



General Manager's Monthly Report



Activities for the Month of November 2024

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Message from the General Manager

Metropolitan staff are widely recognized as industry experts and leaders, and I am both proud and grateful every time they are formally honored for their innovation and excellence.

Jacob Margolis, Metropolitan's director of information technology security, was named one of the Cyber Defense Magazine's Top Global Chief Information Security Officers for 2024, while Infrastructure Reliability Team Manager Johana Clemens was recognized by the Hispanic Coalition of Small Businesses. Clemens was honored for her career in a traditionally male-dominated field and for her dedicated support of small businesses through her work at Metropolitan.

Our social media channels also have been highlighting #WaterChampions among the Metropolitan family. The dedicated staff at Metropolitan inspire their colleagues every day and set the bar in the industry, from environmental specialist Alex Marks, who negotiated environmental permits that included funding to restore habitat in Newport Bay, to associate engineer Shannon Maceiko, who manages the state-of-the-art laboratory at the Pure Water Southern California demonstration plant, to inspection trip manager Eduardo Garcia, who has 20 years of service at Metropolitan (including as a chemist in our Water Quality Lab) and who led our first-ever Spanish-language inspection trip this year.

The diversity of skills and backgrounds among Metropolitan's outstanding staff reflects the wide range of responsibilities and expertise required to deliver reliable supplies of high-quality water to the 19 million people we serve across Southern California.

It is also a reminder that we must constantly be looking to the future to ensure continued excellence and industry leadership. To this end, one of our strategic priorities is to "empower the workforce and promote diversity, equity, and inclusion," which includes focused efforts to update and expedite recruitment processes, to expand workforce development across the District, to improve outreach to build a future pipeline of diverse qualified talent, and to grow our training, mentorship and succession planning programs.

It also includes taking a moment out of our busy workdays to say thank you to the coworkers who have built Metropolitan's peerless reputation.

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 FY24-25](#) 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 Outcomes in progress an on target

■ 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 Equal Employment Opportunity Office (EEO) conducted an EEO Investigations 101 Training in November. This interactive training provided employees with an overview of the EEO Office and its mission and guiding principles; the complaint intake process; investigative guidelines for conducting EEO investigations; and the post-investigative process. The goal of this training series is to ensure that Metropolitan employees know how to file an EEO complaint, better understand the complaint process and their rights and responsibilities in the workplace and help build a positive rapport with the EEO Office. The training was fully booked, and the EEO Office received positive feedback from participants.

Health, Safety and Environmental (HSE) 101.5 Safety Committee Procedures were provided to local safety committees and their management for review and feedback. The Procedures will help standardize the safety committees and their activities.

The Ethics Office was featured in a meeting of nearly 300 managers, providing a refresher training about conflicts of interest.

■ Prepare and support the workforce by expanding training and skill development and updating strategies to recruit and retain diverse talent, to meet the evolving needs and expectations of the workplace.

The monthly recruitment status report continues to be shared with Group Managers that lists all approved positions, vacant positions, and the status of the recruitment, and overlays any temporary staffing currently working in their group. The Recruitment Manager and Lead Recruiter meet with Group Managers to discuss active and upcoming recruitments to prioritize efforts and hold everyone involved in the recruitment process accountable to move the process forward. In addition, they have been attending meetings held by Section Managers with their managers to talk about the recruitment process and their roles. This month, EEO presented at a meeting of Metropolitan's 300 managers to provide an understanding of EEO's role in the recruitment process.

Recruitment's tool that allows for proactive candidate identification for historically hard-to-fill positions is having a positive impact and will help decrease our time to fill and generate a deep and diverse applicant pool.

The Engineering Services Group Career Launch program kicked off in October. This program supports career development among its staff. The November session educated employees about Metropolitan history, the Colorado River Aqueduct, and the distribution system.

The Organizational Development & Training Unit (OD&T) graduated the 14th cohort of Metropolitan Management University, providing new managers leadership soft skills, administration and institutional knowledge, and practical skills such as delegation and time management. The Unit continued the rollout of the "Civil Workplace" employee training with sessions in Diamond Valley Lake, Lake Matthews, Skinner, Diemer, Weymouth, Jensen, and Headquarters. OD&T sponsored a beta-test training for Board Presentation Skills with one of our consultants, which gathered feedback from executive management.



