



The GENERAL MANAGER Monthly Report

**Activities for the Months of
March and April 2020**

This report identifies the actions and activities taking place during the month that support the objectives of the General Manager's Fiscal Year 2019/20 Strategic Priorities and the Core Business of the GM's work groups.

May 12, 2020



Perennial Lupine and Poppy Flowers at Diamond Valley Lake, California

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ADMINISTRATIVE SERVICES SECTION/CAO

CORE BUSINESS: Business Processes

Advance value-added business process improvements to increase effectiveness and efficiency while striving for innovation, flexibility, and integration with technology.

Objective #1 Use technology and best practices to implement innovative solutions in business processes to improve the customer's and end-user's experience.

No update.

Objective #2 Develop, promote and support sustainable business practices.

No update.

ACCOMPLISHMENTS

Action(s):

1. The Business Management Team mailroom staff upgraded the mailroom equipment to a web-based platform. These upgrades create more efficiencies, better reporting capabilities, and provide a higher-level of customer service. Staff negotiated a cost savings of \$23,000 over a three-year agreement while adding greater data analytics functionality.



UPS/FedEx/USPS Tracking System



USPS Meter Machine

The Imaging Services Team consistently reduces waste by reusing materials. For over two years, Imaging Services has partnered with Human Resources to refresh and reuse three-ring binders and tab dividers from interview panels. A typical recruitment uses 8-13 binders. Since the inception of this project, no additional binders have been purchased.

Also, in conjunction with the Headquarters Improvements Project, Imaging Services continues to help teams on each floor by taking their unused and unwanted paper and repurposing it into items like notepads and notebooks.

ADMINISTRATIVE SERVICES *continued*

2. The Business Management Team is comprised of various essential Metropolitan-wide services, such as Mail Services, the Business Resource Center (BRC), and Rideshare Services, that must continue to operate despite the COVID-19 pandemic. To maintain continuity of operations while teleworking, the Rideshare team is utilizing Zoom meetings or teleconferences to meet critical SCAQMD deadlines. Regarding mail delivery, as part of its micro-teams' deployment, Mail Services is partnering with Records Management Reprographics staff to put in place streamlined processes that ensure teleworking employees receive critical and essential mail. Also, the BRC phone operators collaborated with Communications to develop an automated system for frequently called extensions, which has significantly reduced the number of incoming phone calls needing operator assistance.
3. The Technical Writing Team had a smooth transition to teleworking. The team uses both Microsoft Teams and Zoom to conduct staff meetings via teleconference. In addition to their regular workload, team members are supporting Metropolitan's Emergency Operations Center, updating procedures for the Contracting Unit as changes arise for procurement processes, and continuing to work with the Board Support Team.
4. The Procurement Team has partnered with the Warehouse Team and Safety and Regulatory Services to source and acquire critical COVID-19 supplies and services from the initial activation of the Emergency Operations Center in early March. Working remotely, Procurement staff obtained personal protective equipment under difficult market conditions while continuing to manage regular operational acquisitions essential to maintaining Metropolitan's core business objectives and projected contracting requirements.
5. In response to the rapidly unfolding COVID-19 pandemic and emergency directive to work remotely, the Professional Services Contracts Team developed a new process to allow internal customers to access their contract files electronically and remotely.
6. At the onset of the COVID-19 outbreak, the Warehouse Team was unable to an order antibacterial wipes due to the overwhelming demand. The Warehouse Team found a bulk refill product of gym wipes that contain the same levels of bacterial fighting agents as regular antibacterial wipes, standard dispensers were unavailable. The Warehouse Team's solution created its own dispensers by using existing three-gallon buckets and making a center hole in the lid (see photo).



Warehouse Storekeeper's Angel Cervantes and Thomas Wealand performing modifications

BAY-DELTA INITIATIVES

GM STRATEGIC PRIORITY #3: Ensure Imported Supply Reliability

Objective #1 Collaborate with the state and other state and federal water agencies in pursuing a new environmental review and planning process for the new Delta Conveyance Project.

The California Department of Water Resources (DWR) initiated the California Environmental Quality Act scoping period for the proposed Delta Conveyance Project, with the release of the Notice of Preparation (NOP) on January 15, 2020. DWR conducted eight public scoping meetings throughout the state from February 3 to March 2. In response to ongoing public health and safety concerns, DWR extended the scoping period for the Delta Conveyance Project by four weeks. The new deadline for public comment was April 17. Metropolitan submitted comments prior to the original deadline and supported efforts by member agencies and others by providing supporting documents. DWR will compile comments into a Scoping Summary Report and use information received to formulate alternatives to the proposed project included in the NOP.

Joint Powers Authorities

The Delta Conveyance Design and Construction Authority's (DCA) regularly scheduled meetings on March 19 and April 16 were held online via conference line and video. In March, the DCA board heard a presentation on the eastern and central Delta conveyance alignments. The March 25 SEC meeting was canceled, and future meetings will be conducted via live streaming and teleconference and will shift from bi-monthly to monthly meetings.

Objective #2 Pursue environmental restoration project opportunities that meet the goals of California EcoRestore and identify land use opportunities for Metropolitan's Delta Islands.

On March 25, the California Department of Fish and Wildlife (CDFW) announced the selection of 40 multi-benefit ecosystem restoration and protection projects to receive funding under its Proposition 1 and Proposition 68 grant programs. Metropolitan was awarded a planning-level study grant for up to \$1,131,942 from Proposition 1 funding. The funded project is for the "*Analysis of opportunities for island-wide improvements that includes a mosaic of multiple land uses for subsidence reversal, sustainable agricultural practices, carbon sequestration, water quality, & habitat restoration.*" The objective of the project is to conduct science-based planning for alternate land uses on one of the Delta islands owned by Metropolitan in an effort to increase sustainability and resilience.

Objective #3 Provide leadership on scientific studies that further opportunities to sustain and support native species and habitat.

CORE BUSINESS: Bay-Delta Solutions

Develop and pursue near- and long-term solutions that will ensure improved water quality and water supply reliability. Efforts include providing leadership for proposed Delta improvements, participating in on-going federal and state Bay-Delta regulatory processes, effectively managing studies and research activities that promote collaborative science, identifying opportunities for Delta Islands land management, and monitoring Delta levees performance to ensure long-term levees integrity.

Objective #1 LONG-TERM DELTA ACTIONS—Provide a leadership role in pursuing the state's Proposed Delta Improvements, including the new Delta Conveyance Project, California EcoRestore, and Sites Reservoir.

BAY-DELTA INITIATIVES *continued*

Objective #2 NEAR-TERM DELTA ACTIONS—Develop and implement near-term measures, compatible with long-term Delta solutions to support regulatory processes that improve water quality and water supply reliability. Near-term actions include important efforts such as Regulatory, Planning, and Legislative Support; Science Development, and Emergency Preparedness Planning and Implementation.

a. Regulatory, Planning, and Legislative Support

On March 31, CDFW issued a Take Permit to DWR for long-term operations of the SWP. The permit covers four species protected under the California Endangered Species Act: Delta smelt, longfin smelt, winter-run Chinook salmon, and spring-run Chinook salmon.

Objective #2 NEAR-TERM DELTA ACTIONS

b. Science Development

In March and April, the State Water Contractors (SWC) Board approved contracts with scientific experts to participate in the review of Interagency Ecological Program monitoring surveys and the U.S. Fish and Wildlife Service Delta Smelt Life Cycle Model and to conduct science studies addressing longfin smelt coastal distribution and the effects of nutrient changes on phytoplankton in the Delta. On March 25, as part of the CDFW announcement of grant funding, the SWC was awarded a Proposition 1 grant for the Interior Delta Export Effects Study that will study the effects of water project operations on salmon in the Delta. Metropolitan is a collaborator on the study.

Staff co-authored two recent science publications. The first publication reports on a study that found that threadfin shad, a pelagic fish in the Delta, exposed to *Microcystis* accumulated *Microcystis* toxins in its tissues. The second publication identifies critical needs, including regulatory changes and funding, for control of invasive aquatic weeds in the Delta.

Staff continued participating in the Collaborative Science and Adaptive Management Program (CSAMP), including participation on the Collaborative Adaptive Management Team (CAMT). The March and April CAMT meetings included presentations and discussions of several topics, including Delta smelt science studies and next steps in implementing the Delta Smelt Science Plan; a study of salmon survival in the Delta; an evaluation of CSAMP progress in addressing management questions; and an update on the Franks Tract restoration project.

Objective #2 NEAR-TERM DELTA ACTIONS

c. Emergency Preparedness Planning and Implementation

Delta Flood Emergency Management Plan

DWR reported that their Stockton emergency stockpile site, which supports flood fight operations in the Delta, will be stocked at capacity next year with delivery of major sheet pile supplies currently posted for bids and contracted for delivery. Large warehouses at the site are at capacity with storage of flood fight materials such as sheeting, sandbags and super socks. Additional roll-on containers have been delivered with stocks of flood fight materials for focused deployment to incident locations.

The DWR Delta Levees Program has approved engineering and design for levee improvements on portions of the Bacon Island east levees that have been identified for improvement as a component of the Emergency Freshwater Pathway. These are in addition to other levee improvements at the island, which will better prepare levees and facilitate emergency repairs in the event of a major earthquake.

BOARD SUPPORT TEAM/CAO

In response to the COVID-19 pandemic, for the first time in Metropolitan history, the Board of Directors conducted a virtual board meeting and several committee meetings. The Board Support Team and Information Technology's iHub staff were essential to ensuring that all members of the Board and staff were trained on the video conferencing system and prepared to participate. Various programs were tested to ensure the committee and Board meetings were conducted securely and professionally, while allowing for public comments. Committee and Board meetings will continue remotely with minimal staff to support physical distancing per the Governor's Executive Order.



Twitter Photo from General Manager Jeff Kightlinger "Remote [@mwdh2o](#) Board meeting with masked staff. Keeping water and information flowing."

CHIEF FINANCIAL OFFICER

Objective #2 Manage risk to protect Metropolitan's assets against exposure to loss.

The Risk Management Unit completed 41 incident reports for March and 38 incident report for April communicating instances of Metropolitan property damage, liability, workplace injuries, regulatory visits, and spills.

Risk Management completed 47 risk assessments for March and 43 risk assessments for April on contracts, including professional service agreements, construction contracts, entry permits, special events, and film permits.

CORE PRIORITY: Business Continuity

Facilitate district-wide planning and training to prepare employees and managers to effectively carry out critical roles and recover mission essential functions thus ensuring continuity of operations and resiliency in the event of a disaster.

Objective #1 Manage the Business Continuity Management Program in accordance with Operating Policy A-06.

- Staffed Metropolitan's Emergency Operations Center (EOC) in response to the COVID-19 pandemic to support the District's business continuity recovery efforts. Key activities include participation in daily EOC briefings and advanced planning for EOC demobilization and transition to long-term business continuity recovery operations.
- Drafted a Q&A to serve as a guide for employees when the EOC is no longer active. This resource will include frequently asked questions and direct employees to the appropriate areas as needed.
- Distributed MetAlert notifications containing important updates in response to the COVID-19 pandemic.
- In partnership with Human Resources, monitored the number of employees unable to work in an effort to gauge workforce strength.
- Set up MIR3 Emergency Notification System access and templates for Human Resources. Worked with External Affairs to review and update the Crisis Communications Plan.

CORE BUSINESS: Manage Finances for Long-Term Stability and Sustainability

Maintain moderate water rate increases, manage costs within the adopted budget, and attain or maintain Board policies for all key financial ratios. To meet these objectives, Metropolitan will continue to focus on achieving cost reductions and efficiencies in all areas of its business with primary focus on staffing levels and capital program costs to ensure that these areas are sustainable and sufficient to meet long-term service area demand forecasts.

Objective #1 Effectively manage costs and communicate the results of Metropolitan's budget to meet Board policies and objectives.

- Workshop No. 3 was held by the F&I Committee on March 9, 2020.
- The Board also held two public hearings on March 10, 2020. The first public hearing was held to consider the applicability of the tax rate limit pursuant to Section 124.5 of the MWD act; the second public hearing was held on proposed water rates and charges for calendar years 2021 and 2022 to meet revenue requirements.
- On April 13, 2020, the F&I Committee recommended approval of the FY 2020/21 and FY 2021/22 Proposed Biennial Budget and water rates and charges for calendar year 2021 and 2022, with modifications as set forth in Option 1 of the Board Letter and with two amendments proposed by the Committee.
- On April 14, 2020, the Board approved the Proposed Biennial Budget and water rates and charges for calendar year 2021 and 2022 as modified and amended.

CHIEF FINANCIAL OFFICER *continued*

CORE BUSINESS: Financial Management

Manage Metropolitan's finances in an ethical and transparent manner and provide consistent, clear, and timely financial reporting. Update Metropolitan's capital financing plans and work with rating agencies and investors to communicate Metropolitan's financial needs, strategies, and capabilities thus ensuring Metropolitan has cost-effective access to capital markets and the ability to finance ongoing future needs. In addition, actively manage Metropolitan's short-term investment portfolio to meet ongoing liquidity needs and changing economic environments.

Objective #1 Record and report the financial activities of Metropolitan in a timely, accurate, and transparent manner to the Board, executive management, member agencies, and the financial community.

- Water transactions for February 2020 totaled 88.4 thousand acre-feet (TAF), which was 8.5 TAF lower than the budget of 96.9 TAF. This translates to \$74.4 million in revenues for February 2020.
- Water transactions for March 2020 totaled 86.4 TAF, which was 32.3 TAF lower than the budget of 118.7 TAF. This translates to \$72.3 million in revenues for March 2020.
- Year-to-date water transactions as of February 2020 was 971.0 TAF, which was 178.8 TAF lower than the budget. Year to date revenues through February 2020 was \$818.6 million, which was \$178.2 million below the budget.
- Year-to-date water transactions through March 2020 was 1.06 million acre-feet, which was 211.1 TAF lower than the budget. Year-to-date revenues through March 2020 was \$891.0 million, which was \$209.8 million lower than the budget.
- In February and March 2020, Accounts Payable processed approximately 3,700 vendor invoices each month for

Objective #4 Update capital financing plans and work with rating agencies and investors to communicate financial needs and capabilities, ensure cost-effective access to capital markets, and maintain long-term bond ratings of AA or better.

- On March 4, 2020, Metropolitan priced the \$152,455,000 Subordinate Water Revenue Refunding Bonds, 2020 Series A. The bonds refunded \$193,460,000 of outstanding variable rate debt. The refunding "de-risked" Metropolitan's debt portfolio by reducing variable rate exposure.
- By mid-March, the municipal bond market was impacted by the COVID-19 virus, as investors shifted to cash or cash equivalent investments, such as short-term US Treasury bills. This caused a significant increase in Metropolitan's variable rate debt costs, with interest rates rising from 1.25% to over 10.00% in some cases. Due to significant measures taken by the Federal Reserve and US Congress passing the \$2 trillion aid bill, the Municipal Market appears to have stabilized. As of March 25, 2020, Metropolitan's variable rates now range from 1.50% - 4.40%. Metropolitan staff is reviewing options to fix out a portion of our variable rate debt at attractive one-year rates.
- On April 3, 2020, Metropolitan issued \$271,800,000 Special Variable Rate Water Revenue Refunding Bonds to refund a like amount of weekly-reset, self-liquidity variable rate debt as a one year bond at a rate of 1.04%. The refunding further de-risks Metropolitan's debt portfolio by reducing interest rate risk and the risk that Metropolitan would have to fund bond redemptions of the self-liquidity variable rate bonds.

Overall the short-term variable rate market has improved, with rates on Metropolitan's daily reset variable rate bonds at 0.1%-0.4%.

CHIEF FINANCIAL OFFICER *continued*

Objective #5 Prudently manage the investment of Metropolitan's funds in accordance with policy guidelines and liquidity considerations.

- At the end of February and March 2020, the balances in Metropolitan's investment portfolio were \$1,158.4 million and \$1,135.5 million, respectively. In the month of February and March 2020, Metropolitan's portfolio managers executed 11 trades and 24 trades.
- During the month of February and March 2020, Treasury staff processed 1,604 and 1,703 disbursements by check, 16 and 15 disbursements by Automated Clearing House (ACH), and 61 and 64 disbursements by wire transfer, respectively. Treasury staff also processed 92 and 70 receipts by check, 28 and 20 receipts by ACH, and 46 and 50 and 63 receipts by incoming wires and bank transfers.

