



# General Manager's Monthly Report



Activities for the Month of June 2024

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# Message from the General Manager

As we begin a new fiscal year, I am filled with optimism about the year ahead, bolstered by our collective achievements during the past 12 months. Metropolitan's many accomplishments reflect our position as an important leader within the water industry. I am profoundly grateful to our dedicated and expert employees and for the collaboration among our member agency partners and board leaders, which together have driven this progress for the District.

Among our recent accomplishments are:

1. The recent award of nearly \$100 million to help advance Pure Water Southern California, which is part of a package of funding from the federal Large Scale Water Recycling Program that will benefit our entire region and the Colorado River basin, through support for projects in the cities of Los Angeles and Ventura and Washington County in Utah;
2. Progress on the CAMP4W process, which will fulfill the Board's promise to integrate financial, water resource, and climate planning;
3. The adoption of our biennial budget after an extensive and public process, that responds to historic inflation and low water sales, and enables necessary investments in the District's programs, projects and workforce;
4. Organizational changes, such as the creation of the Office of Safety, Security and Protection, that are bringing greater efficiencies and collaboration to our work;
5. The deployment of cutting-edge science and creative partnerships to support initiatives and holistic approaches that promote greater sustainability, reliability for the Delta and Colorado River basin; and
6. Metropolitan's One Water Awards, which showcase the significant influence of our conservation programs across various industries and customers.

There are many more examples—and much more to do in the coming year. By staying the course and working together, we will continue to strengthen our foundation, pursue innovation, extend our leadership in the industry, and ensure a workplace rooted in respect, teamwork, and safety.

Deven Upadhyay  
Interim General Manager



# Strategic Priorities Update

The General Manager's Strategic Priorities guide actions in key areas of change and opportunity that will strengthen Metropolitan and its ability to fulfill its mission. Review the General Manager's [Business Plan for FY23-24](#) and the "[SMART Tracker](#)" dashboard of specific actions that advance the Strategic Priorities.



## Empower the workforce and promote diversity, equity, and inclusion



### Goal Dashboard

8 of 9 Outcomes completed  
1 Outcome in progress

■ Build a safe, inclusive, and accountable workplace where all employees feel valued, respected, and able to meaningfully contribute to decisions about their work to fulfill Metropolitan's Mission.

The EEO Office reported an average case closure rate of 105 business days for the current quarter (April-June 2024). The EEO Office will continue to prioritize its commitment to conducting prompt, thorough and fair investigations. We are optimistic that as legacy cases are closed and with the EEO Office now fully established, we will bring the average closure rate lower, and we will continue to regularly report complaint statistics to the Board. EEO continued its outreach and availability at field locations with two trainings in June at Weymouth and Lake Mathews.

The final report from the community planner on the District Housing & Property Improvements Program at the Desert Facilities has been provided to the Board. Its recommendations were made after an iterative nine-month process, which included multiple engagements of the workforce to solicit their input. Staff is reviewing the recommendations and will return to the Board in the coming fiscal year with final staff recommendations and next steps.

A communications plan for Metropolitan's updated Vision and Values has been initiated, with materials on display in the rotunda for June's National Safety Month. The focus in the weeks and months to come is on multi-layered internal communications that provide short-term and long-term reinforcement. Short-term activations include initiatives such as reminders upon computer log-in and



## Desert Housing

Community Planning  
report completed and  
provided to the Board

posters at work sites, and longer term activations include measures such as incorporating into the performance evaluation aspects of the START values. A core group meets regularly to ensure continued progress to promote and embed the Vision and Values as a part of transforming and improving our workplace culture.

The newly established Executive Safety Committee (ESC) meeting is scheduled for July. The ESC will meet bi-monthly thereafter. In addition, Executive leadership is scheduled for safety leadership training in August.