Recruitments Coordinated

HR now meets monthly with Group Managers and provides updated status reports for all their vacant positions



Sustain Metropolitan's mission with a strengthened business model



Goal Dashboard

5 Outcomes 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.**

Member agencies met in an all-day workshop facilitated by Ken Kirby, which primarily focused on two topics: understanding the current Metropolitan business model using a "Business Model Canvas" that connected value propositions of the agency's work with different customer segments and identifying potential revisions to the business model to explore in the next few months. An update on this activity was reported to the Board at the Climate Adaptation Master Plan for Water (CAMP4W) Task Force meeting. The next workshop is planned for December 13

The Treated Water Cost Recovery Task Force has met seven times through November. The Task Force is on target to meet the Board's directive to review and develop solutions for the treated water surcharge.

■ **Identify and secure programmatic cost savings, organizational efficiencies and external funding.**

In November, the Centralized Grants Management Office (CGMO) launched the Grants Administrator (GA) training program. While the specific duties of GAs may vary from group to group, creating the GA role in Metropolitan and offering meaningful training increases our capacity to support grant funding and to better coordinate within Metropolitan, including the following roles:

- Serve as liaison with the CGMO
- Assist their group with searching for grant opportunities
- Attend SoCal Water Grants Network quarterly meetings
- Participate in the teams that develop grant applications
- Provide support with managing grants and producing reports



Grants Management

Grant Administrator roles have been identified and a training program launched



Adapt to changing climate and water resources



Goal Dashboard

10 Outcomes in process and on target

■ **Provide each member agency access to an equivalent level of water supply reliability.**

The CAMP4W Task Force met in November to further test the draft evaluative criteria, which was found to be pertinent and flexible enough to apply across a wide range of project types and stages in a project's lifecycle. Additional input was received that will allow staff to integrate this important component of the decision-making framework into a final draft plan.

Water Resource Management (WRM) staff and management have been engaged in the CAMP4W and Business Model development and discussions. WRM staff supported both processes with participation and technical support. The Business Model and CAMP4W processes made progress but have not yet reached a point which requires further policy and technical development of the Local Resources Program, Stormwater, or Groundwater Management programs.

The contractor is currently installing electrical equipment and preparing for installation of a large isolation valve in early 2025 for the Wadsworth Pumping Plant Bypass, which is one of the suite of projects currently in construction that will enhance long-term water supply reliability for the State Water Project-dependent areas. All other piping work is complete on the project.

■ **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 climate change.**

Technical studies are complete for Pure Water Southern California (PWSC), and Environmental Impact Report (EIR) preparation continues. The draft EIR is scheduled to be available by mid-2025. The final EIR schedule is targeting January 2026 completion. In parallel, staff is working with member agency staff to develop terms of participation in the program. The target for approved term sheets is early 2025.

Metropolitan convened the Regional Water Reuse Collaborative for a discussion focused on the status of master planning for PureWater LA (formerly known as OperationNext/Hyperion 2035) in the City of Los Angeles.

Staff continues to coordinate with the U.S. Bureau of Reclamation (USBR) to ensure maximum flexibility and value regarding its award of nearly \$100M from the Large Scale Water Recycling program (LSWR) for PWSC. A board action to adopt a resolution supporting the LSWR application was approved on November 18. A second board action authorizing the grant agreement will follow in December 2024. Metropolitan was notified on November 18, 2024, that USBR was awarding us an additional \$26M in LSWR funds that we had applied for but that were not included in the May award. The board resolution for support of this grant was approved the next day. Staff will include the full \$125M grant into the agreement for action in December.

In October, the Department of Water Resources submitted a draft certification of consistency with the Delta Stewardship Council's Delta Plan for geotechnical activities planned for 2024 through 2026. Four appeals, representing about 18 local agencies, conservation groups, and tribes, were filed.

The California Department of Fish and Wildlife issued Sites Project Authority Incidental Take Permits for permits for construction and operations of the project on October 22, 2024.

Webb Tract is a proving ground for the design of multi-benefit solutions toward a more sustainable Bay-Delta. This month staff held a Webb Tract design optimization workshop. 65 percent design drawings are expected in December. Staff visited several restoration projects in the south Delta. An article highlighting Metropolitan's work on floating wetlands and their potential benefit to the Delta was published in Maven's Notebook.