Financial Summary - Charts & Graphics

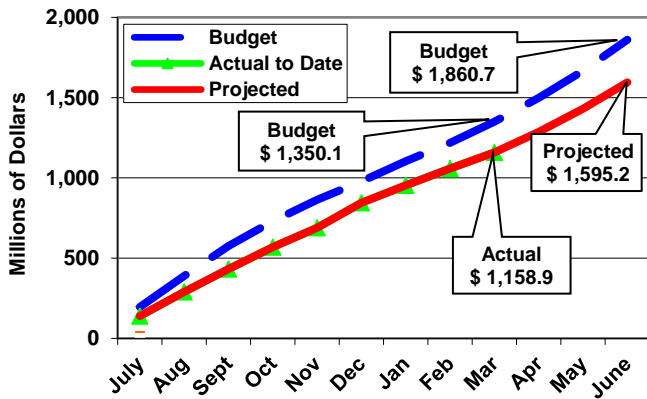
Receipts Expenditures

O&M Expenditures Construction Costs

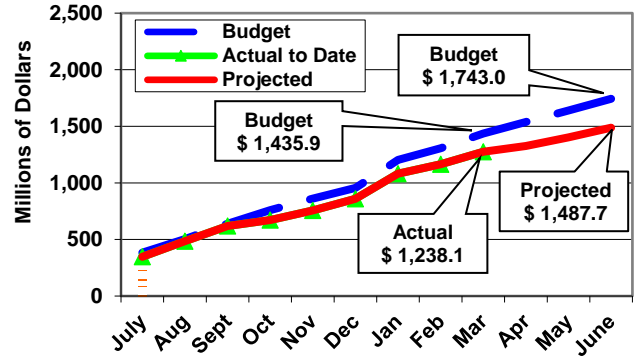
Cash and Investments Summary of Financial Statistics

CHIEF FINANCIAL OFFICER *continued*

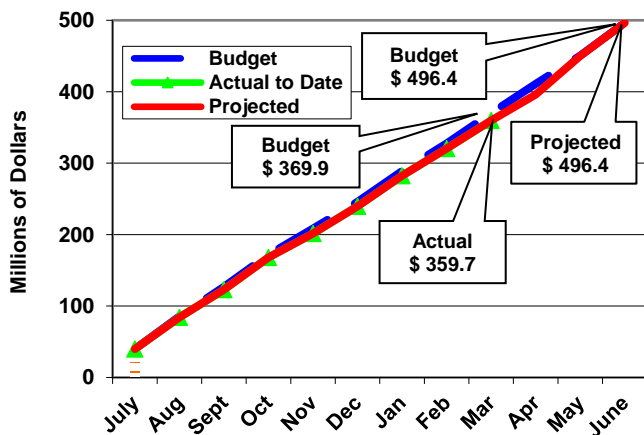
Revenues are expected to be \$265.5M under budget at year end primarily due to 269.9 TAF of lower water transactions.



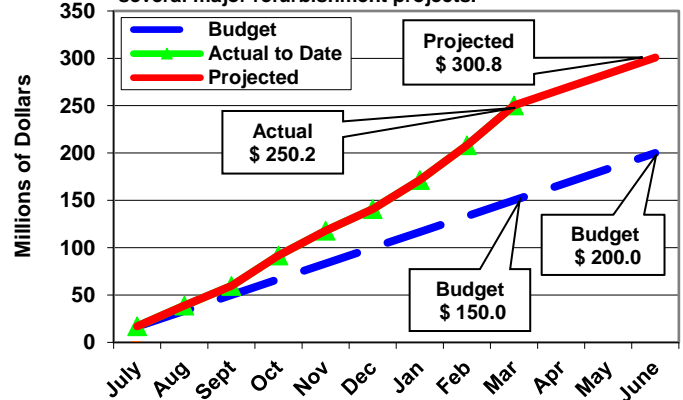
Expenses are expected to be \$255.3M under budget which includes \$90M lower Pay-Go spending as capital costs are financed by bond proceeds, \$71.6M lower SWP costs, \$47.5M lower debt service costs and \$38.6M lower demand management costs.



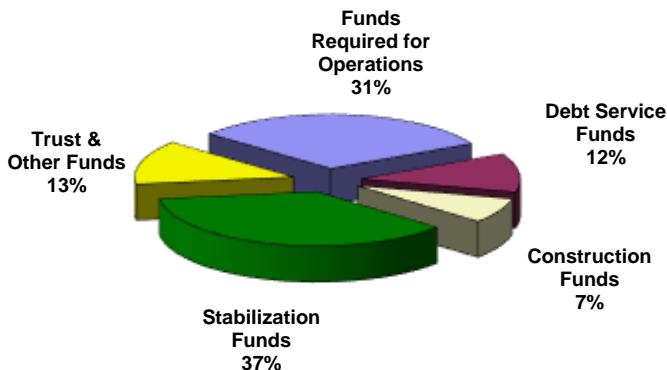
O&M expenses are expected to be on budget at year end.



Capital Program expenses are expected to be \$100.8M over budget at year end due to better than anticipated progress to complete design and award construction contracts for several major refurbishment projects.



Cash and Investments at Fair Value \$ 1,135.5 million



Summary Financial Statistics

	Year-End	
	Target	Projected
Fixed Charge Coverage	≥ 1.20 x	1.52 x
Revenue Bond Coverage	> 2.00 x	1.55 x
Revenue Bond Debt / Equity Ratio	< 100.0%	54.4%

Senior Lien Revenue Bond Credit Ratings

	Target	Current
- Moody's Investors Service	Aa2	Aa1
- Fitch Ratings	AA	AA+
- Standard & Poor's	AA	AAA

ENGINEERING SERVICES

ESG ACTIVITIES IN RESPONSE TO COVID-19:

For the week of March 23-27, 2020 Metropolitan temporarily suspended work on all 24 of its currently issued construction contracts in order to assess the viability of moving ahead with construction work in light of the COVID-19 situation. Work on procurement contracts was not impacted by this action. Following this assessment, and out of an abundance of caution to protect Metropolitan staff, seven construction contracts were suspended indefinitely. The remainder of the contracts were allowed to restart work on Monday, March 30th. The suspended contracts were determined to pose a potential risk to staff due to the close working environments that were currently taking place between construction contractor and Metropolitan staff. Engineering staff continues all of its required regulatory inspections of dams and other critical infrastructure. Engineering staff is currently participating in portions of the EOC response team related to the COVID-19 situation.

GM STRATEGIC PRIORITY #1: Enhance Infrastructure Safety, Security, and Resiliency

Objective #1: Manage and execute Board-authorized projects within the Capital Investment Plan (CIP) to ensure the reliable delivery of water to Metropolitan's member agencies.

Distribution System Reliability Program

This program maintains reliable water deliveries through specific repair and rehabilitation projects on Metropolitan's pipelines, reservoirs, and control structures. Recent activities include the following:

- **Wadsworth Pumping Plant Control and Electrical Protection Upgrade** – This project replaces the obsolete turbine/pumping unit controls and electrical protection systems for the Wadsworth Pumping Plant and Pressure Control Structure. Testing of the control system upgrades for the final three turbine/pump units is ongoing. Overall, the project is 95 percent complete and is scheduled to be complete by June 2020.
- **Yorba Linda Hydroelectric Power Plant Completion Project** – This project fabricates and installs an enclosure for rain protection for the plant generator. Construction of the enclosure is 62 percent complete and is scheduled to be complete by June 2020.
- **Greg Avenue Pump Station Rehabilitation** – This project improves reliability of the Greg Avenue Pump Station by replacing the existing pumps and by upgrading the electrical and control systems. On-site work was suspended in March due to the COVID-19 pandemic and restarted on April 20, 2020. Construction is 52 percent complete and scheduled to be complete by March 2021.
- **Orange County Region Service Center** – This project constructs a new 12,000 sq. ft. permanent service center for the Orange County operating region. Construction is 84 percent complete and is scheduled to be complete by June 2020.
- **Electrical Upgrades at 15 Structures in OC Region** – This project replaces deteriorated electrical components at 15 service connection structures within the Orange County operating region. The electrical components need to be replaced to maintain safe working conditions and prevent the potential loss of flow and control data. Construction is 95 percent complete and is scheduled to be complete by May 2020.
- **Orange County Feeder Cathodic Protection** – This project installs an impressed current cathodic protection system on the Orange County Feeder. Construction is 70 percent complete and is scheduled to be complete by June 2020.
- **Whitewater Erosion Protection Structure Rehabilitation** – This project repairs the erosion protection structure that was damaged from the heavy storms in February 2019. Construction was completed in March 2020.

ENGINEERING SERVICES *continued*

- **West Valley Feeder De Soto Valve Replacement** – This project replaces the existing 42-inch butterfly valve with a new 42-inch-high performance butterfly valve and a 42-inch multiple orifice valve. Both of these valves are currently being fabricated. Construction is five percent complete and is scheduled to be complete by June 2021. On-site construction was suspended due to the COVID-19 pandemic.
- **Service Connection A-06 Meter Replacement** – This project rehabilitates a service connection on the East Orange County Feeder No. 2. Construction is 80 percent complete and is scheduled to be complete by June 2020.



Greg Avenue Pump Station Rehabilitation – Installing shoring for the pump pad foundation

Prestressed Concrete Cylinder Pipe (PCCP) Reliability Program

This program was established to enhance the reliability of Metropolitan’s water distribution system and to reduce the risk of costly emergency repairs of PCCP. The priority pipelines included in the program are the Second Lower Feeder, Sepulveda Feeder, Calabasas Feeder, Rialto Pipeline, and the Allen-McColloch Pipeline. Recent activities include the following:

- **Second Lower Feeder PCCP Rehabilitation** – This project rehabilitates the remaining 28 miles of PCCP segments within the Second Lower Feeder. Long-term rehabilitation of the Second Lower Feeder will be staged over a period of eight to ten years, with multiple construction and procurement contracts. A total of 8.4 miles of PCCP on the Second Lower Feeder has been relined. Currently construction of the 4.5-mile-long Reach 2 is 70 percent complete and is scheduled to be complete by August 2020. Final design of Reach 3 is 83 percent complete and is scheduled to be complete by November 2020. Final design of Reach 8 is 60 percent complete and is scheduled to be complete by June 2020.
- **Second Lower Feeder Pipe Fabrication** – Fabrication of steel liner pipe for Reaches 2 and 4 is underway and will provide approximately 21,100 feet of 75-inch-diameter welded steel liner pipe. Pipe fabrication is complete and delivery of pipe for Reach 2 was completed in March 2020.
- **Second Lower Feeder Isolation Valve Procurement** – This contract provides 13 conical plug isolation valves for the Second Lower Feeder rehabilitation. These valves range in diameter from 48 inches to 54 inches and provide primary isolation for maintenance activities, inspections, and repairs required to maintain reliable water deliveries with Metropolitan’s distribution system. Fabrication of the first three 48-inch conical plug valves is 55 percent complete, and the valves are scheduled to be delivered by December 2020.

Colorado River Aqueduct (CRA) Reliability Program

This program maintains the reliability of Metropolitan’s CRA conveyance system. Recent activities include the following:

- **CRA Discharge Isolation Couplings** – This project fabricates and installs 44 isolation coupling assemblies at the five Colorado River Aqueduct pumping plants. Approximately one half of the couplings were installed in the February 2020 CRA shutdown. Construction is 45 percent complete and is scheduled to be complete by June 2021.
- **CRA Motor Cable Replacement** – This project replaces the electrical cables that provide power to the main pump motors at the five Colorado River Aqueduct pumping plants. Simultaneous work is currently underway at all five CRA pumping plants. Construction is 65 percent complete. Staff is reassessing the anticipated completion date for this project.
- **CRA Radial Gate Replacement** – This project replaces eight deteriorated radial gates along the aqueduct in two stages. Construction of Stage 1 to replace a radial gate at Eagle Mountain Pumping Plant is complete. In August 2019, Metropolitan’s Board awarded a construction contract for the Stage 2 work, which includes replacement of seven radial gates at seven facilities along the CRA. Construction of Stage 2 is 31 percent complete and is scheduled to be complete by March 2021.
- **CRA Gene Wash and Copper Basin Discharge Valve Rehabilitation** – This project replaces the existing deteriorated cone valves at Copper Basin and Gene Wash Reservoirs on the Colorado River Aqueduct. The project will be completed in two stages. Stage 1 will replace the valve at Gene Wash Reservoir, while Stage 2 will replace the valve at Copper Basin Reservoir. Construction of Stage 1 is three percent complete and is scheduled to be complete by July 2021. Final design for Stage 2 is 32 percent complete and is scheduled to be complete by May 2021.
- **CRA Utility Systems Replacement** – This project replaces the existing domestic water distribution systems, wastewater systems, and village asphalt pavement at all five of Metropolitan’s pumping plants. The project will be designed and constructed in multiple construction packages. Design of the first package for Eagle Mountain Pumping Plant is 99 percent complete and is scheduled to be complete by May 2020. The designs for the other pumping plants are in progress.
- **CRA Domestic Water Treatment System** – This project replaces the membrane filtration system and associated water treatment equipment at the five Colorado River Aqueduct pumping plants. The Board awarded

a procurement contract for the water treatment equipment in April 2020. Design of the installation contract package is 45 percent complete and is scheduled to be complete by December 2020.

Treatment Plant Reliability Program

This program was initiated to maintain reliability and improve the operating efficiency of Metropolitan's water treatment plants through specific improvement projects. Recent activities include the following:

Weymouth Plant

- **Weymouth Domestic Water Upgrade** – This project upgrades the aging domestic and firewater loop at the Weymouth plant. Construction is 92 percent complete. On-site work has been suspended due to the COVID-19 pandemic. Construction will restart as conditions allow.
- **Weymouth Chlorination System Upgrades** – This project expands the existing chlorine building to house additional chlorination feed equipment and instrumentation at the Weymouth plant. Construction is 65 percent complete. On-site work has been suspended due to the COVID-19 pandemic. Construction will restart as conditions allow.
- **Weymouth Water Quality Instrumentation Improvements** – This project will improve monitoring and rapid response to changing water quality conditions at the Weymouth plant by adding required sample piping, pumps, and housing for water quality analyzers. Construction is 15 percent complete. On-site work has been suspended due to the COVID-19 pandemic. Construction will restart as conditions allow.

Diemer Plant

- **West Basin and Filter Building Rehabilitation** – This project rehabilitates the west flocculation/sedimentation basins and filter building at the Diemer plant, including replacement of treatment basin equipment and filter valves, abatement of hazardous materials, and seismic strengthening of the filter building. Construction is 60 percent complete. On-site work has been suspended due to the COVID-19 pandemic. Construction will restart as conditions allow.
- **Diemer Water Sampling System Improvements** – This project upgrades the 13 sample locations of the existing Diemer water sampling system. At each location, the sample pump, piping, and field analyzers will be upgraded. Construction is 60 percent complete. Due to the COVID-19 pandemic, staff will reassess the anticipated completion date for this project.

Jensen Plant

- **Jensen Electrical Upgrades, Stage 2** – This three-stage project upgrades the electrical system with dual power feeds to key process equipment to comply with current codes and industry practice. Stage 1 work is complete. Stage 2 improvements will upgrade UPC-7, UPC-9, and their associated motor control centers to support critical process equipment. Construction is 17 percent complete. On-site work has been suspended due to the COVID-19 pandemic. Construction will be restarted as conditions allow.
- **Jensen Module 2 and 3 Flocculator Rehabilitation** – This project rehabilitates the Modules 2 and 3 flocculators at the Jensen plant. Construction is 18 percent complete and is scheduled to be complete by February 2021.

ENGINEERING SERVICES *continued*



Weymouth Domestic Water Upgrade – Setting of Domestic Water Pump No. 2



Weymouth Water Quality Instrumentation Improvements – Installation of duct bank conduit

ENGINEERING SERVICES *continued*

System Reliability Program

The System Reliability Program consists of projects to improve or modify facilities located throughout Metropolitan's service area in order to utilize new processes and/or technologies and improve facility safety and overall reliability. Recent activities include the following:

- **Headquarters Building Improvements** – This project provides seismic upgrades and other needed improvements to Metropolitan's Union Station Headquarters Building. Construction is 56 percent complete and is scheduled to be complete by July 2022. Staff is working with the contractor to allow the construction of some portions of the work to be completed while the building is lightly occupied as a result of the COVID-19 pandemic.
- **Board and Committee Room Upgrade** – This project upgrades the audio/visual (A/V) systems at Metropolitan's Headquarters building. Engineering Services is working collaboratively with IT and Facilities on this technology/construction project to replace the end-of-life A/V equipment in the board and committee rooms. Design is 95 percent complete and is scheduled to be complete by July 2020.
- **Headquarter Physical Security Upgrades** – The comprehensive security upgrades for Metropolitan's Union Station Headquarters have been prioritized and staged to minimize rework and impacts to operations. The Stage 1 work, currently in construction, enhances perimeter windows and doors by providing needed blast protection. Stage 2 improvements will provide security system upgrades inside the building with entry validation, surveillance and intrusion protection, and additional security features in the board room, executive dining lounge, and security control room. Stage 3 improvements will provide security system upgrades outside the building with bollards and gates. Construction of Stage 1 is 50 percent complete and is scheduled to be complete by July 2022. Design of Stage 2 is 98 percent complete.
- **Headquarter Building Fire Alarm/ Smoke Control System Upgrades** – This project upgrades Metropolitan's Union Station Headquarters fire life safety systems. Design is 98 percent.



Headquarters Building Improvements – Remodeled server area with new layout and equipment

ENVIRONMENTAL PLANNING SECTION/CAO

GM STRATEGIC PRIORITY #1: Enhance Infrastructure Safety, Security, and Resiliency

Objective #1 Provide planning, CEQA/NEPA (National Environmental Policy Act), and regulatory permitting support for enhancement of infrastructure, safety, security, and resiliency.