■ **Prepare and support the workforce by expanding training and skill development and updating strategies to recruit and retain diverse talent at a time when Metropolitan's needs are evolving and employee expectations about the workplace are changing.**

Recruitment launched a new tool that allows for proactive candidate identification for historically hard to fill positions. This tool is a highly visible online presence that celebrates the unique aspects of Metropolitan and the individual positions. Individuals interested submit their information and are then contacted by the Recruitment team once a position becomes available. This innovative approach to attracting passive job seekers is part of our concerted efforts to decrease our recruitment time and to generate a deep and diverse applicant pool.

A monthly recruitment status report now provides Group Managers with enhanced visibility into the status of their recruitments, enabling more informed operational decisions.

Community-based organizations were updated on workforce development efforts this month, and information was shared regarding the upcoming Apprenticeship class recruitment. We are in final stages of interviews for a Workforce Development Manager to accelerate progress on overall efforts.

The Organizational Development & Training Unit continued the 14th cohort of Metropolitan Management University with a class concentrating on persuasive communication, trust building, and effective performance reviews. The first Interim Manager Training program was launched in June, completed by 18 interim managers with significant time left on their interim assignment.

HR developed a task list inventory that detailed roles and responsibilities in the HR Group and identified if procedures and back-ups exist for each core function. This supports knowledge management and succession planning by identifying areas of opportunity to build redundancy and also creates a roadmap for cross-training.



## Recruitment

**Regular tracking and coordination, and an outreach tool for hard-to-fill positions are among strategies to reduce recruitment times**



## Sustain Metropolitan's mission with a strengthened business model



### Goal Dashboard

4 of 5 Outcomes completed  
1 Outcome in process

■ **Develop revenue and business model options that support the needs of the member agencies as well as Metropolitan's financial sustainability and climate adaptation needs.**

Metropolitan convened its second workshop with member agency managers to discuss the treated water surcharge. The next workshop is scheduled for July 18.

Staff worked closely with member agencies and ACWA to engage in state legislative proposals for Low Income Rate Assistance. These proposals ultimately did not garner broad enough consensus to advance this year.

Metropolitan held its second discussion on business model at the CAMP4W Task Force on June 26.

■ **Manage rate pressure on member agencies through attention to programmatic costs, organizational efficiencies, and efforts to secure external funding for projects with broad and multi-purpose benefits.**

USBR approved nearly \$200M of our "Bucket 2" application for Inflation Reduction Act funding to conserve Colorado River water, focused on Antelope Valley East-Kern Water Agency High Desert Water Bank and turf removal. We are entering into negotiations on the details of these awards. No timeline yet on when they will be completed.

Metropolitan advocacy continued this month regarding a potential climate bond, to include funding for water resources and infrastructure, which is on the brink of being on the ballot as of this writing, and an update will be brought to the Board in July.



### Grant Funding

**"Bucket 2" funding awarded for storage and turf removal, worth nearly \$200M**



## Adapt to changing climate and water resources



### Goal Dashboard

9 of 11 Outcomes completed  
2 Outcomes in process

■ Provide each member agency access to an equivalent level of water supply reliability through the development of a Climate Adaptation Master Plan for Water (CAMP4W) that integrates water resource, financial and climate adaptation planning.

The CAMP4W Task Force met in June and examined how climate risk assessment and the decision making framework will be integrated into Metropolitan’s current processes for planning and developing projects and programs.

Staff presented the Climate Vulnerability and Risk Assessment (CVRA), which identifies how Metropolitan is currently managing risk associated with climate change and provides structural recommendations that will enable it to better adapt.

This CVRA is a critical component of the CAMP4W process, providing a roadmap for Metropolitan’s efforts to address key vulnerabilities, and supporting the adaptive management process. Specifically, the CVRA provides recommendations to improve upon Metropolitan’s:

1. Characterization of a broad range of climate hazards (wildfire, extreme heat, sea level rise, stronger storms, and drought events)
2. Assessment of vulnerabilities to infrastructure, operations, workforce, and business model
3. Development of climate adaptation actions to build Metropolitan’s resilience.

