



GENERAL MANAGER EVALUATION

Accomplishments & Goals

2018

66575 SECOND STREET
DESERT HOT SPRINGS, CA
92240

Dear Board of Directors:

There are many reasons for the strength of our District, but the most important is the leadership and oversight of our Board of Directors. Thank you for the trust and confidence that you have invested in me as I finish my fourteenth year as General Manager of Mission Springs Water District.

One of the joys of preparing the annual accomplishments is that it gives us the opportunity to look back and be thankful for all that has been accomplished. This past year was filled with wonderful opportunities and many challenges. I am proud to present to you this year's annual accomplishments for Mission Springs Water District. This report summarizes the highlights of the 2017 year in which we focused on the tasks associated with our 2017 Strategic Plan.

All aspects of the District's operations needed to be focused on, achieving agreed upon strategic objectives and/or vision goals. After careful consideration from you, the Board of Directors, five Strategic Vision Goals were approved. Each goal was defined to reflect the future state of the organization.

Water Supply - *MSWD meets the current and future water supply needs of its customer base. Implementation of this goal will include strategies and programs designed to develop new water resources and conserve existing resources.*

Infrastructure - *MSWD provides continuous investment in its infrastructure systems to ensure the treatment and distribution of existing and future water and wastewater supplies as well as maintaining and improving its facilities and operational support systems.*

Financial Management - *MSWD practices stewardship of its financial resources in a responsible manner to ensure the current and future reliability of its operations.*

Public and Political Outreach - *Develop opportunities to positively influence outcomes favorable to MSWD. Developing strategic alliances and partnerships as well as fostering better relationships with other political entities and members of the public accomplish this goal.*

Organizational Development - *MSWD is committed to hiring, training and retaining the highest quality employees while providing them with the tools and organizational structure to grow in their personal and professional development.*

The Mission, Vision & Values continue to be the core of our operations and are in front of the employees as well as the public at every opportunity. With all of this said we continue to have much to look forward to and strive for. I thank you again for every opportunity you have allowed me in representing the District of Mission Springs Water.

Sincerely,

Arden

The truth is that teamwork is at the heart of great achievement.

– John C. Maxwell

Administration

Promotions and hiring in HR, Customer Service and Accounting

Various positions in Customer Service and Accounting have been filled during 2017. Some of these changes were related to the District reorganization and some were not. We are very pleased with our current staffing and are looking forward to developing together.

Cost of Service/Rate Study implementation (continued)

On March 1, 2016 the first phase of our five-year rate action was implemented and on January 1, 2018 the third phase was implemented. Communication on bills and reminder postcards were also sent to all customers as we continue to be proactive in educating our customers about District finances. These implementations occurred with no major setbacks.

Also, the special fees and charges that were included in 2015 rate study were adjusted during 2017. Customer service has already begun to see changes in customer behaviors (e.g. delinquency related shot-offs) due to this increase in fees.

Additional financing and grant sources (continued)

The District is continually looking into possible leads toward additional grant funds or financing sources that may be available for funding District capital projects. There are a few sizeable grants and loans on the horizon and contacts are maintained at several sources to be able to react to the District's needs as they arise. These involve entities such as cities, counties, Federal, State and local development agencies, banks, financial consultants, attorneys and engineers. The District's consulting engineer has been assigned the lead on these pursuits and the Finance department aids the consultant as necessary. Some of these grant opportunities include the SWRCB principal forgiveness, US Army Corp of Engineers construction funding, IRWMP Prop 84/Prop1A grants and AQMD.

Improvements to District accounting system and database (continued)

Improved capabilities such as reporting and user interfaces have been implemented. The current system performs very well and dependably, but modern interfaces make the system more user friendly and increase the ease of access. Reporting capabilities have also been improved and give management more information, faster. This implementation is ongoing and dynamic as our systems are custom designed for us.

This includes projects such as automating the service department work order processes, automating employee time entry for payroll, continuing to improve user interface for

internal systems, and the implementation of electronic signatures for check signing. These projects are all under way and at different stages of completion.

