



The GENERAL MANAGER Monthly Report

**Activities for the Month of
September 2020**

This report identifies the actions and activities taking place during the month that support the objectives of the General Manager's Fiscal Year 2020/21 Strategic Priorities and the Core Business of the GM's work groups.

OCTOBER 13, 2020



Diamond Valley Lake Wildflower Trail Ranchers Fiddleneck

Content by Group

Administrative Services	3
Bay-Delta Initiatives	4-5
Board Support Team	6
Chief Financial Officer	7-9
Engineering Services.....	10-13
Environmental Planning.....	14-17
External Affairs	18-23
Human Resources	24-27
Information Technology	28-33
Real Property.....	34-35
Security Management.....	36
Water Resource Mgmt.....	37-40
Water System Operations	41-61

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.

Accomplishments

1. The Contracting Services Unit's Professional Services and Procurement teams coordinated with Business Outreach to lead two webinar discussions. The webinars included representatives of the Small Business Enterprises and Disabled Veteran Business Enterprises San Diego & Imperial Valley Small Business Development Council (SBDC), and the Inland Empire SBDC.



2. Professional Services staff completed the prequalification process for Request for Qualifications No. 1226—Control System Upgrade Program—Control System Prequalification. This critical acquisition is in support of a much-needed upgrade to Metropolitan's control system used to monitor and operate five pumping plants, eight reservoirs, five water treatment plants, 43 pressure control structures, 16 hydroelectric plants, and 462 Automated Meter Reading stations, composing the entirety of the conveyance, treatment, and distribution system.
3. Professional Services staff launched the pilot phase of the E-form to Requisition Transition Project. This project will move requests for Professional Services from an E-form based workflow to a requisition-based workflow within the Oracle environment, thereby standardizing requests for professional services and non-professional services, materials, goods, and supplies within one approval process and workflow. In support of the pilot phase, the Professional Services team created job-aids, developed a webinar series, and trained over 60 agreement administrators and support staff on this new process. The enterprise-wide launch is scheduled for January 1, 2021.

BAY-DELTA INITIATIVES

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

Objective # 1 Pursue the development of adaptive management decision processes, governance, and funding mechanisms that would provide effective and stable means of meeting State Water Project (SWP) regulatory requirements.

On September 8–10, staff participated in a Delta Science Program-sponsored workshop on the Sacramento River Drainage Spring-run Chinook salmon. Agency and stakeholder input provided at the workshop will be considered to inform the development and implementation of the Juvenile Production Estimate (JPE) for Spring-run Chinook salmon. The JPE will be used to set action triggers for managing SWP operations under the state permit.

Staff also continued to participate in the collaborative groups called for in the 2019 federal Endangered Species permit for the SWP and Central Valley Project (CVP), and the 2020 state permit for Long-term Operation of the SWP, to address science needs to inform management and operation of the water projects.

GENERAL MANAGER'S STRATEGIC PRIORITY #2: Sustainability

Objective # 1 Pursue completion of the planning and permitting process for the single tunnel Delta Conveyance Project (DCP).

Delta Conveyance

The U.S. Army Corps of Engineers (USACE) issued a Notice of Intent (NOI) for the development of an Environmental Impact Statement for the Delta Conveyance Project on August 20. Publication of the NOI initiates the environmental review process under the National Environmental Policy Act (NEPA). The NOI also signals the start of the federal scoping period, providing an opportunity for public and agency comment on the scope and content of the NEPA review. Information related to the NEPA scoping period, including details on how to comment, can be found on the USACE website.

An updated planning program schedule is available from DWR. The schedule has been modified to align the state and federal environmental review processes, as well as to accommodate additional time needed for modeling and funding actions from project participants. The updated schedule includes a public Draft Environmental Impact Report (EIR) in 2022 and Final EIR in 2023. DWR expects permitting to be complete in 2024.

Over the summer, DWR completed soil investigation activities in the Delta that were part of previous efforts. DWR and the Delta Conveyance Design and Construction Authority (DCA) are working to start soil investigations under the Initial Study/Mitigated Negative Declaration for Soil Investigations in the Delta.

DWR is preparing a series of “Deep Dive” video interviews with subject-matter experts on topics related to the Delta Conveyance Project. The first video is about soil investigation work. This video can be found on the DWR website (<https://www.youtube.com/watch?v=tR0ar2Zmrm8&feature=youtu.be>). The next in the series will be about the SWP.

Joint Powers Authorities

On September 17, the DCA Board of Directors approved Amendment #4 to the Joint Exercise of Powers Agreement. This amendment provides an accounting of the amount of DWR planning funding contribution from \$33.8 million to \$48.8 million. This contribution provides temporary funding to the DCA that will be repaid once financing for the project is secured.

The DCA board also approved the expansion of the DCA Stakeholder Engagement Committee (SEC) to include an additional public committee member, bringing the total SEC membership to 20 members. In addition, the DCA board

BAY-DELTA INITIATIVES *continued*

appointed David Welch, Courtland Fire Department, as an ex officio member to the committee, bringing the total to three ex officio member seats filled of the total of five potential ex officio members.

The Delta Conveyance Finance Authority regularly scheduled September 17 board meeting was cancelled.

Objective # 3 Engage in planning and permitting activities for the Sites Reservoir.

At their September 17 joint meeting, the Sites Authority Board and Reservoir Committee approved Alternative 1 as the Authority's preferred project for the purposes of the Revised Draft EIR analysis and for the purposes of the federal and state permitting processes. Alternative 1 includes a 1.5 million acre-feet reservoir size and the use of both existing and proposed new facilities, all of which will be in northern California in Glenn, Colusa, Tehama, and Yolo Counties.

GENERAL MANAGER'S STRATEGIC PRIORITY #3: Innovation

Objective # 1 Provide leadership through advancing scientific knowledge that promotes opportunities for the improvement of SWP supply reliability through the improvement and protection of estuarine processes, native species, and Delta ecosystem health.

Staff continued participating in the Collaborative Science and Adaptive Management Program (CSAMP), including participation on the Collaborative Adaptive Management Team (CAMT). The September 15 CAMT meeting included a presentation on the draft report for the Coordinated Salmonid Science Plan project. CAMT also received an update on the efforts to monitor habitat restoration in the Delta and discussed priorities for the CAMT work plan for 2021/22.

Metropolitan's Bay-Delta Initiatives (BDI) staff, Ms. Alison Collins and Dr. Shawn Acuña, with co-authors from Cramer Fish Sciences, ICF consultants, DWR, and the U.S. Bureau of Reclamation, published a paper on a Chinook salmon predation study. Chinook salmon were exposed to largemouth bass in a net pen under different conditions to evaluate the effects of man-made structures and aquatic weeds on predation. The results showed that aquatic weeds were a significant factor in affecting predation by largemouth bass. The study was supported by grant funding from the California Department of Fish and Wildlife.

The Interagency Ecological Program is holding their annual workshop virtually with workshop sessions held in two-hour blocks from August 25 to October 13, 2020. BDI staff is participating in the workshop, and sessions are addressing a variety of Delta science topics including Delta fish abundance and habitats, aquatic vegetation management, environmental stressors, and activities in Suisun Marsh. On September 15, BDI staff person Dr. Corey Phillis gave a presentation on an on-going study to model juvenile Chinook salmon response to food web subsidies from rice field drain water in the Sacramento River.

BOARD SUPPORT TEAM/CAO

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

OBJECTIVE #1 Infrastructure Reliability

Due to COVID-19, the Board Support Team (BST) has developed a new remote Board of Directors Portal. The portal allows directors to complete an intake form from any mobile device and allows the BST to onboard new directors more efficiently. Directors now have a platform to contact executive staff via telephone and email, submit expense reports or receipts, and receive text alerts with pertinent information—all with the touch of a button.



Views of some of the portal pages (Links, Intake Form, Frequently Asked Questions page)

CHIEF FINANCIAL OFFICER

CFO STRATEGIC PRIORITY: Maintain Strong Financial Position.

Provide timely and discerning financial analyses, planning, and management to ensure that forecasted revenues are sufficient to meet planned expenses and provide a prudent level of reserves consistent with Board policy.

Objective #1 Establish rates and charges to maintain moderate overall rate increases, minimize variability, and recover costs consistent with Board policy.

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

The Risk Management Unit completed 51 incident reports communicating instances of Metropolitan property damage, liability, workplace injuries, regulatory visits, and spills.

Risk Management completed 53 risk assessments 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 policy.

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 August 2020 totaled 148.9 thousand acre-feet (TAF), which were 5.6 TAF lower than the budget of 154.5 TAF. This translates to \$131.8 million in revenues for August 2020, which were \$7.9 million lower than budget.
- In August 2020, Accounts Payable processed approximately 3,200 vendor invoices for payment and took advantage of about \$15,900 in discounts.

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 September 1, 2020, Metropolitan issued \$13,655,000 of Waterworks General Obligation Refunding Bonds, 2020 Series A. Bond proceeds refunded \$18,735,000 of outstanding Waterworks General Obligation Refunding Bonds, 2010 Series A, and funded the costs of issuance. Total savings were \$8.2 million.

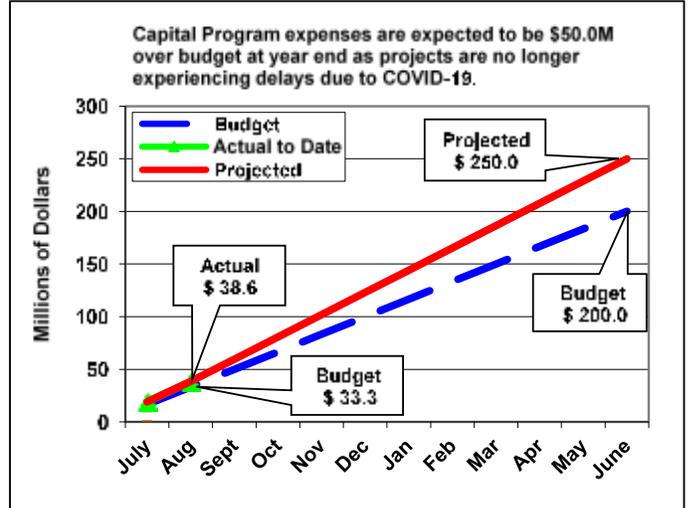
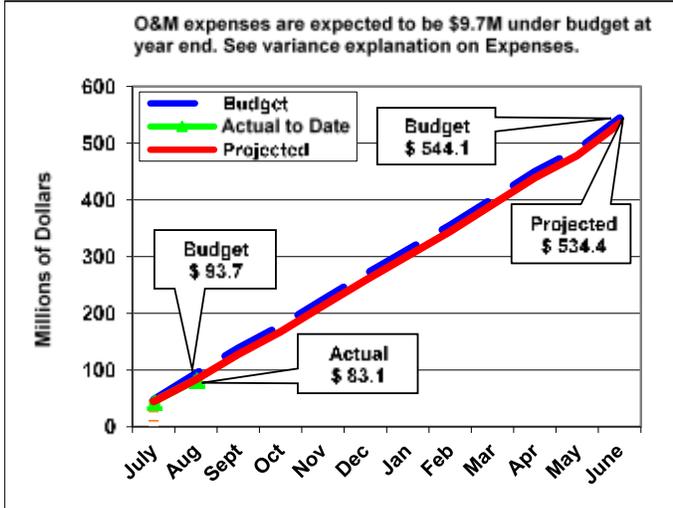
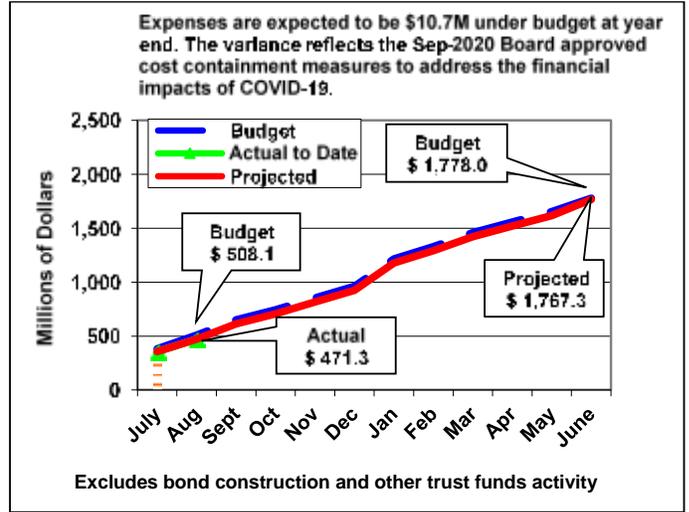
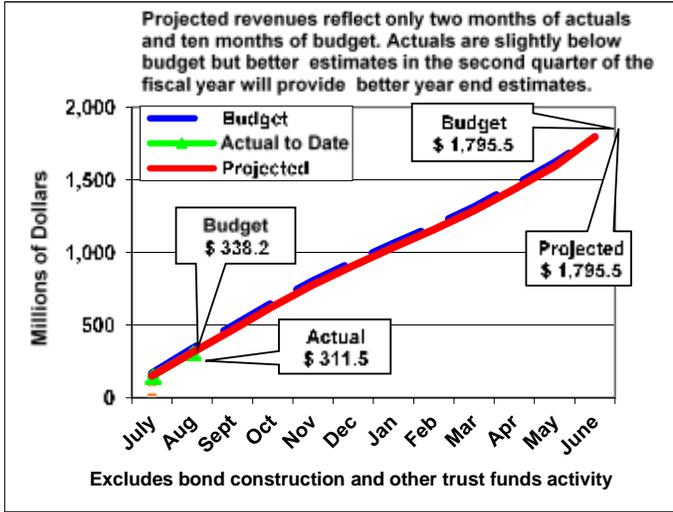
CHIEF FINANCIAL OFFICER *continued*

