## DESERT WATER AGENCY DECEMBER 17, 2024



## BOARD OF DIRECTORS REGULAR MEETING AGENDA

## 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: 833 2141 6242 Passcode: 683622 or Via Computer:

https://dwa-org.zoom.us/j/83321416242?pwd=XOSGNVaEYsVb1GD5KOpf0KnPxBCvkm.1

Meeting ID: 833 2141 6242

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 <a href="mailto:sbaca@dwa.org">sbaca@dwa.org</a> 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: 833 2141 6242 código de acceso: 683622 o a través de la computadora:

https://dwa-org.zoom.us/j/83321416242?pwd=XOSGNVaEYsVb1GD5KOpf0KnPxBCvkm.1

ID de reunión: 833 2141 6242

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 <a href="mailto:sbaca@dwa.org">sbaca@dwa.org</a> 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 ORTEGA

2. PLEDGE OF ALLEGIANCE ORTEGA

3. ROLL CALL BACA

- 4. 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.
- 5. 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.

DWA Board Agenda December 17, 2024 Page 2 of 2

- 6. 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 December 3, 2024 Regular Board Meeting
  - B. Receive and File Minutes of the December 11, 2024 Public Affairs & Conservation Committee Meeting
  - C. Receive and File Minutes of the December 12, 2024 Executive Board Meeting
  - D. Receive and File November 2024 Public Affairs & Conservation Activities & Events
  - E. Request Approval Contract Extension with Reeb Government Relations, LLC
  - F. Request Board Authorization for General Manager to Submit a Cost Share Letter to the United States Bureau of Reclamation for the WaterSMART Grants: Water and Energy Efficiency Grant.

## 7. ACTION ITEM(S):

A. Request Adoption of Resolution No. 1341 Granting Retirement Status to Eddie Gonzalez

**JOHNSON** 

B. Request Board Action on Customer Appeal-Steve Remball

TATE

C. Request Adoption of the Desert Water Agency Legislative & Policy Platform for 2025-2026

LLORT

### 8. GENERAL MANAGER'S REPORT

**JOHNSON** 

- 9. DIRECTORS REPORTS ON MEETINGS/EVENTS ATTENDED ON BEHALF OF THE AGENCY
- 10. DIRECTORS COMMENTS/REQUESTS
- 11. CLOSED SESSION
  - A. CONFERENCE WITH LEGAL COUNSEL EXISTING LITIGATION

Pursuant to Government Code Section 54956.9 (d) (1)

Name of Case: PacBell vs. County of Riverside

B. 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

C. CONFERENCE WITH LEGAL COUNSEL - EXISITING LITIGATION

Pursuant to Government Code Section 54956.9 (a)

Desert Water Agency Employees Association v. Desert Water Agency

PERB Case No. LA-CE-1727-M

### 12. RECONVENE INTO OPEN SESSION – REPORT FROM CLOSED SESSION

### 13. 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 and at the Agency's office located at 1200 South Gene Autry Trail, Palm Springs, CA.

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

6-A

**December 3, 2024** 

Board: Paul Ortega, President

Jeff Bowman, Vice President Kristin Bloomer, Director

Gerald McKenna, Secretary-Treasurer

Steve Grasha, Director

DWA Staff: Steve Johnson, General Manager

David Tate, Assistant General Manager

Esther Saenz, Finance Director

Victoria Llort, Public Affairs & Conservation Director

Kris Hopping, Human Resource Director Sylvia Baca, Asst. Secretary of the Board Jamie Hoffman, Senior Admin. Assistant

Consultants via

Mike Riddell, Best Best & Krieger

Teleconference:

Consultants: Roger Martinez, Vasquez + Company LLP

Emer Fabro, Vasquez + Company LLP

Public: Greg Morrison, National Water Resources Association

President Ortega opened the meeting at 8:00 a.m. and asked Pledge of Allegiance Director Grasha to lead the Pledge of Allegiance.

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

Present: Grasha, Bloomer, McKenna, Bowman, Ortega

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.

Public Affairs & Conservation Director Llort noted Greg Morrison, Executive Vice President of the National Water Resources Association is in attendance at today's meeting, at which time he will give a brief presentation on NWRA and its efforts.

**Presentation:** Greg Morrison -Executive Vice President of the National Water Resources Association

President Ortega called for approval of the Consent Calendar. Approval of the He noted that Consent Calendar Items 7-A through 7-D 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.

- Consent Calendar A. Approve Minutes of
- the 11/19/24 Regular Board Meeting B. Receive & File
  - Memo on the 11/21/24 SWC's Mtg.
  - C. Receive & File Minutes of the 11/26/24 Exec. Comm. Mtg.
  - D. Receive & File the Water Use Reduction Figures for October 2024
- A. Approve Minutes of the November 19, 2024 Regular Board Meeting
- B. Receive and File Memo on the November 21, 2024 State Water Contractors' Meeting
- C. Receive and File Minutes of the November 26, 2024 Executive Committee Meeting
- D. Receive and File the Water Use Reduction Figures for October 2024

Director Grasha moved for approval of Consent Calendar Items 7-A through 7-D. 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

1) Financial Position, 2) Audit Opinion,

Finance Director Saenz presented the staff report.

Mrs. Saenz noted Roger Martinez of Vasquez + Company LLP is in attendance at today's meeting, at which time he will present their report on the Audit of Desert Water Agency's financial activities for Fiscal Year 2023-2024.

Vasquez + Company, LLP provided a report on the following:

3) Required Auditor

Staff recommends the Board of Directors accept the Vasquez + Company LLP Annual Audit for 2023-2024 Fiscal Year.

Communications, 4) Audit Adjustments, and 5) Significant Estimates.

**Action Items:** 8-A - Request Acceptance of Vasquez + Company, LLP Annual Audit Report for 2023-2024

Vice President Bowman made a motion to approve the 2023- Action Items: 2024 Vasquez + Company LLC Annual Audit Report. After a second by Secretary-Treasurer McKenna, the motion carried by the following roll call Acceptance of Vasquez vote:

(Cont.) 8-A-Request+ Company, LLP Annual Audit Report for 2023-2024

AYES: Grasha, Bloomer, McKenna, Bowman, Ortega

NOES: None ABSENT: None ABSTAIN: None

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

General Manager's Report

Director Bloomer noted her attendance at the November 26 Executive Committee meeting, the December 2 Strategic Planning meeting, and the December 3 JPIA Board meeting.

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

Vice President Bowman noted his attendance at the November 26 DWA Executive Committee meeting.

President Ortega noted his attendance at the December 3 Cyber Security training.

Secretary-Treasurer McKenna touched on climate change and Directors sustainability. He continued his stance on the Agency's General plan and adoption process.

Comments/Requests

At 9:05 a.m., President Ortega convened into Closed Session for Closed Session: the purpose of Conference with Legal Counsel, (A) Conference with Legal Counsel, Existing Litigation, Pursuant to Government Code Section 54956.9 (d) (1), PacBell vs. County of Riverside; and (B) Conference with Legal B. Existing Litigation -Counsel, Existing Litigation, Pursuant to Government Code Section 54956.9 al. 2 Cases (d) (1), Agua Caliente Band of Cahuilla Indians vs. Coachella Valley Water District, et al Two Cases.

A. Existing Litigation -PacBell vs. County of Riverside ACBCI vs. CVWD, et

At 9:56 a.m., President Ortega reconvened the meeting into Reconvene open session and announced there was no reportable action.

In the absence of any further business, President Ortega Adjournment adjourned the meeting at 9:57 a.m.

Sylvia Baca, MMC Assistant Secretary of the Board

## Minutes Public Affairs & Conservation Committee

December 11, 2024

Directors Present: Paul Ortega, Steve Grasha

Staff Present: Steve Johnson, David Tate, Victoria Llort, Clark Elliott

Ernye Valenciano, Xochitl Pena, Garrett Nelson,

Priscila Ramirez

1. Call to Order

2. Public Comments - None

## 3. <u>Discussion Items</u>

## A. Water Waste Update

Conservation Manager Elliott provided an overview of the Water Waste Report process, including information of number of reports, results, average completion time and fines. Public Affairs & Conservation Director Llort expressed her desire to motivate DWA employees to actively report any incidents of water waste they come across. Discussion ensued on how to enhance outreach efforts and create a campaign that would effectively improve contact information for reporting purposes. Public Affairs Manager Pena shared how to communicate about water waste through presentations on KESQ, bill inserts and various advertisements. Chair Ortega proposed the idea of increasing fines as a means to grab the attention of customers and discourage water waste.

### B. Conservation Programs

Conservation Manager Elliott provided an overview of the various Incentive programs along with the corresponding number of applications and the allocated budget. Conservation Specialist Valenciano explained the details of the water walkthrough audit process and reported on the total number of water walkthrough meetings conducted during the current fiscal year of 2024-2025. The Committee discussed the potential partnership or tie into other conservation initiatives and how the Agency can recognize successful grass removal projects that help enhance the beauty of the community and conserve water with an Award Program.

## C. Urban Water Use Objective Update

Staff provided an update on the draft Urban Water Use Objective regulations. It was emphasized that in the next fiscal year's budgeting process, careful consideration will be given to both implementation and communication costs associated with these regulations. It was noted the Conservation team continues to meet with Management to discuss the implementation of Making Conservation a California Way of Life. Conservation Manager Elliott presented a comprehensive timeline outlining the various stages of implementation for the upcoming years. Chair Ortega expressed the need to showcase this timeline during an upcoming Board Meeting to ensure that everyone gains a better understanding of the initiative.

## D. CIMIS Station Update

The Committee and Staff discussed the California Irrigation Management Information System (CIMIS). Victoria discussed a small cost share with MSWD.MSWD is seeing if they can have a station at Mission Lakes Country Club; however, there is uncertainty about whether that will come to fruition. Additionally, the DWA staff is currently exploring grant opportunities, such as the USBR WaterSMART Applied Science Grant, to develop a conservation data package.

## E. Update on Turf Removal Program Budget & City Partnership

Conservation Manager Elliott provided an update on the Turf Removal Program Budget & City Partnership, noting that the program currently has \$ 15,574 in funds to allocate towards projects. To ensure sufficient funds, our staff will collaborate with the Accounting/Finance department for potential additional funding.

## F. Sponsorships/Donations

Public Affairs Manager Pena reviewed upcoming events (Staff presentations, water donations, etc.).

## G. Advertising

Public Affairs Manager Pena provided an overview of the following Ads:

- Digital Ads in social media September 2024 June 2025
- Palm Springs Post December 2024 April 2025
- Valpak Ad December 2024 April 2025
- PSHS Athletic poster/calendar Springs sports

Director Grasha suggested that we should promote on the Cathedral City High School as well.

## H. Update on Brand Refresh

Public Affairs & Conservation Director Llort provided an update on the two logo options for the upcoming brand refresh. This important matter will be discussed during an upcoming Board Meeting in January.

## I. Tours

During the meeting, the Committee announced that the Spring Tour will be discontinued. Instead, the fall tour will be transformed into an Annual Tour. The focus now will be on promoting this new Annual Tour to ensure that everyone is aware of the change. Additionally, Public Affairs & Conservation Director Llort provided updates on other upcoming tours.

## **Executive Committee Meeting Minutes**

December 12, 2024

Directors Present: Paul Ortega, Jeff Bowman,

Staff Present: Steve Johnson, David Tate, , Victoria Llort, Jamie Hoffman

## 1. Call to Order

2. Public Comments

None

3. <u>Discussion Item</u>

A. Review Agenda for December 17, 2024, Board Meeting
The proposed agenda for the December 17, 2024, meeting was reviewed.

B. <u>Urban Water Institute Board of Directors Appointment</u>

Staff provided the Committee with a letter received from Urban Water Institute informing the Agency of an opportunity to appoint a representative to serve on the UWI Board of Directors. Nominations are due January 31, 2025, and will be voted on at the February 26, 2025, UWI Board meeting in Palm Springs. Interested DWA Board Directors should contact Assistant Board Secretary Baca prior to the deadline.

## 4. Adjourn

## PUBLIC AFFAIRS & CONSERVATION ACTIVITIES NOVEMBER 2024

## **Activities**

activities.

11/5	Xochitl Pena attended the Delta Conveyance Project communications meeting.
11/5 -11/8	Victoria Llort attended the National Water Resources Association (NWRA) 2024 Annual Conference and Leadership Forum.
11/7	Xochitl Pena was on a live segment with KESQ discussing the upcoming CV Water Counts Academy and how residents can apply to take the classes.
11/8	Board members Ortega and Bloomer and Staff (Llort and Saenz) met with the U.S. Bureau of Reclamation to discuss DWA initiatives and projects and various funding opportunities. The meeting took place at the NWRA 2024 Annual Conference and Leadership Forum.
11/12	Public Affairs team attended the ONE-PS meeting and discussed the CV Water Counts Academy.
11/13	Staff attended the Delta Conveyance Project (DCP) Participants meeting.
11/13	Victoria Llort attended the Inland SoCal United Way Executive Committee meeting.
11/13	Victoria Llort attended the ACWA's Bay Delta Working Group meeting.
11/13	Staff attended the CVRWMG Business meeting.
11/14	Xochitl Pena was on a live segment with KESQ discussing the Native Plant Community Celebration, including DWA's participation in the event.
11/14	Victoria Llort attended a community workshop hosted by the Office of Governor Newsom regarding State Board and Commission Appointments.
11/15	Xochitl Pena attended the Leadership Coachella Valley Seminar.
11/16	Staff attended the Native Plant Community Celebration. CV Water Counts had a booth at the event and Conservation Manager, Clark Elliott gave a presentation on water efficiency.
11/19	Clark Elliott attended the Coachella Valley Economic Partnership (CVEP) Economic Summit to talk about strategic planning and business trends in the Coachella Valley on behalf of CV Water Counts.
11/19	Staff attended a CV Water Counts monthly meeting.
11/21	Victoria Llort was on a live segment with KESQ discussing the importance of the State Water Project and why it appears on local property tax bills.
11/22	Victoria attended the Desert Valley Builders Association (DVBA) Golf Tournament. DWA was a hole sponsor and provided items for the goodie bag.
11/25	Victoria Llort met with Mission Springs Water District Assistant General Manager Marion Champion to discuss the CIMIS Station and other conservation related

## <u>Activities</u>

(Cont.	
11/25	Victoria Llort attended the Greater Coachella Valley Chamber of Commerce regional board meeting.
11/27	Nisha Ajmani recorded a radio interview with Joey English on FOG and what not to flush down your pipes.
11/28	DWA sponsored the Palm Springs Turkey Trot by donating 10 cases of canned water and lending five branded water jugs.

