



8:00 A.M. OPERATIONS CENTER - 1200 SOUTH GENE AUTRY TRAIL – PALM SPRINGS – CALIFORNIA

*This meeting will be held virtually and in person. The link and the telephone option provided is for the convenience of the public.*

Toll Free: (253) 215-8782  
Meeting ID: 811 3494 3240  
Passcode: 137665

or Via Computer:  
<https://dwa-org.zoom.us/j/81134943240?pwd=GrNnxxffMbKBBk6yd5HwLP8Qf1zSsc.1>  
Meeting ID: 811 3494 3240

*Members of the public who wish to comment on any item within the jurisdiction of the Agency or any item on the agenda may submit comments by emailing [sbaca@dwa.org](mailto:sbaca@dwa.org) or may do so during the meeting. Comments will become part of the Board meeting record.*

*\*In order to reduce feedback, please mute your audio when you are not speaking.*

*Esta reunión se llevará a cabo virtualmente y en persona. El enlace y la opción telefónica proporcionada es para la comodidad del público.*

Número gratuito: (253) 215-8782  
ID de reunión: 811 3494 3240  
código de acceso: 137665

o a través de la computadora:  
<https://dwa-org.zoom.us/j/81134943240?pwd=GrNnxxffMbKBBk6yd5HwLP8Qf1zSsc.1>  
ID de reunión: 811 3494 3240

*Los miembros del público que deseen comentar sobre cualquier tema dentro de la jurisdicción de la Agencia o cualquier tema en la agenda pueden enviar comentarios por correo electrónico a [sbaca@dwa.org](mailto:sbaca@dwa.org) o pueden hacerlo durante la reunión. Los comentarios pasarán a formar parte del registro de la reunión de la Junta.*

*\*Para reducir los comentarios, silencia el audio cuando no estés hablando.*

1. CALL TO ORDER/PLEDGE OF ALLEGIANCE ORTEGA
2. ROLL CALL BACA
3. PUBLIC COMMENT ON ITEMS NOT ON THE AGENDA: Members of the public may comment on any item not listed on the agenda, but within the jurisdiction of the Agency. Speakers are requested to keep their comments to no more than three (3) minutes. As provided in the Brown Act, the Board is prohibited from acting on items not listed on the agenda.
4. PUBLIC COMMENT ON ITEMS LISTED ON THE AGENDA: Members of the public may also comment on items listed on the agenda that are not the subject of a public hearing at this time. Again, speakers are requested to keep their comments to no more than three (3) minutes.

5. **CONSENT CALENDAR ITEMS:** Items listed under the Consent Calendar are considered to be routine and will be acted upon by one motion of the Board without discussion. There will be no separate discussion on these items unless a Board Member requests a specific item to be discussed and/or removed from the Consent Calendar for separate action.

- A. Approve Minutes of the January 2, 2024 Regular Board Meeting
- B. Receive and File – Minutes of the January 11, 2024 Executive Committee Meeting
- C. Receive and File – December Outreach & Conservation Activities & Events
- D. Request Authorization to Continue Emergency Repair Work at DWA Facilities Under Resolution No. 1312
- E. Request Board Authorization for Board Compensation for Attendance at the AWWA-Colorado River Roundtable Seminar
- F. Request Board Authorization for Non-Refundable Expense Approval According to Section 3.D.A of the Board Director Meeting Expense Reimbursement Policy

6. **ACTION ITEMS:**

- A. Request Board Action on Claim Filed by Diego Colorado
- B. Request to Approve and Adopt Resolution No. 1313 a Commemorative Display Policy
- C. Request to Approve and Adopt the 2024 Legislative and Regulatory Policy Platform
- D. Request to Approve and Adopt Resolution No. 1314 a Non-billing Dispute and Appeals Policy
- E. Request to Approve and Adopt Ordinance No. 77 to Update Appeals for Water Waste Citations Under Regulations Restricting the Use of Water During Threatened or Existing Water Shortage Conditions

JOHNSON  
METZGER  
METZGER  
METZGER  
METZGER

7. **GENERAL MANAGER'S REPORT**

JOHNSON

8. **DIRECTORS REPORTS ON MEETINGS/EVENTS ATTENDED ON BEHALF OF THE AGENCY**

9. **DIRECTORS COMMENTS/REQUESTS**

10. **CLOSED SESSION**

- A. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION  
Pursuant to Government Code Section 54956.9 (d) (1)  
Name of Case: Mission Springs Water District vs. Desert Water Agency
- B. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION  
Pursuant to Government Code Section 54956.9 (d) (1)  
Name of Case: AT&T vs. County of Riverside
- C. CONFERENCE WITH LEGAL COUNSEL – POSSIBLE INTERVENTION IN EXISTING LITIGATION  
Pursuant to Government Code Section 54956.9 (d) (4)  
Name of Case: Southern California Edison vs. California State Board of Equalization, et al  
One Case
- D. CONFERENCE WITH LEGAL COUNSEL – EXISTING LITIGATION  
Pursuant to Government Code Section 54956.9 (d) (1)  
Name of Case: Agua Caliente Band of Cahuilla Indians vs. Coachella Valley Water District, et al  
Two Cases

**11. RECONVENE INTO OPEN SESSION – REPORT FROM CLOSED SESSION**

**12. ADJOURN**

Upon request, this agenda will be made available in appropriate alternative formats to persons with disabilities, as required by Section 202 of the Americans with Disabilities Act of 1990. Any person with a disability who requires a modification or accommodation in order to participate in a meeting is asked to contact Desert Water Agency's Assistant Secretary of the Board, at (760) 323-4971, at least 48 working hours prior to the meeting to enable the Agency to make reasonable arrangements. Copies of records provided to Board members that relate to any agenda item to be discussed in open session may be obtained from the Agency at the address indicated on the agenda.

**DECLARATION OF POSTING**

Pursuant to Government Code Section 54954.2, I certify that this agenda has been posted at least 72 hours prior to the meeting on the Agency's website at [www.dwa.org](http://www.dwa.org) and at the Agency's office located at 1200 South Gene Autry Trail, Palm Springs, CA.  
Sylvia Baca, MMC, Assistant Secretary of the Board

**MINUTES OF THE REGULAR MEETING  
OF THE  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**5-A**

**January 2, 2024**

Board: Paul Ortega, President  
Jeff Bowman, Vice President  
Kristin Bloomer, Director  
Gerald McKenna, Secretary-Treasurer  
Steve Grasha, Director

DWA Staff: Mark Krause, General Manager  
Steve Johnson, Assistant General Manager  
Esther Saenz, Finance Director  
Sylvia Baca, Asst. Secretary of the Board  
Kris Hopping, Human Resources Director  
Jamie Hoffman, Senior Admin. Assistant  
David Tate, Operations & Engineering Manager

Consultants via  
Teleconference: Michael T. Riddell, Best Best & Krieger

President Ortega opened the meeting at 8:00 a.m. and led the Pledge of Allegiance. **Pledge of Allegiance**

President Ortega called upon Assistant Secretary of the Board Baca to conduct the roll call: **Roll Call**

Present: Grasha, Bloomer, McKenna, Bowman, Ortega

President Ortega opened the meeting for nominations of Board President, Vice President, and Secretary-Treasurer. **Election of Board Officers**

President Ortega asked for a nomination for Board President.

Director Grasha made a motion to nominate President Ortega for a 2<sup>nd</sup> term as Board President. After a second by Secretary-Treasurer McKenna, the motion carried by the following roll call vote: **President - Ortega**

AYES: Grasha, Bloomer, McKenna, Bowman, Ortega  
NOES: None  
ABSENT: None  
ABSTAIN: None

President Ortega asked for a nomination for Vice President.

**Election of Board  
Officers**  
(Cont.)  
Vice President –  
Bowman

Director Grasha made a motion to nominate Vice President Bowman for a 2<sup>nd</sup> term as Vice President. After a second by Director Bloomer, the motion carried by the following roll call vote:

AYES: Grasha, Bloomer, McKenna, Bowman, Ortega  
NOES: None  
ABSENT: None  
ABSTAIN: None

President Ortega asked for a nomination for Secretary-Treasurer.

Secretary-Treasurer  
McKenna

President Ortega made a motion to nominate Secretary-Treasurer McKenna for a 2<sup>nd</sup> term as Secretary-Treasurer. After a second by Vice President Bowman, the motion carried by the following roll call vote:

AYES: Grasha, Bloomer, McKenna, Bowman, Ortega  
NOES: None  
ABSENT: None  
ABSTAIN: None

President Ortega opened the meeting for public comment for items not listed on the Agenda.

**Public Comment on  
Items Not Listed on  
the Agenda**

There was no one from the public wishing to address the Board for items not listed on the Agenda.

President Ortega opened the meeting for public comment for items listed on the Agenda.

**Public Comment on  
Items Listed on the  
Agenda**

There was no one from the public wishing to address the Board for items listed on the Agenda.

President Ortega called for approval of the Consent Calendar. He noted that Consent Calendar Items 5-A through 5-F are expected to be routine and to be acted upon by the Board of Directors at one time without discussion. If any Board member requests that an item be removed from the consent calendar, it will be removed so that it may be presented separately.

- A. Receive and File – Minutes of the December 18, 2023 Conservation & Public Affairs Meeting
- B. Approve Minutes of the December 19, 2023 Regular Board Meeting
- C. Receive and File – Memo on December 21, 2023 State Water Contractors' Meeting
- D. Receive and File – Minutes of the December 28, 2023 Executive Committee Meeting
- E. Receive and File – November Water Use Reduction Figures
- F. Request Authorization to Continue Emergency Repair Work at DWA Facilities Under Resolution No. 1312

Director Grasha moved for approval of Consent Calendar Items 5A through 5F. After a second by Director Bloomer, the motion carried by the following roll call vote:

AYES: Grasha, Bloomer, McKenna, Bowman, Ortega  
 NOES: None  
 ABSENT: None  
 ABSTAIN: None

Secretary-Treasurer McKenna provided the financial highlights for November 2023.

Assistant General Manager Johnson provided an update on Agency operations for the past several weeks.

Vice President Bowman noted his attendance at the December 28 Executive Committee Meeting.

President Ortega noted his attendance at the December 28 Executive Committee Meeting.

Director Grasha commented about the podcast link on DWA's website, Careers page where Assistant General Manager Johnson and Staff Engineer Maldonado discuss their career paths.

#### **Approval of the Consent Calendar**

- A. Receive & File Minutes of 12/18/23 Conservation & Public Affairs Mtg.
- B. Approve Minutes of 12/19/23 Regular Board Mtg.
- C. Receive & File Memo on 12/21/23 State Water Contractors' Mtg.
- D. Receive & File Minutes of the 12/28/23 Executive Comm. Mtg.
- E. Receive and File November Water Use Reduction Figures
- F. Request Authorization to Continue Emergency Repair Work at DWA Facilities Under Reso. No. 1312

#### **Secretary-Treasurer's Report for (November 2023)**

#### **General Manager's Report**

#### **Directors Reports on Mtgs/Events Attended on Behalf of the Agency**

#### **Directors Comments/Requests**

At 8:30 a.m., President Ortega convened into Closed Session for the purpose of Conference with Legal Counsel, (A) Existing Litigation, Pursuant to Government Code Section 54956.9 (d) (1), Mission Springs Water District vs. Desert Water Agency; (B) Existing Litigation, Pursuant to Government Code Section 54956.9 (d) (1), AT&T vs. County of Riverside; (C) Conference with Legal Counsel, Possible Intervention in Existing Litigation, Pursuant to Government Code Section 54956.9 (d) (4), Southern California Edison vs. California State Board of Equalization, et al; and (D) Existing Litigation, Pursuant to Government Code Section 54956.9 (d) (1), Agua Caliente Band of Cahuilla Indians vs. Coachella Valley Water District, et al (Two Cases).

**Closed Session:**

A. Existing Litigation – MSWD vs. DWA, et al  
 B. Existing Litigation - AT&T vs. County of Riverside  
 C. Possible Intervention in Existing Litigation – So. Cal. Edison vs. CA State Board of Equalization, et al  
 D. Existing Litigation – ACBCI vs. CVWD, et al. (2 Cases)

At 9:29 a.m., President Ortega reconvened the meeting into open session and announced there was no reportable action.

**Reconvene** – No Reportable Action

In the absence of any further business, President Ortega adjourned the meeting at 9:30 a.m.

**Adjournment**

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Sylvia Baca, MMC  
 Assistant Secretary of the Board

## Executive Committee Meeting Minutes

### January 11, 2024

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Directors Present: Paul Ortega, Jeff Bowman  
 Staff Present: Steve Johnson, Esther Saenz, Sylvia Baca, Jamie Hoffman  
 Consultant Present: Ashley Metzger

1. Call to Order
2. Public Comments  
None
3. Discussion Items
  - A. Review Agenda for January 16, 2024 Board Meeting  
The proposed agenda for the January 16, 2024 meeting was reviewed.
  - B. Expense Reports  
The November expense reports were reviewed.
  - C. Request Non-Refundable Expense Approval According to Section 3.D a of the Board Director Meeting Expense Reimbursement Policy  
Staff provided information on the request made by Vice Chair Bowman. Chair Ortega requested this item be discussed and acted upon by the full Board at the January 16, 2024 meeting due to the conflict of interest present as the Director seeking the exception from the Executive Committee, is a member of the Executive Committee. Finance Director Saenz noted that the Board Director Meeting Expense Reimbursement Policy will be discussed at the next Finance Committee meeting and will include a discussion regarding procedures when a conflict of interest exists.
  - D. 2024 Board Meeting Calendar  
The upcoming year's Board meeting calendar was reviewed. The Committee noted that the ACWA Spring Conference conflicts with the May 7 Board meeting. The possibility of having a Special Board meeting on April 30 was discussed. More discussion will be held as the date hears. Also discussed was the conflict of the June 13 Executive Committee meeting and the AWWA conference. There was discussion of the possibility of moving the Committee meeting to June 10.
  - E. 2024 Board Conference Schedule Update  
The Committee approved travel dates for the June AWWA Conference and the April NWRA Policy Conference.
  - F. 2024 Committee Assignments  
Chair Ortega announced that there were no requests for changes; therefore, the Committee assignments will remain the same as last year.