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

- As of August 31, 2020, the balance in Metropolitan’s investment portfolio was \$920.6 million; for the month of August 2020, Metropolitan’s portfolio managers executed 63 trades.
- During the month of August 2020, Treasury staff processed 1,142 disbursements by check, 20 disbursements by Automated Clearing House (ACH), and 74 disbursements by wire transfer. Treasury staff also processed 72 receipts by check, 22 receipts by ACH, and 47 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*



Summary Financial Statistics

	Target	Year-End Projected
Fixed Charge Coverage	≥ 1.20 x	1.46
Revenue Bond Coverage	> 2.00 x	1.48
Revenue Bond Debt / Equity Ratio	< 100.0%	57.2%

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

GENERAL MANAGER'S STRATEGIC PRIORITY #1: 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:

- **Yorba Linda Hydroelectric Power Plant Completion Project**—This project fabricates and installs an enclosure to provide rain protection for the plant generator. Construction of the enclosure, installation of the interior electrical lighting, convenience outlets, and exhaust fans are complete. The phone system and grounding work is in progress by Metropolitan staff working in micro-teams and is scheduled to be complete in December 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. Construction is 70 percent complete and is scheduled to be complete in the first quarter of 2021.
- **Lake Perris Bypass Pipeline Relining**—This project will reline approximately 1,500 feet of the Lake Perris Bypass Pipeline. The Board awarded a construction contract in July 2020, and contractor submittals are under review by staff. Construction is scheduled to be complete by April 2021.
- **Lakeview Pipeline Improvements**— This project will replace a 60-inch tee at the Lake Perris Control Facility and reline 450 feet of the Lakeview Pipeline. The Board awarded a construction contract in July 2020, and contractor submittals are under review by staff. Construction is scheduled to be complete by June 2021.
- **Diamond Valley Lake Wave Attenuator**—This project refurbishes the existing wave attenuator at Diamond Valley Lake. Final design is complete, and Board award of a construction contract is planned for October 2020.
- **Orange County Feeder Lining Repairs**—This project replaces the deteriorated internal lining along an 11-mile portion of the Orange County Feeder within the cities of Santa Ana, Costa Mesa, and Newport Beach. Rehabilitation is proceeding along three reaches. Construction of Reaches 1 and 2 is complete. Final design for the final remaining Reach 3 is complete.



Greg Avenue Pump Station Rehabilitation—Delivery of ball valves

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. A total of 100 miles of PCCP pipelines will eventually be relined with new steel pipe liners under this 20-year program. 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. Construction of the 4.5-mile-long Reach 2 is complete, and the feeder was returned to service in September 2020. Completion of these activities were revised to coincide with completion of a portion of Reach 8, which was determined to have excessive wire breaks following a Fall 2019 inspection. The relining of a 2,900-foot-long portion of Reach 8 was completed in September 2020. The remainder of Reach 8 will be completed at a later date. Final design of Reach 3 is 92 percent complete and is scheduled to be complete by November 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 72 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 have been installed. Construction is 62 percent complete and is scheduled to be complete by June 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, whereas Stage 2 will replace the valve at Copper Basin Reservoir. Construction of Stage 1 is 8 percent complete and is scheduled to be complete by July 2021. Final design for Stage 2 is 36 percent complete and is scheduled to be complete by October 2021.
- **CRA Hinds Platform Rehabilitation**—This project replaces maintenance platforms for the discharge valves at the Julian Hinds Pumping Plant. Preliminary design is 95 percent complete and is scheduled to be complete by October 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 Chlorination System Upgrades**—This project expands the existing chlorine building to house additional chlorination feed equipment and instrumentation at the Weymouth plant. Construction is 87 percent complete and is scheduled to be complete by May 2021.

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 was suspended for six weeks due to COVID-19 and resumed in May. Construction is 84 percent complete and is scheduled to be complete by April 2021.

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 was suspended for three months due to COVID-19 and resumed in late June. Construction is 30 percent complete. Because of the COVID-19 work suspension, the Spring 2021 plant shutdown for this project will not occur as originally scheduled. The required shutdown is now planned for Spring 2022. The anticipated project completion date is being reassessed.
- **Jensen Module 2 and 3 Flocculator Rehabilitation**—This project rehabilitates the Modules 2 and 3 flocculators at the Jensen plant. Construction is 48 percent complete and is scheduled to be complete by March 2021.

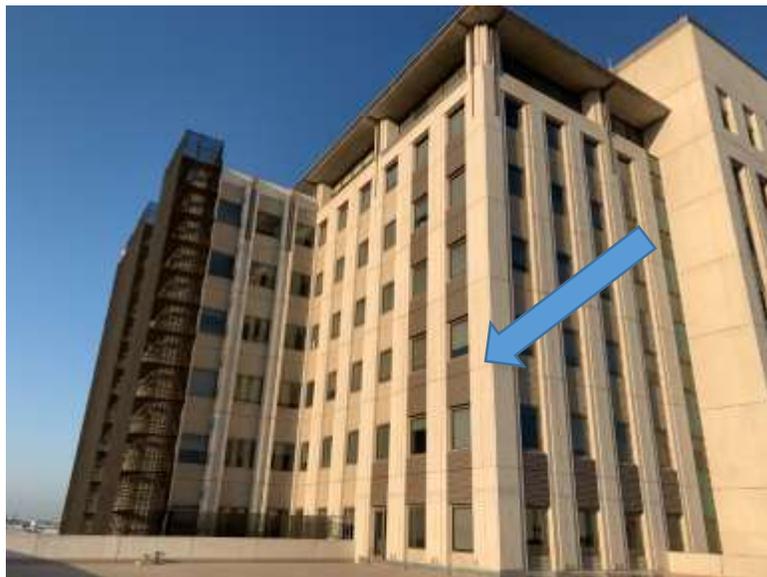


Jensen Module 2 and 3 Flocculator Rehabilitation—Removing existing flocculator paddle wheel

System Reliability Program

The System Reliability Program consists of projects to improve or modify facilities located throughout Metropolitan's service area to use 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 the Metropolitan Headquarters Building. Construction is 69 percent complete. Staff is working with the contractor to advance additional work while the building remains lightly occupied. Construction is anticipated to be complete ahead of the original schedule of July 2022 by about six months. At the August 2020 Board meeting, additional change order authority for this contract was approved so that the existing contractor could conduct additional work, including the board and committee room upgrades described below, in conjunction with the primary seismic retrofit activities.
- **Board and Committee Room Upgrade**—This project upgrades the audio/visual (A/V) systems at the Metropolitan 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 complete. In July 2020, the Board awarded a procurement contract for the A/V system. Construction of the A/V system upgrades is scheduled to be complete by May 2021.
- **Headquarter Physical Security Upgrades**—The comprehensive security upgrades for the Metropolitan Headquarters Building have been prioritized and staged to minimize rework and impacts on day-to-day operations within the building. The Stage 1 work, currently in construction, enhances security related to perimeter windows and doors. Stage 2 improvements will provide security system upgrades inside the building with a focus on the main entry rotunda area, board room, executive dining lounge, and security control room. Stage 3 improvements will provide security system upgrades around the perimeter of the building. Construction of Stage 1 is 96 percent complete and is scheduled to be complete by August 2021. In August, Metropolitan's Board awarded a construction contract for Stage 2 improvements. Construction of Stage 2 improvements is scheduled to be complete by April 2022.
- **Headquarters Building Fire Alarm and Smoke Control System Upgrades**—This project upgrades the Metropolitan Headquarters Building fire life safety systems, which includes replacement of the fire detection and alarm system and HVAC system improvements for smoke control. In August, the Board awarded the construction contract. Construction is scheduled to be complete by April 2022.



Headquarters Building Improvements—Rainscreens at northeast corner of tower

ENVIRONMENTAL PLANNING SECTION/CAO

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

Objective #1 Provide planning, California Environmental Quality Act (CEQA)/National Environmental Policy Act (NEPA), and regulatory permitting support for programs and projects that focus on infrastructure reliability and redundancy.

California Environmental Quality Act (CEQA) Review

Colorado River Aqueduct (CRA) Projects

- Continued CEQA review for Freda Siphon Repairs, Black Metal Mountain 2.4 kV Electrical Power Upgrade, and Gene Communication Reliability Improvement projects.
- Finalized the draft Mitigated Negative Declaration (MND) for the CRA Structural Protection Project.

Prestressed Concrete Cylinder Pipe (PCCP) Reliability Program

- Participated in a site visit with the Engineering Services Group (ESG) to determine environmental requirements for the Allen McColloch Pipeline Urgent Relining Project, as required by the Orange County Central-Coastal Natural Communities Conservation Plan (NCCP)/Habitat Conservation Plan (HCP) in support of final design review.

Perris Valley Pipeline

- Submitted final cultural and biological resources technical memorandums to the California Department of Transportation (CalTrans) in support of an encroachment permit application.

Regulatory Permitting

- Coordinated with California Department of Fish and Wildlife (CDFW) to obtain streambed alteration agreements for Yorba Linda Feeder and Lakeview pipelines October shutdown dewatering activities.
- Coordinated with Regional Water Quality Control Board (RWQCB) to finalize an amendment to the Clean Water Act Section 401 Water Quality Certification to allow for additional vegetation removal and dredge activities at Cajalco Creek Dam and Detention Basin to comply with State Safety of Dam requirements.
- Finalized mitigation plans with CDFW and Mountains Recreation and Conservation Authority for protection of the endangered unarmored threespine stickleback (UTS) fish in accordance with Incidental Take Permits for Foothill Feeder operations and maintenance. Continued coordination with CDFW on a UTS and Upper Santa Clara River watershed management plan.

Objective #2 Emphasize employee development and recruitment, knowledge capture, cross-training, management/leadership training, and succession planning.

Webinars attended by staff:

- “National Historic Preservation Act Compliance for Water Delivery Structures,” hosted by BLM.
- “Pipeline Alignment Screening Studies,” presented by Brown and Caldwell.
- “EVs, Microgrids, and More,” hosted by EDF Renewables.
- “Insights on Solving the Climate Crisis: A Discussion with California's U.S. Congress Members about Their Climate Action Plan,” hosted by the UCLA Luskin Center for Innovation and the USC Schwarzenegger Institute for State and Global Policy.
- “City of San Diego Municipal Energy Strategy,” hosted by Cleantech San Diego.

ENVIRONMENTAL PLANNING SECTION/CAO *continued*

GENERAL MANAGER'S STRATEGIC PRIORITY #2: Sustainability

Objective #2 Provide planning, CEQA/NEPA, and regulatory permitting support for projects and activities that address the challenges of sustainability, including aging infrastructure, contaminants of concern, and affordability of water supplies.

Orange County Feeder Blow-off Rehabilitation Project

- Initiated the removal of invasive Algerian Sea Lavender from a 0.50-acre site in Upper Newport BackBay. Metropolitan is partnering with Project Grow, a component of the California Coastal Commission Marine Education Project on the effort, which partially fulfills Metropolitan's mitigation requirement for the project.

Objective #3 Continue to actively manage Metropolitan's more than 30,000 acres of conservation lands through cooperative relationships with public agencies and non-governmental conservation organizations to promote sustainability of reserve resources.

Lake Mathews Multiple Species Reserve

- Initiated updates of fire response maps that will enable CalFire to quickly respond to wildfires within the Reserve and identify the locations of all resources including access points, gate numbers, water locations, incident command center locations, sensitive habitat areas, cultural areas, roads, and riparian buffers.

GENERAL MANAGER'S STRATEGIC PRIORITY #3 Innovation

Objective #1 Pursue programmatic CEQA and regulatory permitting efforts for operations and maintenance activities throughout Metropolitan's service area to streamline clearances for capital projects and O&M activities.