The CVRA did a deep dive into three areas: power supply vulnerabilities, water quality vulnerabilities, and the asset management and data needs related to water infrastructure degradation due to climate impacts. While many climate threats have been identified and characterized at a high level, more work is needed to document Metropolitan’s specific vulnerabilities and establish actions to address those vulnerabilities.



### Climate Risk

**Completed a Vulnerability and Risk Assessment to better structure the development of adaptation strategies**



- Advance the long-term reliability and resilience of the region’s water sources through a One Water approach that recognizes the interconnected nature of imported and local supplies, meets both community and ecosystem needs and adapts to a changing climate.

The \$30M DWR grant to augment our Commercial/Industrial/Institutional (CII) turf replacement rebate will launch on July 1, 2024. CII turf replacement has been increasing over the last five years, with a 70 percent increase in square feet replaced from FY2022/23 to FY2023/24. With the influx of grant funds, we expect this momentum to continue or even accelerate in the coming year.

PWSC program update was presented to the PWSC Subcommittee on June 25, focusing on the Large Scale Water Recycling grant and matching funds, LACSD amendment to increase LACSD responsibility for the AWT pretreatment processes, discussions around Member Agency “term sheets,” and our continued examination of phasing alternatives and treated water augmentation.

Workshops and individual agency meetings were held to continue developing Member Agency agreements and term sheets. LACSD got authorization from their Personnel Committee to participate in the PWSC and provide funding for the RO pretreatment/MBR facilities. Meanwhile, a sub-agreement to address potential LACSD co-operation of the demo plant is being prepared.

The Los Angeles City Council’s Energy & Environment Committee heard an update from City staff regarding the status of what is now being rebranded as Pure Water Los Angeles. A major point of emphasis was the City’s collaboration with Metropolitan and the importance of the potential to interconnect with PWSC. City staff expressed confidence in their collaboration with Metropolitan. LADWP expects to have the OperationNext master plan complete by the end of the year at which point they will begin the PEIR. The department is also developing a demonstration DPR project at the Headworks Reservoir. LADWP and Metropolitan’s technical teams have been meeting to discuss integration points, water quality and other issues for the agencies’ respective Pure Water projects.

The Department of Water Resources presented to the Metropolitan Board in June regarding a benefit-cost analysis for the Delta Conveyance Project that cited specific benefits to water supplies, climate change adaptation, earthquake preparedness, and improved water quality. This analysis drew in part from the technical memo that examined scenarios centered around the year 2070, which was a follow-up to Metropolitan’s comment letter on the Draft EIR.





## Protect public health, the regional economy, and Metropolitan's assets



### Goal Dashboard

6 of 7 Outcomes completed

1 Outcome delayed but in process

#### Proactively identify, assess, and reduce potential vulnerabilities to Metropolitan's system, operations, and infrastructure.

Metropolitan staff participated in the California ISO's annual summer readiness meeting in May 2024 and are working to support grid integrity and operations in advance of heat and fire risks. Metropolitan Desert C&D staff are reporting weekly to the CAISO on the amount and duration of short-term load reduction available by reducing pumping at Gene and Intake pump stations. This short-term load-shedding capability can be called on by the CAISO during system emergencies, and the CAISO reported that the statewide system has added significant bulk energy storage capacity (e.g., batteries) since last year, which will further reduce the risk of electric system disruptions.

Staff is further preparing for the upcoming fire season by reaching out to local Fire Departments and training a new cadre of Metropolitan EOC Duty Officers to be available 24/7 to initiate Metropolitan's response to a wildfire. EOC and ICP exercises continued in June, including EOC tabletop exercises on new EOC activation protocols focusing on remote staffing during emergencies.