G. Request Board Compensation to Attend Feb. 29 AWWA Roundtable Event

Staff provided information on a request by Secretary-Treasurer McKenna on an upcoming AWWA event that will be held at UCR Riverside – Palm Desert Campus. The Committee requested this item be placed on the next agenda for consideration by the full Board.

Adjourn

**DESERT WATER AGENCY  
OUTREACH & CONSERVATION  
ACTIVITIES**

**DECEMBER 2023**

**Activities**

- 12/5 Ashley Metzger attended an ACWA Water Use Efficiency meeting.
- 12/7 Xochitl Peña was on a live segment with KESQ.
- 12/7 Ashley Metzger attended a Water Use Objective workgroup meeting.
- 12/12 Ernye Valenciano attended a ONE-PS monthly meeting.
- 12/12 Ashley Metzger attended an ACWA Water Use Efficiency meeting.
- 12/12 Xochitl Peña attended a CV Water Counts webinar.
- 12/13 Staff attended a CV-SNMP monthly meeting.
- 12/13 Staff attended a CVRWMG Business meeting.
- 12/13 Staff attended an ACBCI/ACWA meeting.
- 12/14 Ernye Valenciano was on a live segment with KESQ.
- 12/14 Ashley Metzger attended a Water Use Objective workgroup meeting.
- 12/14 Ashley Metzger presented at the Coachella Valley Conservation Commission Mesquite Restoration Workshop presentation.  
DWA's Conservation and Public Affairs Committee convened.
- 12/19 Staff attended a CV Water Counts monthly meeting.
- 12/20 Ashley Metzger attended a Water Use Objective workgroup meeting.
- 12/21 Xochitl Peña was on a live segment with KESQ.
- 12/21 Staff attended a SGMA Tribal Workgroup meeting.
- 12/28 Ashley Metzger was on a live segment with KESQ.
- 12/28 Ashley Metzger recorded a radio interview with Joey English.

**Public Information Releases/eblasts/Customer Notifications**

- 12/7 Latest News – Master Gardener Webinar: Integrating Native Plants into Your Home Landscape
- 12/7 Nextdoor – A Master Gardener Webinar
- 12/8 Nextdoor – Valve installation at the intersection of S. Avenida Caballeros & Ramon Road
- 12/12 Latest News – Projects to secure our water future are moving forward
- 12/20 Latest News – DWA replacing pipeline along Avenida Caballeros in early 2024
- 12/21 Nextdoor – Pipeline Replacement along Avenida Caballeros

### **Upcoming Events**

1/27 – Palm Springs Health Run & Wellness Festival

1/30 – CV Water Counts Academy Kick-off

### **Legislative and Regulatory Outreach**

Update on water conservation regulation

Update on Sites and DCP EIR certifications

### **Conservation Programs**

#### **Grass Removal:**

34 Inspections

16 Projects pre-approved

26 Projects given final approval

#### **Devices:**

37 Washing machine rebates requested

24 Washing machine rebates approved

10 Smart controller rebates requested

11 Smart controller rebates approved

1638 Nozzles requested for rebate

0 Nozzles approved for rebate

34 Toilet rebates requested

13 Toilet rebates approved

#### **Water waste:**

29 Total complaints submitted

12 Contacts to customers

12 Site inspections scheduled

2 Citations

2 Citations Waived

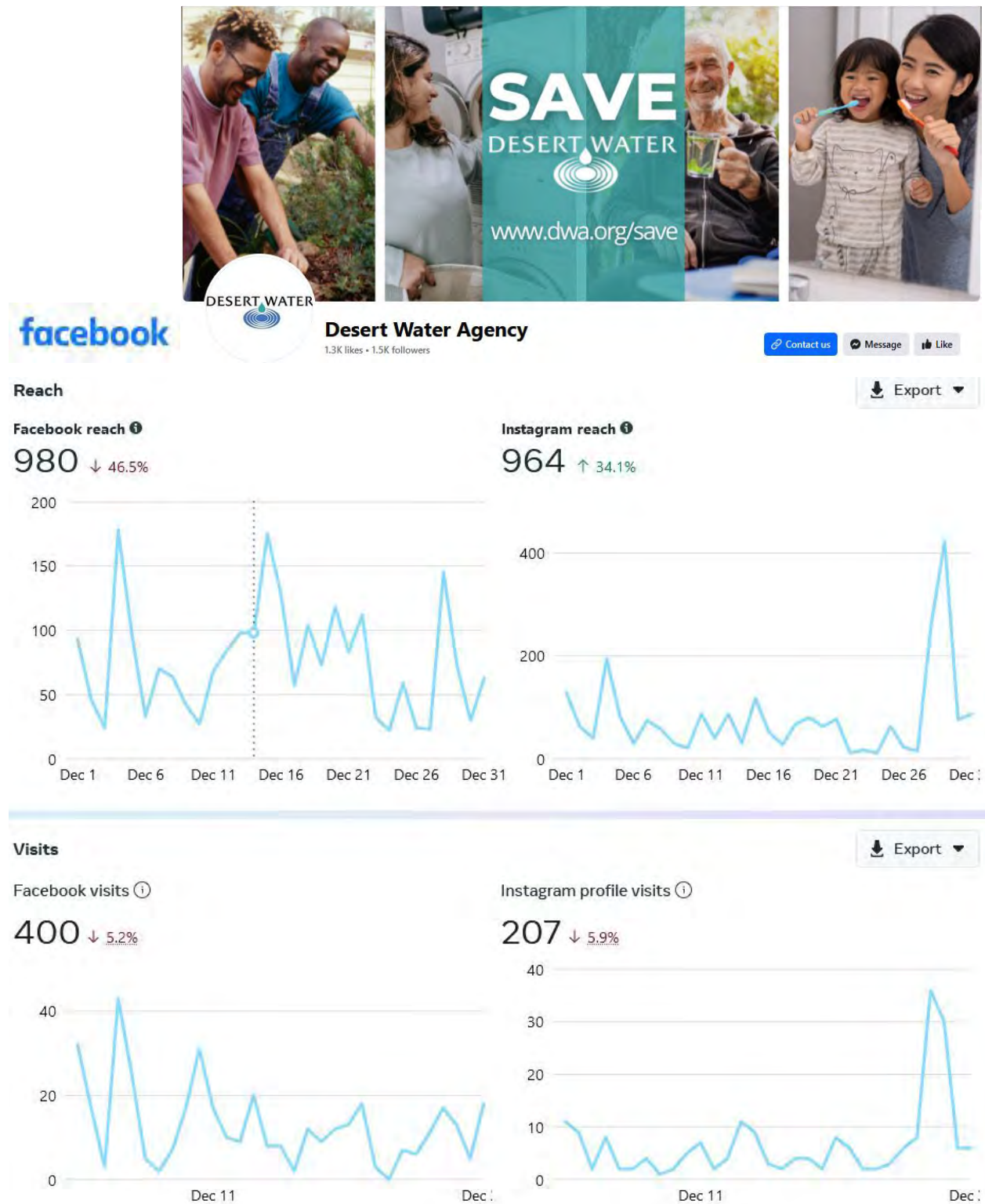
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














Add filter +



## Desert Water Agency Facebook & Instagram Analytics December 2023












## Desert Water Agency Facebook & Instagram Analytics December 2023

	Make your New Year's resolution to save water and stop... - desertwateragency	Boost post	Dec 31, 2023	98 Reach	10 Likes	--	0 Shares
	Make your New Year's resolution to save water a... - Desert Water Agency	Boost unavailable	Dec 31, 2023	72 Reach	3 Reactions	0 Comments	0 Shares
	Our meter shop has a team of backflow technicians that f... - desertwateragency	Boost reel	Dec 29, 2023	480 Reach	29 Likes	--	5 Shares
	Meet DWA - Backflow Technicians - Desert Water Agency	Boost unavailable	Dec 29, 2023	68 Reach	6 Reactions	0 Comments	0 Shares
	With the Palm Springs International Film Festival starting... - desertwateragency	Boost post	Dec 28, 2023	373 Reach	69 Likes	--	14 Shares
	With the Palm Springs International Film Festival ... - Desert Water Agency	Boost unavailable	Dec 28, 2023	206 Reach	19 Reactions	11 Comments	2 Shares
	On behalf of Desert Water Agency, we wish you and your... - desertwateragency	Boost reel	Dec 25, 2023	130 Reach	12 Likes	--	0 Shares
	Happy Holidays! - Desert Water Agency	Boost unavailable	Dec 25, 2023	76 Reach	7 Reactions	0 Comments	0 Shares
	It's the first day of winter, so make sure you remember t... - desertwateragency	Boost post	Dec 21, 2023	91 Reach	5 Likes	--	0 Shares
	It's the first day of winter, so make sure you reme... - Desert Water Agency	Boost unavailable	Dec 21, 2023	198 Reach	6 Reactions	0 Comments	2 Shares
	This fast growing cactus can grow columns of up ... - Desert Water Agency	Boost unavailable	Dec 20, 2023	87 Reach	4 Reactions	0 Comments	0 Shares
	This fast growing cactus can grow columns of up to 10 f... - desertwateragency	Boost post	Dec 20, 2023	71 Reach	4 Likes	--	0 Shares
	If you're looking to save water and money this h... - Desert Water Agency	Boost unavailable	Dec 19, 2023	126 Reach	3 Reactions	0 Comments	1 Shares
	If you're looking to save water and money this holiday s... - desertwateragency	Boost post	Dec 19, 2023	70 Reach	6 Likes	--	0 Shares
	Our DWA water fountain operates by re-circulating redai... - desertwateragency	Boost post	Dec 18, 2023	149 Reach	21 Likes	--	0 Shares
	Our DWA water fountain operates by re-circulati... - Desert Water Agency	Boost unavailable	Dec 18, 2023	125 Reach	7 Reactions	0 Comments	0 Shares
	Ugly Sweater Day at DWA is always fun! We even... - Desert Water Agency	Boost unavailable	Dec 15, 2023	362 Reach	32 Reactions	4 Comments	0 Shares
	Ugly Sweater Day at DWA is always fun! We even had Bu... - desertwateragency	Boost post	Dec 15, 2023	188 Reach	35 Likes	--	0 Shares
	Back by popular demand - CV Water Counts is gearing u... - desertwateragency	Boost post	Dec 13, 2023	121 Reach	9 Likes	--	0 Shares
	Back by popular demand - CV Water Counts is g... - Desert Water Agency	Boost unavailable	Dec 13, 2023	244 Reach	6 Reactions	0 Comments	1 Shares
	Did you know that DWA has a web tool that sho... - Desert Water Agency	Boost unavailable	Dec 11, 2023	81 Reach	3 Reactions	0 Comments	0 Shares
	Did you know that DWA has a web tool that shows you ... - desertwateragency	Boost post	Dec 11, 2023	147 Reach	12 Likes	--	1 Shares
	Learn how to integrate native plants into your la... - Desert Water Agency	Boost unavailable	Dec 8, 2023	86 Reach	3 Reactions	0 Comments	0 Shares
	Learn how to integrate native plants into your landscape... - desertwateragency	Boost post	Dec 8, 2023	71 Reach	2 Likes	--	0 Shares



Desert Water Agency Facebook & Instagram Analytics December 2023

	Properly disposing of fats, oils, and grease while c...	Boost unavailable	Dec 7, 2023	88 Reach	3 Reactions	0 Comments	0 Shares
	Properly disposing of fats, oils, and grease while c...	Boost unavailable	Dec 7, 2023	82 Reach	4 Reactions	0 Comments	0 Shares
	Properly disposing of fats, oils, and grease while cooking ...	Boost post	Dec 7, 2023	109 Reach	6 Likes	--	0 Shares
	DWA was proud to participate in the 31st Annual Palm S...	Boost post	Dec 4, 2023	252 Reach	56 Likes	--	6 Shares
	DWA was proud to participate in the 31st Annual...	Boost unavailable	Dec 4, 2023	291 Reach	22 Reactions	1 Comments	0 Shares
	Identifying underground leaks is a tricky thing. Fo...	Boost unavailable	Dec 4, 2023	78 Reach	3 Reactions	0 Comments	0 Shares
	Identifying underground leaks is a tricky thing. For Worl...	Boost post	Dec 4, 2023	142 Reach	16 Likes	--	0 Shares
	Join us on Saturday for the Palm Springs Festival ...	Boost unavailable	Dec 1, 2023	120 Reach	5 Reactions	0 Comments	0 Shares
	Join us on Saturday for the Palm Springs Festival of Ligh...	Boost post	Dec 1, 2023	108 Reach	7 Likes	--	0 Shares

