



The **GENERAL MANAGER** Monthly Report

**Activities for the Month of
February 2021**

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.

MARCH 9, 2020



Theodore Payne Native Plant Garden

Content by Group

Bay-Delta Initiatives	3-4
Chief Financial Officer	5-6
Engineering Services	7-11
Environmental Planning	12-16
External Affairs	17-24
Human Resources.....	25-27
Information Technology.....	28-32
Real Property.....	33-35
Security Management.....	36
Water Resource Mgmt	37-40
Water System Operations.....	41-70

BAY-DELTA INITIATIVES

GM 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.

The Delta Stewardship Council, Delta Science Program hosted a science workshop from February 17–19 to address monitoring steelhead populations in the San Joaquin Basin. The workshop supports the National Oceanic and Atmospheric Administration Fisheries Biological Opinion on Long-Term Operation of the Central Valley Project (CVP) and State Water Project (SWP) and addresses requirements to develop a plan to monitor steelhead populations within the San Joaquin Basin or the San Joaquin River or both downstream of the confluence of the Stanislaus River, including steelhead and rainbow trout on non-project San Joaquin tributaries. Staff participated on the steering committee for the workshop, co-authored a fact sheet on life-history diversity in steelhead/rainbow trout, and facilitated breakout sessions at the workshop.

Staff continued to participate in the collaborative groups called for in the 2019 Biological Opinions for the SWP and CVP, and in the 2020 Incidental Take Permit for Long-term Operation of the SWP, to address science needs and inform management and operation of the water projects.

GM 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 California Department of Water Resources (DWR) is continuing to develop an Environmental Impact Report (EIR) under the California Environmental Quality Act. Current work is focused on formulation of alternatives to be analyzed in the EIR, descriptions of the existing conditions, and development of methods to analyze potential impacts on environmental resources. The U.S. Army Corps of Engineers has started preparation of an Environmental Impact Statement to comply with the National Environmental Policy Act.

DWR and the Delta Conveyance Design and Construction Authority (DCA) completed the 2020 planned cone penetration tests, soil borings, and geophysical surveys under the Initial Study/Mitigated Negative Declaration for Soil Investigations in the Delta that was adopted on July 9, 2020.

Joint Powers Authorities

During the February 18 DCA Board of Directors meeting, the board approved a resolution to update its Bylaws to govern the day-to-day operations of the DCA, consistent with the amended DCA formation agreement approved by Metropolitan's Board in December 2020.

The February 18 regularly scheduled meeting of the Delta Conveyance Finance Authority Board of Directors was cancelled.

BAY-DELTA INITIATIVES *continued*

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

The Sites Project Authority recently released its annual report, which can be found at the following link, [2020 Sites Annual Report](#). The report summarizes progress on the Sites Reservoir project for year 2020.

During the joint meeting, the Authority Board and Reservoir Committee approved the second cash call in the amount of \$40 per acre-foot with payment due April 1, 2021. This payment for Metropolitan was authorized within the Metropolitan Board's approval in October 2020. They also approved Amendment 1 of the Work Plan with budget through December 31, 2021, and they authorized amendments to the Project Agreement reflecting the approved updated Work Plan.

GM 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). At the February 16 meeting, CAMT received an update from the U.S. Fish and Wildlife Service on development of the Delta Smelt Supplementation Strategy, which addresses implementation of captive propagation of Delta smelt as a conservation measure.

Staff co-authored a recently accepted publication in the Journal of American Water Resources Association titled, "Monitoring turbidity in San Francisco Estuary using satellite remote sensing." Other co-authors included researchers from the Jet Propulsion Laboratory, UC Merced, U.S. Geological Survey, DWR, 34 North consultants, and Oregon State University. Metropolitan was a funding partner and participant in the study. The study developed algorithms for using satellite data to analyze turbidity in the Bay-Delta Estuary. The turbidity data was evaluated during the Suisun Marsh Salinity Control Gates action of 2018. Turbidity is a water quality parameter that is important for evaluating the quality of habitat for Delta smelt.

Objective # 2 Provide leadership in identifying and advancing new technological methods to reduce Delta levee failure risks.

The Delta Stewardship Council (Council) is conducting a climate change study for the Delta and Suisun Marsh. Delta Adapts: Creating a Climate Resilient Future is intended to help the Council assess specific climate risks and vulnerabilities in the Delta and, in coordination with stakeholders, develop adaptation strategies to address those vulnerabilities. The Draft Vulnerability Assessment report was released January 15. Staff is reviewing the report and coordinating with the State Water Contractors to provide comments.

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

The Risk Management Unit completed 52 incident reports communicating instances of Metropolitan property damage, liability, workplace injuries, regulatory visits, and spills.

Risk Management completed 34 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.

- Continued working with groups across the district on Business Continuity Plan updates.
- Collaborated with IT and the MetAlert emergency notification vendor (MIR3) to make technical changes in support of the vendor's data center move to Amazon Web Services.
- Participated in Metropolitan's Innovation Council and its Charter Committee.
- Continued working with the vendor on enhancements being made to the Fusion business continuity software.

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 January 2021 totaled 91.1 thousand acre-feet (TAF), which was 16.3 TAF lower than the budget of 107.4 TAF. This translates to \$81.1 million in revenues for January 2021, which were \$15.3 million lower than the budget of \$96.4 million.
- Year-to-date water transactions through January 2021 were 943.2 TAF, which was 23.8 TAF lower than the budget of 967.0 TAF. Year-to-date water transactions through January 2021 were \$827.1 million, which were \$29.6 million lower than the budget of \$856.7 million.
- In January 2021, Accounts Payable processed approximately 2,900 vendor invoices for payment and took advantage of about \$9,500 in discounts.

CHIEF FINANCIAL OFFICER *continued*

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 January 12, 2021, Metropolitan's Board approved and authorized the distribution of Appendix A for use in the issuance and remarketing of Metropolitan's bonds.

On January 21, 2021, Metropolitan priced \$188,890,000 of Water Revenue Bonds, 2021 Series A, at a true interest cost of 2.77 percent. There was strong investor demand with \$839 million in orders. This allowed for interest rates to be lowered, resulting in \$1.27 million in debt service savings, over the life of the bonds. Bond proceeds will provide \$255 million for funding a portion of the Capital Investment Plan for fiscal years 2020/21 and 2021/22.

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

- As of January 31, 2021, the balance in Metropolitan's investment portfolio was \$1,108.9 million; for the month of January 2021, Metropolitan's portfolio managers executed 41 trades.
- During the month of January 2021, Treasury staff processed 1,017 disbursements by check, 20 disbursements by Automated Clearing House (ACH), and 67 disbursements by wire transfer. Treasury staff also processed 74 receipts by check, 39 receipts by ACH, and 51 receipts by incoming wires and bank transfers.

ENGINEERING SERVICES

GM 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:

- **Lake Perris Bypass Pipeline Relining**—This project will reline approximately 1,500 feet of the Lake Perris Bypass Pipeline. Construction is 11 percent complete, with the contractor currently working on preparation of contract submittals, fabrication of the steel liners, and site excavation. Construction is scheduled to be complete by April 2021.
- **Lakeview Pipeline Improvements**—This project will reline approximately 450 feet of the Lakeview Pipeline and replace a 60-inch tee at the Lake Perris Control Facility. Construction is 6 percent complete, with the contractor working on preparation of contract submittals and fabrication of the steel liners. Construction is scheduled to be complete by June 2021.
- **Garvey Reservoir Hypochlorite System Replacement**—This project replaces the hypochlorite chemical feed system at Garvey Reservoir. A construction contract was awarded by the Board in February 2021, and the notice to proceed was issued to the contractor. Construction is scheduled to be complete in July 2022.
- **LA-17 Flowmeter Replacement**—This project replaces a deteriorated meter at Service Connection LA-17. Metropolitan forces completed the installation of the new venturi meter, two 24-inch spools, and the 24-inch pipe couplings in January 2021.

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. Approximately 10 miles of PCCP on the Second Lower Feeder has been relined. Construction for Reach 2 is 99 percent complete and is scheduled to be complete by April 2021. The contractor is currently coordinating the construction of a manhole modification on Reach 2. Final design of Reach 3 is 96 percent complete and is scheduled to be complete by September 2021. Preliminary design continues on Reach 9, which includes a section of pipeline that will be tunneled under the Los Angeles River.
- **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 85 percent complete, and the valves are scheduled to be delivered by August 2021. Successful final inspection of two of the 48-inch conical plug valves was completed in November 2020, and the third 48-inch valve is undergoing shop testing.

ENGINEERING SERVICES *continued*

- **Allen McColloch Pipeline Relining**—This project rehabilitates approximately 1,200 feet of existing PCCP segments with a steel liner pipe that will accommodate full internal and external pressures on the line. Construction is 4 percent complete, with the contractor currently working on preparation of contract submittals and fabrication of the steel liners. Construction is scheduled to be complete by June 2021.
- **Sepulveda Feeder PCCP Rehabilitation**—This project rehabilitates the remaining 35 miles of PCCP segments within the Sepulveda Feeder. Long-term rehabilitation of the Sepulveda Feeder will be staged over multiple years with multiple construction and procurement contracts. Final design of Reach 1 is 5 percent complete and is scheduled to be complete by February 2023. Preliminary design to rehabilitate the remaining reaches of the feeder continues.

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. Overall, construction is 70 percent complete with much of the remaining work to be completed during the upcoming CRA shutdown in February 2021. The Contractor is currently installing scaffolding and containment for the upcoming shutdown work. The project is scheduled to be complete by June 2021.
- **CRA Overhead Cranes**—This project consists of replacing five overhead bridge cranes and retrofitting the support structures within the pump bays located at all five of Metropolitan's Colorado River Aqueduct pumping plants. Construction is 4 percent complete with the contractor working on contract submittals and site surveys of the existing cranes. Construction is scheduled to be complete by July 2023.
- **CRA Radial Gates Replacement**—This project replaces eight deteriorated radial gates along the aqueduct in two stages. Construction of Stage 1 to replace a radial gate at Eagle Mountain Pumping Plant is complete. Stage 2 work includes replacement of seven radial gates at seven facilities along the CRA. Construction of Stage 2 is 87 percent complete with the contractor having finished installation of the radial gate at Eagle Mountain. Construction is scheduled to be complete by June 2021.
- **CRA Mile 12 Flow Monitoring Station Upgrades**—This project furnishes and installs a roof-mounted solar photovoltaic power generating system and upgrades the flow monitoring equipment at the Colorado River Aqueduct's Mile 12 Flow Monitoring Site. Final design is complete and a board action for award of a construction contract is tentatively scheduled for May 2021.
- **CRA Domestic Water Treatment**—This project installs new water purification systems for all five pumping plants and new sodium hypochlorite and activated carbon systems for all pumping plants except for Intake at the CRA. The project is proceeding in two phases. Under Stage 1, procurement of the equipment is in process and will be delivered in two shipments. The first delivery is expected in September 2021 and the final delivery in January 2022. Final design of Stage 2 work is 90 percent complete and is scheduled to be complete by April 2021.
- **CRA Transformers Replacement**—This project replaces all 35 high-voltage power transformers at the Colorado River Aqueduct's five pumping plants. The study phase is complete and a request for Board authorization of a professional services agreement for preliminary design is planned for April 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. The project will be completed in two stages. Stage 1 will replace the valve at Gene Wash Reservoir, while Stage 2 will replace the valve at Copper Basin Reservoir. Construction of Stage 1 is 25 percent complete and is scheduled to be complete by July 2021. The contractor is working on installation of an electrical duct bank and scaffolding at the discharge valve structure. Final design for Stage 2 is 39 percent complete and is scheduled to be complete by March 2022.

ENGINEERING SERVICES *continued*



CRA Discharge Isolation Couplings—Intake Pumping Plant: Installing new flow-through spool

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. The contractor is currently working on piping, instrumentation and electrical equipment installation, wire terminations, and control system programming. Construction is 92 percent complete and is scheduled to be complete by August 2021.
- **Weymouth Water Quality Instrumentation Improvements**—This project will improve monitoring and rapid response to changing water quality conditions at the Weymouth plant by adding required sample piping, pumps, and housing for water quality analyzers. The contractor suspended work for two weeks in January because of a COVID-19 outbreak in its workforce. The contractor has resumed work since then and is currently installing doors, drywall, and cable trays, and is pulling wires for exterior lighting. Construction is 75 percent complete and is scheduled to be complete by June 2021.