The final adopted Conservation as a California Way of Life regulation was summarized in a board report. Metropolitan is committed to helping support retail water agency efforts to comply with the regulations, such as through the Member Agency Administered Program, the Water Savings Incentive Program, the Regional Rebate Program, and the PlanetScape AI turf dashboard.

To further promote conservation and Metropolitan's incentive programs, staff connected with commercial/industrial/institutional property owners through the National Association for Industrial and Office Parks and the Irvine Company.

Metropolitan continues to prepare for the One Water Award event, which this year will be held at Metropolitan's Headquarters Building.



Pure Water Studies

Technical studies are complete toward a mid-2025 release of the draft EIR for Pure Water Southern California



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



Goal Dashboard

9 Outcomes in process and on target

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

Over 140 cyberthreat investigations for the month were completed. Since January 2024, the Cyber Security Operations Center (CSOC) has conducted 1,972 cyber threat investigations. An annual "Cybersecurity Awareness Training Campaign" was launched in October, and the status of staff certifications will be tracked starting on December 1, 2024.

The Office of Cybersecurity launched the Governance, Risk, and Compliance Capital Improvement Project and appointed a project manager to begin handling priority action items, including updates to Operating Policy I-01 and implementing a vulnerability management tracking system.

Under the new Office of Safety, Security and Protection, emergency operations and coordination are increasingly taking an enterprise-wide approach. During planning for possible incidents this month (elections and weather related), all Metropolitan Groups provided a confirmed Point of Contact, which significantly expanded district communications in readiness for an emergency.

Annual PFAS monitoring in Metropolitan's waters was conducted in November. Results of this monitoring are being done through a contract lab and are not yet available as of the writing of this report. Purchase of a liquid chromatography mass spectrometer for in-house PFAS analysis is expected to be completed in the first quarter of 2025.

It is anticipated that state-mandated microplastics monitoring will be scheduled in Quarter 3 of 2025. Water Quality provided letters of support to three research teams responding to the Water Research Foundation call for proposals on "Method Refinement and Standardization for Microplastics Sample Collection and Analysis." Staff has also volunteered for the Project Advisory Committee for this project.



Innovation Program

Program Manager hired

This month, staff held a meeting to review and resolve comments on the draft preliminary design for the Water Quality Laboratory upgrade. Staff also conducted a Value Engineering disposition workshop for the temporary lab location during the construction phase. The final preliminary design is expected to be completed in Quarter 2 of 2025.

■ **Apply innovation, technology, and sustainable practices across project lifecycles.**

Patrick Atwater, a new program manager hired to lead Metropolitan’s Innovation Program, started in November.



Partner with interested parties and the communities we serve



Goal Dashboard

6 Outcomes in progress and on target

■ **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.**

To facilitate public input and to enhance the Board’s deliberations through a deeper discussion of a broad range of viewpoints, staff worked closely with the board chair’s office to organize two panels and roundtable participants in an innovative workshop format regarding proposed funding for Delta Conveyance Project planning and permitting. This workshop was a joint meeting of the Board and the One Water Committee. Additional staff outreach further promoted public engagement through written correspondence and public comment on this high-profile topic.

Our strong social media campaign is highlighting employees as “Water Champions” and acknowledging Employee Resource Group activities. Staff began production work on a new video series to showcase safety achievements resulting from employee input and local Safety Councils.

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

The Office of Diversity, Equity, and Inclusion is collaborating with Finance on a grant for conservation in underserved communities. The Disadvantaged Communities (DAC) research and analysis conducted is being used to understand potential opportunities for program enhancements. In addition, Community Partnering Program grants are being mapped to identify where additional outreach could help increase participation for underserved communities.

Executive Summary

This executive summary is added to this report to provide a high-level snapshot of key accomplishments from each area of the organization.

Bay-Delta Resources

On October 8, 2024, the Department of Water Resources submitted a draft certification of consistency with the Delta Stewardship Council's Delta Plan for geotechnical activities planned for 2024 through 2026. Four appeals, representing about 18 local agencies, conservation groups and tribes, were filed by the appellant deadline of November 7, 2024. An article highlighting Metropolitan's work on floating wetlands, and their potential benefit to the Delta, was published in Maven's Notebook.

Chief Financial Officer

In November, an informational report was provided to the Finance and Asset Management Committee on the district's first quarter financial condition for the fiscal year ending June 30, 2025. In addition, Metropolitan is continuing its Member Agency Manager Treated Water Cost Recovery Workshops.