Western San Bernardino Right of Way and Infrastructure Protection Program (RWIPP)

- Completed Mitigation Monitoring and Reporting Program and Findings of Fact for the Program EIR.

Surface Mining and Reclamation Act (SMARA) Compliance

- Coordinated with WSO staff to finalize project site locations in support of preparation of reclamation plans and associated CEQA document.

Objective #4 Incorporate innovative measures and solutions into project planning, design, construction, and operation to minimize impacts to the environment and streamline environmental approvals, while meeting the goals and objectives of the project.

- Collaborated with IT and GIS staff to develop an environmental resource database through ArcGIS Portal.
- Collaborated with External Affairs-Media Services to develop and produce a desert tortoise training video for Metropolitan staff and contractors working in the desert.

CORE BUSINESS: Regulatory Compliance

Objective #1 Provide timely and professional environmental planning services and CEQA and regulatory permitting support to ESG, WSO, WRM, External Affairs, and Real Property groups.

Engineering Services

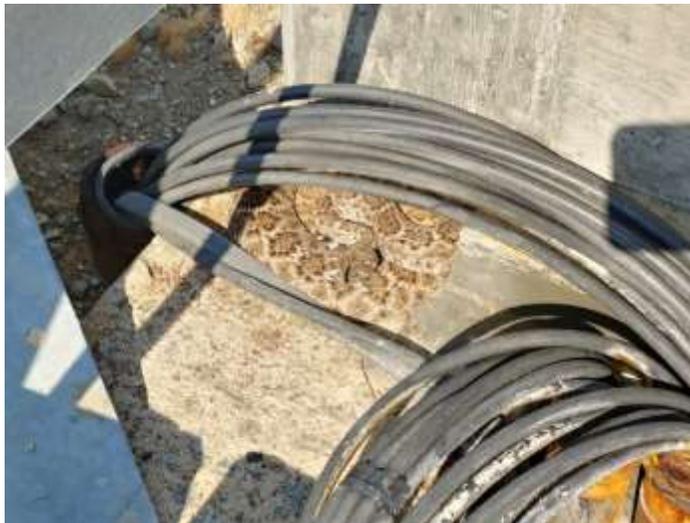
- Provided design review support to Garvey Reservoir Sodium Hypochlorite Feed System, Orange County Feeder Relining Phase 3, PCCP Sepulveda Feeder, PCCP Allen McColloch Pipeline Urgent Relining, Sepulveda-East Valley Feeder Interconnection Electrical Upgrades, Sepulveda-West Basin Feeder Interconnection Rehabilitation, CRA Freda Siphon Barrel No. 1 Internal Seal Installation, CRA Storage Buildings, Lake Mathews

Disaster Recovery Facility, Diemer Tank Farm Improvements, and Headquarters Video Room Renovations projects.

- Provided budget estimates for studies, environmental review, and documentation for the Hollywood Tunnel North Portal Equipment Upgrades project and the Santa Monica Feeder Relocation Project.

Water System Operations

- Provided CEQA analysis and environmental planning clearances for 15 projects including Palos Verdes Reservoir Erosion Control, Rialto Feeder Marshall Canyon Vegetation and Road Grading Maintenance, Rialto Feeder December 2020 Shutdown Support Activities, West Orange County Feeder Shutdown, Live Oak Reservoir Sealant Replacement, Jensen Plug Valve Replacement, and 2020 Second Lower Feeder Shutdown.
- Coordinated environmental surveys in response to two unplanned water releases in the desert region.
- Began environmental coordination for shutdown season and presented training at annual shutdown meeting.
- Relocated five rattlesnakes, ranging in size from one to four feet, from a structure along the CRA (see photos).



Rattlesnake discovered during CRA construction monitoring.



Rattlesnake relocation during CRA construction monitoring.

Water Resource Management

- Coordinated review of the San Gabriel Bridge Upgrades PEIR/PEIS from CalTrans, Kern County Zoning Ordinance for Oil and Gas Drilling EIR, Sisk Dam Raise and Reservoir Expansion EIR, and review of CEQA documentation for two stormwater funding program applications.
- Prepared and submitted comment letter for the Lake Powell Pipeline Draft EIS.

Real Property Support

- Completed CEQA determinations for three lease amendments.
- Provided expedited environmental review for a requested amendment to an existing entry permit in support of the Painted Hills Wind Generation Project.
- Provided tortoise training in support of the Desert Housing Fencing Project.

Construction Monitoring

- Finalized Diemer Orange County C&D Maintenance Building Mitigation, Monitoring and Reporting Program documentation in compliance with the 2013 Diemer Water Treatment Plant Upgrades Project EIR.
- Continued construction and mitigation monitoring for PCCP Second Lower Feeder Reach 2 and Reach 8 Urgent Repair, Weymouth Chlorine System Upgrades, Weymouth Water Quality Instrumentation projects, Gene Wash Reservoir Discharge Valve Replacement, CRA V-Dike Repairs, and CRA 6.9kV Cable Replacement.

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.

The International Black Women Public Policy Institute featured Chairwoman Gray as panelist in its online public policy conference to speak about opportunities for the water industry to employ more women and people of color, and the benefits of a more diverse and inclusive workplace. (September 11)

(see image below)



Consistent with its commitment to promote a culture of innovation, Metropolitan staff hosted a webinar featuring some of the innovative activities necessitated by workplace and operational changes due to COVID-19, and created videos and online content highlighting new ideas and initiatives to promote safety, efficiency and forward-looking projects.

Chairwoman Gray participated in the opening panel discussion, and Metropolitan sponsored the WateReuse conference, a virtual event with participants from across the country that highlighted advancements in water reuse, and shared the latest research and best practices. The Chairwoman provided an overview of Metropolitan's Regional Recycled Water Program and West Basin projects to advance the use of recycled water in the region and build partnerships with other agencies. (September 14)

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

As the House and Senate returned from summer breaks, Metropolitan staff continued to advocate for aid to public agencies impacted by the pandemic, including special districts. These efforts, in conjunction with the National Special Districts Coalition, focused on educating Congressional staff on the role of special districts in responding to the pandemic.

Metropolitan staff also continued to advocate for increased investment in water infrastructure funding including the "ready to go" water projects Metropolitan and member agencies identified in June that could create jobs and help stimulate the economy.

State

The two-year legislative session ended with the passage of bills that prioritized funding for public health infrastructure and housing, and measures preventing tenant evictions and providing greater police oversight and accountability.

Fewer bills passed this year given the COVID-19 impacted and modified legislative session. However, three water quality bills supported by Metropolitan were approved. AB 2560 (Quirk, D-Hayward) co-sponsored by Orange County Water District and California Municipal Utilities Agency requires the State Water Board to provide notice on the development of a Notification Level or Response Level for a contaminant; AB 3220 (Assembly Environmental Safety and Toxics Materials Committee) extends the leaky underground storage tank replacement program; and SB 1044 (Allen, D-Santa Monica) which would prohibit the manufacture, sale, distribution, and use of firefighting foams containing per- and polyfluoroalkyl substances (PFAS) and provide notification of PFAS in the protective equipment of firefighters.

Local

Metropolitan participated in the Orange County Business Council's Washington DC Virtual Summit. Participants were briefed by U.S. Senator Feinstein (D-California), Representatives Takano (D-Riverside), Lowenthal (D-Long Beach), Levin (D-San Clemente), Cisneros (D-Fullerton), Porter (D-Irvine), and Rouda (D-Laguna Beach) and U.S. Labor Secretary Scalia (September 1-4).

Directors Ballin and Peterson joined the Valley Industry and Commerce Association's annual lunch for local officeholders via webinar. (September 17).

Board Vice Chair Repenning attended and Metropolitan staff spoke on a panel entitled "Providing Clean, Affordable Water to Californians" at the Los Angeles Business Council's virtual Sustainability Summit. (September 21-22)

EXTERNAL AFFAIRS *continued*

AGM/COO Upadhyay provided a virtual presentation on the Regional Recycled Water Program to the California Contract Cities Association city managers and spoke about the project's benefits to regional supply reliability and opportunities for public engagement. (September 23)

Metropolitan staff participated in the South Bay Association of Chambers of Commerce virtual Sacramento Legislative Day. Participants included Senators Allen (D-Redondo Beach) and Bradford (D-Inglewood) and Assembly Members Muratsuchi (D-Torrance) and Gipson (D-Gardena). (September 29)

Metropolitan staff participated in webinars and events with the following organizations:

- Glendora Legislative Action and Economic Development Committee (September 3)
- NAWBO of Ventura County (September 8)
- San Gabriel Valley Council of Governments Water Policy & Technical Advisory Committee (September 8)
- Los Angeles Business Journal's Black Business Matters: Women Leaders Webinar (September 9)
- Oxnard Chamber of Commerce (September 10)
- San Gabriel Valley Legislative Coalition of Chambers (September 10)
- Upland Chamber of Commerce Economic Development & Governmental Relations Committee (September 10)
- California Women in Agriculture (September 12)
- Association of California Cities—Orange County (September 14)
- Orange County Latino Coalition (September 15)
- San Gabriel Valley Council of Governments Energy, Environment and Natural Resources Committee (September 16)
- Coalition of Labor, Agriculture and Businesses WHEEL Committee Meeting (September 16)
- Los Angeles County Economic Development Corporation (September 16)
- United Chambers of Commerce Government Affairs Committee (September 21)
- Los Angeles World Affairs Council (September 21)
- Orange County Community Indicators Conference (September 22)
- South Orange County Economic Development Coalition (September 22)
- Huntington Beach Chamber of Commerce (September 23)
- Valley Industry and Commerce Association meetings (September 24 & 28)
- Orange County Forum public affairs series luncheon webinar (September 29)

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 interviews between GM Kightlinger and Voice of San Diego reporter MacKenzie Elmer and Fallbrook Village News reporter Joe Naiman regarding SDCWA's proposed regional conveyance project.
- Coordinated interview with Diversity Professional Magazine and Chairwoman Gray regarding diversity in the water sector and the chairwoman's background.
- Set up interview between Arizona Daily Star reporter Tony Davis and GM Kightlinger on the Lake Powell Pipeline.
- Coordinated two interviews between SJV Water Reporter Lois Henry and GM Kightlinger, one on the latest cost estimates for Delta Conveyance and another regarding impact of 1,2,3-TCP on water banking in Central Valley.

EXTERNAL AFFAIRS *continued*

- Arranged interview with Water Resource Management’s Resource Specialist Reger and actor Adrian Grenier for a National Geographic documentary regarding imported water for Southern California and conservation activities.
- Provided written response to Water Education Foundation on the rapid pace of ecological change in the Bay-Delta.
- Coordinated interview between Writers on the Range writer David Marston and Colorado River Resources Manager Hasencamp regarding water efficiency in the Upper Basin vs. Lower Basin for an opinion piece.

Press Release/Statements

- Issued a press release on Satoru Tamaribuchi joining Metropolitan’s board representing Municipal Water District of Orange County.
- Issued a press release on Metropolitan Board Cuts Spending in Response to Pandemic, Lower Water Sales.

Online

- Posted the video offering an overview of Metropolitan achievements during the 2019–20 fiscal year.
- Received nearly 141,000 web page views on year-in-review on mwdh2o.com.
- Generated nearly 31,000-page views on bewaterwise.com with the Turf Replacement Program and garden assets being the most popular pages.

Social Media

- Celebrated National Water Quality Month by highlighting the importance of water quality through facts and photos of Metropolitan employees.
- Promoted the Regional Recycled Water Project virtual tours by featuring two quotes from water leaders (past ACWA president Tiegs and former SWRCB chair Marcus).
- Posted baseball- and football-themed assets (Dodgers, Angels, Padres, Rams, and Chargers) promoting water saving messaging to coincide with the beginning of their respective seasons. **(see image below)**



- On Labor Day Weekend, Metropolitan paid tribute to employees, past and present, who have contributed to ensuring #SoCal receives clean and safe water—yesterday, today and tomorrow. **(see image below)**



EXTERNAL AFFAIRS *continued*

- Featured former Metropolitan interns who are now full-time employees in a social media slideshow, with posts receiving good engagement, with many on LinkedIn commenting about their internships.
- Launched a social media campaign to promote new online California Friendly® landscaping classes. Member agencies received creative assets and were encouraged to co-brand materials for their own promotional use. The free virtual classes in landscape design and irrigation principles are designed to help residents plant, care for, and maintain a beautiful water efficient garden. (see image below)



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.