CEQA/NEPA

- Finalized Addendum No. 1 to the Lakeview Pipeline Repair Project Initial Study/Mitigated Negative Declaration.
- Completed Administrative Draft Program Environmental Impact Report for the Western San Bernardino Right of Way and Infrastructure Protection Program (RWIPP).

Regulatory Permitting

- Obtained California Department of Fish and Wildlife (CDFW) Streambed Alteration Agreement (SAA) for the San Diego Pipeline No. 4 shutdown.
- Obtained extension of the CDFW SAA for the Lakeview Pipeline shutdown.
- Participated in a conference call with U.S. Fish and Wildlife Service and U.S. Army Corps of Engineers to finalize the Biological Opinion for the Orange County RWIPP as part of the Endangered Species Act Section 7 consultation in support of the Clean Water Act Section 404 permit.

GM STRATEGIC PRIORITY #3: Ensure Imported Supply Reliability

Lake Mathews Multiple Species Reserve

Reserve Management (Riverside County Habitat Conservation Agency) activities:

- Began bat monitoring study using acoustical survey equipment.
- Maintained Reserve areas on the south side of Cajalco Road as a fuel break and for enhancement of Stephens' kangaroo rat habitat.
- Removed invasive tamarisk and tobacco trees and treated areas where plants were previously removed and re-sprouted.
- Coordinated with CalFire to establish prescribed burn plots, which are anticipated to encompass approximately 126 acres.

Southwestern Riverside Multi-Species Reserve

- Participated in quarterly Reserve Management Committee meeting on March 4.
- Supported opening of the Wildflower Trail in the Reserve on March 7.
- Coordinated with CalFire for anticipated prescribed burns on three Reserve units in June 2020.

Conducted weed abatement and Stephens' kangaroo rat management within several Reserve units

Objective #7 Continue cultural resources planning and education to protect and preserve the historic legacy of Metropolitan.

- Conducted archaeological surveys and continued consultation regarding Tribal Cultural Resources with Soboba Band of Luiseno Indians in support of the Colorado River Aqueduct Siphon Scour Protection Project.
- Provided Cultural and Tribal Cultural resources review of West Valley Feeder No. 1 Phase 3 Mitigated Negative Declaration.
- Provided cultural resources review regarding surplus parcels near Diamond Valley Lake (DVL).

ENVIRONMENTAL PLANNING SECTION *continued*

GM STRATEGIC PRIORITY #6: Foster Leadership and Strengthen Workforce Capabilities

Objective #1 Emphasize employee development, recruitment, knowledge capture, cross-training, management training and succession planning.

- Staff attended the Advanced Association for Environmental Professionals CEQA Workshop.
- Staff attended the State Water Resources Control Board workshop to provide guidance for dredge and fill procedures for wetlands and waters of the state.
- Conducted desert tortoise trainings for Desert/Colorado River Aqueduct (CRA) construction projects.

CORE BUSINESS: Business Processes

Objective #1 Provide timely and professional planning services and CEQA and regulatory support to Engineering Services, Water System Operations, Water Resource Management, External Affairs, and Real Property Groups.

- Provided CEQA clearance for 17 board letters.
- Reviewed 17 CEQA notices for external projects and prepared comment letters for those that may affect Metropolitan facilities and/or operations.
- Completed CEQA clearance for 10 WSO projects.
- Completed CEQA clearance for 6 requests from Real Property Group.
- Completed biological surveys for the proposed Lakeview Pipeline and San Diego Pipeline No. 4 shutdowns.
- Completed biological monitoring of the CRA during the annual shutdown (see photos).
- Coordinated with Real Property, Water System Operations, External Affairs, and the East Marina concessionaire to complete maintenance of the DVL Wildflower Trail prior to its March 7 opening (see photo).



Bighorn sheep observed during biological monitoring of CRA shutdown.

ENVIRONMENTAL PLANNING SECTION *continued*



Bald Eagle observed during biological monitoring of CRA shutdown.



Wildflower bloom at DVL. EPS supported the March opening of the DVL Wildflower Trail within the Southwestern Riverside County Multi-Species Reserve.

EXTERNAL AFFAIRS

EXTERNAL AFFAIRS PRIORITY: Advance Initiatives to Educate and Inform the Public, Elected Officials and Stakeholders on Water Supply Conditions and Important Water Management Decisions.

External Affairs will develop and maintain relationships with the public, legislative leaders, government officials, non-governmental organizations, and other stakeholders, and implement effective and diverse communication and outreach strategies on the value of water, current water supply conditions, innovative strategies to address current and future challenges, and the importance of Metropolitan actions and leadership to promote stewardship, planning and investments to benefit the region.

Objective #1 Recognizing there is a new normal that is directly impacting California water conditions driven, in part, by more volatile supply conditions due to climate change, and informing key stakeholders, news media, businesses and the public on the need for sustained conservation actions, support for new water supply projects and continued investment in imported water systems to maintain water supply reliability and protect the environment.

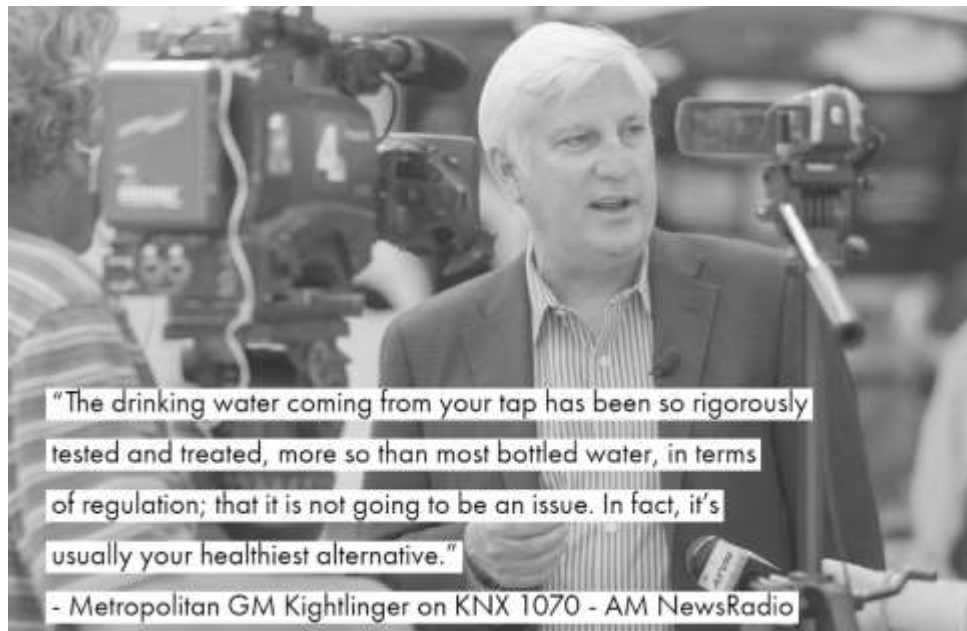
In response to the COVID-19 pandemic and concerns about water quality and reliability, Metropolitan created and distributed a portfolio of communications and outreach materials to provide facts about its drinking water treatment process, the safety of water supplies, our commitment to protecting the health of employees, and Metropolitan's overall leadership role including:

- More than 110 creative assets—including resources in Spanish and Chinese— addressing and responding to the COVID-19 pandemic for Metropolitan's website, bewaterwise.com, video channels, and social media. The materials have been shared widely with member agencies and downloaded by other agencies and organizations nearly 1,000 times.
- Open letter from Metropolitan and its member agencies about the safety and reliability of the region's water supply. The full-page color placement was published in 35 community and major newspapers and their websites, reaching an estimated four million Southern Californians.
- Interviews of GM Kightlinger by KNX 1070 radio, Bloomberg Environmental News, and the Southern California Partnership for Jobs, and participation from Metropolitan staff in webinars, including those hosted by ACWA and the Southern California Water Coalition.



Chairwoman Gray talks about what Metropolitan and its member agencies are doing to keep the water flowing to Southern California during this challenging time.

EXTERNAL AFFAIRS *continued*



Metropolitan GM Kightlinger assures Southern California, your water is safe.



COVID-19 creative social media assets in Spanish and Chinese

Metropolitan was awarded the Grand Prize by the American Academy of Environmental Engineers and Scientists for its environmental communications and outreach to support the Regional Recycled Water project, including the demonstration facility tours, Learning Center and exhibits, social media, videos, newsletters, and presentations.

EXTERNAL AFFAIRS *continued*

CORE BUSINESS: Legislative, Communications, Community Relations, Public and Business Outreach

Engage the public, labor, business community, agriculture, government leaders, non-governmental organizations and other stakeholders in California's water issues, communicating Metropolitan's interests and Board-adopted policies through federal and state legislative strategies, multimedia and multi-cultural communications, and educational and other outreach programs. Inform the public about Metropolitan projects, facilities, operations and initiatives to gather input and support, foster competitive and diverse business opportunities, and facilitate innovation and technology sharing.

Objective #1 LEGISLATIVE SERVICES - Develop and implement local, state and federal legislative and regulatory strategies consistent with Board-adopted policies. Promote interaction between Metropolitan leadership and various stakeholders, including elected officials, to facilitate support for and garner greater understanding of water policy issues.

Federal

Broad-ranging federal packages to address COVID-19 were enacted into law in March and April, including provisions exempting private sector employers from paying tax on Social Security and Medicare wage taxes. Government agencies were excluded, and Metropolitan staff, in conjunction with numerous associations, are seeking recourse to allow government entities to qualify for these tax exemptions. Congress also passed a stimulus bill with funding for a small business rescue program. Work continues to craft a fiscal relief package for state and local government, along with infrastructure funding, to help restart the economy in the coming months. Metropolitan staff is working with member agencies to identify projects that could be eligible for funding.

State

The Legislature passed emergency legislation in mid-March authorizing the expenditure of \$1 billion to help fight the COVID-19 pandemic. The Legislature is on extended recess until May 4 or until called back by leadership, but budget committees have begun to hold informational hearings remotely on the COVID-19 response and expenditure of emergency funds.

With the legislative session truncated, members have been asked to scale back their bills. Metropolitan's sponsored legislation, SB 996 to create a statewide Constituents of Emerging Concern Program at the State Water Board and AB 2246 to improve compliance with the Surface Mining and Reclamation Act, have been set aside but can be reintroduced next year. No decision has yet been made about a climate resiliency bond for the November 2020 ballot.

Governor Newsom will release a revised budget in mid-May to address the impact of the COVID-19 pandemic on the state's economy and is also working on a "roadmap to recovery" with criteria for ending the stay-at-home order.

Local

Metropolitan staff participated by webinar and online with the following events:

Inland Empire

- Town Hall conference with Congressman Takano (D-Riverside).
- Inland Action weekly briefings with county and state officials.
- Daily video and news updates by Riverside and San Bernardino divisions of League of Cities targeted toward activities and events impacting cities.

EXTERNAL AFFAIRS *continued*

Orange County

- Meetings hosted by Congressman Cisneros (D-Los Angeles) to assist businesses with access to federal loans and grants for small businesses.
- Orange County Business Council outreach activities providing local, regional, state, and national directives that affect small businesses. Metropolitan is listed as a resource for both student education and water supply information.
- Emails, Facebook Live town hall meetings, and website updates by elected officials and local chambers to inform constituents, public agencies, and businesses about available resources.

Ventura and Los Angeles

- Outreach to business and constituents using e-blasts, Facebook Live town hall meetings, and website updates by Senator Stern (D-Calabasas) and Assembly members Irwin (D-Thousand Oaks) and Friedman (D-Glendale).

South Bay

- Town hall events hosted by Senator Allen (D-Santa Monica) with the South Bay Association of Chambers of Commerce on resources from the State of California for local businesses.
- Online conversation for the business community by Assembly Member Kamlager (D-Culver City), UCLA officials, and the Los Angeles County Business Federation on the COVID-19 pandemic implications for area businesses.
- Hosted events by South Bay Chambers of Commerce, construction industry union and trade associations and elected officials to provide information on federal, state, and local government policy issues.

Los Angeles

- Meetings and outreach by nonprofits, labor unions, religious organizations, and service providers in the Los Angeles region that have formed the Healthy LA Coalition to advocate for tenants' and workers' rights, homeless services and housing, and health care, among other issues.

San Gabriel Valley

- Small business-focused events hosted by Senator Feinstein, Representatives Sanchez (D-Norwalk) and Chu (D-Pasadena), and Senator Rubio (D-Baldwin Park).
- Business outreach events from the San Gabriel Valley Economic Partnership and local chambers.

Objective #2 MEDIA AND COMMUNICATIONS - Communicate Metropolitan's policy priorities, actions and initiatives through various means to raise public awareness, enhance Metropolitan's visibility and cultivate support for Metropolitan priorities. Update and develop new communications tools, materials and platforms to ensure Metropolitan information reaches diverse audiences throughout its service area in a cost-effective, timely, relevant manner that reflects current communications trends.

Media Interviews

- Arranged interview with Campaign US marketing communications online trade news publication and External Affairs Manager Sims regarding the "Wasting Water Is..." campaign.
- Coordinated interview between Emily Dooley of Bloomberg Environment and COO/AGM Upadhyay regarding Metropolitan's sponsorship of SB 996, the constituents of emerging concern legislation introduced by Senator Portantino.
- Set up interview with Keeley Webster from Bond Buyer and GM Kightlinger regarding the San Diego County Water Authority's dismissal of some claims in their ongoing rates litigation against Metropolitan.

EXTERNAL AFFAIRS *continued*

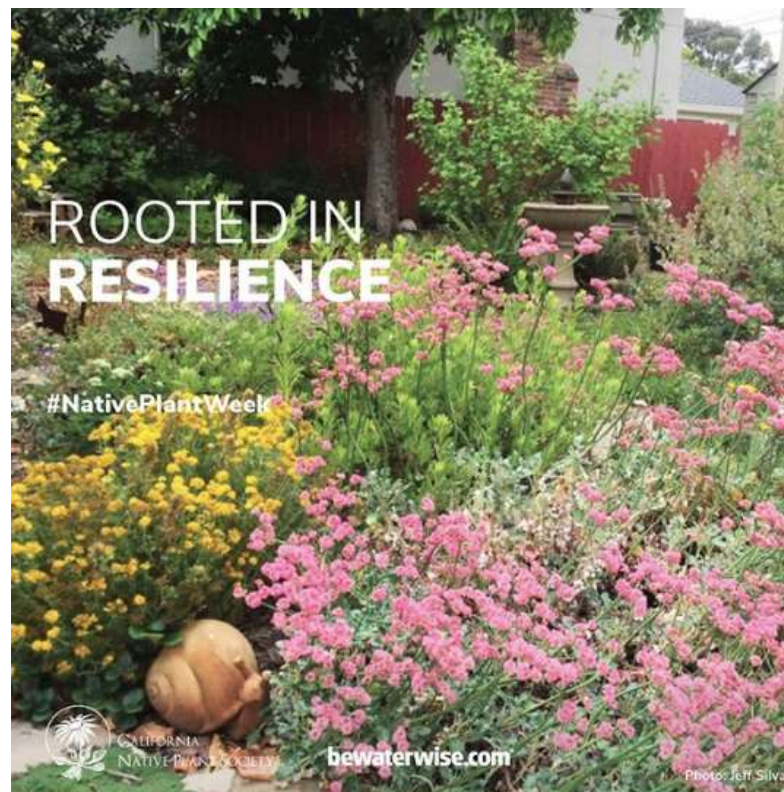
- Coordinated multiple interviews between author Peter Annin and COO/AGM Upadhyay, Water System Operations Manager Collins, and Colorado River Resources Manager Hasencamp regarding the Regional Recycled Water project and water reuse.
- Arranged interview with Strategic Water Initiatives AGM Patterson on Delta conveyance for special advertising section in the Orange County Register focused on water issues.
- Coordinated phone interviews regarding state's Incidental Take Permit for State Water Project between GM Kightlinger and Bloomberg's Emily Dooley, Associated Press reporter Adam Beam, and Los Angeles Times reporter Bettina Boxall.
- Provided information to KABC-TV Channel 7 news regarding the Board's actions regarding biennial budget and rates increases.

Press Releases/Statements

- Water Conservation "Wasting Water Is..." campaign.
- Statement from GM Kightlinger on dismissal of lawsuit claims by San Diego County Water Authority.
- Diamond Valley Lake Wildflower Trail opening. (March)

Social Media

- Produced videos about Metropolitan's efforts to maintain the quality and reliability of drinking water supplies during this crisis, while featuring scenic drone footage of Lake Mathews, Diamond Valley Lake, and Sierra Nevada watershed.
- Launched a series of "Gardening is Wellness" themed social media posts on Instagram, Facebook, and Twitter that link to new outdoor gardening resources created in partnership with the California Native Plant Society.



An example of a post celebrating Native Plant Week.

EXTERNAL AFFAIRS *continued*

- Created series of “METitations,” which are short videos featuring scenic imagery.
- Posted Metropolitan’s newly created reliability, leadership and METitation assets on social media, using a good mix of both static images and video that received significant engagement on all platforms.