Cal Trust

During 2017 finance staff implemented membership for the District into Cal Trust. Returns have increased on District holdings and more options are becoming available to the District in managing its investments. The Director of Administrative Services also serves as a Trustee on the Board of Cal Trust further protecting the District's interests. Also, during the conversion to Cal Trust, the District updated its investment policy.

Strategic Plan

During 2017 staff began implementing the 2017 Strategic Plan. Progress reports will be given to the Board at future dates to be determined.

Reorganization (continued)

The District's reorganization continued during 2017. Most staffing and structural changes have been fully implemented now and the District is moving into the next phase. The next phase of the reorganization was determined by both directors meeting with every employee in the District except for those that report to the GM. These ("Bridging the Gap") meetings discussed with each employee where they saw the District in its path to reorganization, where they saw themselves in that same path, and what management of the District could do differently to insure that we provided them with the tools that they need to become the organization that we are all striving for.

Current efforts to support this ongoing reorganization are very training intensive. All employees are getting up to speed with any and all training they need from a technical angle. Also, all employees are going through inter-departmental training. These trainings are held by each department supervisor/manager and are intended to provide employees with valuable information. This information is what each employee needs to know about what other departments do that affects their world and what other departments need to know about what they do to make their work lives more efficient.

Debt Management Policy

During 2017 the District implemented a new Debt Management Policy to better address its outstanding and future debt issues as well as become compliant with new state law.

Debt refinancing

In late 2017 two outstanding installment sale agreements were refinanced resulting in savings to the District over the remaining life of the loans. This refinancing of approximately \$2.4 million of debt will result in about \$170,000 in savings.

Website

The MSWD website is in process of getting updated both in appearance and function. The appearance, organization and layout will be updated, simpler, more customer friendly, as well as mobile device friendly. The functionality of the payment system is also being improved. Once implemented customers will be able to swipe credit cards in

the lobby instead of staff manually entering them, customers will be able to store their credit card information online if desired, a guest check out feature will be added, and recurring credit card charges will be available.

All applications and forms will also be automated so customers do not need to come into the District lobby to conduct business. A new firewall will be implemented as part of this process which will greatly improve online security for the District and its customers.

Assessment District #15

Assessment District #15 was formed during 2017. This involves extensive amounts of staff time and effort. This will allow the District to continue to pursue grant funding for the ongoing groundwater protection program.

Space Planning

The effort to determine the District's space needs and how to best address those needs continues. The remodeling of current administration facilities has been completed and consideration of other possibilities is now under way.

Meter Change Out Program

The Field Service department has almost completed the meter change out program. This will complete the change out of meters that were affected by a manufacturers' defect that has been resolved through a warranty program. This will greatly improve wasted labor on rereads and the accuracy of meter reading for customer billing.

Engineering

Completion of the AD-12 Area D-1 Sewer Construction Project

This project was completed in March 2014. Staff is preparing the fourth of ten annual Project Performance Reports to be submitted to DWR on or before June 1, 2018. Staff continues to maintain the monitoring log as a requirement of the grant.

AD-12 Area J-1 (Base bid and J-1-3) Sewer Construction Project (Prop 84)

This project was completed on September 21, 2016. The first of ten annual Project Performance Reports was submitted to DWR on November 2, 2017. Staff continues to maintain the monitoring log as a requirement of the grant.

AD-12 Area J-1-2 Sewer Construction Project (USACE Section 219 Funds)

Staff has been working on this project for the last two years and is excited that USACE awarded construction contract to Mirack Construction, Inc. in late 2017 and the project began construction on March 2018. Staff is monitoring the construction to assure compliance with District standards. This project is slated for completion on June 2018. This is the first construction project the District will complete with USACE being the lead agency for construction.

AD-12 Area D-2 Sewer Construction Project

This project completed on February 8, 2017. The first of ten annual Project Performance Reports was submitted to DWR on February 21, 2018. Staff continues to maintain the monitoring log as a requirement of the grant.