## Public Information Releases/eBlasts/Customer Notifications

- 11/1 Nextdoor Service Line Replacements in Demuth Park neighborhood
- 11/4 Nextdoor Traffic alert! DWA crews will be working near 369 N. Palm Canyon Drive
- 11/6 Latest News (DWA website) Applications Now Open for CV Water Counts Academy
- 11/8 Nextdoor Traffic alert! DWA construction on N. Gene Autry Trail, near the Palm Springs Air Museum
- 11/13 Latest News (DWA website) Community Event Highlights Desert Gardening Tips and Techniques
- 11/19 Latest News (DWA website) Desert Water Agency Continues Commitment to Critical Water Supply Project
- 11/19 Press Release Desert Water Agency Continues Commitment to Critical Water Supply Project

## **Upcoming Events**

12/20 JFS of the Desert Let's Do Lunch (Cathedral City Senior Center)

12/21 PSUSD Community Giving Day

12/31 Art in the Park in the DARK at Demuth Park

1/2 – 1/13 Palm Springs International Film Festival

1/21 Palm Springs Unified School District Science & Engineering Fair

1/25 Palm Springs Health Run

1/28 CV Water Counts Academy

1/31 Inland SoCal United Way Annual Golf Classic

## **Conservation Programs**

## **Grass Removal:**

- 13 Inspections
- 15 Projects Pre-Approved
- 9 Projects Given Final Approval

## **Devices:**

- 11 Washing Machine Rebates Requested
- 5 Washing Machine Rebates Approved
- 5 Smart Controller Rebates Requested
- 20 Smart Controller Rebates Approved
- 1500 Nozzles Requested for Rebate
- 333 Nozzles Approved for Rebate
- O Toilet rebates requested (commercial)
- O Toilet rebates approved (commercial)
- 8 Toilet rebates requested (residential)
- 3 Toilet rebates approved (residential)

## **Water Waste:**

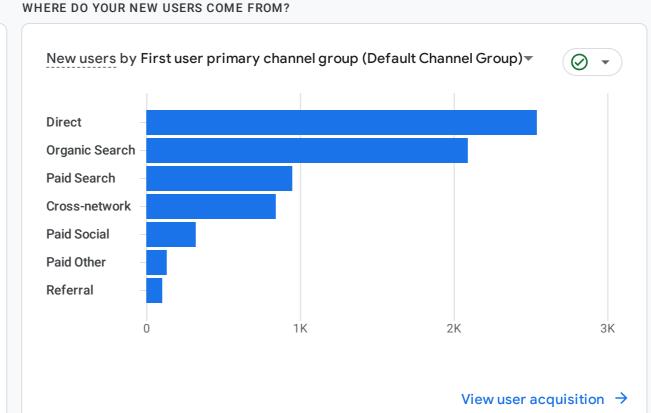
- 54 Total Complaints Submitted
- 20 Contacts with Customer
- 6 Site Inspections Scheduled

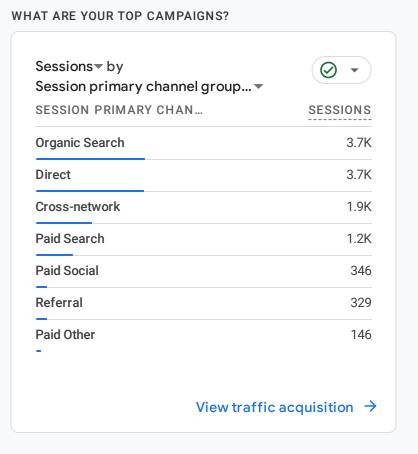
Add comparison +

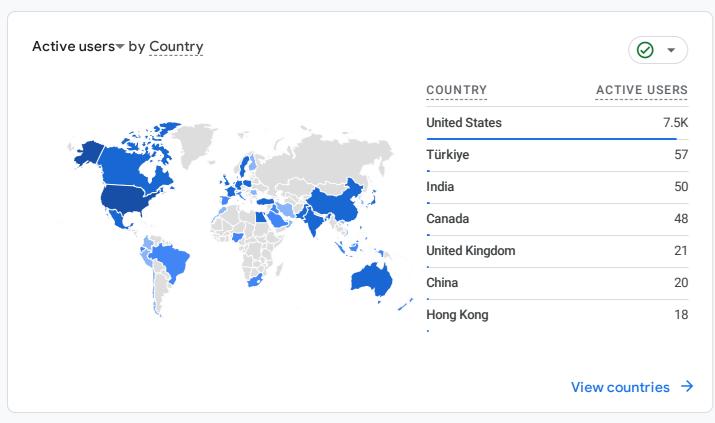
## Reports snapshot

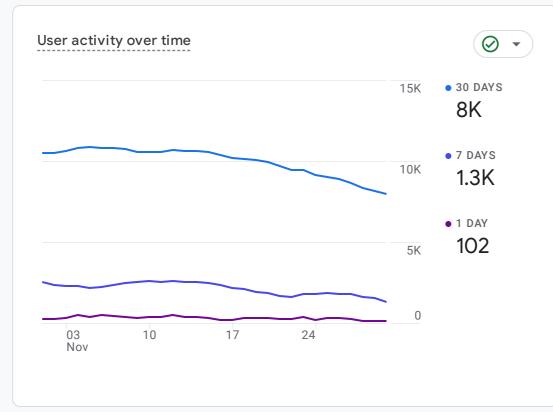
All Users

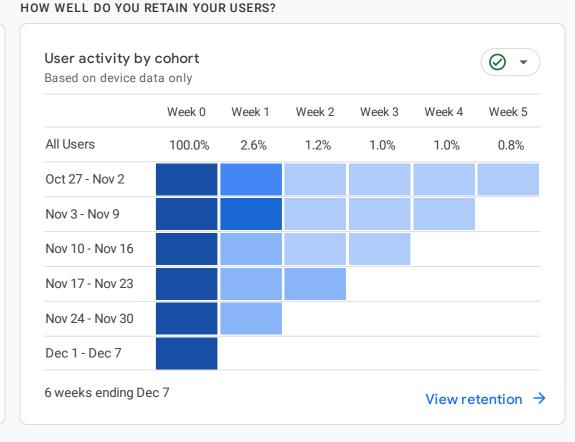


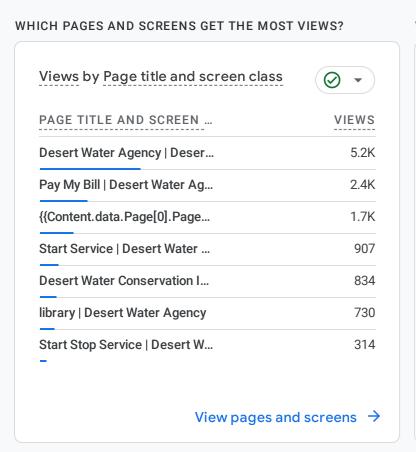


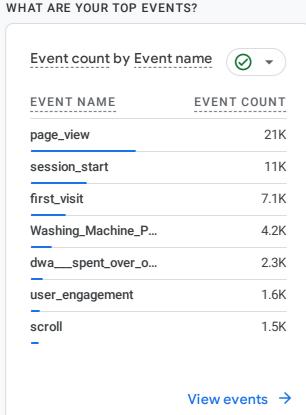


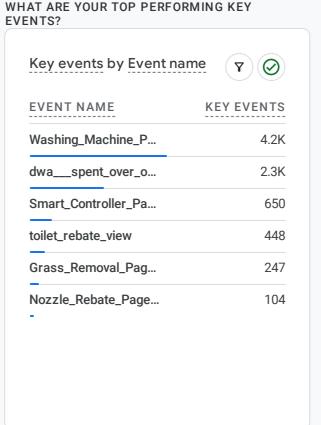




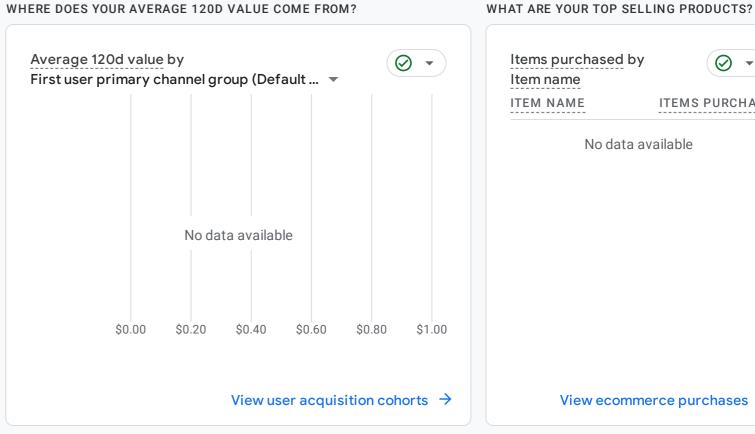


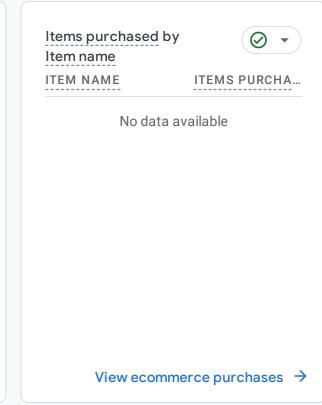




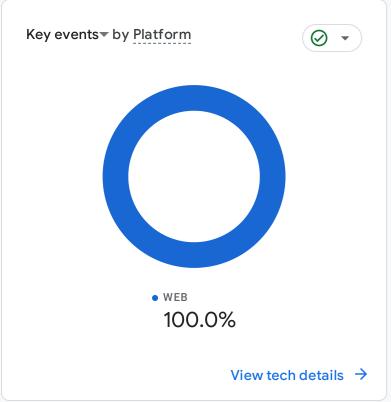


**HOW ARE ACTIVE USERS TRENDING?** 





## HOW DOES ACTIVITY ON YOUR PLATFORMS COMPARE?





# DWA Digital Marketing Report Digital Ad Campaign Performance

Nov 1 - 30, 2024

Casey Dolan



## **Google Ads Campaigns**





649.87K

3,823



## **Google Ad Campaigns**

DWA

Campaign name	Impr.	Clicks	CTR
DWA Incentives - Performance Max	466,849	3,614	0.77%
DWA Toilet Rebates Display November 2024	82,235	100	0.12%
DWA Smart Controller Rebates Display November 2024	80,060	86	0.11%
DWA Washing Machine Rebates Display November 2024	20,729	23	0.11%
	649,873	3,823	0.59%



## **Performance Max Asset Group Breakdown**

DWA

Asset group	Impr.	Clicks	CTR
Washing Machines	425,063	3,216	0.76%
DWA Performance Max - Toilet	41,786	398	0.95%
	466,849	3,614	0.77%

For Performance Max campaigns, "clicks" refers to clicks to the website along with other engaging interactions such as expanding an ad, watching a video, etc.

## **Display Campaign performance**

Desert Water Agency

Campaign	Impr.	Reach	Clicks	CTR	Link Clicks
DWA Smart Controller Rebates 11-24	32,042	11,086	320	1%	263
DWA Washing Machine Rebates 11-24	27,745	8,580	315	1.14%	236
DWA Toilet Rebates 11-24	21,404	7,328	263	1.23%	186
	81,191	20,907	898	1.11%	685



## **Google Clicks and Impressions by City**

DWA

City	Clicks	Impr.
Palm Springs	3,820	648,532
Cathedral City	3	1,341
	3,823	649,873



## **Display Placement - Top 20 Websites (impressions)**

DWA

Placement	Impr.	Interactions	Interaction Rate
foxnews.com	29,525	37	0.13%
weather.com	14,870	29	0.2%
aol.com	6,505	1	0.02%
dailymail.co.uk	6,297	1	0.02%
latimes.com	6,215	3	0.05%
	162,460	210	0.13%

Placement	Impr.	Interactions	Interaction Rate
sfgate.com	5,241	1	0.02%
accuweather.com	5,210	4	0.08%
1-486154808	4,350	6	0.14%
yahoo.com	3,826	2	0.05%
1-367623543	3,478	5	0.14%
cnn.com	3,313	8	0.24%
2-com.particlenews.newsbreak	2,482	6	0.24%
huffpost.com	2,389	1	0.04%
smartnews.com	2,273	0	0%
wunderground.com	1,819	1	0.05%
foxbusiness.com	1,512	1	0.07%
spokesman.com	1,423	0	0%
sfchronicle.com	1,414	1	0.07%
ktla.com	1,296	2	0.15%
1-373238146	1,267	3	0.24%
	162,460	210	0.13%

1-486154808 = Weather Underground app

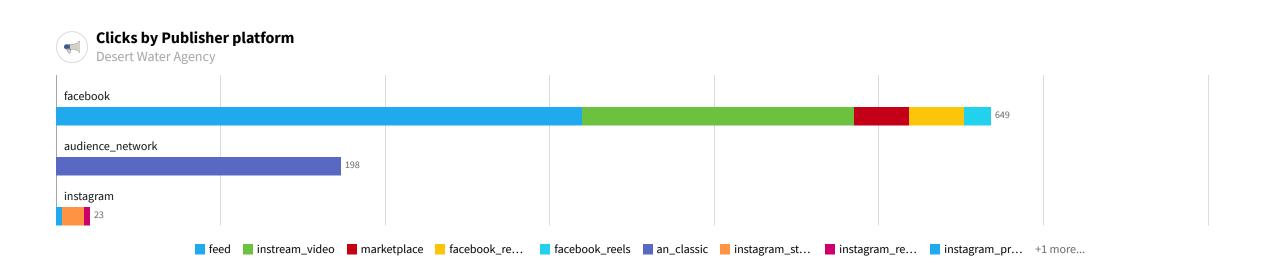
1-367623543 = Fox News app

1-373238146 = LA Times e-newspaper

## **Meta Ad Campaigns**

## Campaign performance Desert Water Agency

Campaign	Impr.	Reach	Clicks	CTR	Link Clicks
DWA Smart Controller Rebates 11-24	32,042	11,086	320	1%	263
DWA Washing Machine Rebates 11-24	27,745	8,580	315	1.14%	236
DWA Toilet Rebates 11-24	21,404	7,328	263	1.23%	186
	81.191	20.907	898	1.11%	685