Metropolitan staff provided a virtual tour of the Regional Recycled Water Advanced Purification Center to alumni of the Southern California Leadership Network. (September 17)

Construction Projects Updates

- Distributed 300 notices to residents and businesses in Carson and Long Beach about the Second Lower Feeder shutdown. (September 1)
- Notified Los Angeles residents in Los Angeles about onsite inspections and work on the Santa Monica Feeder. (September 8)
- Notified more than 350 business and residents of the West Orange County Feeder Shutdown. (September 21)
- Distributed 1,000 thank you notices to the community of Placentia upon completion of the construction of the Second Lower Feeder—Reach 8. (September 22)

Member Agency Support

Metropolitan met with the Member Agency Managers to discuss operations, supply conditions, scenarios for the 2020 IRP, and the schedule for 2020 shutdowns. (September 18)

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.

EXTERNAL AFFAIRS *continued*

General Education

Metropolitan continues to collaborate with member agencies and other organizations to address the evolving needs of students with new online engagements including: 1) “Water Journeys,” a virtual tour of Metropolitan’s Advanced

Purification Center, 2) a virtual tour of Diamond Valley Lake, 3) Boy and Girl Scouts on-line water patch program, 4) customized class presentations, and 5) an online water story time. Staff indirectly interacted with over 2,080 teachers, students and parents. Metropolitan staff and their children had the opportunity to participate in the new online programs and provide feedback. (see image below)



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 and entrepreneurs throughout the region through its online participation and, in some cases, sponsorship of the following programs, online conferences, webinars and events:

- Inland Empire Small Business Development Center (SBDC- IE)’s “How to do Business with Metropolitan” construction webinar (September 1)
- The USC Marshal Office of Diversity, Equity and Inclusion webinar “Strategic Leadership in a Global Environment.” (September 11)
- PlanetBids webinar “Answering the Call for More Diversity in Government Spend” (September 8)
- American Indian Chamber of Commerce meeting (September 15)
- Southern California Minority Supplier Development Council’s (SCMSDC) B3 Conference + Expo – Business Beyond Barriers (September 17)
- Caltrans District 11’s 16th Annual Virtual Procurement & Resource (September 22)
- National Association of Women Business Owners Pathways to Leadership (September 25)
- Connect Foundation of San Diego virtual workshop on the Innovative Conservation Program RFP (September 24)
- Women’s Business Enterprise Council’s virtual 2020 Platinum Supplier Program Showcase (September 25)

Metropolitan staff met with representatives of the University of California’s Oasis Innovation Program to discuss potential partnerships with Inland Empire businesses and entrepreneurs. (September 1)

Metropolitan hosted a Technology Feedback Forum to evaluate new technologies and services. (September 29)

HUMAN RESOURCES

GENERAL MANAGER'S STRATEGIC PRIORITY #1: RESILIENCY

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

Human Resources staff facilitated virtual training on “Engagement Dynamics” for a team of employees centering on communication and stress management strategies and a “Giving and Receiving Feedback” session for another team, that focused on building trust and promoting constructive performance management.

Thirty managers attended webinars on “Engaging Leadership,” which provided tips on enforcing accountability, showing flexibility, and building team engagement.

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

Recruitment successfully filled 11 positions for the month of September. We received five new staffing requisitions resulting in 113 positions currently in recruitment. Recruitment has created a process that allows virtual interviewing using Zoom. We have completed Zoom interviews for 62 positions.

Metropolitan’s Diversity, Equity & Inclusion Council continued its work in the month of August, with the next meeting slated for September 23. The Council is comprised of Labor, and Employee Resource Groups, and has enlisted the assistance of a professional facilitator, Ms. Scottie Oliver. Further updates will be provided to the Board as the DE&I Council continues to meet.

GENERAL MANAGER'S STRATEGIC PRIORITY #2: SUSTAINABILITY

Objective #1 Implement employee retention and engagement programs to ensure Metropolitan’s investment in employees is supported.

Continued transitioning the new-hire on-boarding process to an on-line process to ensure that employees are prepared to be effective from first day of employment and that they are continually supported by management and Human Resources throughout their first year of employment.

Objective #2 Ensure Metropolitan managers have foundational knowledge, on-going support to effectively manage employees, and the tools to prepare for a changing workforce.

Human Resources has taken the lead in developing a collaborative plan for Business Transition, working with a team of managers from each of the departments and groups. The Business Transition Team has examined a wide range of legal, safety, health, and logistical issues associated with resuming normal business activities during different phases of the COVID-19 pandemic. A Transition Plan document has been developed and has recently been posted.

Human Resources staff continued to provide one-on-one coaching and mediation services for managers and employees in the developmental areas of managing performance, conducting coaching conversations, and strategic planning.

Due to the COVID-19 pandemic, the Human Resources Group Manager holds a bi-weekly check-in meeting with all Group Managers focused 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*

GENERAL MANAGER'S STRATEGIC PRIORITY #3: INNOVATION

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

Based on the newly provided COVID-19 leave benefit, staff is working with payroll and IT to implement the FFCRA leave code.

Based on a State requirement and Public Records Act request, staff created the necessary reports to comply with the State Compensation and Transparent California requirements.

HR CORE BUSINESS: 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 Administer all HR services with efficiency and a focus on customer service excellence, consistency, and flexibility.

Human Resources (HR) management has continued to meet regularly with the Bargaining Unit Leadership during the pandemic to ensure that the Bargaining Units are aware of the latest information, and to ensure that the Bargaining Units share with Human Resources any concerns.

HR has continued to work with employees and supervisor regarding their leave rights and leave options under the new Family First Coronavirus Response Act and has processed 77 leave requests for the months of July and August under the temporary Emergency Paid Sick Leave Act.

This month, 238 Metropolitan employees attended other online classes such as:

- Running Effective Virtual Meetings
- MS Teams
- Benefits Workshops

LinkedIn Learning, Metropolitan's online, e-learning content platform, was accessed for 91 classes including:

- Administrative Professional Tips
- Delivering an Authentic Elevator Pitch
- Avoiding Burnout
- Microsoft Teams
- Effective Listening
- Embracing Unexpected Change

HUMAN RESOURCES *continued*

HR 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 September, 10 new workers' compensation claims were received and 15 were resolved. Four employees remain off work due to an industrial injury or illness. This reflects Metropolitan's effort to accommodate injured workers, while enabling them to be productive and on the job.

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

- Submitted 10 new claims to Metropolitan's Workers' Compensation Claim Administrator.
- Closed 15 Workers' Compensation Claim Files.
- Currently four employees remain off work due to industrial injury or illness.
- Coordinated medical surveillance exams at four facilities (Hinds, Eagle, Iron and Gene Camp). The exams included Respirator Exams, Department of Motor Vehicle Exams, and Hearing Tests.
- Initiated and completed five Medical Questionnaires in lieu of medical exams.
- Addressed two Accommodation issues.

HR Metrics	June 2020	September 2020	Prior Month (July)
Headcount			
Regular Employees	1,799	1,808	1,804
Temporary Employees	29	29	27
Interns	9	4	5
Recurrents	21	21	21
Annuitants	17	16	15

	September 2020	August 2020
Number of Recruitments in Progress (Includes Temps and Intern positions)	113	119
Number of New Staffing Requisitions	5	6
	September 2020	August 2020
Number of Job Audit Requests in Progress	10	11
Number of Completed/Closed Job Audits	1	0
Number of New Job Audit Requests	0	1

HUMAN RESOURCES *continued*

Transactions Current Month and Fiscal YTD (includes current month)			
<u>External Hires</u>	<u>FY 19/20 Totals</u>	<u>September 2020</u>	<u>FISCAL YTD</u>
Regular Employees	127	6	15
Temporary Employees	29	3	6
Interns	18	1	1
Internal Promotions	91	3	23
Management Requested Promotions	109	20	27
Retirements/Separations (regular employees)	124	1	12
Employee Requested Transfers	15	2	6

INFORMATION TECHNOLOGY

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

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

Continued to implement Cybersecurity projects and initiatives to improve Metropolitan's security posture and collaborate with stakeholders to further enhance network security capabilities for Metropolitan's computing environments.

- Continued multi-factor authentication pilot testing. The multi-factor authentication tool will provide an additional layer of security protection for Metropolitan and continued to be evaluated by users within the Information Technology Group (IT). In addition, detailed planning is underway for enterprise-wide rollout.
- Enhanced cybersecurity capabilities through deployment and upgrades of firewall appliances to protect Metropolitan's computing environment.
- Conducted on-going monitoring of vulnerabilities to safeguard Metropolitan's computing environment, systems, and data while keeping the Board apprised of cybersecurity efforts through quarterly briefings.
- Continued to work with selected users and business units to upgrade remaining PC's from Windows 7 to Windows 10 operating system to mitigate cybersecurity risk and vulnerabilities.



Cybersecurity Awareness

OBJECTIVE #2 Manage Information Technology Projects within the Capital Investment Plan to ensure reliability of IT Systems and Infrastructure.

- Budget System Replacement Project—Continued work sessions with the selected vendor on design and integration requirements as part of upgrading Metropolitan's budgeting system to support the Capital and O&M budget processes and Board deliverables.
- Service Desk Application—Conducted project kick-off meeting for the IT Service Management Project as part of deploying a system for use by the IT Service Desk Team to support service tickets generated by business users across the enterprise.
- MWDH20.COM Upgrade—Continued to work with External Affairs on finalizing design and interactive mapping as part of upgrading Metropolitan's main website to provide for a user-friendly content management system, mobile-responsive user interface, and search engine optimization leveraging current technology.

INFORMATION TECHNOLOGY *continued*

OBJECTIVE #3 Modernize Operational Technology and Control System Upgrades as part of the Capital Investment Plan.

- Automated Meter Reading (AMR) Upgrade—The AMR project team continued planning and acquisition of specialized communication equipment for designated field site testing. The overall schedule for testing has been impacted by COVID-19 due to delays in equipment delivery, and field installation.

OBJECTIVE #4 Improve Metropolitan’s IT Disaster Recovery and Response Capability.

- Continued to conduct IT Disaster Recovery (ITDR) testing as part of validating Metropolitan’s recovery capabilities in the event of a disaster. During the period, IT along with key stakeholders successfully tested the PeopleSoft application to ensure system resiliency as part of on-going ITDR preparedness.
- Staff continued to collaborate with Water Systems Operation (WSO) on the testing of a new emergency communication system. This new system is a public safety-grade network built for disaster communications, with ground stations throughout the country to create redundant radio coverage when primary modes of communication are not available. As part of the current test phase, strategic Metropolitan sites were selected to evaluate effectiveness given Metropolitan’s large geographical coverage area. Installation of the hardware equipment, cabling, and networking has been completed. Operational training and site-to-site testing was initiated and will continue through the evaluation period.

OBJECTIVE #5 Provide leadership, planning, and solutions in support of Metropolitan’s Strategic Priorities.

- As part of the strategic priority to enhance Metropolitan’s resiliency, IT staff continued efforts to relocate Metropolitan’s data centers to improve the reliability and uptime of data center processing.
 - Based on the August Board approval, IT worked with Legal, Risk and Contracts and completed negotiation for the secondary site. In addition, staff continued detailed planning and is updating the project schedule based on equipment lead time to ensure a seamless migration of hardware, software and systems from the current location to a new remote location.
 - As part of modernizing Metropolitan’s datacenter operations, IT continued the selection process for the primary site and is scheduled to return to the Board in the November/December timeframe, once the competitive selection process is completed.



Secured Equipment within a Datacenter

INFORMATION TECHNOLOGY *continued*

OBJECTIVE #6 Deploy solutions to improve operations, promote collaboration, and provide business value.

Continued the Personal Computer Replacement Project (PCRP) by deploying new laptops and workstations in a phased approach. Summary of key activities include:

- Continued deployment of PC's while following safety protocols due to COVID-19. Provided pickup options including Drive-Thru as well as In-Person pick-up, should users have questions and require additional support
- To-date, deployed approximately 380 units with an additional 170 units planned by month-end
- Continued to work with business units to coordinate specialized hardware configurations, software, or system requirements

OBJECTIVE #7 Enhance workforce productivity by simplifying access to business information and deploy technologies to support our customers in making business decisions.

- Maximo Mobile Computing Project—This project replaces existing mobile devices used in WSO with the latest tablet technology. This effort will enhance access to business information and vastly increase the functionality of the existing Maximo mobile devices while reducing the need for desktop computers at field sites.
 - As part of the initial pilot phase, tablets were deployed to selected field staff to evaluate user requirements, performance, and functionality. IT worked with WSO stakeholders to create account roles and processes and conducted training sessions for WSO end-users and management.
 - With the completion of the initial pilot phase, next steps include expanding the evaluation and use of iPads to WSO's Conveyance and Distribution Teams.