Cybersecurity staff is preparing for the Member Agency Cybersecurity Summit on July 11 and the launch of a new steering committee next quarter to prepare for the adoption of the new National Institute of Standards and Technology Cybersecurity Framework 2.0.

The number of cyber threat investigations continues to be consistent at 10 percent of the total amount of threat detections. This metric will progress with improvements to existing tool configurations and increased staffing once the RFP for Managed Cyber Security Operations Center Services (CSOC) is awarded and executed.

#### Apply innovation, technology, and sustainable practices across project lifecycles (design, construction, operations, maintenance, and replacement).

The SCADA pilot at Mills is complete, and staff is further evaluating the pilot in order to make recommendations in the coming weeks.

Project planning and strategy development is currently underway for the Enterprise Content

Management system, with a kickoff meeting in June to officially launch the project.

Documentation for the Casa Loma Siphon Project was submitted to the Institute for Sustainable Infrastructure toward the project's Envision certification.



## Partner with interested parties and the communities we serve



### Goal Dashboard

6 of 7 Outcomes completed

1 Outcome partially deferred

■ **Grow and deepen collaboration and relationships among member agencies, interested parties and leaders on the issues most important to them and toward mutual and/or regional benefits.**

Funding for Community Partnering program for FY 23/24 was fully expended. Process improvements, including tracking location of projects will be implemented in FY 24/25.

Metropolitan accomplished the following this month:

- Collaborated with Council for Watershed Health on convening with community-based organizations in the ReDesign LA cohort
- Hosted a group for discussion on CAMP4W and initial steps to build relationships
- Created info postcard and public survey
- Began using these new tools at two community events

■ **Reach disadvantaged communities and non-traditional interested parties to better understand their needs and ensure their inclusion in decision making.**

Tribal representatives from the LA area joined Director Luna and others in an inspection trip to the Bay Delta. We have continued to make progress in Tribal outreach and engagement focused on workforce development efforts, through workshops and tours, engagement, and trust building. We intend to further support these existing outreach efforts with the hiring of a Workforce Development manager, which is currently in recruitment.

Small Business Enterprise (SBE) participation in Metropolitan contracts will next be reported following Finance's closure of the FY around mid-August.

# Executive Summary

*This executive summary is added to this report to provide a high-level snapshot of a key accomplishment from each area of the organization. Detailed information is reported in the pages following this summary.*

## **Bay-Delta Resources**

At the June 21 Delta Conveyance Design and Construction Authority (DCA) Board of Directors meeting, the DCA Board adopted a final budget for Fiscal Year 2024/25. Staff continues to make progress on the Multi-Benefit Landscape Restoration Projects on Webb Tract. In June, the second conceptual design workshop was completed. Thirty percent of the design is expected to be reached in August 2024. Additionally, staff published “Sub-Lethal Responses of Delta Smelt to Contaminants Under Different Flow Conditions” in the San Francisco Estuary and Watershed Science Journal.

## **Chief Financial Officer**

In May, the Board approved a resolution to continue Metropolitan’s Water Standby Charge for fiscal year 2024/25. In addition, Metropolitan had its first Member Agency Manager Treated Water Cost Recovery Workshop.

## **Colorado River Resources**

In June, the seven Colorado River Basin States met to discuss developing a consensus for the U.S. Bureau of Reclamation’s (Reclamation) Post-2026 Operational Guidelines environmental impact statement (EIS). This meeting took place shortly before the Upper Division States sent a letter to the Reclamation Commissioner about certain assumptions Reclamation will make in the EIS. This letter reflects Upper Division views on how Lake Powell would be operated if the 2007 Interim Guidelines expire, including assumptions about annual releases from Lake Powell and Upper Basin storage that differ from Lower Division positions. The Lower Division States are anticipated to send a letter in response. In addition, Vice Chair Cordero and Metropolitan staff received a briefing from the Navajo Nation about the agreement that would settle water rights for three tribes in Arizona: the Navajo Nation, the Hopi Tribe, the San Juan Southern Paiute Tribe.