Objective #3 PUBLIC OUTREACH AND MEMBER SERVICES - Conduct public outreach to increase awareness and input on Metropolitan projects and initiatives and ensure impacted communities are aware of Metropolitan construction and maintenance activities. Enhance public awareness of Metropolitan’s systems and facilities and the role they play in regional supply reliability while protecting environmental resources. Serve as liaison to Metropolitan’s member agencies and facilitate their engagement with Metropolitan.

Public Outreach for Metropolitan Projects

Metropolitan staff provided tours of the Regional Recycled Water Advanced Purification Center to Jensen staff (March 2), LADWP Employees Water Club (March 4), and the Sierra Club Water Committee (March 7).

Construction Project Updates

- Distributed 100 notices to residents for the Etiwanda Feeder Shutdown. (March 10)
- Met with the City of Torrance engineering staff to review the Second Lower Feeder – Reach 3 project scheduled for November 2021. (March 11)
- Met with the staff of the Danish Lutheran Church to inform them of upcoming construction activities related to the Second Lower Feeder – Reach 8 Project. (March 17)
- Distributed 50 notices to residents and businesses with an updated schedule for work on the East Orange County Feeder. (March 18)
- Notified residents in Placentia of the upcoming urgent relining construction of the Second Lower Feeder – Reach 8. (April 20)

Member Agency Support

Metropolitan met with the Member Agency Managers via conference call to discuss COVID-19 preparations and planning. (March 6 and 20)

Metropolitan met with the Member Agency Managers via webinar to provide a water supply update and discuss the following: COVID-19 preparations; 2020 Annual Operating Plan; 2020 IRP Scenario Planning and Policies; 2020 IRP outreach and engagement; and the proposed FY 2020/21 and 2021/22 Capital Improvement Plan. (March 13)

Metropolitan met with the Member Agency Managers via webinar to provide updates on Metropolitan and water supply/demand conditions; share Metropolitan and the member agencies’ COVID-19 response actions; and discuss the 2020 IRP Scenario Planning and outreach. (April 17)

Objective #4 EDUCATION AND COMMUNITY RELATIONS - Facilitate public engagement in and understanding of water resource issues through community relations activities and education projects. Build awareness of and appreciation among Southern California for the value of clean, reliable water supplies and the importance of good water stewardship.

General Education

In response to statewide school closures, Metropolitan launched a new education website with additional downloadable content and activities. The frequency of online communication with teachers, students, partners, and member agencies has been increased, and includes biweekly conferences with presentations on Metropolitan’s curriculum and resources from statewide water education efforts.

EXTERNAL AFFAIRS *continued*

Metropolitan staff is working with member agencies, participating schools, Southern California Edison, and Occidental College to conduct a re-imagined 2020 Solar Cup program that includes online engineering and artistic challenges for students who are participating in this year's competition. Students will continue to receive points for completing the challenges and recognized for their achievements.

Staff is partnering with the Department of Water Resources to promote the virtual reality tour app of the Colorado River Aqueduct as part of an overall water education social media campaign by DWR to provide additional water education resources to teachers, parents, and students.



Promoted the virtual reality tour apps of the CRA and SWP on Metropolitan's Education website, through the H2Know newsletter, and through various social media sites.

Diamond Valley Lake Education Program

Due to the current COVID-19 situation, the DVL Visitor Center is closed.

Objective #5 BUSINESS OUTREACH AND INNOVATION - Facilitate opportunities for small businesses to work with Metropolitan. Help position Metropolitan as a leader in water innovation.

Metropolitan supported small businesses throughout the region through its participation and sponsorship of the following programs, conferences, and events:

- Attended board meeting with InSoCalConnect Murrieta to discuss plans to partner with the State of California on innovation event this fall on entrepreneurship and innovation. (March 3)

EXTERNAL AFFAIRS *continued*

Staff participated in the following online events and webinars:

- Global Innovation Demo Day with Imagine H2O and more than 450 attendees. (March 25)
- Demonstration of hydraulic modeling and mixing analysis hosted by Netherlands-based firm. Metropolitan staff had expressed interest in this technology at the last Technology Approval Group (TAG) workshop. (March 25)
- COVID-19 virtual workshop hosted by Isle Utilities on how other agencies are dealing with the current pandemic. (March 27)
- Webinar hosted by the Asian Business Association-LA Chapter and other supplier diversity representatives. (March 31)
- Workshop with Sydney Water focused on utility initiatives in innovation. (April 2)
- Meeting with DWR engineering staff and Metropolitan surveying team on mobile scanning systems that can help surveyors. (April 7)
- WBEC-West event to expand procurement of diverse suppliers. (April 14)
- Board meeting with the American Indian Chamber of Commerce of Southern California. (April 14)
- Board meeting with Achievement Rewards for College Scientists (ARCS) to provide additional support for laboratory initiatives and innovations.
- WaterStart Global Water Utilities meetings with representatives from the United States, UK, Australia, Singapore, Netherlands, Belgium, and other nations on current activities, emergency response teams, operations, innovation, and public affairs

HUMAN RESOURCES

GM STRATEGIC PRIORITY #6: Foster Leadership and Strengthen Workforce Capabilities

Objective #1 Partner with Metropolitan leadership to support learning, development, and workforce planning initiatives.

Thirteen managers and senior team members from Water Resource Management completed Metropolitan's Leading Technical People training program. The session's learning objectives included effective delegation, persuasive communication, and handling resistance skills.

HR staff assisted with the launch of the 8th cohort of 30 mentor/mentee pairs in Engineering Services' Mentoring Program.



Engineering Services kicks off the 8th cohort of its Mentoring program!

Objective #2 Seek diverse, high-quality talent, and establish partnerships to discover additional outreach opportunities that aid in staffing positions.

Recruitment successfully filled 45 positions for the months of March and April. We received 25 new staffing requisitions during this time period, resulting in 150 positions currently in recruitment.

HR PRIORITY: Ensure Effective People Management

Partner with management to ensure that employees are appropriately managed, evaluated, engaged, motivated, developed, and recognized. Provide opportunities for career development, skills training, and knowledge capture in order to prepare for the future.

Objective #1 Ensure Metropolitan managers have foundational knowledge, on-going support to effectively manage employees, and the tools to prepare for a changing workforce.

HR continued to provide one-on-one coaching for managers and employees in the developmental areas of communication (trust building, employee engagement, communication skills, etc.).

Due to the COVID-19 pandemic, the Human Resources Group Manager has been organizing a weekly check-in meeting with all Group Managers that focus on sharing the latest information on employee illness or potential exposure, issues raised by the bargaining units, and strategies for working through the complexities of the stay-at-home order.

HUMAN RESOURCES *continued*

HR PRIORITY: Strengthen Partnerships with HR Customers

Collaborate and partner with customers at all levels to support strategic decisions on workforce planning, hiring strategies, advancement and learning opportunities, disciplinary issues, and other challenges as they arise.

Objective #1 Establish partnerships focused on strategic solutions to various Human Resource management challenges.

Since the onset of the COVID-19 crisis, the Human Resources Group Manager and Employee Relations staff have been in weekly communication with the bargaining units. Operational issues such as employee safety, teleworking, availability of protective equipment, and addressing potential employee exposures to the COVID-19 virus are among the many topics of dialogue.

The HR Strategic Partner, WSO Management, and Recruitment staff are working together to determine which open recruitments within WSO are deemed as urgent and which recruitments can be placed on hold while the stay-at-home order is in place. Additionally, new procedures to conduct interviews and practical exams are being developed in response to the COVID-19 social distancing guidelines.

HR PRIORITY: Provide Excellent Human Resources Services

Human Resources provides a wide range of services and support from pre-hire to post-retirement care. HR policies, procedures, and practices will be reviewed and revised as appropriate. HR will continually improve service and better utilize technologies.

Objective #1 Continue to upgrade HR's technological capabilities and continue to seek out improved technologies to better serve HR's customers.

HR continued to work with Information Technology to implement the addition of LinkedIn Learning to the new MyLearning platform. LinkedIn Learning will expand employee access to over 8,600 online training modules on a wide variety of job and career-related topics. The target date for company-wide launch is April 27.

Since March 16, Human Resources staff has been the centralized point of contact for all employees who have questions about paid administrative leave, potential exposure to COVID-19, illness, childcare/school closure issues, and availability to return to work. We have responded to 213 questions or issues and are currently monitoring 107 employee situations.

Objective #2 Administer all HR services with efficiency and a focus on customer service excellence, consistency, and flexibility.

Financial Finesse, Metropolitan's financial education provider, hosted a free Zoom webinar on March 26 that provided information and advice on money management during the COVID-19 pandemic and resulting market volatility.

On April 2, HR launched a "Turn Volatility into Possibility" communication with Empower Retirement focused on explaining market volatility, investing during market downturns, and the importance of having a long-term investment strategy.

Staff also worked with Empower Retirement to create a video for new hires explaining the benefits and eligibility requirements of Metropolitan's 457(b) and 401(k) plans. This session is usually done live as part of New Employee Orientation, but due to the current COVID-19 emergency, was done by video. One-on-one consultations for plan participants are also being done remotely, either through video conference or phone.

HUMAN RESOURCES *continued*



HR received two additional awards for its Benefits Communications

HR adopted all the provisions of the Coronavirus Aid, Relief, and Economic Security (CARES) Act, which was passed by Congress on March 27, 2020. The CARES Act is designed to provide temporary relief to deferred compensation plan participants by providing greater access to their retirement plan accounts in the form of increased loan limits from \$50,000 to \$100,000; waiver of the 10% federal tax penalty on hardship withdrawals up to \$100,000; deferral of loan payments to January 2021; and waiver of required minimum distributions to non-active participants age 72 and older.

HR conducted three Leave Donation campaigns for employees in need of additional leave hours.

To support staff working remotely, HR launched its first virtual computer training class on Microsoft Project in April.

During the past two months, approximately 460 MWD employees attended training classes such as:

- Adobe Acrobat
- Office 365
- Personal Security Awareness

CORE BUSINESS: Prepare to Meet Challenges of Future Workforce Changes

Human Resources can provide a wide range of services and support to ensure that Metropolitan positions itself for future workforce changes, by maintaining a collaborative and inclusive work environment, as well as a diverse workforce.

Objective #1 Promote an inclusive and collaborative workplace, maintain robust policies and procedures to ensure diversity, and prevent harassment and discrimination.

Taking advantage of the ability to take required training remotely, all managers and employees have been assigned the Sexual Harassment Prevention on-line training course.

Due to the Governor's stay-at-home order, all outreach events have been postponed. Staff is keeping in touch with potential candidates from previous outreach events and working with schools to determine the best approach for future outreach events.

HUMAN RESOURCES *continued*

CORE BUSINESS: Comply with Employment Laws and Regulations

Ensure all policies, programs, and practices comply with ever-changing laws and regulations. Compliance with applicable laws and policies requires monitoring and analyzing changing requirements, determining impact on Metropolitan management and staff, and implementing any changes necessary to maintain compliance. In addition, these changes must be clearly communicated to all customers as necessary, with any needed training provided, as appropriate.

Objective #1 Effectively administer all Human Resources policies, programs, and practices in compliance with applicable federal and state laws and Metropolitan's Administrative Code, Operating Policies, and Memorandum of Understanding.

In March, thirteen new workers' compensation claims were received and four were resolved. During April, seven new claims were filed and eleven were closed. Eight employees remain off work due to an industrial injury or illness. This reflects Metropolitan's effort to accommodate injured workers while enabling them to remain productive and on the job.

Activities of the Workers' Compensation/Medical Screening Unit are summarized as follows for March and April:

- Submitted twenty new claims to Metropolitan's Workers' Compensation Claim Administrator
- Closed fifteen Workers' Compensation Claim Files
- Currently eight employees remain off work due to industrial injury or illness
- Arranged three clinic evaluations (Department of Motor Vehicle exams and medical surveillance exams)
- Medical surveillance exams cancelled for March and April.
- Addressed two Accommodation issues.

HR Metrics	June 2019	April 2020	Prior Month (February)
Headcount			
Regular Employees	1,774	1,790	1,780
Temporary Employees	29	33	34
Interns	20	8	8
Recurrents	22	21	21
Annuitants	14	16	16

	March/April 2020	February 2020
Number of Recruitments in Progress (Includes Temps and Intern positions)	150	182
Number of New Staffing Requisitions	4	25
	March/April 2020	February 2020
Number of Job Audit Requests in Progress	16	18
Number of Completed/Closed Job Audits	4	2
Number of New Job Audit Requests	2	1

HUMAN RESOURCES *continued*

Transactions Current Month and Fiscal YTD (includes current month)			
<u>External Hires</u>	<u>FY 18/19 Totals</u>	<u>March/April 2020</u>	<u>FISCAL YTD</u>
Regular Employees	125	15	114
Temporary Employees	40	1	27
Interns	38	0	17
Internal Promotions	98	10	80
Management Requested Promotions	130	11	93
Retirements/Separations (regular employees)	118	5	119
Employee Requested Transfers	19	2	14

INFORMATION TECHNOLOGY

Information Technology provides innovation and outstanding value to its customers for a wide range of technical services and enterprise business solutions

CORE BUSINESS: Information Technology

Collaboratively work with customers to deliver information technology options, services, and solutions in the areas of enterprise and business applications, Engineering Services and Water System Operations applications, data analytics, mobile/wireless computing, telecommunications, network services, information security, and personal computing.

Objective #1 Strengthen Metropolitan’s cybersecurity capabilities by deploying new and emerging technologies and implementing enhanced security countermeasures.

In response to COVID-19, the Information Technology Cybersecurity Unit collaborated with functional teams and business units to transform Information Technology (IT) operations to meet the needs of the organization while managing cybersecurity risks related to use of technology at Metropolitan. As a part of this transformation, staff quickly conducted advanced planning and mobilized technical resources to ensure business continuity, which relied heavily on IT cybersecurity and related infrastructure.

- As communication is of utmost importance during an emergency, IT cybersecurity and infrastructure staff worked quickly to ensure stable operations of Metropolitan’s telecommunications network and the ability to address break-fixes, as well as infrastructure changes and upgrades (increased bandwidth) needed to support Metropolitan in response to COVID-19.
- Implemented contingency plan that allows for back-up systems to support communications and alternative audio/video conferencing capabilities.
- Leveraged technologies such as “Virtualization” and use of Terminal Services to allow for remote log-in from home computers to enable staff to access their work computer and to conduct their work.
- Provided secure remote access by issuing a hardware authentication device (YubiKey) to loaner laptop users to provide an extra layer of protection to Metropolitan’s computing environment as part of IT’s rapid laptop deployment efforts.
- Maintained sound cybersecurity governance and security protocols during COVID-19 to support Metropolitan’s business operations by working closely with business units across the enterprise.
- Shifted 100 percent of all SSL VPN connections to Multi-Factor Authentication using soft tokens on phones to provide an additional layer of security while supporting operational needs during COVID-19.
- Completed re-architecture of Privilege Access Management within IT infrastructure to enhance Metropolitan’s cybersecurity capabilities.



INFORMATION TECHNOLOGY *continued*

Objective #2 Provide IT services in support of the Headquarters Improvements Program.

Continued to collaborate with Engineering Services Group (ESG) and Facilities on Information Technology (IT) services in support of the Headquarters Improvement Program.

- IT continued to support ESG/Facilities and collaborated with key stakeholders on changing conditions due to impacts of COVID-19.
- Staff conducted planning and made final preparations to support the next phase of relocation at Headquarters (moving staff from high-rise to wing, and those currently in the wing area back to their original work spaces).



Objective #4 Modernize Operational Technology and Control System Upgrades as part of the Capital Investment Plan.

Wadsworth Pumping Plant (DVL) Control System Upgrade Project – The DVL control system provides critically important support to the operation of the distribution system, including the ability to generate power and revenue.

- To date, performance testing has been completed on all nine pump/generation units and all units have been accepted for beneficial use by Metropolitan.
- The Control System Upgrade for the Wadsworth Pumping Plant was extremely complex, involving upgrades and changes to the control system and the electrical system protection equipment (controls and communications systems, protection relay system, vibration monitoring system and parts of the power controls system). The success of this project reflects the close collaboration and teamwork between IT, ESG, and WSO staff to upgrade a critically important system.

IT Responded to COVID-19 to support Critical Water Operations at Metropolitan

- The IT Staff worked in collaboration with key Water Quality stakeholders to implement and deploy a Terminal Server (Nautilus 9.3 Thermo Web Access plug in) for remote access for home computers. This capability provided WSO Water Quality personnel the capability of working from home while being able to access the Laboratory Information Management System (LIMS). LIMS contains compliance water quality testing results that enable Metropolitan to meet state/national regulations and guidelines for safe drinking water.

INFORMATION TECHNOLOGY *continued*



Water Quality Sampling



Water Quality Lab

Objective #5 Improve Metropolitan's IT Disaster Recovery and Response Capability.

