



*Dedicated to
Satisfying our Community's
Water Needs*

**AGENDA
MESA WATER DISTRICT
BOARD OF DIRECTORS
Thursday, November 19, 2020
1965 Placentia Avenue, Costa Mesa, CA 92627
3:30 p.m. Adjourned Regular Board Meeting**

BOARD OF DIRECTORS COMMITTEE MEETING

**IN AN EFFORT TO MITIGATE THE SPREAD OF COVID-19 (CORONAVIRUS), AND IN ACCORDANCE WITH THE GOVERNOR'S EXECUTIVE ORDER N-29-20, THERE WILL BE NO PUBLIC LOCATION FOR ATTENDING THIS BOARD MEETING IN PERSON. MEMBERS OF THE PUBLIC MAY LISTEN AND PROVIDE PUBLIC COMMENT TELEPHONICALLY BY CALLING THE FOLLOWING NUMBER:
DIAL: (949) 207-5455
CONFERENCE ID: 130371#**

CALL TO ORDER

PLEDGE OF ALLEGIANCE

PUBLIC COMMENTS

Items Not on the Agenda: Members of the public are invited to address the Board regarding items which are not on the agenda. Each speaker is limited to three minutes. The Board will set aside 30 minutes for public comments.

Items on the Agenda: Members of the public may comment on agenda items before action is taken, or after the Board has discussed the item. Each speaker is limited to three minutes. The Board will set aside 60 minutes for public comments.

ITEMS TO BE ADDED, REMOVED, OR REORDERED ON THE AGENDA

At the discretion of the Board, all items appearing on this agenda, whether or not expressly listed as an Action Item, may be deliberated and may be subject to action by the Board.

CONSENT CALENDAR ITEMS:

Approve all matters under the Consent Calendar by one motion unless a Board member, staff, or a member of the public requests a separate action.

1. Receive and file the Developer Project Status Report.
2. Receive and file the Mesa Water and Other Agency Projects Status Report.
3. Receive and file the Water Quality Call Report.
4. Receive and file the Water Operations Status Report.
5. Receive and file the Accounts Paid Listing.
6. Receive and file the Monthly Financial Reports.
7. Receive and file the Major Staff Projects.
8. Receive and file the State Advocacy Update.
9. Receive and file the Orange County Update.
10. Receive and file the Outreach Update.
11. Receive and file the Fiscal Year 2021 First Quarter Financial Update.



ACTION ITEMS:

12. STRATEGIC PLAN:

Recommendation: Identify new strategic goals, objectives and outcomes for Mesa Water District, thereby updating the Strategic Plan for 2020 and beyond.

PRESENTATION AND DISCUSSION ITEMS:

13. BALANCED ENERGY SOLUTIONS:

Recommendation: This item is provided for discussion.

14. TRUE NORTH RESEARCH POLLING ANALYSIS:

Recommendation: Receive the presentation.

15. MESA WATER DISTRICT 2020 CUSTOMER SURVEY:

Recommendation: Receive the presentation.

16. MESA WATER EDUCATION CENTER:

Recommendation: Recommend that the Board of Directors amend the contract with Mad Systems for \$500,000 for additional exhibits and design elements at the Mesa Water Education Center.

REPORTS:

17. REPORT OF THE GENERAL MANAGER

18. DIRECTORS' REPORTS AND COMMENTS

INFORMATION ITEMS:

19. FISCAL YEAR ANNUAL REIMBURSEMENT REPORT

20. OTHER (NO ENCLOSURE)

CLOSED SESSION:

21. PURSUANT TO CALIFORNIA GOVERNMENT CODE SECTION 54957.6:
PUBLIC EMPLOYEE PERFORMANCE EVALUATION
Title: General Manager



ACTION ITEMS (CONT.):

22. ANNUAL PERFORMANCE EVALUATION FOR THE GENERAL MANAGER:

Recommendation: Take action as the Board desires.

In compliance with California law and the Americans with Disabilities Act, if you need disability-related modifications or accommodations, including auxiliary aids or services in order to participate in the meeting, or if you need the agenda provided in an alternative format, please contact the District Secretary at (949) 631-1206. Notification 48 hours prior to the meeting will enable Mesa Water District (Mesa Water) to make reasonable arrangements to accommodate your requests.

Members of the public desiring to make verbal comments utilizing a translator to present their comments into English shall be provided reasonable time accommodations that are consistent with California law.

Agenda materials that are public records, which have been distributed to a majority of the Mesa Water Board of Directors (Board), will be available for public inspection at the District Boardroom, 1965 Placentia Avenue, Costa Mesa, CA and on Mesa Water's website at www.MesaWater.org. If materials are distributed to the Board less than 72 hours prior or during the meeting, the materials will be available at the time of the meeting.