GENERAL MANAGER'S STRATEGIC PRIORITY #2: Sustainability

OBJECTIVE #1 Provide IT services in support of the Headquarters Improvements Program.

Provided IT support and services for equipment relocation of workstations, phones, printers, and networking during the seismic retrofit upgrades. September accomplishments include:

- Completed Headquarters seventh floor relocation involving WSO, Chief Financial Office, and IT staff by assisting with moving and reconfiguring connectivity of hardware, networks, and specialized equipment while minimizing disruption to business operation.
- Proceeded with relocation planning efforts for the eighth floor while supporting Engineering Services Group (ESG) and Facilities for the remaining floors of the high-rise building based on an accelerated construction schedule.

OBJECTIVE #2 Manage Information Technology Projects within the Capital Investment Plan to ensure sustainability of IT Systems and Infrastructure.

- Continued to assess and gather requirements for the Desert Microwave Tower Upgrade Project for the development of an RFP to solicit consultant services. The objective of the project is to improve the reliability, performance, and capacity of Metropolitan's microwave radio wide-area-networks.
- Staff evaluated damage to Metropolitan's communication tower located at Detention Peak as a result of last month's Riverside County "Apple Fire." The fire-damaged microwave equipment resulted in communication disruptions but was minimized due to redundant networking paths supporting the communication needs of Metropolitan.

INFORMATION TECHNOLOGY *continued*



Detention Peak Communication Tower Site

GENERAL MANAGER'S STRATEGIC PRIORITY #3: Innovation

OBJECTIVE #1 Strengthen Metropolitan's cyber security capabilities by deploying new and emerging technologies, and implementing enhanced security countermeasures.

- Continued to implement the Cybersecurity Operations Center project to improve Metropolitan's security posture and collaborate with stakeholders to further enhance network security capabilities for Metropolitan's computing environments.
 - The Cybersecurity Team continued efforts for implementing a new Endpoint Security Enterprise Solution that addresses all of Metropolitan's endpoint network security needs. The proposed solution will provide an endpoint protection platform technology with a complete range of threat prevention, detection, and response techniques.

OBJECTIVE #2 Manage Information Technology Projects within the Capital Investment Plan to deploy innovative solutions.

- Collaborated with ESG in on-going efforts related to upgrading audiovisual (AV) technology systems at the Metropolitan Headquarters Building for the Boardroom Technology Upgrade Project. This project replaces end-of-life equipment with current technologies and AV equipment located in the Board and committee rooms.

OBJECTIVE #3 Modernize Operational Technology and Control System Upgrades as part of the Capital Investment Plan.

- Staff worked with key stake holders on efforts related to upgrade Metropolitan's Supervisory Control and Data Acquisition (SCADA) to ensure continued reliability of the system-wide control system by addressing cybersecurity and technology obsolescence risks.

INFORMATION TECHNOLOGY *continued*

OBJECTIVE #4 Provide leadership, planning, and solutions in support of Metropolitan’s Strategic Priorities.

- Monitored, tracked, and expanded the use of cloud services at Metropolitan. During the period, staff continued to test, evaluate, and plan future migrations of virtual servers to MS Azure cloud services for selected applications to enhance operational resiliency and efficiency.
- As a part of the planning process, IT Managers conducted a “Cloud Roadmap” work session to prioritize candidate software applications to migrate to the cloud while evaluating risks and technical interdependencies. Once a group of applications is selected, detailed planning will commence to begin the migration process.



Cloud Services

OBJECTIVE #5 Deploy innovative solutions to improve operations, promote collaboration, and provide business value.

- Planned and conducted Unmanned Aerial Vehicle (UAV) missions to support Metropolitan business units by collecting requirements, developing flight plans, evaluating trajectory, and conducting risk mitigation of potential obstacles as part of planning for aerial UAV missions.
- Supported Board and Committee meetings, and Executive Management’s Town Hall meetings while continuing to evaluate enhancements and alternative technologies to improve operation and business value during the COVID-19 period.
- Deployed technology capabilities (Microsoft Teams) to promote collaboration while working with key business users on webinar sessions for working groups.
- Worked with HR stakeholders to prepare the PeopleSoft system for the upcoming annual open enrollment period while developing solutions to logistical challenges associated with COVID-19 and staff working from home.
- Supported Payroll and HR by completing updates to PeopleSoft and WorkTech timekeeping systems in response to the Families First Coronavirus Response Act.
- Partnered with Water Quality as published in a recent Metropolitan WaterTalk on the Innovation Success Story, “The Water Quality Portal.”

INFORMATION TECHNOLOGY *continued*

INNOVATION: Ideas for an *sm* Metroplitan



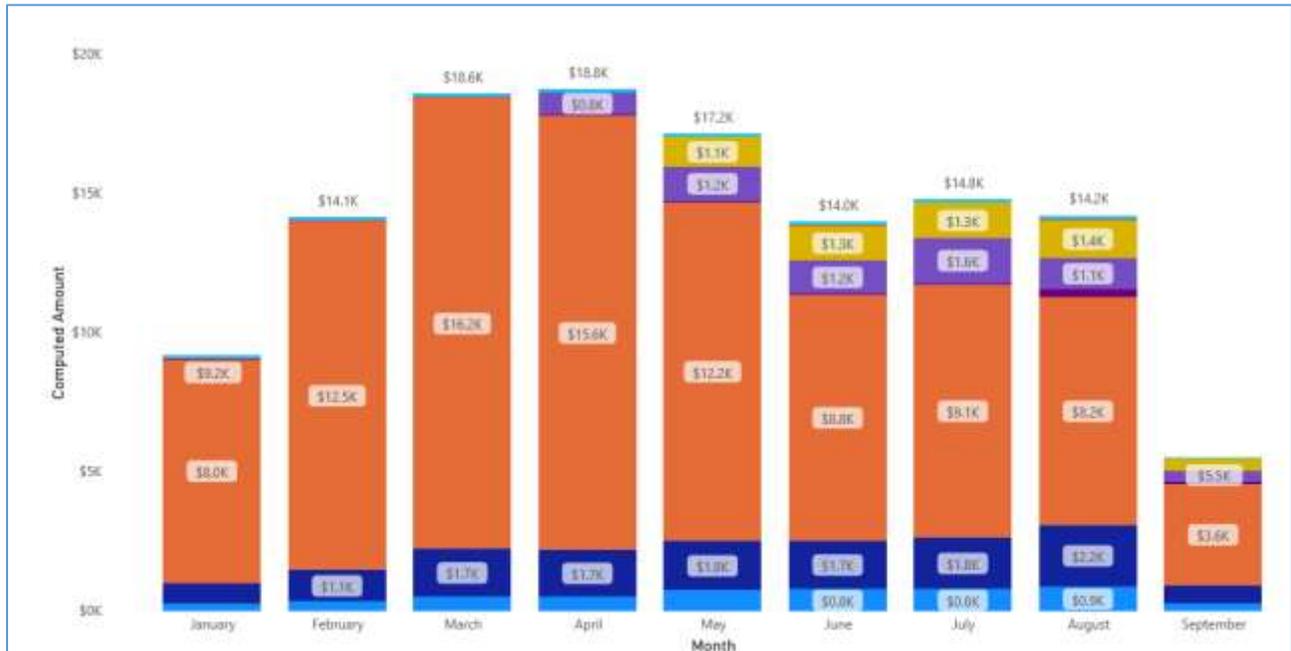
Innovation Success Story: The Water Quality Portal

As a team manager over quality assurance and data management in the Water Quality Section, and with work experience in IT and the lab, **Win Gunadi** had an idea to improve the lab's information management system.



OBJECTIVE #6 Enhance workforce productivity by simplifying access to business information and deploy technologies to support our customers in business decisions.

- Continued to develop dashboard reporting to improve access to business information and enhance monitoring capabilities through easy visualization of trending and performance of operational data.



Selected operational data

REAL PROPERTY

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

Objective #1 Provide right-of-way planning, valuation, and real property acquisition support services for the protection and reliability of existing infrastructure.

Staff obtained a permanent access easement from a private owner for ingress, egress, access, road, and pipeline maintenance purposes associated with Metropolitan's adjacent permanent pipeline easement on the West Valley Feeder 1 in Porter Ranch.

Staff obtained four entry permits from four separate private property owners to install and replace drainage improvements adjacent to the Garvey Reservoir in the city of Monterey Park. The drainage improvement work is being done by Engineering in partnership with the city to improve and increase property slope drainage from Garvey Reservoir.

Objective #2 Foster staff training and development.

Staff completed the following:

- Conflict Management—Provides specific strategies for collaborative solutions to minimize potentially negative aspects of conflict
- 2020 Virtual Eminent Domain Seminar—In addition to eminent domain topics and updates, the course also discusses ground leases, legal and valuation issues, and easement language
- Preparing for Direct Potable Reuse—Topics concerning recycled water and implementation of the Regional Recycled Water Program.
- Los Angeles County Bar Association “Top 10 Real Estate Cases in 2019 and 2020”— Discussion of cases decided by California courts in 2019 and 2020 that will impact the practice of real estate law

CORE BUSINESS: Real Property Acquisition, Management and Revenue Enhancement

Objective #2 Provide valuation, land management, and real property disposition support services for the maximum return or use of Metropolitan-owned land and facilities.

Staff issued an entry permit to an existing licensee, Painted Hills Wind Holdings, LLC, for road access purposes traversing the Colorado River Aqueduct in the Whitewater area of Riverside County. The permit will enable Painted Hills to complete its wind plant construction activities by allowing the permittee to expand the width of the access road from 30 feet to 45 feet to accommodate truck and crane movement.

Objective #3 Efficiently maintain and operate assets not related to the treatment and distribution of water.

Staff completed a planned replacement of the main domestic water primary and secondary backflow prevention devices at the Union Station Headquarters Facility. The devices will protect potable water supplies from contamination or pollution caused by backflow.

Staff successfully completed the asphalt roadway and parking lot slurry coating at Diamond Valley Lake Marina. This project was needed to restore the asphalt surfaces and increase their useful life. New roadway markings were also installed as part of this project to increase lane visibility and safety of the motorists.

REAL PROPERTY *continued*



DVL Marina Parking Lot



DVL Marina Roadway Markings

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

Objective #1 Develop and Refine Security's Strategic Plan

The Security Management Unit collaborated closely with Metropolitan's IT group to successfully select a qualified vendor for the enterprise-wide Incident Reporting system upgrade.

Objective #2 Improve Security and Emergency Response

The Security Management Unit and Metropolitan's Administrative Services created a Protection of Assets workgroup to address loss prevention. The workgroup will assess and identify potential vulnerabilities within Metropolitan's warehousing system, develop rapid mitigation action plans, and apply cost-effective countermeasures to strengthen physical security measures, codify warehouse access protocols, and enhance the safekeeping of Metropolitan's critical assets.

The Security Management Unit initiated a pilot program to operate drones to augment a variety of protective and preventive security actions. The program, supported by both Water System Operations and Information Technology groups, will focus primarily on treatment and pump plant perimeter security. This innovative initiative will enhance security awareness and deterrence by providing a strategic birds-eye view of critical Metropolitan facility perimeters while reducing the carbon footprint of current patrol vehicles and capture video footage and imagery for further analysis.

The Security Management Unit, in collaboration with the Cybersecurity Unit, has launched the National Insider Threat Month campaign. In September, Metropolitan will host events designed to emphasize the importance of safeguarding our systems from insider threats, raise employee awareness of Metropolitan's critical systems, and share best practices for mitigating risks.

Objective #3 Improve Employee Readiness for All Hazards Emergencies

The Angeles Forest "Bobcat Fire" exploded into a massive fire that threatened the San Gabriel Basin during a period of extreme heat warnings and strong Santa Ana winds. Metropolitan's Emergency Management staff provided WebEOC warnings and continuous fire updates as evacuation warning areas were established and evacuation orders were promulgated to nearby communities. In an abundance of caution, Securitas contract employees operating the Security Watch Center (SWC) were relocated from the Eagle Rock facility to a backup operations center located out of Headquarters until evacuation warning orders in the vicinity were lifted.

WATER RESOURCE MANAGEMENT

GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

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

Metropolitan staff continued to engage with member agencies and the Board on technical work for the 2020 IRP. Meetings were held with the Member Agency Managers IRP Member Agency Technical Workgroup on September 16, with the Member Agency Managers on September 18, and with the board Integrated Resources Plan Special Committee Meeting on September 22. Meeting topics focused on the draft set of scenario narratives based on a revised proposed framework, member agency comments received on the draft assessment of scenario drivers and discussions of quantification and modeling approaches.

Objective #5 Ensure reliable State Water Project (SWP).