In response to COVID-19, the IT-ICP (Incident Command Post) met to coordinate highest priority needs to support Metropolitan's Emergency Operations Center (EOC). During this reporting period, the IT functional team(s) immediately began advanced planning and coordinated activities to support the EOC and business continuity. Staff quickly mobilized and continued to adjust priorities to ensure optimal response based on conditions, priorities, and needs.



Conducted IT-ICP Meeting on March 16, 2020

Objective #6 Provide leadership, planning, and solutions in support of Metropolitan's Strategic Priorities.

IT Teams met to discuss a multitude of technical options and their feasibility to ensure all Metropolitan's systems remained operational and secure while providing new options to collaborate during the COVID-19 emergency.

- During the period, Staff continued to conduct IT business during COVID-19 to work on highest priorities supporting Metropolitan's Strategic Initiatives. As part of the IT Strategic Roadmap, staff continued to implement Microsoft Azure Cloud services required for Metropolitan's transition to cloud-based computing.
- To-date, IT Staff successfully migrated approximately 21 servers and associated applications to Azure cloud for testing, monitoring, and optimization. Once cloud computing is fully deployed, key benefits include easy

INFORMATION TECHNOLOGY *continued*

access to data, operational resiliency, and the ability to scale resources up and down to manage system performance and efficiencies.

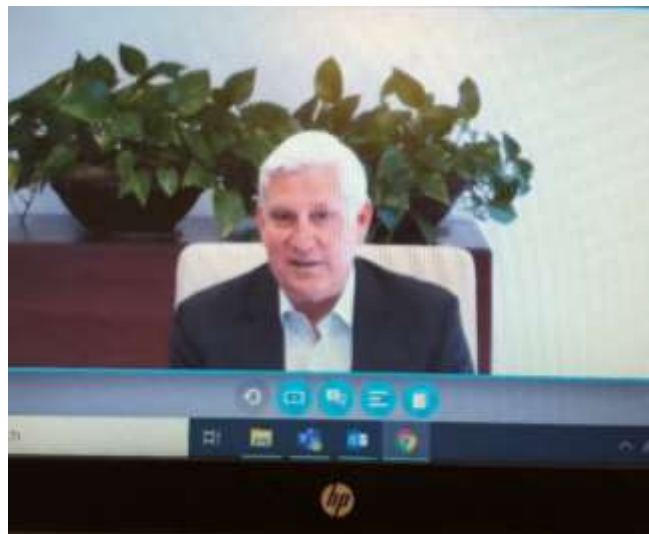
- The migration of PeopleSoft to Oracle Cloud is proceeding according to plan. The project team worked in collaboration with cybersecurity staff to complete the security/network design and continued integration and final testing. Migration is scheduled to begin in late April and projected to complete in May.



Objective #7 Deploy innovative solutions to improve operations, promote collaboration, and provide business value.

Information Technology provided innovative solutions to support the mission of Metropolitan and Metropolitan's Board of Directors.

- IT Staff worked in close collaboration with the Board Support Team to facilitate remote meetings of the Board and Committees during the months of March and April 2020.



General Manager Town Hall Meeting

- IT Group worked with External Affairs to support the General Manager's remote Town Hall Meeting conducted on April 16, 2020. The town hall broadcast provided the GM a forum to share the latest information about Metropolitan's response to COVID-19.



PC Replacement Project

PC Replacement Project (PCRP) – This project will replace end-of-life computers for all Metropolitan staff and operations (instrumentation, testing, modeling, etc.) throughout Metropolitan by deploying new workstations and laptops in a phased approach. Replacement of aging computers and related equipment will provide Metropolitan employees with computers that have greater processing speed and improved reliability.

- Continued to coordinate with business units on special requirements
- Initiated deployment of laptops with selected users; full rollout is scheduled to begin first quarter of next fiscal year (after COVID-19) based on a phased approach (i.e., user priority, hardware availability, and age of the existing computers).

COVID-19 Response

- In addition to moving forward with the PC Replacement Upgrade Project, IT worked diligently to acquire additional laptops on the open market to support the highest priority needs to allow for telecommuting. The PC Team is substantially complete in deploying laptops (approximately 200 units), while coordinating with the 12th floor and business units from across the enterprise to ensure the highest priorities needs were met.



IT Staff Assisting Employee with Laptop Pick-up



Transporting Laptops for Deployment

Objective #8 Enhance workforce productivity by simplifying access to business information and deploy technologies to support our customers in business decisions.

The normal operations of the IT Infrastructure Unit was significantly impacted due to COVID-19. During this period, staff work tirelessly to support IT operations and the enterprise. While technology for users is typically transparent and behind the scene, the impact of COVID-19 shed light upon the important partnership required between business units and the technologies supported by the IT Group.

Some of the key actions taken by IT Infrastructure include:

- Increased bandwidth on selected networks to mitigate communication bottlenecks. While system performance is predicated on both internal Metropolitan networks and commercial carriers, IT took prudent steps to ensure the best end-to-end performance (where possible), as selected service levels are outside of Metropolitan's control (i.e., heavy traffic across the internet impacting system performance or responsiveness of applications due to data congestion by service providers).
- Established Terminal Server Infrastructure to allow Metropolitan staff to work securely and remotely. IT staff mobilized quickly and planned, built, tested, and deployed virtualization infrastructure to allow staff to work from home. Through the efforts of the Server Administration Team, Database Team, Cybersecurity Team, Networking Team, and the countless other efforts and dependencies, IT was successful in creating a new Terminal Server Infrastructure to support Metropolitan during COVID-19.
- The Service Desk Team was impacted by COVID-19 due to heavy user requests and a large volume of service tickets requests as a result of staff working remotely and requiring technical support and services. The Service Desk Team continues to provide responsive and effective support for Metropolitan users, while monitoring the incoming requests via Service Desk tickets.

The Enterprise Application Unit worked with Infrastructure and Cybersecurity to ensure Metropolitan's Virtual Private Network (VPN) licensing and related dependencies were quickly scaled up to support the significant increase of users working remotely who required access to MWD's network / computing environment. In addition, key activities during this period included:

- Supported External Affairs on timely changes to websites (Intramet, mwdh2o.com, Bewaterwise, and other microsites) as requested by External Affairs on COVID-19.
- Assisted business users on how to remotely access BDMS, Teams, SharePoint, and OneDrive and resolve issues with connectivity and application access.
- Worked with Finance to implement Paid Administrative Leave (ADP) for COVID-19 into the Payroll system.
- Supported Finance and member agencies to complete timely WINS billing during COVID-19 response.

REAL PROPERTY

GM STRATEGIC PRIORITY #1: Enhance Infrastructure Safety, Security and Resiliency

Objective #1 Provide right-of-way planning and real property acquisition services for infrastructure.

A Modification of Grant of Easement (Modification) was executed by Southern California Edison Company (SCE) and Metropolitan to perfect the rights of the Middle Feeder pipeline. SCE removed and relocated portions of the Middle Feeder to expand its Mesa substation. This Modification now accurately describes the alignment of the Middle Feeder pipeline easement located on SCE's fee property.

The Board approved an 18-month extension of an existing lease of a vacant lot on Bristol Street in Costa Mesa for continued use as a construction/storage area for the Orange County Feeder Relining Project. Part of the original lease term included an 18-month option to extend; Project Management requested we continue using the site for the next reach.

Staff acquired three six-month Caltrans encroachment permits in support of Reach 3 of the Orange County Feeder Relining Project to repair the 36-inch diameter pipeline. These encroachment permits will allow Metropolitan to work within Caltrans right of way along the 405, 57, and 73 freeways in the city of Costa Mesa from November 2020 to May 2021.

Staff received an approved six-month Orange County Public Works access permit in support of Site 14 of the Orange County Feeder Relining Project. This permit will allow Metropolitan access to the excavation pit located within the Caltrans right of way. This permit is from March 2020 to September 2020 and will be extended for a subsequent six-month term to allow for completion of the relining work.

GM STRATEGIC PRIORITY #6: Foster Leadership and Strengthen Workforce Capabilities

Objective #1 Foster staff training and development.

Staff completed the following International Right of Way Association-sponsored trainings/seminars: *Principles of Real Estate Engineering*, *Environmental Awareness (online)*, *Alternative Dispute Resolution*, *Principles to Real Estate Appraisal*, *Ethics and the Right of Way Profession*, and *Legal Aspects of Easements*

Staff completed the following Metropolitan-sponsored training: *Adobe Acrobat Fundamentals*, *Excel Pivot Tables*, *California Preventing Workplace Harassment for Employees*, *Defensive Driver*, and *High Rise Fire Life Safety - US Occupants Only*. Staff attended the UCLA Ziman Center for Real Estate-sponsored webinar *Real Estate, The Macroeconomy, & COVID-19*.

Staff attended the Nossaman LLP-sponsored webinar *Navigating COVID-19 for the Right of Way Industry*.

CORE BUSINESS: Real Property Acquisition, Management and Revenue Enhancement

Manage Metropolitan's real property assets with a focus on enhancement of returns while ensuring that Metropolitan's core operations are protected. Acquire real property rights for future operational business needs.

Objective #1 Manage Metropolitan's real property assets to support water system operations and water supply needs, and seek maximum revenue and reduce costs where possible.

A permanent easement was granted to San Diego Gas and Electric Company (SDG&E) for electricity transmission purposes in the unincorporated community of Pala at the border of Riverside and San Diego counties. SDG&E now has the easement rights to proceed with accommodating the power needs of residential property owners in the area.

REAL PROPERTY *continued*

Staff completed the execution of a new five-year road access license agreement with Alta Mesa 640, LLC, involving 0.21 acres of fee-owned land in Whitewater, California. The subject property traverses the Colorado River Aqueduct and allows Alta Mesa to access its wind farm property.

An Entry Permit was issued for Southern California Edison to use 30,000 square feet of land near the Foothill Feeder in the Newhall area of Los Angeles County as a construction staging area through December 2020.

Staff completed the execution of three agriculture lease agreements in the Bay Delta Islands. The agreements are as follows: a one-year lease for 2,728 acres of land defined as Bouldin Island East; a one-year lease for 5,603 acres of land comprising the entirety of Bacon Island; a three-year lease for 3,103 acres of land defined as Bouldin Island West.

A ten-year license was granted to a private entity for 2.25 acres of land near the Weymouth Treatment Plant and La Verne Pipeline to be used for mobile home pads, recreational vehicle parking, and landscaping.

Objective #2 Pursue development and improvement of the Diamond Valley Lake area, including the DVL Visitor Center and marina facilities, in support of recreation, additional leasing and revenue opportunities.

Staff participated in a ribbon-cutting ceremony held at the Diamond Valley Lake (DVL) east recreation area in early March to acknowledge the partnership between Metropolitan, The Western Science Center, and Valley-Wide Recreation in completing the installation of the DVL monument sign. Land Management Unit Manager Kieran Callanan received a commendation on behalf of Metropolitan by the State Senate.



Staff participating in Ribbon Cutting Ceremony at DVL East Recreation Center



DVL Monument Signage



Kieran Callanan, Land Mgmt. Unit Manager receives commendation from State Senate on behalf of Metropolitan

All DVL recreation amenities are closed in compliance with the State of California orders to limit the spread of COVID-19 in the interest of public health. This includes the Diamond Valley Marina, DVL Trails, The DVL Visitor Center, The Western Science Center, and the Valley-Wide Recreation complex.

Objective #3 Efficiently maintain and operate Metropolitan's Headquarters Building, Diamond Valley Lake Visitor Center, and District Housing.

REAL PROPERTY *continued*

At the Diamond Valley Lake viewpoint, staff replaced the failing porta-potty structure with a new masonry block enclosure. The previous structure, constructed of wood posts and lattice, posed a safety issue due to wood rot from age and extreme weather.



Before DVL Viewpoint restroom facility renovation



After DVL Viewpoint restroom facility renovation

In response to the COVID-19 pandemic, Facility Management staff worked with current contractors to help develop or update cleaning and sanitizing procedures. These included increased sanitizing wipe-down of high touch surfaces and the sanitizing of Committee rooms between Committee meetings. Staff also increased the number of available hand sanitizing dispensers throughout the building, including high traffic areas.

ANNEXATIONS

Objective #1 Seek fair and equitable contract agreements with Member Agencies, federal, and state governments to maintain a long term sustainable wholesale water resource to Southern California.

The Board adopted the resolution for Rancho Corrido Annexation to San Diego County Water Authority and Metropolitan; the General Manager has determined that the proposed action is exempt or otherwise not subject to CEQA. This action increases Metropolitan's service area by approximately 31 acres once the Local Agency Formation Commission completes the boundary change.

SECURITY/CAO

Objective #1 Strengthen Internal and External Partnerships

- Metropolitan's Security Management Unit reached a preliminary co-op agreement with the University of Southern California's Homeland Security Studies' Master's Program within the Price School of Public Policy.

Objective #2 Improve Security and Emergency Response

- Security Management swiftly prepared a pandemic response plan upon Metropolitan's COVID-19 State of Emergency declaration and activation of the Emergency Operations Center activation. Metropolitan's contract security guard force was rapidly assessed, staffed, and equipped to conduct constant defensive coverage to protect Metropolitan's employees, contractors, and infrastructure.

Objective #2 Improve Security and Emergency Response

- Security Management applied advanced technology to quickly fill the gap where employees and construction workers had to vacate the facilities to comply with public health orders across six counties. The construction at Greg Avenue PCS was temporarily halted by the contractor, leaving the facility without power, network, or protection. Security Management rapidly rented a mobile, self-sustained security surveillance device from Pro-Vigil. The unit is powered by solar panels and networked to Metropolitan's Security Watch Center.

Objective #2 Improve Security and Emergency Response

- The America's Water Infrastructure Act law was enacted in April 2018. It requires a risk assessment and an emergency response plan for all water critical infrastructure facilities. The Environmental Protection Agency (EPA) is the lead regulatory agency. The dates for compliance were March 2020 for the risk component, and September 2020 for the Emergency Response Plan. Security Management Unit is following the EPA guidelines and working its way toward on-time compliance of the emergency response plan.



Metropolitan's contract security guards are equipped

SECURITY *continued*



Solar panels used to power Pro-Vigil's mobile, self-sustained security surveillance device at Greg Avenue

WATER RESOURCE MANAGEMENT

GM STRATEGIC PRIORITY #1: Enhance Infrastructure Safety, Security and Resiliency

Objective #1 Support Capital Investment Program planning.

GM STRATEGIC PRIORITY #2: Prepare for More Extreme Hydrology

Objective #1 Identify storage policies to improve response to extreme hydrology.

Objective #2 Prepare analyses, studies and reports on Integrated Resources Plan implementation to ensure water supply reliability under various and more extreme hydrology.

Objective #3 Implement Water Surplus and Drought Management Plan.

With a current 15 percent State Water Project allocation, demands are projected to exceed Metropolitan's base allocated supplies. Metropolitan has initiated calls to the Semitropic and Kern Delta Storage Programs and transfer supplies from the Yuba Accord that should meet Metropolitan's operational needs. Adjustments will be made to the water supply plan if water supply conditions change.

Objective #4 Monitor development of climate science and incorporate updated information into the Integrated Water Resources Planning approach.

Objective #5 Manage existing and develop new regional water management programs to maintain water supply reliability in the face of increasing water supply volatility.

Staff released the application for the Stormwater Recharge Pilot Program on March 27 and has received four applications to date. Two applications have been received for Monitoring Equipment Installation and two applications have been received for New Construction.

Objective #6 Implement Conservation Program.

On Tuesday, March 3, 2020, Water Efficiency Team staff held a quarterly Program Advisory Committee (PAC) meeting with member and retail agency staff to discuss potential changes to Metropolitan's Conservation Credits Program rebates and incentives. Items discussed included commercial indoor audits, outdoor landscape audits, commercial clothes washers, and drip irrigation.

Staff participated in the Alliance for Water Efficiency Board Meeting in Denver, Colo. The Board meeting welcomed five new members from the City of San Antonio, UC Davis, DC Water (Washington, D.C.), Southern Nevada Water Authority, and Leidal Associates in Canada.

Staff attended and presented information at the West Basin Municipal Water District Coordination Roundtable meeting at the Edward C. Little Water Recycling Facility. Fifteen people were in attendance, representing West Basin's customer agencies, the South Bay Environmental Services Center, and the City of Torrance. Staff covered the following topics: Innovative Conservation Program launch, support for local DAC projects, and Metropolitan's policy to co-fund 50 percent of agency dues to the Alliance for Water Efficiency (AWE) and the California Water Efficiency Partnership (CalWEP).

The Conservation Team transitioned its regional rebate programs to complete online systems to maintain effective conservation programs during the COVID-19 pandemic. This allowed Metropolitan to maintain financial incentives for water efficiency projects without having to go physically to the project site. Staff is also working on transforming the in-person California Friendly Landscape Workshops to an online webinar.

WATER RESOURCE MANAGEMENT *continued*

GM STRATEGIC PRIORITY #3: Ensure Imported Supply Reliability

Objective #1 Ensure a cost-effective and reliable State Water Project.

Staff participated on the DWR/State Water Contractors Dam Safety Meeting and on the Operations, Maintenance, and Engineering Committee Meeting.

Staff presented a lecture on imported supplies to civil engineering graduate students at the University of California, Los Angeles.