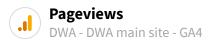




## **Website Analytics**







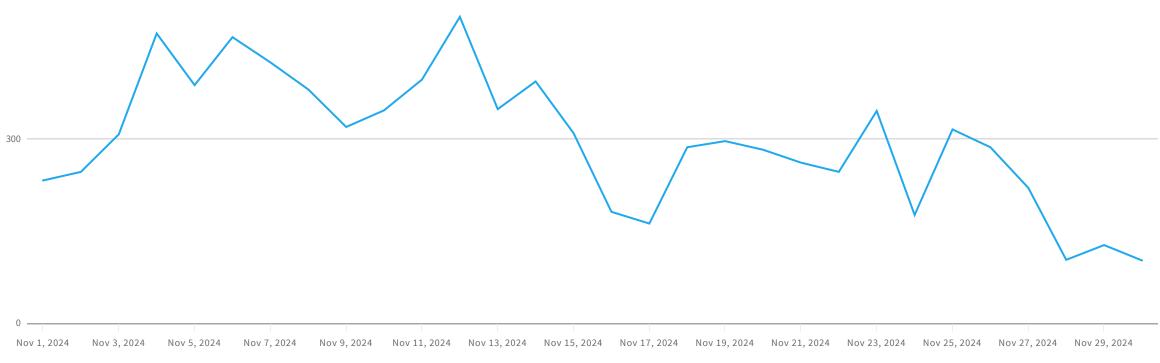
7,952

11,499

21,450



DW/ DW/ main site of



Users

## Page path performance DWA - DWA main site - GA4

Page path	Users	Views	Sessions per User	Engaged sessions
	3,293	6,137	1.42	2,733
/rebate/washing_machines/	1,726	3,462	1.54	2,592
/customer-service/my-account/pay-my-bill/	1,574	2,419	1.28	1,387
/about-us/employment/career-opportunities/	373	730	1.69	402
/rebate/controllers	307	374	1.13	338
/rebate/residential_toilet	280	334	1.14	307
/customer-service/my-account/start-stop-service/	246	314	1.11	256
/rebate/grass_removal	183	243	1.27	224
/rebate/controllers/	149	276	1.5	219
/customer-service/my-account/update-your-contact-information/	209	312	1.04	205
	7,952	21,450	1.45	7,183

## Users by City DWA - DWA main site - GA4

CityUsersLos Angeles2,091Palm Springs1,449Cathedral City356Indio267Boardman210San Diego184

7,952

City	Users
Riverside	157
Columbus	136
Desert Hot Springs	114







Nov 11

Nov 6

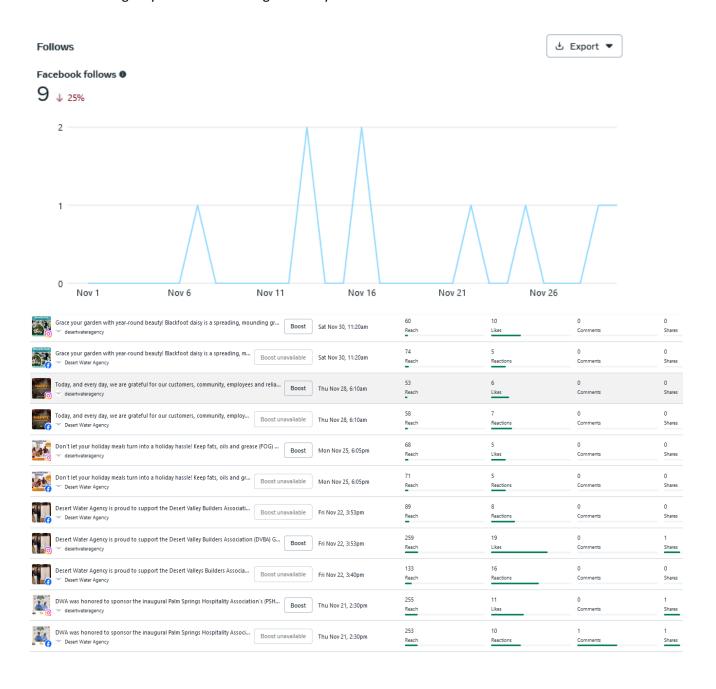
Nov 16

Nov 21

Nov 26

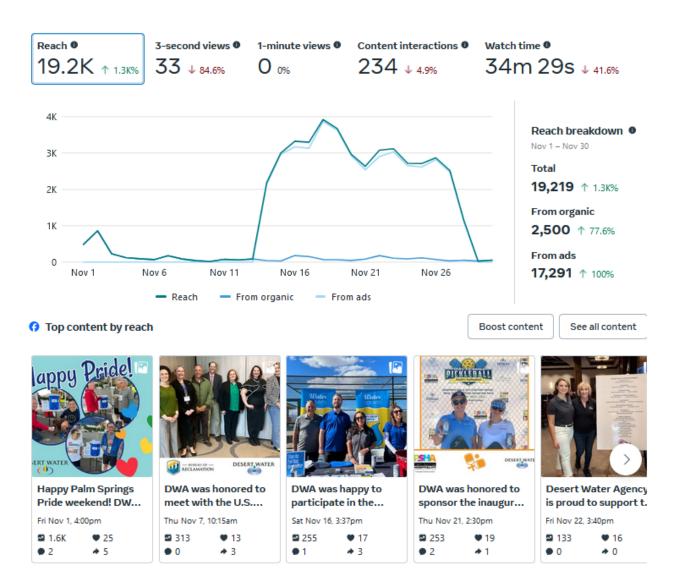
Nov 1

## Desert Water Agency Facebook & Instagram Analytics November 2024



## Desert Water Agency Facebook & Instagram Analytics November 2024

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The DWA Board of Directors voted to continue funding the Delta Conveyance For desertwateragency	Project du Boost	Tue Nov 19, 7:00pm	236 Reach	Likes	0 Comments	Shares
The DWA Board of Directors voted to continue funding the Delta Conveyanc  — Desert Water Agency	Boost unavailable	Tue Nov 19, 7:00pm	62 Reach	8 Reactions	0 Comments	0 Shares
Throughout the year, and during National Native American Heritage Month, jo	in us in h Boost	Mon Nov 18, 3:25pm	78 Reach	12 Likes	0 Comments	0 Shares
Throughout the year, and during National Native American Heritage Month,  Desert Water Agency	Boost unavailable	Mon Nov 18, 3:25pm	56 Reach	6 Reactions	0 Comments	0 Shares
DWA was happy to participate in the Native Plant Community Celebration ea  — Desert Water Agency	Boost unavailable	Sat Nov 16, 3:37pm	255 Reach	10 Reactions	0 Comments	3 Shares
DWA was happy to participate in the Native Plant Community Celebration earlied deserwateragency	er today a Boost	Sat Nov 16, 3:37pm	333 Reach	27 Likes	0 Comments	2 Shares
This post has no text  Desert Water Agency	Boost unavailable	Wed Nov 13, 8:36am		1 Reactions	**	0 Shares
@desertwildlifecenter  @ desertwateragency	Boost unavailable	Wed Nov 13, 8:36am	114 Reach	4 Likes		0 Shares
Desert Water Agency is proud to sponsor the Desert Horticultural Society's Nat	ive Plant Boost	Wed Nov 13, 8:30am	281 Reach	15 Likes	0 Comments	3 Shares
Desert Water Agency is proud to sponsor the Desert Horticultural Society of  Desert Water Agency	Boost unavailable	Wed Nov 13, 8:29am	123 Reach	6 Reactions	0 Comments	3 Shares
Traffic alerti DWA construction will take place on Wednesday, Nov. 13, on N. Go	ene Autry Boost	Tue Nov 12, 5:15pm	124 Reach	5 Likes	0 Comments	1 Shares
Traffic alert! DWA construction will take place on Wednesday, Nov. 13, on N  — Desert Water Agency	Boost unavailable	Tue Nov 12, 5:15pm	92 Reach	4 Reactions	0 Comments	0 Shares
In honor and recognition of Veterans Day, Desert Water Agency is closed on M	onday, N Boost	Mon Nov 11, 6:30am	78 Reach	10 Likes	0 Comments	0 Shares
in honor and recognition of Veterans Day, Desert Water Agency is closed on	Boost unavailable	Mon Nov 11, 6:30am	75 Reach	7 Reactions	0 Comments	0 Shares
DWA was honored to meet with the U.S. Bureau of Reclamation (USBR) today in the Company of the C	n Albuqu Boost	Thu Nov 7, 10:15am	298 Reach	21 Likes	0 Comments	2 Shares
DWA was honored to meet with the U.S. Bureau of Reclamation (USBR) toda  — Desert Water Agency	Boost unavailable	Thu Nov 7, 10:15am	313 Reach	9 Reactions	0 Comments	3 Shares
California needs innovative solutions that address our need for a sustainable v	vater sup Boost	Wed Nov 6, 4:30pm	101 Reach	11 Likes	0 Comments	0 Shares
California needs innovative solutions that address our need for a sustainabl  Desert Water Agency	Boost unavailable	Wed Nov 6, 4:30pm	55 Reach	5 Reactions	0 Comments	0 Shares
Traffic alert! On Tuesday, Nov. 5, DWA crews will be working near 369 N. Palm C	Canyon Dr Boost	Mon Nov 4, 4:56pm	107 Reach	8 Likes	0 Comments	0 Shares
Traffic alert! On Tuesday, Nov. 5, DWA crews will be working near 369 N. Pal  Desert Water Agency	Boost unavailable	Mon Nov 4, 4:53pm	103 Reach	5 Reactions	0 Comments	0 Shares
Remember to set your clocks back one hour tonight! The time change is also a desertwateragency	great rem Boost	Sat Nov 2, 2:25pm	82 Reach	6 Likes	0 Comments	0 Shares
Remember to set your clocks back one hour tonight! The time change is also  — Desert Water Agency	Boost unavailable	Sat Nov 2, 2:25pm	81 Reach	4 Reactions	0 Comments	0 Shares
Happy Palm Springs Pride weekend! DWA is proud to sponsor the Pride Sk Rui	n and Wal Boost	Fri Nov 1, 4:00pm	154 Reach	16 Likes	0 Comments	2 Shares
Happy Palm Springs Pride weekend! DWA is proud to sponsor the Pride 5k R  — Desert Water Agency	Boost unavailable	Fri Nov 1, 4:00pm	1.6K Reach	10 Reactions	2 Comments	5 Shares





### **Desert Water Agency**

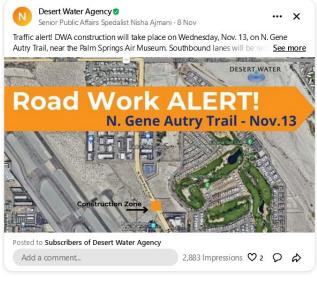
1200 S Gene Autry Trl, Palm Springs

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...

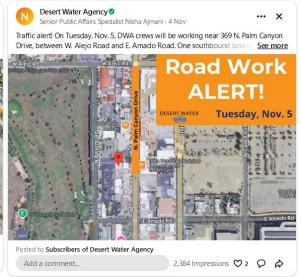


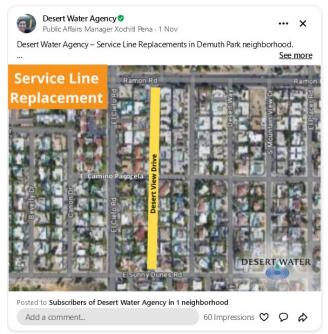
## Desert Water Agency

45,723 members 28,845 claimed households 146 neighborhoods <u>Invite</u>



nextdoor







## STAFF REPORT

## **December 17, 2024**

RE: Request Approval of Contract Extension with Reeb Government Relations, LLC

## **BACKGROUND**

Since December of 2004, Desert Water Agency has maintained a Legislative Representation Contract with Robert J. Reeb, of Reeb Government Relations, LLC. That contract has been renewed every two years since that time to ensure Desert Water Agency's interests are effectively represented in Sacramento.

Attached for your review is a copy of the proposed contract renewal that will extend the Reeb Government Relations contract term through December 31, 2026. The proposed contract does not increase the Agency's cost for these services, nor does it include any changes in scope from the contract approved in 2020.

## **PRIOR ACTION**

N/A

## FISCAL IMPACT

Finance Director Saenz has reviewed this staff report. The two-year (2025-2026) contract total is \$192,000. The contract amount for the first half of calendar year 2025 is budgeted in the Fiscal Year 2024-2025 budget. If approved, the remainder of the contract will be obligated in future budgets.

## LEGAL REVIEW

Legal Counsel has reviewed this contract.

## **RECOMMENDATION**

Staff recommends that the Board of Directors authorize the General Manager to execute the proposed contract with Reeb Government Relations, LLC, extending services to Desert Water Agency through December 31, 2026.

## **ATTACHMENTS**

Reeb Government Relations, LLC Contract 2025-2026 and Appendix A, Scope of Services.

## **LOBBYING FIRM RETENTION CONTRACT**

The following constitutes a lobbying firm retention contract between **REEB GOVERNMENT RELATIONS, LLC** ("RGR" hereinafter), or its legal successor in interest, and **DESERT WATER AGENCY** ("DWA" hereinafter), or its legal successor in interest.

- 1. SERVICES TO BE PERFORMED— DWA engages the services of RGR as an independent contractor. RGR will provide advice and representation on behalf of DWA on California legislative and regulatory matters. Such services shall include:
  - A. Representation in the State Capitol and with the Executive Branch in regard to the 2025-26 Regular Session of the California Legislature.
  - B. Research and analysis of state legislative and regulatory issues and related initiatives; drafting legislation and amendments thereto relating to such issues.
  - C. Legislative reporting services as may be required by DWA.
  - D. Participation and attendance at DWA meetings to discuss current events, tasks under the scope of work and other business related to the governmental relations program. Attendance and participation at other meetings, upon request by DWA, including, but not limited to, meetings related to issues management and formation of lobbying coalitions.

RGR will work under the direction of the General Manager or designated staff member and will coordinate services to be performed with same.