The California Department of Water Resource (DWR) returned the Thermalito Pumping-Generating Plant, located at the Oroville Complex in northern California, to service after undergoing a \$264 million restoration following a fire in 2012. This plant can now generate up to 188 megawatts of electricity. DWR used this power generating capacity to support the California electrical grid during the recent heatwave and resulting power outages.

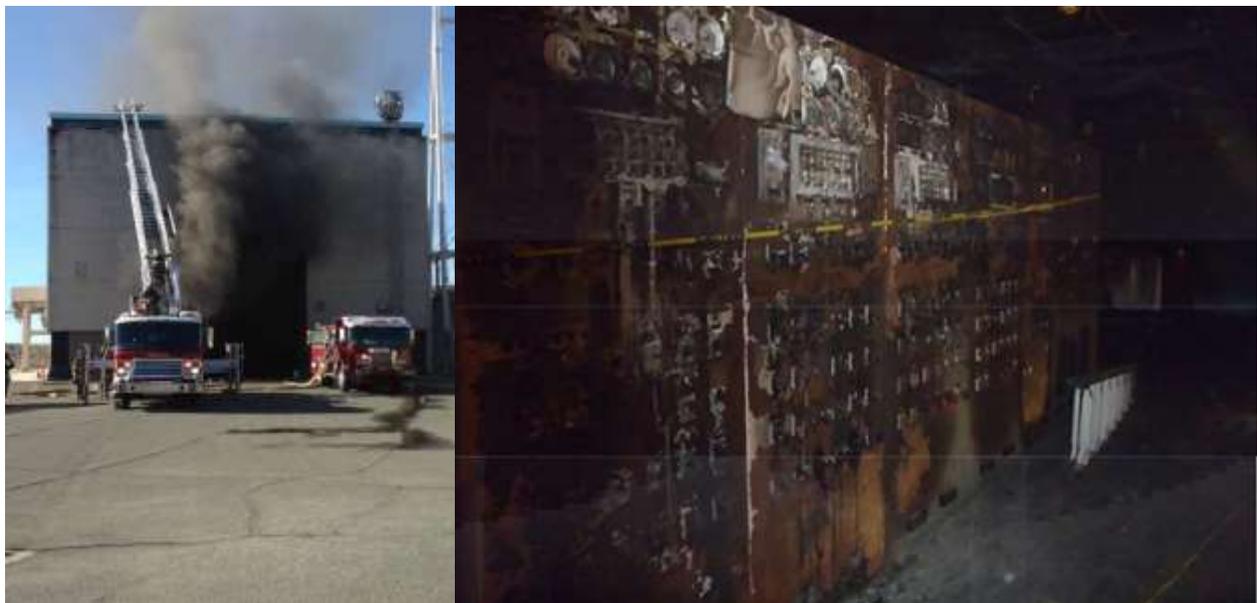


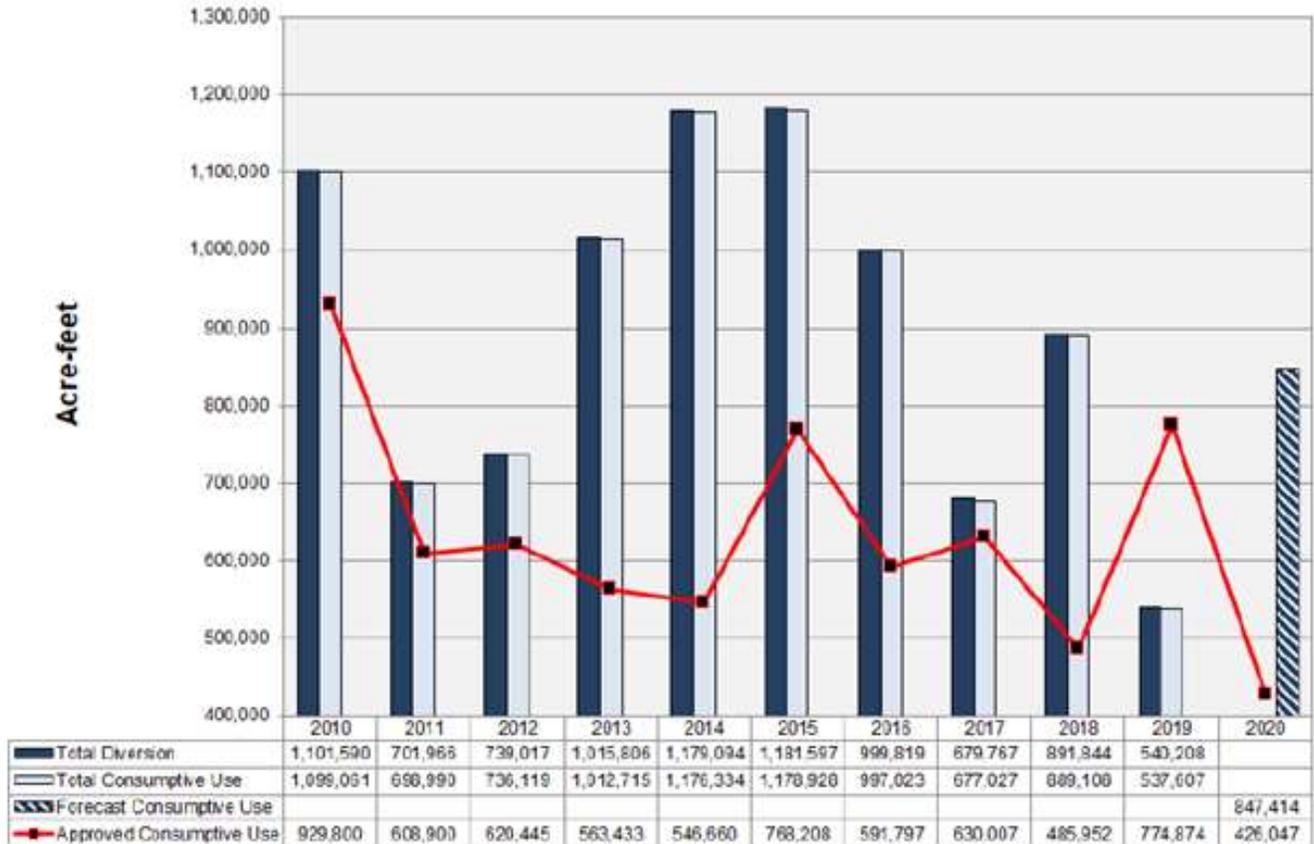
Photo caption: November 2012 fire at the Thermalito Plant and damage to the control room.

Objective #6 Ensure access to sufficient water supplies to operate a full Colorado River Aqueduct in times of drought.

Staff submitted Metropolitan's 2021 Colorado River Diversion Request to the U.S. Bureau of Reclamation (USBR). This request, along with the supporting information on Metropolitan's water supply and demand management programs helps ensure full access to the available Colorado River supplies in 2021. This request includes all transfer water and water that becomes available through the Colorado River priority system. For 2021, staff submitted diversion estimate of 561 thousand acre-feet (TAF). The figure below provides a ten-year record of Metropolitan's diversions and consumptive use of Colorado River water and Metropolitan's forecasted consumptive use for 2020.

WATER RESOURCE MANAGEMENT *continued*

The Metropolitan Water District of Southern California



* Consumptive Use Approval amounts are based on initial water order approval and do not reflect subsequent revisions.

Historical record of Metropolitan’s diversions & consumptive use, 2010-2019.
Forecasted 2020 consumptive use as of July 1, 2020.

GENERAL MANAGER’S STRATEGIC PRIORITY #2: Sustainability

Objective #8 Implement Regional Conservation Program.

Staff participated in several activities in September to help involve Metropolitan, its retail and member agencies, as well as their customers in water conservation activities. These activities aim to improve the water efficiency in Metropolitan’s service area:

- Staff led member and retail agencies in Metropolitan’s first remote “Project Advisory Committee” (PAC) Meeting in September. The PAC investigates potential modifications to Metropolitan’s demand management programs, including drip irrigation and leak detection discussed in this month’s meeting.
- In collaboration with External Affairs, the staff launched new regional marketing efforts for the online landscape classes. Efforts include providing member and retail agencies with new creative social marketing and website materials.

WATER RESOURCE MANAGEMENT *continued*

- In partnership with the Alliance for Water Efficiency (AWE), staff sponsored two online training courses covering topics such as long-term conservation strategies compared with short term drought response; impacts of conservation on future water demands and water and wastewater capital planning.

Staff collaborated with G3's Pam Berstler for a presentation on transforming Metropolitan's landscape classes into an online format. G3 shared this presentation and Metropolitan's success story as part of the American Water Works Association (AWWA) Virtual Summit. Staff recorded the presentation, which is part of a session titled "Water Conservation: Unintended Consequences, Unexpected Successes." Availability of online classes enabled Metropolitan to increase water efficiency messaging during the Safer At Home mandate during the COVID-19 pandemic.

GENERAL MANAGER'S STRATEGIC PRIORITY #3: Innovation

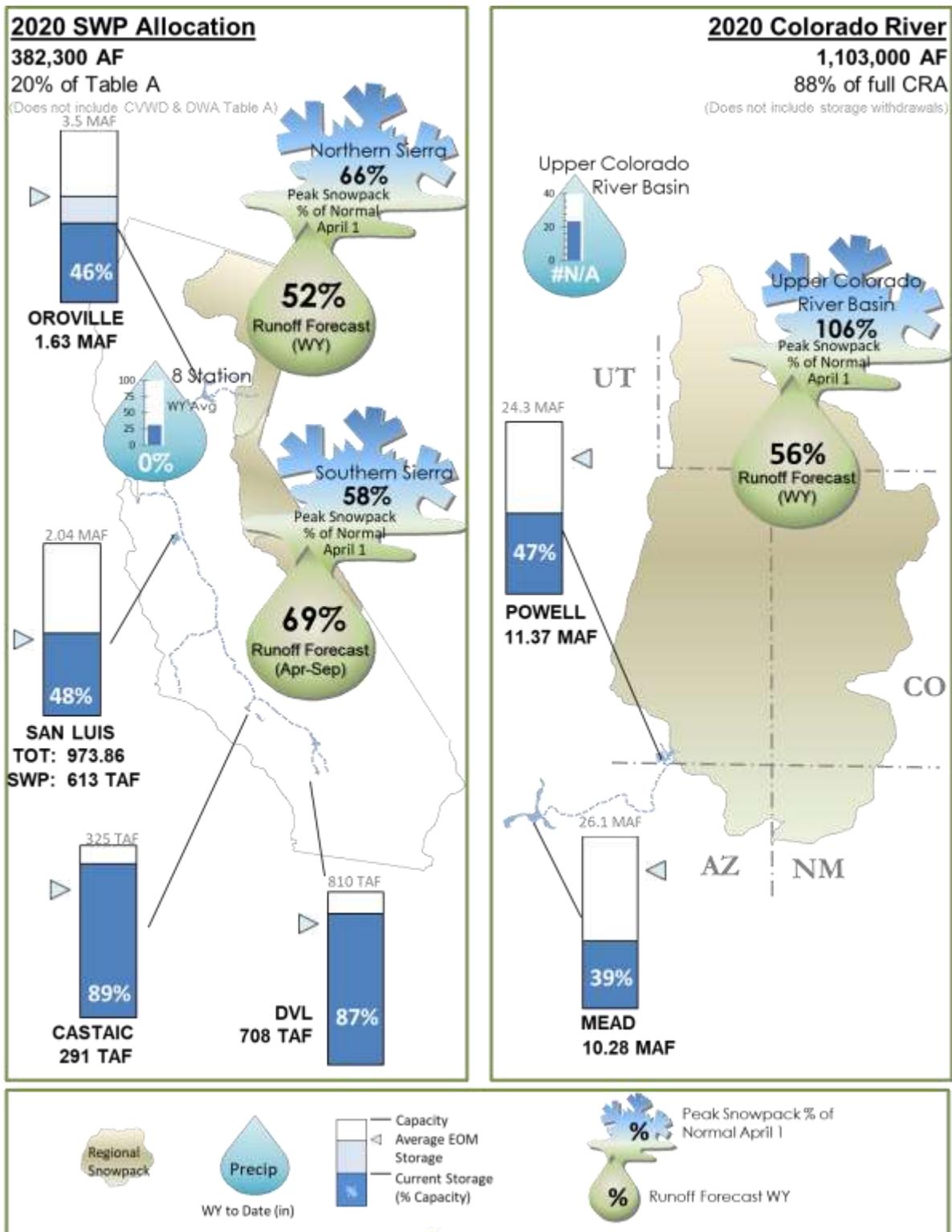
Objective #2 Collaborate with member agencies, water agencies and associations, and provide leadership for policy development, advocacy, outreach and education.