As part of Metropolitan's Yuba Accord Water Purchase Agreement, Metropolitan will purchase an estimated 21,600 AF at a projected cost of \$275-300/AF. The final amount of supply available to Metropolitan depends on the participation of the other State Water Project Contractors. Metropolitan plans on using a \$3.8 million prior deposit in the program to offset costs, reducing the fiscal impact this year to around \$400,000.

Objective #2 Ensure access to sufficient water supplies to operate a full Colorado River Aqueduct in times of drought.

USBR Review of 2007 Interim Guidelines

On March 24, Metropolitan staff participated in a webinar led by the U.S. Bureau of Reclamation (USBR) to officially kick off USBR's review of the 2007 Interim Guidelines (Guidelines). The purpose of the review is to evaluate the effectiveness of the Guidelines in accomplishing their three main purposes: (1) to improve management of the Colorado River (CR) by considering tradeoffs between water supply deliveries and other benefits, such as future water supply, power generation, recreation, and preservation of environmental resources; (2) to increase certainty about water deliveries under dry conditions; and (3) to provide a new mechanism for storage and delivery of water supplies in Lake Mead, i.e., Intentionally Created Surplus (ICS). The review will include documentation of USBR's annual operations of CR reservoirs since 2008. USBR plans to complete and present the results of its review at the 2020 Colorado River Water Users Association Conference in early December 2020.

Objective #3 Support implementation of Delta Conveyance Project.

Objective #4 Streamline approvals for future Sacramento Valley water transfers.

GM STRATEGIC PRIORITY #4: Maximize Local Resources

Objective #1 Support development of Regional Recycled Water Program (RRWP).

Staff reviewed and recommended potential improvements to state and federal legislation to increase potential future funding for recycled water projects, including the RRWP. Federal funding may benefit Metropolitan and its members as recycled water projects are planned and developed to support the IRP. Staff is prepared to advance project proposals which may be funded through COVID-19 related infrastructure programs.

Objective #2 Implement Future Supply Actions Funding Program.

Staff have executed 13 out of the 14 Future Supply Actions Funding Program agreements (FSA) and have held kick-off meetings with nine agencies. Most of the studies are well underway. Staff is coordinating with the member agency agreement administrators to adjust schedules if needed in response to the COVID-19 emergency. Metropolitan is funding 14 FSA studies covering groundwater, recycled water, stormwater and seawater desalination. Metropolitan is expecting all projects to be complete in 2021.

WATER RESOURCE MANAGEMENT *continued*

Objective #3 Maintain and enhance groundwater production in Metropolitan’s service area.

Objective #4 Collaborate with member agencies, water agencies and associations, and provide leadership for policy development, advocacy, outreach and education.

In early April, Metropolitan entered into an agreement with the California Water Data Consortium (CWDC) and provided them with \$200,000 in funding. The CWDC is a non-profit that provides tools and information to support water data users and providers in an effort to improve water resource management statewide.

Staff worked with the WateReuse Los Angeles Chapter Board to develop alternative methods to share information during the next several months to address the COVID-19 social distancing policy. Staff is participating in developing newsletters, fact sheets, and other information to keep members informed. Staff also provided feedback to the WateReuse Legislative and Regulatory Policy Committee and the California Urban Water Agencies Water Reuse Committee on potential impacts of the proposed 2020 federal funding appropriations consistent with Metropolitan’s policy principles. Association letters requesting additional recycled water funding are being prepared.

Staff continues to work closely with member agencies to improve local supply data for the benefit of the region and for use in the 2020 Integrated Resources Plan and Urban Water Management Plan. Through information provided directly by member agencies, Metropolitan’s latest annual Local Supply Survey contains updated historical local production data through 2019 as well as an update to the region’s inventory of existing and planned local water supply projects. The survey was sent out to all member agencies on February 20, 2020. Metropolitan staff is currently reviewing initial survey responses.

External engagements in February included the CalDesal conference and the Multi-State Salinity Coalition (MSSC) Annual Summit. CalDesal’s annual conference hosts a variety of stakeholders affiliated with desalination and updates attendees on current projects and legislation related to the industry in California. This year’s CalDesal Conference was held in Santa Barbara, California, and included a tour of Santa Barbara’s desalination facility. The MSSC Summit was held in Las Vegas, Nevada, and included a workshop with the Water Research Foundation to solicit feedback from attendees on current technology gaps and research needs related to desalination. Staff sponsored both conferences and participated in board meetings prior to each conference.

Staff participated in a board meeting for the Southern California Salinity Coalition (SCSC) in early March. The SCSC co-funded the Water Research Foundation workshop mentioned above and is also funding a study of the water quality benefits of introducing desalinated supplies into existing distribution systems.

External engagements also included attendance at the Association of Groundwater Agencies – American Groundwater Trust conference. Discussion at this conference focused on PFAS, upcoming regulations and developments, and how multiple agencies have dealt with exceedance of response levels in their service area.

Objective #5 Implement Local Resources Program.

Metropolitan provided support letters for three member agency grant applications for Title XVI program for recycled water projects. The letters recognize the importance of a diversified resource portfolio and how recycled water supports Southern California’s supply reliability.

WATER RESOURCE MANAGEMENT *continued*

GM STRATEGIC PRIORITY #5: Promote Environmental Stewardship & Sustainability

Objective #1 Support Integrated Water Resources Plan Implementation.

GM STRATEGIC PRIORITY #6: Foster Leadership and Strengthen Workforce Capabilities

Objective #1 Improve succession planning.

Objective #2 Promote learning and increased technical capacity of staff.

Objective #3 Promote Metropolitan's technical capabilities and innovation efforts to advance the understanding of water resources management.

GM STRATEGIC PRIORITY #7: Maintain Sound Business Practices and Fiscal Integrity

Objective #1 Support Office of the Chief Financial Officer.

WATER SYSTEM OPERATIONS

GM STRATEGIC PRIORITY #1: Enhance Infrastructure Safety, Security and Resiliency

Objective #1 Provide Reliable Water Deliveries.

Metropolitan delivered approximately 97,000 acre-feet (AF) and 81,000 AF of water to member agencies in March and April, respectively. March deliveries averaged approximately 3,100 AF per day, which was 300 AF per day more than February deliveries, while April deliveries averaged approximately 2,700 AF per day. Treated water deliveries for March and April totaled 48,000 AF and 46,000 AF, respectively. The Colorado River Aqueduct operated at a 3-pump flow or 1,300 AF per day in March, and a 4-pump flow or 1,800 AF per day in April. A total of 42,000 AF and 54,000 AF was pumped on the Colorado River Aqueduct for March and April, respectively. State Water Project imports averaged 1,800 AF per day, totaling 58,000 AF for March; and averaged 980 AF per day, totaling 30,000 AF for April. The target SWP blends were zero percent at the Weymouth, Diemer, and Skinner plants for both months.

Operations Control Center staff continued to maintain social distancing by working in separate control rooms, as well as utilizing a backup control room at an offsite location. Metropolitan and janitorial staff continued with increased cleaning and disinfection of high-touch and other common areas to ensure protection of employees.



Backup control room at the Operations Control Center

WATER SYSTEM OPERATIONS *continued*

Objective #2 Ensure Water Quality Compliance, Worker Safety, and Environmental Protection.

Metropolitan complied with all water quality regulations and primary drinking water standards during the months of February and March 2020. Beginning in March, Water Quality staff responsible for regulatory compliance reported to the laboratory in “micro-teams”— smaller teams designed to maintain social distancing. All regulatory compliance samples were collected in March and April, with monitoring reports submitted to the state as typically scheduled, despite the constraints associated with the COVID-19 pandemic.



Staff performing chemical analysis at the Water Quality Laboratory

On March 16, the Water Quality Incident Command Post was activated to coordinate response to the COVID-19 pandemic. Water Quality’s actions focus on 100 percent compliance with drinking water regulations to protect public health, ensure staff safety, and limit the potential for exposure within the Water Quality Laboratory. On March 13, details of Water Quality’s activities and plans for potential future actions were discussed with the State Water Resources Control Board’s Division of Drinking Water, the state’s regulatory agency for drinking water.

Protecting the health and safety of Metropolitan’s workforce is critical in the response to the COVID-19 pandemic. Staff developed the following Safety Talks to aid in that effort, utilizing new guidance issued by health authorities such as the Centers for Disease Control and Prevention (CDC):

- *Reuse of Voluntary N95/P100 Respirators during COVID-19 Pandemic* provides guidance on the appropriate use, reuse, and care of N95 and P100 respirators.
- *Use of Cloth Face Coverings or Surgical Masks during COVID-19 Pandemic* provides guidance on how to properly use, re-use, and care for cloth face coverings and surgical masks.
- *Cloth Face Coverings, Surgical Masks, and Voluntary N95 or P100 Respirators* clarifies the different intended uses and general guidance for cloth coverings, surgical masks, and respirators.
- *Work-From-Home Best Practices in the Midst of COVID-19* provides ergonomic guidance and suggestions in setting up workstations for home teleworking.

WATER SYSTEM OPERATIONS

MWD Safety Talk
Employee Environmental, Health & Safety Information for Use of Cloth Face Coverings or Surgical Masks During COVID-19 Pandemic



Employees' usage of surgical face masks, cloth face coverings and P100 respirators is limited and is required for the most urgent cases under direct supervision and instruction, including health care workers, laboratory workers, and other workers who require respiratory protection from their work. Cloth face coverings are not for use in situations where the use of a cloth face covering is not required. This Safety Talk is intended to provide information on the use of cloth face coverings and surgical masks. The Safety Talk is intended to provide information on the use of cloth face coverings and surgical masks. The Safety Talk is intended to provide information on the use of cloth face coverings and surgical masks.

WHY IS A CLOTH FACE COVERING?

- Cloth face coverings are a barrier that helps reduce the spread of germs. It can be used to help prevent the spread of germs from the person wearing it to others.
- Cloth face coverings are not a substitute for other personal protective equipment (PPE) such as gloves, eye protection, and a respirator.

HOW TO WEAR A CLOTH FACE COVERING?

- Cloth face coverings should be worn over the nose and mouth.
- Cloth face coverings should be worn over the nose and mouth.
- Cloth face coverings should be worn over the nose and mouth.

MWD Safety Talk
Employee Environmental, Health & Safety Information for Reuse of Voluntary N95/P100 Respirators During COVID-19 Pandemic



On April 2, 2020, Federal Occupational Safety and Health Administration (OSHA) issued guidance on the reuse of N95 respirators. This Safety Talk provides information on the reuse of N95 respirators. The Safety Talk is intended to provide information on the reuse of N95 respirators. The Safety Talk is intended to provide information on the reuse of N95 respirators.

Respirator Use by Setting or Assigned Employees

- Employees should only use respirators that are approved for reuse.
- Employees should only use respirators that are approved for reuse.
- Employees should only use respirators that are approved for reuse.

Environmental Use Following OSHA's Respirator Use Guidance

- Employees should only use respirators that are approved for reuse.
- Employees should only use respirators that are approved for reuse.
- Employees should only use respirators that are approved for reuse.

MWD Safety Talk
Employee Environmental, Health & Safety Information for Cloth Face Coverings, Surgical Masks, and Voluntary N95 or P100 Respirators

Employees' usage of surgical face masks, cloth face coverings and P100 respirators is limited and is required for the most urgent cases under direct supervision and instruction, including health care workers, laboratory workers, and other workers who require respiratory protection from their work. Cloth face coverings are not for use in situations where the use of a cloth face covering is not required. This Safety Talk is intended to provide information on the use of cloth face coverings and surgical masks. The Safety Talk is intended to provide information on the use of cloth face coverings and surgical masks.

Face Mask Type	Cloth Face Covering	Surgical Mask	Respirator
			
Primary Use and Purpose	Primary Use and Purpose	Primary Use and Purpose	Primary Use and Purpose

MWD Safety Talk
Employee Environmental, Health & Safety Information for Work-From-Home Best Practices in the Midst of COVID-19



The COVID-19 pandemic has led to a shift in how we work. Work-from-home best practices are essential to ensure the safety and health of employees. This Safety Talk provides information on work-from-home best practices. The Safety Talk is intended to provide information on work-from-home best practices.

1. Create a workspace that is safe and healthy.
 - Create a workspace that is safe and healthy.
 - Create a workspace that is safe and healthy.
 - Create a workspace that is safe and healthy.
2. Maintain good hygiene.
 - Wash hands frequently with soap and water.
 - Avoid touching your face.
 - Avoid close contact with others.

Safety Talks were rapidly developed to inform and protect staff in response to the COVID-19 pandemic

Staff made improvements to a water reuse sampling station in the Water Quality Laboratory. A flexible see-through barrier was installed to enhance air flow and ensure a healthy and well-ventilated workstation.



Clear vinyl curtain installed over sampling station in the Water Quality Laboratory

As a response to the COVID-19 pandemic and the need to enhance remote training options, staff expanded its online safety and technical training classes from about 40 percent to over 85 percent of scheduled training. This online training includes instructor-led webinars as well as on-demand training classes that employees can access anywhere and at any time. During the first two weeks of April, 22 instructor-led webinar classes were held for the first time, with 343 employees participating in webinars, 336 employees completing online training classes, and 470 employees completing safety toolbox training that was provided either remotely or in-person using social distancing guidelines. The addition of these online training options will have a lasting benefit for Metropolitan.

WATER SYSTEM OPERATIONS

All Metropolitan facilities have routine cleaning conducted, and this effort has been further enhanced as a result of the COVID-19 pandemic. To supplement this routine cleaning, staff conducted a “deep cleaning pilot” in April with a contracted vendor to demonstrate a high level of cleaning and disinfection that would be utilized in the event of a potential exposure to COVID-19 at a Metropolitan facility. The vendor thoroughly cleaned and disinfected two of Metropolitan’s facilities, including utilizing fog spray equipment containing an EPA-approved disinfectant recommended for the pandemic response. This pilot program increased Metropolitan’s preparedness to respond to a potential COVID-19 exposure and ensure a safe working environment for its employees.



EPA-approved disinfectant applied to office furniture surfaces as part of the deep cleaning pilot



Specialized vendor wearing full PPE with spray equipment for disinfection as part of the deep cleaning pilot

WATER SYSTEM OPERATIONS



Specialized vendor wearing full PPE cleaning and disinfecting facilities as part of the deep cleaning pilot



Decontamination activities as part of the deep cleaning pilot

In April, the first virtual regulatory inspection was successfully conducted at a Metropolitan facility. The South Coast Air Quality Management District (SCAQMD) inspected permitted equipment for air quality compliance with staff at the Weymouth plant using a video telephonic product (Apple's FaceTime). This efficient, remote inspection approach enabled Metropolitan and the SCAQMD to meet compliance obligations while maintaining social distancing.

WATER SYSTEM OPERATIONS



SCAQMD remote inspection of compressor permit placards at the Weymouth plant



SCAQMD remote inspection of concrete dispenser labels at the Weymouth plant

WATER SYSTEM OPERATIONS

Metropolitan's wide area network (WAN) provides a critical communication and data link between facilities across the distribution system. Standby generators at five WAN sites required relocation to meet current fire codes and enhance safety. These generators provide backup power in the event of primary power loss. Relocating the generators reduces the risk of damage to communication equipment and buildings in the event of a fuel leak. Staff began construction at two Iron Mountain communication sites. This work is scheduled to be completed in May 2020.



Staff excavating areas for electrical duct bank and standby generator pad for WAN project

Objective #3 Actively Engage in Capital Project Planning and Execution.

The La Verne Shops fabricated two stainless steel thimbles for the West Valley Feeder No. 1 Valve Structure Improvements capital project. The thimbles will be used to install a new butterfly valve. The new butterfly valve will replace the existing valve that is showing signs of deterioration and no longer seals after approximately 55 years in service. Staff welded the flanges, drain, and sample lines to the pipe sections. After fabrication, staff test-fitted the Victaulic coupling to ensure proper fit.



Flanges, drain, and sample lines being fit to a pipe section for West Valley Feeder No. 1

WATER SYSTEM OPERATIONS *continued*



Victaulic coupling test fitted on the thimble for West Valley Feeder No. 1

Staff disassembled a pump and discharge valve as part of the Colorado River Aqueduct Main Pump Rehabilitation (CRAMPR) capital project pre-inspection at Gene pumping plant. Data from the inspection will be used to develop the pump rehabilitation design and specification. During the inspection, pump parts that were found to be worn or damaged were repaired prior to reassembly. These repairs will ensure reliable service until the CRAMPR project is complete.



Setup to machine a pump seal ring at Gene pumping plant

WATER SYSTEM OPERATIONS *continued*

Objective #4 Optimize Maintenance.

Staff performed five-year high-voltage maintenance on a Skinner plant unit substation. This maintenance included testing of the disconnect switch, transformer, transfer switch, and associated cables. Routine testing of this equipment allows staff to proactively address electrical problems ahead of failures that may cause plant interruptions. Staff donned specialized personal protective equipment to ensure safety when performing maintenance involving disconnection or reconnection of high-voltage lines.



