations.

Since the passage of the Disaster Mitigation Act of 2000, additional legislation has further shaped hazard mitigation policy, including:

- The Sandy Recovery Improvement Act (SRIA) of 2013

|   |                      |  |   |
|---|----------------------|--|---|
| <b>Budgeted:</b> <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A | Budgeted amount: N/A | Core: <input type="checkbox"/>   | Choice: <input checked="" type="checkbox"/> |
| <b>Action item amount:</b>  |                      | Movement between funds: <input type="checkbox"/> Yes <input type="checkbox"/> No |   |

- The National Flood Insurance Act of 1968
- The Water Infrastructure Improvements for the Nation (WIIN) Act of 2016

To be eligible for certain federal grant programs, an approved and adopted Hazard Mitigation Plan is required. These grant programs include:

- Hazard Mitigation Grant Program (HMGP)
- Public Assistance Grant Program (PA)
- Building Resilient Infrastructure and Communities (BRIC)
- Safeguarding Tomorrow Revolving Loan Fund Program
- Fire Management Assistance Grant Program (FMAG)
- Rehabilitation of High Hazard Potential Dam Grant Program (HHPD)

### **2025 Orange County Water and Wastewater Multi-Jurisdiction Local Hazard Mitigation Plan (MJHMP) Update**

In January 2024, WEROC initiated the update of the Orange County Water and Wastewater Multi-Jurisdiction Local Hazard Mitigation Plan (MJHMP) to ensure continued eligibility for Federal Emergency Management Agency (FEMA) hazard mitigation funding. Water and wastewater agencies are required to maintain a current and approved Hazard Mitigation Plan (HMP). The existing Orange County Water and Wastewater MJHMP remains valid through March 9, 2025.

WEROC's mission for this project was to provide project management and guidance to ensure compliance with FEMA's 2023 Hazard Mitigation Requirements. A key change in the 2023 guidelines emphasized public outreach, participation, and engagement as essential components for plan approval. One of the project's main challenges was ensuring that all participating agencies understood these changes and adhered to required timelines and milestones. WEROC provided direct assistance to agencies facing challenges to ensure successful compliance.

To facilitate comprehensive community input, WEROC incorporated regular feedback from key stakeholders, including but not limited to:

- The Costa Mesa Sanitary District's Citizens Advisory Committee
- The Orange County Emergency Management Organization
- The Orange County Operational Area Executive Board
- Additional community meetings and events (as outlined in the plan)

## Participating Agencies in the 2025 MJHMP

The 2025 MJHMP includes the following agencies:

- Costa Mesa Sanitary District
- El Toro Water District
- Irvine Ranch Water District
- Laguna Beach County Water District
- Mesa Water
- Moulton Niguel Water District
- Municipal Water District of Orange County
- Orange County Sanitation District
- Orange County Water District
- Santa Margarita Water District
- Serrano Water District
- South Coast Water District
- South Orange County Wastewater Authority
- Trabuco Canyon Water District
- Yorba Linda Water District

## Plan Submission & Approval Process

WEROC submitted the MJHMP to the California Office of Emergency Services (CalOES) on December 3, 2024, in accordance with the project milestones. The submission included all necessary documentation for compliance.

CalOES completed its review on January 16, 2025, and provided revision requests for every agency annex. In response, WEROC collaborated with the project contractor to implement the required changes and resubmit the plan for final CalOES approval.

On February 14, 2025, CalOES approved the required changes and transmitted the plan to FEMA for final review, a process that typically takes approximately 45 days.

## Plan Adoption Process

One of FEMA's requirements is that all participating agencies must formally adopt the Hazard Mitigation Plan by resolution. In a Multi-Jurisdictional Plan, the process is slightly different:

- The regional base plan serves as a foundation, containing public outreach efforts, overall strategy, and key descriptions.
- Each agency annex includes details specific to its jurisdiction.

To expedite FEMA approval, WEROC has requested FEMA to approve the plan pending adoption. Given past experiences, this approach ensures a smoother process.

During the 2018 plan revision, all agencies initially adopted the plan in 2019, but FEMA later required modifications, resulting in agencies re-adopting the revised plan in late 2019. When the new Director of Emergency Management joined WEROC in January 2020, resolving this issue became a priority, and the plan was fully adopted by March 2020. Based on these lessons, WEROC has implemented an improved adoption process for the 2025 update to minimize delays and ensure efficiency.

### Ongoing Mitigation Planning

The Hazard Mitigation Plan is a living document that will evolve alongside the needs of participating agencies and communities. Agencies may identify new priorities or shift their goals based on emerging risks, updated data, or evolving circumstances.

To accommodate these changes:

- Adjustments will be documented throughout the plan implementation process.
- Formal plan updates will be conducted every five years, as required by FEMA.

By maintaining an active and adaptive approach to hazard mitigation planning, participating agencies can effectively reduce risks, enhance resilience, and ensure compliance with federal and state mitigation policies.

### ALIGNMENT WITH BOARD STRATEGIC PRIORITIES

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- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Clarifying MWDOC's mission and role; defining functions and actions.             | <input type="checkbox"/> Work with member agencies to develop water supply and demand objectives. |
| <input type="checkbox"/> Balance support for Metropolitan's regional mission and Orange County values and interests. | <input checked="" type="checkbox"/> Solicit input and feedback from member agencies.              |
| <input checked="" type="checkbox"/> Strengthen communications and coordination of messaging.                         | <input type="checkbox"/> Invest in workforce development and succession planning.                 |

### BOARD OPTIONS

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**Option #1:** Staff recommends the MWDOC Board of Directors adopt by resolution (attached) the 2025 Orange County Water and Wastewater Multi-Jurisdictional Hazard Mitigation Plan.

**Fiscal Impact:** None

**Option #2:** Take no action and provide staff with additional guidance.

**Fiscal Impact:** Agencies, as well as WEROC, will be unable to apply for funding programs without an approved Hazard Mitigation Plan. Additionally, without a resolution in place could cause further delay in a final plan.

**List of Attachments/Links:**

**Attachment 1:** *Orange County Water and Wastewater MJHMP Adoption Resolution*

**Attachment 2:** *LHMP to FEMA Submittal Letter 2\_14\_25*

**Link:** [Orange County Water & Wastewater MJHMP-Annex-Review-Tool 2-13-2025.xlsx](#)

**Link:** [MWDOC MJHMP w Annexes FEMA Review 2 2025.pdf](#) - *Orange County Water and Wastewater Multi-Jurisdictional Hazard Mitigation Plan and Annexes*



**RESOLUTION NO. \_\_\_\_**

**RESOLUTION OF THE BOARD OF DIRECTORS OF MUNICIPAL WATER DISTRICT OF ORANGE COUNTY ADOPTING THE ORANGE COUNTY WATER AND WASTEWATER MULTI-JURISIDICITIONAL HAZARD MITIGATION PLAN**

**WHEREAS**, the Municipal Water District of Orange County (MWDOC) recognizes that the threat from natural hazards poses a risk to water and wastewater utilities and the individuals they serve, and impacts can result in regional economic and public health consequences; and

**WHEREAS**, MWDOC and 14 other member agencies participated in the development of the Orange County Water and Wastewater Multi-Jurisdictional Hazard Mitigation Plan (MJHMP) in accordance with federal laws, including the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended; the National Flood Insurance Act of 1968, as amended; and the National Dam Safety Program Act, as amended; and

**WHEREAS**, the Orange County Water and Wastewater MJHMP identifies mitigation goals and actions to reduce or eliminate long-term risk to people and property in Orange County from the impacts of future hazards and disasters; and

**WHEREAS**, a Planning Team was formed to participate in the FEMA-prescribed mitigation planning process to prepare the HMP; and

**WHEREAS**, a public outreach strategy to include whole community planning was implemented by including posting information on member agency websites, email and social media distribution, community survey, and presentations at the community meetings for inclusion and opportunity to participate in the planning process by community members, community based organizations and people with access and functional needs; and

**WHEREAS**, on December 3, 2024, the MJHMP was provided to the California Office of Emergency Services (CalOES) Hazard Mitigation Division for review; and

**WHEREAS**, the MJHMP was revised based on CalOES requirements relating to the new Federal Hazard Mitigation Standards released in 2023 by the Federal Emergency Management Agency (FEMA); and

**WHEREAS**, MWDOC with the consultant made all required changes, and the plan was approved by CalOES and submittal to FEMA for review on February 14, 2025; and

**WHEREAS**, MWDOC has requested FEMA to grant approval pending adoption in the event there are any required changes, and subject to the member agencies adopting resolutions approving and adopting the MJHMP once FEMA review states all requirements are met; and

**WHEREAS**, adoption by the MWDOC Board of Director demonstrates its commitment to hazard mitigation and achieving the goals outlined in the Orange County Water and Wastewater Multi-Jurisdictional Hazard Mitigation Plan.

**NOW, THEREFORE**, BE IT RESOLVED by the MWDOC Board of Directors that the ORANGE COUNTY WATER AND WASTEWATER MULTI-JURISDICTIONAL HAZARD MITIGATION PLAN (2025) is hereby adopted by MWDOC.

**NOW, THEREFORE**, BE IT FURTHER RESOLVED, while content related may require revisions to meet the plan approval requirements, changes occurring after adoption will not require MWDOC to re-adopt any further iterations of the plan. Subsequent plan updates following the approval period for this plan will require separate adoption resolutions.

Said Resolution was adopted on February 19, 2025, by the following roll call vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

I HEREBY CERTIFY the foregoing is a full, true, and correct copy of Resolution No. \_\_\_\_ adopted by the Board of Directors of Municipal Water District of Orange County at its meeting held on March 19, 2025.

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Maribeth Goldsby, Secretary  
Municipal Water District of Orange County



February 14, 2025

Alison Kearns  
Risk Analysis Branch Chief  
Mitigation Division  
Federal Emergency Management Agency, Region IX  
1111 Broadway Street, Suite 1200  
Oakland, California 94607

Subject: Orange County Water & Wastewater MJHMP

Dear Ms. Kearns:

The California Governor's Office of Emergency Services (Cal OES) is forwarding the Orange County Water & Wastewater Multi-Jurisdiction Hazard Mitigation Plan for formal review. The documents were transmitted to FEMA electronically through Teams.

If you have any questions, please contact me at (916) 328-7778 or at (916) 715-9408.

Sincerely,

CONSTANTIN RAETHER, Program Manager  
Local Mitigation Planning Unit

Enclosures

cc: Vicki Osborn, Director of Emergency Management, Municipal Water  
District of Orange County



**INFORMATION ITEM**

March 3, 2025

**TO:** Planning & Operations Committee  
(Directors Seckel, Yoo Schneider, Dick)

**FROM:** Harvey De La Torre, General Manager

Staff Contact: Charles Busslinger, Damon Micalizzi

**SUBJECT:** 2025 CONSUMER CONFIDENCE REPORT UPDATE

**STAFF RECOMMENDATION**

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It is recommended that the Board of Directors receive and file this report.

**COMMITTEE RECOMMENDATION**

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Committee recommends (To be determined at Committee Meeting)

**SUMMARY**

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For several years MWD OC has supported member agencies with completion of federal and state mandated Consumer Confidence Reports (CCRs). The CCR, also known as an annual drinking water quality report, summarizes information about customers' local drinking water quality. The USEPA has statutory authority for CCRs through the Safe Drinking Water Act Section 1414(c)(4) which is founded on the principle that consumers have a right to know what is in their drinking water and where it comes from. Preparation of CCRs in California is also required by California Health & Safety Code §116470 and California Code of Regulations, Title 22, Article 20.

The CCR includes information on source water, levels of detected contaminants, compliance with drinking water regulations and educational information. CCRs are mandated to be delivered to consumers by July 1<sup>st</sup> of each year, based on data collected during the previous calendar year. California requires more information and, in some cases, different information than the federal rule. The CCR requirements are also frequently updated. Wholesale systems (drinking water systems that sell water to one or more systems) are not responsible for creating a CCR for their consecutive systems (systems that purchase water from the wholesale system); however, wholesale systems are

|   |                           |   |                                  |
|---|---------------------------|---|----------------------------------|
| <b>Budgeted:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A | Budgeted amount: \$60,000 | Core: <input checked="" type="checkbox"/>   | Choice: <input type="checkbox"/> |
| <b>Action item amount:</b> N/A  |                           | Movement between funds: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |                                  |

responsible for providing the consecutive system (retail water systems in MWDOC's case) with relevant source information, monitoring, and compliance data so that the consecutive system can include this information in their CCR.

There are two main parts to completion of CCRs – technical assistance to compile and summarize the required water quality information, and then a communications and outreach part which includes design, printing and delivery of the reports to customers. MWDOC has and continues to work with consultant Stetson Engineers to provide technical support to the member agencies for the CCRs. Stetson works directly with the member agencies to compile and review water quality data for compliance with the numerous federal and state requirements of the CCR following the California Reference Manual for Water Suppliers, *Preparing Your CALIFORNIA Drinking Water Consumer Confidence Report (CCR)*, which was updated in January 2025. The technical portion of this effort is funded by MWDOC and is included in the FY 2024-25 budget.