Colorado River Resources

In late November, the U.S. Bureau of Reclamation released proposed alternatives to be analyzed in the Draft Environmental Impact Statement for the post-2026 Colorado River Operational Guidelines. Those alternatives did not include the Lower Basin alternative that was submitted to USBR in March 2024. The initial release was a high-level overview of the alternatives; USBR intends to provide more details about them at the December 2024 Colorado River Water Users Association Annual Conference in Las Vegas.

Diversity, Equity & Inclusion

The Diversity, Equity, and Inclusion (DEI) Team continued to advance greater opportunity across business procurement and workforce development through several key outreach events across our service territory in November. Some key highlights of our engagement efforts this month included the Veterans in Business Network's 8th Annual National Conference in San Diego, designed to help veteran businesses build connections among corporations, government agencies, and primes looking to create partnerships for contracting opportunities. On November 15, 2024, Metropolitan staff attended the Asian Business Association–Orange County (ABA-OC) Gala Awards during which Metropolitan staff member Wigs Mendoza was recognized as the Legacy Member of the Year. During the month, the DEI Team also hosted an Envision training class at Gene Camp to provide our employees the opportunity to learn more about sustainable infrastructure development. Members of the team attended a kickoff meeting for a grant-funded initiative through Long Beach City College and will continue to serve in an advisory capacity to advance work readiness skills and mission-critical positions in the water/wastewater industry. Finally, we continue to engage with Colorado River Indian Tribes (CRIT) on workforce development opportunities through weekly language classes and at key cultural events such as the CRIT 50th Anniversary Native American Fair and Expo.

Engineering Services

Engineering hosted a BIM Tech Day at Metropolitan Headquarters in November 2024, bringing together Metropolitan staff, industry professionals, and public agency technical representatives. The one-day conference featured emerging technologies in design optimization, construction management solutions, and 3-D augmented reality modeler to advance practices in engineering, operations, and asset management. The event also showcased cutting-edge industry trends in Building Information Modeling (BIM) and Digital Twin. Metropolitan has engaged staff to network with external professionals to enhance productivity, efficiency, and innovation in engineering solutions.

Equal Employment Opportunity Office

On November 13, 2024, the Equal Employment Opportunity Office (EEO) conducted an EEO Investigations 101 Training. This interactive and informative training provided employees with an overview of the EEO Office and its mission and guiding principles; the complaint intake process; investigative guidelines for conducting EEO investigations; and the post-investigative process. On November 12, EEO conducted a concurrence process training at the All-Manager Briefing. The purpose of this training was to provide hiring managers in this section with an understanding of EEO's role in the recruitment process.

External Affairs

Education staff facilitated the first student tour of the Hinds Pumping Plant and Village for 27 students from the Eagle Mountain School, many of whom are family members of Metropolitan employees. With a surprise visit from Admiral Splash, the students participated in hands-on activities while learning about water careers and conservation. (November 5)

Human Resources

The Organizational Development & Training Unit (OD&T) graduated the 14th cohort of Metropolitan Management University (providing new managers leadership soft skills, administration and institutional knowledge, and practical skills such as delegation and time management). OD&T continued the rollout of the "Civil Workplace" employee training with sessions in Diamond Valley Lake, Lake Matthews, Skinner, Diemer, Weymouth, Jensen, and Headquarters. OD&T sponsored a beta-test training for Board Presentation Skills with one of our consultants, which gathered feedback from executive management.

Information Technology

Metropolitan's Information Technology Group (IT) recently completed the annual Disaster Recovery exercise, a vital procedure to test the resiliency of critical systems in the event of a natural disaster or major outage. The exercise was executed on multiple critical business applications, and these systems were cut over from the primary datacenter to the secondary datacenter. During this period, all applications were functional, and business continued as normal from the secondary datacenter. This platform switchover lasted for one week and was returned to the primary data center on October 26, 2024.

All supporting IT teams displayed agility to work through any issues and to implement resolutions in a considerably short amount of time, proving the resiliency of critical systems in the event of a disaster. Key takeaways were documented and will be tested in the next annual exercise.

Safety, Security and Protection

Staff participated in the "Great California ShakeOut" emergency exercises and a joint Defense Support to Civil Authorities tabletop exercise on disaster coordination. Additionally, staff monitored for possible 2024 Presidential Election protests and coordinated response efforts for the Mountain Fire in Ventura County.