ENGINEERING SERVICES *continued*

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 because of COVID-19 and was resumed in May. In January, the contractor suspended work on this contract for two weeks because of a COVID-19 outbreak in its workforce. The contractor has resumed work since then and continues removing and replacing basin and filter equipment, installing new electrical conduits and panels, and performing hazardous abatement activities. Construction is 94 percent complete and is scheduled to be complete by May 2021.
- **Diemer Water Sampling System Improvements**—This project upgrades the existing Diemer water sampling system, comprising 13 sample locations. At each location, the sample pump, piping, and field analyzers will be upgraded by Metropolitan staff working in micro-teams because of COVID-19. All materials and equipment have been procured for this project, and Metropolitan staff is currently installing and commissioning water quality field analyzers. Construction is 78 percent complete and is scheduled to be complete by July 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. The contractor completed installation of Unit Substations, medium voltage cables and duct banks and is currently pulling feeder cables and setting new MCC enclosures throughout the site. Because of COVID-19 work suspension earlier this year, the Spring 2021 plant shutdown for this project has been rescheduled for Spring 2022. Construction is 60 percent complete and is scheduled to be completed by August 2022.
- **Jensen Module 2 and 3 Flocculator Rehabilitation**—This project rehabilitates Modules 2 and 3 flocculators at the Jensen plant. The contractor is currently installing new equipment in Basins 9 and 10. Construction is 95 percent complete and is scheduled to be complete by March 2021.



Weymouth Chlorination System Upgrades—Preparation of gas pipe coating

ENGINEERING SERVICES *continued*

System Reliability Program

The System Reliability Program consists of projects to improve or modify facilities located throughout Metropolitan's service area in order to 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 Metropolitan Headquarters at Union Station. Construction related to the original contract scope is 89 percent complete, and the contractor is currently working on Floors 9 through 11 and continuing electrical work for the power door-assist devices. Staff is working with the contractor to advance additional work while the building remains lightly occupied. Construction is anticipated to be complete by December 2021.
- **Board and Committee Room Upgrade**—This project upgrades audio/visual (A/V) systems in the boardroom, three committee rooms, and the rotunda at the Metropolitan Headquarters Building. Engineering Services, IT, and Facilities Management are working collaboratively on this technology replacement project. Installation of the A/V equipment has been included as a board-approved change order to the original Headquarters Building Improvement contract, described in the previous paragraph. The contractor is continuing installation of electrical and HVAC equipment in the Boardroom and Committee Room 1-102, and an LED video wall in the rotunda. Construction is 45 percent complete and is scheduled to be complete by August 2021.
- **Headquarters Physical Security Upgrades**—The comprehensive security upgrades for the Metropolitan Headquarters at Union Station have been prioritized and staged to minimize rework and impacts on day-to-day operations within the building. The Stage 1 work 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 98 percent complete and is scheduled to be complete by August 2021. Construction of Stage 2 improvements is 10 percent complete and is scheduled to be complete by April 2022. The contractor is preparing contract submittals and procuring workstations and directory servers. Stage 3 improvements are currently in the design phase.
- **Headquarters Building Fire Alarm and Smoke Control System Upgrades**—This project upgrades the Metropolitan Headquarters at Union Station fire life safety systems, which includes replacement of the fire detection and alarm system and HVAC system improvements for smoke control. The contractor is currently installing new fire alarm panels. Construction is 12 percent complete and is scheduled to be complete by April 2022.



Board and Committee Room Upgrade—Final painting in Committee Room 1-102

ENVIRONMENTAL PLANNING SECTION/CAO

GM 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.

Regulatory Permitting

- Submitted annual monitoring report to U.S. Fish and Wildlife Service (USFWS) and California Department of Fish and Wildlife (CDFW) for Unarmored Threespine Stickleback populations within the Upper Santa Clara River Watershed in compliance with Metropolitan's Incidental Take Permits for the federally endangered and state fully-protected fish in support of the Foothill Feeder Inspection Project.

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

Webinars attended by staff:

- "Environmental Justice and CEQA" hosted by Association of Environmental Professionals (AEP)
- "Climate Action and Sequestration" and "Expanding Nature-Based Solutions and Advancing 30 by 30" hosted by California Natural Resources Agency
- "Conservation in Challenging Times" hosted by The Wildlife Society
- "Extinction Solutions for Species on the Brink" hosted by UC Irvine
- VerdeXchange 2021—14th Annual Conference

GM 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.

Regional Recycled Water Program

- Attended meetings with Los Angeles County Sanitation District and U.S Bureau of Reclamation regarding CEQA and National Environmental Policy Act (NEPA) documentation for the program.

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

- Completed invasive vegetation removal efforts along the Reserve boundary.
- Installed reserve boundary signage and repaired damage to Reserve fencing.
- Checked artificial cover boards deployed as part of ongoing reptile and amphibian surveys.

Southwestern Riverside County Multi-Species Reserve

- Conducted repairs to and removed downed branches from Reserve roads following January rain events.
- Sowed native Riverside sage scrub seed collected in fall 2020 at the DVL North Hills fire restoration site.
- Completed installation of 600 feet of wildlife friendly three-strand boundary fencing adjacent to Rawson Road.
- Continue operation of wildlife cameras (see photo).

ENVIRONMENTAL PLANNING SECTION/CAO *continued*



Mountain lion caught on wildlife camera in Southwestern Riverside County Multi-Species Reserve

Upper Salt Creek Preserve

- Conducted site visit to assess condition of fencing and signage and monitor health of preserve, which provided mitigation for construction of the Eastside Pipeline.



View of Upper Salt Creek Preserve (taken by W. Wagner)

ENVIRONMENTAL PLANNING SECTION/CAO *continued*

GM 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.

Riverside/San Diego Right of Way and Infrastructure Protection Program (RWIPP)

- Reviewed and provided comments on the Preliminary Design Report.

Surface Mining and Reclamation Act (SMARA) Compliance

- Conducted biological and cultural resource field investigations and continued development of technical studies in support of the project CEQA document.

Objective #3 Partner and collaborate with regulatory and resources agencies, as well as other public agencies and external organizations, to build relationships and expedite/streamline environmental authorizations and clearances for Metropolitan projects.

- Collaborated with ESG to enter into Water Resources Development Act (WRDA) Memorandum of Agreement with U.S. Army Corps of Engineers (USACE) to streamline Clean Water Act Section 408 permitting.

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 External Affairs to produce a new Desert Tortoise Awareness Training video, which was used to train staff and contractors for the CRA shutdown and will be used for all future Desert/CRA work.

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 Phase review and support for the following projects: Headquarters UVC Air Disinfection System, Headquarters Video Room Renovations, Weymouth Sedalia Drainage, Lower Feeder/West Orange County Feeder Blow-off Drain, Foothill Hydroelectric Plant Seismic Upgrades, System-Wide Control System Upgrade, and WB23A Service Connection.
- Provided Final Design Phase review, preparation of specifications, and project clearance for the Delta Properties Flow Meter and Telemetry Installation and the Eagle Rock Lateral LA-17 Flowmeter Replacement projects.
- Provided Construction Phase review and support to the Allen-McColloch Pipeline Pre-Stressed Concrete Cylinder Pipeline (PCCP) Urgent Relining Project, including coordination with the CDFW, USFWS, the Natural Communities Conservation Reserve Manager, and the Irvine Company.

ENVIRONMENTAL PLANNING SECTION/CAO *continued*

Water System Operations

- Provided CEQA analysis and environmental planning clearances for 15 WSO projects, including conducting environmental surveys and project reviews for maintenance activities throughout Metropolitan's service area.
- Submitted CDFW Streambed Alteration Agreement (SAA) notifications for three upcoming shutdowns for Lakeview Pipeline, San Diego Pipeline No. 5, and Lake Skinner Outlet Tower.
- Performed annual vegetation maintenance and submitted the sixth annual report to the CDFW and USFWS in compliance with Long-Term Routine Maintenance SAA for the Upper Feeder Santa Ana River bridge crossing.
- Submitted USACE Project Closeout letter in compliance with emergency permits for the San Diego Pipeline Nos. 1 and 2 Exposed Barrel Repairs (see photo).



San Diego Pipeline Nos. 1 and 2 emergency exposed barrel repairs project site

Real Property

- Completed CEQA review and analysis for four Real Property actions (i.e., leases, entry permits, easements).

Construction Monitoring

- Provided construction monitoring for the following projects: Weymouth Chlorine Systems Upgrades, Weymouth Water Quality Implementations, Orange County RWIPP, Gene Wash Reservoir Discharge Valve Replacement, CRA Weir Clean-Out, CRA 6.9 kV Cable Replacement, CRA Overhead Cranes Replacement, and CRA Discharge Line Isolation and Coupling Repair.
- Completed environmental monitoring for the 2021 CRA shutdown (see photos).

ENVIRONMENTAL PLANNING SECTION/CAO *continued*



Bees observed at Mile Marker 18.63 during biological resource surveys



Young grey fox rescued from between Mile Markers 140 and 144 and returned unharmed to the wild

Other

- Conducted prickly pear cactus salvage at the Robert B. Diemer Water Treatment Plant. The cactus were transplanted in the adjacent Chino Hills State Park in support of an Orange County Transportation Authority (OCTA) restoration project. Salvage from the plant was requested due to its proximity to the restoration site.



Prickly pear cactus salvage at the Robert B. Diemer Water Treatment Plant

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.

Spanish-language virtual tours of the Regional Recycled Water Advanced Purification Center began this month and will complement the ongoing monthly tours for the general public and classroom virtual field trips. In addition to the tour presentation, a bilingual website and translated outreach materials are now available to help educate and inform the public about recycled water and the Regional Recycled Water Project. ([see image below](#))



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.

EXTERNAL AFFAIRS *continued*

Federal

Congress is working on the next COVID-19 relief package, which includes \$350 billion for state and local governments, \$500 million for emergency low-income water ratepayer assistance, and \$35 billion in renter and homeowner assistance that could be used to help residents pay their utility bills. Metropolitan continues to advocate for aid to all public agencies affected by the pandemic, including special districts.

GM Kightlinger was a guest speaker at a congressional briefing on California's water supply. Other participants included Kern County Water Agency GM Tom McCarthy and State Water Contractor GM Jennifer Pierre. (February 10)

Directors Ackerman, De Jesus, Morris, and Peterson as well as Metropolitan staff participated in the virtual ACWA DC 2021 Conference. The conference began with a series of congressional speakers, including Reps. Calvert and Levin, discussing their priorities for the 117th Congress. Additional events will take place in March including a session with congressional staff and Biden Administration officials. (February 24)

State

In mid-February, Governor Newsom and the Democratic leaders of both houses announced the passage of a \$9.6 billion COVID-19 relief package that included financial assistance for low-income Californians and small businesses. It did not include funding for public utilities experiencing an increase in unpaid bills because of the economic impacts of the pandemic and the moratorium on service shutoffs. The California Municipal Utilities Association recently submitted a letter to the Governor requesting one-time funding totaling \$1 billion to help public water and electric utilities.

Metropolitan's sponsored SB 230 (Portantino, D-La Cañada Flintridge) to create a program at the State Water Board to address Constituents of Emerging Concern in Drinking Water has been referred to the Senate Environmental Quality Committee. Policy discussions have begun on a climate resiliency general obligation bond for the 2022 election. SB 45 (Portantino, D-La Cañada Flintridge), the Wildfire Prevention, Safe Drinking Water, Preparation, and Flood Protection Bond Act of 2020 will be heard in Senate Natural Resources and Water Committee. Staff is working to seek additional funding for Metropolitan's priorities including recycled water, habitat restoration that would benefit the Voluntary Agreements, drinking water treatment technologies, and restoration of the California Aqueduct's conveyance capacity.

Two other water policy bills are SB 222 (Dodd, D-Napa) which requires the State Water Board to set up a statewide water affordability assistance program for water and wastewater service and SB 223 (Dodd, D-Napa) to amend existing law that established certain procedures and requirements for the discontinuation of residential water service.

Metropolitan staff is working with Senator Dodd's office and a coalition of environmental non-profits on amendments.