Staff in required PPE isolating a unit substation for high-voltage maintenance at the Skinner plant

During the Foothill Feeder shutdown, staff found flooded conditions caused by a faulty sump pump switch at the CLWA-1T service connection structure. Two damaged pressure analyzers were subsequently repaired. Staff tested all equipment and alarms at the facility to ensure full functionality and communication with the Operations Control Center.

WATER SYSTEM OPERATIONS *continued*



Repairs (before and after) to pressure analyzers at the CLWA-1T service connection

Staff completed maintenance on a 230kV transformer at Gene pumping plant. The maintenance included replacing the transformer's bushings and preparing the transformer for service. These transformers are used to step down voltages from 230kV to 6.9kV to power the main pump motors. Gene pumping plant has nine pumping units rated at 9,000 hp each.



Staff servicing transformer bushing prior to installation at Gene pumping plant

WATER SYSTEM OPERATIONS *continued*



Staff bringing a spare transformer into service at Gene pumping plant

Staff inspected 5.5 miles of the Etiwanda Pipeline between the Rialto Feeder and Upper Feeder. The coating used to recently refurbish 4 miles of the pipeline was inspected to gain information and help prepare contract specifications for the next 2.5 miles to be re-lined. During this 13-day shutdown, staff also inspected several sectionalizing, control, and isolation valves. Additionally, staff replaced a butterfly valve at the CB-18 service connection.



Staff removing a pipeline flange and valve assembly to access the Etiwanda Pipeline

WATER SYSTEM OPERATIONS *continued*

Managing vegetation growth on dam faces at Metropolitan’s reservoirs helps to ensure that the earthen fill materials of the dam are not compromised. Large dam faces, like at Diamond Valley Lake, cannot be traversed by vehicle and would take several weeks or months for herbicide treatment by hand. Metropolitan contracts with specialized helicopter services for herbicide treatment on a biannual basis. The helicopter transfers herbicide from a refill truck once its onboard tank is empty. Typically, it takes about one day for the helicopter to apply herbicide treatment across the entire face of the dam.



Helicopter landing on a refill truck to transfer herbicide for dam application at DVL

Staff performed annual maintenance of fixed cone valves at the Lake Mathews forebay. The work included pressure washing valves, inspecting components for corrosion and proper operation, and maintaining gear boxes. To minimize flow disruption to the Upper and Lower Feeders, staff rotated operating valves to continue operation while working on isolated valves. The valves were accessed using a specialized scaffold and ladder assembly developed specifically for this site and moved using a 95-ton crane. For added safety, staff installed attachment points for use with safety harnesses when working over the active forebay.



Crane hoisting the scaffolding assembly for maintaining fixed cone valves at the Lake Mathews forebay

WATER SYSTEM OPERATIONS *continued*



Scaffolding assembly set in place to provide access to fixed cone valves at the Lake Mathews forebay

During routine maintenance and inspection, staff found that a butterfly valve at the EM-14 service connection had a worn bushing and was vibrating. Due to the age of the valve and operating conditions at the service connection, a newer model, high-performance butterfly valve was recommended. During a planned shutdown, staff removed and replaced the valve. EM-14 is along the Lakeview Pipeline in Hemet.



Staff preparing to install new high-performance butterfly valve at EM-14 service connection

WATER SYSTEM OPERATIONS *continued*



New high-performance butterfly valve installed at EM-14 service connection

Recent storms that passed through the southern California desert resulted in damage to unpaved patrol roads, protective dikes, and berms. Staff is in the process of making the necessary repairs to ensure the CRA is protected from storm runoff and to keep the patrol roads safe and accessible. Staff maintains hundreds of miles of unpaved roads across the conveyance and distribution system.



Staff repairing a CRA patrol road damaged by storms

WATER SYSTEM OPERATIONS *continued*



Staff repairing a CRA patrol road damaged by storms

In response to the COVID-19 pandemic, field crews were divided into micro-teams to protect staff and limit exposure to larger groups of field forces. Micro-teams performed maintenance work at treatment plants and conveyance and distribution facilities while applying social distancing practices and wearing face coverings.



Staff removing an isolation gate at Wadsworth pumping plant while adhering to COVID-19 response protocols

WATER SYSTEM OPERATIONS *continued*



Staff collecting water samples from the sedimentation basin at the Diemer plant

Projects at the treatment plants were focused on essential duties and regulatory compliance work as the COVID-19 pandemic unfolded. Staff were split into smaller “micro-teams” and were scheduled to work different days and in different areas to increase social distancing. To help decrease potential exposure, shared work areas and equipment were sanitized before, after, and between shifts. Maintenance was focused on critical, regulatory-driven needs, as well as other urgent tasks. Response to equipment failures occurring off-hours were evaluated to minimize callback activity and further maintain social distancing. With staff incorporating new and evolving ways to approach their work, the plants continued to operate reliably and meet all compliance requirements.



Micro-team preparing for work at the Weymouth plant

WATER SYSTEM OPERATIONS *continued*

In compliance with local, state, and federal COVID-19 response guidelines, staff in the Desert region implemented micro-teams, telecommuting, increased cleaning procedures, social distancing, and face coverings to help ensure workplace safety while continuing critical operations and maintenance of the Colorado River Aqueduct system.



Pre-job toolbox meeting at Hinds pumping plant along the CRA

Objective #5 Manage the Power System.

Metropolitan received an alert from the North American Electric Reliability Corporation (NERC) that provided recommendations to respond to the COVID-19 pandemic, including situational awareness, business continuity, and resiliency measures. The alert also required entities with bulk electric system assets, such as Metropolitan, to respond to questions related to pandemic planning and risks in order to gauge the industry's preparedness for such events. Staff responded to NERC to provide feedback on Metropolitan's pandemic plan, staffing, and supply chains.

On March 31, Metropolitan, in conjunction with the Arizona Electric Power Cooperative and the Western Area Power Administration, implemented dynamic scheduling of Metropolitan's portion of output from the Hoover Dam power plant. Dynamic scheduling provides Metropolitan the ability to utilize Hoover power generation every five minutes to meet CRA pumping needs, as well as meet Metropolitan's obligation to provide flexible capacity to the California Independent System Operator. These efforts will expand the flexibility of power operations for the CRA and lower overall costs.

WATER SYSTEM OPERATIONS *continued*

Objective #6 Improve Security and Emergency Response.

In early March, Skinner plant staff participated in annual Hazardous Waste Operations and Emergency Response, Chemical Responder, and Incident Commander training. This training was held prior to the statewide shelter-in-place order issued in response to the COVID-19 pandemic. Staff participated in training that included hands-on emergency chemical response exercises, as well as a response to a mock chemical release. This training ensures staff stay up to date on necessary skills and provides opportunities to further improve emergency response capabilities.



Mock Incident Command Post established in the administration building demo room at the Skinner plant



Mock emergency response chemical spill training exercise seen via projection screen at the Skinner plant

WATER SYSTEM OPERATIONS *continued*

Since March 5, Metropolitan's EOC has been activated to coordinate Metropolitan's emergency response to the COVID-19 pandemic, while implementing Metropolitan's Pandemic Action Plan. Staff from various groups across Metropolitan have closely coordinated on a variety of activities, including monitoring key supply chains such as chemicals and fuel for operational reliability, enhancing cleaning and disinfection of facilities, procuring critical supplies, and ensuring cost-tracking for potential federal reimbursement. EOC activation has been done virtually using the WebEOC online software platform, allowing staff to work safely and effectively while adhering to social distancing protocols. As the COVID-19 response efforts continue, the EOC organization will remain flexible and respond to any new challenges that may arise. The EOC is currently activated at a mid-level (Level 2) and will remain activated until the emergency period passes and Metropolitan shifts to a business recovery phase.

On March 3, staff conducted a tabletop Water Quality Incident Command Post exercise on emergency water sampling kits. These kits are located throughout Metropolitan's system and contain the supplies and bottles needed to collect microbiological and chemical monitoring samples during emergency operations.

During March and April, staff cross-trained on various tasks to provide backup and support for compliance-related functions in the event of widespread staff absenteeism during the COVID-19 pandemic. Thus far, there is sufficient staff availability and all compliance requirements have been met.

Staff continues to work diligently to modify work plans to account for social distancing, while maintaining operational readiness for any urgent or emergency situations that may arise. This effort includes maintaining all emergency response equipment weekly (e.g., backup generators), operating in micro-teams to allow for increased social distancing, developing work plans based on recommendations from local health authorities, and maintaining industry standards and regulations.



Staff performing emergency equipment checks

Objective #7 Optimize Water Treatment and Distribution.

The State Water Project (SWP) target blend entering the Weymouth and Diemer plants was zero percent in March and April 2020. The SWP target entering Lake Skinner decreased from 75 to zero percent in the first week of March and stayed at zero percent until it was increased to 100 percent on April 13. Diamond Valley Lake releases to Lake Skinner began in mid-April to optimally utilize and cycle reservoir supplies to meet demands.

Flow-weighted running annual averages for total dissolved solids from February 2019 through January 2020 were 327, 335, and 357 mg/L for Weymouth, Diemer, and Skinner plants, respectively.

WATER SYSTEM OPERATIONS *continued*

Staff performed maintenance on sludge removal equipment in one of eight sedimentation basins at the Weymouth plant. The equipment, installed in 1960 during the plant's second expansion, is being restored to its original condition. These repairs are part of a preventive maintenance program to maintain the plant's reliability and flexibility.



Staff removing a section of a clarifier sludge rake at the Weymouth plant.

Staff replaced 13 ozone flow meters at the Weymouth plant during a scheduled ozone outage. The meters were replaced with more accurate and resilient flow meters, which will result in more stable ozone operations.



Staff installing new flow meter at the Weymouth plant.

WATER SYSTEM OPERATIONS *continued*



Old flow meters to be repurposed

Staff installed a new Programmable Logic Controller (PLC) for the nitrogen air compressor dryer system at the Jensen plant. The old PLC was obsolete, and staff could not communicate with it using a laptop computer. The dryer system removes moisture that builds up in the air compressor, prior to adding air to the piping system that feeds oxygen to the ozone generators. With the nitrogen compressor functioning properly, the ozone system can run efficiently and reliably.



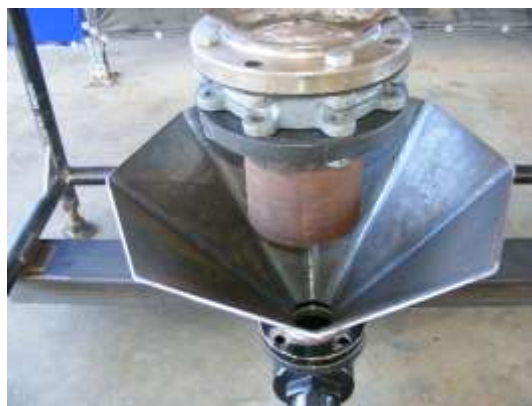
Nitrogen dryer PLC upgrade at the Jensen plant

Staff manufactured a hopper for filter media addition to the treatment plant filters at the Jensen plant. Filters are used to remove particles and comply with drinking water regulations. Staff will use the hopper instead of a crane to more safely and efficiently add filter media. Filter media is lost through backwashing and is routinely added to maintain targeted levels.

WATER SYSTEM OPERATIONS *continued*



New filter media hopper for the Jensen plant



Close-up of the ejection device for the new filter media hopper at the Jensen plant

As part of a five-year maintenance schedule, staff supported an outside vendor with the chemical cleaning of a chlorine scrubber unit at the Jensen plant. The chlorine scrubber is part of the chlorine containment facility that is a critical safety feature for the plant to contain and neutralize chlorine in the event of a leak. The maintenance work required removal of approximately 10,800 gallons of sodium hydroxide (caustic soda). An acid solution is then circulated to remove any buildup. After all the residue is removed, the sodium hydroxide is replaced, and the scrubber system is returned to service.

WATER SYSTEM OPERATIONS *continued*



Scrubber facility before (left) and after (right) maintenance at the Jensen plant

Staff replaced an uninterruptible power supply (UPS) that failed in the ozone system at the Diemer plant. The UPS provides continuous power to the instruments, computers, and sensors in the event of a power outage.



Staff replacing a UPS that is part of the ozone system at the Diemer plant

WATER SYSTEM OPERATIONS *continued*

Staff coated and re-labeled piping associated with sludge thickeners at the Skinner plant. Thickeners are used to process solids generated from the treatment process. The old labels had become sun-bleached over the years and were difficult to discern. As new employees are hired and trained, the new labeling ensures quick and accurate identification of system components.



Re-coated and re-labeled thickener manifold piping at the Skinner plant



Re-coated and re-labeled thickener manifold piping at the Skinner plant

WATER SYSTEM OPERATIONS *continued*



Re-coated and re-labeled thickener manifold piping at the Skinner plant

Staff donned SCBA personal protective equipment to open an ozone generator and replace a failed O-ring gasket at the Weymouth plant. Repairs and replacement of these components are part of a regular maintenance program that helps to maintain the plant's reliability.



Staff performing maintenance on an ozone generator at the Weymouth plant

WATER SYSTEM OPERATIONS *continued*

Staff refurbished transistor heat sinks in an ozone generator power supply unit (PSU) at the Skinner plant. This work is performed periodically to allow the units to run as cool as possible. This lengthens the life of the transistors, which are critical components of the PSU and the ozone system. Staff donned face masks and applied social distancing to perform this maintenance. Typically, a team works in very close proximity within the PSU; however, during the pandemic, workers were cognizant to maintain a safe distance from one another.



Staff refurbishing an ozone PSU transistor at the Skinner plant

Objective #8 Provide Technical Support to Member Agencies.

The 2019 Annual Water Quality Report to Member Agencies was provided to all member agencies on March 30. This report provides Metropolitan's monitoring results for raw and treated water and is used by member agencies to prepare their regulatory-required annual Consumer Confidence Reports.

On April 22, staff provided an update on per- and polyfluoroalkyl substances (PFAS) to the Upper San Gabriel Valley Municipal Water District Board of Directors via an online platform to maintain social distancing.

Objective #9 Prepare for Future Legislation and Regulation.

On February 21, the Chemical Safety and Hazard Investigation Board (CSB) finalized the rule on Accidental and Chemical Release Reporting. Effective March 23, the final rule describes when an owner or operator is required to file a report with CSB after the release of a hazardous or toxic substance (e.g., chlorine or ozone) into the ambient air. The proposed rule requires Metropolitan to not only report to the National Response Center (NRC) in the event of a reportable release, but to notify CSB as well. Staff will be updating Metropolitan's Health and Safety Manual to conform to the final rule.

WATER SYSTEM OPERATIONS *continued*

On March 6, Metropolitan commented on CARB's draft Regulation for the Reporting of Criteria Air Pollutants and Toxic Air Contaminants (CTR). While currently not subject to the CTR, the new amendments will require Metropolitan to begin annual reporting in 2022 for various activities (e.g., use of emergency generators, solvents and coatings). Metropolitan's comment letter asked CARB to not make facilities responsible for reporting emissions from contractor-owned equipment and to clarify the rationale for its low reporting thresholds. CARB is expected to release the final proposed regulation in late spring. Staff will continue to follow the draft CTR and provide additional comments as necessary.

On March 9, the State Water Resources Control Board (SWRCB) Division of Drinking Water issued a Notice of Proposed Rulemaking to lower the detection limit for purposes of reporting (DLR) for perchlorate from 4 µg/L to 2 µg/L. Lowering the DLR is the first step towards potentially lowering the current perchlorate MCL of 6 µg/L, in light of a revised public health goal of 1 µg/L. A public hearing was held on April 28, and Metropolitan plans to submit written comments by May 1. SWRCB anticipates adopting the revised DLR later this year.

On March 10, the USEPA published in the Federal Register its intention to regulate both PFOA and PFOS. USEPA is also asking for data and information to determine the appropriate next steps for other chemicals within the PFAS family (i.e., to regulate PFAS individually, as a group, or through a treatment technique). Written comments are due on May 11, 2020. Staff are coordinating with AMWA and AWWA on comments.

Effective March 13, USEPA issued a temporary policy regarding enforcement discretion during the COVID-19 pandemic. Under the policy, USEPA does not expect to seek penalties for noncompliance with routine monitoring and reporting obligations during this period. The enforcement discretion does not apply to any critical violations and other select regulatory requirements.

To date, neither CalEPA nor the Natural Resources Agency have issued blanket extensions to any rules, regulations, or enforcement orders as a result of the COVID-19 pandemic. Compliance mandates for all environmental regulations (e.g., air, water, hazardous wastes, pesticides) are still in effect. However, the agencies advise that if an entity cannot meet certain requirements, they must notify the appropriate regulatory agency immediately, document the hardship, and show cause for compliance relief and a good faith effort towards achieving compliance. Staff will work with local and state agencies (e.g., ARB, SWRCB, DTSC, Cal/OSHA) if needed to address any potential compliance deficiencies due to COVID-19.

On March 31, Governor Newsom issued Executive Order N-40-20 that extends by 60 calendar days the Office of Administrative Law's deadlines related to the filing, certification, and/or review of regulations. The Executive Order acknowledges that COVID-19 may affect the rulemaking process and that new rules/regulations should not be invalidated due to missing procedural deadlines, as well as provides state agencies additional time to finalize regulatory changes. The Executive Order does not alter Metropolitan's obligations to comply with regulatory requirements.