The communications and outreach part of this effort has traditionally been completed through a consultant that worked directly with the member agencies each year to design, print and prepare the CCRs for delivery to customers. That consultant informed the member agencies earlier this year, that they would no longer provide CCR services. MWDOC assisted the member agencies in identifying a replacement firm through MWDOC's RFP process. Five proposals were received from interested firms and were thoroughly reviewed by a team consisting of staff from MWDOC and participating agencies. Pricing across the five proposals was largely comparable.

The Gemini Group was found to be the superior proposal based upon its background, capability, and organization of its processes. Gemini Group was unique in that CCRs is their principal business having completed over 5,000 separate CCRs, with over 300 active customer agencies, and having produced over 80 million printed copies of CCRs since 1998. Gemini Group also has technical support staff, a proprietary report-building software platform to streamline the design, approval, printing and delivery preparation process, and a compliance guarantee to correct, reprint and resend any CCR material found to be in error without charge. MWDOC was able to obtain economies of scale pricing discounts from Gemini Group for the participating agencies. This will come in the form of a discount acknowledgement letter to MWDOC which will be provided to participating agencies to reference as they work directly with Gemini Group. It is important to note that MWDOC staff facilitated the selection of the firm for design and printing. MWDOC will not have a contract nor an agreement with Gemini Group. This portion of the CCR is done directly with the participating agencies and the consultant.

## **NEXT STEPS**

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In the next fiscal year, the Stetson contract will end. Following completion of this year's CCRs MWDOC will meet and confer with member agencies as to how best to move forward in preparation for the 2026 CCRs for both technical assistance as well as the communications and outreach portions of this effort.

**ALIGNMENT WITH BOARD STRATEGIC PRIORITIES**

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- Clarifying MWDOC’s mission and role; defining functions and actions.
- Balance support for Metropolitan’s regional mission and Orange County values and interests.
- Strengthen communications and coordination of messaging.
- Work with member agencies to develop water supply and demand objectives.
- Solicit input and feedback from member agencies.
- Invest in workforce development and succession planning.

|                                   |
|-----------------------------------|
| <b>List of Attachments/Links:</b> |
|-----------------------------------|

|  |
|--|
| <b>Attachment 1:</b> Gemini Group Proposal |
|--|



**Nate Shepherd**  
**Public Affairs Coordinator**  
**714-593-5022**  
**Nshepherd@mwdoc.com**

**RE: Gemini Group Consulting's Response to: "REQUEST FOR PROPOSALS – PA-2025-001: Design, print, and delivery services for Consumer Confidence Reports"**

Dear Mr. Shepherd

Thank you for allowing Gemini Group Consulting ("Gemini") to submit a Proposal. We have reviewed the RFP in detail as well as the supplemental Q&A. You will find our response detailed in the following pages.

**BACKGROUND:** Unique to Gemini, building and distributing CCRs is all we do. Since 1998, we've delivered more than 5,000 separate Consumer Confidence Reports and over 80 million printed copies of those reports for community water systems across the country. We are proud that we continue to add new customers each year and have a stellar, 96% return rate of our customers each year. Today, we have over 300 active customers and expect to be providing our CCR services for many decades to come.

**CAPABILITY:** Most customers use us for more than just the deliverables identified in the RFP. Based on our technical knowledge of regulations, proprietary software, and Compliance Guarantee, we deliver a complete and compliant CCR without the use of a separate technical consultant for the vast majority of our customers. Nevertheless, in this case, we are happy to work with Stetson and will do so seamlessly.

**PROCESS:** Our proprietary report-building software, CCReporter™ assembles the text and data tables for your report based on the information each RWA provides. The report is then reviewed by our technical team to ensure 100% compliance with California and Federal requirements. Our experienced graphic designers custom-build the CCR report using each RWA's chosen brochure style, photos of the town and community, logos, maps, and so on. Finally, we send a proof of the near-final report for approval, and the process is complete! Once the digital report has been created, we will seamlessly integrate printing and mailing services.

We offer additional services which are not your RFP, including web hosting, ADA compliance, and foreign language translations. More information about Gemini can be found at [www.gemgrp.com](http://www.gemgrp.com).

Best Regards,

David Martin  
Director

A. *SCOPE: The Proposal shall include a detailed scope of work that comprehensively defines and describes the proposed approach for conducting Task 1, Task 2, and Task 3. This scope of work will be used as a basis for contract negotiations. The scope of work shall, at minimum, address the items shown in Section III, "Scope of Services." The Consultant should be efficient in its conduct and approach to this Proposal; if it makes sense to deviate from MWDOC's RFP, the Consultant shall explain why in their Proposal. The Consultant is encouraged to make recommendations that would enhance the overall work, suggest additions or deletions to the scope, or note any items that are missing from this scope that should be addressed to best achieve the primary objectives of this work.*

**Task 1A - CCR REPORT CREATION:** Gemini will provide qualitative report content, data table assembly, compliance auditing and review, custom graphic design, and print preparation for digital and print media for each RWA's CCR.

**Process:** Gemini will collaborate with MWDOC, the engineering consultant, and the participating RWAs to collect water system information, contaminant detection data, violation reporting, and other agency-specific content for the CCR (e.g., introductory notes, community announcements, photos, logos, maps). Gemini will supplement this content with additional typography (e.g., required information, health effects language, bespoke research, community announcements), written content and photographs. Gemini's graphic designers will custom-build a report for each RWA using the chosen brochure style and will tastefully integrate each component into a cohesive and eye-catching report. Finally, the Gemini team will coordinate directly with MWDOC and RWA counterparts to integrate any tweaks or feedback.

**Report Elements:** Gemini will include and validate the following elements in each RWA's CCR, to ensure that the CCR aligns with EPA and California requirements while accommodating each RWA's specific needs. Content will come from both the engineering consultant (as outlined in the RFP) and be provided from Gemini's existing library and independent research of EPA, California State Water Resources Control Board, Division of Drinking Water (DDW), and Orange County-specific information as needed to educate customers on important topics related to their drinking water.

- EPA mandated report elements
  - System Information
  - Source Description (§ 141.153(b)1)
  - Contact Person (§ 141.153(h)2)
  - Meeting information (§ 141.153(h)4)
  - Source Water Assessment Summary (§ 141.153(b)2)
  - Foreign Language Notifications (§ 141.153(h)3)
- Required contaminant water quality tables and related footnotes.
- EPA-mandated language Elements
  - Contaminant Disclosures (§ 141.153(h)1(i))
  - Important Health Information (§ 141.154(a))
  - Lead Disclosures (§ 141.154(d))
- Best Practice elements (to the extent RWA's choose to include them)
  - Report Introduction
  - Water Treatment Process Summary



- Table Description & Introduction
- Summary of Compliance
- Description of Violations and Responses to those Violations
- Educational Consumer information
- Other information as required.

Report Presentation: The report will be professionally graphically designed with a quality similar to or exceeding the attachment C example in the RFP. The vendor will use a standard style guide and layout for all RWAs that can be customized with each RWA's information. Please see the attached example report.

Proofreading: Gemini will proofread and verify the information to ensure compliance with regulatory standards. The report will also be sent to the engineering consultant for final verification.

Deliverables: Gemini will prepare a digital file (PDF) for each participating RWA, including both web and print-ready files for each participating RWA report in the formats noted in Task 2A below.

**Task 1B - POSTCARD:** Gemini will provide a notification postcard for RWAs who distribute their CCR electronically. Gemini will create a standard format which will be reviewed with each RWA and customized with the information of each RWA. The proposed size is **8.5” to 9.0” x 6.125” – 6.5”** (please note the deviation from the RFP request of 8.5” x 5.5” because it does not qualify for the lowest Postage rate. Should MWDOC prefer and 5.5” x 8.5” card, despite the higher cost, we will provide that size). The notification postcard will include information to direct consumers to the on-line location of each RWA’s CCR.

**Task 2A - PRINTING OF CCR REPORTS** Gemini will print high-quality CCRs for each RWA participating to be distributed to their service area residents.

Gemini will prepare and present a digital report version for RWA review and approval, before final printing. Print quantity will be determined by each RWA.

CCRs will be printed in one of the following formats based on the agency's preference:

- “RFP Option 1” - 8-page, 8 ½ x 11inch report stapled
- “Style A” – 3.5” x 8.5” folded from 11” x 17” single sheet. – This is a common size Gemini’s customer choose as it is small and efficient to store and distribute.
- “Style B” – 4.25” x 8.5” folded from 11” x 17” single sheet. – This is a common size Gemini’s customer choose as it is small and efficient to store and distribute.
- NOT INCLUDED AS AN OPTION – “4-page, 8 ½ x 11-inch tri-fold version.” In conversations with Mr. Shepard, we could not determine exactly what this option described. We are happy to cooperate to deliver other formats cost effectively once we understand them.

**Task 2B - PRINTING OF POSTCARDS** Gemini will print high-quality double sided, color postcards for each participating RWA to be distributed to their service area residents.

Finished Size: **8.5” to 9.0” x 6.125” – 6.5”** (please note the deviation from the RFP request of 8.5 x 5.5 because it does not qualify for the lowest Postage rate. A postcard must be at least 6.125” in height to qualify for the lowest postage rate. Should MWDOC prefer a 5.5 x 8.5 card, despite the higher postage cost, we will provide that size).

Gemini will offer two paper alternatives and will plan to use the alternative most RWAs prefer for all RWAs.

- 120# Silk – This was requested in the RFP and is a higher cost option.
- 80# Glossy – This is a more commonly used, but highly professional, alternative.

Quantity to be determined by each RWA

**Task 3 – MAILING:** Gemini will provide the mail prep and delivery of CCRs or printed notification postcards for each participating RWA to every mailing address in the service area of the participating RWAs. This will be done timely to ensure compliance with the established EPA deadlines.

- Prepare the postcards/CCRs for processing, sorting, and delivery according to USPS requirements.
- Deliver the CCRs / postcards to the USPS.
- Gemini will use USPS’ Every Door Direct Mail® (EDDM®) to provide low postage cost mailing for postcard mailings – see Task 7 Below
- Postage will be billed separately.

### **RECOMMENDED TASKS TO ADD TO SCOPE**

**Task 4 - COMPLIANCE GUARANTEE:** The RFP mentions, "The Vendor is also responsible for proofreading and verifying the accuracy of all information to ensure compliance with regulatory standards" however this is not noted as deliverable. It should be added that, assuming accurate information was provided to the Vendor, the CCR should comply with EPA and California EPA regulations.

***Gemini will provide this Compliance Guarantee at no additional cost.*** If any report needs to be corrected due to the failure of Gemini, it will be replaced at no cost.

**Task 5 - FOREIGN LANGUAGE TRANSLATION:** The EPA requires that “In communities with a large proportion of consumers with limited English proficiency, as determined by the Primacy Agency, the [CCR] report must ... either contain information where such consumers may obtain a translated copy of the report, or assistance in the appropriate language(s), or the report must be in the appropriate language(s).” To the extent this applies to any RWA within the scope of this RFP for Orange County, which has a ~34% Hispanic population, it should be added that the CCR for that RWA should comply with these translation assistance requirements. In such a

case, Gemini will provide fully translated versions of the CCR from its translation team who have extensive experience translating CCRs, including the technical elements, into multiple languages.

**Task 6 - COMPLIANCE WITH WCAG 2.1AA:** To ensure compliance with Section 508 of the Rehabilitation Act, the Unruh Civil Rights Act, and the recently updated Americans With Disabilities Act - and to avoid a potential lawsuit—it’s a best practice that each Digital File complies with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA success criteria. Upon request, Gemini will convert final reports into WCAG 2.1AA-compliant documents, including accessibility for the visually impaired and PDF design requirements.

**Task 7 - PERFORMANCE OF TASKS TO ENABLE THE LOWEST TOTAL POSTAGE COST FOR MWDOC AND THE RWAs:** It is noted in Task 3 that “Postage will be billed separately”. However, postage will likely be among highest cost items associated with the entire CCR process for MWDOC and the RWAs. If a chosen vendor does not optimize the entire process, including postcard design and physical elements, uses the optimal USPS process, and prepares for that process according to its strict guidelines, the costs for postage to MWDOC could range from \$0.23/ piece to \$0.73 / piece. Assuming 1.25M postcard mailings, this cost could range from \$275,000 to \$920,000.

A deliverable should be added to specify that the Vendor will perform all feasible actions to optimize total cost, including postage, for MWDOC and each RWA.

***Gemini has experience minimizing postage expense and will perform Task 7 at no additional cost to MWDOC.***

*B. TEAM: Descriptions of specific experience and capabilities of key team members that are directly relevant to the scope of work.*

Gemini’s team core team serving MWDOC will be following.

| Team Members                              | Qualifications  |
|---|---|
| Sam Atwood – General Manager              | >15 Years in business leadership and strategy. BA University of California, Berkeley. |
| David Martin – Account Executive          | >30 Years in business leadership and strategy. BA University of California, Berkeley. |
| Denise Lodgson – Technical Review/ Editor | >30 years Technical Review and Editing, Masters in Writing, 6 years with Gemini       |
| Denise Roeper - Technical Review / Editor | >25 years Technical Review and Editing, 2 years with Gemini                           |
| Candice McKenzie – Graphic Designer       | >20 years Graphic Design, 8 years with Gemini   |
| Laura Zielinski - Graphic Designer        | >20 years Graphic Design, 5 years with Gemini   |

|   |  |
|---|--|
| Tom Keegan - Compliance                 | >30 years in drinking water industry, 26 years with Gemini |
| Kathy Foley – CCR Production Operations | >10 years with Gemini                                      |

Gemini has additional Technical Reviewers, Editors, and Graphic Designers available as well.