Local

Metropolitan sponsored and staff participated in the Water Education for Latino Leaders webinar. AGM/COO Upadhyay was on a multi-agency panel to speak about the Regional Recycled Water Program. (February 4)

Metropolitan staff participated on the California Contract Cities Association Virtual Sacramento Legislative Tour featuring Lieutenant Governor Kounalakis, Senator Rubio (D-Baldwin Park), Assembly Members Rivas (D-Arleta), and Jones-Sawyer (D-South Los Angeles). (February 4)

Metropolitan staff participated on the San Gabriel Valley Economic Partnership's Virtual Discussion event with Congresswoman Napolitano (D-Norwalk). (February 19)

EXTERNAL AFFAIRS *continued*

Metropolitan staff participated in webinars this month with chambers of commerce, business associations, councils of governments, public affairs networks, and local elected officials, providing an update on water supply conditions and other water policy and current issues in the region:

- Southern California Water Coalition (February 1)
- Western Riverside Council of Governments (February 1)
- Association of California Cities Orange County Virtual Sacramento Summit (February 1–2)
- South Bay Association of Chamber of Commerce (February 2)
- Building Industry Association of Southern California (February 2)
- Manhattan Beach Chamber of Commerce (February 2)
- Ventura County Special District Association meeting on COVID-19 relief funding (February 2)
- Ventura County Economic Development Association (February 3)
- San Gabriel Valley Economic Partnership, Conversation with El Monte Mayor Ancona (February 3)
- Association of Women in Water Energy and the Environment Meeting on Diversity (February 4)
- Oxnard Chamber of Commerce (February 4)
- Glendora Chamber Economic Development Committee (February 4)
- LAX Coastal Chamber of Commerce (February 4)
- Glendale Chamber of Business Advocacy (February 4)
- Los Angeles Area Chamber of Commerce Energy, Water & Environmental Sustainability Council (February 4)
- Los Angeles County Business Federation Advocacy Committee (February 4)
- Apartment Owner's Association Meeting on Rent Moratorium and Evictions (February 4)
- U.S. Chamber of Commerce (February 4)
- Pomona Chamber of Commerce (February 5)
- Corona Chamber of Commerce (February 5)
- Regional Chamber of Commerce San Gabriel Valley (February 8)
- Oxnard Chamber of Commerce Business Advocacy Committee (February 8)
- Valley Industry and Commerce Association (February 9)
- Inland Action Weekly Briefing with Representative Calvert (R-Corona) (February 9)
- Member Meeting with Stuart Waldman, CEO of VICA (February 9)
- Palos Verdes Peninsula Chamber of Commerce (February 9)
- Orange County Business Council (February 9)
- South Orange County Economic Coalition (February 10)
- Harbor Association of Industry and Commerce event with Senator Gonzalez (D-Long Beach) (February 10)
- Upland Chamber of Commerce (February 11)
- Torrance Area Chamber of Commerce State of the State (February 11)
- Long Beach Chamber of Commerce (February 11)
- Orange County Business Council (February 11)
- Torrance Area Chamber of Commerce (February 11)
- Beverly Hills Chamber of Commerce (February 11)
- San Fernando City Chamber Board Meeting (February 11)
- Greater Riverside Chamber (February 12)
- Ontario Chamber (February 12)
- Oxnard Chamber of Commerce Leadership Steering Committee (February 12)
- United Chambers of Commerce of the San Fernando Valley (February 15)
- Southwest California Legislative Council (February 15)
- Building Industry Association of Southern California (February 16)

EXTERNAL AFFAIRS *continued*

- Association of Water Agencies of Ventura County (February 16)
- California Women in Agriculture of Ventura County (February 16)
- El Segundo Chamber of Commerce (February 16)
- Association of California Cities Orange County Energy & Water Committee (February 16)
- Pomona Chamber of Commerce (February 16)
- El Monte/South El Monte Chamber of Commerce (February 17)
- San Gabriel Valley Council of Governments Energy, Environment, and Natural Resources (February 17)
- Los Angeles Economic Development Corporation Annual Economic Forecast (February 17)
- Los Angeles Economic Development Committee's Economic Forecast (February 17)
- Coalition of Labor, Agriculture and Water Meeting (February 17)
- Association of Water Agencies of Ventura County (February 18)
- Westside Coalition of Government (February 18)
- San Gabriel Valley Council of Governments (February 18)
- Pomona Chamber of Commerce Economic Development Committee (February 18)
- California Contract Cities Association (February 18)
- Riverside County Water Task Force (February 18)
- Pomona Chamber of Commerce (February 19)
- Torrance Area Chamber of Commerce State of the Region (February 19)
- Anaheim Chamber of Commerce (February 19)
- United Chambers of Commerce of the San Fernando Valley (February 22)
- Valley Industry and Commerce Association Virtual Sacramento Day (February 23)
- Ventura County Economic Development Association (February 23)
- Pomona Chamber of Commerce (February 23)
- Gateway Chambers Alliance (February 23)
- Redondo Beach Chamber of Commerce (February 23)
- California Building Industry Association (February 23-24)
- Construction Industry Coalition on Water Quality (February 24)
- Huntington Beach Chamber (February 24)
- MWDOC Virtual Public Policy Meeting (February 24)
- San Gabriel Valley Economic Partnership (February 24)
- San Gabriel Valley Public Affairs Network (February 24)
- Simi Valley Chamber of Commerce (February 24)
- Oxnard Chamber of Commerce (February 25)
- El Monte/South El Monte Chamber of Commerce (February 25)
- Association of California Cities Orange County (February 25)
- South Orange County Economic Coalition (February 26)
- United Chambers of Commerce of the San Fernando Valley Inspirational Women Awards (February 26)
- Riverside County Water Task Force Speaker Series on Climate Variability (February 26)

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.

EXTERNAL AFFAIRS *continued*

Media Interviews

- Coordinated responses to Los Angeles Times reporter Adam Elmahrek regarding investigation of sexual harassment allegations by employees.
- Arranged interview between GM Kightlinger and Western Growers Association writer Tim Linden for feature on “Who’s Who in Water Policy” and water challenges faced by the agriculture industry.
- Set up interview with GM Kightlinger and Las Vegas Review-Journal’s Blake Apgar about the partnership between Southern Nevada Water Agency and Metropolitan on the Regional Recycled Water Project.
- Coordinated interview between Colorado River Resources Manager Hasencamp and Tony Davis of the Arizona Daily Star regarding new Utah State study on effects of climate change on river resources.
- Arranged interview with GM Kightlinger for special California Water supplement for Southern California News Group newspapers on his career and accomplishments.
- Set up interview between GM Kightlinger and San Diego Union Tribune reporter Joshua Emerson Smith on San Diego County Water Authority’s proposed Regional Conveyance System.

Press Release

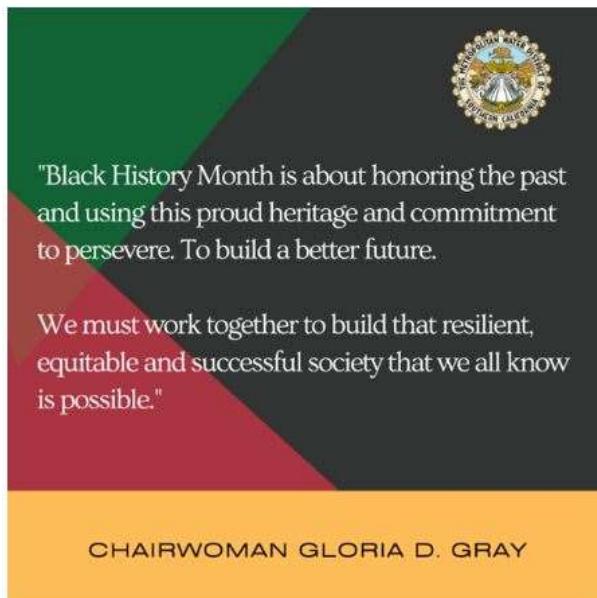
- Issued press release on three new directors representing Fullerton, Santa Ana, and Upper San Gabriel Valley Municipal Water District joining Metropolitan board.

Online

- Received nearly 180,000 page views on the website’s home page with the Regional Recycled Water Project page and education pages among the most visited, and 30,000 views on bewaterwise.com, with highest engagement on the turf replacement and rebates pages.

Social Media

- Reached more than 7,000 users on Facebook and Instagram in response to Valentine’s Day-themed animated posts as part of “We’re California Friendly Plants” campaign.
- To celebrate Black History Week, posted graphics across all social media platforms featuring quotes from Chairwoman Gloria D. Gray and inspirational stories from several Metropolitan staff. (**see images below**)



 **Metropolitan Water District of Southern California**
February 19 at 5:35 PM · 

Conveyance & Distribution Specialist Fred Crawford, a 26+ year Metropolitan employee, finds inspiration from his mom "who raised me to be a man of God and from my wife who motivates me daily as she works hard to ensure equity for California's 'at promise' youth." #BlackHistoryMonth



A photograph of Fred Crawford, a Black man wearing a bright yellow safety vest over a blue shirt, standing on a concrete structure next to a large reservoir. He is looking towards the right side of the frame.

EXTERNAL AFFAIRS *continued*

- Celebrated National Engineers Week by highlighting six Metropolitan engineers on social media. (see image below)



FEATURING: JOYCE LEHMAN, SOFIA BIRD, MARTIN POOH, WENDY NGUYEN, RICARDO HERNANDEZ & GLORIA LAI/BLAINE

ENGINEERS WEEK

VIEW OUR CAMPAIGN ON SOCIAL MEDIA THIS WEEK, FOLLOW #MWDH2O
#THANKYOUENGINEERS #EWEK2021

- Resumed posting photographs from district archives on Instagram (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.

- Presented an overview of the Regional Recycled Water Program to the South County Economic Development Corporation. (February 11)

EXTERNAL AFFAIRS *continued*

Construction Project Updates

- Notified Woodbridge Village Association of upcoming construction for the Right of Way Infrastructure Protection Program. (February 4)
- Delivered and engaged with residents in the City of Monterey Park regarding upcoming improvement work at Garvey Reservoir. (February 10 and 16)
- Mailed more than 2,000 notices to residents in the City of Irvine for the Allen-McColloch Pipeline relining project. (February 16)
- Distributed notices to residents for the Upper and Lower Feeder Shutdown. (February 26)

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

General Education

Staff virtually interacted with more than 2,600 teachers, students, and parents this month. Activities included presentations to students in CalPoly Pomona's Environmental Engineering program and virtual field trips with elementary schools including Cole Canyon, Collier, Dena, Record, Luiseno, and Romoland. Held workshops with Girl Scout troops in Redondo Beach, Upland, and San Gabriel from which pre- and post-surveys reveal that 92 percent of participants gain a greater awareness of California's water systems.

Staff worked with the Los Angeles Department of Water and Power and Southern California Gas to launch an online teacher institute on best practices in environmental education and stewardship. This program enabled 30 teachers to work with water and energy experts to develop water-themed environmental modules and conservation projects.

Staff presented to South Bay community and senior centers as part of LA Metro's "On the Move" program. Staff discussed Metropolitan's history, the Colorado River aqueduct and State Water Project, and conservation initiatives.

Community Partnering and Sponsorship Programs

Metropolitan sponsored and staff participated in the following events to promote water education, conservation, and sustainability initiatives:

- VerdeXchange: Annual Conference (February 16)
- Urban Water Institute: Annual Conference (February 17–18)
- Capitol Weekly seminars: After the Pandemic (February 18) and Impact of Propositions (February 25)

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:

EXTERNAL AFFAIRS *continued*

- American Association of Blacks in Energy—Black History Month executive panel (February 9)
- US Green Building Council Los Angeles—Strategic Plan for a Sustainable LA (February 10)
- Metro’s Connect Lunch-and-Learn Series: Mentor Protégé program (February 11)
- K2i Platform’s “Knowledge to Implementation” webinar (February 16)
- National Utilities Diversity Council webinar series: Supplier Diversity End User Buy-In (February 17)
- Asian Business Association Orange County (February 17)
- National Association of Minority Contractors: Virtual Prime Incubator 2.1 Real Talk (February 18)
- AWWA’s Virtual Innovation and Technology Committee (February 18)
- GreenBiz: How Virtual Twins Accelerate Sustainable Operations and Circular Ambitions. (February 23)

Metropolitan staff met with WaterStart staff to evaluate the results of submissions for Agriculture Pilot programs, which included new technologies from Israel and Australia. (February 10)

HUMAN RESOURCES

GM STRATEGIC PRIORITY #1: RESILIENCY

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

The Organizational Development and Training Unit continued the Metropolitan Leadership Academy for 30 employees interested in transitioning into management. The most recent sessions have focused on developing effective communication, delegation, and presentation skills. In addition, a leadership panel with Group Managers Brent Yamasaki (Operations), Lilly Shraibati (Real Property), and John Bednarski (Engineering) answered participant questions and addressed management topics about resilience, self-awareness in leadership, and employee engagement.

This month, 529 Metropolitan employees attended other online classes, including Building Trust, Influencing Others, Decision-Making Strategies, Managing Anxiety in the Workplace, Complete Confidence in Minutes and Microsoft Teams, Office 365, Adobe Forms, Diversity and Inclusion, and Personal Security Awareness.

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

Recruitment successfully filled 20 positions for the month of January. We received 19 new staffing requisitions resulting in 116 positions currently in recruitment. Recruitment continues conducting virtual interviews using Zoom.

The Human Resources (HR) Group Manager is working directly with the Board of Directors and executive search firm on the General Manager recruitment process.

In February, meetings of the Diversity, Equity, and Inclusion (DE&I) Council resumed with the addition of the Black Employees Association. An overview of Metropolitan's recruitment process was presented to the Council. In addition, a DE&I update was provided to the Organization Personnel and Technology Committee's February meeting by Ms. Annette Eckhardt, a DE&I Council member.