Reach

Post reach ⓘ

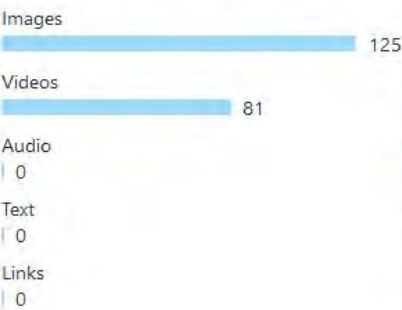
1.4K ↓ 13.4%

Total from last 90 days vs 90 days prior



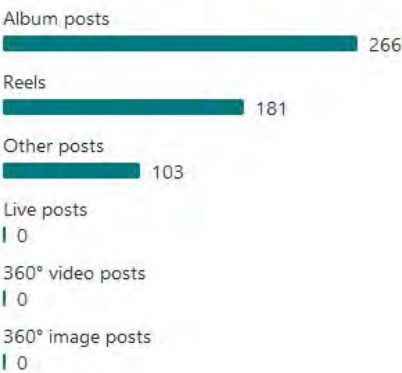
Median post reach per media type ⓘ

For posts created in the last 90 days



Median post reach per content format ⓘ

For posts created in the last 90 days



Engagement

Post reactions, comments and shares ⓘ

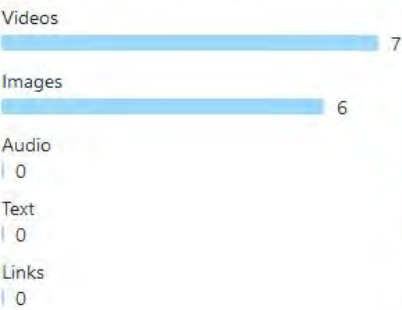
448 ↑ 24.1%

Total from last 90 days vs 90 days prior



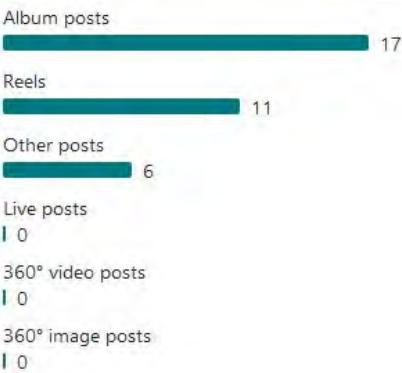
Median post reactions, comments and shares per media type ⓘ

For posts created in the last 90 days



Median post reactions, comments and shares per content format ⓘ

For posts created in the last 90 days





## Desert Water Agency

1200 S Gene Autry Trl, Palm Springs

Desert Water Agency is the water utility for the Palm Springs area including outlying county areas, Desert Hot Springs, part of Cathedral City and Palm Springs. It is our responsibility to provide a safe, reliable water supply to the area we serve while protecting See more...



## Desert Water Agency

41,241 members

27,196 claimed households

145 neighborhoods

[Invite](#)

nextdoor



## Desert Water Agency ✓

Public Affairs & Water Planning Coordinator Ernye Valenciano • 21 Dec

### Desert Water Agency – Pipeline Replacement along Avenida Caballeros

See more...



Posted to **Subscribers of Desert Water Agency**



4

Like

Comment

Share





**Desert Water Agency** ✓

Public Affairs & Water Planning Coordinator Ernye Valenciano • 8 Dec



Desert Water Agency – Valve installation at the intersection of S. Avenida Caballeros & Ramon Rd.

See more...



Posted to **Subscribers of Desert Water Agency**



1



Like



Comment



Share



**Desert Water Agency** ✓

Outreach Specialist Xochitl Pena • 7 Dec



CV Water Counts – a collaborative of the six water agencies in the desert including DWA – is partnering with UCCE Master Gardeners of Riverside County on a webinar at See more...



**Webinars - CV Water Counts**

cvwatercounts.com

Posted to **Subscribers of Desert Water Agency**



3



Like



1 Comment



Share

## Desert Water Agency Twitter Analytics December 2023



**Desert Water Agency**  
2,917 posts



**Desert Water Agency**  
@DWAwater

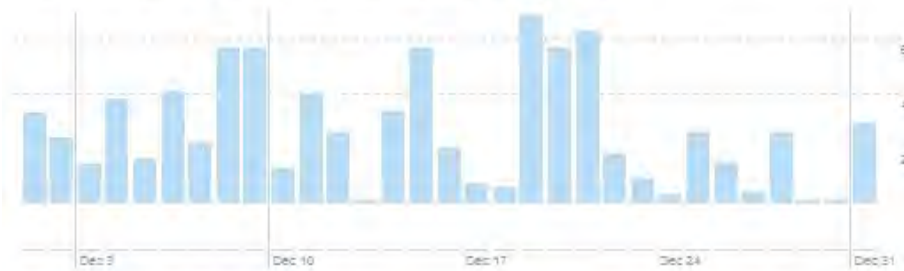
Desert Water Agency is a public, non-profit agency and State Water Contractor, serving a 325-square-mile area in the Palm Springs area. Follow/RT not endorsement

 Palm Springs, CA  [dwa.org](https://dwa.org)  Joined February 2014

**1,446** Following   **1,209** Followers

**Edit profile**

Your posts earned **827 impressions** over this 31 day period



#### YOUR POSTS

During this 31 day period, you earned 27 Impressions per day

Posts Top posts Posts and replies Promoted

Impressions Engagements Engagement rate

<b>Desert Water Agency</b> @DWAwater · Dec 31 Make your New Year's resolution to save water and stop water waste. It is good for the environment and your wallet! Our office will be closed tomorrow and will re-open Tuesday, January 2 at 8am. <a href="https://pic.twitter.com/FoqzG0qPPo">pic.twitter.com/FoqzG0qPPo</a> <small>View post activity</small>	35	0	0.0%
<b>Desert Water Agency</b> @DWAwater · Dec 26 On behalf of Desert Water Agency, we wish you and your families a very special holiday season! Our office will be closed starting today, and will re-open at 8 a.m. on Wednesday December 27. <a href="https://pic.twitter.com/x3xHleuR9C">pic.twitter.com/x3xHleuR9C</a> <small>View post activity</small>	44	2	4.5%
<b>Desert Water Agency</b> @DWAwater · Dec 21 It's the first day of winter, so make sure you remember to water appropriately and adjust your irrigation timers for the time of year! Visit <a href="https://dwa.org/guide">dwa.org/guide</a> to reference our watering guide. <a href="https://pic.twitter.com/zPRV8YFrdq">pic.twitter.com/zPRV8YFrdq</a> <small>View post activity</small>	35	1	2.9%
<b>Desert Water Agency</b> @DWAwater · Dec 20 This fast growing cactus can grow columns of up to 10 feet tall and 8 inches round! During summer, beautiful large white flowers will open at night and fade by morning. As a gift to your garden, it can also grow a watermelon flavored fruit when the flowers have been pollinated. <a href="https://pic.twitter.com/DIUZI4PEwU">pic.twitter.com/DIUZI4PEwU</a> <small>View post activity</small>	40	0	0.0%
<b>Desert Water Agency</b> @DWAwater · Dec 19 If you're looking to save water and money this holiday season, then take advantage of our washing machine incentive. Earn \$250 towards a new water efficient washer... it's a purr-fect deal! <a href="https://pic.twitter.com/8sYYG2gJBN">pic.twitter.com/8sYYG2gJBN</a> <small>View post activity</small>	40	5	12.5%
<b>Desert Water Agency</b> @DWAwater · Dec 18 Our DWA water fountain operates by re-circulating reclaimed water. That means this water feature is eco-friendly. Our purple sign (and any purple pipe) signifies the use of reclaimed water, which is NOT for drinking or bathing. <a href="https://pic.twitter.com/HgNpTMolrV">pic.twitter.com/HgNpTMolrV</a>	63	1	1.6%

#### Engagements

Showing 31 days with daily frequency

Engagement rate

0.9%

Dec 31  
0.9% engagement rate



Link clicks

0

Dec 31  
0 link clicks



On average, you earned 0 link clicks per day

Retweets without comments

0

Dec 31  
0 Retweets without comments



On average, you earned 0 Retweets without comments per day

Likes

8

Dec 31  
8 Likes



On average, you earned 0 likes per day

Replies









0

Dec 31  
0 replies



On average, you earned 0 replies per day



	<b>Desert Water Agency</b> @DWAwater · Dec 15 Ugly Sweater Day at DWA is always fun! We even had Buddy the Elf & Taylor Swift join us. 🎅👶 #UglySweaterDay #holidaysweater #uglysweater #holidayseason #waterworkers #holidayfun #BuddytheElf #TaylorSwift <a href="https://pic.twitter.com/9HSIXqmoL6">pic.twitter.com/9HSIXqmoL6</a> <a href="#">View post activity</a>	81	4	4.9%
	<b>Desert Water Agency</b> @DWAwater · Dec 13 Back by popular demand - CV Water Counts is gearing up for its seventh Water Academy. Classes start in January and registration is now open. Visit the following link to sign up and learn more: <a href="https://cvwatercounts.com/academy">cvwatercounts.com/academy</a> <a href="https://pic.twitter.com/qDdS77j5YK">pic.twitter.com/qDdS77j5YK</a> <a href="#">View post activity</a>	38	2	5.3%
	<b>Desert Water Agency</b> @DWAwater · Dec 11 Did you know that DWA has a web tool that shows you the pressure in the water system? Visit <a href="https://dwa.org/pressure">dwa.org/pressure</a> to find your neighborhood and learn more. <a href="https://pic.twitter.com/SB1sJbF1VE">pic.twitter.com/SB1sJbF1VE</a> <a href="#">View post activity</a>	43	1	2.3%
	<b>Desert Water Agency</b> @DWAwater · Dec 8 Learn how to integrate native plants into your landscape to attract birds and wildlife, during a Master Gardener webinar at noon on Dec. 12. The webinar is hosted by CV Water Counts in partnership with Master Gardeners of Riverside County. Register at <a href="https://cvwatercounts.com/webinars/">cvwatercounts.com/webinars/</a> . <a href="https://pic.twitter.com/Ua4dDfVOT2">pic.twitter.com/Ua4dDfVOT2</a> <a href="#">View post activity</a>	66	1	1.5%
	<b>Desert Water Agency</b> @DWAwater · Dec 6 This is a great step forward for a project that will help keep DWA sustainable! <a href="https://twitter.com/SWC_CAWater/status/1404444444">twitter.com/SWC_CAWater/st...</a> <a href="#">View post activity</a>	77	5	6.5%
	<b>Desert Water Agency</b> @DWAwater · Dec 7 Properly disposing of fats, oils, and grease while cooking will prevent sewage overflows and blockage. Pouring them into a container to cool before throwing the container in the trash is your best bet! <a href="https://pic.twitter.com/j0H8UyIMk">pic.twitter.com/j0H8UyIMk</a> <a href="#">View post activity</a>	42	0	0.0%
	<b>Desert Water Agency</b> @DWAwater · Dec 4 Identifying underground leaks is a tricky thing. For World Water Loss Day we would like to thank our DWA team for scheduling preventative maintenance in order to prevent emergency repairs. <a href="https://pic.twitter.com/foL2IP2i90">pic.twitter.com/foL2IP2i90</a> <a href="#">View post activity</a>	55	1	1.8%
	<b>Desert Water Agency</b> @DWAwater · Dec 1 Join us on Saturday for the Palm Springs Festival of Lights Parade! It kicks off at 5:45 p.m. along Palm Canyon Drive. We are excited to roll out our float and can't wait to see you there! 🎉👶👶 #PalmSprings #FestivalofLightsParade <a href="https://pic.twitter.com/vL2LIGyU1t">pic.twitter.com/vL2LIGyU1t</a> <a href="#">View post activity</a>	79	0	0.0%

## **STAFF REPORT TO DESERT WATER AGENCY BOARD OF DIRECTORS**

**JANUARY 16, 2024**

### **RE: REQUEST BOARD AUTHORIZATION TO CONTINUE EMERGENCY REPAIR WORK AT DWA FACILITIES UNDER RESOLUTION NO. 1312**

On September 19, 2023, the Board adopted Resolution No. 1312 declaring a local emergency that requires emergency repairs to Agency facilities due to Tropical Storm Hilary. As required by the resolution, the following is an update on the repairs:

The following repair work has been done:

#### Whitewater Headworks:

- Graded road into site.
- Repaired 4" pump and re-established water supply to customers, at reduced delivery flow rate.
- Cleaned out concrete settling structure and transmission main.
- Replaced the fence surrounding the settling structure.

#### Mission Creek Groundwater Replenishment Facility:

- Completed aerial survey of work zone area.
- Received CAD mapping from aerial survey consultant.
- Installed K-Rail barriers to secure the site from vehicular traffic.
- Preparing a grading plan for the removal of the sediment in the debris basin.

The General Manager has determined that the damage to Agency facilities warrants the continuation of work under a Local Emergency, as outlined in Resolution No. 1312.

#### Fiscal Impact:

The declaration of work under a Local Emergency does not have a fiscal impact, rather, it allows the Agency to expedite repairs according to the Uniform Public Construction Cost Accounting Act.

#### Legal Review:

N/A

#### Attachments:

None

#### Recommendation:

Staff recommends, as required by Resolution No. 1312, the Board's concurrence that the continued work to repair Agency facilities shall occur under the Board's declaration of a Local Emergency.

**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST AUTHORIZATION FOR BOARD COMPENSATION FOR  
ATTENDANCE AT THE AWWA – COLORADO RIVER  
ROUNDTABLE SEMINAR**

Secretary-Treasurer McKenna brought to the attention of Staff that the American Water Works Association (AWWA) will be holding a roundtable seminar on February 29, 2024.

This seminar titled, A Colorado River Roundtable: Solutions for the 21<sup>st</sup> Century will be held from 8:30 a.m. to 5:00 p.m. on Thursday, February 29 at the UCR, Riverside-Palm Desert Campus.

This item was discussed at the January 11 Executive Committee meeting and is being brought to the full Board for its consideration.