- 2. TERMS OF PAYMENT— DWA will pay RGR, according to terms and conditions set forth herein, a fee of ONE HUNDRED NINETY-TWO THOUSAND AND NO/100 DOLLARS (\$192,000.00) for the period of January 1, 2025, through December 31, 2026. This amount shall be paid in twenty-four (24) equal installments of EIGHT THOUSAND AND NO/100 DOLLARS (\$8,000.00) due on the first (1st) of each month from January 2025 through December 2026, inclusive. Payment shall cover all time expended by RGR personnel unless otherwise agreed to by RGR and DWA.
  - A. Invoices shall be submitted monthly by RGR for payment by DWA. Payment is past due the next business day following the fifteenth of the month. If DWA has any valid reason for disputing any portion of an invoice, DWA will so notify RGR within seven (7) calendar days of receipt of invoice, and if no such notification is given, the invoice shall be deemed valid. The portion of RGR's invoice that is not in dispute shall be paid in accordance with the procedures set forth herein.
  - B. DWA shall reimburse RGR all costs incurred in connection with the services rendered. Reimbursable costs shall include travel costs and other costs approved by the steering committee. Travel costs are defined as air travel, lodging, meals and incidentals, ground transportation, and all costs associated with travel. All travel expenses must receive DWA's prior approval. RGR shall provide to DWA substantiation of reimbursable costs incurred.
  - C. A finance charge of 1.5% per month on the unpaid amount of an invoice will be charged on past due accounts. Payments by DWA will thereafter be applied first to accrued interest and then to the principal unpaid balance. Any attorney fees, court costs, or other costs incurred in collection of delinquent accounts shall be paid by DWA. If payment of invoices is not current, RGR may suspend performing further work.
- 3. INDEPENDENT CONTRACTOR—It is understood that RGR will function as an independent contractor and will hold itself out as such and will be without authority to obligate DWA for indebtedness, contracts, or other legal obligations.
- 4. POLITICAL REFORM ACT—RGR will be solely responsible for its filing and reporting obligations pursuant to the Political Reform Act of 1974, as it may be amended from time to time. DWA will be solely responsible for its filing and reporting obligations pursuant to the Political Reform Act of 1974, as it may be amended from time to time.

Desert Water Agency Lobbying Firm Retention Contract Page 2 of 3

- 5. GOVERNING LAW This agreement shall be governed by and construed pursuant to the laws of the State of California.
- 6. ENTIRE AGREEMENT This is the entire agreement of the parties and no other representations, promises or agreements, oral or otherwise, shall be of any force or effect. This agreement may be supplemented, amended or revised only in writing by agreement of the parties.
- 7. TERM OF CONTRACT—The engagement shall be subject to review at any mutually agreed upon time. Either party may terminate this engagement without cause by giving written notice at least sixty (60) days prior to the date of termination. DWA's obligation to pay any further monthly installments shall cease upon the date of the termination and DWA shall have no further monetary obligation to RGR as of that date of termination. The effective date of this agreement is January 1, 2025, and it shall terminate on December 31, 2026.

## **DESERT WATER AGENCY**

P. O. Box 1710 Palm Springs CA 92263-1710 REEB GOVERNMENT RELATIONS, LLC 1415 L Street, Suite 870 Sacramento CA 95814

By:	Steve L. Johnson	By:	Robert J. Reeb
	General Manager		Managing Officer

Date: Date:

### APPENDIX A — SCOPE OF SERVICES

This is an appendix attached to, and made part of, the Professional Services Agreement effective January 1, 2025 ("Agreement") between DESERT WATER AGENCY ("DWA or Agency") and REEB GOVERNMENT RELATIONS, LLC ("RGR"), for the provision of professional services ("Services").

## Section 1 – Scope of Work

In accordance with all terms and conditions of this Agreement, RGR shall continue to provide the following services to the Agency:

- Identify and track all legislation potentially affecting the public water sector and/or Agency operations and services, specifically including, but not limited to water quality, water conveyance and delivery, water rights, groundwater, recycled water, public governance and records, hydroelectric power generation, and rate-setting and cost of service.
- Prepare and present reports to the Agency's Board of Directors, including but not limited to: (1) a report summarizing relevant proposed legislation and providing recommended positions for the Board's consideration; and (2) an annual state legislative report summarizing the results of the legislation tracked during the legislative session.
- Arrange for and attend meetings between DWA representatives and members of the state Legislature and executive branch; including meetings with the elected members and with staff and committee staff, as appropriate.
- Provide briefings for key legislators and executive branch personnel, including DWA's personnel and members of DWA's Board of Directors, as requested by the Agency.
- Provide ongoing written and oral reports to DWA legislative staff and management while the Legislature is in session regarding the status of relevant legislation, and solicit appropriate information from DWA staff to facilitate lobbying efforts.
- Timely respond to DWA's inquiries for information on the status of legislation and provide professional advice on governmental relations and lobbying efforts.
- Develop and advocate for proposed amendments to legislation to promote the Agency's interests, in collaboration with DWA legislative staff.
- Assist with preparing, reviewing and providing comments on Support or Opposition Letters in coordination with DWA staff.
- Prepare and provide testimony before the Legislature on bills or informational committee hearings, as requested by DWA staff.
- Contact and coordinate with key interest groups, stakeholders, and political leaders; building coalition of support groups; attending issue meetings at DWA's request. Attend and partici-

pate in monthly Association of California Water Agency (ACWA), California Special Districts Association (CSDA) and WateReuse Association (WRA) legislative committee meetings and conference calls. Review and analyze legislation, including amendments, to be discussed for impacts to the Agency.

- Inform DWA staff on relevant actions or proposed actions of the Administration, including the Governor, Governor's office and state departments and administrative agencies (such as the State Water Resources Control Board).
- Provide introductions and networking opportunities in Sacramento for DWA legislative staff, DWA management staff and the board of directors. Seek the inclusion of Agency staff and directors on expert panels or before relevant Assembly and Senate policy and fiscal committees.
- Research and provide written and oral information to DWA on matters which include but are not limited to: (a) Proposed State laws and regulations that may affect DWA's interests; (b) Reports on and testimony from, legislative and administration hearings; (c) The development and progress of State issues potentially affecting specified DWA interests; (d) State agency and department regulations, guidelines, directives, and other instruments of administrative policy; and (e) Technical reports and memoranda or policy documents relevant to DWA's operations and fiscal conditions.



## STAFF REPORT

## **December 17, 2024**

RE: Request Board Authorization for General Manager to Submit a Cost Share Letter to the United States Bureau of Reclamation for the Watersmart Grants: Water and Energy Efficiency Grant

## **BACKGROUND**

On February 6, 2024, Desert Water Agency (DWA) staff informed the Board of Directors of its intention to collaborate with other Coachella Valley Regional Water Management Group (CVRWMG) Agencies on submission of a regional grant application for the United States Bureau of Reclamation (USBR) Fiscal Year 2024 and Fiscal Year 2025 WaterSMART Grants: Water and Energy Efficiency Grant (WEEG) program and of the required 50% cost share match under the grant program.

On February 21, 2024, Coachella Valley Water District (CVWD) submitted a grant application on behalf of Coachella Water Authority, DWA, Indio Water Authority, and Mission Springs Water District (collectively Agencies) to the USBR WaterSMART Grants: WEEG program. In August 2024, the USBR awarded CVWD with \$5,000,000 to the Coachella Valley Regional Conservation and Incentive Program, Inoperable Valve Replacement Project, and Meter Replacement Project (Project).

DWA's portion of the grant award is \$1,640,000 for the Grass Removal Incentive Program and \$52,500 for the High Efficiency Washing Machine Incentive program, for a total award of \$1,692,500. The period of the grant is three years from the date of award.

On December 6, 2024, Agencies were notified that USBR requested all project partners to provide a letter of commitment to show they will be providing cash as a match for the WEEG grant. DWA is required to provide cost share in the amount of \$1,692,500 over the three-year period of the grant award. Annually, the required cost share breakdown would be \$546,667 for grass removal incentives and \$17,500 for high efficiency washing machine incentives. The anticipated timeframe for the grant period is December 31, 2024, through December 31, 2027.

DWA intends to use budgeted funds to meet the cost share requirements for the grant. In addition, DWA will continue to seek non-Federal grant funding opportunities to help offset the cost of these incentive programs. Any non-Federal grant funding received could be used toward the cost share requirement under the WEEG grant.

## PRIOR ACTION

N/A

## FISCAL IMPACT

The total fiscal impact will \$1,692,500 (\$564,167 annually, for a three-year period). In the past few years, DWA budgets have included an average of \$1 million annually for grass removal and \$40,000 annually for high efficiency washing machine incentives which would cover this cost share requirement. Finance Director Saenz has reviewed this report.

## **LEGAL REVIEW**

N/A

## RECOMMENDATION

Staff recommends that the Board of Directors authorize the General Manager to submit a cost share letter to the United States Bureau of Reclamation for the WaterSMART Grants: Water and Energy Efficiency Grant

## **ATTACHMENTS**

Attachment #1 - Draft Cost Share Letter to USBR for WaterSMART: WEEG Grant

Paul Ortega, President (Division 4)

Jeff Bowman, Vice President (Division 3)

Gerald McKenna, Secretary-Treasurer (Division 2)

Kristin Bloomer, Director (Division 5)

Steve Grasha, Director (Division 1)



Steve L. Johnson, General Manager-Chief Engineer

Best, Best & Krieger, General Counsel

Krieger & Stewart, Consulting Engineers

December 17, 2024

Matt Stonebridge
Grants Officer
Financial Assistance Operations Branch
Department of Interior – Bureau of Reclamation
MStonebridge@usbr.gov

Re: Letters of Funding Commitment

Dear Mr. Stonebridge:

On February 21, 2024, Coachella Valley Water District (CVWD) on behalf of the Coachella Water Authority, Desert Water Agency, Indio Water Authority, and Mission Springs Water District jointly applied for the WaterSMART Grants: Water and Energy Efficiency Grants for Fiscal Year 2024 and Fiscal Year 2025. In August 2024, the United States Bureau of Reclamation awarded CVWD \$5,000,000 to the Coachella Valley Regional Conservation and Incentive Program, Inoperable Valve Replacement Project, and Meter Replacement Project (Project).

I am pleased to confirm that Desert Water Agency will be providing the required cost share via our cash funds. Additionally, Desert Water Agency is actively pursuing non-federal grant funding and will inform Reclamation if we are successful in securing any non-federal grant funding.

We are looking forward to working with CVWD in implementing the Project. If you have any questions, please contact me at sjohnson@dwa.org or call me at 760-323-4971.

Sincerely,

Steve Johnson General Manager Desert Water Agency



## **STAFF REPORT**

**December 17, 2024** 

RE: Request Adoption of Resolution No. 1341 Granting Retirement Status to Eddie Gonzalez

## **BACKGROUND**

Attached is a copy of Resolution No. 1341 officially granting retirement status to Facilities & Safety Officer, Eddie Gonzalez.

## **PRIOR ACTION**

N/A

## FISCAL IMPACT

N/A

## **LEGAL REVIEW**

N/A

## **RECOMMENDATION**

Staff recommends the Board adopt Resolution No. 1341 acknowledging Mr. Gonzalez's 16 years of dedicated service to Desert Water Agency.

## **ATTACHMENTS**

Resolution No. 1341

## RESOLUTION NO. 1341 A RESOLUTION OF THE BOARD OF DIRECTORS OF THE DESERT WATER AGENCY GRANTING RETIREMENT STATUS TO EDDIE GONZALEZ

- WHEREAS, Edward "Eddie" Gonzalez, began his service with Desert Water Agency on April 28, 2008, as a Programmer I in the Information Systems Department and was promoted to Facilities & Safety Officer on October 14, 2013, and is concluding his career in that capacity; and
- **WHEREAS**, over his career with the Agency, Eddie has conducted 120 safety meetings, 27 First Aid/CPR/AED classes, and over 1,632 man hours of training; and
- **WHEREAS,** Eddie established and implemented and developed the Agency's Lone Worker Program (SoloProtect System), Crisis Communications Protocols, Situational Awareness Strategies and Response Drills, and Workplace Violence Prevention Plan; and
- **WHEREAS,** Eddie established the annual Confined Space Rescue Joint Training exercises with Desert Water Agency, Palm Springs Fire Department, Palm Springs Mounted Police Rescue, and National Safety Services, Inc.; and
- WHEREAS, Eddie commissioned the design, equipping and purchase of the Agency's first Confined Space Entry / Rescue Trailer, and coordinated and implemented new Bluetooth capable MSA Atmospheric Monitor upgrades throughout confined spaces located within the Agency's work areas; and
- **WHEREAS**, Eddie greatly reduced the number of heat-related injuries to staff by implementing monthly training on heat injury illness prevention and daily distribution of electrolytes during hot months, and introduced the "Cool Shirt" core temperature recovery system to field staff; and
- **WHEREAS**, Eddie implemented safety systems such as dash and rear cameras on all Agency fleet vehicles, the MSA WinGrip Vacuum Anchor Portable Fall Protection System for use on top of Agency reservoirs, and automatic valve turners; and
- **WHEREAS**, Eddie coordinated and supervised the Board Room and Board Conference Room Multimedia Modernization Project; and
- **WHEREAS**, Eddie established the Agency's Communication Screen System for disseminating important information to employees in the employee breakroom and the Construction department; and
- **WHEREAS**, Eddie served as a volunteer member on JPIA's Risk Management Committee from January 2021 to present; and
- **WHEREAS**, the Desert Water Agency is deeply appreciative of the exceptionally fine service that Mr. Gonzalez has provided, and for the labors both seen and unseen on its behalf; and
- **WHEREAS**, Eddie has consistently performed his duties meticulously and with commitment to the highest standards required in conjunction with the responsibilities he fulfilled, and has done so with the Agency and its employees' best interests in mind;
  - NOW, THEREFORE, BE IT RESOLVED by the Desert Water Agency Board of Directors that

## **EDDIE GONZALEZ**

is, with infinite thanks and appreciation for his 16 years of service to the Desert Water Agency, and our community, hereby granted the status of retirement. It is the wish of the Board that Eddie spends countless years enjoying a happy and healthy retirement, for he has earned it.

**ADOPTED** this 17<sup>th</sup> day of December 2024, with retirement effective December 30, 2024.



## STAFF REPORT

## **December 17, 2024**

## **RE: Request Board Action on Customer Appeal - Steve Remball**

## **BACKGROUND**

On December 17, 2019, the Board of Directors adopted Resolution No. 1224 "Policy on Discontinuation of Residential Water Service for Nonpayment", which became effective on February 1, 2020. This resolution was in accordance with Senate Bill 998 that was adopted by the California Legislature in 2018, which imposes new and expanded customer protections regarding discontinuation of residential water service for nonpayment and related matters.

Section 5 of Resolution No. 1224 addresses the procedures to contest or appeal a bill, in particular Section 5.3 (Appeal to Board of Directors).