GM STRATEGIC PRIORITY #2: SUSTAINABILITY

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

Staff continued the transitioning of Metropolitan's new-hire on-boarding process to an online methodology that will ensure employee preparedness from day one as well as offer continual support by management and Human Resources throughout their first year of employment.

Staff continued to support the DE&I Council by assisting with agenda preparation, contract administration, and fostering an open dialogue to improve inclusion throughout Metropolitan.

HUMAN RESOURCES *continued*

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

Metropolitan's Management University graduated its first cohort after redesigning the program for delivery in a virtual environment. Twenty-one new managers completed the program, gaining training on time management, communication skills, HR support resources, conflict resolution, and team trust-building.

HR staff continued to provide one-on-one coaching and mediation services for managers and employees in the developmental areas of developing self-awareness, strategic planning, and communication skills.

Regular meetings are also continuing with the bargaining units, as well as separate meetings with Group Managers and Department Heads, to share COVID-related news and developments.

GM 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.

HR staff continues to partner with IT and payroll to implement ACA reporting requirements and improved reports.

Worked with Business Continuity Manager to begin updating HR's Business Continuity plan, including updated processes and procedures based on new systems, cloud-based solutions, and the teleworking environment.

HR contributed to the design and testing of a new Incident Reporting System in collaboration with Risk Management, Health and Safety, IT, and Security staff.

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.

HR processed 30 leaves of absence under the Emergency Paid Sick Leave and Extended Family Medical Leave Expansion Acts for the month of February.

HR is working with Payroll to comply with the routine CalPERS audit of Metropolitan's Employee Paid Member Contributions (EMPC) to comply with government code, GC 20636(c), and California Code of Regulations, CCR 571.

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.

HUMAN RESOURCES *continued*

In February, two new Workers' Compensation claims were received, and six were resolved. Six employees remain off work because of an industrial injury or illness.

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

- Submitted two new claims to Metropolitan's Workers' Compensation Claim Administrator
- Closed six Workers' Compensation Claim Files
- Currently, six employees remain off work because of industrial injury or illness
- Coordinated medical surveillance exams at three facilities: Mills, Skinner, and Lake Mathews. The exams included respirator exams, Department of Motor Vehicle exams, and hearing tests
- COVID Task Team addressed six COVID-related issues.
- Addressed two accommodation issues.

HR Metrics	June 2020	February 2021	Prior Month January
Headcount			
Regular Employees	1,799	1,794	1,810
Temporary Employees	29	25	25
Interns	9	5	5
Recurrents	21	20	20
Annuitants	17	12	13

	February 2021	January 2020
Number of Recruitments in Progress (Includes Temps and Intern positions)	94	116
Number of New Staffing Requisitions	3	19
	February 2021	January 2020
Number of Job Audit Requests in Progress	12	14
Number of Completed/Closed Job Audits	3	2
Number of New Job Audit Requests	1	5

Transactions Current Month and Fiscal YTD (includes current month)			
External Hires	FY 19/20 Totals	February 2021	FISCAL YTD
Regular Employees	127	9	48
Temporary Employees	29	2	17
Interns	18	0	3
Internal Promotions	91	1	48
Management Requested Promotions	109	7	86
Retirements/Separations (regular employees)	124	21	59
Employee Requested Transfers	15	2	16

INFORMATION TECHNOLOGY

GM 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.

- On-going support of remote connectivity solutions to ensure safe and reliable service for Metropolitan employees' teleworking.
- Partnered with business groups and worked to conduct security improvements to further strengthen our capabilities to mitigate increasing cybersecurity threats to Metropolitan's business networks
- Conducted on-going cybersecurity monitoring and informed executive management of security alerts, while taking proactive measures to protect Metropolitan's infrastructure, data, systems and assets.
- Maintained regular updates to the Board including the February cybersecurity oral update to the Organization, Personnel and Technology Committee.
- Evaluated security designs for new projects within the Capital Investment Plan as well as new operational projects to ensure compliance with cybersecurity requirements.
- Completed testing and deployment of Windows 10 security patches to mitigate the risk of exploitation of Microsoft critical vulnerabilities.



Cybersecurity

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

- **Water Information System (WINS) Upgrade**—The current billing system is a 10-year-old custom application using older technology and needs to be updated. The WINS team partnered with stakeholders from across the enterprise (CFO, WSO, SCADA, and IT) to collect and review detailed WINS business functionality as part of requirements gathering. During the period, the team evaluated Request for Proposal (RFP) submissions and began to hold vendor demonstrations of proposed solutions with the project stakeholders.
- **Budget System Replacement Project**—IT continued to partner with the customer and selected a vendor on design (Operating and Salary modules) and integration requirements as part of upgrading Metropolitan's budgeting system to support the Capital and O&M budget processes and Board deliverables.
- **Desert Microwave and Two-Way Radio projects**—Staff continued to develop RFP requirements for the design and construction phase as part of replacing end-of-life equipment.
- **Server Upgrade**—Staff continued to successfully decommission and upgrade older Window servers to up-to-date versions in order to better support Metropolitan business and operational applications.

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 will address equipment obsolescence as the current communication equipment used in the system is approaching end-of-life. During the period, IT staff continued with the Phase One Radio Pilot and the testing of four radio frequencies as part of evaluating design alternatives and technologies. Field installation of equipment and testing requires close coordination of vendor and internal Metropolitan resources, and across multiple sites. The phase one radio pilot is proceeding and is scheduled to continue into next fiscal year to ensure optimum design requirements.

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

- IT continued to evaluate solutions and technology investment options for enterprise-wide backup requirements as part of replacing end-of-life and obsolete technology. Requirements gathering is underway to replace the backup infrastructure with newer and faster technology and redesign the backup/restore procedures.
- Continued to conduct disaster preparedness planning and future recovery exercises as part of validating Metropolitan's recovery capabilities in the event of a disaster.

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 reliability and performance and to enhance operational uptime of data center processing.
 - **Primary site**—In January, IT received board approval to proceed with procurement of equipment for the primary location space for the Datacenter Modernization/Relocation project. With the Board's approval, the project team is working expeditiously on the acquisition phase while developing a comprehensive plan involving the logistics of migrating hardware, software, communication networks and ancillary systems.
 - **Secondary site**—Based on prior board approval and substantial completion of the procurement phase, IT continued equipment preparation and configuration of hardware, software, and systems. In addition, the team is working with various carriers to establish service connections and enhanced communication resiliency between Metropolitan and the new secondary datacenter and seamless migration while supporting Metropolitan's daily operations.



Data Center

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. Replacement of aging PCs and related equipment provide Metropolitan employees with computers that have greater processing speed, disc space, and improved reliability because the existing PCs have reached end-of-life.
 - To date, the project is approximately 88 percent complete with target completion at end of fiscal year.
 - The deployment work at Union Station, Weymouth, and Diemer are substantially complete.
 - Current deployment efforts include work at Diamond Valley Lake and Eagle Rock, followed by the desert and remaining Metropolitan field facilities.
- Engaged with business users on a high-priority IT initiative to replace legacy PCs reliant upon Windows 7 operating systems, which are at end-of-life. IT staff continued the effort to upgrade PCs using Windows 7 to maintain currency of PC operating system and cybersecurity protection within Metropolitan's computing environment.

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

- In January, IT successfully rolled out Phase one of IT Service Management (ITSM) system providing a centralized and modern service management tool within the Information Technology Group. ITSM is used by Metropolitan's IT Service Desk Team to manage service ticket requests generated by business users across the enterprise.
- In February, the project team kicked off Phase two of the project. Phase two focuses on the deployment of the Configuration Management Database (CMDB) and Asset Management Modules. Once fully deployed, the functionalities of the CMDB and Asset Management will simplify access to information and improve IT response capabilities to customer service requests, incidents, and operational reporting.



ServiceNow - Operational Dashboard Reporting

INFORMATION TECHNOLOGY *continued*

GM STRATEGIC PRIORITY #2: Sustainability

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

- Continued to provide IT services in support of the Headquarters Improvements Program. IT functional resources include project management, communications, and networks coordinated with the Engineering Services Group and Facility on construction-related activities requiring close collaboration. On-going efforts and planning continue as part of relocating the remaining high-rise floors to the wing area to facilitate construction activities.
- Partnered with key stakeholders to support physical security enhancements (IP cameras, infrastructure to support physical security requirements).

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

- Completed the RFP evaluation process as part of the effort to upgrade the Fuel Management System that enables management controls over fuel inventories, dispensing, and security to ensure operability, vendor support, and system reliability.



Fueling Station at Weymouth

INFORMATION TECHNOLOGY *continued*

GM STRATEGIC PRIORITY #3: Innovation

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

- IT staff continued to partner with ESG on the capital improvements project to upgrade the 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. IT work associated with AV equipment delivery, installation and connection to Metropolitan's IT infrastructure is being closely coordinated with the current construction activities at the headquarters building.

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

- Delivered innovative solutions. As previously demonstrated during the Innovation Hour presentation, IT successfully rolled out new iOS water sampling software to support Water Quality operations.

Recently, the IT GIS Team partnered with Environmental Planning to complete the development and pilot deployment of an in-house developed mobile application to improve operations related to field data gathering and to streamline processes. A pilot is currently underway to evaluate performance and functionality.

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

- Worked with stakeholders in preparation for upcoming deployment of a new P-Card system. The P-Card is used for small dollar purchases of materials, supplies, and selected services.
- Continued to coordinate with WSO on provisioning newly acquired iPads as part of the Maximo Mobile Computing Project to simplify access to information.

REAL PROPERTY

GM 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 acquired a one-year lease from DiMatteo Properties, LP. located near Lake Perris. This site will serve as a construction laydown and staging area for Metropolitan's Lake Perris Bypass Relining Project. This project will protect a 1,200-foot portion of Metropolitan's Perris Bypass Pipeline as the Department of Water Resources improves the Lake Perris emergency release facility.

The County of Orange granted Metropolitan a permit to access Magazine Road, located in the city of Irvine, enabling staff to perform periodic patrolling and inspection of the Allen McColloch Pipeline.

Objective #2 Foster staff training and development.

Staff attended the Continuing Legal Education International annual California Eminent Domain Conference.

Staff completed the following International Right of Way Association-sponsored courses: Bargaining Negotiations and the Uniform Act Executive Summary.

GM STRATEGIC PRIORITY #3: Innovation

Objective #1 Develop a centralized, strategic and structured approach to the planning, valuation, acquisition, management, and disposition of Metropolitan's real property holdings.

Staff has completed the project planning and management phases of a new Real Property Business System and has made significant progress with the product build and configuration phases. The Real Property Business System, which is included in the 2020/21/22 Biennial Capital Investment Plan, is a cloud-based product to manage the increasing volume of land management activities, such as temporary rights acquisitions and agricultural leases and is targeted for implementation by October 2021?

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

Lease Amendments were executed with D and L Farms, Inc. and Sierra Cattle Company to continue their occupancy at Bacon Island and Bouldin Island East, respectively, through January 31, 2022 with options to extend through January 31, 2024.

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

Over 350 anglers visited the Diamond Valley Lake marina throughout the day on Wednesday, February 3rd. They were lured by the addition of another 3,500 pounds of fish the marina concessionaire planted in the lake the day prior. The marina Concessionaire continued to inform visitors of their social distancing and mask-wearing policies to ensure the safety of all visitors.

REAL PROPERTY *continued*



Diamond Valley Lake Marina

Staff completed the planned lighting upgrades to the Yangna Monument located in the Foley Courtyard at the headquarters building. The new light will help illuminate the monument during the evening hours.



Yangna Monument

Objective #4 District Housing Maintenance and Management.

Staff completed the District Housing Heating and Air Conditioning Replacement project, replacing air-conditioning condensing units, furnaces, and air handlers in 20 Metropolitan houses located at four pumping plants. The existing air-conditioning units that were equipped with refrigeration were banned from production by the Environmental Protection Agency.

Two furnished transitional trailers were installed at Eagle Mountain. The trailers will be used to provide personnel short-term housing while permanent housing is being prepared. These transitional trailers may also be used during CRA shutdown periods when available.