**Fiscal Impact:**

The Fiscal Year 2023-2024 budget includes Board attendance at meetings and events.

**Legal Review:**

N/A

**Recommendation:**

Staff recommends that the Board of Directors approve and authorize compensation for attendance at the February 29 AWWA Roundtable event in service to the Board.

**Attachments:**

Attachment #1 – Copy of seminar program

EVENTS

 [Event Details](#)

A Colorado River Roundtable: Solutions for the 21st Century



Date:  
**February 29, 2024**

Time:  
**8:30 AM - 5:00 PM PT**

Location:  
**University of California -  
Riverside Palm Desert Campus  
75080 Frank Sinatra Dr Palm  
Desert, CA 92211-5202**

[Add to Calendar](#)

A Colorado River Roundtable: Solutions for the 21st Century

Thursday, February 29, 2024 - 8:30 a.m. - 5:00 p.m.

Location  
University of California, Riverside - Palm Desert Campus  
75080 Frank Sinatra Drive  
Palm Desert, CA 92211

Join us for an interactive dialogue with and amongst academic, financial, municipal, legal, and water utility and water sector industry leaders who are actively

List Price: **\$225.00**  
Member Price: **\$195.00**

[Register Now](#)

**Want to save more?**

[Log in](#) to see if you qualify for a lower rate.

Members **save \$30.00 or more** [Join](#)



**American Water Works  
Association**

*Dedicated to the World's Most Vital Resource*



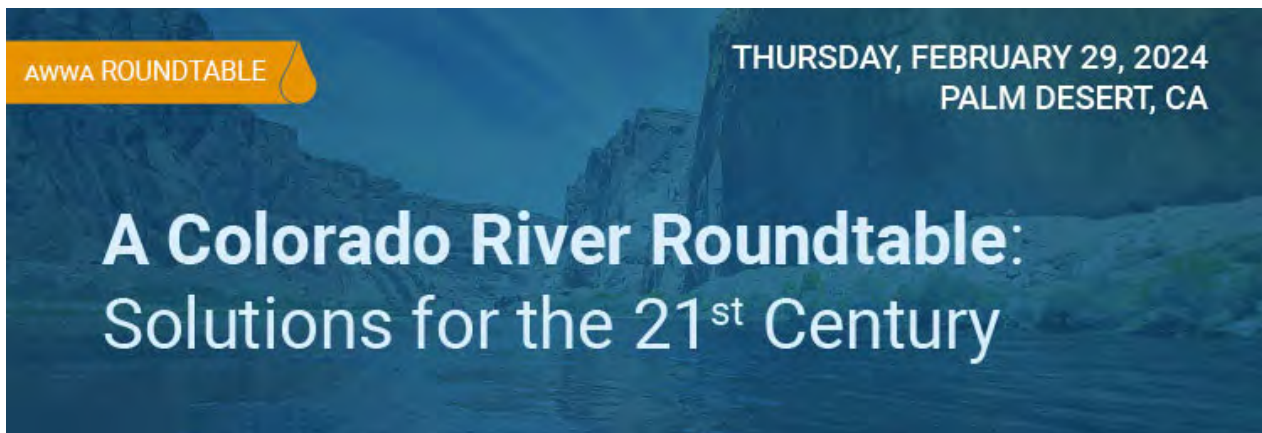
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## LEGAL & FINANCE ROUNDTABLES

Events & Education / Legal & Finance Roundtables

Share



Join us on February 29 for an interactive dialogue among academic, financial, municipal, legal, and water utility and water sector industry leaders who are actively engaged in the current and expanding challenges impacting the Colorado River and its basin.

Not only for the southwest! While the story of the Colorado River may appear to be a regional water supply issue, it has much broader implications for U.S. watersheds and their management, making the presentations of this roundtable of value to water sector leaders nationally.

A key focus of the roundtable will be to provide attendees with the current state of the River, examine key financial, legal and management issues surrounding the Colorado River basin, look at examples of successful collaboration and solutions being used to meet the challenges of that the River and region are presenting, and provide a look forward of likely issues facing water utilities connected to the Colorado River.



## A Colorado River Roundtable: Solutions for the 21st Century

Join us in Palm Desert, California on **February 29, 2024** for an interactive dialogue with and among academic, financial, municipal, legal, and water utility and water sector industry leaders who are actively engaged in the current and expanding challenges impacting the Colorado River and its basin.

### Roundtable Agenda

Preliminary agenda; please check back for updates and additional details. All times are Pacific time zone.

#### Thursday, February 29, 2024:

8:30 a.m. Attendee Check-in (continental breakfast available)

9:00 a.m. Welcome Remarks, Overview of the Day's Program

9:15 - 10:45 a.m. **Current State of The Colorado River**

A moderated discussion that will include such topics as:

- What has worked? What do we agree on?
- Role(s) that water utilities can play
- Drought and related contingency plan issues
- Balancing various River interests and their viability
- Tools needed to adapt
- Post-2026 discussions
- Addressing media on River issues

**Moderated by:** Sarah Porter, Director of the Kyl Center for Water Policy, Morrison Institute - Arizona State University, Phoenix, AZ

#### **Panelists:**

Becky Mitchell, Colorado Commissioner to the Upper Colorado River Commission

Cynthia Campbell, Water Resource Advisor for the City of Phoenix

Bill Hasencamp, Manager, Colorado River Resources - Metropolitan Water District of Southern California

10:45 a.m. Break

11:00 a.m. - 12:30 p.m.

## **Managing Key Colorado River Issues and Challenges**

A moderated discussion that will include such topics as:

- “The Law of River” - review of compacts, acts, and agreements
- Review of current and evolving legal challenges
- The “Priority” approach to water
- Discussion on if the current laws of the Colorado River Basin are flexible enough to secure a sustainable future

**Moderated by:** Robert Cheng, Assistant General Manager - Coachella Valley Water District

### **Panelists:**

Jim Lochhead, Former CEO at Denver Water

Michael Gabaldon, P.E., Client Director - Black and Veatch

Tina Shields, P.E., Water Manager - Imperial Irrigation District

12:30 p.m.

Networking Lunch

1:30 - 3:00 p.m.

## **Financial Tools & Strategies That Work**

A moderated discussion that will include such topics as:

- Financial impacts on municipal utilities’ operations across the basin
- How to provide needed, sustainable, and predictable funding
- Role of water markets
- Ratings agency perspective on what is working
- Strategies for small utilities
- Key Federal, state and private financing resources to address River challenge
- Resource planning challenges (asset management, capital improvement plans).

**Moderated by:** Angela Bricmont, Chief Financial Officer, Denver Water, Denver, CO

### **Panelists:**

Helen Cregger - Moodys

Brett Bovee - WestWater Research, LLC

Cynthia Koehler, Executive Director, WaterNow Alliance

Francesca McCann, Director Alternative Funding and Financing, Black & Veatch

3:00 p.m.

Break

3:15 - 4:45 p.m.

## **Colorado River - Solutions & Strategies in the Age of Increasing Water Scarcity**

A moderated discussion that will include such topics as:

- A multi-pronged approach (i.e., legal, financial, management, political)
- Adaptable lessons from other parts of the country
- Climate change
- Federal intervention
- Cooperation among critical parties and stakeholders

**Moderated by:** Jim Schlaman, Associate Vice President and Director of Water Resources and Community Planning - Black and Veatch, Overland, KS

### **Panelists:**

Chuck Cullom, Executive Director - Upper Colorado River Commission

4:45 p.m.

Wrap-Up with final comment and key take-aways

5:00 p.m.

Networking Happy Hour

**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST NON-REFUNDABLE EXPENSE APPROVAL  
ACCORDING TO SECTION 3.D.A OF THE BOARD DIRECTOR  
MEETING EXPENSE REIMBURSEMENT POLICY**

Under Section 3.D.a of the Meeting Expense Reimbursement Policy (Policy), "If the Board Director is unable to attend due to illness or emergency, at the discretion of the Executive Committee, the Director will not be responsible of the non-refundable portion of the costs incurred."

Vice Present Bowman is requesting the \$15.54 charged to him for the December 14, 2023 daily maximum overage be waived as he left the CRWUA conference early due to illness and was unable to attend the conference that day. The days of the conference that he did not attend would be the amount that cannot be refunded which includes the meals. This would increase the daily meal allowance to \$100 for the day (if approved) and the \$70.54 spent on meals from December 14<sup>th</sup> would be fully covered.

At the January 11, 2024 Executive Committee Meeting, this item was brought before the committee. Given that Vice President Bowman is a member of the Executive Committee, President Ortega requested this item be placed on the consent calendar for consideration by the full Board as no guidance exists in the Policy regarding conflicts of interest when seeking Policy exceptions. Additionally, the Finance Committee will be conducting an annual review of the Policy at the next Finance Committee meeting where this conflict of interest will be discussed and any recommended changes to the policy will be brought to the full Board for approval.

Fiscal Impact:

The fiscal impact is \$15.54. Finance Director Saenz has reviewed this item.

Legal Review:

N/A

Recommendation:

Staff recommends that the Board may either grant or deny Vice President Bowman's request to not be charged for the non-refundable meals on December 14, 2023.

Attachments:

None

**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST BOARD ACTION REGARDING CLAIM FILED BY DIEGO  
COLORADO**

Attached for the Board's review is a claim for damages filed by Diego Colorado.

On January 8, Mr. Colorado contacted the Agency requesting a "claim for damages" form. He informed staff his vehicle was damaged on December 14, 2023 while driving on E. Arenas Rd. and Avenida Caballeros. He stated that he did not take photos or contact the Agency any sooner because he did not realize there was damage until recently when his vehicle warning light came on.

On January 5, Mr. Colorado took his vehicle to a local Toyota dealership where they inspected the vehicle and provided an estimate of \$1,879.94 to replace the vehicle's splash shield and grill shutter.

**Fiscal Impact:**

If the claim is approved by the Board, the Agency agrees to cover the cost of the repairs in the amount of \$1,879.94. If the claim is denied by the Board, Staff will notify the claimant by letter advising them the claim has been denied. At that time, the claimant may take other actions against the Agency.

**Legal Review:**

Legal Counsel has reviewed this item.

**Recommendation:**

Staff recommends that the Board of Directors deny the claim.

**Attachments:**

Attachment#1 – Claim Form

# Claim Form

(A claim shall be presented by the claimant or by a person acting on his behalf.)

NAME OF DISTRICT:		DESERT WATER AGENCY	
1	<p>Claimant name, address (mailing address if different), phone number, social security number, e-mail address, and date of birth.</p> <p><i>Effective January 1, 2010, the Medicare Secondary Payer Act (Federal Law) requires the District/Agency to report all claims involving payments for bodily injury and/or medical treatments to Medicare. As such, if you are seeking medical damages, we MUST have both your Social Security Number and your date of birth.</i></p>		
	Name: Diego Colorado	Phone Number:	[REDACTED]
	Address(es): [REDACTED] Palm Springs, CA 92262	Social Security No.:	N/A
		Date of Birth:	[REDACTED]
		E-mail:	[REDACTED]
2	<p>List name, address, and phone number of any witnesses.</p>		
	Name: NONE. I was running late for work and didn't see a cone was		
	Address: Under my car until I was on the next street over on		
	Phone Number: Tahquitz Canyon Way.		
3	<p>List the date, time, place, and other circumstances of the occurrence or transaction, which gave rise to the claim asserted.</p>		
	Date: 12/14/2023 Time: 7:30 a.m. Place: E Arenas and Avenida Caballeros		
	Tell What Happened (give complete information): Drawing and Photos attached - see additional page.		
	<p>I made a left turn on Avenida Caballeros and followed the coned path set up by Desert Water Agency (DWA). There must have been a cone knocked down along the path because it hit the splash shield of my Toyota Prius (9E6A769). I continued driving east on Tahquitz Canyon Way and pulled over to realize the cone had broken the splash shield. My car gave me a warning - "grill shutter is inoperative." as I arrived @ my work in Palm Desert. I was running late for work and did not tell the DWA workers working on Caballeros as I didn't realize how big the damage was.</p>		
	NOTE: Attach any photographs you may have regarding this claim.		
4	<p>Give a general description of the indebtedness, obligation, injury, damage, or loss incurred so far as it may be known at the time of presentation of the claim.</p>		
	<p>The cone along the traffic path set up by DWA working on Avenida Caballeros hit &amp; broke my car's splash shield and impacted my car grill shutter (see Toyota's estimate and diagnostic). The total cost to replace these items (parts &amp; labor) is \$1,879.94. Please see estimate and diagnostic by Toyota of the Desert attached.</p>		
5	<p>Give the name or names of the public employee or employees causing the injury, damage, or loss, if known.</p>		
	<p>I don't have names but it was the crew that set up the traffic cones along Avenida Caballeros. A cone was knocked down and not visible along the traffic path. DWA didn't maintain a clear safe traffic path.</p>		
6	<p>The amount claimed if it totals less than ten thousand dollars (\$10,000) as of the date of presentation of the claim, including the estimated amount of any prospective injury, damage or loss, insofar as it may be known at the time of the presentation of the claim, together with the basis of computation of the amount claimed. If the amount claimed exceeds ten thousand dollars (\$10,000), no dollar amount shall be included in the claim. However, it shall indicate whether the claim would be a limited civil case.</p>		
	\$1,879.94		
Date: 1/18/24		Time: 1:00 p.m.	Signature: Deer Cloud

ANSWER ALL QUESTIONS. OMITTING INFORMATION COULD MAKE YOUR CLAIM LEGALLY INSUFFICIENT!