"Any customer whose timely complaint or request for an investigation pursuant to this Section 5 has resulted in an adverse determination by the Agency may appeal the determination to the Board of Directors by filing a written notice of appeal with the Agency Secretary within ten (10) business days of the Agency's mailing of its determination. 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 (10) days before the meeting. The decision of the Board shall be final."

The appellant, Steve Remball is requesting a new meter be installed at his property and a credit to his October 2024 bill. The 2024 October consumption measured at his property was 179 units. The average October consumption for the property is 39 units. If we use the October average, that will result in a credit of 140 units at a value of \$341.60. To replace the meter will cost \$346.25. The total relief request is \$687.85.

Mr. Remball is requesting relief due to the following:

 Water pressure fluctuations are influencing the meter read, causing leaks on property plumbing and has caused a crack in the concrete that surrounds the meter box.

The following is a staff summary of events regarding the October 2024 bill for this property:

- 1. 10/28 Meter Read Collected.
  - 10/29 Physical re-read collected due to high consumption. Consumption returned to normal at this time.
  - 11/14 Mr. Remball visits DWA office and states that he did not receive his bill, that this was the second time this has happened, both are associated with higher consumption. An Account Clerk asks if he would like to pay the bill and informs him of the total due. Mr. Remball did not appreciate the Clerk only asking about paying the bill, not addressing why he did not receive the bill, and asked to speak with our Accounting Supervisor. After speaking with the Accounting Supervisor, Mr. Remball then met with our Field Services Administrative Assistant to discuss the high consumption. Mr. Remball was not satisfied with the Administrative Assistants' answers, so he then met with our Field Services Supervisor and arranged for a field meeting.
- 2. 11/15 Field Services Supervisor meets with Mr. Remball at his property to check the meter read and shows Mr. Remball the data log readings from the meter which indicate when the increase in consumption occurred. After a brief inspection of the property, the Field Services Supervisor noticed an irrigation valve that appeared to be slowly leaking and the soil around plants in front landscaping showed signs of overwatering. Mr. Remball then points out the crack in the sidewalk around the meter box that DWA has repaired in the past. He states that the pressure from the ground shifting may be the culprit of the high bill. The Field Services Supervisor offers to have someone from our Engineering department contact him to discuss system infrastructure and pressures. (The static water pressure for the area is 55 psi +/- 10 psi).
- 3. 11/18 Mr. Remball files his dispute online. An Engineering Tech calls Mr. Remball and discusses his concerns regarding pressure and past plumbing issues (toilet valve and pool auto fill replaced).
- 4. 11/19 Field Services Supervisor contacts Mr. Remball to arrange for a meter test. Mr. Remball is offered a DWA bench test at the Operations Center or a field test at his property. Mr. Remball selects the field test and schedules the test for noon the next day.
- 5. 11/20 A field test is performed at the property with Mr. Remball present. The meter passes the field test with 100% accuracy with a static pressure reading of 62 psi. After the test, Mr. Remball tells the Agency's Field Services Supervisor that if the meter is slapped on the side, the meter dial moves and demonstrates by slapping the meter. Mr. Remball claimed that pressure issues may be causing inaccuracies with the meter.
- 11/25 Field Services Supervisor emails and mails a dispute denial letter to Mr. Remball.
- 7. 11/26 Mr. Remball files appeal to Board of Directors.

#### **PRIOR ACTION**

N/A

#### **FISCAL IMPACT**

If the Board decides to deny the appeal, there will be no fiscal impact. If the Board decides to grant the appeal, the Agency may credit the account up to \$687.85.

#### **LEGAL REVIEW**

N/A

#### **RECOMMENDATION**

Based on the rereads and meter field test at the property, staff recommends that the Board of Directors deny the appeal of Steve Remball.

#### **ATTACHMENTS**

Attachment #1 – Appeal Form Attachment #2 – Account Records From: <u>Desert Water Agency</u>

To: Appeal

Cc: OutReach; Conservation

Subject: Desert Water Agency - Appeal

**Date:** Tuesday, November 26, 2024 3:19:49 PM

Hello,

We just received this appeal from the website.

Name: Steve Remball

Email:

Phone:

Property Address: Del Mar Way, Palm Springs, CA 92262

Date of decision/bill appealed: 10/28/2024

Why appealing?: The information you state in your answer to my dispute is not true. You have pushed your self serving service dept. on this matter in such a way that it is obviously not a fair, honest and complete investigation as I have had many conversations with the manufacturers employee's who have details not the same as what you state in your answer. I still have a few more agencies to discuss this with but wanted you to know that your quick answer/response proves your inability to respond honestly to my dispute.

What do you want DWA to do?: Credit/discount my bill, Other

Please let us know what you'd like DWA to do.: replace either my register & transmitter & meter (9 years old). Install a different Meter one that can allow me to have an EYE ON what your meter shows as useage. Credit anything over my normal usage for the Month of October.

Thank You!

Paul Orlego, President (Division 4) Jeff Bowman, Vice President (Division 3) Gerald McKenna, Secretary-Treasurer (Division 2) Kristin Bloomer, Director (Division 5) Sleve Grosha, Director (Division 1)



Steve L. Johnson, General Manager-Chief Engineer Best, Best & Krieger, General Counsel Krieger & Stewart, Consulting Engineers

Steve Remball Del Mar Palm Springs, CA 92262 Mailed 4

- Nov
- Nov. 25, 2024

November 25th, 2024

RE: WATER BILL DISPUTE

Del Mar Way

Dear Customer,

Thank you for reaching out to us. We understand your concern about your bill and recent spike in water use.

After multiple meter readings, data logging collection and a field test we find the water meter at your property to be operating correctly and reading accurately. We have reached out to Badger Meters and confirmed that the cracked concrete around your meter box would have no effect on the water meter itself. Therefore, there are no grounds to replace the water meter at your property currently as it is within its 20-year warranty and is in functioning order.

While Desert Water Agency does not typically issue credits for leaks, we have a new program to help eligible low-income customers that have a high water bill due to a leak.

#### Criteria (must meet both):

- 1. Apply and qualify for Desert Water Agency's Help2Others program (Details: www.unitedwayofthedesert.org/help2others).
- 2. Had a recent unusually high bill (water use more than 2.5 times your average for that month) and provide proof of a leak repair, Desert Water Agency will credit your bill for the excess water use. (For example, if you qualify for Help2Others and you get a February bill showing 70 units of water and normally use 10 units in February, you can submit your leak repair receipts/invoices and Desert Water Agency will credit you for 60 units of water.)

If you are not satisfied with this solution, please fill out an appeal form (www.dwa.org/appeal) within 10 business days of this letter and our Board of Directors will review your appeal at a public board meeting. If no appeal is submitted, the decision above will be final.

If you have any questions, please feel free to contact me directly at EXT 128.

Sincerely,

Garrett Nelson

Gurrett Nelson

Field Service Supervisor

ALLL: Status: A AIPRIA: KEMBALL, SIEVE User: GARRETT Service: STEVE REMBALL Curr Amt Wtr : Arrears Wtr: DEL MAR WAY CA 92262 PALM SPRINGS Curr Amt Swr : APN: 501530029 Arrears Swr: Bill To: STEVE REMBALL 475.08 TOTAL DUE PALM SPRINGS CA 92263 1381 10/17/24 Last Paid Deposit: 5/14/85 Last Billing : 10/28 ERT # : 79408243 Turnoff Date: 6/03/19 ERT 5/19 \$200 U/W 12/27/23 JH Service #: 39465 Mtr Size: 4DGT 5/8 48616150 Service Size: 1 IN. Mtr Size: 4DGT 5/8 Multiple Head: Mtr Type: RESIDENTIAL Cty/Cnty: CITY Curr Mtr Rdng: 3,535 Prv Metr Rdng: 3,356 EDUS: Trap: Route: A2-0 Seq: 1750 Zone: A Bkf1: Size: Sewr: EDUS: Pink: Orig: Orig TrnOff: By: CONSUMPTION - 24 7 M 35 S 41 J CONSUMPTION - 23 CONSUMPTION - 22 56 S 42 J 26 M 18 M 44 5 179 F 57 6 3 30 0 20 J 60 O F 22 J 37 O 30 57 N 29 J 75 N 21 3 48 27 N 16 J M M 27 A 54 D A 35 A 68 D 23 A 39 A 42 D 28 F1-Comnt F2-Hst F3-Reads F6-Prt F9-Upd Comnt F10-DueDate F11-AutoPay F14-Ext 3553 No Auton 11-14-24 4-1500 CHECK FOR MOTION. CARL W/ FIR 3554 SLOW METTON @ THIS TONE. 6AMETT 11/15/mg KORY WILL WORK ON DATA COCHINA CUST. DENNER FIELD TEST. BADUEN HRE SPEC. 12 pm 1/20 FELD TEST PRESED @ 100%.

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#### DESERT WATER AGENCY CUSTOMER SERVICE REPORT

PAGE: 6 READ DATE: 102024

ACCT#

NAME

METER# ADDRESS

ERT# MRID

TROUBLE CODE 1 TROUBLE CODE 2

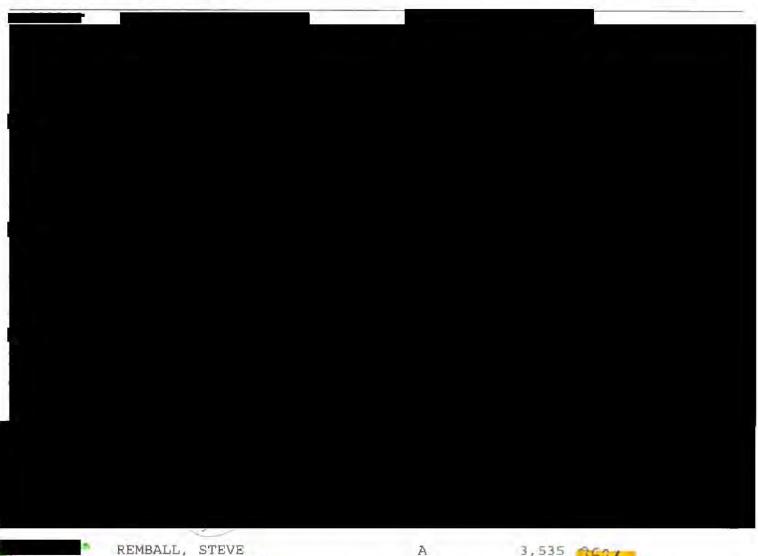
STATUS

SKIP CODE

CUR RD PRV RD

USAGE

CYCLE/ROUTE: 18001020



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REMBALL, STEVE DEL MAR WAY

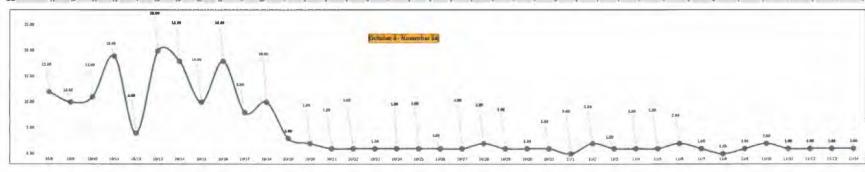
AVG CNS PRV CNS 62 57 HI 1 HI 1

3,535 3536 3,356.

Shin Mutium.

Ar 10 24-14 913

Deey 10/00 1



From:

Priscila Ramirez

Sent:

Monday, November 18, 2024 12:41 PM

To:

Giovanna Amavizca

Cc:

Garrett Nelson

Subject:

FW: Desert Water Agency - Dispute

From: Desert Water Agency <no-reply@dwa.org>
Sent: Monday, November 18, 2024 11:21 AM

To: Disputes < Disputes@dwa.org>;

Subject: Desert Water Agency - Dispute

Hello, We received this bill dispute from the website. Please note, we have 10 business days (per our policy) to respond to the customer. Name: Steve Remball Email:

Property Address: E. Del Mar Way, Palm Springs 92262 Name on DWA account: Same as above What is the person disputing?: Meter read or high bill Date of the bill or decision you're

as above What is the person disputing?: Meter read or high bill Date of the bill or decision you're disputing: Details to review: We have always received our water bill by mail for over -40- years however over the past 3 months we did not receive several bills. Our mail is sent to our P.O.Box & the post master said our name appears above our box inside their distribution office. This is strange since both time the bills was much higher than our normal bill would be. This months Bill for October 2024 did not come so I decided to visit your office. I was not treated fairly when I approached your agent asking about not receiving our October bill. If that was not enough trouble it was discovered that our bill was 4 Times the normal amount with usuage of 133,892 gallons claimed to have been used. We are full time residents and moniter our water use to make sure it is not wasted. We had one of your agents visit us this past Friday Nov 15 in which we discussed our problem. He assured us it was not the Water Co. problem & insisted it had to be our problem. I asked him to send me the make, model and mfg of our meter as well as file a complaint/dispute but have not heard back from anyone. There seems to have always been problems with our house meter placement & in Street Water Line. Your agent Garrett stated he would have one of the engineers contact me but still no response. The placement of the meter has been replaced many times and I was told this last time it would not need another replacement however there is a Huge Crack running throught the meter box which indicates a lot of movement of the meter. It is my belief that this is causing undue stress on water pressure running from the Street and through out meter thereby possibly causing pressure disruptions thus causing water lines inside our home & on our property to be damaged and or septible to leakages. I know you will claim as you always have this is my problem however I want a complete investigation regarding the above. See attached uploads from the person disputing. Thank you!