REAL PROPERTY *continued*



Eagle Mountain Furnished Trailers

GM STRATEGIC PRIORITY #1: Resiliency

Objective #1 Develop and Refine Security's Strategic Plan

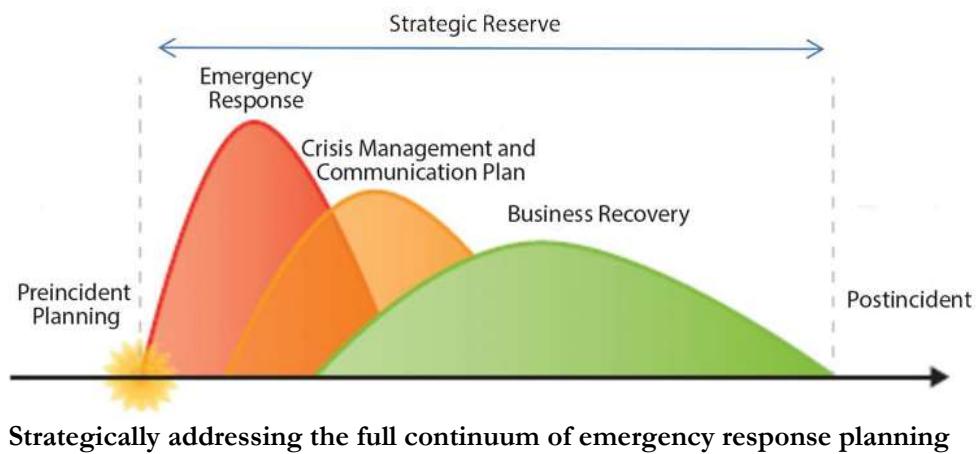
Metropolitan's Sunset Fleet Garage in downtown Los Angeles is receiving new automated, motorized, vehicle rolling gates to better secure the facility. The Security Management Unit (SMU) collaborated closely with Engineering Services, Fleet, and multiple contractors to plan, design, construct, and implement the project. The new gates, activated using employee badges with secure card access readers, will provide additional protection to the external fuel pumps, fleet vehicles, and fleet maintenance resources located on site.



New vehicle rolling gates at Metropolitan's Sunset Fleet Garage

Objective #3 Improve Employee Readiness for All Hazards Emergencies

The SMU reviewed and updated the security portion of Metropolitan's Business Resumption Plan in conformity with the 2018 Environmental Protection Agency's (EPA) America's Water Infrastructure Act (AWIA). The plan considers how multiple, simultaneous major incidents can affect Metropolitan and shows how having the proper security resources, personnel, vendors, supply chains, and communications systems in place can minimize loss, damage, and service outages. Security generally focuses on pre-incident planning and deterrence, but last year's power outages, wildfires, and pandemic disasters reinforced the need to address the full continuum of emergency response, communications, and business recovery.



WATER RESOURCE MANAGEMENT

GM STRATEGIC PRIORITY #1: Resiliency

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

Staff chaired the monthly State Water Contractors Water Operations Committee meeting. DWR provided an update on flood operations initiatives for Lake Oroville, as well as updated information on hydrologic conditions and the latest State Water Project allocation modeling studies.

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

Metropolitan staff attended a two-day online meeting of the Salinity Control Forum Work Group (Work Group). The Work Group discussed topics on salinity control in the Paradox Valley along the Colorado River including: 1) a possible public-private partnership to implement low-impact salt evaporation ponds; and 2) prospects for reinitiating operation of the existing [Paradox Valley Unit](#) (which consists of facilities designed to prevent the natural salt load from degrading the water quality of the Colorado River).

Staff attended the Colorado River Binational Work Group meeting. The Binational Work Group discussed progress of conservation projects established under the cooperative measures of Minute No. 319 and Minute No. 323 of the International Boundary and Water Commission. Highlights included that the Minute No. 319 water conservation projects created approximately 124,000 acre-feet of conserved water supplies that were exchanged with the United States. In addition, \$5 million in funding was provided for the first and second phases of conservation projects under Minute No. 323. Mexico will construct four control structure projects with funding from the first phase of Minute No. 323. Projects planned for the second phase will improve canals and install additional flow measurement infrastructure. Mexico provided 36,367 acre-feet of water to the United States under the Minute 323 projects.

GM STRATEGIC PRIORITY #2: Sustainability

Objective #2 Complete the 2020 Urban Water Management Plan.

On February 1, 2021, Metropolitan posted the Public Review Draft 2020 UWMP, along with the draft Water Shortage Contingency Plan (WSCP), and Draft Appendix 11 Addendum to the 2015 UWMP. These draft documents were posted on Metropolitan's website, mwdh2o.com.

Objective #4 Manage existing and develop new regional water management programs to maintain water supply reliability in the face of increasing water supply volatility.

Staff met with the City of Monrovia and the Upper San Gabriel Valley Municipal Water District to discuss potential projects for the Stormwater for Recharge and Stormwater for Direct Use Pilot Programs.

Objective #5 Support development of Regional Recycled Water Program (RRWP).

Staff provided a presentation on the development of the RRWP to the WaterReuse Los Angeles Chapter. The presentation focused on agency collaboration and information on future funding.

WATER RESOURCE MANAGEMENT *continued*

Objective #7 Participate in Federal, State and Local Water-Energy Nexus processes to support Metropolitan Energy Sustainability and Climate Action Plans

Staff submitted comments on proposed updates to The Climate Registry's (TCR) state-wide Water-Energy Nexus (WEN) Registry protocol. Metropolitan has voluntarily reported greenhouse gas (GHG) emissions to TCR under its general protocol since 2008. Metropolitan commented on the reporting of GHG emissions from upstream water supplies and changes to the optional reporting of GHG emissions from reservoirs.

Objective #8 Implement Regional Conservation Program.

Staff participated in the recent American Water Works Association's (AWWA) Virtual Summit - Sustainable Water Management Sessions. The sessions covered all aspects of resilient and efficient water management and provided insights into best practices for water resource management, source water protection, conservation, and alternative water supplies. Staff presented on two topics as part of the Water Use Efficiency technical track of the summit, which focused on successful conservation programs. The first presentation highlighted the data verification process as part of Metropolitan's Water Savings Incentive Program. The other presentation detailed the lessons Metropolitan learned from the most recent drought and how these lessons learned helped Metropolitan transform the original Turf Removal Program into its current form ([Turf Replacement Program](#)).

Staff presented to a class titled "Leaders in Sustainability" at the UCLA Institute of the Environment and Sustainability. There were approximately 50 students who attended the 2.5 hours virtual seminar session.

OBJECTIVE #9 Ensure cost-effective State Water Project supplies

Staff attended DWR's annual financial management conference focusing on accountability, transparency, and affordability. DWR's new Chief Financial Manager outlined financial management goals for the SWP that include:

- Ensuring transparency and accountability
- Affordability
- Developing strategies to fund recreation and fish and wildlife enhancements
- Standardizing financial planning processes
- Addressing cash flow requirements
- Maximizing cost-sharing opportunities

Over the coming year, staff will continue to engage with DWR through the State Water Resources Development System Finance Committee to further develop financial management policies.

WATER RESOURCE MANAGEMENT *continued*

GM STRATEGIC PRIORITY #3: Innovation

Objective #1 Adaptively Prepare for a Range of Possible Futures through the Incorporation of Scenario Planning in the IRP.

Metropolitan staff continued to engage with member agencies and the board on work for the 2020 IRP. Meetings were held with the Member Agency Managers on February 12, the Member Agency IRP Technical Workgroup on February 22, and the Board IRP Committee on February 23. The Member Agency Manager and IRP Technical Workgroup meetings were focused on refinement of assumptions for IRP scenarios and a process for upcoming technical collaborative meetings with member agencies and basin managers. The Board IRP Committee topics were focused on progress updates on work with technical expert consultants on water demands and climate change and discussion on objectives and evaluation measures for IRP portfolio development.

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

Staff sponsored CalDesal's annual conference held virtually on February 10th and 11th. The conference featured panels on new technologies and emergency response as well as updates on activities in other regions.

Staff is collaborating with the National Fish and Wildlife Foundation (NFWF) on the development of a Coastal Resiliency business plan for California. NFWF is a Federally Funded non-profit founded in 1983 by Congress and is engaged in promoting habitat restoration across the country. NFWF partners with government agencies, industry and conservation organizations to co-fund species-specific habitat restoration. NFWF's Coastal Resiliency business plan will include headwater restoration activities to support water resources. Staff met with NFWF representatives to identify potential multi-benefit projects throughout California for NFWF funding. This includes habitat supporting endangered and threatened fish such as salmonids and steelhead. The business plan may also address migratory birds and pollinators. NFWF's business plan will incorporate detailed metrics for tracking and reporting the impacts of NFWF's investments. NFWF hopes to complete the business plan process in August 2021, and additional meetings with Metropolitan staff are planned.

Metropolitan staff participated as an invited stakeholder in the second interactive online workshop of the Western Drought Task Force on February 10. Workshop topics included stakeholder discussion of drought goals and potential drought response actions, as well as an overview of results from Western Municipal Water District's Climate Change Vulnerability Assessment.

Objective #4 Promote Metropolitan's technical capabilities and innovation efforts to advance the understanding of water resources management.

Staff held an introductory workshop with representatives of the HERA Group as part of Metropolitan's participation in the Booky Oren Group's K2i (knowledge to implementation) innovation platform. The HERA Group is a peer agency providing water, wastewater, recycling and energy services to 3.6 million people in and around Bologna, Italy.

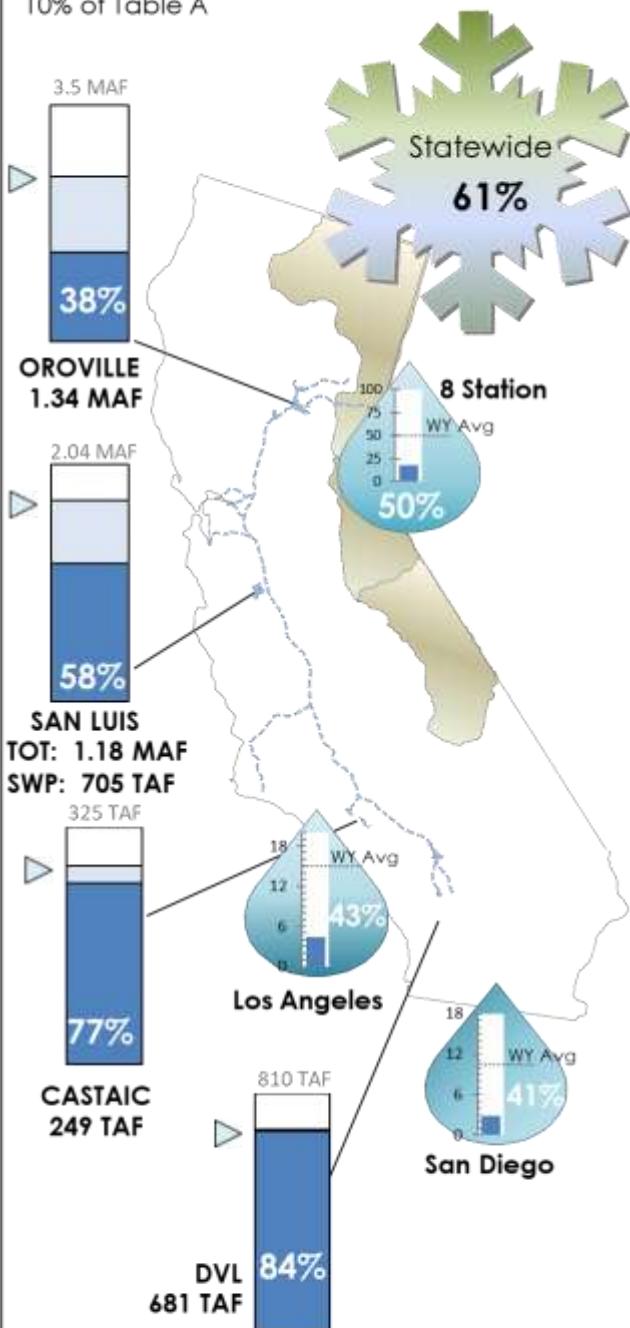
Objective #5 Position Metropolitan as a leader in Open Water Data.

Three WRM staff members participated in The Carpentries Instructor Training from Feb 8–12. The Carpentries is a project that comprises the Software Carpentry, Data Carpentry, and Library Carpentry communities of instructors, trainers, and supporters who share a mission to teach foundational data science skills to researchers. The Carpentries goal is to promote the importance of software and data in research and provide skills to researchers so that they may work more efficiently and openly, thus increasing reproducibility.