*C. REFERENCES: Description of the team's past record of performance on similar projects for which your firm has provided services. Include a concise summary of such factors as control of costs, quality of work, and ability to meet schedules. Include three (3) client references that may be contacted by MWDOC, preferably from California, for similar work conducted by the team.*

Gemini has completed over 5,000 CCRs in the past 26 years. In the past year alone, we have worked with our clients to prepare and deliver over 300 CCRs, including 39 for Water Systems in California.

In each case, we use our proprietary software, CCReporter, to ensure a process which is the most efficient for our clients, saving them time and money. Beyond report creation, we leverage our national scale and deep knowledge of printing and mailing operations to achieve the optimized costs in distribution.

Below are reference customers we work with in California to prepare CCRs.

- San Luis Obispo - Jason Meeks - (805) 781-7566- jmeeks@slocity.org
- City of Tulare – Tim Doyle – (559) 684-4286 – tdoyle@ci.tulare.ca.us
- City of Wasco - Cesar Montes - (661) 758-7273 - cemontes@cityofwasco.org
- Denair Community Services District - Jenny Gomes - (209) 634-4986 - jgomes@denaircsd.org
- City of Loma Lina - Kirk Mayo - (909) 799-4401- kmayo@lomalinda-ca.gov

*D. SCHEDULE: Assurance of the firm's ability to staff and complete all work, considering the firm's current and planned workload and the schedule provided. In the event you do not believe your firm may not have the capability to provide assistance to as many as 18 or more RWAs at the same time, please indicate the capacity you could handle.*

Gemini completes hundreds of separate Consumer Confidence Reports annually according to tight deadlines and turn-around times. Gemini has more than sufficient capacity to work with all the RWAs within MWDOC simultaneously.

*E. DETAILED BUDGET AND SUPPORTING DOCUMENTATION: The Vendor shall provide a detailed breakdown of the contributions split between the Vendor and any subcontractors. The Vendor shall also separately identify the costs of all sub-contractors. The detailed supporting information should allow MWDOC to understand how the costs submitted in Attachment A were developed for both a Low and High level of effort. The Vendor shall explain why their task allocation of labor hours and costs provides an effective use of funds to meet the objectives of this effort. The Vendor shall recommend areas where the scope of work can be reduced, adjusted, modified, or approached differently to keep costs reasonable. The*

*costs submitted should reflect the economies of scale of having a single contract to provide assistance to a minimum of 18 RWAs simultaneously while having a single point of contact at MWDOC. MWDOC will also use its staff to assist the Vendor in getting information from and to the agencies. The detailed budget, support documentation, and costs submitted by the Vendor will be used to negotiate a contract, dependent on the number of agencies involved. For the purposes of the Proposal submittal, the Vendor shall assume 18 RWAs participating in Tasks 1-3.*

See Attachment A for detailed cost proposals. Gemini does not intend to subcontract any of the work, but instead use vendors and suppliers providing off-the-shelf products and services, where needed.

*F. CONFLICT OF INTEREST: Provide documentation that personal or organizational conflicts of interest that are prohibited by law do not exist.*

Gemini has reviewed the Conflict of Interest Code on the MWDOC website and confirmed it has no conflicts of interest.

*G. CONTRACT: A sample copy of MWDOC's professional services agreement is included in Attachment B. Please state in your Proposal your willingness to accept the agreement's terms and conditions. If you require any changes, please include in your Proposal any proposed modifications to the standard terms and conditions. While MWDOC negotiates such changes with the vendor, MWDOC will consider your proposed modifications during selection and retains the right to reject any portion of your proposed modifications.*

Gemini has reviewed the sample of MWDOC's Professional Services Agreement and finds it acceptable to subject to the following change request. Gemini requests that Clause XI. A. be amended to add the sentence. "Notwithstanding anything to the contrary, any information that is publicly available will not be considered Confidential Materials."

*Other:*

Gemini acknowledges the receipt of Addendum #1

#### ATTACHMENTS:

- A. Respondent Bid Sheet
- B. Sample CCR
- C. Report Styles, Sizes, and Integrated Services

**Attachment A**  
**Design, print, and delivery services for Consumer Confidence Reports**  
**Respondent Bid Sheet**

Company Providing Bid: Gemini Group Consulting, LLC  
 Contact Person: David Martin  
 Contact Phone: 858.212.3888  
 Contact Email: david@geminiwatergroup.com

|  |  |
|--|--|
| Task 1a – Graphic Design - Report                        | \$2,695 / RWA                            |
| Task 1b – Graphic Design - Postcard                      | \$148 / RWA                              |
| Task 2a – Printing Report – RFP Format                   | \$90 / RWA, plus \$0.44 / report printed |
| Task 2a – Printing Report – Gemini Style A and Style B   | \$90 / RWA, plus \$0.26 / report printed |
| Task 2b – Printing Postcard – 120#, Silk                 | \$0.235 / postcard                       |
| Task 2b – Printing Postcard – 80#, Glossy                | \$0.195 / postcard                       |
| Task 3a – Mail Delivery of Reports – Per Address         | \$95 / RWA, plus \$0.11 / report mailed  |
| Task 3b – Mail Delivery of Reports – Bulk ship to an RWA | \$85 / RWA up to 1,000 copies            |
| Task 3c – Mail Delivery of Postcards – Per Address       | \$0.00 - <i>combined with 2b Above</i>   |
| Task 4 – Compliance Guarantee                            | <i>Included in cost of Task 1 above</i>  |
| Task 5 – Foreign Language Translation                    | \$950 / Report                           |
| Task 6 – Compliance w/ WCAG 2.0                          | \$445 / Report                           |
| Task 7 – Enable Lowest Total Cost, including Postage     | <i>Included in costs of Tasks above</i>  |

\*\*Postage is not included in any of the amounts above.

**Attachment B**  
**Design, print, and delivery services for Consumer Confidence Reports**  
**Sample CCR**

*See Next Page*



# ANNUAL WATER QUALITY REPORT

Reporting Year 2023



***Presented By***  
**Town Municipal  
Water District**

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.







## Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2023. Included are details about your sources of water, what it contains, and how it compares to standards set by regulatory agencies. Our constant goal is to provide you with a safe and dependable supply of drinking water. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water and providing you with this information because informed customers are our best allies.

## Where Does My Water Come From?

The Fake City County Water Authority (CWA) purchases water from the Metropolitan Water District of Southern California (MWD). This water is a blend of surface water from the Colorado River and runoff from the Northern California Sierra Nevada Mountains. It is treated at the Not A Real Treatment Plant, located in San Diego County, and the Not A Real FWD Filtration Plant, located in Fake County. The Fake Desalination Plant provides San Diego County with a locally controlled, drought-proof supply of high-quality water. The Not Municipal Water District also purchases water from the City of Fake periodically.

“When the well is dry, we know the worth of water.”  
—Benjamin Franklin

## Source Water Assessment

The Colorado River Watershed Sanitary Survey 2020 Update was submitted to the Division of Drinking Water (DDW) in May 2022. The State Water Project Watershed Sanitary Survey 2021 Update was submitted to DDW in July 2022.

State Water Project supplies are considered to be most vulnerable to urban or stormwater runoff, wildlife, agriculture, recreation, and wastewater. A copy of the assessment can be obtained by contacting FWD at (999) 999-9999.

## Important Health Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants may be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. The U.S. Environmental Protection Agency (EPA)/Centers for Disease Control and Prevention (CDC) guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline at (800) 426-4791 or [water.epa.gov/drink/hotline](http://water.epa.gov/drink/hotline).



## The Benefits of Fluoridation

Our water system treats your water by adding fluoride to the naturally occurring level to help prevent dental caries in consumers. State regulations require the fluoride levels in the treated water be maintained within a range of 0.6 to 1.2 parts per million (ppm), with an optimum dose of 0.7 ppm. Our monitoring showed that the fluoride levels in the treated water ranged from 0.5 to 0.7 ppm, with an average of 0.62 ppm. Information about fluoridation, oral health, and current issues is available from [waterboards.ca.gov/drinking\\_water/certlic/drinkingwater/Fluoridation.html](http://waterboards.ca.gov/drinking_water/certlic/drinkingwater/Fluoridation.html).

## Public Meetings

You are invited to attend our district board meetings. We meet the second Tuesday of each month at 6:00 p.m. at the Ramona Community Center, 434 Aqua Lane.

### Board of Directors:

- Fake Person, Superintendent
- Fake Person, Asst. Super.
- Fake Person, Secretary
- Fake Person, Admin
- Fake Person, Engineer
- Fake Person, Asst. Engineer



## Level 1 Assessment

Coliforms are bacteria that are naturally present in the environment and used as an indicator that other, potentially harmful, waterborne pathogens may be present or that a potential pathway exists through which contamination may enter the drinking water distribution system. We found coliforms, indicating the need to look for potential problems in water treatment or distribution. When this occurs, we are required to conduct an assessment to identify and correct problems.

During the past year, we were required to conduct one Level 1 assessment. One Level 1 assessment was completed. In addition, we were required to take four corrective actions, and we completed three of these actions. One action is ongoing.

**QUESTIONS?** For more information about this report, or for any questions relating to your drinking water, please call Fake Person, Water Quality Analyst, at (999) 999-9999.

## What's a Cross-Connection?

Cross-connections that contaminate drinking water distribution lines are a major concern. A cross-connection is formed at any point where a drinking water line connects to equipment (boilers), systems containing chemicals (air-conditioning systems, fire sprinkler systems, irrigation systems), or water sources of questionable quality. Cross-connection contamination can occur when the pressure in the equipment or system is greater than the pressure inside the drinking water line (backpressure). Contamination can also occur when the pressure in the drinking water line drops due to fairly routine occurrences (main breaks, heavy water demand), causing contaminants to be sucked out from the equipment and into the drinking water line (backsiphonage).

Outside water taps and garden hoses tend to be the most common sources of cross-connection contamination at home. The garden hose creates a hazard when submerged in a swimming pool or attached to a chemical sprayer for weed killing. Garden hoses that are left lying on the ground may be contaminated by fertilizers, cesspools, or garden chemicals. Improperly installed valves in your toilet could also be a source of cross-connection contamination.

Community water supplies are continuously jeopardized by cross-connections unless appropriate valves, known as backflow prevention devices, are installed and maintained. We have surveyed industrial, commercial, and institutional facilities in the service area to make sure that potential cross-connections are identified and eliminated or protected by a backflow preventer. We also inspect and test backflow preventers to make sure that they provide maximum protection. For more information on backflow prevention, contact the Safe Drinking Water Hotline at (800) 426-4791.



## Substances That Could Be in Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material and can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink, the U.S. EPA and the State Water Resources Control Board (SWRCB) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk.

Contaminants that may be present in source water include:

Microbial Contaminants, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife;

Inorganic Contaminants, such as salts and metals, that can be naturally occurring or can result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming;

Pesticides and Herbicides that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses;

Organic Chemical Contaminants, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production and which can also come from gas stations, urban stormwater runoff, agricultural applications, and septic systems;

Radioactive Contaminants that can be naturally occurring or can be the result of oil and gas production and mining activities.

More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791.

## Lead in Home Plumbing



If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. We are responsible for providing high-quality drinking water, but we cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to two minutes before using water for drinking or cooking. (If you do so, you may wish to collect the flushed water and reuse it for another beneficial purpose, such as watering plants.) If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline at (800) 426-4791 or [www.epa.gov/safewater/lead](http://www.epa.gov/safewater/lead).

## Water Conservation Tips

You can play a role in conserving water and save yourself money in the process by becoming conscious of the amount of water your household is using and looking for ways to use less whenever you can. It is not hard to conserve water. Here are a few tips:

- Automatic dishwashers use four to six gallons for every cycle, regardless of how many dishes are loaded. So get a run for your money and load it to capacity.
- Turn off the tap when brushing your teeth.
- Check every faucet in your home for leaks. Just a slow drip can waste 15 to 20 gallons a day. Fix it and you can save almost 6,000 gallons per year.
- Check your toilets for leaks by putting a few drops of food coloring in the tank. Watch for a few minutes to see if the color shows up in the bowl. It is not uncommon to lose up to 100 gallons a day from an invisible toilet leak. Fix it and you save more than 30,000 gallons a year.
- Use your water meter to detect hidden leaks. Simply turn off all taps and water-using appliances. Then check the meter after 15 minutes. If it moved, you have a leak.

## Benefits of Chlorination

Disinfection, a chemical process used to control disease-causing microorganisms by killing or inactivating them, is unquestionably the most important step in drinking water treatment. By far, the most common method of disinfection in North America is chlorination.