Photos – DWA Cone Damage on 12/14/2023 to 2022 Prius 9EGA769



Photo 1 – Damage caused by cone to splash shield



Photos – DWA Cone Damage on 12/14/2023 to 2022 Prius 9EGA769



Photo 2 – Damage caused by cone to splash shield



Photos – DWA Cone Damage on 12/14/2023 to 2022 Prius 9EGA769



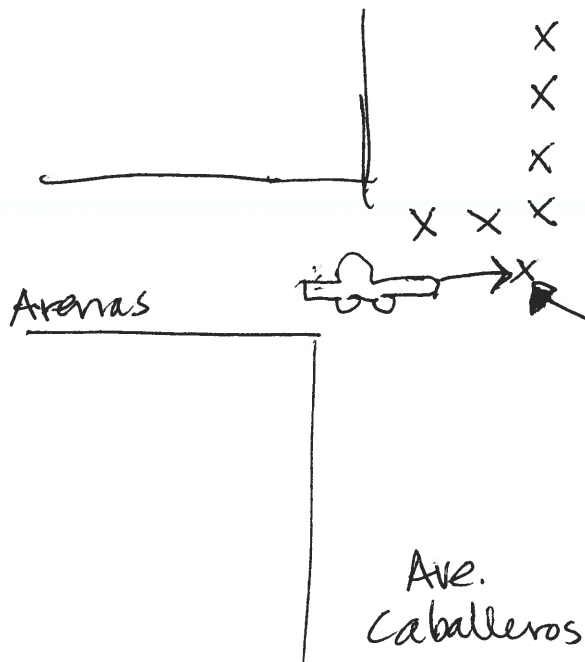
Photo 3 – Location where cone hit the splash shield right under “grill shutter” refer to video and second page of Toyota of the desert diagnostic/estimate.

Photos – DWA Cone Damage on 12/14/2023 to 2022 Prius 9EGA769



Photo 4 – similar DWA cone that was on path of travel on 12/14/23 on Avenida caballeros. This photo is for illustration and not taken the day of the accident.

Tobiquitz Canyon Wg.



Previously knocked down cone  
along the travel/modified  
traffic path.  
It was not visible and  
damaged my car.



# TOYOTA OF THE DESERT

68-105 Kyle Road  
Cathedral City, CA 92234  
(760) 328-0871

BAR# ARD255564  
EPA# CA0000734632

CELL: [REDACTED]

CUSTOMER NO. <b>375745</b>	ADVISOR <b>JOSE MALDONADO</b>	2247	TAG NO. <b>r</b>	INVOICE DATE <b>01/05/24</b>	INVOICE NO. <b>T0CS925849</b>	
<b>DIEGO COLORADO</b> [REDACTED] <b>diegocolarado@gmail.com</b>	LICENSE NO. <b>9E6A769</b>	MILEAGE <b>19,523</b>	COLOR <b>/</b>	STOCK NO.		
	YEAR / MAKE / MODEL <b>22/TOYOTA/PRIUS/5DR HB L ECO</b>			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. <b>J T D K A M F U 5 N 3 1 8 9 2 5 6</b>			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.			P.O. NO.	R.O. DATE <b>01/05/24</b>	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS				<b>MO: 19524</b>

COMMENTS-----  
later for follow up on these items.  
43TTZ030      BODY ELEC CONCERN      TECH: 400      \$1879.94  
CAUSE:      GRILL SHUTTER HOUSING ASSEMBLY AND SPLASH SHIELD

TOTALS-----

TOYOTA OF THE DESERT IS NOT RESPONSIBLE FOR WINDSHIELD  
DAMAGE DUE TO CAR WASH OR TEST DRIVES. HOT WEATHER AND  
WATER CAR WASHES CAN CAUSE AN EXISTING IMPACT TO CRACK.  
TOYOTA OF THE DESERT IS NOT RESPONSIBLE FOR LOST ITEMS OR  
VALUABLES LEFT IN THE VEHICLE.

TOTAL LABOR....	190.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

For information regarding our privacy practices and your  
rights under the California Consumer Privacy Act, please see  
our Privacy Policy  
<https://www.toyotaofthedesert.com/privacy-policy/>

**TOTAL INVOICE \$ 190.00**

I authorize the retrieval of on-board data as  
needed to facilitate vehicle repair, as well as  
sharing of that data with the manufacturer for  
diagnostic and research purposes.

CUSTOMER SIGNATURE





68-105 Kyle Road  
Cathedral City, CA 92234  
(760) 328-0871

BAR# ARD255564  
EPA# CA0000734632

CELL: [REDACTED]

CUSTOMER NO. <b>375745</b>	ADVISOR <b>JOSE MALDONADO</b>	2247	TAG NO. <b>r</b>	INVOICE DATE <b>01/05/24</b>	INVOICE NO. <b>TOCS925849</b>
<b>DIEGO COLORADO</b> [REDACTED] <b>diegocolarado@gmail.com</b>	LICENSE NO. <b>9E6A769</b>	MILEAGE <b>19,523</b>	COLOR <b>/</b>	STOCK NO.	
	YEAR / MAKE / MODEL <b>22/TOYOTA/PRIUS/5DR HB L ECO</b>			DELIVERY DATE	
	VEHICLE I.D. NO. <b>J T D K A M F U 5 N 3 1 8 9 2 5 6</b>			DELIVERY MILES	
	F.T.E. NO.			SELLING DEALER NO.	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	P.O. NO.			R.O. DATE <b>01/05/24</b>
COMMENTS					<b>M0: 19524</b>

JOB# 1 CHARGES-----

LABOR-----

J# 1 40TTZ020 DRIVEABILITY DIAG TECH(S):400 190.00

CUSTOMER STATES GRILL SHUTTER MALFUNCTION LIGHT IS ON  
CK AND ADVISE  
FOUND GRILL SHUTTER AND UNDER SHIELD TO BE DAMAGE, CAUSED BY  
OBJECT IMPACT  
RECOMMEND REPLACING GRILL SHUTTER PERFORMING CALIBRATION AND  
REPLACING UNDER SHIELD

JOB# 1 TOTALS-----

LABOR 190.00

JOB# 1 JOURNAL PREFIX TOCS JOB# 1 TOTAL 190.00

JOB# 2 CHARGES-----

LABOR-----

J# 2 00TTZ200 TIRE PRESSURE SVC TECH(S):400 0.00

INSPECT AND ADJUST TIRE PRESSURE TO MFG SPECIFICATION  
INSPECTED AND SET  
COMPLETED

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX TOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----

J# 3 00TTZ003 MULTI POINT INSP TECH(S):400 0.00

COMPLIMENTARY MULTI POINT INSPECTION OF YOUR VEHICLE.  
PERFORM MULTI POINT INSPECTION. SEE ATTACHED FOR RESULTS

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX TOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----

J# 4 00TTZMAT FLOOR MAT INSPECT TECH(S):400 0.00

CHECK DRIVER'S FLOOR MAT FOR PROPER INSTALLATION

JOB# 4 TOTALS-----

JOB# 4 JOURNAL PREFIX TOCS JOB# 4 TOTAL 0.00

ESTIMATE-----

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$190.00 (+TAX)

COMMENTS-----

X068EHVGSR:BDC Appt created 2024-01-04 08:45:00am taken by Rachell  
Flores

RECOMMENDED NOT DONE/ DECLINED SERVICES-----

These items were recommended to you today but were  
not performed- at your request. We may contact you

I authorize the retrieval of on-board data as  
needed to facilitate vehicle repair, as well as  
sharing of that data with the manufacturer for  
diagnostic and research purposes.

Report Date: 9/3/12 09:50

Print ELEC WORKSHEET

Type: L

Technician: JIMMIE DAKLING

Complaint:

Memo (2)

Issue:

1/1200 SHUTTER HOUSING ASSEMBLY AND SPLASH SHIELD

Note:

Refusal:

Comment:

Est Bill Time: 4.00 Labor: 760.00 Parts: 1,029.83 Other: 90.11 Total: 1,879.94

Parts Detail									
Item #	M...	Part Number	Description	CWI	QTY Avail...	Unit Price	Extended Price	SPG Operation	
01	TO	51451-12120	COVER, ENGI 1	C	1	200.99	200.99		
01	TO	53019-12010	SHUTTER SUB 0	C	1	313.99	313.99		
01	TO	85667-47010	COVER, MOTO 0	C	1	30.99	30.99		
01	TO	88940-47062	ACTUATOR AS 0	C	1	435.99	435.99		
01	TO	90119-40451	BOLT, W/WAS 0	C	4	2.99	11.96		
01	TO	90159-60477	SCREW, W/WA 22	C	8	3.99	31.92		
01	TO	90467-07220	CLIP 37	C	1	3.99	3.99		

Part Comment



**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST ADOPTION OF RESOLUTION NO. 1313 TO ENACT A  
COMMEMORATIVE DISPLAY POLICY**

Desert Water Agency maintains a flagpole outside of its main office near the customer parking lot, flag holders in its employee parking lot and sometimes affixes flags and banners onto its building. Likewise, Desert Water Agency displays its logo on its website, social media pages, advertisements and a number of print and digital locations.

Desert Water Agency has not had a formal policy in place to guide the placement of public displays on Agency property. The Agency has also not adopted a policy related to commemoration expressions with the use of the Agency logo and in outreach efforts.

The purpose of this policy is to provide procedural guidance for:

- The placement of flags outside the main building near the customer parking lot
- The placement of flags in the employee parking lot
- The placement of flags, signs or banners on DWA buildings
- The use of special commemorative DWA logos
- DWA's public commemoration outreach

In adopting this policy, Desert Water Agency declares that its flagpoles, flag holders, and building façade are not intended to serve as a forum for free expression of the public, but rather for the display of Federal, State, and Desert Water Agency flags, and any commemorative flag authorized by the Board of Directors as an expression of the Desert Water Agency's official sentiments. It also allows for the Board of Directors to guide staff on commemorative displays while adhering to Agency brand guidelines.

Staff will update the Conservation and Public Affairs Committee on commemorative logos and outreach efforts.

Fiscal Impact:  
None.

Legal Review:  
Legal Counsel has reviewed the attached policy and resolution.

Recommendation:

Staff recommends that the Board of Directors adopt Resolution No.1313 to enact a Commemorative Display Policy.

Attachments:

Attachment #1 – Commemorative Display Policy

Attachment #2 – Resolution No.1313





DESERT WATER AGENCY

## **Commemorative Display Policy**

Proposed for Adoption: January 16, 2024

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## Background

Desert Water Agency maintains a flagpole outside of its main office near the customer parking lot, and flag holders in its employee parking lot and routinely affixes flags and banners onto its building. Likewise, Desert Water Agency displays its logo on its website, social media pages, advertisements, and a number of print and digital locations.

In adopting this policy, Desert Water Agency declares that its flagpoles, flag holders, and building façade are not intended to serve as a forum for the free expression of the public, but rather for the display of Federal, State, and Desert Water Agency flags, and any commemorative flag authorized by the Board of Directors as an expression of the Desert Water Agency's official sentiments.

## Purpose

The purpose of this policy is to provide procedural guidance for:

- The placement of flags outside the main building near the customer parking lot
- The placement of flags in the employee parking lot
- The placement of flags, signs, or banners on DWA buildings
- The use of special commemorative DWA logos
- DWA's public commemoration outreach

## Policy

### SECTION 1. Standards

Flags shall be displayed in accordance with Federal and State statutes, including, but not limited to, Title 4, Chapter 1 of the United States Code and Sections 430 through 439 of the California Government Code, and this policy.

DWA's logo should conform to its current brand guidelines unless modified to commemorate an approved subject matter outlined in Section 3 of this policy.

### SECTION 2. Commemorative Display Procedure

#### A. United States Flag, California State Flag, and Desert Water Agency Flag

1. No other flag shall be placed above the United States Flag.
2. Flags shall be displayed during operating hours and on all days on which Desert Water Agency is open for business.
3. Flags shall not be displayed during inclement weather.

4. Flags will be brought to half-staff in accordance with state and federal observances. The General Manager may direct staff to lower the flag to commemorate the passing of local leaders, including but not limited to local elected officials.
5. When flags are displayed on a single pole, the order from top to bottom shall be:
  - i. United States Flag
  - ii. California State Flag, and
  - iii. Desert Water Agency Flag

## B. Commemorative Flags

1. The Agency's flagpoles are not intended to serve as a forum for free expression by the public. The Agency shall display commemorative flags only if authorized by the Board of Directors as an expression of the Agency's official sentiments. Any such authorization shall be given at a meeting of the Board of Directors.
2. Commemorative flags shall be displayed for a period of time that is reasonable or customary for the subject that is to be commemorated, but no longer than thirty-one (31) continuous days.
3. Commemorative flags displayed on any of the Agency's flagpoles shall be displayed in the last position of honor beneath the Desert Water Agency flag unless otherwise directed by the Board of Directors and to the extent such display does not conflict with federal law, state law, or this policy.
4. No commemorative flags shall be flown in the employee parking lot.

## C. Exterior building displays

1. The Agency's building façade is not intended to serve as a forum for free expression by the public. The Agency shall display commemorative flags or signage only if authorized by the Board of Directors as an expression of the Agency's official sentiments. Any such authorization shall be given at a meeting of the Board of Directors. Building signs for safety, security or navigational purposes are not governed by this policy.
  - i. The Board of Directors shall only consider a request for an exterior building display if the request is made by a member of the Desert Water Agency Board of Directors.
2. The Agency will post American flags and/or banners in an exterior building display and/or in the employee parking lot to commemorate the following events:
  - i. Memorial Day
  - ii. Independence Day
  - iii. Labor Day

- iv. September 11 Remembrance
- v. Veterans Day

### SECTION 3. Special Commemorative Logos

#### Observances

1. The Agency may elect to design a special logo to commemorate the following:
  - i. Earth Day
  - ii. Juneteenth
  - iii. Hispanic Heritage Month
  - iv. Breast Cancer Awareness Month
  - v. Pride Month/Week

#### Procedures

1. New special commemorative logos must be reviewed by the Conservation and Public Affairs Committee prior to use.
2. Special commemorative logos will not change the font of the logo.
3. Special commemorative logos will not add additional words to the logo.
4. Special commemorative logos will not cut off significant portions of letters in the logo.
5. Special commemorative logos may be used on digital materials but are not required to replace the Agency's standard logo in all materials.