## **Diversity, Equity & Inclusion**

On June 26, in recognition of Pride Month, Business Outreach staff attended the Women Business Enterprise Council—West ,Women in Pride: Building Authentic Connections Through Inclusive Leadership, Vulnerability, and Safe Dialogue event. About 30 women business owners attended the intimate event.

## **Engineering Services**

Metropolitan’s Garvey Reservoir is located in the City of Monterey Park. In anticipation of upcoming projects at the reservoir site and the environmental planning (CEQA) process that is currently underway to support those projects, Metropolitan staff provided tours of the facilities to councilpersons from the City, along with city support staff. On June 18, the project manager presented background information on Metropolitan, the upcoming rehabilitation projects, and the status of the CEQA process to the City Council.

## **Equal Employment Opportunity Office**

To increase awareness of Metropolitan’s Equal Employment Opportunity (EEO) policies and programs across Metropolitan facilities, and to help safeguard the right to a discrimination-free, harassment-free and retaliation-free workplace for all employees, EEO conducted two trainings in June at the Weymouth Water Treatment Plant and Lake Mathews. The training included an overview of the EEO Office and its mission and guiding principles; EEO-protected categories and prohibited conduct; the complaint intake process; and investigative guidelines for conducting EEO investigations.

## External Affairs

Metropolitan staff, including Asst. Group Manager for Treatment and Water Quality and incoming AWWA president Heather Collins, participated in the ACE24/AWWA conference including supporting California-Nevada Section with a sponsored reception, presentations on Pure Water Southern California, and tours of Weymouth and Diemer Treatment Plants. Staff also coordinated presentations/discussions for a World Bank delegation with officials from Burkina Faso, Ivory Coast, Lesotho, Argentina, Barbados, Brazil, Jamaica, Paraguay, and provided a tour of Weymouth for Korean Water and Wastewater Works Association (June 11-14).

## Human Resources

The Organizational Development & Training Unit launched the first Interim Manager Training, a one-day, intensive class focused on communication, coaching, delegation, and common Employee Relations-related duties and challenges.

Recruitment staff has been working with All-Star Talent in an outreach campaign targeted towards hard-to-fill positions in the Desert, Environmental Planning, and Information Technology. This effort is aimed at making qualified candidates aware of the exciting opportunities available at Metropolitan. In addition, staff continues to make site visits which have included Jensen, Diamond Valley Lake, and Carson Reuse Facility.

## Information Technology

The Maximo Mobile Project is replacing the outdated handheld technology with Apple iPads with full wireless capabilities. The iPads will be used to update Preventative Maintenance Work Orders, record labor hours, update asset information, and other data collection activities in the field. Additionally, the iPad provides access to email, text, phone, and video communications with staff and teams. Mapping capabilities and photo capturing allow for greater productivity for mobile assignments. The project has deployed over 420 iPads and is working with maintenance teams to deploy and integrate the devices into their workflows. Full deployment has been substantially completed with a few remaining follow-up tasks.

## Safety, Security and Protection

The Security Team conducted a live webinar to showcase their roles and responsibilities, highlighting their efforts in protecting the nation's largest drinking water supplier. This session provided an in-depth look at the team's members, demonstrating their commitment to ensuring the safety and security of this critical infrastructure.

This year's National Safety Month theme was "See Something, Say Something" to heighten safety and security awareness at both office and field environments. Safety celebrations included employee participation to identify workplace security hazards through inspections. Safety hosted three webinars related to Metropolitan's safety training and security. At the Lake Mathews Safety Celebration, a variety of all electric vehicles were exhibited to provide staff with the opportunity to learn firsthand about the new technology and help promote Metropolitan's fleet transition to zero emission vehicles (ZEVs).

Safety and Environmental Services staff assisted in responding to illegal hazardous waste dumping near Lake Mathews and completed a cleanout of a sulfuric acid tank at the Mills Water Treatment Plant.