Before communities began routinely treating drinking water with chlorine (starting with Chicago and Jersey City in 1908), cholera, typhoid fever, dysentery, and hepatitis A killed thousands of U.S. residents annually. Drinking water chlorination and filtration have helped to virtually eliminate these diseases in the U.S. Significant strides in public health are directly linked to the adoption of drinking water chlorination. In fact, the filtration of drinking water and the use of chlorine are probably the most significant public health advancements in human history.

### How chlorination works:

**Potent Germicide Reduction** of many disease-causing microorganisms in drinking water to almost immeasurable levels.

**Taste and Odor Reduction** of many disagreeable tastes and odors from foul-smelling algae secretions, sulfides, and decaying vegetation.

**Biological Growth Elimination** of slime bacteria, molds, and algae that commonly grow in water supply reservoirs, on the walls of water mains, and in storage tanks.

**Chemical Removal** of hydrogen sulfide (which has a rotten egg odor), ammonia, and other nitrogenous compounds that have unpleasant tastes and hinder disinfection. It also helps to remove iron and manganese from raw water.



## Definitions

**90th %ile:** The levels reported for lead and copper represent the 90th percentile of the total number of sites tested. The 90th percentile is equal to or greater than 90% of our lead and copper detections.

**AL (Regulatory Action Level):** The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

**Level 1 Assessment:** A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.

**MCL (Maximum Contaminant Level):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs (SMCLs) are set to protect the odor, taste, and appearance of drinking water.

**MCLG (Maximum Contaminant Level Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. EPA.

**MRDL (Maximum Residual Disinfectant Level):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

**MRDLG (Maximum Residual Disinfectant Level Goal):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

**NA:** Not applicable.

**ND (Not detected):** Indicates that the substance was not found by laboratory analysis.

**NS:** No standard.

**NTU (Nephelometric Turbidity Units):** Measurement of the clarity, or turbidity, of water. Turbidity in excess of 5 NTU is just noticeable to the average person.

**pCi/L (picocuries per liter):** A measure of radioactivity.

**PDWS (Primary Drinking Water Standard):** MCLs and MRDLs for contaminants that affect health, along with their monitoring and reporting requirements and water treatment requirements.

**PHG (Public Health Goal):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California EPA.

**ppb (parts per billion):** One part substance per billion parts water (or micrograms per liter).

**ppm (parts per million):** One part substance per million parts water (or milligrams per liter).

**ppt (parts per trillion):** One part substance per trillion parts water (or nanograms per liter).

**TON (Threshold Odor Number):** A measure of odor in water.

**TT (Treatment Technique):** A required process intended to reduce the level of a contaminant in drinking water.

**µS/cm (microsiemens per centimeter):** A unit expressing the amount of electrical conductivity of a solution.

## Test Results

Our water is monitored for many different kinds of substances on a very strict sampling schedule, and the water we deliver must meet specific health standards. Here, we only show those substances that were detected in our water (a complete list of all our analytical results is available upon request). Remember that detecting a substance does not mean the water is unsafe to drink; our goal is to keep all detects below their respective maximum allowed levels.

The state recommends monitoring for certain substances less than once per year because the concentrations of these substances do not change frequently. In these cases, the most recent sample data are included, along with the year in which the sample was taken.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR5) program by performing additional tests on our drinking water. UCMR5 sampling benefits the environment and public health by providing the U.S. EPA with data on the occurrence of contaminants suspected to be in drinking water to determine if it needs to introduce new regulatory standards to improve drinking water quality. Unregulated contaminant monitoring data are available to the public, so please feel free to contact us if you are interested in obtaining that information. If you would like more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please call the Safe Drinking Water Hotline at (800) 426-4791.

## REGULATED SUBSTANCES

| SUBSTANCE<br>(UNIT OF MEASURE)   | YEAR<br>SAMPLED | MCL<br>[MRDL]               | PHG<br>(MCLG)<br>[MRDLG]  | Municipal Water District |                   | Metropolitan Water District |                   | VIOLATION | TYPICAL SOURCE  |
|--|-----------------|-----------------------------|---------------------------|--------------------------|-------------------|-----------------------------|-------------------|-----------|---|
|  |                 |                             |                           | AMOUNT<br>DETECTED       | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED          | RANGE<br>LOW-HIGH |           |   |
| Arsenic (ppb)  | 2023            | 10                          | 0.004                     | NA                       | NA                | ND                          | NA                | No        | Erosion of natural deposits; runoff from orchards; glass and electronics production wastes  |
| Barium (ppm)   | 2023            | 1                           | 2                         | NA                       | NA                | ND <sup>1</sup>             | NA                | No        | Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits  |
| Bromate (ppb)  | 2023            | 10                          | 0.1                       | NA                       | NA                | ND                          | ND-2.7            | No        | By-product of drinking water disinfection   |
| Chloramines (ppm)  | 2023            | [4.0 (as Cl <sub>2</sub> )] | [4 (as Cl <sub>2</sub> )] | 1.77                     | 0.29-2.99         | NA                          | NA                | No        | Drinking water disinfectant added for treatment   |
| Coliform Assessment and/or Corrective Action Violations (positive samples) | 2023            | TT                          | NA                        | 5                        | ND-5              | NA                          | NA                | No        | Level 1 Assessment and Corrective Actions Excepted  |
| Fluoride (ppm)   | 2023            | 2.0                         | 1                         | NA                       | NA                | 0.8                         | 0.7-0.9           | No        | Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories  |
| Gross Alpha Particle Activity (pCi/L)                                      | 2023            | 15                          | (0)                       | NA                       | NA                | ND                          | ND-5              | No        | Erosion of natural deposits   |
| Gross Beta Particle Activity (pCi/L)                                       | 2023            | 50 <sup>2</sup>             | (0)                       | NA                       | NA                | ND                          | ND-9              | No        | Decay of natural and human-made deposits  |
| HAA5 [sum of 5 haloacetic acids]—Stage 2 (ppb)                             | 2023            | 60                          | NA                        | 1.435 <sup>3</sup>       | ND-3.9            | NA                          | NA                | No        | By-product of drinking water disinfection   |
| Hexavalent Chromium (ppb)  | 2023            | NS <sup>4</sup>             | 0.02                      | NA                       | NA                | ND                          | NA                | No        | Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits |
| Nitrate [as nitrogen] (ppm)  | 2023            | 10                          | 10                        | NA                       | NA                | ND                          | NA                | No        | Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits   |
| THMs [total trihalomethanes]—Stage 2 (ppb)                                 | 2023            | 80                          | NA                        | 18.5 <sup>3</sup>        | 5.4-21            | NA                          | NA                | No        | By-product of drinking water disinfection   |
| Turbidity (NTU)  | 2023            | TT                          | NA                        | NA                       | NA                | 0.07                        | NA                | No        | Soil runoff   |
| Uranium (pCi/L)  | 2023            | 20                          | 0.43                      | NA                       | NA                | 1                           | ND-4              | No        | Erosion of natural deposits   |

**REGULATED SUBSTANCES**

|   |              | County Water Authority      |                           |                  |                | Desalination Plant |                |           |   |
|---|--------------|-----------------------------|---------------------------|------------------|----------------|--------------------|----------------|-----------|---|
| SUBSTANCE (UNIT OF MEASURE)   | YEAR SAMPLED | MCL [MRDL]                  | PHG (MCLG) [MRDLG]        | AMOUNT DETECTED  | RANGE LOW-HIGH | AMOUNT DETECTED    | RANGE LOW-HIGH | VIOLATION | TYPICAL SOURCE  |
| Arsenic (ppb)   | 2023         | 10                          | 0.004                     | 2.2 <sup>1</sup> | NA             | ND                 | NA             | No        | Erosion of natural deposits; runoff from orchards; glass and electronics production wastes  |
| Barium (ppm)  | 2023         | 1                           | 2                         | ND               | 59.5–92.3      | ND                 | NA             | No        | Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits  |
| Bromate (ppb)   | 2023         | 10                          | 0.1                       | ND               | ND–8.4         | NA                 | NA             | No        | By-product of drinking water disinfection   |
| Chloramines (ppm)   | 2023         | [4.0 (as Cl <sub>2</sub> )] | [4 (as Cl <sub>2</sub> )] | NA               | NA             | NA                 | NA             | No        | Drinking water disinfectant added for treatment   |
| <b>Coliform Assessment and/or Corrective Action Violations</b> (positive samples) | 2023         | TT                          | NA                        | NA               | NA             | NA                 | NA             | No        | Level1 Assessment and Corrective Actions Excepted   |
| Fluoride (ppm)  | 2023         | 2.0                         | 1                         | 0.6              | 0.6–0.62       | 0.699              | 0.5–0.719      | No        | Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories  |
| Gross Alpha Particle Activity (pCi/L)   | 2023         | 15                          | (0)                       | NA               | NA             | ND                 | NA             | No        | Erosion of natural deposits   |
| Gross Beta Particle Activity (pCi/L)  | 2023         | 50 <sup>2</sup>             | (0)                       | NA               | NA             | ND                 | NA             | No        | Decay of natural and human-made deposits  |
| HAA5 [sum of 5 haloacetic acids]–Stage 2 (ppb)                                    | 2023         | 60                          | NA                        | NA               | NA             | NA                 | NA             | No        | By-product of drinking water disinfection   |
| Hexavalent Chromium (ppb)   | 2023         | NS <sup>4</sup>             | 0.02                      | 0.08             | ND–0.19        | ND                 | NA             | No        | Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities; erosion of natural deposits |
| Nitrate [as nitrogen] (ppm)   | 2023         | 10                          | 10                        | ND               | NA             | ND                 | NA             | No        | Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits   |
| TTHMs [total trihalomethanes]–Stage 2 (ppb)                                       | 2023         | 80                          | NA                        | NA               | NA             | NA                 | NA             | No        | By-product of drinking water disinfection   |
| Turbidity (NTU)   | 2023         | TT                          | NA                        | 0.019            | NA             | 0.08               | NA             | No        | Soil runoff   |
| Uranium (pCi/L)   | 2023         | 20                          | 0.43                      | NA               | NA             | ND                 | NA             | No        | Erosion of natural deposits   |

Tap water samples were collected for lead and copper analyses from sample sites throughout the community

| SUBSTANCE (UNIT OF MEASURE) | YEAR SAMPLED | AL  | PHG (MCLG) | AMOUNT DETECTED (90TH %ILE) | SITES ABOVE AL/ TOTAL SITES | VIOLATION | TYPICAL SOURCE  |
|-----------------------------|--------------|-----|------------|-----------------------------|-----------------------------|-----------|---|
| Copper (ppm)                | 2022         | 1.3 | 0.3        | 0.190                       | 0/44                        | No        | Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives               |
| Lead (ppb)                  | 2022         | 15  | 0.2        | 2.1                         | 0/44                        | No        | Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits |



**SECONDARY SUBSTANCES**

| SUBSTANCE<br>(UNIT OF MEASURE)      | YEAR<br>SAMPLED | SMCL  | PHG<br>(MCLG) | Municipal Water District |                   | Metropolitan Water District |                   | County Water Authority |                   | Desalination Plant |                   | VIOLATION | TYPICAL SOURCE  |
|-------------------------------------|-----------------|-------|---------------|--------------------------|-------------------|-----------------------------|-------------------|------------------------|-------------------|--------------------|-------------------|-----------|---|
|                                     |                 |       |               | AMOUNT<br>DETECTED       | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED          | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED     | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED | RANGE<br>LOW-HIGH |           |   |
| <b>Chloride</b> (ppm)               | 2023            | 500   | NS            | NA                       | NA                | 81                          | 62–110            | 100 <sup>1</sup>       | NA                | 75                 | 35–98             | No        | Runoff/leaching from natural deposits; seawater influence   |
| <b>Color</b> (units)                | 2023            | 15    | NS            | NA                       | NA                | 1                           | NA                | 1                      | ND-5              | ND                 | NA                | No        | Naturally occurring organic materials                       |
| <b>Odor, Threshold</b> (TON)        | 2023            | 3     | NS            | NA                       | NA                | 2                           | NA                | ND                     | NA                | ND                 | NA                | No        | Naturally occurring organic materials                       |
| <b>Specific Conductance</b> (µS/cm) | 2023            | 1,600 | NS            | NA                       | NA                | 842                         | 654–1,04          | ND <sup>1</sup>        | NA                | 405.4              | 225.5–506.4       | No        | Substances that form ions when in water; seawater influence |
| <b>Sulfate</b> (ppm)                | 2023            | 500   | NS            | NA                       | NA                | 194                         | 111–236           | 166                    | 122–210           | 13.5               | 13–15             | No        | Runoff/leaching from natural deposits; industrial wastes    |
| <b>Total Dissolved Solids</b> (ppm) | 2023            | 1,000 | NS            | NA                       | NA                | 536                         | 401–670           | 570 <sup>1</sup>       | NA                | 216                | 122–318           | No        | Runoff/leaching from natural deposits                       |