Notice to Connect “Make the Connection” Program

The latest Groundwater Protection Project area to be completed was AD-12 Area J-1 and D-2. Notice to Connect letters were sent in March 2017 to 519 improved parcels requiring property owners 90 days to have their septic systems abated and their properties connected. Staff continues to monitor the properties that have not connected. Additionally, 33 property owners in this area took advantage of the District’s Financial Assistance Program helping them abate their septic systems with the aid of low interest loans bringing the total to 122 properties.

Below are the sewer connection statistics as of March 2018:

- Area F: 773 connections out of 821
- Area M-1: 199 connections out of 215
- Area D-1: 167 connections out of 179
- Area F-1: 64 connections out of 69
- Area L: 438 connections out of 443
- Area J-1: 111 connections out of 157
- Area D-2: 256 connections out of 362

AQMD Solar Project

Installation of the solar panels was completed in October 2017. The project has experienced a delay due to field constraints in acquiring an easement on the adjacent parcel. This issue has been resolved by moving the interconnection to an aerial installation. The project is moving forward again and is slated to be completed in late July 2018 with a dedication ceremony following.

Chromium 6

Staff supported the litigation against the State Water Resources Control Board case, along with other agencies, by submitting an Amicus Brief (Friend of the Court Letter) asking the Water Board for careful evaluation of the financial and operational circumstances facing California’s water agencies and to consider a revised MCL in the 20-25 ppb range. In early May 2017, the Superior Court’s ruling was for the State Board to withdraw the 10 ppb MCL and reevaluate the MCL based on the lack of an economic feasibility study. The State repealed the new MCL allowing the District to turn Wells 27 and 29 back on. The State indicated the economic feasibility process could take up to 24 months to complete. During the interim staff continues to review emerging Chromium 6 treatment technologies and is engaged on the search of economic solutions and alternatives to apply to our system in anticipation of the State’s new MCL.

Strategic Planning 2017

The District is in the first year of the new strategic planning process. Priorities, budgets and goals will be set based on this plan in an effort to proactively pursue the vision of the District.

Mission Springs Water District West Valley Wastewater Reclamation Facility and Sewer System

August 2017, AECOM started the design the West Valley Wastewater Reclamation Facilities. Several months into the preliminary design review (PDR) process a groundwater flow model study was commissioned to address regulatory concerns with the proposed percolation ponds and the potential impact to the adjacent Well 33. The study was completed in February 2018 determining there was no issue. Efforts to complete the PDR resumed in April 2018. The first draft of the PDR will be provided May 2018.

Rehabilitation of HWWTP Clarifier 3

This project consisted of removing the old launder trough weirs and replacing the weirs and trough with new fiber reinforced plastic assemblies. The project also included recoating the submerged and above water steel assemblies. The project was completed on November 2017 on schedule and under the budget. The Clarifier is now back in service.

Willow Hole Groundwater Monitoring Wells (Prop 1 Local Assistance Grant CVMC)

Staff and consultants prepared project bid documents and advertised this project for bid. The contract was awarded to Yellow Jacket Drilling Services in April 2018. The project sites are slated for archeological digs, a requirement of the CEQA process, and should commence in early May 2018.

N. Indian Canyon Drive Sewer Construction Project

In late May 2017 the Riverside County Transportation Department informed Staff of their North Indian Canyon Drive Widening Project tentatively scheduled to go out to bid for construction in April 2018 and inquired if the District had any water or sewer projects planned for this area. Staff determined a dry sewer line project from Dillon Road south to 18th Ave. constructed prior to the County's widening project would substantially reduce the costs of construction. The sewer project will bring a dry sewer line to the frontage properties along Indian, which would eventually flow to the new MSWDWRF when future sewer lines are constructed. MSWD awarded The Altum Group for the design of the sewer line which is 98% completed and budget reserved for construction prior to County widening.

Water and Sewer Master Plans Update

Staff is almost finished preparing the RFP and anticipates requesting proposals in August 2018.