The Safety Team provided asbestos training and a Near Miss Safety Advisory. The Environmental Team managed sulfuric acid removal and landfill audits. Apprenticeship testing was completed, with positions offered in early 2025. The Safety and Technical Training team is updating System Operating Orders Manual (SOOM) procedures based on recent incidents.

Sustainability, Resiliency and Innovation

Sustainability, Resiliency and Innovation (SRI) continued to work with Engineering and the Fleet Services Unit to transition Metropolitan's fleet to Zero Emission Vehicles (ZEVs) to comply with the California Air Resources Board's Advanced Clean Fleet regulation. Metropolitan's fleet currently has 12 ZEVs with 21 total planned by the end of this calendar year.

Water Resource Management

Water Resource Management (WRM) staff participated in two events related to salinity control and management, at the Colorado River Basin Salinity Control Forum and at the 30th anniversary of the George E. Brown Jr. Salinity Lab at UC Riverside. WRM staff continued regional outreach efforts with a presentation on water supply and demand to the California Municipal Rates Group Conference. Metropolitan entered into a Future Supply Actions Funding Program agreement with the Long Beach Public Utilities Department to further research and development on groundwater recharge and system improvement.

Water System Operations

Construction has begun for the Diemer Helicopter Hydrant Facility. The helicopter hydrant consists of an open-top tank and supporting infrastructure, allowing helicopters to collect water to fight nearby fires quickly. Metropolitan collaborated with Yorba Linda Water District, the California Department of Forestry and Fire Protection, and Orange County Fire Authority. Metropolitan will own and operate the facility after construction is completed. This project will allow for enhanced wildfire preparedness and response capabilities for the benefit of Southern California communities.



“It’s an exciting collaboration between diverse parties coming together to tackle water supply challenges holistically. I look forward to witnessing partnerships that are developed through creative, out-of-the-box solutions and help us better manage our resources.”

*Tracy Abundez, Resource Specialist,
Supply Acquisition Team*

MEMORANDUM OF UNDERSTANDING DESCRIPTION

Metropolitan signed two Memorandums of Understanding (MOU) on May 8, 2024, that will advance our collaboration with agricultural partners in the Central Valley. The first MOU is between Metropolitan, Friant Water Authority (Friant), and Westlands Water District (Westlands). Friant and Westlands are the two largest Central Valley Project contractors south of the Delta and Metropolitan has a history of working with both agencies. The second MOU is with The Water Blueprint for the San Joaquin Valley Education Fund (Blueprint), which is a large nonprofit coalition of San Joaquin Valley diverse stakeholders that seek to advance common-sense water solutions for the region. Both MOUs memorialized the intent of collaboration among the parties to identify, develop, and implement mutually beneficial water supply management projects.

IMPORTANCE TO METROPOLITAN

Through these MOUs, the parties will identify potential water supply management opportunities such as surface storage, groundwater storage, or transfers and exchanges. Work completed under the MOUs will be shared among parties and may consist of feasibility studies, modeling, technical analyses, or pilot projects. Collaboration could also lead to program development, infrastructure investments, or policy development. Future studies will help identify opportunities for storage and recovery based on certain criteria (i.e., location, infrastructure needs, suitability for recharge and recovery, and water quality). Collaboration under the MOUs will serve as a groundwork for Metropolitan to establish partnerships to develop projects/programs that will improve the region’s reliability by increasing dry-year storage capacity and improving our operational flexibility. In addition, potential projects/ programs can help agricultural partners increase their own reliability and meet their Sustainable Groundwater Management Act (SGMA) goals.

MEMORABLE MOMENT

The MOUs mark the start of great partnerships between urban and agricultural stakeholders.