**UNREGULATED SUBSTANCES<sup>5</sup>**

| SUBSTANCE<br>(UNIT OF MEASURE)                 | YEAR<br>SAMPLED | Municipal Water District |                   | Metropolitan Water District |                   | County Water Authority |                   | Desalination Plant |                   | TYPICAL SOURCE |            |    |  |
|--|-----------------|--------------------------|-------------------|-----------------------------|-------------------|------------------------|-------------------|--------------------|-------------------|----------------|------------|----|--|
|  |                 | AMOUNT<br>DETECTED       | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED          | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED     | RANGE<br>LOW-HIGH | AMOUNT<br>DETECTED | RANGE<br>LOW-HIGH |                |            |    |  |
| <b>Alkalinity</b> (ppm)                        | 2023            | NA                       | NA                | 108                         | 92–125            | NA                     | NA                | NA                 | NA                | 63             | 46–87      | NA | NA   |
| <b>Boron</b> (ppb)                             | 2023            | NA                       | NA                | 130                         | NA                | 140 <sup>1</sup>       | NA                | NA                 | NA                | 0.62           | 0.39–0.90  | NA | NA   |
| <b>Calcium</b> (ppm)                           | 2023            | NA                       | NA                | 56                          | 39–72             | 61 <sup>1</sup>        | NA                | NA                 | NA                | 22.55          | 17.48–55.2 | NA | NA   |
| <b>Chlorate</b> (ppb)                          | 2023            | NA                       | NA                | 17                          | NA                | 336                    | 270–420           | NA                 | NA                | NA             | NA         | NA | NA   |
| <b>Corrosivity [as aggressiveness]</b> (units) | 2023            | NA                       | NA                | 12.5                        | NA                | NA                     | NA                | NA                 | NA                | 10.58          | 10.3–11.2  | NA | NA   |
| <b>Corrosivity [as saturation]</b> (units)     | 2023            | NA                       | NA                | 0.68                        | 0.62–0.75         | NA                     | NA                | NA                 | NA                | 0.28           | 0.04–0.62  | NA | NA   |
| <b>Hardness</b> (ppm)                          | 2023            | NA                       | NA                | 228                         | 165–291           | NA                     | NA                | NA                 | NA                | 56.12          | 43.7–79.6  | NA | NA   |
| <b>Lithium</b> (ppb)                           | 2023            | 21.7                     | 10–36             | 30                          | 18–43             | NA                     | NA                | NA                 | NA                | NA             | NA         | NA | Naturally-occurring; used in electrochemical cells, batteries, and organic synthesis and pharmaceuticals |
| <b>Magnesium</b> (ppm)                         | 2023            | NA                       | NA                | 21                          | 15–27             | 24 <sup>1</sup>        | NA                | NA                 | NA                | 1.1            | 0.9–1.1    | NA | NA   |
| <b>N-Nitrosodimethylamine [NDMA]</b> (ppt)     | 2023            | NA                       | NA                | 3.2                         | NA                | ND                     | NA                | NA                 | NA                | NA             | NA         | NA | NA   |
| <b>Potassium</b> (ppm)                         | 2023            | NA                       | NA                | 4.2                         | 3.6–4.8           | 4.8 <sup>1</sup>       | NA                | NA                 | NA                | 44.976         | ND–389     | NA | NA   |
| <b>Sodium</b> (ppm)                            | 2023            | NA                       | NA                | 86                          | 69–103            | 99 <sup>1</sup>        | NA                | NA                 | NA                | 55.35          | 40.1–61    | NA | NA   |
| <b>Total Chloride</b> (ppm)                    | 2023            | NA                       | NA                | 2.6                         | 2.3–3.0           | 2.2                    | 2.0–2.5           | 2.2                | 2.0–2.5           | NA             | NA         | NA | NA   |

<sup>1</sup>Single sample taken.

<sup>2</sup>The SWRCB considers 50 pC/L to be the level of concern for beta particles.

<sup>3</sup>Highest locational running annual average.

<sup>4</sup>There is currently no MCL for hexavalent chromium. The previous MCL of 10 ppb was withdrawn on September 11, 2017.

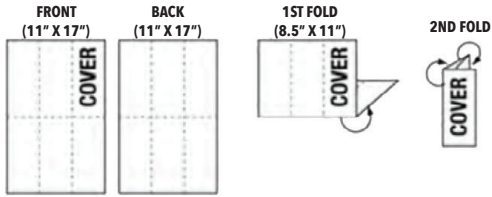
<sup>5</sup>Unregulated contaminant monitoring helps U.S. EPA and the SWRCB determine where certain contaminants occur and whether the contaminants need to be regulated.

**Attachment C**  
**Design, print, and delivery services for Consumer Confidence Reports**  
**Report Style, Sizes, and Integrated Services**

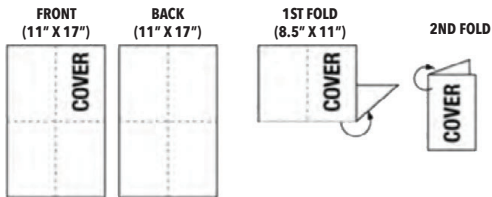
*See Next Page*

# Report Styles and Sizes

## STYLE A (3.5" X 8.5")



## STYLE B (4.25" X 8.5")



Format is customizable to meet each individual water system's requirements. We encourage clients to add personalization.

### A & B Style Back

#### Test Results

Our water is treated for many different kinds of substances on a very tight sampling schedule, which means that the water we deliver is safe to drink. This table shows information that was detected in our water to complete the list of our biological results to our customers. Remember that detecting a substance does not mean the water is unsafe to drink, nor does it mean a large quantity of it. The test results are for the entire year, not just for the time of the test.

We participated in the fifth stage of the U.S. EPA's Unregulated Contaminant Monitoring Rule (UCMR) program by providing the U.S. EPA with data on the concentration of contaminants suggested to be in drinking water on a regular basis. This data is available to the public, so please feel free to visit our website for more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule. For more information on the U.S. EPA's Unregulated Contaminant Monitoring Rule, please visit the U.S. EPA's website.

#### UNREGULATED SUBSTANCES

| UNREGULATED SUBSTANCE              | DATE | CONC. | UNIT | STATUS      | VIOLATION | TYPICAL SOURCE                       |
|------------------------------------|------|-------|------|-------------|-----------|--------------------------------------|
| Aluminum (ppm)                     | 2023 | 15    | ppm  | 0.05-0.10   | No        | From natural and household products. |
| Barium (ppm)                       | 2023 | 2     | ppm  | 0.005-0.010 | No        | From natural and household products. |
| Bromine (ppm)                      | 2023 | 0     | ppm  | 0.01-0.05   | No        | From natural and household products. |
| Chloride (ppm)                     | 2023 | 150   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Chromium (ppm)                     | 2023 | 0     | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Cyanide (ppm)                      | 2023 | 0     | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Fluoride (ppm)                     | 2023 | 1.0   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Iron (ppm)                         | 2023 | 0.5   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Manganese (ppm)                    | 2023 | 0.5   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Nitrate (ppm)                      | 2023 | 10    | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Phosphate (ppm)                    | 2023 | 0.5   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Sulfate (ppm)                      | 2023 | 100   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Total Dissolved Solids (TDS) (ppm) | 2023 | 150   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Total Hardness (ppm)               | 2023 | 150   | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Total Suspended Solids (TSS) (ppm) | 2023 | 5     | ppm  | 0.01-0.10   | No        | From natural and household products. |
| Total Solids (ppm)                 | 2023 | 155   | ppm  | 0.01-0.10   | No        | From natural and household products. |

#### Where Does My Water Come From?

Lead service lines are installed to supply and distribute water from the water treatment plant to the customer's home. Lead service lines are installed to supply and distribute water from the water treatment plant to the customer's home. Lead service lines are installed to supply and distribute water from the water treatment plant to the customer's home.

#### Water Treatment Process

The water treatment process includes a variety of steps to ensure the water is safe to drink. The process includes a variety of steps to ensure the water is safe to drink. The process includes a variety of steps to ensure the water is safe to drink.

#### Important Health Information

Some people may be more sensitive to certain substances in drinking water than the general population. Some people may be more sensitive to certain substances in drinking water than the general population. Some people may be more sensitive to certain substances in drinking water than the general population.

#### Source Water Assessment

A Source Water Assessment Plan (SWAP) is available at our office. This plan is an assessment of the different areas around our local sources through which contaminants of potential concern could enter our water system. This includes an inventory of potential sources of contaminants within the delineated area and a determination of the water supply's vulnerability to contamination by the identified potential sources.

#### QUESTIONS?

For more information about this report, or any questions relating to your drinking water please contact the Chief Water Operator at the City Water Department. This report will be sent to you.

| NAME     | DATE       | STATUS | VIOLATION |
|----------|------------|--------|-----------|
| 100-0001 | 01/01/2023 | Met    | No        |
| 100-0002 | 02/01/2023 | Met    | No        |
| 100-0003 | 03/01/2023 | Met    | No        |
| 100-0004 | 04/01/2023 | Met    | No        |
| 100-0005 | 05/01/2023 | Met    | No        |
| 100-0006 | 06/01/2023 | Met    | No        |
| 100-0007 | 07/01/2023 | Met    | No        |
| 100-0008 | 08/01/2023 | Met    | No        |
| 100-0009 | 09/01/2023 | Met    | No        |
| 100-0010 | 10/01/2023 | Met    | No        |
| 100-0011 | 11/01/2023 | Met    | No        |
| 100-0012 | 12/01/2023 | Met    | No        |

| NAME     | DATE       | STATUS | VIOLATION |
|----------|------------|--------|-----------|
| 100-0013 | 01/01/2024 | Met    | No        |
| 100-0014 | 02/01/2024 | Met    | No        |
| 100-0015 | 03/01/2024 | Met    | No        |
| 100-0016 | 04/01/2024 | Met    | No        |
| 100-0017 | 05/01/2024 | Met    | No        |
| 100-0018 | 06/01/2024 | Met    | No        |
| 100-0019 | 07/01/2024 | Met    | No        |
| 100-0020 | 08/01/2024 | Met    | No        |
| 100-0021 | 09/01/2024 | Met    | No        |
| 100-0022 | 10/01/2024 | Met    | No        |
| 100-0023 | 11/01/2024 | Met    | No        |
| 100-0024 | 12/01/2024 | Met    | No        |

Community Participation  
We encourage public input and participation in our community water quality monitoring program. Community members are encouraged to provide input and participate in our community water quality monitoring program.

About Our Violation  
In 2022, we did not receive for the purpose of drinking water quality monitoring data from the public utility. This data is used to monitor the water quality of the public utility. This data is used to monitor the water quality of the public utility.

### A Style Front

#### Our Commitment

We are pleased to present to you this year's annual water quality report. This report is a snapshot of last year's water quality covering all testing performed between January 1 and December 31, 2023. Included are details about water quality covering all testing performed between January 1 and December 31, 2023. Included are details about water quality covering all testing performed between January 1 and December 31, 2023.

#### Safeguard Your Drinking Water

Drinking water is essential to our health and well-being. It is important to take steps to protect our drinking water. Drinking water is essential to our health and well-being. It is important to take steps to protect our drinking water.

#### Lead in Home Plumbing

Lead in drinking water is a concern because it can cause serious health problems, especially for young children. Lead in drinking water is a concern because it can cause serious health problems, especially for young children.

#### Important Health Information

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#### Source Water Assessment

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#### QUESTIONS?

For more information about this report, or any questions relating to your drinking water please contact the Chief Water Operator at the City Water Department. This report will be sent to you.

#### Water Conservation Tips

Use only what you need. Turn off the tap when brushing your teeth. Use only what you need. Turn off the tap when brushing your teeth. Use only what you need. Turn off the tap when brushing your teeth.

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You can inexpensively provide your customers with fully translated versions of your Consumer Confidence Report. Choose between full-color, brochure-style printed reports and/or a fully designed electronic version of your translated report for easy viewing on any computer with Internet access.

## Americans with Disabilities Act Compliance

Public water systems are required to provide information that is accessible to all members of the public. Specifically, the Americans with Disabilities Act (ADA) and Section 508 of the Rehabilitation Act stipulate how documents are to be made available to the general public. Our service addresses the need for systems to make a ‘best faith effort’ to have their Consumer Confidence Report available to all customers.

## Report Certification

We complete the final step of the Consumer Confidence Report process, the certification. Your certification form is compiled using the information already submitted in CCReporter. Once finalized, we send the form to the correct contact at your primacy agency to ensure full compliance with state and EPA certification requirements.

## Public Notification Delivery

Our regulatory compliance and mailing service extends beyond the Consumer Confidence Report. Whenever you have a Tier 2 violation requiring public notification within 30 days, we are here to get the message out to your customers. We facilitate an online notice and postcard/ mailing campaign to satisfy all delivery requirements.



**INFORMATION ITEM**  
March 3, 2025

**TO: Planning & Operations Committee**  
(Directors Seckel, Yoo Schneider, Dick)

**FROM: Harvey De La Torre, General Manager**

Staff Contact: Rachel Davis, Water Loss Control Programs Supervisor  
Joe Berg, Director of Water Use Efficiency

**SUBJECT: ADVANCED METERING INFRASTRUCTURE WORKGROUP UPDATE**

**STAFF RECOMMENDATION**

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Staff recommends the Planning & Operations Committee receive and file this report.

**COMMITTEE RECOMMENDATION**

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Committee recommends (To be determined at Committee Meeting)

**SUMMARY**

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On June 19, 2024, the Board of Directors authorized the General Manager to enter into a two-year professional services agreement with E-Source in an amount not to exceed \$41,640 for the facilitation of up to six Advanced Metering Infrastructure (AMI) Workgroup meetings. These meetings aim to facilitate accelerated learning and information sharing among our member agencies supported by E-Source, which specializes in AMI development and implementation.