Pending and Approved Development Projects

Staff has been very busy addressing inquiries for several new development projects during this past year. The following projects are currently in various stages ranging from plan check to beginning construction to completion:

- Two Springs RV Resort
- N. Indian Canyon Widening Project
- Oasis Plaza (east side of Palm Drive between 2nd and 3rd Street)
- Vista Palms Development
- AT&T Cell Tower at MSWD Administration Building
- Multiple marijuana cultivation facilities and dispensaries.
- Angel View Dillon Road Distribution Center (64635 Dillon Road)
- Gallery Vistas (formerly Vista Santa Fe development) (22 homes, 3 phases)
- Vista Rosa – WSA
- Tuscan Hill/Walton Group
- Highland Falls/Walton Group
- Light Industrial Area Sewer System and Lift Station
- Taco Bell Desert Hot Springs
- Tract 37065 – CUP 09-15/18-16
- Quick Quack Car Wash
- City of DHS Corp Yard Fire Hydrant Relocation
- Desert Land Ventures III

Fats, Oils, and Grease (FOG) Program

The end of 2017 completed the FOG Program's seventh year and it continues to run smoothly. Since the program was implemented in 2010, 70 facilities have been either permitted or waived. Time is spent tracking compliance, assuring permit renewals are sent, doing routine site inspections, and monitoring pumping events. Staff diligently helps program participants maintain compliance with the District's FOG Ordinance. Staff continues to educate customers of the importance in complying with the program by handing out best management practices posters. Staff remains confident that continuous efforts will be successful in reaching a 100 percent compliance rate. Staff is also evaluating specialty FOG Program software to increase the efficiency of monitoring and reporting.

Geographical Information System (GIS)

Staff along with GIS consultant, Nobel Systems, has worked diligently to update the water and sewer facilities mapping. Changes to our existing GeoViewer Online and GeoViewer Mobile platforms have added increase functionality.

Assistance to other departments on District Projects

Engineering assisted in the following projects during 2017:

- AD-15/M-2

- Potential AD-16
- AD-17
- Potential I-10 and Indian Sewer Assessment District
- Preparation of exhibits for SGMA
- CVIRWMG

Engineering highlights

During 2017 the Engineering Department processed the following (approximate):

450	Incoming and outgoing transmittals for development and CIP project plan checks, material submittals, project deliverables, etc.	336	Received and reviewed applications for Financial Assistance
140	Incoming and outgoing transmittals for landscape plan checks.	15	Received, reviewed and processed Requests for Information
27	Prepared, processed, notarized and recorded Non-Transferable Lien Agreements for Financing Sewer Connection Costs (Financial Assistance)	264	FOG Program correspondences, including: <ul style="list-style-type: none"> • Annual Maintenance Reports • Annual Fee Renewal • Annual Fee Renewal Receipts
56	Received, reviewed and processed Fire Flow test requests	50	Conditions of Approval
50	Requests for Agency Comment	83	Processed new water services
390	Processed sewer connections	17	Will Serve Letters
106	Average department telephone calls or other Engineering inquiries per month.		

These are some of the highpoints of what the Engineering Department is working on, but this list is nowhere near all-inclusive of the tasks that are completed each year.

Operations

Production Department

- Aquatic Inspections completed the annual cleaning, inspections and repairs on five District reservoirs.
- Worked with United GLI (landscape contractor) on removing landscaping at various well, booster station and reservoir sites. The ongoing landscape maintenance to remove dead trees and clear native brush at these locations is an effort to reduce water waste.
- Emergency repair work was done at Well 32 due to pump failure. A new pump, shaft and column were installed, tested and the well is now back online.