ADJOURN TO A REGULAR BOARD MEETING SCHEDULED FOR THURSDAY, DECEMBER 10, 2020 AT 6:00 P.M.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0013-20-01	3175 Airway Avenue	Homeless Shelter	Plans received on 5/10/20 and plan check fees are waived. Application for New Service received on 5/4/20. 1st Plan check submitted on 5/8/20 and redlines returned on 5/10/20 after required field investigation. 2nd Plan check submitted on 5/14/20 and redlines returned on 5/16/20. 3rd Plan check submitted on 6/17/20 and redlines returned on 6/19/20. 4th Plan check submitted on 6/22/20 and redlines returned on 6/23/20. Permit issued 7/16/20. Precon held on 9/23/20. Hot Tap completed on 9/24/20. Meters installed on 9/30/20. Backflow tests performed on 10/7/20, 10/27/20.
C0013-20-02	570 W. 18th Street	Lion's Park Project	Plans received on 5/21/20 and plan check fees are waived. Application for New Service received on 6/15/20. 1st Plan check submitted on 5/21/20 and redlines returned on 6/23/20 after required field investigation. 2nd Plan check submitted on 10/5/20 and returned on 10/6/20. Permit issued on 10/27/20.
C0014-21-01	1170 Baker Street, Units C and D	Commercial Building	Plans received on 7/15/20 and plan check fees paid on 7/20/20. Redlines returned on 7/23/20. 2nd Plan check submitted 8/13/20 and redlines returned on 8/14/20. 3rd Plan check submitted 8/31/20 and returned on 9/6/20. Permit issued on 10/23/20.
C0043-21-01	2032 President Place	CMSD Pump Station	Plan check fees (Not Application) and Application for New Service submitted on 8/18/20. 1st Plan Check submitted on 6/30/20 and returned on 7/4/20. 2nd Plan check submitted on 9/8/20 and returned on 9/12/20.
C0053-18-01	1908 Tustin	Single Family Home	Plans received and plan check fees paid on 3/8/18. Fees paid and permit issued on 3/13/18. Meter upgraded on 4/15/19. Contacting Owner to schedule flow thru test. Issued water termination letter to Owner on 11/12/20 due to non-responsiveness to complete inspection requirements.
C0056-18-01	2033 Republic Avenue	Single Family Home Service & Meter Upgrade	Plans received and plan check fees paid on 6/19/18. Comments returned for 2nd plan check review on 6/28/18. 2nd plan check submitted 7/26/18, and redlines returned on 8/20/18. 3rd plan check submitted on 12/13/18, and redlines returned on 1/15/19. Fourth and final plan check submitted on 1/24/19, and redlines returned on 1/29/19. Permit issued on 4/30/19. Revised drawings issued 7/1/19 and returned 7/1/19. Precon held on 9/4/19. Hot tapping completed on 10/28/19. Final abandonments completed on 5/1/20. Meter installed on 6/3/20. Final flowthru scheduled to be tested on 11/12/20.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0058-19-01	585 & 595 Anton Boulevard (P2)	Apartment Complex	Plans received and plan check fees paid on 2/5/19. Customer picked up redlines on 2/8/19. 2nd plan check submitted 3/11/19, and redlines returned on 3/25/19. Hydraulic Analysis received on 4/5/19. Received Water Service Agreement on 4/30; Final permit fees paid on 5/8/19. Permit issued on 5/8/19. Precon meeting held on 5/16/19. Waiting for revised Easements and Quit Claims regarding legal entities. Services installed 6/28/19. Pressure tests done on 7/2/19, Bac-T tests done on 7/8/19. Fireline charged on 9/12/19. Mesa Water staff removed two fire hydrants from jobsite on 9/18/19. Pipeline installed on 11/19/19. Raised valve can to grade on 4/22/20. Contractor called for meters to be set the week of 11/4/20.
C0063-19-01	1375 Sunflower	Commercial Building	Plans received and plan check fees paid on 12/14/18. Customer picked up redlines on 12/31/18. 2nd plan check submitted on 1/11/19, and redlines returned on 1/29/19. 3rd plan check submitted on 1/31/19. Final permit fees paid on 6/20/19 and permit issued on 6/25/19. Precon held on 1/10/20. Mainline excavation done on 1/14/20. Pipeline installed on 1/16/20. Raised service line to grade and installed 3" Domestic meter on 5/5/20. Two (2) 2-inch services found to be abandoned and Contractor requested letter with direction from Mesa Water. Abandonment of existing meter and install of new 4" meter on 5/28/20. Meters installed on 7/14/20. Another PreCon meeting held for multiple utilities on 7/29/20. (10/30/20)