To date, MWD OC staff have worked with E Source to host three of those meetings. Member agency participation and feedback have been extremely positive. Three additional meetings will be held before the end of Fiscal Year 2024-25, completing the formal portion of this effort. The networking and conversations facilitated by these meetings are allowing member agencies to collaborate and continue the knowledge exchange after the formal workgroup has concluded.

|   |                      |               |                  |
|---|----------------------|---------------|------------------|
| <b>Budgeted (Y/N):</b> n/a                        | Budgeted amount: n/a | Core <u>X</u> | Choice <u>  </u> |
| <b>Action item amount:</b> n/a                    | Line item: n/a       |               |                  |
| <b>Fiscal Impact (explain if unbudgeted):</b> n/a |                      |               |                  |

## DETAILED REPORT

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### **Activity to Date**

After meeting with E Source, with input from the OC Manager's meeting and a member agency survey initiated by staff, a list of workgroup topics was developed. The in-person and Zoom-based meetings are formatted to include a learning module, where E Source staff brings together resources on best industry practices, experience from past projects, and emerging technologies to help inform member agency staff on a focused facet of AMI. The second half of the meeting is reserved for facilitated information sharing between member agencies. These discussions are designed to include member agency experiences as well as any issues or concerns that they have faced or may be facing.

Meeting agendas have included:

#### **Meeting 1** – October 30, 2024 (in-person)

1. Introductions and Information Sharing
  - Current Status of AMI at Each Participating MWDOC Utility
  - Topics of Particular Interest / Pain Points / Concerns
2. Learning Module
  - Meter Reading / AMI Cost Overview
  - AMI Technology Overview
  - Key Solution Components (Meter/Module, Network, Head End Software, Meter Data Management Software)

#### **Meeting 2** – November 20, 2024 (Zoom)

1. Learning Module
  - Do You Need an AMI?
    - Costs (Products, Services, Support, Internal)
    - Benefits (Tangible, Intangible)
    - Return on Investment (ROI)/Net Present Value (NPV)
    - Financing Options
    - Case Study
2. Information Sharing
  - Discuss Costs and Benefits Associated with AMI
  - Topics of Particular Interest / Pain Points / Concerns

### Meeting 3 – January 28, 2025 (in-person)

1. Learning Module
  - Small and Large Meter Types and Trends
  - AMI Network Compatibility
  - Sensor Capabilities
  - Industry Perspectives
2. Facilitated Information Sharing
  - Discuss Utility Small and Large Meter Types and Experiences
  - Experiences and Concerns Related to Small and Large Metering Hardware

### Future Meetings

With assistance from E Source, MWDOC will host three more AMI Workgroup Meetings in FY 24-25. Meeting topics are still under development but will include leveraging AMI data to encourage water use efficiency, integrating AMI data with existing utility networks, AMI and virtual district metered areas, grant opportunities, MWDOC grant writing assistance and management services, other funding opportunities, experiences from utilities that have completed AMI deployments and are now tackling system integration and maintenance. Staff continue to solicit topics from member agencies as we move into the last three meetings to ensure that we are meeting the group's needs.

### Participation and Feedback

The AMI workgroup meetings have been very well attended, with 27-to-32-member agency staff attending, representing 18 retail water agencies. Discussion at the meetings has been robust, with agencies freely sharing their experiences and suggesting future meeting topics. On December 9, 2024, MWDOC hosted an ad hoc meeting for three agencies that expressed interest in pursuing joint or cooperative purchasing agreements. Information from that meeting was relayed back to Joey Soto at Soto Resources, who is under contract with MWDOC to provide grant writing services. Joey will be attending an upcoming Workgroup meeting to continue this discussion.

Member agency staff have said the following about MWDOC AMI Workgroup meetings:

*The meetings are very informative and relevant. I like to hear from consultants and other member agencies about the best ways to implement AMI and how to manage potential challenges from this system. Thank you MWDOC for providing this workgroup!*  
 - Raquel Manson, Senior Admin Analyst, Water Services Division, City of Garden Grove

*Providing a forum (and technical vendor) for agencies to ask candid questions and share honest feedback about AMI is a great service that MWDOC has provided to its member agencies. Regardless of where each agency is in its AMI journey, the collective sharing of information, experiences, and resources is invaluable. Peer-to-peer*

*learning opportunities like this are important and appreciated.*  
- Nate Adams, Director of Water Resiliency Customer Relations,  
Santa Margarita Water District

*AMI is a sophisticated technology that involves not just the deployment of smart meters, but also requires changes to data collection, analysis, and management processes. Its impact stretches beyond just the installation phase, affecting budgeting, resource allocation, staff training, and long-term operational strategies. The formation of the AMI Workgroup as a platform for collaboration between subject-matter experts and local agencies of varying sizes and AMI adoption stages is highly valuable. This approach fosters knowledge sharing and helps different stakeholders understand each other's challenges and successes...*

- Tom Eastman, Senior Operations & Maintenance Technician, South Coast Water District

*The workgroup has been a great opportunity for MWDOC agencies with traditional metering systems to learn firsthand accounts from other agencies that have implemented automatic metering infrastructures (AMI). This collaboration has allowed agency staff on the frontlines to (1) freely discuss implementation goals and experiences, both successes and challenges, (2) the importance of the associated data collection systems, storage requirements, and subsequent interpretation, and (3) funding strategies through available grant opportunities to augment project budgets. TCWD is happy to partner with MWDOC to share its AMI implementation experience with its fellow water agencies and encourages MWDOC to continue providing these types of services.*

- Michael Perea, Assistant General Manager, Trabuco Canyon Water District

### **Circle Back to the Board**

The AMI Workgroup has been very well received with robust participation and information sharing. Staff will provide the Board with an additional update following the conclusion of the sixth AMI Workgroup meeting, including an overall summary of topics covered, member agency feedback, and next steps, if any.



**INFORMATION ITEM**  
March 3, 2025

**TO: Planning & Operations Committee**  
(Directors Seckel, Yoo Schneider, Dick)

**FROM: Harvey De La Torre, General Manager**

Staff Contact: Damon Micalizzi

**SUBJECT: WATER POLICY FORUM & DINNER – MARCH 20, 2025**

**STAFF RECOMMENDATION**

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Staff recommends the Public Affairs & Legislation Committee: Receive and file the report.

**COMMITTEE RECOMMENDATION**

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Committee recommends (To be determined at Committee Meeting)

**REPORT**

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MWDOC is excited to announce the upcoming Water Policy Forum & Dinner, scheduled for March 20, 2025, at the Westin South Coast Plaza. Director Larry Dick will serve as the emcee for the evening, which will feature a keynote address by Deven Upadhyay, the newly appointed General Manager of The Metropolitan Water District of Southern California.

Deven Upadhyay, a former MWDOC employee, brings extensive experience in water resource management and policy development to his role as Metropolitan's General Manager. His leadership and vision are essential in addressing the complex water challenges facing Southern California.

**ALIGNMENT WITH BOARD STRATEGIC PRIORITIES**

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Clarifying MWDOC’s mission and role; defining functions and actions.

Work with member agencies to develop water supply and demand objectives.

|   |                      |  |                                  |
|---|----------------------|--|----------------------------------|
| <b>Budgeted:</b> <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Budgeted amount: N/A | Core: <input checked="" type="checkbox"/>  | Choice: <input type="checkbox"/> |
| <b>Action item amount:</b>  |                      | Movement between funds: <input type="checkbox"/> Yes <input type="checkbox"/> No |                                  |

- Balance support for Metropolitan’s regional mission and Orange County values and interests.*
- Strengthen communications and coordination of messaging.*
- Solicit input and feedback from member agencies.*
- Invest in workforce development and succession planning.*

**List of Attachments/Links:**

***Attachment 1:N/A***

# NATIONAL ENGINEERS WEEK SOCIAL POST



**Engineers We**  
February 16-22, 2025

"The critical role of water environment, public health communities inspired n pursue a career as a w engineer. As the first and female engineer to serve board of directors for MW am deeply committed to r a meaningful difference creating a lasting impac future generations.



# NATIONAL ENGINEERS WEEK SOCIAL POST

**Engineers**  
February 16-

"I'm a big proppone (Science, Technology Arts, and Math). The solutions and er technologies come minds who dream u deploy what is p encourage young pe in engineering to r artistic and creative s understanding of ant sharpen their ability communicate

# SCOUTS BSA CLINIC WITH EL TORO WATER DISTRICT



<https://fb.watch/xZG-oGYWJ>

<https://fb.watch/xZGIE-ST4M/>

**WORKFORCE DEVELOPMENT**

Share introduction yourself Water Energy Educa Leadership

Tiffany Baca

March 11, 2025 • 9:00 AM TO 12:00 PM

**PILOT EDUCATION TO WORKFORCE TOUR**

Participants:

- 40 + Speakers = 55

Stops:

- SDCWA HQ
- Linda Vista Innov. Ctr.
- SD HydroStation
- Cuyamaca College Center for Water Studies
- SD Pure Water Construction Site

**WORKFORCE DEVELOPMENT**

**PILOT EDUCATION TO WORKFORCE TOUR**

**WEEA LEADERSHIP ROUNDTABLE #20**

Tiffany Baca  
Executive Director, WEEA  
Public Affairs Manager, MWD  
Email: [TBaca@mwdoc.com](mailto:TBaca@mwdoc.com)  
LinkedIn: <https://www.linkedin.com/in/TiffanyBaca1>

**VIDEO PROMOTING REBATES AND WATER-SMART SCHOOL GARDEN**

<https://tinyurl.com/ysj2djhk>

**MWD eCurrents Newsletter**

February 2025

SAVE BLUE LIVE GREEN.

2024 Annual Water Awareness Poster Contest Winner

**55% OPEN RATE**  
Industry Standard 28%

<https://conta.cc/3VnJw7u>

Water Industry Experts!

**SPEAKERS BUREAU**

[mwdoc.com/book-a-speaker](http://mwdoc.com/book-a-speaker)

**5.39% SOCIAL MEDIA ENGAGEMENT RATE**  
A Good Rate is 1-5%



**ENGINEERING & PLANNING**

|   |  |
|---|--|
| <p><b>Water Quality &amp; Operational Planning Workshops and Workgroup Meetings</b></p> | <p>Significant changes to Orange County’s imported water demands are expected over the next few years as a number of local supply projects are completed and water use efficiency efforts continue to reduce water demands.</p> <p>The anticipated reduction of imported water demands has the potential to increase water aging in the imported water distribution system. The additional water aging could potentially lead to water quality issues (e.g. disinfection by-product formation, disinfectant decay, nitrification).</p> <p>MWDOC hosted two collaborative workshops in the Fall of 2024 to bring together retail water agencies, MWDOC, and MET management staff. The intent was a regional dialogue forum to share knowledge about the integrated imported water conveyance system, promote a common understanding of water aging and nitrification issues, and promote a shared understanding of operations and control measures within key Orange County pipelines and local distribution systems as we look to the future.</p> <p>The collaborative workshop series yielded unanimous support for more coordination through a structured channel of communication to allow for a more coordinated and efficient response to future events. As a result, MWDOC staff in collaboration with MET staff (Water Quality, Engineering, and Operations) began quarterly workgroup meetings to continue regional communication. The first workgroup meeting took place in late January 2025 and the next one planned for May 2025. At the January 2025 meeting, MWDOC obtained support from Member Agencies on specific next steps, including,</p> <ul style="list-style-type: none"> <li>• MWDOC to establish a Water Quality (GIS) Data Platform to improve communication and timeliness of data sharing. MWDOC will work with MET and 1-2 MWDOC Member Agencies to pilot the platform with the goal of improving the speed and visibility of total chlorine residual decay for both our retail agencies (particularly those responsible for the operations of OC imported water conveyance pipelines) and MET.</li> <li>• MWDOC in collaboration with Member Agencies to pilot real-time chlorine analyzers at 2-3 Member Agency-approved locations to augment real-time monitoring done by MET using pre-vetted analyzers. MWDOC received support from Member Agencies to move forward with staff recommendations for creation of the Water Quality Data</li> </ul> |
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|  | <p>Platform and a recommendation to purchase real time chlorine analyzers in the FY 2025-26 fiscal year budget.</p> <ul style="list-style-type: none"> <li>• MWDOC to help coordinate training for nitrification management, with the focus on agency-specific tailored training aimed to improve nitrification response.</li> </ul> <p>Additionally, a sub-workgroup meeting to discuss design and implementation of chlorine and chloramine boosting stations took place in late February 2025. Retail water agencies, MWDOC, and MET management staff attended the meeting.</p>   |
| <p><b>Orange County Water Demand Forecast Project and 2025 Urban Water Management Plan</b></p> | <p>The Urban Water Management Planning (UWMP) Act enacted by California legislature requires every urban water supplier providing water for municipal purposes to more than 3,000 customers or supplying more than 3,000 acre-feet of water annually to prepare, adopt, and file an UWMP with the California Department of Water Resources (DWR) every five years in the years ending in six and one. The upcoming UWMP cycle is the 2025 UWMP will be due to DWR on July 1, 2026.</p> <p>UWMPs are comprehensive documents that present an evaluation of a water supplier’s reliability over a long-term (20-25 year) planning horizon. UWMPs provide an assessment of the present and future water demand and supply sources within a supplier’s service area. Developing a long-term water demand forecast is important prerequisite work to prepare an UWMP. Leading up to each UWMP cycle, MWDOC develops its water demand forecast through a bottoms-up approach where water demand forecasts are developed for every MWDOC member agency and the sum of all agencies’ imported water demand equals MWDOC’s demands. The development of individual member agency demand is part of MWDOC’s core services. MWDOC usually procures a consultant with expertise in demand forecasting for assistance. Orange County Water District (OCWD) has been a co-funding project partner as 16 of its 19 basin producers are also MWDOC member agencies. The remaining three OC basin producers are the three OC cities who are direct MET member agencies (cities of Anaheim, Fullerton, and Santa Ana). For consistency in demand projections across MWDOC and OCWD, the demand forecast effort is inclusive of the three cities.</p> <p>On December 18, 2024, the MWDOC Board approved a contract award to Hazen and Sawyer (Hazen) to provide professional services for the 2025 Orange County Water Demand Forecast Project. The project began in January and an All-Agency Kickoff Meeting took place in mid-February 2025. The project schedule anticipates the draft and final demand projections to become available in July and September 2025, respectively.</p> <p>In the spring of 2025, MWDOC staff will begin the procurement process to select a consultant for the preparation of the 2025 UWMPs. As in years past,</p> |