The Apprenticeship Program facilitated final exams for electrical apprentices and Technical Training reviewed training plans with managers to identify required regulatory trainings when performing specific work.

## Sustainability, Resiliency and Innovation

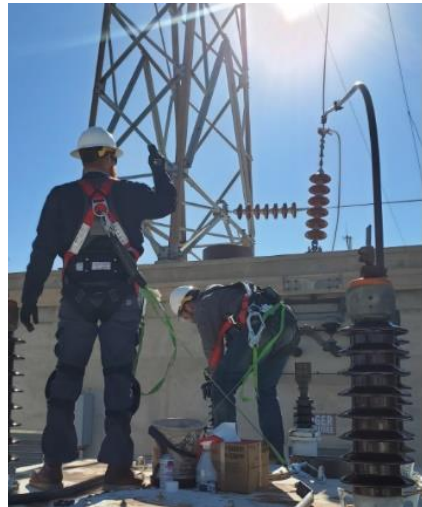
SRI continues its engagement with the Singapore Public Utilities Board (PUB) on water reuse, climate mitigation and emerging energy efficiencies. The team hosted an on-line exchange with team members from Metropolitan, PUB and LA County Sanitation Districts and the General Manager presented at the World Water Summit in Singapore with PUB on Climate Action and Mitigation to continue the exchange of information and technology.

## **Water Resource Management**

Water Resource Management supported financial sustainability efforts by the State Water Contractors by presenting the results of the latest State Water Project financial audit conducted for Metropolitan by its consultant. On the Colorado River, staff chaired the Colorado River Basin Salinity Control Forum Technical Work Group and attended a two-day meeting. WRM staff continued its leadership in water conservation by presenting on efforts to reduce Non-Functional Turf at the American Water Works Association ACE24 conference. Staff participated and shared its expertise in water resource planning in an outreach effort with the World Bank Group and attended a peer-to-peer workshop with two water authorities from the Netherlands.

## **Water System Operations**

Power Operations and Planning staff work each month to secure power for Colorado River Aqueduct (CRA) pumps, comply with regulations, and plan for future power reliability and resilience. This month, they focused on power scheduling, using Metropolitan's power resources from Hoover and Parker during peak pricing periods, and securing supplemental supplies during midday when abundant renewable energy allowed Metropolitan to be paid to use energy. Consequently, Metropolitan received a net refund from the California ISO for CRA energy for several weeks. These efforts, combined with reduced CRA pumping because of wet conditions and lower market energy prices, forecast CRA energy cost for fiscal year 2023/24 at \$41.7 million, about half of the budgeted \$82.6 million. This cost saving is significant and beneficial in an otherwise challenging budget year.



## PROGRAM DESCRIPTION

Metropolitan’s apprenticeship program is a comprehensive, structured training program designed to provide entry into journey-level skills training and contribute to Metropolitan’s workforce. Apprentices receive technical and vocational trades training through a combination of structured on-the-job training, related classroom instruction, and home study.

The four-year program is certified by the California State Division of Apprenticeship Standards, accredited by Santiago Canyon College, and is taught by two full-time instructors.

## IMPORTANCE TO METROPOLITAN

Metropolitan struggled to recruit qualified journey mechanics and electricians in the early 2000s. Because journeys are essential for maintaining our operating systems, we addressed this problem by establishing the apprenticeship program in 2003 to develop and train our own supply of skilled tradespeople.

The program continues to feed Metropolitan’s trades workforce. Graduates of the apprenticeship program now make up more than 50% of our current mechanical and electrical maintenance staff.

## MEMORABLE MOMENT

The apprenticeship program marks its 21st year of success at Metropolitan. Demand for qualified workers has not diminished, and the recruitment process for the next class of apprentices has begun. The job announcement was recently posted and the application period will open in August followed by testing and interviews throughout the fall.