- Well 29 was taken offline due to the state lowering the Chromium-6 maximum containment level (MCL) to 10 parts per billion (PPB). The state increased the standards back to 50 PPM (Total), which allowed us to put the well back in service. At the time of putting Well 29 back online, staff noticed the pump and column had deteriorated and needed to be replaced. A complete rehab was done, which included a new pump and column assembly installation.
- Well 27 was put back online after being taken offline due to the state lowering the standards of the MCL of Chromium-6 to 10 parts PPB. Because the state increased the standards back to 50 PPM, this allowed us to put the well back in service.
- Well 37 was taken offline due to continually failing to start. After extensive troubleshooting, the contractor determined the main circuit breaker. The part was replaced and Well 37 is now back online.
- AES Water, Inc. completed the annual earthquake valve maintenance at five sites. Staff also worked with AES Water, Inc. to install a new seismic earthquake valve at High Desert View #2 reservoir. This program has been an ongoing project to eliminate water loss in the event of a large earthquake. The device sends a signal to the computer, which then signals the electronic control valve to shut off during an earthquake.
- GeoViewer Mobile is now used to record well soundings, daily tank and well chlorine runs, and daily water production. The benefit of using this new technology is increase operational efficiency compared to the old method of hand writing the data on paper and later entering it into the computer. This new process reduces labor in collecting data and provides real time information for improved reporting, plus minimizes the potential for errors.

Operational highlights

- Completed the Title 22 sampling for our three public water systems.
- Completed the Lead and Copper sampling for our three public water systems.
- Completed the annual CCR report.
- Completed the annual well extraction reports for our three public water systems.

Waste Water Treatment Plant

- Mark Vermeer transferred from the Construction and Maintenance Department to the Wastewater Department. Mark filled the open position of a Wastewater Operator I that was vacant, bringing the department up to full staffing.
- Sandblasted, painted and installed a new FRP effluent launder in Clarifier # 3, completing a capital improvement project to improve the performance of the clarifier.

- Due to increasing flows to the Horton WWTP, Tri-Star Contracting II, Inc. expanded the surface area of one percolation pond, as well as rehabbed the banks of the other ponds. Roughly 7,000 cubic yards of material were removed from the pond, and redistributed to the other ponds. The work on the ponds was needed to restore the slope of the banks due to erosion caused by winds. They also completed work on the bottom of the ponds to help increase percolation.
- Installed a new influent pump at the Horton WWTP, replacing the last original pump, which lost pumping efficiency over the last year.
- Installed new SCADA plant monitoring software at the Horton WWTP and Dos Palmas Lift Station. The SCADA software is the ground work for remote monitoring and control. Currently, we are able to monitor all alarm points at the lift station, including the liquid level. The next phase of this project will allow operators to reset equipment when they are on standby, which will reduce overtime. An added benefit of this project is we are able to remove the older phone line monitoring system saving recurring costs of phone service.
- Preliminary design work began on the new West Valley Water Reclamation Facility (WVWRF). It is important for the Wastewater staff to be included in this process, to ensure that all operational needs and concerns are addressed. The Chief Plant Operator has attended seminars, conferences and has visited treatment plants to better understand the new treatment process that will be included in the design.
- Replaced the flow meter at the Dos Palmas Lift Station, due to a meter failure. The flow is monitored daily and the information is used to calculate the flow for the design of the new WVWRF.

Operational highlights

- CCTV Operations: Inspected over seven miles of main line pipe. 164 inspections were completed in the J-1 & D-2 service areas by District staff. The inspections completed by District staff were for the 11 month warranty inspections for both service areas. Each inspection is for the mainline pipe connecting from manhole to manhole.
- Sewer mainline jetting and cleaning: four miles completed. The mainline jetting and cleaning program is routine maintenance to prevent overflows. The normal yearly expectation of footage cleaned is 20 miles. Our milestone was not met due to staff turnover and getting new operators properly trained.

Construction and Maintenance

- Staff assisted the Production Department to install an earthquake valve at High Desert View reservoir.
- Staff replaced 13 missing fire hydrants that were missing due to theft. Staff installed special GPS units in high theft area and some remote sites. This past year one of the GPS units detected movement which resulted in

the police catching the person stealing the fire hydrant. Since this incident fire hydrant theft has reduced.

- Staff assisted the Service Department with the meter change out program by changing out stuck water meters.
- Tri-Star Contracting II, Inc. constructed a block wall along the west property of the Corp Yard. This capital improvement project was completed to increase security over the chain link fence and reduce labor to remove constant blow sand. Additionally, the area next to the wall was paved and allows for better management of large inventory items.
- The roof was replaced on the Stores Building along with relocating the swamp coolers. The relocation will reduce future maintenance costs and increases staff safety eliminating the need to access the roof.
- A camera system was installed at the Annex building providing improved monitoring due to the increase theft and vandalism.
- Lorenzo Soto and Alex Nine were hired to fill the open Field Technician I positions.