|  |   |
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|  | <p>MWDOC will offer these services as part of the Shared Services Program. The 2025 UWMP schedule will align with the demand forecast development.</p>  |
| <p><b>MWDOC GIS Needs Assessment</b></p> | <p>Geographic Information System (GIS) is a technology used to create, manage, and analyze many types of data. It is a necessary resource for regional water reliability planning, water operations and management, and emergency response coordination among many other things. GIS is more than a mapping tool. Its applications cover four key components vital to MWDOC’s role as a regional planner, including</p> <p><b>Data management</b> - GIS is a foundational system of record allowing for the optimization of data storage and integration from business systems and other sources in such a way that organizes and magnifies data’s usefulness (e.g. integration of documents in Laserfiche to include location and temporal information, ability to automate some billing processes, and ability to share organized data between departments and agencies quickly and efficiently).</p> <p><b>Spatial analysis</b> - GIS spatial analysis tools allow users to find hidden relationships, generate new insights, and gain the ability to analyze data in ways other methods of data storage do not provide.</p> <p><b>Mapping and visualization</b> - GIS provides tools to understand real time data, and satellite imagery by way of powerful visual representations such as digital maps and dashboards.</p> <p><b>Communication</b> – Maps and dashboards communicate complex ideas quickly, building common understanding, supporting collaboration and promoting problem-solving.</p> <p>MWDOC’s current in-house GIS capabilities and use are limited. Further, GIS support from traditional sources for MWDOC’s GIS needs have become limited as some organizations MWDOC has relied upon in the past (such as the Center for Demographic Research [CDR]) now have severely limited availability to provide support to MWDOC for efforts that are not directly related to their core mission. Water Loss Control Program staff have developed and employed ArcGIS Pro, ArcGIS Online, FieldMaps, Survey123, and dashboards for Leak Detection Program activities. However, there is no formalized data governance plan, or overarching data management protocols or procedures to ensure maximum flexibility in data collaboration. Other MWDOC departments employ GIS in limited forms and operate principally in their own space with cooperation and sharing of data as projects develop and need requires (e.g. for projects under Shared Services programs).</p> <p>As a regional planning agency, MWDOC recognizes the need to be a central resource for data for water agencies in Orange County, primarily our retail Member Agencies. As administrator of several Shared Service Programs,</p> |

MWDOC provides additional value to its Member Agencies through the processing and analyses of data to assist in meeting regulatory compliance and other goals depending on specific projects or programs. MWDOC Member Agencies vary greatly in staffing resources and capabilities as well as data formatting and hosting platforms. As a result, MWDOC needs a flexible and scalable GIS system architecture to support a wide range of data and data formats with the ability to serve a diverse customer base.

Recognizing the need for MWDOC to have an integrated and cohesive system that supports customized needs while allowing data sharing among various departments, its member agencies, and other organizations; MWDOC staff will be bringing a recommendation to the Board for consideration of initiation of a GIS initiative. It is proposed that the initiative be implemented in two main phases. A Phase 1 Needs Assessment will provide a high-level assessment to evaluate the current GIS environment, assess organizational and departmental GIS needs, and develop a strategy, roadmap, and business case for successful GIS implementation. Phase 2 Implementation is anticipated to begin in FY 2025-26 and extend for multiple years to develop a GIS system architecture framework from which to further enhance specific GIS capabilities. Phase 2 would include specific projects designed to demonstrate the value of MWDOC's GIS initiative and investments. Additional Phase 2 efforts would continue to improve upon the original framework and expand MWDOC's GIS capabilities to serve future needs as they evolve.

MWDOC staff began the procurement process in mid-December 2024, to select a well-qualified consultant for the GIS Needs Assessment. MWDOC staff plans to present a recommendation for contract award to the Board for consideration in March 2025 at the A&F Committee meeting.

# General Managers Report

## WEROC Status Report

### February 2025

#### FEBRUARY EVENTS

*(EVENTS LISTED ONLY INCLUDE WEROC INVOLVEMENT. EVENTS AND INCIDENTS HAPPEN EVERYDAY, BUT MAY NOT REQUIRE REPORTING, OR COORDINATION WITH WEROC)*

- Suspicious Activity (1 agency)
- Rain Event

Vicki continues to support and coordinate with LA County water agencies in relation to the LA Fires and CALWARN. Working in conjunction with CUEA, assistance has been provided in regarding to offering guidance for recovery efforts. Some orange county water agencies on their own have provided bottled water donations to the impacted area of the Eaton Fire., or technical assistance for the Palisades Fire.

Vicki and Gabby participated on the County Debris Flow planning calls.

\*\*Vicki can provide further details on these events as requested by the board.

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### WEROC AGENCY PLANNING, COORDINATION AND PROGRAM EFFORTS

#### **AWIA & Multi-Jurisdictional Hazard Mitigation Multi Plan Project Plan Submission & Approval Process**

WEROC submitted the MJHMP to the California Office of Emergency Services (CalOES) on December 3, 2024, in accordance with the project milestones. The submission included all necessary documentation for compliance.

CalOES completed its review on January 16, 2025, and provided revision requests for every agency annex. In response, WEROC collaborated with the project contractor to implement the required changes and resubmit the plan for final CalOES approval.

On February 14, 2025, CalOES approved the required changes and transmitted the plan to FEMA for final review, a process that typically takes approximately 45 days.

Final Workshops and review of the completed RRAs are occurring for the Tier 1 agencies. All agencies are on track to submit self certification of compliance BY THE march 31, 2025 deadline.

Vicki and Janine met with the consultant on Thursday, February 27, as part of the continued schedule administrative updates to the projects.

### **Cyber Security and OCIAC Partnership**

OCIAC and WEROC have partners to conduct a regional Cyber TTX on May 14, 2025. Six member agencies have agreed to be a focal point on our efforts to discuss with our partners including law, fire and city emergency managers regarding this important topic to our infrastructure,

Vicki will continue to provide briefings on this subject as it moves forward. WEROC continues to send out important information to the Cyber Security Distribution Group as received from DHS or the OCIAC. WEROC staff have been providing information to the member agencies as required about highlighted threats to the water industry and other current world events as required.

### **Mapping Project**

Janine began sending out the WEROC Atlas Drafts for review to the Member Agencies for their assessment and review on February 11, 2025. The agencies will respond by the end of February, and final reviews and project completion are targeted for March 28, 2025.

### **National Qualifications System**

#### **WEROC Agency Training Program and Position Task books**

Gabby continues to work on draft Type 4 Position Task Books (PTBs) in various Water and Wastewater positions for WEROC's training program. A working group for training was created for proactive planning for the overarching training program. The training will implement the creation and use of Position Task Books (PTBs) for water and wastewater staff to establish a standardized set of competencies, behaviors and tasks required for successful performance in these roles aligned with the National Qualification System (NQS). Types of needed positions in both water and wastewater have been identified. The working group will identify required training and tasks. Next meeting is scheduled for February 26th.

Gabby met with the Orange County Emergency Management Organization (OCEMO) Exercise Design and Training subcommittee leadership to give insight into creating Position Task Books and how to foster development in upcoming meetings to help all agencies across the region.

### **Operational Area Executive Board Meeting**

On February 19, Vicki attended the OA Executive Board meeting as the Water and Wastewater Mutual Aid Coordinator Representative on the board. The items up for action and approval included the Operational Area Volunteer and Donations Management Plan. Majority of the meeting was focused report out including the OA Manager report covering

the recent storm activation, the April County exercise titles Off-the Grid, OCIAC report, and the Mutual Aid reports including the WEROC report. Vicki can share the full agenda and her notes as requested by the board.

### **Orange County Emergency Management Organization**

On February 6, 2025, the WEROC team attended the monthly OCEMO coordination meeting in the City of Irvine. The presentation in addition to the regular committee report outs was focused on Building and Safety Inspections Program following an incident such as an earthquake.

### **WEROC Coordination Meeting**

On February 24, the WEROC team conducted the quarterly WEROC Coordination Meeting with the member agencies. The agenda consisted of:

- Incidents and Events Past Quarter
- WEROC & CalWARN Mutual Assistance vs Mutual Aid Process
- Regional Fuel Plan
- Water Distribution Plan
- CMAP Exercise AAR
- Advisory Water Use Orders Toolkits
- HMP & AWIA Updates
- NQS Taskbook and Training Working Group
- WEROC Training Calendar (Agency Needs)
- WEROC Exercises Calendar
- Cyber Partnership with OCIAC May TTX
- Legislation Update (EM Related)
- WEROC Atlas
- MWDOC GIS Project (WEROC included)
- CARB Diesel Engine Exemptions Process
- Non-Covid Regulations End Date
- Roundtable

There were 29 of the 36 member agencies in attendance which prompted great planning discussion throughout the meeting.

### **WEROC Mobile EOC/Command Vehicle and Peters Canyon Logistics Base**

The vehicle ready. To ensure we have connectivity and no surprises if an event occurs within Orange County, Gabby and Janine continue to work with IT to test equipment in various locations throughout the County.

Janine and Gabby worked on the maintenance WEROC Peter Canyon location checking its status after the rain event.

### **WEROC Training and Exercises**

Gabby attended a 2-day training session sponsored by Texas A&M Engineering Extension Service (TEEX) and hosted by the City of Seal Beach called MGT 346, EOC Operations and Planning All-Hazards Events. She received a certification and successfully passed the training.

Vicki and Gabby attended the annual County Responder Training for their Emergency Operations Center for those that are assigned to within a position or may have input as part of the Policy Group.

Vicki is working with 6 agencies who have requested assistance with conducting Tabletop Exercises within their agency. These will be conducted between March and May timeframe.

### **WEROC Systems Testing**

Gabby conducted the WEROC Member Agency Monthly Radio Test on Wednesday, February 12, 2025.

Gabby participated in the MET EOC radio test.

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## **OTHER ITEMS TO HIGHLIGHT**

On February 12, Gabby attended as a representative of WEROC at the first stakeholder Local Hazard Mitigation Plan (LHMP) meeting for the City of Seal Beach.

On February 6, Vicki attended the CSDA Public Works Coalition. This was the first meeting of the year, and different topic such as Zev vehicles, more information will be available as this meeting group continues to meet.

Vicki and Gabby are working with the MWDOC Engineering team on the GIS Needs Assessment Project.