Staff launched the Innovative Conservation Program (ICP) 2020 in September. Proposals are due in December and Metropolitan will notify awardees in January 2021. Metropolitan administers this program in partnership with Southern California Gas Company. This year focuses on non-residential demonstration projects of innovative water savings devices, technologies, and strategies.

Objective #3 Implement Future Supply Actions Funding Program.

Staff participated in a Project Advisory Committee PAC meeting for a Water Research Foundation (WRF) study evaluating the effectiveness of different treatment processes, such MBR, using indicator viruses. The study is one of six potable reuse studies Metropolitan is co-funding with the WRF under the Future Supply Actions Funding Program. Under the FSA, Metropolitan supported WRF's Advancing Potable Reuse initiative with \$975,000 of co-funding. Metropolitan's investment helped match two SWRCB grants totaling \$3.5 million to develop the information necessary to establish potable reuse regulations in California.

WATER RESOURCE MANAGEMENT *continued*



As of September 30, 2020

WATER SYSTEM OPERATIONS

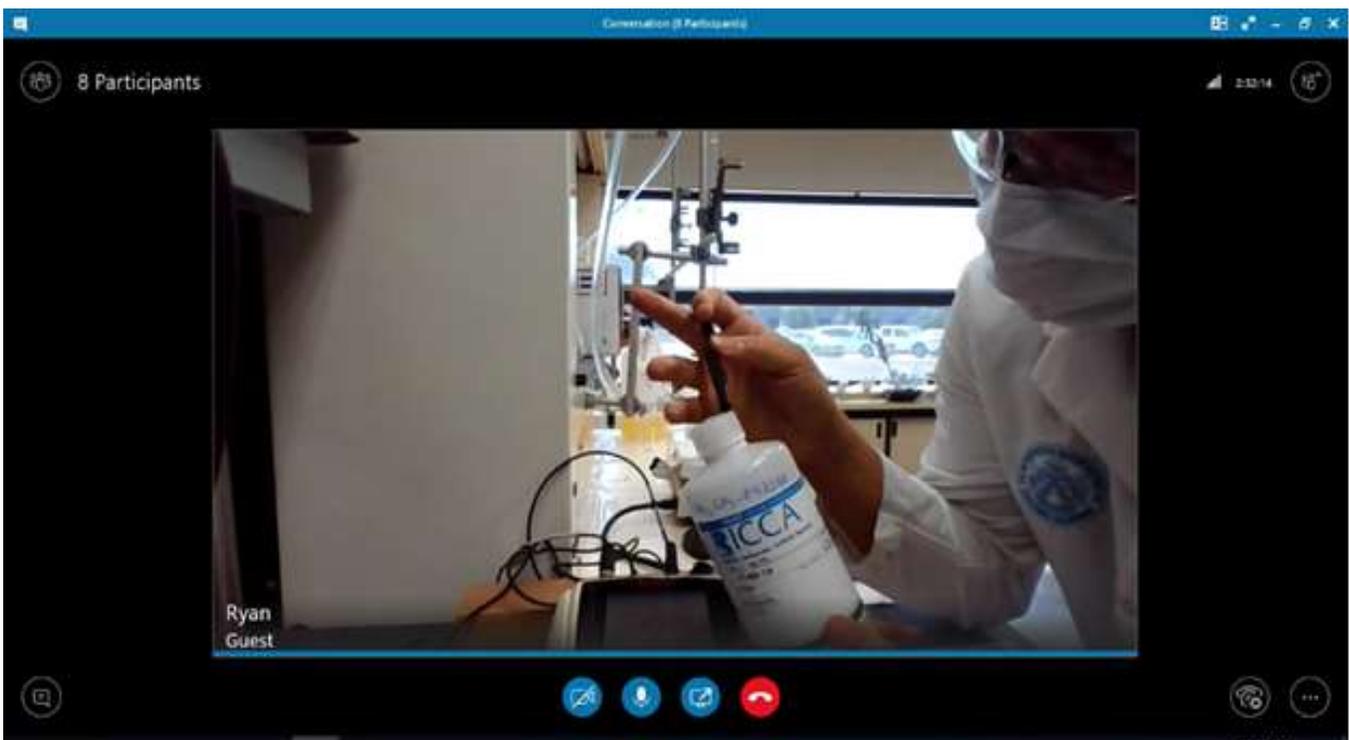
GENERAL MANAGER'S STRATEGIC PRIORITY #1: Resiliency

Objective #1 Provide Reliable Water Deliveries.

Metropolitan delivered approximately 144,600 acre-feet (AF) of water to member agencies in September. September deliveries averaged approximately 4,820 AF per day, which was 280 AF per day higher than August deliveries. Treated water deliveries for September totaled 79,800 AF, or 55 percent of total deliveries for the month. This was a decrease of about 2,500 AF from August treated water deliveries. The Colorado River Aqueduct (CRA) was at a seven-pump flow, or 3,150 AF per day for the majority of September. A total of 93,600 AF was pumped on the Colorado River Aqueduct for the month. State Water Project imports averaged 1,800 AF per day, totaling about 54,000 AF for the month. The target SWP blends remained at zero percent for Weymouth, Diemer, and Skinner plants.

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

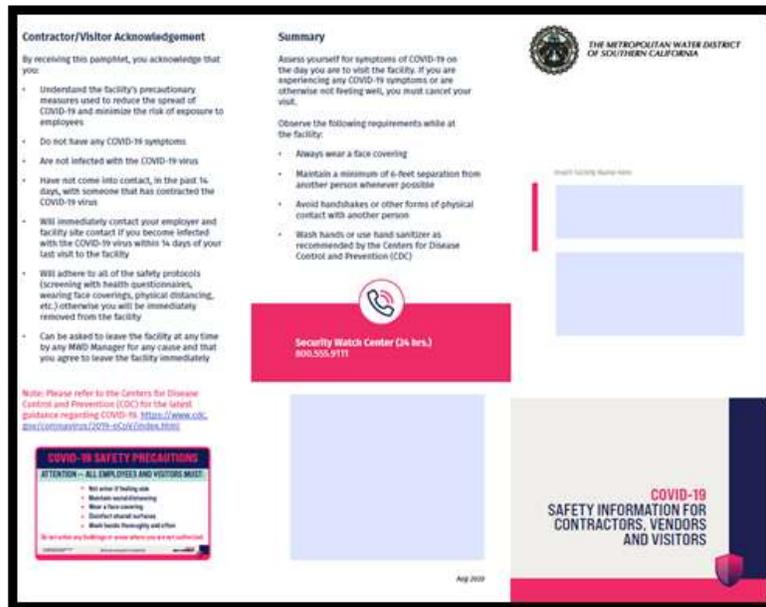
Metropolitan complied with all water quality regulations and primary drinking water standards during August 2020. Staff in the Water Quality Laboratory are conducting laboratory audits in preparation for compliance with the State Water Resources Control Board's (SWRCB) new laboratory accreditation requirements under the Environmental Laboratory Accreditation Program. Considering pandemic distancing requirements, staff developed and conducted virtual laboratory audits for all five water treatment plant laboratories.



Live-streamed remote view of staff in a virtual audit of the treatment plant laboratories

WATER SYSTEM OPERATIONS *continued*

Staff developed a tri-fold brochure template for COVID-19 Safety Information for Contractors, Vendors, and Visitors and posted it on Metropolitan’s COVID-19 internal webpage. The brochure provides key information to ensure that visitors are aware of facility requirements, helping to ensure a safe working environment. Facility and contact information in the brochure are customizable and will be adapted and provided to visitors at various Metropolitan facilities.



COVID-19 safety brochure template for contractors, vendors, and visitors of Metropolitan facilities

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



Domestic water pumps at the Weymouth plant

WATER SYSTEM OPERATIONS *continued*



Testing setup for pump control verification at the Weymouth plant

Objective #4 Optimize Maintenance.

Staff patrols the conveyance and distribution system daily to monitor pipeline condition and prevent encroachments. During a routine patrol, staff discovered a minor leak on the Upper Feeder raw water pipeline in an industrial area of Rancho Cucamonga. A small amount of water was rising from a precast concrete pipeline buried about five feet below the surface. Staff quickly mobilized to excavate, investigate the source of the leak, and make the necessary repairs. The leak was found at an existing pipeline joint. Staff installed 32 high-pressure injection ports around the joint, injected a water-activated sealant (hydrophilic resin), and permanently sealed the joint. During the repair, system operators reduced flow in the Upper Feeder and made several system adjustments to redistribute flows across the distribution system to ensure that all water demands were met.



Leak on the Upper Feeder in the city of Rancho Cucamonga

WATER SYSTEM OPERATIONS *continued*



Upper Feeder leak after excavation



Upper Feeder after injection of hydrophilic resin and leak repair

WATER SYSTEM OPERATIONS *continued*



Staff repairing a 6.9 kV lead-jacketed pump motor cable at the Eagle Mountain pumping plant

Staff conducted online performance testing of CRA pump motors. This testing provides information to assess the pump's current efficiency and condition as well as real-time electrical, mechanical, and hydraulic data when the pump is in operation. This vital information helps to ensure the effectiveness of future reliability and efficiency upgrades planned as a part of the upcoming CRA rehabilitation project.



Staff performing online performance testing of CRA pump motors

WATER SYSTEM OPERATIONS *continued*

Staff cleared a V-dike drainage channel along the CRA. V-dikes protect the CRA from storm damage and erosion caused by heavy precipitation. Maintenance of the V-dikes ensures that storm runoff is directed away from the canal sections of the CRA, providing an extra layer of protection from monsoonal storms.



Staff clearing a CRA V-dike drainage channel

During a routine shutdown of Live Oak Reservoir, staff removed dry algae and transported it to a stockpile area for export. Upon removal of the algae, staff found multiple areas of deterioration of the asphalt liner. Staff worked quickly to develop and implement a mitigation plan and began to make repairs. Once repairs are complete, the reservoir will be refilled in late 2020.



Staff removing the asphalt liner at Live Oak Reservoir

WATER SYSTEM OPERATIONS *continued*

The La Verne shops refurbished one large drop gate for service connection LA-17B located at the Eagle Rock Lateral Tower. This drop gate helps control water flow to the service connection structure that is being rehabilitated and upgraded. Staff performed weld repairs to all corroded areas and applied a corrosion-resistant coating. Staff also replaced the existing sluice gate valve that was severely corroded and beyond repair. The gate will be installed during a scheduled shutdown in January 2021.



Deteriorated drop gate (left) and sluice gate valve (right) at Eagle Rock Tower



Refurbished drop gate for Eagle Rock Tower

WATER SYSTEM OPERATIONS *continued*

Staff completed modifications to two microwave communications sites at Iron Mountain pumping plant as part of an overall project to upgrade five communications sites. The scope of the project includes relocating emergency backup generators to outdoor locations to comply with regulatory requirements and increase fuel storage tank capacities and generator run time capabilities. Staff completed start-up testing and commissioning and placed the system in service.



Relocated backup generator fuel tank at Iron Mountain pumping plant

Staff performed an annual black start test, simulating the loss of normal Southern California Edison power, to ensure emergency power reliability at the Diemer plant. Emergency generator maintenance is completed weekly, monthly, quarterly, bi-annually, and annually to ensure reliable back-up power. Recent rotating electrical outages due to higher than expected system demands underscore the importance of emergency power systems.



Staff monitoring emergency power systems during annual black start testing at the Diemer plant

Staff performed cleaning and equipment maintenance of a washwater reclamation plant at the Diemer plant. Recently, the plant has experienced an increase of material accumulation in the reclamation plant, which has caused the flocculation and sedimentation equipment to seize up. Staff removed the accumulated material, repaired the equipment, and restored operations.

WATER SYSTEM OPERATIONS *continued*



Accumulation of material (left) and repair of sedimentation basin equipment (right) in the washwater reclamation plant at the Diemer plant

Mechanical apprentices removed a valve actuator shaft that was taken out of service at the Weymouth plant. This equipment will be preserved and stored as spare parts. The apprentices are applying hands-on experience from training received through the Apprenticeship Program. The apprentices will design and fabricate a container for the actuator so that it can be properly stored and readily available when needed.