Operational highlights

- Staff flushed 193 blow-offs as part of the blow-off maintenance program. This program is a requirement of the state health department.
- Staff exercised 411 ground valves as part of the ground valve maintenance program. This was a decrease from exercising 1,074 last year due to short staffing.
- Staff serviced 128 fire hydrants, a decrease from 381 the year prior due to short staffing.
- Staff replaced 123 poly service lines with copper.
- Staff serviced 103 air-vac valves under the Air-Vac Program.
- Staff installed 77 new water services.
- Staff completed the Cla-Val annual maintenance program.
- Staff completed 242 line locations.
- Staff repaired 11 hit fire hydrants.

Conservation/Public Affairs Office

General Public Affairs

General public affairs consists of traditional outreach and public awareness activities to ensure Brand enhancement in the community. Further, it assures that community members are well informed about the essential issues, values and mission of the District. General Public Outreach is a primary tool for building trust, good will and respect for the agency.

- Developed and executed a communications/brand enhancement plan that included a customer satisfaction survey and primary audience prioritization.

- Continued add placement in local publications highlighting vision, values water quality and conservation
- Promoted district values and conservation through numerous sponsorship-related ads in partnership with local non-profit and community organizations
- Participated in water-issues forums through print media websites
- Enhanced social media program by expanding ad presence, promoting values and other priorities of the District.
- Expanded social media reach to customers through implementation of geo-fencing technology
- Implemented additional social media presence through Twitter in concert with Facebook, and established a YouTube channel and NextDoor® membership
- Authored numerous press releases related to elected officials, special events and issues of importance.
- Prepared Request for Letter of Interest/Request for Qualifications for development of a comprehensive public relations strategic plan (launch of strategic planning process in June 2018)
- Provide support services for Customer Service, including
 - Assist in handling phone calls and information requests
 - Addressing “challenging” customers via phone or in person
 - Assisting with CS messaging on billing statements
 - Assisting in design of various CS tools such as door hangers and bills
 - Point person on total redesign of bill in 2017
 - Assisting CS manager in finding references and policies related to various customer inquiries and interactions
- Participate at least six times per year in the DVBA legislative forum.
- Attended various events that featured MSWD such as Rotary, University of Arizona Hiking club, School events.
- Participated in Career day at DHS High School.
- Worked with DHS High School REAL team to begin production of a model wastewater treatment plant for use in education.
- Facilitated the Resource Action Program Water Wise kit a curriculum distribution.
- Facilitated the REAL Academy visits to MSWD. There are two student field trips which include interaction with MSWD staff from each department. The purpose is to expose middle school students and REAL Academy candidates to career opportunities in the water field as well as teach them about the renewable resource of water.
- Testified on numerous subjects as City Council meetings including
 - Assessment district formation
 - General information about conservation and drought.

Cost of Service/Rate Study/sewer fee to tax roll

The Public Affairs Office assists other departments with messaging and outreach activities related to implementation of Board policies and legal notices.

- Provided support services to the finance and customer service departments in public outreach related to notices about the January rate increases for water and sewer.
- Ensure rate information is updated on the website and other public-access mediums
- Provided support services for annual placement of sewer fee to the tax roll.
- Managed dozens of phone calls about the tax bill and sewer fees

Assessment Districts and Capital Project funding - GWPP

The Public affairs office provides key leadership in spearheading development of financing districts for the proliferation of the GWPP. The primary element of the PAO is public outreach and education. Secondary is management of the assessment formation process, interaction with the Assessment Engineer and Bond Counsel, and support for the Board Secretary in ensuring proper notification and implementation of Proposition 218.