From:

Garrett Nelson

Sent:

Tuesday, November 19, 2024 7:25 AM

То:

Garrett Nelson

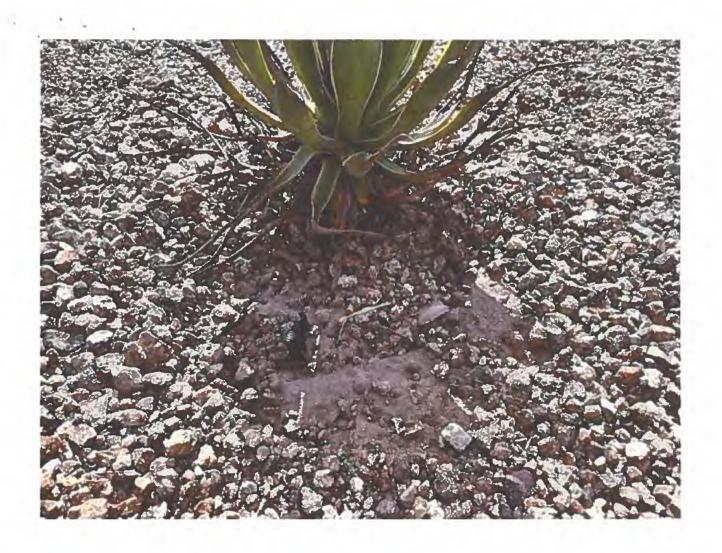
Subject:

Del Mar way











Sent from my iPhone

From:

Garrett Nelson

Sent:

Wednesday, November 20, 2024 2:44 PM

To:

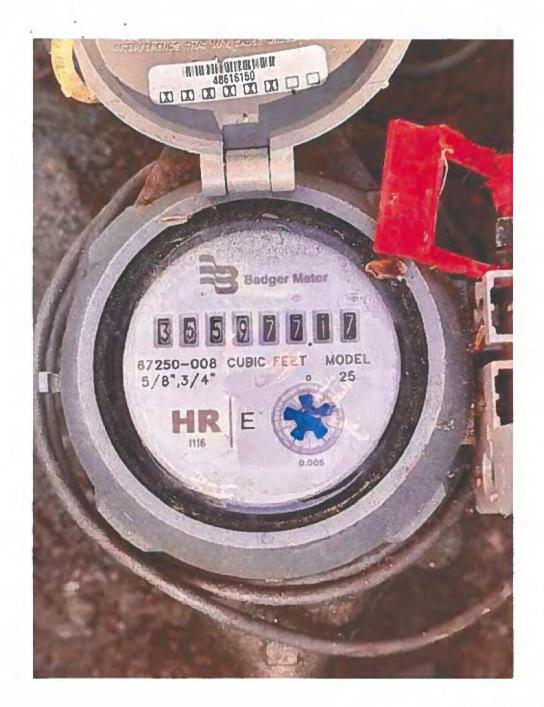
Garrett Nelson

Subject:

Del Mar Way



BEFORE FIED TOST



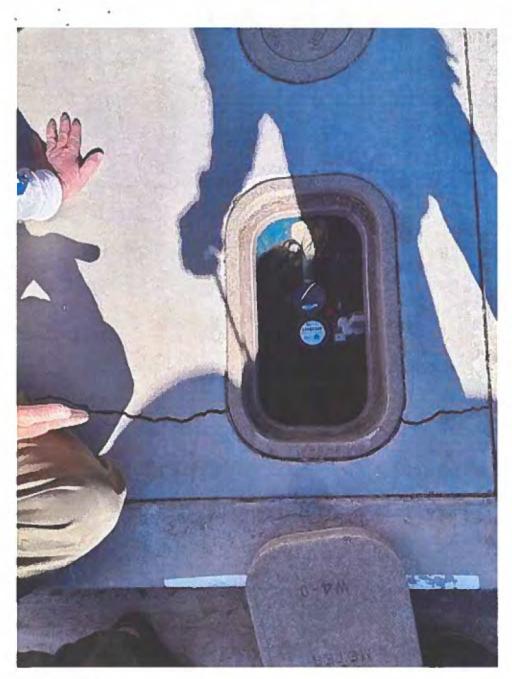
AFTER FIELD TEST



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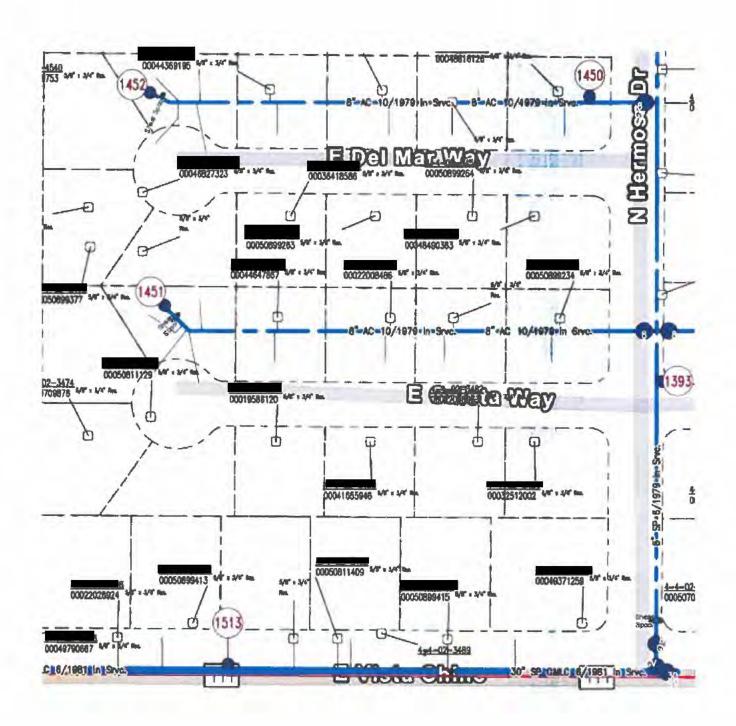


CUST. WAS HITTING SIDE OF
REMISTER & WANTED PHOTO
OF SCHUHT NOVIEWENT ON DAY.



Sent from my iPhone

CLACK W SIDE WALK ! METER EXPOSED.



From: Jose Govea

Sent: Tuesday, November 19, 2024 1:25 PM

To: Garrett Nelson
Cc: Thomas Murphy
Subject: East del Mar Way

Hi Garrett,

Per our recent conversation; below are the notes from a phone call I had with Mr. Stephen yesterday afternoon.

Stephen expressed ongoing concerns about high water bills and pressure fluctuations, seeking clarity on meter issues and potential leaks.

Recap

- Stephen reported a significant increase in his water bill, indicating 125,000 gallons used in a month, which he believes is inaccurate.
- He mentioned previous issues with water pressure affecting household components, particularly toilets.
- Stephen has had multiple visits from the water agency regarding meter replacements and repairs, but the issues persist.
- Stephen discussed a recent visit from Garrett, who took notes on his concerns but has not followed up as promised.
- The call included a discussion about the pressure range at the meter, which is between 55 to 65 psi, and how Mr. Stephen is concerned it may fluctuate with demand from neighbors, The service planner explained how the water infrastructure was capable of handling everyone using the water at once.
- Stephen shared a peculiar incident involving a bighorn sheep visiting his property, which he believes is related to water issues.

#### Tasks

- Jose needs to follow up with Garrett regarding Stephen's request for the meter's serial number and manufacturer details. The service planner has already provided this information.
- Jose should investigate the reported crack in the meter box.
- Garrett needs to provide an update to Stephen about the high bill inquiry and any potential meter testing scheduled for next week.

Sincerely.

Jose Govea Engineering Technician

O: 760.323.4971 D: Ext # 143 E: Jgovea@dwa.org

Physical Address: 1200 South Gene Autry Trail, Palm Springs, CA 92264

Letters via USPS: P.O. Box 1710, Palm Springs, CA 92263

Packages & Non-USPS: 5201 Dinah Shore Dr, Palm Springs, CA 92264

DESERT WATER





Visit www.dwa.org for the latest closures, payment assistance, and more updates.

From:

STEVE REMBALL

Sent:

Friday, November 22, 2024 4:29 PM

To:

Garrett Nelson

Subject:

Re: High Consumption -

E. DEL MAR WAY

Attachments:

Hello Mr. Nelson -

In discussions with the Mfg of the Badger M25 it seems they have stated some things that make our discussion seem

less than accurate. Since I am the novice and you are supposed to be the expert when discussing this matter.

I mentioned to you that you appeared to be very difficult to have a conversation unless its in total agreement with what you say or want to hear.

Your meter is almost 10 years old and since the State of California's measure & weights dept. replaces any meters they

Test In the field at 10 years because of their unreliability, as per my discussion with their dept. this afternoon.

If DWA wishes to discuss this further about how my meter must have failed an accuracy test other than your method you

I am certain you realize the water usage in -12- days of service as well as the cracks in my meter box, street and other

circumstances make it impossible to have been correct.

I very much appreciate the full story explained in regards to my dispute and not just your 7.4 gallon = 0.00005556% of

usage in order to determine the accuracy of this dispute as you seemed to want to hold back everything I offered on my

Defense. No doubt we need to ship my meter out to the mfg for them to perform an RMA rather than to your shop as you

stated you would do since I asked for a new meter.

Thank you for your consideration.

Steven D. Remball

On Nov 19, 2024, at 12:48 PM, Garrett Nelson < GNelson@dwa.org > wrote:

Hello Mr. Remball,

My apologies for the delay, I was out of the office yesterday.

We have received your Dispute, and I would now like to set up a day/time to field test your water meter with you.

Your water meter is a Badger Model 25 HRE with a Itron 100w ERT.

I have attached the partial data logging for the month of high usage.

I believe Jose our from our Engineering department has reach out to discuss the pressure questions you had.

Feel free to call or email me your availability for the field test.

Thank you,

Field Services Supervisor
Desert Water Agency
1200 S Gene Autry Trl
Palm Springs CA 92264
Bus. 760-323-4971
Fax. 760-325-6505

Office: 1200 S Gene Autry Trail

Palm Springs

Hours: Weekdays: 8 a.m. - 5 p.m.

STEVE REMBALL

PALM SPRINGS, CA 92263

Inquires: 760-323-4971 Web Site: www.dwa.org



Palm Springs, CA 92263-1710

Account No:

Service Address: DEL MAR WAY

ACCOUNT INFORMATION

Read Date: 10/28/2024

3,356 HCF

Previous Reading: Current Reading:

3,535 HCF

Consumption:

179 HCF (133,892 gallons)

100 cubic feet (HCF) = 748 gallons

[bill code: Normal v1]

#### Cooler temps, less water!

As the weather cools remember to dial back your irrigation. A smart controller can help with that. Go to www.dwa.org/save to get an incentive so it's free (or close to it).

Previous Balance: \$138.36 Payments Received: (\$138.36)

Past Due:

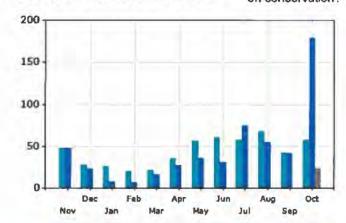
\$0.00

Consumption: (179 x \$2.44) \$436.76
Water Service: \$38.32
Current Charges: \$475.08

Total Charges Due: \$475.08

#### PREVIOUS vs. CURRENT USE

How are you doing on conservation?





100 cubic feet (HCF) = 748 gallons

treturn stutt below dotted line for payment.



Desert Water Agency P.O. Box 1710 Palm Springs, CA 92263-1710

RETURN THIS PORTION WITH YOUR CHECK
MADE PAYABLE TO DESERT WATER AGENCY.
PLEASE DO NOT SEND CASH, PLEASE DO NOT STAPLE.

STEVE REMBALL

PALM SPRINGS, CA 92263

Account Number:

Payment Due Date:

11/14/2024

**Total Amount Due:** 

\$475.08

Amount Enclosed \$\_

Thank You!

Pay My Bill

Update your Information

(Please pay the total amount due to avoid a \$25 Late Fee)



#### STAFF REPORT

#### **December 17, 2024**

RE: Request Adoption of the Desert Water Agency Legislative & Policy Platform for 2025-2026

#### **BACKGROUND**

Traditionally, a legislative platform spans a two-year period, aligning with the state and Congressional legislative sessions. The proposed platform will cover the state's two-year legislative cycle and the 119<sup>th</sup> Congress.

The platform serves as a guide for the government affairs work of the DWA Board, staff, and advocates, and can be shared with elected officials to communicate DWA's legislative and regulatory priorities.

For the 2025-2026 Legislative & Policy Platform, the government affairs team gathered input from its state and federal advocates to develop draft directives as the foundation for the platform. There are new directives included related to the Colorado River negotiations, protection for passive receivers when related to PFAS, supporting conservation funding programs and support for water infrastructure throughout the state.

As with previous platforms, the goal is to maintain a broad document, allowing staff and advocates the flexibility to take positions and advocate on legislative, regulatory, and administrative matters without requiring Board approval or presentations. Staff will keep the Board and/or Legislative Committee updated as issues advance through legislative and administrative channels.

#### **PRIOR ACTION**

On November 19<sup>th</sup>, 2024, staff brought this item up for discussion regarding the development of new directives for the platform.

#### FISCAL IMPACT

N/A.

#### **LEGAL REVIEW**

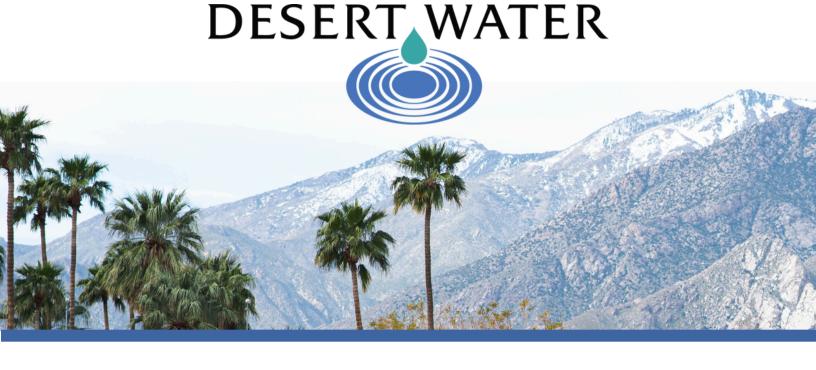
N/A.

#### **RECOMMENDATION**

Staff recommends adopting the Desert Water Agency Legislative & Policy Platform for 2025-2026.