GM STRATEGIC PRIORITY #2: Prepare for More Extreme Hydrology

Objective #1 Manage Water Reserves.

State Water Project imports into the service area in March and April accounted for about 60 percent and 37 percent, respectively, of Metropolitan's deliveries. Storage at Diamond Valley Lake at the end of April was at 763,000 AF, or 94 percent full. Water reserves continued to be managed according to Water Surplus and Drought Management principles, the Annual Operating Plan, operational objectives, and the current 15 percent 2020 SWP allocation. In April, Banking Program partners Semitropic, Kern Delta, Mojave, and Antelope Valley-East Kern were contacted to prepare for deliveries from these storage programs starting as early as May. Additionally, withdrawals from DVL began to help meet demands under the current low SWP supply condition. Yuba Transfer supplies of about 15 TAF to Metropolitan were also acquired to help preserve storage reserves and prepare for the potential of a multi-year

WATER SYSTEM OPERATIONS *continued*

drought. Metropolitan's record high storage levels at the end of 2019 provide significant water supply reliability in 2020, under the low SWP allocation of 15 percent.

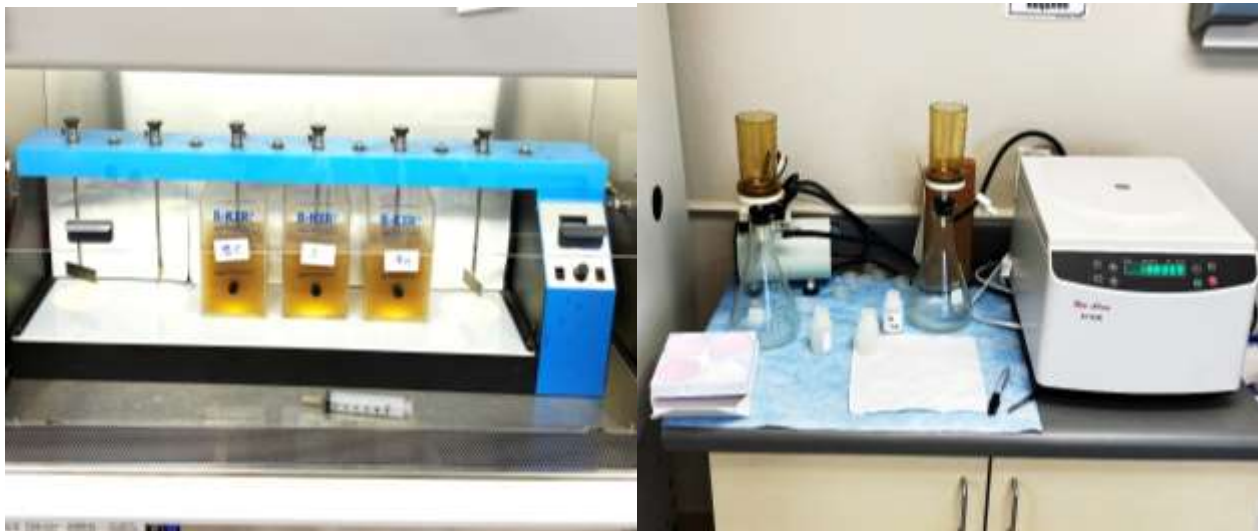
GM STRATEGIC PRIORITY #4: Maximize Local Resources

Objective #1 Support the Regional Recycled Water Program.

In March, staff worked with a manufacturer to aid in maintenance repairs of the membranes used at the Regional Recycled Water Advanced Purification Center demonstration facility in Carson. Staff also continued to support operations at the demonstration facility and work with the Los Angeles County Sanitation Districts and project consultants to optimize biological denitrification within the membrane bioreactor (MBR) system. In addition, staff enhanced site safety by installing bollards to protect utilities, high-visibility cable bumpers on overhead diagonal cables, and steps leading up to a platform.



Installation of membranes for the MBR system following maintenance repairs



Testing setup to optimize biological processes of the MBR system

WATER SYSTEM OPERATIONS *continued*



Staff installing bollards to protect a potable water line backflow preventer at the demonstration facility



Staff installing high-visibility cable bumpers on structural cables at the demonstration facility

On April 9, the third Independent Science Advisory Panel workshop for the Regional Recycled Water Program was held via an online platform. Over 40 attendees representing the state's Division of Drinking Water, Los Angeles Regional Water Quality Control Board, Los Angeles County Sanitation Districts (LACSD), project consultants, and Metropolitan participated in the workshop. The purpose of the workshop was to obtain concurrence from eight subject matter experts on a proposed alternate process configuration, based on biological denitrification testing results, prior to proceeding to the next phase of testing. The panel will be providing a report in May with their feedback and concurrence with the proposed process configuration.

WATER SYSTEM OPERATIONS *continued*

In April, staff continued to support the MBR membrane manufacturers in maintaining their process pumps. Staff also continued to support operations at the demonstration facility and work with LACSD and project consultants to monitor MBR system performance.



Staff modifying a return activated sludge line for the MBR system at the demonstration facility

GM STRATEGIC PRIORITY #5: Promote Environmental Stewardship and Sustainability

Objective #1 Manage Power Resources and Energy Use in a Sustainable Manner.

Metropolitan's hydroelectric plants generated an average of 22.5 megawatts, or about 15,630 megawatt-hours and \$750,300 in revenue, for the month of February 2020. As a result of reduced water demand and distribution system flows, the hydroelectric plants generated an average of 6.6 megawatts, or just over 4,900 megawatt-hours and \$253,920 in revenue, in March. Metropolitan's solar facilities, totaling 5.4 megawatts of capacity, generated over 720 and 760 megawatt-hours in February and March, respectively.

The South Coast Air Quality Management District (SCAQMD) issued annual fee credits totaling \$22,500 for Metropolitan's solar energy installations at the Jensen, Skinner, and Weymouth plants and at the Diamond Valley Lake (DVL) Visitor Center. The credits offset the SCAQMD Fiscal Year 2018-19 operating permit renewal fees for the permitted equipment (e.g., emergency engines, gasoline dispensing facility, coatings equipment) installed at the sites.

WATER SYSTEM OPERATIONS *continued*



Solar farm at Lake Skinner

Objective #2 Protect Source Water Quality.

On March 4, staff participated in a roundtable meeting regarding perchlorate cleanup at the former Tronox site in Henderson, Nevada. The Nevada Environmental Response Trust presented an update on the groundwater flow model being used to evaluate the extent of the perchlorate plume and applicability of long-term remedial alternatives. Staff continues to monitor the overall development of the long-term remedial plan and distribution of the Trust's funds for site cleanup that aids in long-term water quality protection of the Colorado River.

GM STRATEGIC PRIORITY #6: Foster Leadership and Strengthen Workforce Capabilities

Objective #1 Manage Vacancies.

WSO filled 26 vacant positions in February and March 2020.

Objective #2 Prepare Employees for New Opportunities.

The Water System Operations Apprentice and Technical Training Programs develop and train personnel to become qualified mechanics and electricians responsible for maintaining Metropolitan's water treatment and distribution systems. In early March, and prior to COVID-19 related restrictions, a corrosion expert presented a class on corrosion, including cathodic protection, to the Class of 2023 mechanics.

WATER SYSTEM OPERATIONS *continued*



Corrosion expert presenting to the apprentice Class of 2023 mechanics

Objective #4 Support Education and Outreach Initiatives.

On March 5 and 6, staff assisted with a CRA inspection trip for state legislators. Participants visited Gene field headquarters, attended a boat trip on Copper Basin, and toured the Whitsett Intake pumping plant on Lake Havasu. Staff also provided a tour of the Water Quality Laboratory and a presentation on per- and polyfluoroalkyl substances (PFAS). All subsequent tours of Metropolitan facilities were cancelled in response to the COVID-19 pandemic.

GM STRATEGIC PRIORITY #7: Maintain Sound Business Practices and Fiscal Integrity

Objective #1 Ensure Accurate Billing Infrastructure.

Staff completed construction of the new SKPE-1 service connection, near the Skinner plant, for San Diego County Water Authority (SDCWA). The new connection provides greater operational flexibility to SDCWA by metering water at lower operating ranges below 40 cfs. Work this month included installing control power to the RTU cabinet, a vacuum air release valve, and AMR cabinets; and backfilling the pipeline between the two valve vault structures.

WATER SYSTEM OPERATIONS *continued*



Staffing backfilling upstream vault air release valve for SKPE-1 service connection



Completed installation of meter for SKPE-1 service connection

The City of Redondo Beach is constructing a right-turn lane addition on Inglewood Avenue, requiring relocation of Metropolitan's WB-13 service connection AMR cabinet, electrical service pedestal, vent stack, and below-ground appurtenant piping. Staff coordinated a clearance with Southern California Edison for the power outage to the meter cabinet. Staff will soon begin construction for relocating the AMR cabinet and vent. WB-13 is located on the West Basin Feeder.

WATER SYSTEM OPERATIONS *continued*



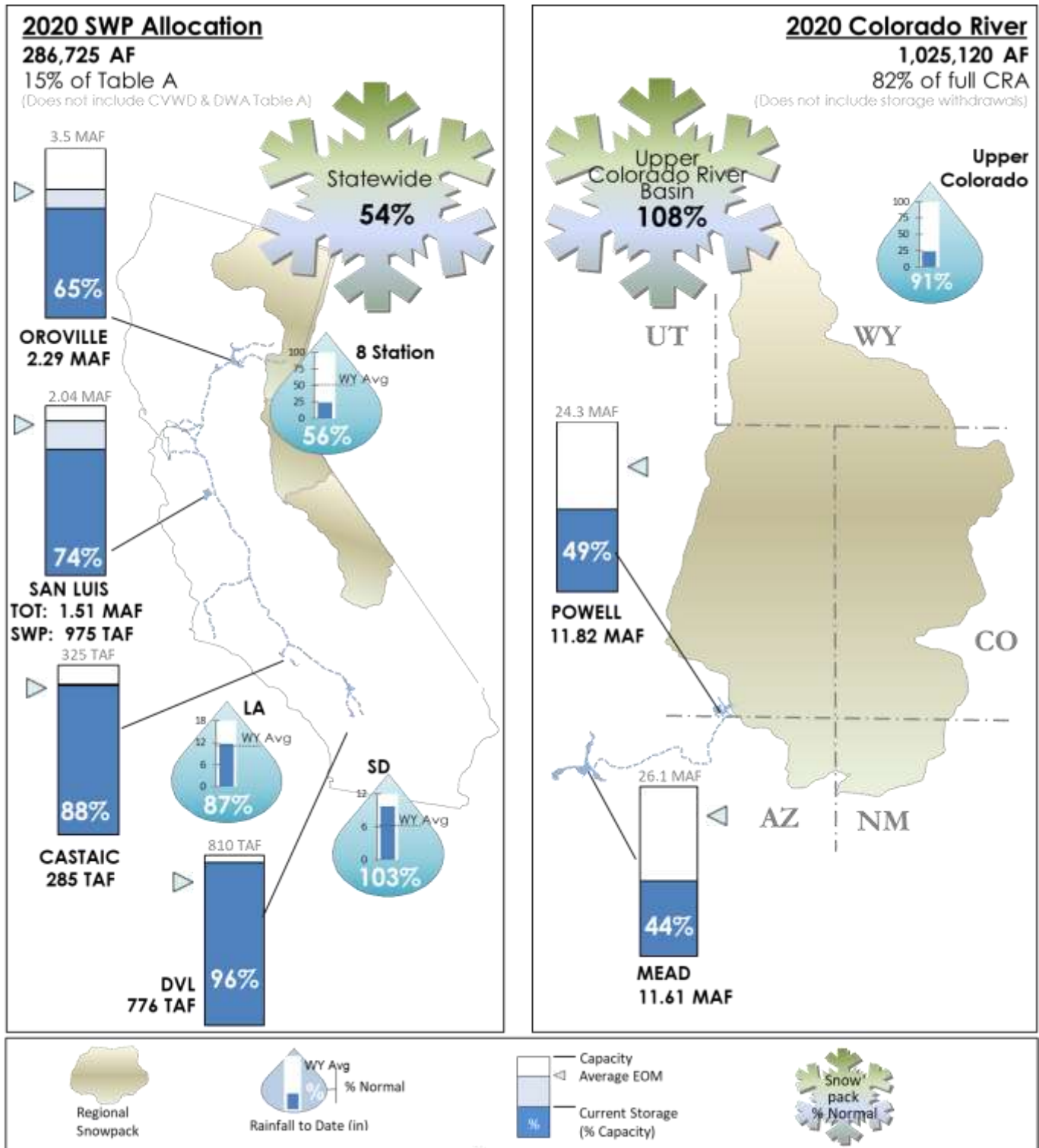
Location of existing AMR and vent stack for WB-13 service connection



View of proposed location and obstacles for WB-13 service connection

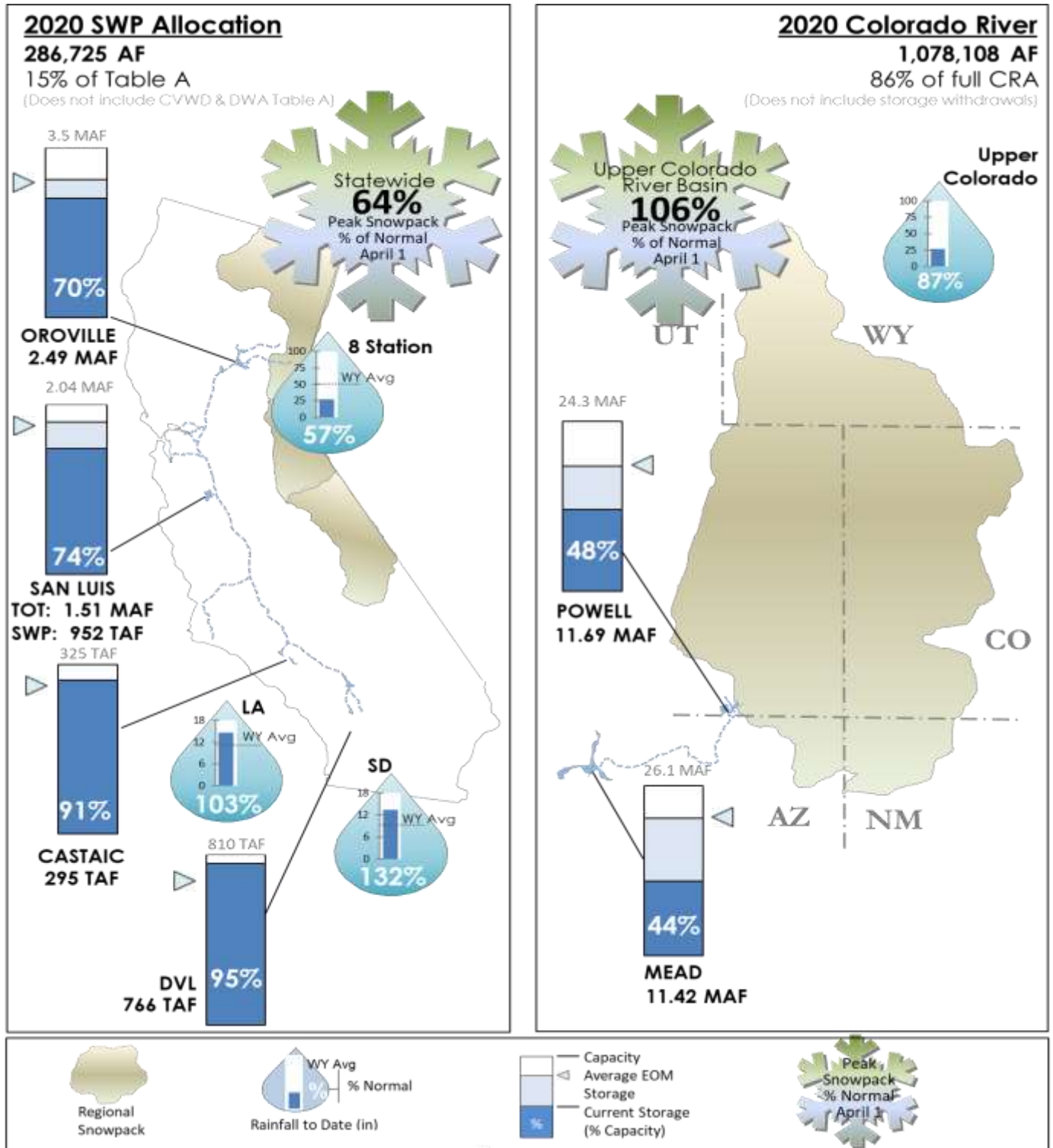
WATER SYSTEM OPERATIONS *continued*

WATER SUPPLY CONDITIONS as of March 31, 2020



WATER SYSTEM OPERATIONS *continued*

WATER SUPPLY CONDITIONS as of April 30, 2020





Metropolitan’s Mission is to provide its service area with adequate and reliable supplies of high-quality water to meet present and future needs in an environmentally and economically responsible way.

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