WATER RESOURCE MANAGEMENT *continued*

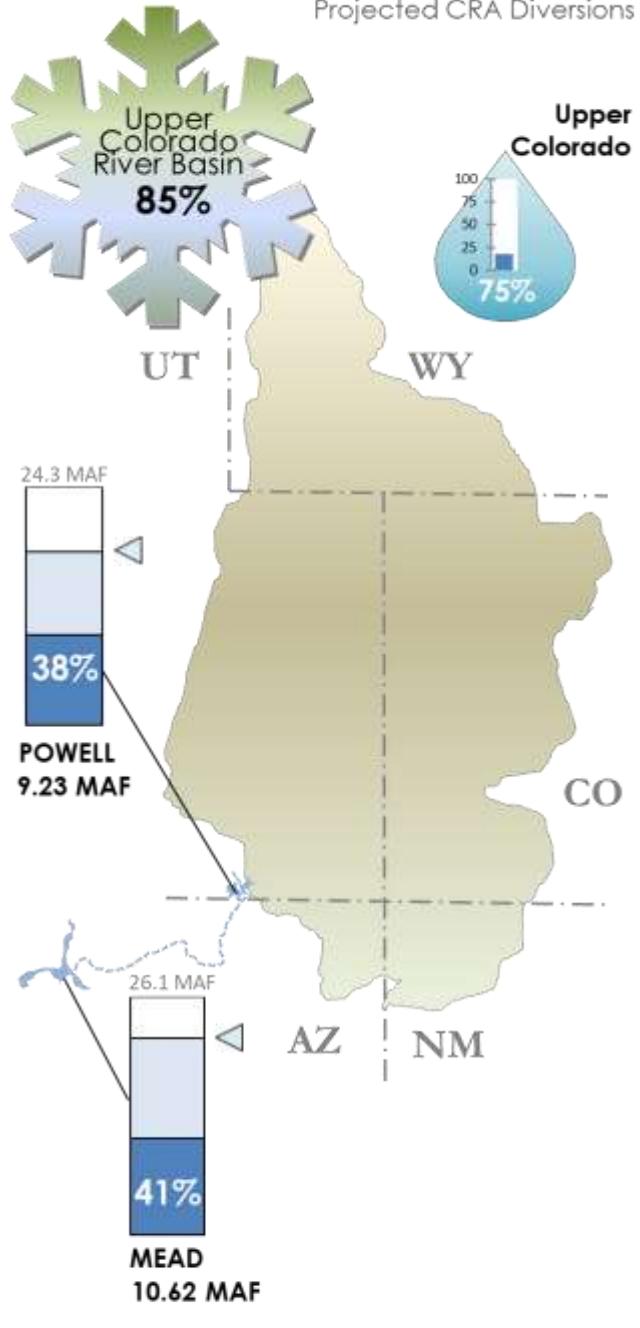
2021 SWP Allocation

191,150 AF
10% of Table A

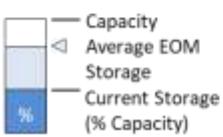


2021 Colorado River

1,040,000 AF
Projected CRA Diversions



Regional
Snowpack



As of February 28, 2021

WATER SYSTEM OPERATIONS

GM STRATEGIC PRIORITY #1: Resiliency

Objective #1 Provide Reliable Water Deliveries.

Metropolitan delivered approximately 87,433 acre-feet (AF) of water to member agencies in February. Deliveries averaged approximately 3,123 AF per day in February, which was similar to January's deliveries. Treated water deliveries for February totaled 46,483 AF, or 53 percent of total deliveries for the month. This was an increase of about 353 AF from January's treated water deliveries. The Colorado River Aqueduct was shut down in February for annual maintenance. Pumping will resume with a seven-pump flow in March. State Water Project (SWP) imports averaged 1,148 AF per day, totaling about 32,143 AF for the month, which accounted for about 37 percent of Metropolitan's deliveries. The target SWP blend remained at zero percent for the Skinner plant. The Weymouth and Diemer plants transitioned from zero to 100 percent SWP blends to accommodate the Lake Mathews facility shutdown scheduled to begin on March 1.

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

Metropolitan complied with all water quality regulations and primary drinking water standards during January 2021.

Staff use total chlorine, total ammonia, and nitrite as the primary indicators of nitrification in the distribution system. The analytical method used to analyze total ammonia in distribution system samples was switched from Ion Selective Electrode (ISE) to a portable colorimetric method to increase efficiency and improve the accuracy of results. The colorimetric method is a quick and simple water quality test that uses a hand-held instrument to provide reproducible results in approximately 30 minutes. This change is anticipated to save approximately 40–50 hours per month (500–600 hours per year) of staff time.

Staff published a new Safety Talk on Fall Protection Awareness that provides information on what causes falls on the worksite and methods to protect employees from falling. An additional Safety Talk was published on Lead Safety During Operation and Maintenance Work that provides information on lead health hazards, lead material locations, training requirements, and safe work practices. Both Safety Talks are posted on the SRS IntraMet webpage.

MWD Safety Talk
Employee Environmental, Health & Safety Information for Fall Protection



#1 Hazard at the Worksite
Falls are the leading cause of injury at any worksite. Falls can occur from stairs, scaffolding, aerial lifts, ladders, stairs, walkways, platforms, walkways, access roads, and other elevated locations. Employees what be protected from falling using guardrails, fall restraint, or personal fall arrest systems, when they are less than 6 feet from unprotected edge and will a fall to the lower level greater than 6 feet.

What Causes Falls in the Workplace?
Falls result from a series of contributing factors, often multiple unsafe conditions and unsafe actions combine. Because of this fact, it is important to look at unsafe conditions, as well as, unsafe actions to recognize fall hazards.

Unsafe Conditions That Lead to Falls

- Unprotected leading edges
- Open holes
- Improper guardrails
- Damaged equipment (ladders, chairs, safety equipment)
- Slippery conditions
- Inadequate elevation changes

Unsafe Actions That Lead to Falls

- Working or moving without fall protection or fall prevention methods in place
- Improper use of ladders
- Leaving over guardrails

Covers and Guardrails

- Make sure of holes, walls, or roof openings are protected with either a cover, guardrail, or an absolute.
- Latent sources with "Spalling" (or "No Removal") - All spalling must be fixed when not in use
- Covers shall be capable of safely supporting the greater of 100 pounds or twice the weight of the maximum load employees, required, and materials at any given time.
- Guardrails are required on-access surfaces when workers are exposed to falls greater than 6 feet.

MWD Safety Talk
Employee Environmental, Health & Safety Information for Lead Safety During O&M Work

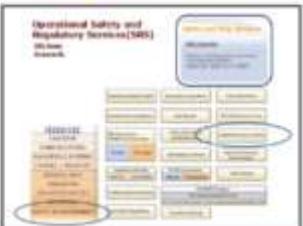


Lead safety is important for employees who work with lead-coated surfaces, equipment, and building materials. Lead may be found in many areas, including painted surfaces, ceiling, electric cable sheathing, valves and other coated surfaces at Metropolitan facilities.

LEAD HEALTH HAZARDS
Health hazard exposures come from generating lead dusts when sanding, scraping, demolishing, or lead removal from hot work (such as torch cutting, welding, or brazing), which can be inhaled or ingested into the body. Lead exposures can affect the reproductive system, nervous system, bone marrow/blood, and kidneys of all workers involved in activities which disturb lead-coated surfaces.

HOW TO DETERMINE LEAD MATERIAL LOCATIONS

- Information on the lead material location listed in Training and Environmental Worksheet. Information contains laboratory test results and facility components to determine the presence of lead.
- If no information on materials not present in the existing database, contact your SRS Site Support Representative. Requests for additional sampling will be required.



New Safety Talks on Fall Protection (left) and Lead Safety (right)

WATER SYSTEM OPERATIONS *continued*

Objective #4 Optimize Maintenance.

The 2021 Colorado River Aqueduct (CRA) shutdown was scheduled from January 28 through March 3. This shutdown allowed contractors to work on several CIP projects and for Metropolitan staff to complete maintenance, repairs, and inspections along the 242-mile long aqueduct and five desert pumping plants. The CIP projects included the installation of new radial gates at several locations along the CRA and bulkheads in the pump plant discharge lines. The operations and maintenance work included performing regulatory-required high-voltage maintenance and testing, servicing the 230-kV powerline system, completing coating repairs and inspections, servicing valves and gates, cleaning canals and tunnels, and rotating in a high-voltage transformer at Gene pumping plant. It took nearly 300 employees and contractors to safely coordinate and complete this critical work in order to keep the 80-year-old aqueduct pumping Colorado River water reliably.



Staff checking the exciter runout of a pump unit at Hinds pumping plant



Staff disassembling a main pump unit discharge valve for inspection at Iron Mountain pumping plant

WATER SYSTEM OPERATIONS *continued*



The tunnel cleaning machine inside the CRA's Whitewater Tunnel



Staff testing a 230-kV circuit breaker at Eagle Mountain pumping plant

WATER SYSTEM OPERATIONS *continued*



A 69-kV transformer being prepared for service at Intake pumping plant

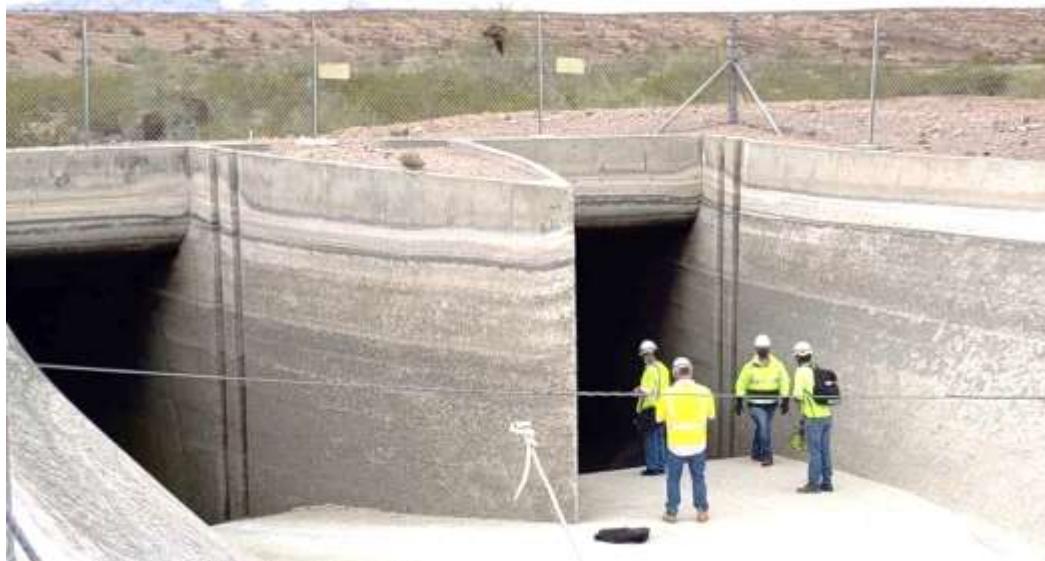


Contractor installing discharge line isolation couplings and bulkheads at Intake pumping plant

WATER SYSTEM OPERATIONS *continued*



Staff servicing the 230-kV switchyard at Hinds pumping plant



Staff preparing to inspect a CRA siphon during the 2021 shutdown

Inspection of the Live Oak Reservoir liner following a recent dewatering revealed that approximately 6,000 square feet of the asphalt required removal and replacement. Staff performed the repairs by cutting the perimeter of the affected areas and then removing and replacing the asphalt material. After the new asphalt cured, a National Sanitation Foundation (NSF) (NSF)-approved coating was applied, and the reservoir was re-filled. The reservoir was then brought back online before the scheduled shutdown of the Lake Mathews Forebay and Upper Feeder on March 1.

WATER SYSTEM OPERATIONS *continued*



Asphalt liner before (left) and after (right) repairs at Live Oak Reservoir



Staff applying NSF-approved coating to new asphalt repairs at Live Oak Reservoir

Staff continued the Metropolitan-wide coatings program aimed at preventing corrosion and extending the life of pipelines, gates, valves, and other infrastructure. This month staff also completed post-shutdown coatings on the East Valley Feeder to maintain protection of the valves, couplings, and flanges. In addition, staff addressed corrosion at the Pasadena P-01 service connection on the Upper Feeder, which involved sandblasting the flange assembly and recoating with a final protective paint product. Additional work included coating maintenance of the Willits Pressure Control Structure (PCS) on the Orange County Feeder after new valves were installed.

WATER SYSTEM OPERATIONS *continued*



Corroded flange at the P-01 service connection on the Upper Feeder



Sandblasted assembly flange at P-01 service connection on the Upper Feeder before (left) and after (right) coating repairs

WATER SYSTEM OPERATIONS *continued*



Willits PCS on the Orange County Feeder before (left) and after (right) coating repairs

Staff inspected and cleaned siphons during a scheduled 10-day shutdown of the San Diego Canal. The work included a walk-through of the canal to inspect the condition of concrete panels and radial gates to assess their condition and determine any necessary repairs. Staff removed silt and debris from three siphons to ensure full flow capacity of the canal. Staff also performed its annual inspection of the West Portal, along with staff from Eastern Municipal Water District, to measure the normal water intrusion into the San Jacinto Tunnel.