Status of Water Use Efficiency Projects  
February 2025

| Description   | Lead Agency | Status<br>% Complete | Scheduled<br>Completion<br>or<br>Renewal<br>Date | Comments   |
|---|-------------|----------------------|--|--|
| <b>SoCal WaterSmart Residential Indoor Rebate Program</b> | MWDSC       | Ongoing              | Ongoing  | <p>In January 2025, 55 high efficiency clothes washers and 3 residential premium high efficiency toilets were installed in Orange County.</p> <p>To date, 130,590 high efficiency clothes washers and 61,809 high efficiency toilets have been installed through this program.</p>   |
| <b>SoCal WaterSmart Commercial Rebate Program</b>         | MWDSC       | Ongoing              | Ongoing  | <p>In January 2025, zero commercial devices were installed in Orange County.</p> <p>To date, 119,386 commercial devices have been installed through this program.</p>  |
| <b>Flow-Monitoring Device Rebate Program</b>              | MWDSC       | Ongoing              | Ongoing  | <p>In January 2025, 10 flow-monitoring devices were installed in Orange County.</p> <p>To date, 926 flow-monitoring devices have been installed through this program. There are more than 3,300 verified flow-monitoring devices installed in Orange County; however, not all of them were installed via the rebate program.</p> |
| <b>Smart Timer Rebate Program</b>                         | MWDSC       | Ongoing              | Ongoing  | <p>In January 2025, 44 residential and 118 commercial smart timers were installed in Orange County.</p> <p>To date, 35,264 smart timers have been installed through this program.</p>  |

| Description                            | Lead Agency | Status<br>% Complete | Scheduled<br>Completion<br>or<br>Renewal<br>Date | Comments  |
|--|-------------|----------------------|--|---|
| <b>Rotating Nozzles Rebate Program</b> | MWDSC       | Ongoing              | Ongoing  | In January 2025, 82 rotating nozzles were installed in Orange County.<br><br>To date, 584,062 rotating nozzles have been installed through this program.  |
| <b>Rain Barrel Rebate Program</b>      | MWDSC       | Ongoing              | Ongoing  | In January 2025, 3 rain barrels were installed in Orange County.<br><br>To date, 9,043 rain barrels have been installed through this program.   |
| <b>Turf Replacement Program</b>        | MWDOC       | Ongoing              | Ongoing  | In January 2025, 21 rebates were paid, representing \$295,791.54 in rebates paid this month in Orange County.<br><br>To date, the Turf Replacement Program has removed approximately 28.8 million square feet of turf.                                      |
| <b>Spray to Drip Rebate Program</b>    | MWDOC       | Ongoing              | Ongoing  | In January 2025, 11 rebates were paid, representing \$65,958.00 in rebates paid this month in Orange County.<br><br>To date, the Spray to Drip Program has converted approximately 4.7 million square feet of standard spray irrigation to drip irrigation. |
| <b>Tree Rebate Program</b>             | MWDOC       | Ongoing              | Ongoing  | In January 2025, 23 eligible trees were planted in Turf Replacement Program project areas.<br><br>To date, 122 trees have been planted through this program.  |
| <b>Landscape Design Rebate Program</b> | MWDOC       | Ongoing              | Ongoing  | In January 2025, 4 landscape designs received a rebate through the MWDOC Turf Replacement Program.  |

**Item**

| <b>Description</b>  | <b>Lead Agency</b> | <b>Status<br/>% Complete</b> | <b>Scheduled<br/>Completion<br/>or Renewal<br/>Date</b> | <b>Comments</b>   |
|---|--------------------|------------------------------|---|---|
| <b>Landscape Design<br/>Rebate Program<br/>(cont.)</b>                        |                    |                              |   | To date, a total of 1,145 landscape design and/or landscape maintenance packages have been delivered to MWDOC Turf Replacement Program customers.   |
| <b>Industrial Process/<br/>Water Savings<br/>Incentive Program<br/>(WSIP)</b> | MWDSC              | Ongoing                      | Ongoing   | This program is designed to improve water efficiency for commercial customers through upgraded equipment or services that do not qualify for standard rebates. Incentives are based on the amount of water customers save and allow customers to implement custom water-saving projects.<br><br>Total water savings to date for the entire program is 1,214 AFY and 10,221 AF cumulatively. |
| <b>Recycled Water<br/>Retrofit Program</b>                                    | MWDSC              | Ongoing                      | Ongoing   | This program provides incentives to commercial sites for converting dedicated irrigation meters to recycled water.<br><br>To date, 192 sites irrigating a total of 1,753 acres of landscape have been converted. The total potable water savings achieved by these projects is 3,894 AFY and 29,890 AF cumulatively.  |

**Public & Governmental Affairs Activities Report  
January 29 – February 25, 2025**

|  |   |
|--|---|
| <p><b>Member Agency Support</b></p>        | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>Reached out to The Metropolitan Water District of Southern California (Metropolitan) and MWDOC Water Use Efficiency staff to inquire about fireharding resources for Moulton Niguel Water District’s April garden tour</li> <li>Prepared and delivered the spring 2025 Bill Inserts to Member Agencies</li> <li>Answered Consumer Confidence Report (CCR) request for proposal questions from vendors and posted on website</li> <li>Hosted the CCR kickoff meeting with participating member agencies on February 13, 2025</li> <li>In collaboration with Engineering and Member Agencies completed selection process of Consulting Firm to handle creative and printing of CCRs.</li> </ul> <p>Government Affairs Staff:</p> <ul style="list-style-type: none"> <li>Circulated the Grants Tracking and Acquisition report to participating member agencies</li> </ul>   |
| <p><b>Community and Special Events</b></p> | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>Facilitated a training clinic in partnership with El Toro Water District. Fifty-three Scouts BSA attendees learned and earned their Soil and Water Conservation merit badge.</li> <li>Prepared and sent the first invite for the MWDOC Water Policy Forum &amp; Dinner on March 20, 2025, at the Westin, South Coast Plaza featuring Deven Upadhyay, The Metropolitan Water District of Southern California General Manager</li> <li>Provided promotional items to Midwest Landscaping for their booth at the OC Fairground’s Home Show</li> <li>Finalized details for Director Ackerman’s State Water Project Inspection Trip on March 7-8, 2025</li> </ul> <p>Government Affairs Staff:</p> <ul style="list-style-type: none"> <li>Participated in the OCBC Infrastructure Committee meeting</li> <li>Attended the OC LAFCO meeting and provided public comment on the agenda item: <i>LAFCO and Water Systems Consolidation Report Update</i></li> <li>Attended the OCBC Governmental Affairs Committee meeting</li> </ul> |
| <p><b>K-12 Water Education</b></p>         | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>Prepared and sent a request for MWDOC K-12 Choice School Program commitments to MWDOC Member Agencies and the Three Cities for FY 25-26 participation</li> <li>Provided information and responded to inquiries regarding the MWDOC K-12 Choice School Program from the City of Santa Ana, City of Huntington Beach, East Orange County Water District, City of Tustin, Moulton Niguel Water District, Yorba Linda Water District, and City of Anaheim</li> <li>Met with MWDOC 3-12 Choice School Program contractor, and Orange County Department of Education’s Inside the Outdoors to discuss implementation of revised pre- and post-program activities</li> </ul>   |

|  |  |
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| <p><b>Workforce Initiative</b></p>                                       | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>● <b>Speakers Bureau:</b> Participated as a panelist on the California Environmental Literacy Initiative’s first Green Careers: Energy, Environment and Utilities Sector webinar</li> <li>● <b>Speakers Bureau:</b> Facilitated and hosted the Water Energy Education Alliance (WEEA) Leadership Roundtable Meeting #20 <ul style="list-style-type: none"> <li>○ Met with keynote speaker to go over the presentation direction</li> </ul> </li> <li>● <b>Speakers Bureau:</b> Initiated, organized and led a groundbreaking Pilot Education-to-Workforce Tour in collaboration with The Metropolitan Water District of Southern California (Metropolitan), the San Diego County Water Authority (SDCWA), the Linda Vista Innovation Center, and Cuyamaca College’s Center for Water Studies. The tour brought together 55 industry and education professionals from across Los Angeles, Orange County, the Inland Empire, Long Beach, and San Diego. Participants explored K-16 education and training facilities and visited a major construction site, which has already employed nearly 1,800 workers in Phase I. The event featured expert speakers and a MWDOC/WEEA staff-led panel, fostering valuable connections between educators and industry. <ul style="list-style-type: none"> <li>○ Met multiple times with partners to plan the event</li> <li>○ Met with panelists from SDCWA and Metropolitan to explore questions for the workforce development panel</li> </ul> </li> <li>● Participated in the California Data Collaborative Workforce Development Committee meeting</li> <li>● Met with the Inland Empire Utilities Agency to discuss WEEA sponsorship options for FY 25-26</li> </ul> |
| <p><b>Digital Communications, Publications, and Media Engagement</b></p> | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>● Prepared and delivered the <a href="#">February edition of eCurrents</a> <ul style="list-style-type: none"> <li>○ Open rate: 55% (utilities average 28%)</li> </ul> </li> <li>● Completed several updates for the MWDOC.com website</li> <li>● Developed and distributed social media content across all MWDOC social media channels</li> <li>● Developed a video featuring MWDOC rebates and a turf replacement project at RH Dana Elementary School</li> </ul>   |
| <p><b>Special Projects</b></p>   | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>● Participated on the MWDOC Accounting Technician interview panel</li> <li>● Worked with MWDOC Water Use Efficiency on edits to the AB 1572 informational flyer</li> <li>● Created a surface vs. hidden leaks handout for MWDOC Water Loss Control and updated the leak detection program briefing paper</li> <li>● Met with MWDOC Metropolitan and Water Issues to brainstorm ideas for a water supply dashboard</li> <li>● Participated in two (2) full day Supervisors Academy trainings at Yorba Linda Water District and MWDOC</li> <li>● Participated in the OC Water Summit Ad Hoc Committee Meeting <ul style="list-style-type: none"> <li>○ Secured Friz Coleman as Emcee</li> </ul> </li> </ul>  |

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|                            | <p>Governmental Affairs Staff:</p> <ul style="list-style-type: none"> <li>• Staffed the ISDOC Quarterly Luncheon meeting featuring guest speaker Supervisor Doug Chaffee</li> <li>• Staffed the ISDOC Executive Committee meeting</li> <li>• Staffed the WACO meeting featuring guest speaker Eric Saperstein</li> <li>• Confirmed the speaker for the March WACO meeting</li> <li>• Staffed the WACO Planning Committee meeting</li> <li>• On behalf of ISDOC, prepared and sent letters to the Operational Area Executive Board designating ISDOC’s appointees for 2025</li> </ul>   |
| <b>Outreach Metrics</b>    | <p>Public Affairs Staff:</p> <ul style="list-style-type: none"> <li>• Google Performance Analytics (GM Report Timeframe) <ul style="list-style-type: none"> <li>○ 429 business profile interactions</li> <li>○ 4,384 people viewed the business profile</li> </ul> </li> <li>• Website Analytics (GM Report Timeframe) <ul style="list-style-type: none"> <li>○ 9,610 pageviews</li> <li>○ Top pages for this date range <ul style="list-style-type: none"> <li>▪ Home Page – 1,575</li> <li>▪ Poster Contest – 531</li> <li>▪ Residential Rebates – 481</li> <li>▪ Careers – 452</li> <li>▪ RFPs/RFQs – 425</li> <li>▪ Turf Replacement – 408</li> </ul> </li> <li>○ ocwatersmartparks.com: 4 site sessions</li> </ul> </li> <li>• ocwatersmartgardens.com Analytics (January 2025) <ul style="list-style-type: none"> <li>○ 859 Sessions, 614 New Users</li> <li>○ Top pages for this date range <ul style="list-style-type: none"> <li>▪ Fire Resistant CA Friendly Plants</li> <li>▪ Eligible Sustainability Feature Trees</li> <li>▪ Helpful Plant List</li> </ul> </li> </ul> </li> <li>• Social Media (GM Report Timeframe) <p><i>According to Hootsuite – the global leader in social media management – a good engagement rate is between 1% to 5%.</i></p> <p><i>For this period, MWDOC's engagement rate is at 5.39%</i></p> <ul style="list-style-type: none"> <li>○ 121,402 post reach (number of people) <ul style="list-style-type: none"> <li>▪ 6,544 Post engagement (actions taken – likes, shares, etc.)</li> </ul> </li> </ul> </li> </ul> |
| <b>Legislative Affairs</b> | <p>Governmental Affairs Staff:</p> <ul style="list-style-type: none"> <li>• Participated in the ACWA LIRA Working Group meeting</li> <li>• Attended the CSDA Legislative Committee meeting</li> <li>• Met with Santa Margarita Water District’s director Margaret Novak</li> <li>• Attended the CMUA Capitol Day in Sacramento</li> <li>• Participated in CSDA’s Strategic Policy Objective Working Group meeting</li> <li>• Traveled to Sacramento and met with: <ul style="list-style-type: none"> <li>○ Senator Steven Choi</li> <li>○ Assemblyman Tri Ta</li> <li>○ Matt Julian, Assemblywoman Kate Sanchez’s office</li> <li>○ Yajira Lechuga, Senator Tom Umberg’s office</li> <li>○ Assemblywoman Laurie Davies</li> <li>○ Christopher Aguilera, Assemblywoman Sharon Quirk-Silva’s office</li> </ul> </li> </ul>   |

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|  | <ul style="list-style-type: none"><li>○ Jason Tso, Assemblyman Phillip Chen’s office</li><li>○ Assemblywoman Diane Dixon</li><li>○ Nathaly Teran, Assemblyman Avelino Valencia’s office</li><li>○ Sam Samuelsen, Senator Catherine Blakespear’s office</li><li>● Attended the ACWA Region 10 State Legislative Committee prep meeting</li><li>● Met with staff from the City of Burbank to discuss legislative issues coming up at Metropolitan Water District</li><li>● Participated in the CMUA Water LIRA Strike Team meeting</li><li>● Attended the ACWA State Legislative Committee meeting</li><li>● Met with Stacy Taylor from Mesa Water District to discuss legislative issues</li><li>● Attended the CMUA Regulatory Committee meeting</li><li>● Participated in the CMUA Legislative Committee meeting</li><li>● Attended the CCEEB Water, Chemistry &amp; Waste Project meeting</li><li>● Met with legislative staff at Metropolitan Water District to discuss their sponsored legislation</li><li>● Participated in the Metropolitan Water District Member Agency Legislative meeting</li></ul> |
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