### SECTION 4. Commemoration Public Outreach

For any of the observances listed in Sections 2 and 3 of this policy, Desert Water Agency staff may elect to promote the Agency's solidarity, support, or commemoration in any number of mechanisms, including but not limited to:

- i. Social media
- ii. Website
- iii. Billing notifications
- iv. Public events
- v. Media remarks

## **RESOLUTION NO. 1313**

### **RESOLUTION OF THE BOARD OF DIRECTORS OF DESERT WATER AGENCY ADOPTING A COMMEMORATIVE DISPLAY POLICY**

**WHEREAS**, Desert Water Agency maintains a flagpole outside of its main office; and

**WHEREAS**, this Board of Directors wishes to make it clear that the Agency's flagpoles, flag holders, and building façade are not available to provide a forum for free expression by members of the public; and

**WHEREAS**, the Agency's flagpoles have been installed for the display of Federal, State, and Desert Water Agency flags; and

**WHEREAS**, flags and banners are sometimes affixed to the Agency's building façade to commemorate certain national holidays; and

**WHEREAS**, the Agency also displays its logo in various digital and print materials; and

**WHEREAS**, this Board wishes to commemorate certain holidays and events with displays on Agency facilities; and

**WHEREAS**, this Board therefore wishes to establish a clear protocol for the display and use of commemorative flags and logos on Agency-owned property;

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of Desert Water Agency hereby adopts the Commemorative Display Policy, attached hereto as Attachment "A."

**BE IT FURTHER RESOLVED** that in addition to the occasions identified in Attachment "A," at a public meeting of the Board, the Board of Directors may add, remove, or otherwise alter occasions, events or recognitions to be commemorated.

**ADOPTED** this 16th day of January, 2024.

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President of the Board of Directors

ATTEST:

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Secretary of the Board of Directors

**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST APPROVAL OF LEGISLATIVE AND REGULATORY  
POLICY PLATFORM**

A policy platform informs and prioritizes Board, Board Member, staff and contractor efforts to work with legislators and regulators. This leads to more effective processes and advocacy. Platforms also serve as guides in developing bill positions and offer the Legislative Committee and General Managers to act more efficiently in supporting or opposing issues that arise and require an urgent response.

To guide legislative and regulatory affairs work in calendar year 2024, staff and consultants developed an updated policy platform. The Legislative Committee (ad hoc) has reviewed the modified platform. The current version, which incorporates Legislative Committee guidance is attached.

The 2024 updated platform is largely similar to the original 2023 platform. In future years, the Agency plans to adopt two-year policy platforms to span the legislative session.

Fiscal Impact:

None

Legal Review:

N/A

Recommendation:

Staff recommends that the Board of Directors approve a Legislative and Regulatory Policy Platform.

Attachments:

Attachment #1 – 2024 Legislative and Regulatory Policy Platform



DESERT WATER



# Legislative & Regulatory Policy Platform

Calendar year 2024





# Goals

Alignment of the Board and Legislative Committee

Clear direction for staff and lobbyists

Guiding principles that can focus decision-making

Target efforts on key issues

Focus legislators on DWA priorities

DESERT WATER





# Bill Positions

SUPPORT

DWA, its staff and lobbyists are actively investing time in ensuring passage.

SUPPORT IF AMENDED

Lobbyists are investing time in securing amendments.

OPPOSE

DWA, its staff and lobbyists are actively investing time in ensuring the bill fails.

OPPOSE UNLESS AMENDED

Lobbyists are investing time in securing amendments.

WATCH

DWA, its staff and lobbyists are monitoring.



# Roles & Responsibilities

## LOBBYISTS/AGENTS

Make recommendations to staff and Board regarding DWA positions and strategies. Communicate these positions.

## GENERAL MANAGER

Taking positions on urgent matters relying on policy directives. Determining when to defer to Committee or Board. GM to notify Board soon after taking a position.

## LEGISLATIVE COMMITTEE

Evaluate guidance from General Manager and DWA agents. Make recommendations to full Board regarding DWA positions.

## BOARD OF DIRECTORS

Take official positions on legislative and regulatory matters.



# Alignment

DWA, its agents and lobbyists should consider the positions of these other key entities:

- Association of California Water Agencies
- National Water Resources Association/Groundwater Management District Association
- National/California Special Districts Association
- State Water Contractors
- Other local water districts
- Metropolitan Water District of Southern California
- Western Urban Water Coalition



# Relationships

In order to facilitate its priorities, DWA, its agents and lobbyists work to develop positive relationships with:

- Members of Congress and State Legislators
- Congressional and Legislative staff
- Congressional and Legislative Committees
- Governor's office
- Federal and State Agencies
- Native American Tribes
- Associations, their staff and working groups
- Other local government agencies



# Policy Directive 1

*Maintain local control of water resources and avoid constraints on operations.*

DWA generally resists efforts to take matters of local jurisdiction/expertise and relinquish them to state, federal or other authorities.

DESERT WATER





# Policy Directive 2

*Protect DWA's local and imported water supplies.*

To advance sustainability, DWA should take policy positions that maintain or enhance water supply reliability and flexibility.

DESERT WATER





# Policy Directive 3

*Maintain or improve DWA's ability to efficiently conduct business.*

Providing an essential service and acting as a water manager requires effective business strategies. DWA should take positions that support its ability to act with discretion as an employer, supplier, purchaser and local government.

DESERT WATER





# Policy Directive 4

*Keep water and tax rates affordable. When advantageous, seek external funding for conservation, planning, new projects and/or facility improvements.*

Requirements that add significant operational costs should be resisted. DWA should remain competitive for grant awards to minimize the cost to its customers and taxpayers.

DESERT WATER





# Policy Directive 5 *STATE*

*Oppose a state water “tax” or “fee” and monitor ways in which the state will address water affordability.*

DWA should be vigilant against efforts to add state taxes or fees onto its bills. DWA supports low-income rate assistance if funded sustainably by the state.

DESERT WATER





# Policy Directive 6 *STATE*

*Engage with the Department of Water Resources and State Water Resources Control Board to ensure Urban Water Use Efficiency Legislation is implemented in a way that accounts for local circumstances.*

DWA would like to see the SWRCB implement the 2018 WUE legislation without additional burdens or hardships to agencies and to account for DWA's local conditions.

DESERT WATER





# Policy Directive 7 *FEDERAL*

*Support federal legislation to exempt conservation rebates issued by water districts from tax burdens.*

DWA would like to see conservation incentives achieve the same federal tax exempt status that energy saving incentives already enjoy.

DESERT WATER





A photograph of a large, empty, curved wooden lecture hall. The seats are arranged in a semi-circular pattern, facing towards the left side of the frame. Each seat has a wooden desk attached to its front. The wood is a warm, light brown color. The lighting is soft and even. The overall atmosphere is quiet and formal.

Questions?



**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST ADOPTION OF RESOLUTION NO. 1314 TO ENACT A  
POLICY ON NON-BILLING DISPUTES AND APPEALS**

Desert Water Agency has a formal policy and procedures dedicated to resolving billing disputes that ensure compliance with legal requirements. Under existing policies, and per California law, the Board of Directors must review customer appeals on billing.

After a staff dispute review process, the full Board of Directors reviews appeals related to billing or termination of water service, as outlined within Resolution No. 1224.

The Agency regularly receives customer and public complaints and disputes regarding issues not related to billing that do not fall under the umbrella of existing policies or procedures and have not been handled uniformly.

Ordinance No. 72 currently prescribes that customers issued a water waste citation may go to the Agency's Executive Committee, which will make the final determination on those penalties. Other non-billing disputes, such as those related to water conservation programs, have historically engaged relevant committees to guide staff.

To create a more transparent and consistent process for non-billing dispute resolution, Staff drafted a Non-Billing Disputes and Appeals policy.

Fiscal Impact:  
None.

Legal Review:  
Legal Counsel has reviewed the attached policy and resolution.

Recommendation:  
Staff recommends that the Board of Directors adopt Resolution No. 1314 to enact a Policy on Non-Billing Disputes and Appeals.

Attachments:  
Attachment #1 – Policy on Non-Billing Disputes and Appeals  
Attachment #2 – Resolution No. 1314



DESERT WATER AGENCY

## **Non-billing Dispute/Appeals Policy**

Proposed for Adoption January 16, 2024

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## Background

Desert Water Agency has a formal policy and procedures dedicated to resolving billing disputes that ensure compliance with legal requirements. Under existing policies, and per California law, the Board of Directors must review customer appeals on billing.

The Agency receives customer and public complaints and disputes regarding issues not related to billing or citations that do not fall under the umbrella of existing policies or procedures and have not been handled uniformly.

## Purpose

The purpose of this policy is to:

- Have a transparent path for the public to have issues reviewed and resolved
- Clarify the roles of staff and Board in the process
- Provide procedural guidance to staff for the handling of disputes not related to billing
- Maximize consistency and uniformity in handling disputes and appeals

## Policy

### 1. Application of Policy.

This Policy on Non-billing Dispute/Appeals (this “Policy”) shall apply to all members of the public.

### 2. Contact Information.

For questions or assistance Agency staff can be reached at (760) 323-4971. Customers may also visit the Agency in person Monday through Friday, from 8:00 a.m. to 5:00 p.m., except on Agency holidays, which are listed at [www.dwa.org](http://www.dwa.org). For emergency contact outside of business hours, customers can call 760-323-4971 and dial “9”.

### 3. Procedures to Contest or Appeal a DWA Staff Determination

#### 3.1 Time to Initiate Complaint or Request an Investigation.

A customer may initiate a complaint or request an investigation within ten business days of a non-billing staff determination. Customers may proceed with the complaint or investigation request by submitting a written request online via webform, via email, at the Agency offices or via United States mail. At this phase, it is considered a customer dispute.

#### 3.2 Review by Agency.

A timely complaint or request for investigation submitted by a customer shall be reviewed by a manager at the Agency, who shall provide a written determination of the complaint or investigation to the customer.

### 3.3 Appeal to Board of Directors.

Any customer who is not satisfied with the outcome of the dispute determination may, within ten business days, appeal the matter to the Board of Directors. This appeal must be sent to the attention of the Agency Secretary in a written request submitted online via webform, via email, at the Agency offices or via United States mail. Upon receiving the notice of appeal, the Agency Secretary will set the matter to be heard at an upcoming Board meeting and mail the customer written notice of the time and place of the hearing at least ten business days before the meeting. The decision of the Board shall be final.



**RESOLUTION NO. 1314**

**RESOLUTION OF THE BOARD OF DIRECTORS OF DESERT WATER AGENCY  
ADOPTING A NON-BILLING DISPUTE AND APPEAL POLICY**

**WHEREAS**, Desert Water Agency was created by an act of the California Legislature in 1961 codified as Chapter 100 of the California Water Code Appendix, identified therein as the “Desert Water Agency Law”; and

**WHEREAS**, Desert Water Agency staff from time to time render decisions or determinations that affect members of the public; and

**WHEREAS**, customers of the Agency have a clearly defined path to resolve billing disputes; and

**WHEREAS**, the Board of Directors wishes to provide accountability to members of the public on all matters; and

**WHEREAS**, the Board of Directors seeks to establish a transparent and consistent path to resolving customer concerns;

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of Desert Water Agency hereby adopts the Non-billing Dispute and Appeals Policy, attached hereto as Attachment “A.”

**ADOPTED** this 16th day of January, 2024.

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President of the Board of Directors

ATTEST:

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Secretary of the Board of Directors

**STAFF REPORT  
TO  
DESERT WATER AGENCY  
BOARD OF DIRECTORS**

**JANUARY 16, 2024**

**RE: REQUEST ADOPTION OF ORDINANCE NO. 77 TO UPDATE  
APPEALS FOR WATER WASTE CITATIONS UNDER  
REGULATIONS RESTRICTING THE USE OF WATER DURING  
THREATENED OR EXISTING WATER SHORTAGE CONDITIONS**

Ordinance No. 72 currently prescribes that customers issued a water waste citation may go to the Agency's Executive Committee, which will make the final determination on those penalties.

The Agency regularly receives customer and public complaints and disputes regarding issues not related to billing that do not fall under the umbrella of existing policies or procedures and have not been handled uniformly.

Staff drafted a policy to create a more transparent and consistent process for dispute resolution.

Because appeals for water waste citations are enumerated in Ordinance No. 72, an Ordinance is necessary to amend section 8.6 "Hearing and Appeal" of Ordinance No. 72 Establishing A Water Shortage Contingency Plan Including Regulations Restricting The Use Of Water During Threatened Or Existing Water Shortage Conditions. Ordinance No. 77 will supersede Ordinance No. 72.

If adopted, Ordinance No. 77 will be published in a newspaper of general circulation within the Agency within ten days after adoption.

Fiscal Impact:  
None.

Legal Review:  
Legal Counsel has reviewed the attached policy and Ordinance.

Recommendation:  
Staff recommends that the Board of Directors adopt Ordinance No. 77 to update the Agency's water use restrictions.