Metropolitan will accept 750 applicants who will be invited to take a written test. This year, the test will be administered online through multiple proctored testing centers allowing us to offer increased accessibility to applicants while maintaining a consistent testing experience. The high scoring candidates will move forward to interviews and physical abilities testing. Ten mechanical apprentices and five electrical apprentices will be selected and begin work in early 2025.

In addition to academic instruction, for which they earn 36 college credits, apprentices are required to complete 7,280 hours of on-the-job training. Upon completion of the four-year program, apprentices earn a journey certificate from the State of California and remain employed as full-time Metropolitan employees.

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***“The program gave me all the support and training needed to learn the trade.”***

***- Gabriel Medina O&M Tech IV***

***“The best part of the program was the teamwork and comradery cultivated through the various challenges and learning opportunities in class with my classmates; as well as from working with and learning from the journeys.”***

***- Jonathan Berry, O&M Tech IV***



# Water Supply Conditions Report

Water Year 2023-2024

As of 06/30/2024

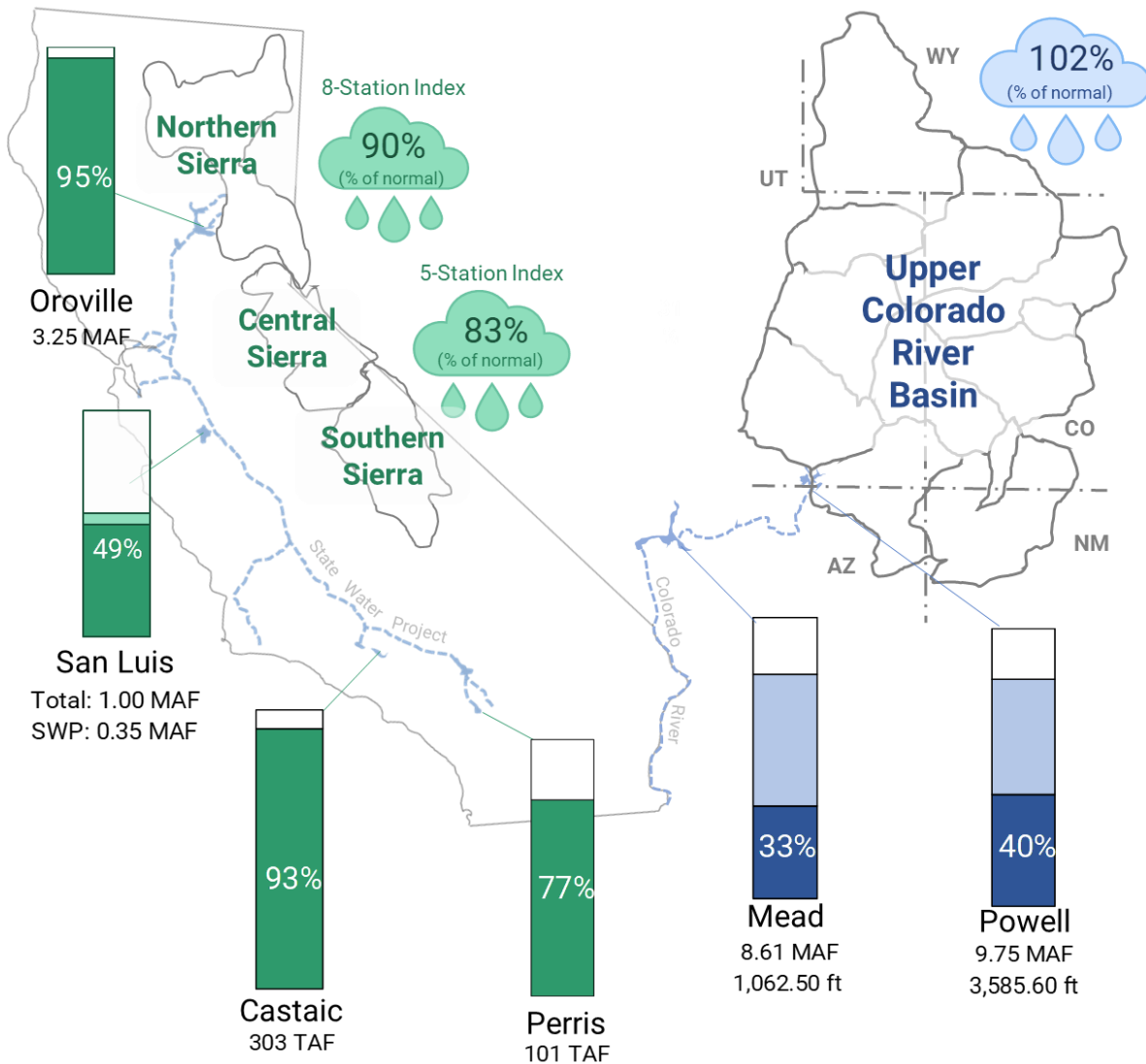
Extended Report: <https://www.mwdh2o.com/WSCR>