Staff walking the San Diego Canal to inspect concrete panels

WATER SYSTEM OPERATIONS *continued*



Staff inspecting a radial gate at the Casa Loma Canal and the San Diego Canal turnout structure



Staff cleaning silt and debris at Bachelor Siphon outlet during the shutdown of the San Diego Canal

WATER SYSTEM OPERATIONS *continued*



Staff removed silt and debris at Garbani Siphon during the San Diego Canal shutdown

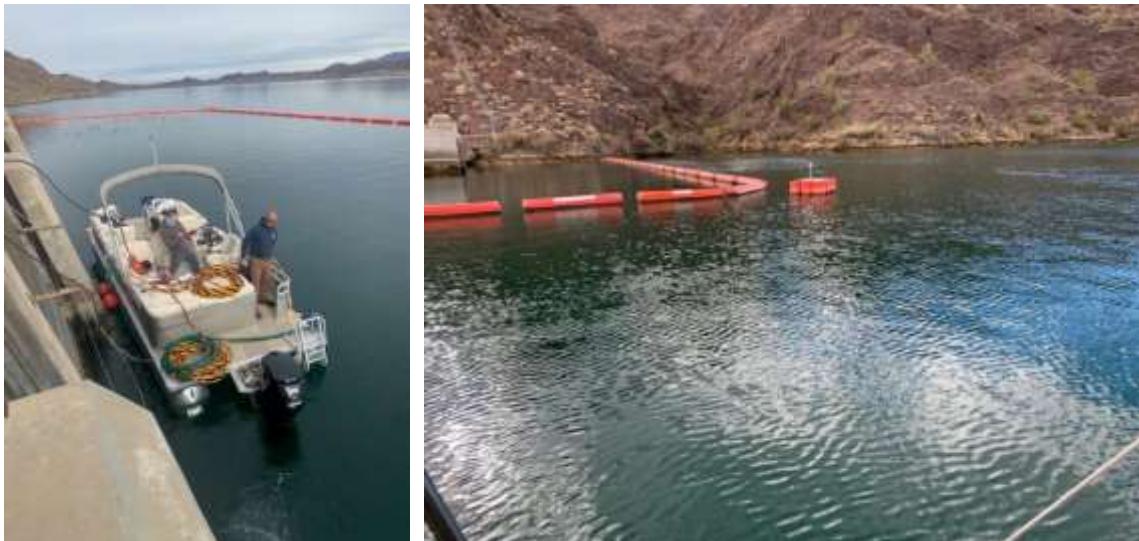
Staff modified and replaced flow transducers at the Whipple Mountain Tunnel, downstream of Copper Basin along the CRA. The flow transducers are used by the flow meters to measure how fast the water is moving through the tunnel, which is then converted into a flow rate. The new transducers are designed to improve the accuracy of measuring flow in the tunnel during turbulent flow conditions and when the tunnel is less than completely full. The flow information is used to maintain proper flow to downstream pumping plants and enable accurate chlorine injections to control quagga mussels in the CRA system.



Staff erecting scaffolding (left) and removing flow transducer (right) inside the Whipple Mountain Tunnel

In December 2020, maintenance divers inspected and temporarily repaired the buoy line at Intake pumping plant. This month, the divers replaced all compromised components of the buoy line with stainless-steel components to fully restore it to working order. The divers also sealed six drop gates to remediate coal tar lining on the pant legs. The Copper Basin outlet gates and the sand trap bypass steel plates at Hinds pumping plant were also sealed.

WATER SYSTEM OPERATIONS *continued*



Divers preparing to repair the buoy line at Intake pumping plant



Divers preparing to seal the sand trap bypass steel plates at Hinds pumping plant

The La Verne Shops restored a two-stage, 24-inch pump for the Perris Pressure Control Structure (PCS) after a vibration analysis found a small crack on the impeller. This rehabilitation work is part of the Perris Pumpback Reinforcement project that would allow Metropolitan to reliably increase the flow rates through the PCS. Staff coordinated to develop a scope for an outside vendor to disassemble the pump, repair the impeller, and balance the rotating assembly, which included two impellers and a shaft. The disassembled components were returned to the La Verne Shops to weld repair various components, apply a corrosion-resistant coating, and repair cast iron parts.

WATER SYSTEM OPERATIONS *continued*



Pump components before (left) and after (right) rehabilitation work for Perris PCS



Pump assembly before (left) and after (right) rehabilitation work for Perris PCS

Staff performed transformer testing and maintenance at Hinds pumping plant. This testing was performed to ensure safe and reliable operation of the electrical system and included verifying the safety functions that would protect the system should an unexpected fault occur.



Staff installing test connections on a transformer (left) and on 230 kV high-voltage circuit breakers (right) at Hinds pumping plant

WATER SYSTEM OPERATIONS *continued*

Staff replaced worn bearings on a chemical mixing motor at the Mills plant. Replacing bearings and rebuilding motors is an economical approach to maintaining plant equipment to ensure dependable operation of process equipment. Replacing the whole motor, instead of rebuilding, can be up to 20 times more costly than purchasing new bearings and re-coating.



Staff replacing worn bearings on a chemical mixing motor at the Mills plant

Staff installed a new Uninterruptable Power Supply (UPS) unit at the Sepulveda Canyon Pressure Control Structure (PCS). The old UPS was outdated and was failing to keep the batteries charged. The replacement UPS will supply power to two sleeve valves in the event that the PCS loses station power and the back-up generator fails. This UPS is critical to the PCS since it provides power to the sleeve valves to transfer water from the hydro unit to the by-pass line in the event of a power outage. This transfer of water ensures that the pipeline remains full, protecting the integrity of the distribution system.



Staff removing obsolete UPS at Sepulveda Canyon PCS

WATER SYSTEM OPERATIONS *continued*



New UPS installed at Sepulveda Canyon PCS

Staff performed troubleshooting on a Unit Power Center (UPC) at the Diemer plant that was showing unusual voltage readings. Unusual voltage readings can indicate problems with the electrical power system and can damage operational equipment. Upon diagnosis, the malfunctioning equipment was replaced and the UPC was returned to normal operation. Repairs were completed with no impact to system operations.



Staff troubleshooting a UPC at the Diemer plant

Staff inspected electrical cabinets for debris and other irregularities at the Diemer plant. Routine inspections are performed to ensure that there is no accumulation of foreign materials inside the cabinets or other damage that can cause an electrical short, interrupt power supply, or result in a fire. Such inspections are conducted both routinely and following windy, dusty, or smoky events.

WATER SYSTEM OPERATIONS *continued*



Staff inspecting electrical cabinets for abnormalities at the Diemer plant

Objective #5 Manage the Power System.

On January 20, Metropolitan participated in a Boulder Canyon Project Engineering and Operations Committee meeting to discuss the status of the Hoover Dam Landfill mitigation plan. On January 28, the Bureau of Reclamation (USBR) submitted a draft water sampling plan and an updated soil sampling plan to the Nevada Division of Environmental Protection (NDEP) for its consideration, as part of the approved NDEP mitigation plan. Metropolitan's input to USBR on these plans was incorporated into the submittal to NDEP.

Metropolitan arranged to procure eight megawatts (MW) of supplemental Import Resource Adequacy (RA) capacity from the Arizona Electric Power Cooperative (AEPCO) for the month of April 2021, in order to meet RA requirements in the event the CRA moves to an eight-pump flow schedule. Metropolitan is considering the potential for a CRA eight-pump flow operation in April as a drought action should the SWP allocation remain low. This procurement will supplement RA capacity provided by Metropolitan's share of Hoover and Parker generation and interruptible load at Gene and Intake pumping plants.

The arctic winter storm Viola had a dramatic impact on national energy market conditions in February. The storm extended throughout the Midwest and deep into Texas, an important energy producing region. Gas production in west Texas, a major source of supply to the western United States gas market, were reduced by 40 percent because of well freeze-ups in the region. The loss of gas supply affected gas-fired generators, and the icy conditions affected wind generation, resulting in rolling blackouts in the Midwestern states, Texas, and northern Mexico. Gas supplies to California were reduced by 20 percent. Although Metropolitan's service area was not affected directly, natural gas and electricity markets in the western US saw extreme and highly unusual price spikes.

Staff adjusted power schedules from Hoover Dam to provide more power to the CAISO grid during the period that gas supplies to California were reduced. These measures helped reduce the need for gas-fired generation in California and withdrawal of gas from limited storage supplies to compensate for the reduction in gas imports. With the CRA shutdown in February, these measures did not affect Metropolitan's operations.

WATER SYSTEM OPERATIONS *continued*

Objective #7 Optimize Water Treatment and Distribution.

The State Project water (SPW) target blend entering the Weymouth and Diemer plants was transitioned from zero to 100 percent in February 2021 to prepare for the Lake Mathews Forebay outage that begins on March 1. The SPW target entering Lake Skinner increased from zero to 100 percent in February 2021, with a release of SPW from Diamond Valley Lake to optimize water supply conditions during the Colorado River Aqueduct outage.

Flow-weighted running annual averages for total dissolved solids from November 2019 through November 2020 for Metropolitan's treatment plants capable of receiving a blend of SPW and CRA water were 564, 554, and 465 mg/L for the Weymouth, Diemer, and Skinner plants, respectively.

Staff is in the process of performing preventive maintenance inspections on a flocculator shaft bearing at the Weymouth plant. As part of the annual maintenance, the sedimentation basin is removed from service and cleaned. Staff then performs an inspection on all equipment components. Because of the constant rotation of the flocculator, the bearings are prone to wear and must be replaced to prevent failure of the equipment.



Staff inspecting flocculator shaft bearings at the Weymouth plant

When a chlorine railcar is delivered to the Weymouth plant, staff immediately moves it inside the chlorine storage facility. A fully loaded chlorine railcar weighs over 135 tons and requires staff to be certified to safely operate a trackmobile that is used to move the railcars. To ensure clear communications while a railcar is moved, staff remains in sight of each other and the area is restricted from all other activities. Metropolitan has an excellent safety record in moving railcars as a result of staff's training and commitment to safety.

WATER SYSTEM OPERATIONS *continued*



Staff using a trackmobile to move a railcar into a storage facility at the Weymouth plant

Staff upgraded the equipment that controls the ozone disinfection system at the Skinner plant. The ozone disinfection process is complex, requiring automation to monitor, control, transmit, and receive hundreds of different individual processes in real time. Staff replaced the Programmable Logic Controllers (PLCs), upgrading them to the latest equipment in order to continue reliable and safe operations. Staff also replaced the communications network equipment associated with the PLCs, thereby improving the compatibility of the equipment for the future.



Staff replaced ozone PLCs at the Skinner plant

WATER SYSTEM OPERATIONS *continued*



Staff replaced ozone network communication equipment at the Skinner plant

Staff coordinated the installation of a temporary office building for contractors working on the ozone PLC replacement project at the Skinner plant. The temporary office building enhances physical distancing measures while contractors are onsite, reducing the risk of spreading COVID-19, and helping to ensure safe working conditions to complete the project on schedule.



A temporary office for contractors working on the ozone PLC replacement project at the Skinner plant

WATER SYSTEM OPERATIONS *continued*

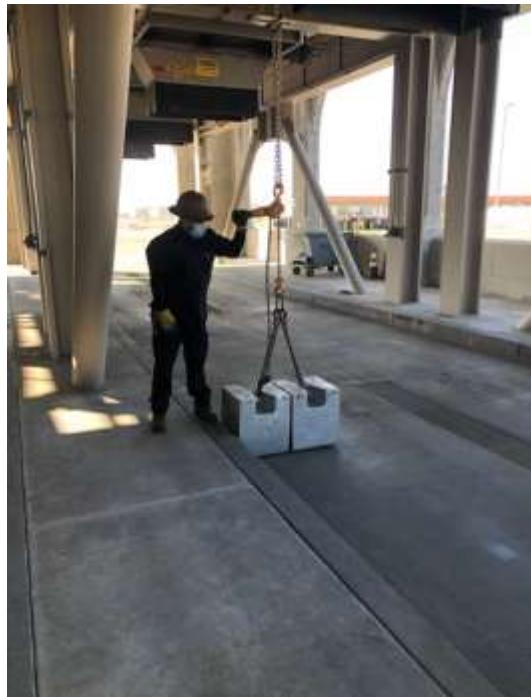
Staff installed a new Variable-Frequency Drive (VFD) and control board for a new gear pump at the sodium hypochlorite (bleach) chemical feed system at Garvey Reservoir. The existing pump failed, and a back-up pump and motor were obtained from Palos Verdes Reservoir. To increase the flexibility of the new pump, a VFD was installed to allow the motor to be operated at different speeds and, in turn, the pump to operate at different flow rates. Staff installed a new control board and the VFD and modified the wiring to accommodate the new equipment. Two separate outages were required to complete the installation. Sodium hypochlorite is injected at Garvey Reservoir to maintain acceptable chlorine residual in the distribution system.



Staff installing a new VFD controller (left) and the VFD installed in the control panel (right) at Garvey Reservoir

Staff performed the annual scales calibration at the solids handling facility at the Weymouth plant. The scales are used to measure the weight of solids being loaded into a cargo trailer for disposal at a remote site. Weights of 2,000 pounds each are attached to each corner of the scales to verify that the scales are correctly calibrated. The weight is then monitored on a local display panel and through the SCADA system. The accuracy of the scales helps ensure that the cargo trailers are not overloaded before leaving the facility.