#### **ATTACHMENTS**

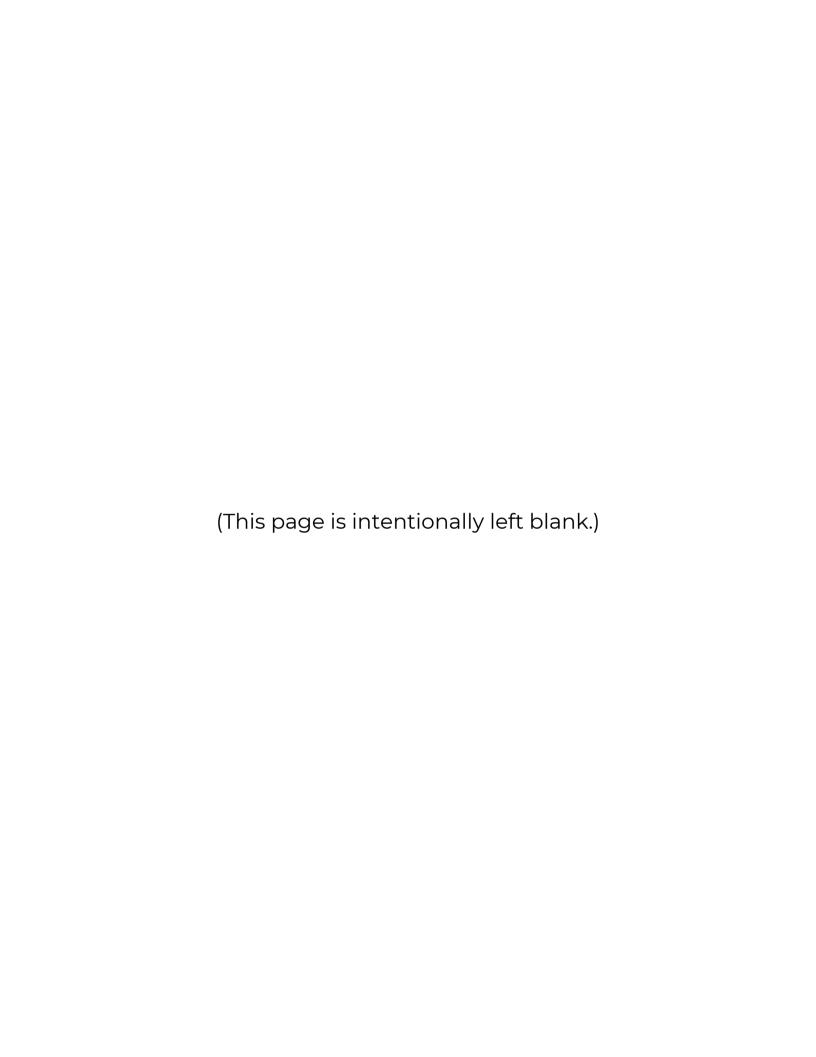
Attachment 1: Final Draft - DWA Legislative Policy Platform 2025-2026



# Legislative & Policy Platform

2025 - 2026

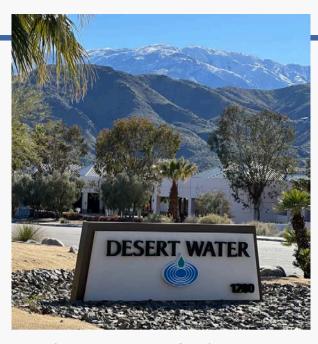




#### **INTRODUCTION**

The 2025-2026 Legislative & Policy Platform (Platform) outlines core policy principles to guide Desert Water Agency's (DWA) legislative, regulatory, and administrative advocacy efforts at the local, state, regional, and federal levels.

Developed for the new biennial sessions of the California Senate and Assembly and the 119th Congress, the Platform ensures timely and consistent action on key policy



issues. While DWA's bimonthly Board meetings provide opportunities for discussion and direction on specific legislation, once adopted by the Board, the Platform serves as a framework for the General Manager, designated staff, and contracted lobbyists to act in a timely manner in alignment with its directives.

This document was created by DWA staff in collaboration with DWA's Board of Directors and federal and state advocacy teams. While it aims to address DWA's anticipated legislative needs and policy positions, it acknowledges that unforeseen issues or shifts in priorities may arise during the term.

The Director of Public Affairs & Conservation will maintain regular communication with the Legislative Committee, which is tasked with monitoring legislative developments and collaborating with staff and lobbyists. This ongoing coordination, along with regular updates to the full Board of Directors, will ensure that DWA's advocacy efforts remain responsive and aligned with evolving priorities.



#### **BILL POSITIONS**

The following represents bill positions that DWA staff may adopt or recommend for consideration by the DWA Board of Directors. If the bill language clearly aligns with one of the directives outlined in the Platform, staff may adopt a position without requiring a Board vote. Advocacy efforts will focus on advancing DWA's adopted bill positions in support of the Board's policies.

- **SUPPORT:** This position reflects DWA's strong support for the legislation, with the goal of seeing it become law. DWA staff and legislative advocates will actively work toward the bill's passage in its current form.
- **SUPPORT AND SEEK AMENDMENTS:** This position indicates strong support for the bill, similar to the SUPPORT position, but with a preference for specific amendments to improve the measure. DWA staff and legislative advocates will continue to support the bill, even if the proposed amendments are not included.
- **SUPPORT IF AMENDED:** This position reflects conditional support, contingent upon specific amendments being made to the bill. DWA staff and legislative advocates will not advocate for the bill unless it is amended as requested by DWA.
- **WATCH:** This position is for bills that do not currently affect DWA but will be monitored for future developments or amendments. This can also be considered a "neutral" position.
- OPPOSE UNLESS AMENDED: This position reflects conditional opposition, unless specific amendments are made to address DWA's concerns. DWA staff and legislative advocates will work to defeat the bill until the requested amendments are made. If the bill is amended as requested, DWA may move to a WATCH position, or potentially a SUPPORT position, if aligned with the Board's vote or Platform directives.
- **OPPOSE:** This position reflects DWA's firm opposition to the legislation, aiming to defeat it in its current form. DWA staff and legislative advocates will work to defeat the bill without seeking amendments to address its shortcomings.

Staff and legislative advocates monitor all bills that may be of interest or concern to DWA. If any of these bills are amended, they will be reevaluated to determine whether a formal position should be recommended for consideration by the Board or Legislative Committee.

#### KEY STAKEHOLDER ALIGNMENT

The DWA Board, staff, and advocates should actively consider the positions of key associations and organizations that influence or align with DWA's policy objectives. Collaborating with these entities is crucial for strengthening DWA's advocacy efforts and ensuring a unified approach to water policy at the local, state, regional, and federal levels. Key organizations include:

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

#### RELATIONSHIP BUILDING FOR EFFECTIVE ADVOCACY

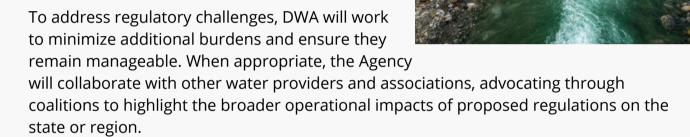
The DWA Board, staff, and advocates should actively work to develop and maintain positive relationships with key stakeholders to advance DWA's policy priorities. These relationships are essential for strengthening DWA's influence and ensuring its goals are effectively represented in state and federal legislative and regulatory discussions. By fostering these connections, DWA can enhance its advocacy efforts and contribute to the success of its policy objectives. Key stakeholders include:

- 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
- Coachella Valley cities
- Other local government and public agencies

#### **POLICY DIRECTIVES**

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

DWA is committed to maintaining local control over water resources, which it has successfully managed for more than 60 years. The Agency will strongly oppose any efforts at the state or federal level that seek to diminish its autonomy or that of its local groundwater management partners.



## 2. Maintain or improve Desert Water Agency's ability to efficiently conduct business.

As a water manager and provider of essential services, DWA relies on effective business strategies to fulfill its mission. The Agency will support measures that enhance its ability to implement best management practices as an employer, supplier, purchaser, and local government entity.

DWA will also closely monitor and generally oppose measures that disrupt its ability to maintain day-to-day operations, including the imposition of unfunded mandates that impose costs without producing corresponding savings. These may include, but are not limited to, regulations or legislation affecting employment practices, infrastructure standards/building codes, and public agency contracting.

#### 3. Protect DWA's local and imported water supplies.

DWA is committed to policies that maintain or enhance water supply reliability and affordability to support its domestic and other customer demands sustainably. Protecting its diverse water sources - including local groundwater, surface runoff, and imported State Water Project supplies - critical to advancing long-term reliability.

Advocacy efforts will focus on preserving the health of the groundwater aquifer, ensuring the dependability of imported surface water, and protecting the allocations and contracted volumes of imported supplies. DWA also prioritizes the reliability of conveyance infrastructure to ensure uninterrupted delivery of water.

DWA will support actions that increase water availability for its customers, maintain infrastructure reliability, and enable sustainable groundwater management in an economical manner. Measures that threaten these objectives will be closely monitored and generally opposed.



#### 4. Support investments for Colorado River water quality and salinity reduction.

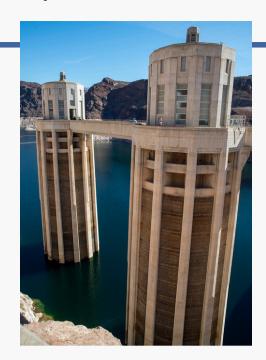
The Colorado River serves more than 40 million people; however, rising salinity levels threaten its long-term sustainability. High salinity, driven by natural processes and irrigation runoff, damages agriculture production, corrodes infrastructure, and increases water treatment costs.

DWA supports ongoing efforts to reduce salinity through the Colorado River Basin Salinity Control Program, which includes on-farm improvements, water management practices, and infrastructure upgrades. Key projects like the Paradox Valley Unit in Colorado, which diverts saline groundwater from the Dolores River and injects it deep underground, significantly reduces downstream salinity.

DWA advocates for increased and expedited federal funding to support both short- and long-term salinity mitigation efforts, including the continued operation of the Paradox Valley Unit. These actions are critical for ensuring the river's sustainability, benefiting the entire Colorado River Basin, and supporting the region's growing water demands.

## 5. Support the Lower Basin proposal for the post-2026 Operating Guidelines for the Colorado River.

The 2007 Interim Guidelines for Shortages and Coordinated Operations for Lake Powell and Lake Mead, along with the 2019 Drought Contingency Plan, will expire in 2026. While DWA does not have direct rights to Colorado River water, it has a vested interest in the ongoing negotiations. This is due to DWA's exchange agreement with the Metropolitan Water District of Southern California. The Agency exchanges its State Water Project allocation for Colorado River water, because there is no direct pipeline connecting the Palm Springs area to the State Water Project.



DWA supports efforts to promote cooperation among all stakeholders in the Colorado River Basin, emphasizing shared conservation during drought periods and long-term investments to enhance the region's resilience and sustainability. Given these considerations, DWA will support the Lower Basin's Proposal for the post-2026 Operating Guidelines as a balanced approach to managing the river's resources for all parties involved.

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

Federal tax policies classify water conservation rebates as taxable income, creating a barrier to participation in programs like turf removal, low-flow fixture installation, and irrigation upgrades. This tax treatment disproportionately impacts disadvantaged communities, limiting access to these programs and discouraging broader participation.

DWA supports amending the federal tax code to establish tax parity for water conservation rebates that aligns them with untaxed energy efficiency rebates. Achieving tax parity would expand access to water conservation programs, promote equitable resource management, and remove financial and administrative burdens for customers and agencies alike.

To advance this goal, DWA will support legislative efforts and collaborate with stakeholders and associations to advocate for equitable and effective water conservation solutions.

## 7. Support liability protections for water and wastewater agencies following the designation of PFAS as a hazardous substance under CERCLA.

In April 2024, the U.S. Environmental Protection Agency (EPA) designated per- and polyfluoroalkyl substances (PFAS), also known as "forever chemicals," as hazardous substances under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA). This designation allows the EPA to mandate cleanups at contaminated sites and seek cost recovery from responsible parties. However, water utilities often inherit PFAS contamination as passive receivers, despite having no control over the discharges, which may expose them to costly remediation efforts.

DWA supports efforts to shift the liability for PFAS cleanup away from passive receivers, advocating for legislative and regulatory measures that hold polluters accountable. Additionally, DWA encourages the appropriation of federal funding to support PFAS remediation efforts and limit Superfund liability for public water systems. These actions will reduce the financial burden on utilities, help keep water rates affordable, and ensure that water agencies are not unfairly penalized for contamination they did not cause.

## 8. Support federal and state avenues for conservation program funding, such as the U.S. Bureau of Reclamation's WaterSMART program.

Historically, DWA has leveraged federal funding to support key conservation efforts, including turf removal. As of November 2024, DWA has converted 4.4 million square feet of grass to drought resilient landscape. These projects are costly, and incentives

like state and federal grants make them feasible. DWA also supports funding for recycled water projects, which strengthen conservation and provide alternative water sources.

DWA advocates for continued and expanded state and federal funding for conservation initiatives, including water efficiency and infrastructure upgrades. These investments are critical for long-term water sustainability, reducing reliance on imported water, and enabling communities to implement effective water-saving measures.



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

DWA is committed to providing reliable water and sewer service, including recycled water and hydroelectric facilities, which often requires significant capital investment in new infrastructure or upgrades to aging systems. To minimize the burden on customers and taxpayers, DWA should resist regulatory requirements that impose substantial operational costs.

Where possible, DWA will maximize opportunities for external funding, such as grants and matching funds, to reduce the financial impact of new facilities and improvements. Advocacy for increased access to federal and state funding for infrastructure, including expanded eligibility for programs, is vital to addressing aging infrastructure and ensuring long-term service reliability. Leveraging external funding is a critical strategy to maintain affordable rates while investing in the modernization of essential systems.



## 10. Support investments to enhance California's water infrastructure for conveyance, storage capacity, flexibility, and reliability, including the Delta Conveyance Project, Sites Reservoir, and the State Water Project.

Desert Water Agency was founded in 1961 to manage local groundwater resources and facilitate the importation of water to the Palm Springs region. As one of 29 State Water Project (SWP) contractors in California, DWA uses imported water to recharge local aquifers and support long-term water reliability. DWA's annual payment to the SWP is approximately \$30 million; however, delivery reliability has declined to less than 50% of contracted allocations since 2007.

To address this, DWA supports infrastructure investments like the Delta Conveyance Project (DCP) and Sites Reservoir. The DCP aims to construct a tunnel to convey water across the Sacramento-San Joaquin Delta during wet years, enhancing storage opportunities for dry years. Recognizing its importance, DWA has consistently supported various iterations of this project and the DWA board recently supported the next phase of pre-construction work for the DCP.

Similarly, DWA is an original investor in the Sites Reservoir Project, which is designed to capture and store excess stormwater runoff, increasing California's overall water storage capacity and resilience. DWA has actively participated as a member of the Sites Reservoir Committee since 2017.

Investments in these projects are critical to increasing the flexibility and reliability of the SWP and the broader Central Valley Project system. DWA will continue to monitor developments related to these initiatives and advocate for legislative and regulatory actions that enhance water delivery reliability. Additionally, DWA will work with Governor Newsom's Administration on implementing the state's "California's Water Supply Strategy: Adapting to a Hotter, Drier Future" and support efforts to modernize the California Water Plan.