Water Supply Conditions Report

Water Year 2024-2025

As of 11/30/2024

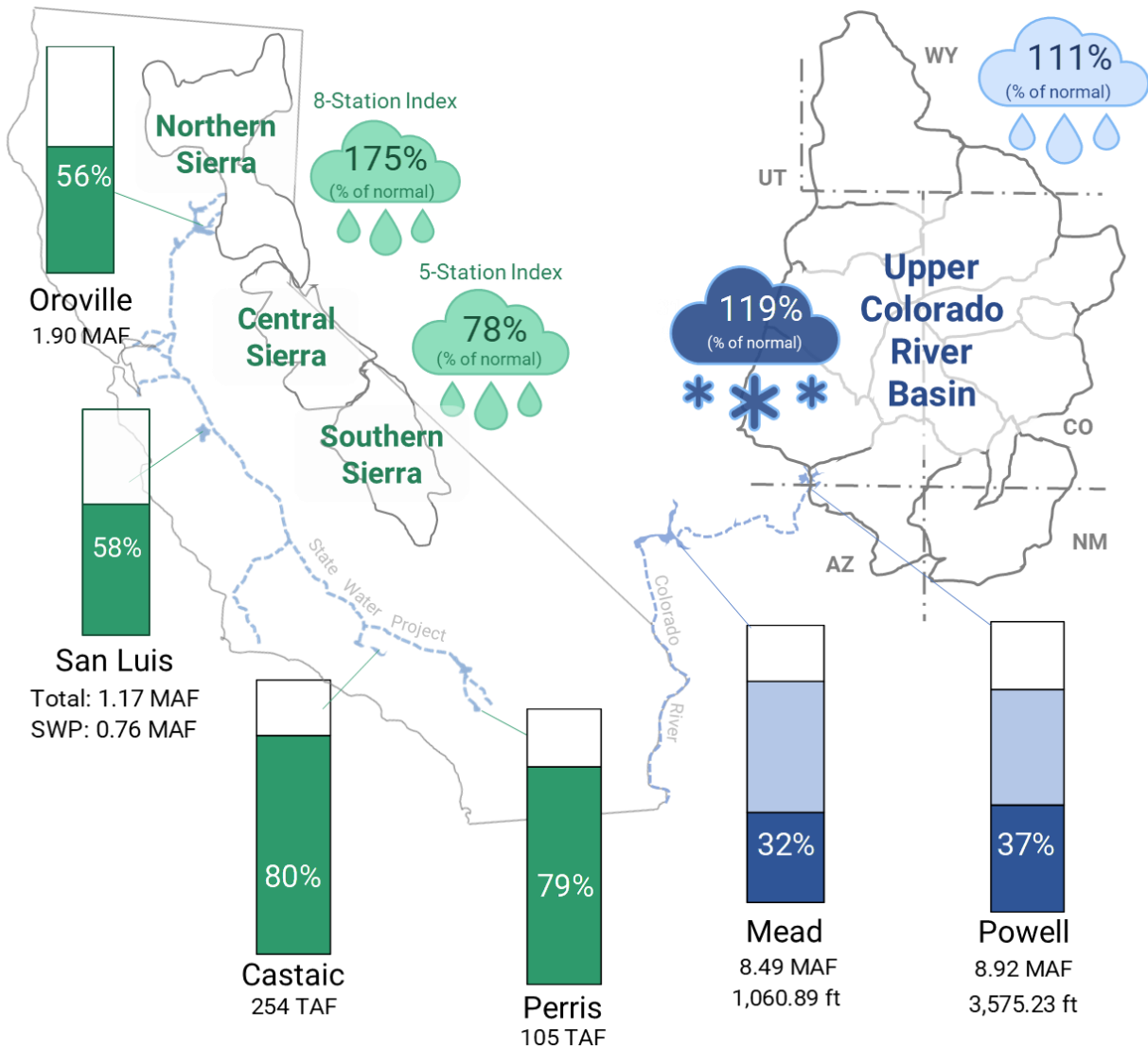
Extended Report: <https://www.mwdh2o.com/WSCR>

State Water Project Resources

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

Colorado River Resources

Projected CRA Diversions
958,000 acre-feet



Reservoir Report

End of Month Reservoir Report

Monthly Update as of:

11/30/2024

<u>Reservoir</u>	<u>Current Storage</u>	<u>Percent of Capacity</u>
<i>Colorado River Basin</i>		
Lake Powell	8,918,380	37%
Lake Mead	8,494,000	33%
<i>DWR</i>		
Lake Oroville	1,906,469	55%
Shasta Lake	2,772,336	61%
San Luis Total	1,187,142	59%
San Luis CDWR	766,632	72%
Castaic Lake	252,695	78%
Silverwood Lake	72,513	97%
Lake Perris	104,855	80%
<i>MWD</i>		
DVL	789,479	97%
Lake Mathews	115,836	64%
Lake Skinner	37,415	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.

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