

Water Matters



A MESSAGE FROM ARDEN

Welcome to the Mission Springs Water District's (MSWD/District) newsletter "Water Matters". Our Mission is to "Provide, Protect, and Preserve our most precious resource - water" which cannot be accomplished without transparent and accurate communications with our customers. We understand that your time is important, and look to provide you with information that is efficient, thorough, and relevant so that you can enjoy the **value** we strive to bring to the communities we serve.

Many of you have heard that change is constant. The world of water is experiencing that change like no



ARDEN WALLUM, GENERAL MANAGER,
MISSION SPRINGS WATER DISTRICT

other time in history. Challenges and opportunities are the hallmark of our life and our customers are the number one priority as we face the future. The

Sustainable Groundwater Management Act (SGMA) is the most significant legislation in the last century which will place requirements on every water purveyor using groundwater in the State. This act is designed to protect our valuable groundwater supply, but will present challenges we will need to address.

This newsletter will be a source of information to our customers. Our communities truly play a **valuable role** in the careful management of our water supply which will only be more challenging in the future.

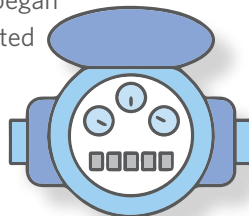
Wishing you and your family a very Happy New Year and thank you for letting us serve you.

IMPROVEMENTS IN OUR INFRASTRUCTURE

We look forward to all that 2020 will bring - including improvements and updates to our infrastructure! MSWD has many projects in the design phase that are planned to begin constructing in the new year! Check them out below:

• **Advanced Meter Infrastructure (AMI) Project.**

The district-wide meter changeout project is under way and occurs every 15 to 20 years. This project began in Fall 2019 and is projected to be completed by June 2020. Customers will receive a letter 1-2 weeks prior to their neighborhood's installation. For more information, visit: www.mswd.org/AMI



• **Terrace Reservoir Rehabilitation Project.** This project will include rehab of the interior and exterior of three 2-million gallon reservoirs! There will also be updated safety features, mixing systems for better water quality, as well as site improvements to better secure the site and help with erosion of the slopes around the tanks.



• **New Reservoir at Vista Reservoir Site.** New construction of a second 300,000 gallon water reservoir. The addition of a second reservoir will allow for redundancy at the site and for the rehabilitation of the existing reservoir without affecting service to our customers.

• **Water Pipeline Capital Improvement Program.** As part of a capital improvement program, approximately 3.5 miles of water lines will be replaced. MSWD operates and maintains approximately 390 miles of potable water lines. Existing water mains vary in size, type, age and condition. Water leak history, age of pipe, type of pipe, and size and pressures will determine what sections of lines will be included in the program.

WATER BILL ASSISTANCE PROGRAM

The Help2Others Bill Assistance program helps **MSWD** customers pay their water bills. **MSWD** and its team members contribute funds annually to the Help2Others program specifically for **MSWD** customers.

The program offers eligible residential customers a \$50 credit on their water bill once in a 12-month period. Customers must reapply for subsequent years.

If you need help paying your water bill, you can apply with United Way of the Desert (UWD) by calling 760.323.2731. UWD screens eligible customers and provides them with assistance in paying their water bill. You may also apply online at MSWD.org.

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WATER COUNTS ACADEMY: WHERE DOES OUR WATER COME FROM?

Mission Springs Water District and its CV Water Counts partners will host the 4th Annual Water Counts Academy starting February 4. Anyone interested in learning about our local water supply, history, conservation, and infrastructure is welcome to apply! The academy is held at UCR-Palm Desert over the course of four weeks and concludes on February 29 with a tour featuring a few Mission Springs Water facilities. There is no tuition or fee to participate. There will be 50 spots available this year!

Participants are required to attend the four evening classes from 5:30 to 7:30 p.m. and the Saturday tour to receive their certificate. To apply, visit cvwatercounts.com/academy

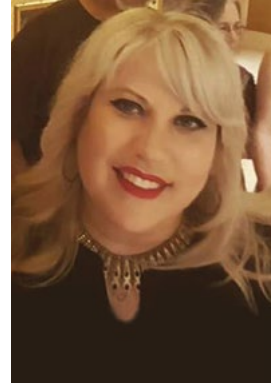


WATER COUNTS ACADEMY CLASS OF 2018

MSWD TEAM SPOTLIGHT

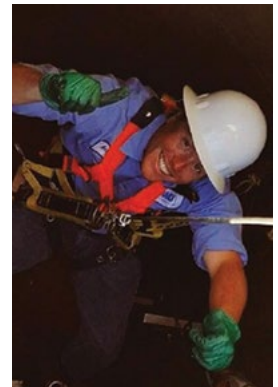
April Scott, Customer Service Manager

With more than 25 years of customer service experience, April joined the **MSWD** team in 2016 as the Customer Service Manager. You may have spoken to her with questions about your bill, or seen her respond to your Facebook comments. April goes **above and beyond** to assist anyone facing hardships and tries to resolve any situation as best as possible in the customer's favor.



Andy Grunnet, Waste Water Treatment Operator II

Andy, a Coachella Valley native, has been part of the **MSWD** team since 2016. He works at the Horton Waste Water Treatment Plant. In 2019, he was recognized and nominated by his peers as the "**MSWD** Field Employee of the Year". His supervisor states that "Andy is an energetic, hard-working individual who strives to be the best that he can be. He is very dependable, and a great member of our team." If you see Andy in the field responding to a call, make sure to say "**Hi!**"



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WATER TRIVIA: CONSERVATION

Have you ever wondered how much one inch of rain on one acre of ground amounts to? It's 27,154 gallons, which weighs 113 tons! Remember to turn off your sprinklers when it rains and keep them off for at least 48 hours after measurable rain.

MSWD IS HERE FOR YOU!

Contact us if you have questions or concerns about your water bill. We are here to help answer questions and provide assistance. **Give us a call at 760.329.6488.**

MSWD BOARD MEETINGS

The Board of Directors meets on the third Monday of each month, and the Thursday prior to that Monday for study session. Meetings begin at 3 p.m. The public is encouraged to attend these meetings to learn more about the water district. Meeting agendas are posted online days prior to a meeting and include the time and location.

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BOARD OF DIRECTORS **Nancy Wright**, President | **Randy Duncan**, Vice President | **Steve Grasha** | **Russ Martin** | **Ivan Sewell**

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