Attachments:  
Attachment #1 – Ordinance No. 77

## **ORDINANCE NO. 77**

### **AN ORDINANCE OF DESERT WATER AGENCY ESTABLISHING A WATER SHORTAGE CONTINGENCY PLAN INCLUDING REGULATIONS RESTRICTING THE USE OF WATER DURING THREATENED OR EXISTING WATER SHORTAGE CONDITIONS**

WHEREAS, Desert Water Agency (hereinafter “Agency”) is a public agency organized under the Desert Water Agency Law, California Water Code Appendix Section 100-1 et seq., to provide water service among other purposes to water users within the boundaries of the Agency; and

WHEREAS, the Agency is authorized by Water Code Appendix Section 100-15 (13) to restrict the use of Agency water during an emergency caused by a drought, or other threatened or existing water shortage, and during such periods to prohibit the waste or the use of Agency water for any purpose other than household uses or such other restricted uses as may be determined by the Agency to be necessary; and

WHEREAS, the Agency is further authorized by Water Code Sections 375-377 to adopt water conservation programs; and

WHEREAS, after the historic 2012-2016 drought, the California Legislature enacted several laws in 2018 to advance long-term water use efficiency as a way to demonstrate conservation as a way of life; and

WHEREAS, urban water suppliers are required to prepare, adopt and submit to the California Department of Water Resources a Water Shortage Contingency Plan and conduct a Drought Risk Assessment every five years; and

WHEREAS, the Agency has adopted a Water Shortage Contingency Plan that meets requirements set forth in the regulations adopted by the Department of Water Resources and State Water Resources Control Board in implementation of long-term water-use efficiency, and which will provide a framework for managing supplies in shortage conditions; and

WHEREAS, the Agency finds and determines that the adoption of the Water Shortage Contingency Plan set forth herein is necessary to (1) comply with State mandates, (2) protect the health, safety and welfare of the inhabitants of the Agency, (3) assure the maximum beneficial use of the water supplies within the Agency, and (4) ensure that there will be sufficient water supplies to meet the basic needs of human consumption, sanitation and fire protection; and

WHEREAS, the Agency plans to handle disputes and appeals transparently and consistently;

NOW, THEREFORE, BE IT ORDAINED by the Board of Directors of Desert Water Agency as follows:

#### Section 1: DEFINITIONS.

- 1.1 “Agency” means Desert Water Agency.
- 1.2 “Board” means the Board of Directors of Desert Water Agency.
- 1.3 “General Manager” means the General Manager of Desert Water Agency.
- 1.4 “Measurable rainfall” means rainfall of 1/10 inch or more during any 24-hour period.
- 1.5 “Waste” means any unreasonable or non-beneficial use of water, or any unreasonable method of use of water, including, but not limited to, the specific uses prohibited and restricted by this Ordinance as hereinafter set forth.
- 1.6 “Water user” means any person, firm, partnership, association, corporation or political entity using water obtained from the water system of Desert Water Agency.

1.7 “Water” means water supplied by Desert Water Agency.

Section 2: NOTICED PUBLIC HEARING PRIOR TO MANDATORY CONSERVATION, LEVELS 2 THROUGH 6.

Except when an emergency is caused by the breakage or failure of Agency infrastructure or by a malevolent act, a noticed public hearing shall be conducted prior to the adoption of Level 2, 3, 4, 5 or 6 of the Water Shortage Contingency Plan as set forth in Sections 3.2, 3.3, 3.4 and 3.5 below. Notice of the time and place of hearing shall be published at least seven days prior to the date of hearing in a newspaper printed, published, and circulated within the area in which the water supply is distributed, or if there is no such newspaper, in any newspaper printed, published and circulated in the County of Riverside.

Section 3: WATER CONSERVATION PLAN LEVELS.

3.1 Level No. 1: Normal Conditions

Level 1 shall apply whenever normal conditions are in effect. Normal conditions shall be in effect when the Agency is able to meet all the water demands of its customers in the immediate future, and when the State Water Resources Control Board or other regulatory body has not imposed restrictions on the use of water within the Agency. During normal conditions, all water users must continue to use water wisely. The waste or unreasonable use of water is prohibited.

(1) Water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or parking structures is prohibited.

(2) Using any water in a fountain or other decorative water feature is prohibited, unless the water recirculates.

(3) Applying water to driveways, sidewalks, concrete or asphalt is prohibited unless to address immediate health and safety needs. Reasonable pressure washer or water broom use is permitted.

(4) Spray irrigation of outdoor landscapes during and within 48 hours after rainfall of 0.10 inches is prohibited.

(5) Using a hose to wash a vehicle, windows, or solar panels is prohibited unless an automatic shut-off nozzle or pressure washer is used.

(6) Broken sprinklers shall be repaired within five business days of notification by the Agency, and leaks shall be repaired as soon as practical.

(7) Hotels will provide guests the option of choosing not to have towels and linens laundered daily.

(8) Draining and refilling of private swimming pools is discouraged, unless necessary for health and safety or repairs.

(9) The Agency will discourage overseeding.

(10) The Agency will provide rebates for landscape efficiency.

(11) The Agency will provide rebates on indoor water use efficiency.

(12) The Agency will offer water use surveys/audits.

3.2 Level 2: Alert

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within the Agency that warrant the restrictions set forth herein, or in the event of a threatened or existing water supply shortage that could prevent the Agency from meeting the water demands of its water users, the Board shall conduct

a public hearing to consider declaring a Level 2 Alert, during which water users shall have the opportunity to present their protests and respective needs to the Board. Upon such declaration the following restrictions shall take effect immediately, in addition to those specified in Section 3.1:

- (1) Outdoor water use is prohibited during daylight hours for spray irrigation except for leak checks or with an Agency-approved conservation alternative plan.
- (2) Restaurants and other eating establishments shall not provide drinking water to patrons, except upon request.
- (3) The Agency will discourage overseeding.
- (4) The Agency will expand its public information campaign.
- (5) The Agency will increase water waste patrols.
- (6) The Agency will reduce hydrant and dead-end line flushing.

### 3.3 Level 3: Warning

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within the Agency that warrant the restrictions set forth herein, or in the event that a water shortage condition in fact will prevent the Agency from meeting the demands of its water users, following a public hearing as set forth in Section 3.2, during which water users shall have the opportunity to present protests and their respective needs to the Board, the Board may declare that a Level 3 Warning condition exists. Upon such declaration, the following water conservation measures shall apply in addition to those set forth in Sections 3.1 and 3.2:

- (1) Outdoor water use is allowed only three days a week for spray irrigation (Monday, Wednesday and Friday).
- (2) Drip or subterranean irrigation is allowed seven days a week, during non-daylight hours.
- (3) Commercial nurseries are to use water only on alternate days during non-daylight hours for outside operations.
- (4) Decorative ponds, non-irrigation system golf course water hazards, fountains, and other waterscape features are not to be filled or replenished.
- (5) No filling of swimming pools or landscaping ponds unless necessary for health and safety or leak repair.
- (6) Commercial car washes must use recycled water or a recirculating water systems.
- (7) Spray irrigation of medians and parkways is prohibited.
- (8) The Agency will encourage counties, cities, Homeowners Associations (HOAs) and other entities to suspend code enforcement and fines for brown turfgrass areas.
- (9) The Agency will strengthen customer billing messages with the use of comparisons.
- (10) The Agency will implement water use audits targeted to key customers to ensure compliance with directives.
- (11) The Agency will expand rebate programs.

### 3.4 Level 4: Critical

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within the Agency that warrant the restrictions set forth herein, or in the event that a water shortage condition requires a significant reduction in water use, following a public hearing as set forth in Section 3.2, during which water users shall have the opportunity to present protests and their respective needs to the Board, the Board may declare that a Level 4 Emergency condition exists. Upon such declaration, the following water conservation measures shall apply in addition to those set forth in Sections 3.1, 3.2 and 3.3:

- (1) Turfgrass landscapes may not be watered except with subterranean irrigation or recycled water.
- (2) No new turfgrass landscaping shall be installed.

- (3) The Agency shall consider implementing its drought rate surcharge.
- (4) The agency will expand its public information campaign.

### 3.5 Level No. 5: Urgent

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within the Agency that warrant the restrictions set forth herein, or in the event that a water shortage condition requires a significant reduction in water use, following a public hearing as set forth in Section 3.2, during which water users shall have the opportunity to present protests and their respective needs to the Board, the Board may declare that a Level 5 Emergency condition exists. Upon such declaration, the following water conservation measures shall apply in addition to those set forth in Sections 3.1, 3.2, 3.3 and 3.4:

- (1) Watering turfgrass is prohibited.
- (2) The use of misting systems is prohibited.
- (3) Turfgrass at parks and school grounds may water with recycled water or not at all.
- (4) Golf course greens and tees may be watered no more than two times per week during non-daylight hours with recycled water or not at all.
- (5) Trees, desert plants and shrubs may be watered only with drip, subterranean or non-adjustable bubbler irrigation systems during non-daylight hours.
- (6) Outdoor water use for grading or development is prohibited.
- (7) The Agency will impose a moratorium or net zero demand on new connections.
- (8) The Agency will not issue new construction meters, and service through construction meters will not be available.

### 3.6 Level No. 6 – Emergency Rationing

When the State Water Resources Control Board or other regulatory body has imposed restrictions on the use of water within the Agency that warrant the restrictions set forth herein, or in the event that a water shortage condition requires a significant reduction in water use, following a public hearing as set forth in Section 3.2, during which water users shall have the opportunity to present protests and their respective needs to the Board, the Board may declare that a Level 6 Emergency condition exists. Upon such declaration, the following water conservation measures shall apply in addition to those set forth in Sections 3.1, 3.2, 3.3, 3.4 and 3.5:

- (1) The Agency will implement mandatory rationing.
- (2) Outdoor water use is prohibited.
- (3) Restaurants must use disposable cups, plates, and utensils.
- (4) Commercial nurseries shall discontinue all watering and irrigation.
- (5) Watering of livestock is permitted as necessary.

In addition, as set forth in Water Code Sections 350 et seq., the Board may consider adoption of a resolution or ordinance that allocates water deliveries among the Agency's water users, and that imposes penalties for consumption in excess of the allocated amounts. The resolution or ordinance may also, or instead, impose a limit on new water service connections. Violation of the provisions of such resolution or ordinance shall be deemed a violation of this Ordinance, and shall be subject to the enforcement provisions set forth herein.

## Section 4: MODIFICATION OF WATER CONSERVATION MEASURES.

The specific requirements of each mandatory conservation Level identified in this Ordinance shall be effective upon adoption by the Board following a public hearing; provided that the Board may modify or amend such requirements at the time of adoption upon a showing of the need for such modification or amendment.

## Section 5: IMPLEMENTATION AND TERMINATION OF MANDATORY COMPLIANCE LEVELS.

The General Manager of the Agency shall monitor the supply and demand for water on a regular basis to determine the level of conservation required by the implementation or termination of the Water Shortage Contingency Plan Levels set forth in this Ordinance, and shall notify the Board of the necessity for the implementation or termination



of each Level. Each declaration of the Board implementing a Water Shortage Contingency Plan Level shall be published at least once in a newspaper of general circulation, and shall remain in effect until the Board otherwise declares, as provided herein.

Section 6:           EXCEPTIONS.

The General Manager of the Agency is hereby authorized to allow exceptions from the application of any provision of this Ordinance, due to exceptional circumstances, if the General Manager determines that the application of a provision would either: (a) cause an unnecessary and undue hardship to the water user or to the public; or (b) jeopardize the health, sanitation, fire protection or safety of the water user or of the public. Such exceptions may be granted only upon application therefor. Upon granting any such exception, the General Manager may impose any conditions the General Manager determines to be appropriate in the circumstance.

Section 7:           CRIMINAL PROCEEDINGS FOR VIOLATION.

The Board hereby determines that, pursuant to Water Code Section 377, it shall be a misdemeanor for any water user to use or apply water contrary to or in violation of any mandatory restriction or requirement established by this Ordinance and, upon conviction thereof, that water user shall be punished by imprisonment in the County jail for not more than 30 days or by a fine of not more than \$1,000, or by both such fine and imprisonment.

Section 8:           CIVIL PENALTIES AND ENFORCEMENT.

In addition to criminal penalties, violators of the mandatory provisions of this Ordinance shall be subject to civil penalties and enforcement action by the Agency staff, as follows:

8.1       First Violation.

For a first violation, the Agency staff may serve a written complaint to impose civil penalties to the water user or account holder who is violating the provisions of this Ordinance or violating the water use restrictions imposed by the State Water Resources Control Board. Upon receipt of the complaint for civil penalty, the water user or account holder shall have seven days to request, in writing, a hearing. If no hearing is requested or at the hearing it is determined that the water user or account holder has committed a violation, a civil penalty of \$50 for a first violation at a single family residence and \$100 for a first violation at a multi-family residential, commercial or institutional establishment may be levied.

8.2       Second Violation.

For a second violation of this Ordinance or water use restrictions imposed by the State Water Resources Control Board within any 12-month period, the Agency staff may serve a written complaint to impose civil penalties on the water user or account holder with written notice thereof, and the water user or account holder shall have the same period of time set forth in Section 8.1 to request a hearing. For a second violation within any 12-month period the civil penalty shall be \$100 at a single family residence and \$200 at a multi-family residential, commercial or institutional establishment.

8.3       Third Violation.

For a third violation of this Ordinance and for each subsequent violation within any 12-month period, the water user or account holder shall be subject to civil penalties and shall have the same opportunity to request a hearing in the manner set forth in Section 8.1. For a third and each subsequent violation within any 12-month period, the civil penalty shall be \$250 at a single family residence and \$500 at a multi-family residential, commercial or institutional establishment.