## State Water Project Resources

SWP Allocation  
40% Table A: 764,600 acre-feet

## Colorado River Resources

Projected CRA Diversions  
889,000 acre-feet





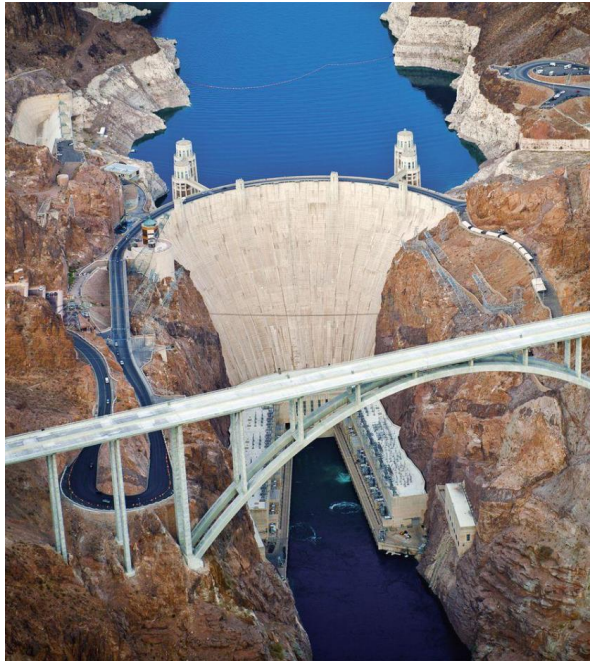
# Reservoir Report

## End of Month Reservoir Report

Monthly Update as of:

6/30/2024

<u>Reservoir</u>	<u>Current Storage</u>	<u>Percent of Capacity</u>
<b><i>Colorado River Basin</i></b>		
Lake Powell	9,748,844	40%
Lake Mead	8,614,000	33%
<b><i>DWR</i></b>		
Lake Oroville	3,361,421	98%
Shasta Lake	3,999,742	88%
San Luis Total	1,001,165	49%
San Luis CDWR	346,177	33%
Castaic Lake	302,593	93%
Silverwood Lake	71,844	96%
Lake Perris	100,717	77%
<b><i>MWD</i></b>		
DVL	741,479	92%
Lake Mathews	130,512	72%
Lake Skinner	37,280	85%



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.

700 N. Alameda Street, Los Angeles, CA 90012  
General Information (213) 217-6000  
[www.mwdh2o.com](http://www.mwdh2o.com) [www.bewaterwise.com](http://www.bewaterwise.com)

General Manager: Adel Hagekhalil  
Office of the GM (213) 217-6139  
[OfficeoftheGeneralManager@mwdh2o.com](mailto:OfficeoftheGeneralManager@mwdh2o.com)