- The GWPP continues to move forward. PAO provides support service in development of local, state and federal funding. In 2017 the PAO accompanied the team who met with the USACE to develop a long-term strategy to access the USACE Section 219 Construction Authorization. The PAO is also working with MSWD's engineering office to develop a strategic approach to development of future funding and project areas.
- Over the past year AD-15 was successfully formed from the former AD-12, Area M sub-area. This process included multiple mailings and public meetings, as well as facilitation of reports and presentations for the Board and public in accordance with Proposition 218.
- AD-16 formation at the Interstate 10 and Indian industrial corridor was ongoing and included multiple correspondences with stakeholders and local government officials. Activities over the past year include developing new scenarios in an attempt to create a financing district which would exclude non-supportive properties. This also required extensive work with the assessment engineering firm and design engineers. Significant amounts of communication were also part of the ongoing effort as well as an annexation proposal (in process).
- AD-17 was proposed for the Former AD12, Area J sub-area and will conclude with the Public Hearing on May 21, 2018. This included numerous mailings, customer surveys, public meetings and preparation and review of Proposition 218-required documentation.

Conservation and compliance with state mandated activities

The PAO is the primary office for implementation of conservation programs. These include mandated and un-mandated programs as well as state monitoring programs, reporting and legislation.

- Monitored and reported on legislation related to changes in conservation mandates for public water agencies
- Ensured compliance with state-mandated conservation measures to ensure continues reduction in per-capita water use in MSWD’s service area
- Ensured compliance with state water use reporting the CA “Drinc” portal
- Assisted in completion of Electronic Annual Reporting for conservation through the state Drinc portal.
- Appealed and successfully obtained a release from the SWRCB for in the MSWD Drought Conservation Order
- Completed Turf grant project
- Completed Plumbing Retrofit grant program

Special Projects

The PAO is often tasked with special or non-traditional projects, or assigned support roles within such projects.

- **SGMA:** The Sustainable Groundwater Management Act presents significant and complex challenges to MSWD. The PAO has been tasked with assisting the General Manager with elements for addressing SGMA, including:
 - Preparation of a communications plan
 - Preparation of and comment on various correspondences and media pieces
 - Support in developing a milestone Valley Voice article
 - General assistance to the GM on conference calls and follow-up activities.
- **Advanced Meter Technology:** The AMT project has expanded to create an opportunity for technological advancement throughout the MSWD service area.
 - Modification and updates to AMT technology for practical implementation (wired to wireless, independent power source, improved integration into agency meter installation standards)
 - Introduction to the Comcast LORA Smart Cities technology
 - Preparation of customer outreach framework
 - Reporting of Grant funding
- **CV Water Counts regional conservation group.** This group was initiated through an IRWM grant in 2012. Now funded through a cost-share MOU among the six water agencies of the valley, the program continues to enhance compliance with both state mandated conservation programs as well as UWMP public outreach goals.
 - Participate in monthly planning meetings
 - Participate in regional events
 - Plan and participate in annual Desert Horticultural society event including presenting on water issues
 - Plan and participate in annual Coachella Valley Water Summit
 - Plan and participate in the Water Counts Academy

- Partner with valley water agencies to create and execute regional messaging related to conservation
 - Review and approve monthly Facebook posts
 - Assist in managing marketing consultant
- Annual Consumer Confidence Report. The CCR is a mandated publication that reports on the water quality of the three service areas of MSWD. The report compiles water sampling results and information about water quality into a document that must be made available to the public by July 1 of each year. This effort is a collaborative between Operations Department (water production) and the PAO.
 - Contract with designer for creation of post card notice and CCR document
 - Review with Staff and state health authorities
 - Oversee printing and distribution of CCR in accordance with State law
 - Comply with state-required confirmation of notice
- Serve on Riverside County Family Resource Board. The FRC interacts with our customer base in providing referrals to services for DAC members. The role of the FRC Board members is to assist the County in development and execution of programs that reduce dependency and increase self-sufficiency. This is of great benefit to both MSWD's customer base as well as the agency, as increasing self-sufficiency can translate into a reduction in delinquencies.
 - Attend bi-monthly meetings in Desert Hot Springs
 - Attended the first-ever FRC retreat
 - Facilitated the Build-A-Bike program for 2017