8.4       Collection of Civil Penalties.

Civil penalties may be billed to the violating water user by separate invoice, or may be added to the water user's invoice for water service as a separately itemized charge as determined by Agency staff. Civil penalties that are not paid may become a lien on the affected property in a manner provided by law to secure payment for water service. In addition, the Agency staff shall be authorized to discontinue water service for any violation of this Ordinance and for failure to pay a civil penalty within the period of time provided by the Agency staff for payment of invoices for water service. In the

event that service is terminated, such service shall remain terminated for a period of at least 48 hours, unless such period is extended by action of the Board of Directors. A charge shall be imposed for reconnection and restoration of service in the amount normally charged by the Agency for restoration of service. Such restoration of service shall not be made until the General Manager has determined that the water user has provided adequate assurances that future violations of this Ordinance by such water user will not occur.

8.5      Service of Complaint.

The complaint for civil penalties may be served personally, by mail or by affixing a copy of the complaint to the front entry of the property. The complaint shall contain, in addition to the facts of the violation, a statement of the possible civil penalties for the violation and a statement informing the water user of his or her right to a hearing.

8.6      Hearing and Appeal.

All customers who wish to dispute a water waste citation may do so in accordance with the Agency's adopted Non-billing Dispute and Appeal Policy.

Section 9:      CUMULATIVE REMEDIES.

The remedies for violations set forth in this Ordinance shall be cumulative to any other remedies available to the Agency according to law.

Section 10:      SEVERABILITY.

If any section, subsection, sentence, clause or phrase of this Ordinance is for any reason held to be unconstitutional or invalid, such determination shall not affect the validity of the remaining provisions of this Ordinance.

Section 11:      PUBLICATION.

The Secretary of the Board of Directors of the Agency shall attest to the adoption of this Ordinance and shall cause the same to be published in a newspaper of general circulation which is printed, published and circulated in the Agency within ten days after its adoption.

Section 12:      EFFECTIVE DATE.

This Ordinance shall take effect immediately upon adoption and shall supersede the provisions of Ordinance No. 72.

ADOPTED this 16th day of January, 2024.

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Paul Ortega, President

ATTEST:

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Gerald McKenna, Secretary-Treasurer

## GENERAL MANAGER'S REPORT JANUARY 16, 2024

### **Tyler Technologies Enterprise ERP Status Update**

On June 7, 2022, the Board of Directors authorized Agency Staff to contract with Tyler Technologies for their Enterprise ERP system. This ERP system includes modules for Financials, Human Resources, Payroll, Utility Billing, and Asset Management.

The Tyler Enterprise ERP system will allow the Agency to replace outdated technology, enable effective collaboration, enhance customer service, increase reporting capabilities, automate workflows and provide for a Single Source of Truth for the Agency's data.

In February 2023, implementation began on the Financial modules.

- Accounts Payable
- Accounts Receivable
- Purchasing
- General Ledger
- Project Accounting
- General Billing

The financial modules were implemented over the course of 91 implementation days with the involvement of twelve (12) Agency staff members and five (5) Tyler Implementation Consultants.

Agency staff were trained on the new ERP system over the course of three days in December 2023.

On January 2, 2024, the Agency went 'Live' with the financial modules marking the completion of Phase I of the Tyler Enterprise ERP implementation.

What's Next -

- Phase II, Utility Billing, Human Resources and Payroll modules, will begin February 2024.
- Phase III, Enterprise Asset Management, is anticipated to begin October 2024

### **Transfer Accumulated Unclaimed Money to the Operating Fund**

On November 7, 2023, the Board of Directors authorized staff to transfer unclaimed monies meeting the requirements of Government Code Sections 50050-50056 to the Operating Fund for general use, after appropriate public notice, required waiting period, review and processing of verifiable claims.

The Agency published notice of the unclaimed money on the Agency's website and in The Public Record on November 14 and November 21, 2023.

Claimants were provided until January 2, 2024 (49 days) to submit a claim. No claims were received.

The Agency has transferred \$68,580.70 to the Operating Fund for general use.

### **Desert Water Agency Annual January Employee Awards Breakfast**

Each year Staff gathers to thank employees, share highlights of the past year, and recognize those workers who reached a safety milestone for safe driving and maintaining an accident free, safe work environment. This year's breakfast will be held on January 25<sup>th</sup>.

### **Human Resource's Meetings and Activities**

#### Meetings:

12/19/2023	DWA Board Meeting	DWA Offices
01/02/2024	DWA Board Meeting	DWA Offices

#### Activities:

12/19/2023	Conducted Construction Inspector Interviews	DWA Offices
12/20/2023	ACWA JPIA Webinar: New Laws for 2024	Virtual Meeting
01/03/2024	Conducted New Employee Orientation	DWS Offices
01/10/2024	Met with Trainer to review plans for upcoming supervisor training	Virtual Meeting
01/11/2024	Conducted Engineer Interview	DWA Offices
01/11/2024	DWAEA Negotiation Meeting	DWA Offices

### **Shaded Parking Expansion**

As part of the 2022-2023 Fiscal Budget, new carport shade structures will be installed over the existing twenty parking spots located around the center island in the visitor parking area of the Operations Center. Preparation work, including tree and light fixture removal, commenced January 10, 2024. The carport shade structure installation is expected to begin January 22, 2024, and is expected to take one to two weeks to complete.



# SYSTEM LEAK DATA 2023

Dec 26, 2023 - Jan 8, 2024

Street Name	Number of Leaks	Pipe Diameter (inches)	Install Date	Material	Coatling/Linning	Planned Replacement
LOUELLA RD	3	6"	1955	Steel - SP	UL	2021/2022
AVENIDA CABALLEROS	3	14"	1953	Steel - SP	UL	2020/2021
CALLE MARCUS	3	4"	1945	Steel - SP	UL	
LUGO DR	2	6"	1954	Steel - SP	UL	W2024
ANDREAS RD	2	6"	1958	Steel - SP	UL	2021/2022
SAN LUCAS RD	2	4"	1948	Steel - SP	UL	
CALLE ROCA, CALLE CHIA	2	4"	1954	Steel - SP	UL	
FRANCIS DR	2	8"	1957	Steel - SP	UL	
PALM CANYON DR E	2	6"	1955	Steel - SP	UL	
PARK DR	2	4"	1946	Steel - SP	UL	
VISTA CHINO	1	20"	1949	Steel - SP	UL	2022/2023
ARABY DR	1	8"	1955	Steel - SP	UL	
PALISADES DR	1	4"	1958	Steel - SP	UL	
THORNHILL RD	1	6"	1955	Steel - SP	UL	
CAMINO REAL	1	4"	1948	Steel - SP	UL	
JOYCE DR	1	6"	1958	Steel - SP	UL	
COMPADRE RD	1	6"	1958	Steel - SP	UL	
RAMON RD	1	12"	1956	Steel - SP	UL	
Total Leaks In System						
31						

Planned Replacement

- 2020/2021
- 2021/2022
- 2022/2023
- Winter 2024

SYSTEM INFORAMTION

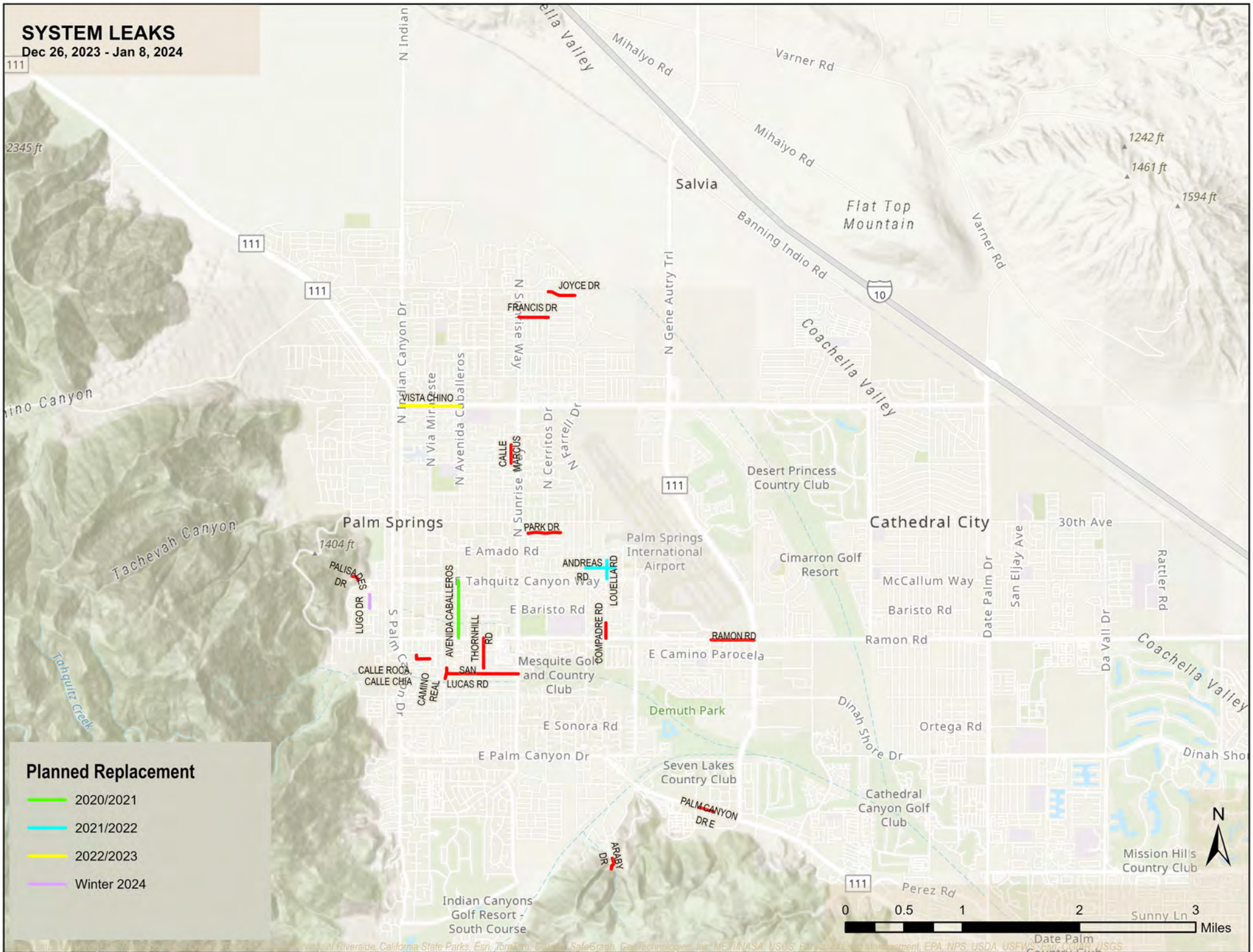
Oldest Pipe in the System (Year of Installation): 1935, 89 years old  
Average Year of Installation of Unlined Steel Pipe (Systemwide): 1954, 70 years old  
**Total Length of Unlined Pipe Systemwide (Linear Feet): 262,196 ft**  
\*Average Length of Pipe Replaced Annually (Linear Feet): 15,000 ft  
**\*Projected Time Frame for 100% Replacement of Unlined Steel Pipe: 16 years**  
Year Agency Transitioned to Cement Lined Steel Pipe: 1960

\*Please note this figure represents the average linear footage of pipeline replaced annually given an average annual budget of \$3 million



# SYSTEM LEAKS

Dec 26, 2023 - Jan 8, 2024



## Planned Replacement

- 2020/2021
- 2021/2022
- 2022/2023
- Winter 2024





## **General Manager's Meetings and Activities**

### Meetings:

01/03/24	Technology Transformation Committee Meeting	DWA
01/04/24	Class 8 SWP Water Management Meeting	Conf Call
01/04/24	SWC Dry Year Transfer Program (Krause)	Conf Call
01/08/24	DWA Department Heads Meeting	DWA
01/08/24	Tribal Mediation Small Group Meeting	Conf Call
01/09/24	Agency Tour Prep Meeting (Johnson)	DWA
01/10/24	Palm Springs Visitor Center Discussion	Conf Call
01/11/24	Executive Committee Meeting (Johnson)	DWA
01/11/24	Legislative Ad Hoc Committee Meeting (Johnson)	DWA
01/11/24	Engineer Interview (Johnson)	DWA
01/11/24	DWAEA Negotiation Meeting (Johnson)	DWA
01/16/24	DWA Bi-Monthly Board Meeting	DWA

### Activities:

- 1) DWA Surface Water Rights
- 2) Water Supply Planning – DWA Area of Benefit
- 3) Sites Reservoir Finance
- 4) DCP Financing
- 5) Lake Perris Seepage Recovery Project Financing
- 6) Recycled Water Supply - Strategic Planning
- 7) AQMD Rule 1196
- 8) DWA Organizational Restructuring
- 9) DWA Tax Rate Analysis
- 10) DWA Remote Meter Reading Fixed Network
- 11) Whitewater River Surface Water Recharge
- 12) Replacement Pipelines Projects
- 13) DC Project – Finance JPA Committee (Standing)
- 14) DWA/CVWD/MWD Operations Coordination (Standing)
- 15) DWA/CVWD/MWD Exchange Agreement Coordination Committee (Standing)
- 16) ACBCI Water Rights Lawsuit
- 17) Whitewater Hydro Operations Coordination with Recharge Basin O&M
- 18) Whitewater Spreading Basins – BLM Permits
- 19) Delta Conveyance Project Cost Allocation
- 20) MCSB Delivery Updates
- 21) SWP East Branch Enlargement Cost Allocation
- 22) RWQCB Update to the SNMP