# 11. Oppose a state water "tax" or "fee" and monitor ways in which the state will address water affordability.

DWA recognizes the importance of water affordability and supports efforts to assist low-income customers through programs like the federal Low-Income Household Water Assistance Program (LIHWAP). However, DWA opposes a state-imposed water tax or fee that would burden customers and create additional administrative challenges for water agencies.

Recent legislative efforts, such as SB 222 (2022) and SB 1255 (2024), have aimed to address affordability through rate assistance programs. While SB 222 relied on an unsustainable funding mechanism, SB 1255 shifted the funding burden to customers who did not qualify for assistance, creating inequities and financial strain. Both proposals introduced significant administrative complexities for agencies like DWA.

DWA supports sustainable and efficient water affordability solutions that leverage existing programs and processes to minimize administrative burdens. Eligibility screenings should be conducted by third-party administrators, as water agencies like DWA do not collect sensitive customer information. Funding for these programs should come from recurring, state-managed sources without imposing new taxes or fees on water customers.

DWA will continue to monitor developments in state affordability programs and advocate for equitable, efficient solutions that align with its commitment to keeping water accessible and affordable for all.



# 12. Continue to engage with and advocate for the State Water Resources Control Board to implement the "Making Conservation a California Way of Life" regulation in a way that avoids unnecessary costs for water agencies and incorporates Desert Water Agency's local conditions.

In 2018, SB 606 (Hertzberg) and AB 1668 (Friedman) established a framework to improve water use efficiency statewide, with specific milestones for reducing water consumption across residential, commercial, and outdoor uses. In 2022, SB 1157 (Hertzberg) further tightened indoor residential water use standards. In July 2024, the State Water Resources Control Board (SWRCB) formally adopted the "Making Conservation a California Way of Life" regulations to implement these laws.

DWA will continue to advocate for the SWRCB to implement these regulations without imposing unnecessary costs or burdens on water agencies. Advocacy efforts will emphasize the need to account for DWA's unique local conditions and water supply, ensuring fair and practical compliance pathways. DWA will also remain engaged with the SWRCB and industry associations to shape urban water use efficiency policies that are sustainable, equitable, and feasible for its service area.





For questions regarding these Legislative and Policy Platform directives, please contact **Victoria Llort**, Director of Public Affairs and Conservation, at 760-323-4971, ext. 273 or at **vllort@dwa.org**.

This Legislative & Policy Platform was approved by the Board of Directors on December XX, 2024.



Desert Water Agency 1200 S. Gene Autry Trail Palm Springs 92263

www.dwa.org



# GENERAL MANAGER'S REPORT DECEMBER 17, 2024

#### **Desert Water Agency Honored for Safety Program Effectiveness**

Desert Water Agency was recognized for its outstanding commitment to safety as a recipient of an H.R. LaBounty Safety Award for its Joint Confined Space Rescue Training. The award was presented by the Association of California Water Agencies Joint Powers Insurance Authority (ACWA JPIA) on December 2, 2024.

The annual DWA Joint Confined Space Rescue Training involves several hours of intense, handson scenarios in partnership with the Palm Springs Fire Department and the Palm Springs Mounted Police Rescue Team. The training is organized and led by DWA Facilities and Safety Officer Eddie Gonzalez.

"DWA employees enter confined spaces such as well vaults and reservoirs on a regular basis, and there are many hazards associated with confined space rescues," said Gonzalez. "Running drills with local partners allows us to see problems and challenges in a controlled environment, and then work through solutions together before an actual emergency occurs."

This year's training took place in May at the DWA Recycled Water Facility, where 25 firefighters and 16 DWA employees collaborated to rescue personnel from a deep entry confined space. Previous events have featured deep entry spaces of up to 45-feet, high line rescues and other complicated rescue scenarios.

The training exercises also increase rescue effectiveness by improving the flow of communication between local agencies and familiarizing emergency teams with DWA's facilities, equipment, personnel, and procedures. In addition, because of the exercises, DWA upgraded its rescue equipment to further support emergency response.

"By building strong relationships with our partners and ensuring emergency readiness among our employees, we can better ensure safety across the board," said General Manager Steve Johnson. "As Eddie retires this month after more than 16 years of service to DWA, we are proud to recognize his innovation in strengthening our safety program and honor him and his contributions by receiving this award."

The ACWA JPIA H.R. LaBounty Safety Awards Program began in 1999 to promote safe workplace behavior and operational practices.

#### Metropolitan Water District Approves Continuing Delta Conveyance Project Funding

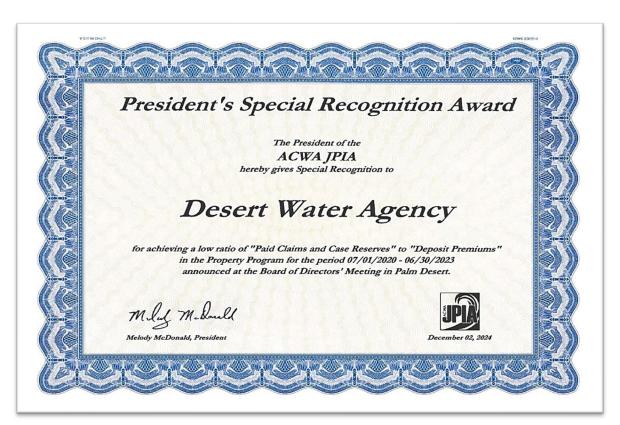
On December 10, Metropolitan Water District Board of Directors approved continuing participation in the Delta Conveyance Project (DCP). MWD's 38-member board voted in a near unanimous vote to approve \$142 million to fund environmental planning and preconstruction costs for the DCP. MWD's will be contributing 47.2% of the \$300 million for this round of DCP funding, which will be paid out over 3 years.

The MWD Board spent a significant amount of time listening to public comments during the Board Meeting. In addition, Wade Crowfoot, California Secretary for Natural Resources, provided in-person support for the DCP on behalf of Governor Newsom, and took questions from the MWD Directors.

As of the MWD Board meeting, 12 of the 18 DCP Participating Agencies Boards (including MWD) have approved the continuing participation. 5 of the remaining Participating Agencies are scheduled to vote on extending participation early next year, their votes were intentionally scheduled to take place after the MWD vote. One of the remaining Participating Agencies has not scheduled a vote.

#### 2024 Fall ACWA JPIA Presidents Recognition Award

Each year at the Fall Conference, ACWA JPIA recognizes members that have a Loss Ratio of 20% or less. The Agency received the "President's Special Recognition Award" certificate (Low ratio of 'Paid Claims and Case Reserves") for the Property Program for 7/1/2020 – 6/30/2023. Congratulations to our staff and Board!



## End of Year Summary for 2024 Water Deliveries to Whitewater River Sub-basin and Mission Creek Sub-basin

Exchange deliveries for 2024 ended on December 6th; 302,874 AF of water has been delivered to the Coachella Valley by Metropolitan Water District (MWD). 290,234 AF of water was delivered to the Whitewater River Replenishment Facility, of which 240,234 AF is State Water Project (SWP) water, and 50,000 AF was Quantification Settlement Agreement (QSA) water delivered by MWD for CVWD. 12,639 AF of SWP water was delivered to the Mission Creek Replenishment Facility.

The 2004 Settlement Agreement between Mission Springs Water District, Coachella Valley Water District, and Desert Water Agency dated December 7th, 2004, specified that cumulative SWP deliveries between the Whitewater River Sub-basin and Mission Creek Sub-basin to be proportional to the water pumped from each sub-basin and balanced within 20 years. Per DWA's Engineer's Report for Groundwater Replenishment and Assessment Program for the West Whitewater River Sub-basin and the Mission Creek Sub-basin Areas of Benefit for 2024/25, in 2023 of the total water pumped between the sub-basins, 92% was pumped in the Whitewater River Sub-basin and 8% was pumped in the Mission Creek Sub-basin.

After 20 years of exchanges with MWD and water deliveries to both sub-basins, over 2,500,000 AF of water was replenished in the Whitewater River Replenishment Facility of which over 1,900,000 AF was SWP water; and almost 175,000 AF of SWP water was replenished at the Mission Creek Replenishment Facility. The sub-basins are currently at 92.04% of SWP water delivered to Whitewater River Replenishment Facility and 7.96% of SWP water delivered to Mission Creek Replenishment Facility. Water deliveries to the Whitewater River Sub-basin and Mission Creek Sub-basin are currently in balance per the requirements of the 2004 Settlement Agreement.

The 2004 Settlement Agreement stipulates that the sub-basins will be re-balanced again in 2044 and every 20 years thereafter. The General Managers of DWA, CVWD, and MSWD will continue to meet quarterly to discuss water deliveries to the sub-basins.

## <u>Christmas and New Year's Holiday's - DWA Offices Closed</u>

Reminder: DWA offices will be closed on Tuesday December 24<sup>th</sup> and Wednesday December 25<sup>th</sup>, in observance of the Christmas Holiday, then again on Wednesday January 1st in observance of New Year's Day.



#### **SYSTEM LEAK DATA 2024**

Nov 26, 2024 - Dec 9, 2024

Street Name	Number of Leaks	Pipe Diameter (inches)	Install Date	Material	Coatling/Linning
LINDSEY DR & STARR RD	3	6"	1957	Steel - SP	UL
SAN JACINTO DR	3	3"	1948	Steel - SP	UL
RAMON RD	3	6"	1955	Steel - SP	UL
INDIAN CANYON DR	3	6"	1951	Steel - SP	UL
DAVIS WY	2	4"	1957	Steel - SP	UL
PALM CANYON DR S	2	10"	1938	Steel - SP	UL
LUGO DR	1	6"	1954	Steel - SP	UL
CALLE PALO FIERRO	1	6"	1949	Steel - SP	UL
INDIAN CANYON DR	1	10"	1938	Steel - SP	UL
PALM CANYON DR E (SOUTH SIDE)	1	6"	1953	Steel - SP	UL
PALM CANYON DR E (SOUTH SIDE)	1	6"	1955	Steel - SP	UL
CALLE MARCUS	1	4"	1945	Steel - SP	UL
INDIAN CANYON DR	1	6"	1951	Steel - SP	UL

Planned Replacement			
Awarded			
Summer 2025			
Summer 2026			
FutureCIP			

Total Leaks in System 23

#### SYSTEM INFORAMTION

Oldest Pipe in the System (Year of Installation): 1936, 88 years old

Average Year of Installation of Unlined Steel Pipe (Systemwide): 1953, 71 years old

**Total Length of Unlined Pipe Systemwide (Linear Feet): 230,490**\*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

# **DETAILED LEAK DATA 2024**Nov 26, 2024 - Dec 9, 2024

Leak Date	Street Name	Number of Leaks	Labor Hours
11/26/2024	RAMON RD	1	8
11/27/2024	CALLE MARCUS	1	8
11/27/2024	PALM CANYON DR E (SOUTH SIDE)	1	8
11/27/2024	DAVIS WY	1	8
11/29/2024	DAVIS WY	1	16.5
11/29/2024	RAMON RD	1	7.5
12/2/2024	PALM CANYON DR S	2	23.5
12/2/2024	LINDSEY DR & STARR RD	3	28
12/2/2024	INDIAN CANYON DR	1	12.5
12/4/2024	LUGO DR	1	6
12/4/2024	CALLE PALO FIERRO	1	4
12/4/2024	PALM CANYON DR E (SOUTH SIDE)	1	3
12/5/2024	INDIAN CANYON DR	1	12
12/6/2024	INDIAN CANYON DR	3	12
12/8/2024	RAMON RD	1	15.5
12/9/2024	SAN JACINTO DR	3	8
		Total Leaks in System	Total Labor Hours
		23	180.5



## **Human Resources Meetings and Activities**

## Meetings:

11/25/2024	DWA Staff Meeting	DWA Offices
12/02/2024	DWA Staff Meeting	DWA Offices
12/03/2024	DWA Board Meeting	DWA Offices
12/09/2024	DWA Staff Meeting	DWA Offices
12/16/2024	DWA Staff Meeting	DWA Offices

### Activities:

11/19-2024	Lincoln Representative on site	DWA Offices
11/21/2024	Tyler Implementation Meeting	Virtual Meeting
11/21/2024	Represented DWA at EDD Hearing	Virtual Meeting
11/27/2024	Tyler Implementation Meeting	Virtual Meeting
12/03/2024	Tyler End User Training	DWA Offices
12/04/2024	Laura Jaeger Retirement Luncheon	DWA Offices
12/05/2024	PERB Mediation Meeting	Virtual Meeting
12/10/2024	Conducted IT Manager Interviews	DWA Offices
12/11/2024	Conducted IT Manager Interviews	DWA Offices
12/11/2024	BB&K Legal Update Webinar	Virtual Meeting
1211/2024	Eddie Gonzalez Retirement Luncheon	DWA Offices

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

#### Meetings:

12/03/24	Tribal Mediation Coordination Meeting	Conf Call
12/04/24	Tyler Payroll Training	DWA
12/05/24	PERB Conference Meeting	Conf Call
12/06/24	SWC Update Call	Conf Call
12/09/24	DWA Weekly Department Heads Meeting	DWA
12/09/24	Tribal Mediation Principal In-Person Meeting	ACBCI Hotel
12/09/24	Tribal Mediation Small Group Meeting	ACBCI Hotel
12/11/24	Public Affairs & Conservation Cmt. Meeting	DWA
12/11/24	DCP Participants Meeting	Conf Call
12/12/24	Executive Committee Meeting	DWA
12/12/24	I.T. Department Update	DWA
12/16/24	DWA Weekly Department Heads Meeting	DWA
12/16/24	Tribal Mediation Small Group Meeting	Conf Call
12/16/24	DWA/CVWD/MWD Coordination Call	Conf Call
12/17/24	DWA Bi-Monthly Board Meeting	DWA

#### Activities:

- 1) Sites Reservoir Finance
- 2) DCP Financing
- 3) Recycled Water Supply Strategic Planning
- 4) AQMD Rule 1196
- 5) DWA Organizational Restructuring
- 6) DWA Remote Meter Reading Fixed Network
- 7) DC Project Finance JPA Committee (Standing)
- 8) DWA/CVWD/MWD Operations Coordination (Standing)
- 9) DWA/CVWD/MWD Exchange Agreement Coordination Committee (Standing)
- 10) ACBCI Water Rights Lawsuit
- 11) Whitewater Hydro Operations Coordination with Recharge Basin O&M
- 12) Delta Conveyance Project Cost Allocation
- 13) MCSB Delivery Updates
- 14) SWP East Branch Enlargement Cost Allocation
- 15) RWQCB Update to the SNMP
- 16) PERB Negotiations