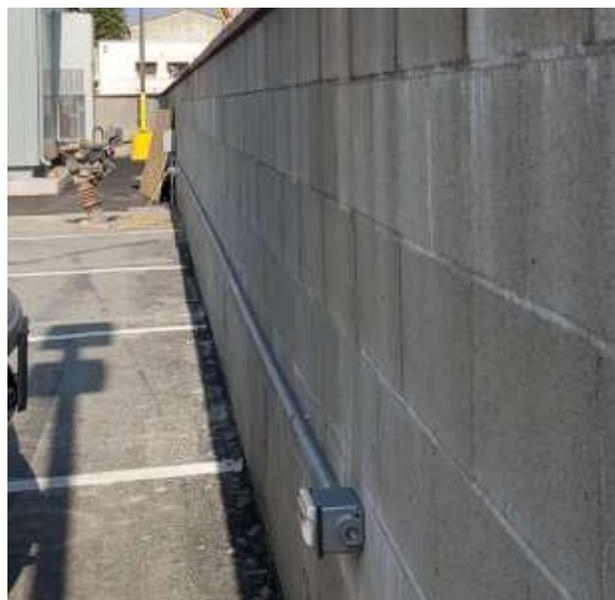
Apprentices preparing a valve actuator for storage at the Weymouth plant

WATER SYSTEM OPERATIONS *continued*

Staff installed two new 120V circuits and receptacles for the machine shop at the La Verne facility. The new outlets provide a safe power supply that eliminates a potential hazard from running electrical extension cords across work areas.



Staff installing new circuit breakers in the machine shop at the La Verne facility



Newly installed 120V receptacles at the La Verne facility

WATER SYSTEM OPERATIONS *continued*

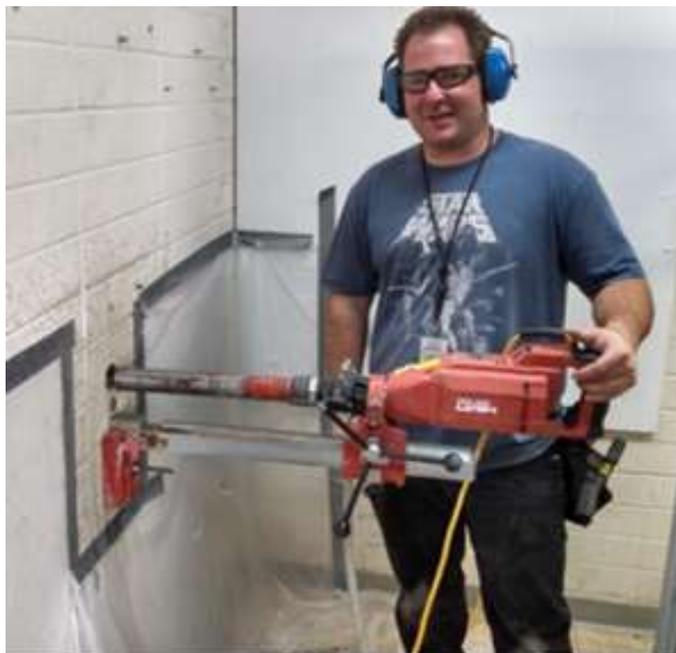
Staff replaced the Human-Machine Interfaces (HMI) for Programmable Logic Controllers (PLC) on belt presses in the solids handling building at the Weymouth plant. Because of recent PLC failures, the HMI needed to be upgraded with new equipment. Control cabinets were modified to accommodate new display screens and the PLC network was converted to an Internet Protocol (IP)-based network. The new system provides improved reliability in processing the solids removed from the treatment process.



Installation of PLC modules for the solids handling process at the Weymouth plant

Staff repaired a malfunctioning turbidity meter at DWR's Devil Canyon power plant downstream of Silverwood Lake. The turbidity meter was unreliable due to its dependency on legacy electronic equipment. Staff installed two new turbidimeters and a wireless communication system to bypass the legacy systems. During a recent shutdown of the power plant, staff also installed a new sample line from the inlet penstock to another new turbidity meter. These newly installed water quality instruments allow staff to monitor turbidity coming out of Silverwood Lake, as well as that leaving Devil Canyon facilities into Metropolitan's system. Reliable turbidity data is critical to plan and make treatment adjustments before the water reaches Metropolitan treatment plants.

WATER SYSTEM OPERATIONS *continued*



Staff coring a hole to install electrical conduit for new turbidity meters at Devil Canyon power plant



Newly installed turbidity meter at Devil Canyon power plant

WATER SYSTEM OPERATIONS *continued*



Penstock conveying water from Silverwood Lake to Devil Canyon power plant

Objective #5 Manage the Power System.

The Western electric grid was stressed for the second time this summer with a heat wave affecting California and the Southwestern U.S. from September 4 through 7. Electrical demand in the California Independent System Operator (CAISO) system peaked near levels encountered during the mid-August heat wave, but rolling blackouts were avoided. On September 6, a Stage 2 emergency was declared by CAISO, and utility interruptible load programs were implemented. Staff prepared contingency plans to ensure continued deliveries on the CRA in the event CAISO requested load curtailment at Gene and Intake pumping plants. Ultimately, Metropolitan's interruptible load was not requested by CAISO and CRA deliveries at seven-pump flow was maintained during the heat event.

On August 18 and September 11, Metropolitan submitted two separate self-reports of potential North American Electric Reliability Corporation (NERC)-standard noncompliance with the Western Electricity Coordinating Council (WECC).

Objective #6 Improve Emergency Preparedness and Response.

A request for mutual assistance was received this month from the Los Angeles County Fire Department in response to a non-Metropolitan hazardous chemical incident. Metropolitan staff coordinated and fulfilled LACoFD's request by providing operating equipment for the incident.

WATER SYSTEM OPERATIONS *continued*

The year 2020 continued to present challenges but Metropolitan was able to rise to the occasion. Staff continued to monitor COVID-19 in the Southern California area, as well as numerous other emergencies and potential threats. During this time, staff monitored 13 brushfires, three earthquakes, statewide power emergencies, local Public Safety Power Shutoff events, excessive heat emergencies, Red Flag Fire Warnings, system repairs, mutual aid requests, and unhealthy air quality conditions. New emergency management programs and technologies were also rolled out this month that helped staff stay on top of emergency activities throughout the region and be prepared for the next challenge.

Objective #7 Optimize Water Treatment and Distribution.

Flow-weighted running annual averages for total dissolved solids from July 2019 through June 2020 for Metropolitan's treatment plants that can receive a blend of SPW and CRA water were 414, 422, and 353 mg/L for the Weymouth, Diemer, and Skinner plants, respectively.

In late July, the Jensen plant influent flow meter signal began malfunctioning. This flow meter is used to flow pace chemical feed systems including the ozone system. The flow meter control was an old unit with spare parts no longer available. A new control unit was installed as part of the new influent water quality instrumentation enclosure capital project. Staff relocated and spliced sensor cables, configured control signals, and performed necessary calibrations. Staff verified the flow with system operators and confirmed that the new unit was communicating accurate information to SCADA. The new influent flow meter is currently in place and operating effectively.



Obsolete influent flow meter at the Jensen plant

WATER SYSTEM OPERATIONS *continued*



New influent flow meter at the Jensen plant

Staff completed replacement of the first of two fluoride storage tanks at the Jensen plant. Both fluoride tanks had reached the end of their service life and were scheduled to be replaced. Fluorosilicic acid is added as part of the treatment process to increase fluoride levels as needed to ensure compliance with water quality regulations. This month, staff resumed work on the second phase of the project, which involved removing and replacing structural beam members for the tank enclosure to gain access for removing the second tank.



Fluoride tank farm with old (left) and new (right) tanks at the Jensen plant

WATER SYSTEM OPERATIONS *continued*



Staff replacing structural bracing for the fluoride tank farm enclosure at the Jensen plant

Staff replaced a sample quill at the Skinner Plant 1 combined filter effluent. The sample quill draws water for online water quality instrumentation and is also used to convey water to the plant laboratory.



Replacement sample quill to be installed at the Skinner plant

WATER SYSTEM OPERATIONS *continued*



Staff replacing the sample quill at the Skinner plant

Staff replaced the Skinner Plant 1 combined filter effluent sample pump's standard motor starter with a variable frequency drive (VFD). This upgrade, in addition to an upsized sample quill, allows the pump to run at 60 percent of its previous speed with about one-third of the power needs.



Staff installing a variable frequency drive at the Skinner plant

WATER SYSTEM OPERATIONS *continued*

Objective #8 Manage Water Reserves.

State Water Project imports into the service area in September accounted for about 34 percent of Metropolitan's deliveries. Storage at Diamond Valley Lake was at 710,000 AF, or 88 percent full. Yuba Transfer supplies of about 9,000 AF to Metropolitan were also acquired earlier in the year. Metropolitan's record high storage levels at the end of 2019 provide significant water supply reliability in 2020, under the low SWP allocation of 20 percent.

Objective #10 Manage Vacancies.

WSO filled four vacant positions in August 2020.

Objective #11 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. This month, apprentices attended their second session of virtual practical training.



Class of 2021 Mechanical Apprentices working on sharpening tool bits in our virtual classroom

Objective #13 Ensure Accurate Billing Infrastructure.

This month staff worked with Utah Water Research Laboratory (UWRL) to perform testing and calibration of a portable flow meter to be used for on-site testing at the OC-70 service connection. Staff worked with UWRL to simulate the service connection piping and ensure that the portable meter was accurately calibrated to existing conditions. After calibration, the portable meter will be used to verify the accuracy of the in-place Venturi meter at the OC-70 facility.

WATER SYSTEM OPERATIONS *continued*



Simulated piping test setup at Utah Water Research Laboratory

GENERAL MANAGER'S STRATEGIC PRIORITY #2: Sustainability

Objective #3 Support the Regional Recycled Water Program

During the month of September, staff continued to support baseline testing, operations, and monitoring at the Regional Recycled Water Advanced Purification Center demonstration facility. Staff began baseline protozoa sampling and analyses to evaluate pathogen removal through the membrane bioreactor (MBR) and continued routine sample collection to demonstrate water quality performance through the treatment processes. Metropolitan and Sanitation Districts of Los Angeles County (Sanitation Districts) staff are developing and testing an innovative method to inactivate coronaviruses in secondary effluent and MBR filtrate samples, so that analysis of target organisms can continue while maintaining staff safety. Additional testing will be conducted to determine whether the full suite of microbial targets can be analyzed.



Staff assessing a coronavirus surrogate inactivation method in microbiological samples from the demonstration facility

WATER SYSTEM OPERATIONS *continued*



Staff relocating the turbidimeter sample source on an MBR filtrate line at the demonstration facility

Objective #5 Manage Power Resources and Energy Use in a Sustainable Manner.

Metropolitan's hydroelectric plants generated an average of 18.4 megawatts or 16,685 megawatt-hours, and nearly \$1,211,300 in revenue, for the month of August 2020. Metropolitan's solar facilities totaling 5.4 megawatts of capacity generated almost 1,020 megawatt-hours in August 2020.

Objective #6 Protect Source Water Quality.

On September 22, Metropolitan held its quarterly meeting of the Lower Colorado River Water Quality Partnership with Southern Nevada Water Authority and Central Arizona Project and discussed progress on various cleanup projects along the Colorado River including uranium mill tailings removal near Moab, Utah; perchlorate cleanup in Henderson, Nevada; and chromium-6 remediation at Pacific Gas and Electric's Topock compressor station near Needles, California.

WATER SYSTEM OPERATIONS *continued*

GENERAL MANAGER'S STRATEGIC PRIORITY #3: Innovation

Objective #2 Support and Engage with Member Agencies on Technical Matters.

Staff helped personnel on a member agency project to collect quagga mussel veliger samples from raw water at two Metropolitan facilities. These samples will be used to test veliger inactivation under a project funded by Metropolitan's Future Supply Actions Funding Program. These sampling visits followed facility access protocols for non-Metropolitan personnel; all individuals wore face-coverings, and appropriate physical distancing was maintained while samples were collected.



Member agency consultant staff collecting quagga mussel veliger samples from Weymouth plant influent

Objective #3 Advance Education and Outreach Initiatives.

This month at the AWWA Water Education Seminar, staff virtually presented Metropolitan's use of Condition Based Maintenance (CBM) to trend the condition of equipment and anticipate impending problems. The CBM effort is an enhanced form of maintenance that focuses on using equipment trends or diagnostic tools to anticipate equipment problems before they affect operation.



Virtual presentation by staff for AWWA seminar

This month, Water System Operations issued its inaugural edition of the *WSO Pipeline*, a quarterly newsletter. The *WSO Pipeline* provides a new platform for operations staff to connect and share key activities and achievements, communicate the latest updates within the group, and introduce new initiatives and practices. The newsletter also provides another staff communication vehicle amid the pandemic. This first issue of the newsletter included tips to manage stress during the pandemic, insight into how Desert staff adjust CRA flows, the process to develop the shutdown schedule for the upcoming season, and highlights of current innovation efforts by WSO staff. Also, the new Operations Projects and Asset Management Unit in WSO was highlighted, as well as recent hires, retirees, and service award recipients. Finally, a new WSO YouTube channel was established to share recent presentations and videos by WSO staff.



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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