WATER SYSTEM OPERATIONS *continued*



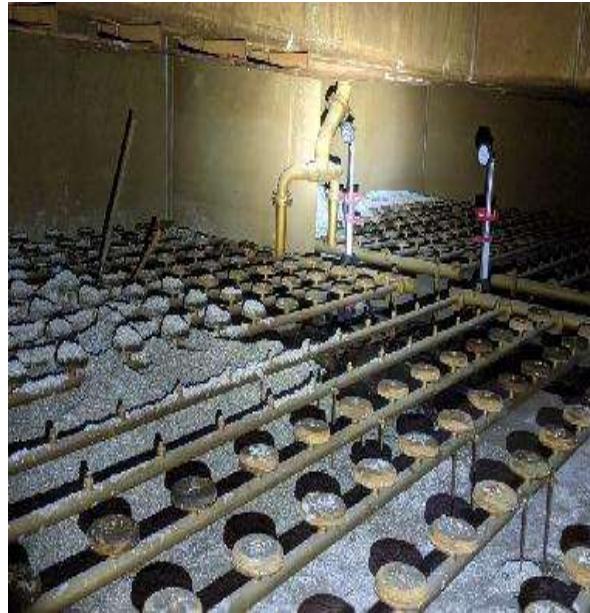
Staff using a hoist to place weights on scales at the solids handling facility at the Weymouth plant



Local scale display panel (left) and SCADA scale display screen (right) at the solids handling facility at the Weymouth plant

Staff cleaned and removed quagga mussel deposits from an ozone contactor at the Diemer plant. Routine maintenance of the contactors ensures reliable operation of the ozone process. When maintenance is performed, an additional contactor is placed in service so that the ozone process is not affected. Following removal of the quagga mussels, staff pressure-washed the ozone diffusers, assessed their condition, and replaced diffusers as necessary.

WATER SYSTEM OPERATIONS *continued*



Quagga mussel deposits in an ozone contactor at the Diemer plant



Staff pressure-washing ozone diffusers following removal of quagga mussel deposits at the Diemer plant

WATER SYSTEM OPERATIONS *continued*

Staff isolated a section of a water line that is used for foam abatement, process washdown, and solids processing at the Diemer plant. The line was isolated to identify the source of a minor water leak at the plant. Once the source of the leak was identified, repairs were planned and implemented. The leak did not affect plant operations.



Staff closing a valve to isolate a water line at the Diemer plant

Staff installed 21 large sandbags, known as super sacks, in the Lake Mathews inlet channel to build a weir that will maintain minimum water elevation so that Metropolitan can provide flow to Western Municipal Water District's WR-17 and WR-21 service connections during the CRA shutdown. The water is coming from Diamond Valley Lake through pressure control structure PC-1.



Staff installing super sacks in the Lake Mathews inlet channel to provide water to service connections WR-17 and WR-21 during the CRA shutdown

WATER SYSTEM OPERATIONS *continued*

Objective #8 Manage Water Reserves.

Water reserves continued to be managed according to Water Surplus and Drought Management (WSDM) principles, operational objectives, and the current 10 percent SWP allocation. Deliveries of SWP supply were minimized to preserve SWP Carryover and Flexible Storage. Releases from DVL through PC-1 to connections on the Lakeview Pipeline continued in February to conserve SWP use in that area. Metropolitan's record-high storage levels at the end of 2020 provide significant water supply reliability in 2021.

Objective #9 Support Imported Supply Reliability.

Nothing to report for the period.

Objective #10 Manage Vacancies.

WSO filled 12 vacant positions in January 2021.

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. Apprenticeship classes for the Spring semester began this month. Mechanical and electrical apprentices are developing troubleshooting skills that will be necessary for maintenance and repair of treatment and distribution equipment. Apprentices are also attending a water treatment class. This class provides detail of Metropolitan's treatment processes and qualifies the apprentices to sit for their level 2 treatment operator licenses.



Mechanical apprentice staff learning pump troubleshooting skills

Safety and Technical Training delivered an initial 80-hour System Operating Orders Manual (SOOM), Advanced Electrical course. SOOM training is critical to ensure the safety of the workforce and to establish safe operating procedures for Metropolitan systems. The SOOM program includes an initial course followed by annual 16-hour refresher training. Staff revised curriculum to deliver the course virtually to meet training demands during the pandemic.

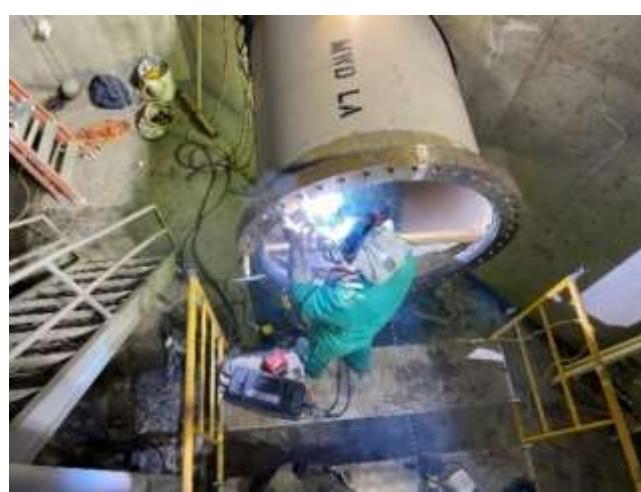
WATER SYSTEM OPERATIONS *continued*

Objective #13 Ensure Accurate Billing Infrastructure.

Staff replaced the existing 48-inch venturi flowmeter for service connection LA-17B, which services the Los Angeles Department of Water and Power on the Eagle Rock Lateral pipeline. A recent inspection identified significant coating deterioration and metal loss on a portion of the venturi flowmeter's inlet cone. Failure of the venturi flowmeter could lead to an eventual leak, resulting in an unscheduled shutdown affecting member agency deliveries. To prevent such a failure, the La Verne Shops fabricated a 24-inch diameter stainless-steel thrust harness, pipe, and fittings, which included test-fitting a coupling. Staff removed the existing meter, installed the new stainless-steel pipe and fittings, and replaced the existing copper venturi lines and differential transmitters for the existing meter cabinet.



Fabricated stainless-steel pipe and thrust harness (left) and coupling test-fitted in between pipe sections (right) in the La Verne Shops for service connection LA-17B



Staff removing existing meter (left) and welding 48-inch flange (right) for service connection LA-17B

WATER SYSTEM OPERATIONS *continued*



Staff cutting the downstream spool to size (left) and the installed venturi meter (right) for service connection LA-17B

Staff removed a 10,000-gallon diesel above-ground storage tank (AST) at Lake Mathews after it was determined that the tank would no longer meet code requirements for minimum wall thickness. Until the permanent 6,000-gallon diesel AST capital project can be completed, staff rented a 3,000-gallon renewable diesel dispensing AST. This tank rental will provide a safe and regulatory-compliant solution to dispensing the fuel required to run heavy-duty construction equipment. The AST was installed this month after the final fire permit inspection.



A 3,000-gallon renewable diesel AST installed at Lake Mathews

WATER SYSTEM OPERATIONS *continued*

On January 29, the State Water Resources Control Board (SWRCB) proposed notification and response levels for perfluorobutane sulfonic acid (PFBS) at 0.5 parts per billion (ppb) and 5 ppb, respectively. PFBS is the fourth most commonly detected per- and polyfluoroalkyl substances (PFAS) in drinking water in California, though none has been detected in Metropolitan's source or finished waters. Staff will continue to monitor all regulatory aspects with respect to PFAS in drinking water.

On February 2, the SWRCB adopted its revised Total Coliform Rule (RTCR). The new RTCR aligns the state and federal rules, though the state RTCR is more stringent in some regards. Once the final rule is published, staff will implement the new RTCR requirements.

Staff participated in a training and technical workshop to develop analytical methods with an international group of 30 laboratories as part of the “Microplastics Method Evaluation Study” coordinated by the Southern California Coastal Water Research Project. The study aims to develop and standardize methods that the SWRCB could approve for the analysis of microplastics in drinking water, as stipulated by SB 1422 (2018).

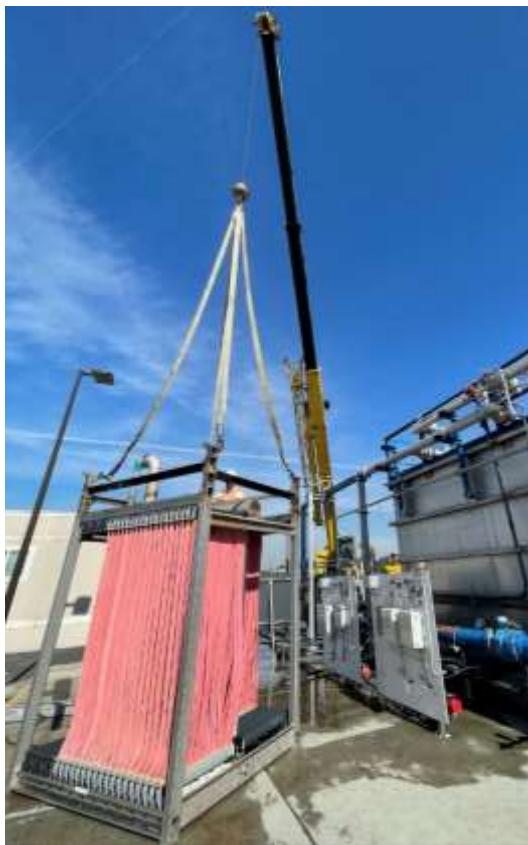
Objective #3 Support the Regional Recycled Water Program

In February, staff continued testing, operations, monitoring, and maintenance at the Regional Recycled Water Advanced Purification Center demonstration facility. Staff assisted with membrane cassette removal from the membrane bioreactor (MBR) tank to cut additional membrane fibers and resumed testing and monitoring with an intentionally more compromised system than in the first phase of challenge testing. Staff continued protozoa, virus, and indicator organism sampling and analyses to evaluate pathogen removal through the intentionally compromised MBR. Staff also continued routine sample collection to demonstrate water quality performance through the treatment process, as well as overall treatment system performance monitoring.



Staff cutting and removing membrane fibers for the second phase of challenge testing at the demonstration facility

WATER SYSTEM OPERATIONS *continued*



Staff performing mechanical work on the MBR cassette lifting arm



Staff assisting in reconnecting piping to reinstall the MBR cassette at the demonstration facility

WATER SYSTEM OPERATIONS *continued*

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

Metropolitan's hydroelectric plants generated an average of 9.2 megawatts, or more than 6,850 megawatt-hours and \$309,730 in revenue, for the month of January 2021. Metropolitan's solar facilities, totaling 5.4 megawatts of capacity, generated just under 520 megawatt-hours in December 2020.

GM STRATEGIC PRIORITY #3: Innovation

Objective #1 Develop New Solutions to Enhance Operational and Business Processes,

From February 10–11, staff attended an AWWA Virtual Summit on water sustainability, per- and polyfluoroalkyl substances (PFAS), and waterborne pathogens. Technical sessions covered various aspects of resilient and efficient water management; best practices for water resource management; source water protection; alternative water supplies; challenges associated with pathogens in water; pathogens in reuse applications; and regulatory, technical, financial, and management challenges associated with PFAS contamination in the environment.

On January 20, over 50 staff participated in a virtual Coating Forum to discuss issues and concerns connected to Metropolitan's Coatings Program. The program's goal is to protect Metropolitan's infrastructure and equipment assets. During the meeting, staff presented updates on air quality regulations, reviewed Metropolitan's Approved Coatings List, and discussed areas of future development such as cartridge applied coatings and asset condition tracking in Maximo.



View of virtual Coating Forum 2021

WATER SYSTEM OPERATIONS *continued*



Air quality update provided during virtual Coating Forum 2021

WATER SYSTEM OPERATIONS *continued*

Monthly Update as of:

2/28/2021

<u>Reservoir</u>	<u>Current Storage</u>	<u>Percent of Capacity</u>
Colorado River Basin		
Lake Powell	9,226,000	38%
Lake Mead	10,622,000	41%
DWR		
Lake Oroville	1,344,590	38%
Shasta Lake	2,277,443	50%
San Luis Total	1,180,268	58%
San Luis CDWR	704,885	66%
Castaic Lake	249,022	77%
Silverwood Lake	65,020	87%
Lake Perris	119,878	91%
MWD		
DVL	681,798	84%
Lake Mathews	90,495	50%
Lake Skinner	29,331	67%



Hoover Dam



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.

General Manager: Jeffrey Kightlinger
Office of the GM No. (213) 217-6139
Email: OfficeoftheGeneralManager@mwdh2o.com

700 No. Alameda Street
Los Angeles, CA 90012
General No. (213) 217-6000