C0071-20-01	2277 Harbor Boulevard	Apartment Complex	Plans received and plan check fees paid on 3/17/20 and redlines returned on 3/26/20. 2nd Plan check received on 3/31/20. 2nd plan check submitted on 4/5/20 and redlines returned on 4/8/20. Received quitclaim exemption on 10/9/20.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0079-19-01	1957 Newport Boulevard	38 New Townhomes	Plans received and plan check fees paid on 2/5/19. Customer picked up redlines on 2/27/19. Meeting on 3/5/19 with customer to discuss easement. 2nd plan check was submitted on 4/23/19 and redlines to be picked up on 5/6/19. 3rd plan check submitted on 5/16/19. Permit approved on 8/23/19. Precon held on 9/3/19. Shutdown to tie in tee & valve service line placement and pipeline installation completed on 9/11/19. Services installed on 10/2/19 and 10/2/19. Pressure test performed on 10/9/19. Hot tapping completed on 10/14/19. Shutdown to tie-in valves on 10/24/19. Meters installed on 12/23/19. Backflow tested on 1/10/20. First phase of meters installed and locked on 2/26/20, 2/27/20, and again on 3/23/20. Backflow tested on 4/21/20. Inspector visited site for update on 7/13/20. Flow Thru tests completed on 10/5/20, and 10/13/20 on 18 meters only. Meter installed on 11/10/20.
C0092-19-01	2089 Harbor Blvd (Harbor and Hamilton)	28 New Townhomes	Plans received and plan check fees paid on 4/23/19. 1st plan check submitted 4/23/19 and redlines to be picked up on 5/6/19. 2nd plan check submitted on 6/11/19 and redlines picked up on 6/18/19. 3rd Plan Check submitted on 11/25/19 and redlines returned to customer on 11/27/19. 4th Plan Check submitted on 2/4/20 and redlines emailed to customer on 2/12/20. Permit issued 6/6/20. Precon meeting held on 6/25/20. Hot taps done on 10/9/20, 10/12/20, 10/13/20. 29 Meters installed on 10/15/20. Shutdown to tie in the fireline on 10/15/20. Two Backflows tested on 10/23/20. Abandonment completed on 10/28/20. Meter install on 11/2/20.
C0101-19-01	1275 Bristol Avenue	Car Dealership	Plans received and plan check fees paid on 6/11/19. 1st Plan check submitted 6/11/19 and redlines picked up on 6/18/19. 2nd Plan check submitted on 8/13/19 and picked up on 8/20/19. 3rd Plan check submitted 9/3/19 and returned on 9/10/19. 4th Plan check submitted 1/29/20 and picked up on 2/4/20. Final permit fees paid on 2/10/20. Permit issued on 2/24/20. PreCon held on 3/5/20 and again on 7/24/20. Services installed on 7/24/20. Chlorination swab, flushing, pressure test and health samples done on 7/30/20. Backflow placed on 8/4/20. Meters installed on 8/5/20. Fireline charged and Backflow tested on 8/6/20. 2" Meter installed and locked off on 9/10/20. Backflow tested on 9/11/20 and failed. Backflow retested on 10/5/20 and passed. Concrete pad inspected on 10/8/20.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0104-19-01	413 E. 20th Street	Single Family Home	Plans received and plan check fees paid on 7/1/19. 1st Plan check submitted 7/1/19 and redlines picked up on 7/1/19. 2nd Plan check submitted on 1/7/20 and redlines emailed on 1/15/20. Permit issued on 4/12/20. Precon held on 9/21/20. Meter upgraded on 10/14/20.
C0105-20-01	3333 Avenue of the Arts	Commercial	Plans received and plan check fees paid on 7/24/19. 1st Plan check submitted 7/26/19 and redlines to be picked up on 7/26/19. 2nd Plan check submitted on 8/30/19 and resubmitted on 9/11/19. 3rd plan check resubmitted on 10/8/19. Permit approved and final fees paid on 10/24/19. Precon held on 11/24/19. Temporary RW pipeline inspected and approved on 11/27/19 and report sent to DDW on 12/4/19. Construction is ongoing. (10/30/20)
C0120-20-01	934 Congress Street	Single Family Home	Plans received and plan check fees paid on 10/28/19. 1st Plan check submitted 10/28/19 and redlines picked up on 11/5/19. 2nd Plan check submitted on 3/11/20, and redlines emailed to customer on 3/18/20. 3rd Plan check submitted on 3/24/20 and redlines remailed to customer on 3/26/20. Customer put project on hold on 3/27/20. Verified construction has started on 5/7/20. Issued water termination letter to Owner on 6/1/20 due to non-responsiveness to complete plan check process. (9/11/20)
C0122-20-01	925 W. 18th Street	Commercial	Plans received and plan check fees paid on 10/28/19. 1st Plan check submitted 10/28/19 and redlines picked up on 10/29/19. 2nd plan check submitted 12/4/19. 3rd Plan check submitted on 1/2/20 and redlines picked up on 1/6/20. Final plan check fees paid on 2/26/20. Inspector did a site pre-survey on 3/4/20. Permit issued on 4/18/20. Construction in progress. (10/30/20)
C0124-20-01	2209 Fairview Road	Commercial	Plans received and plan check fees paid on 11/18/19. 1st Plan check submitted 11/5/19 and redlines picked up on 11/19/19. 2nd Plan check submitted on 11/21/19 and redlines picked up on 11/27/19. 3rd Plan check submitted on 2/3/20 and redlines returned to customer on 2/4/20. Permit issued on 6/2/20. Precon meeting held on 7/9/20. Mainline and trench excavation inspected on 7/10/20. Meeting to refresh Precon with new Contractor held on 10/30/20.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0125-20-01	3080 Airway Avenue	Commercial	Plans received and plan check fees paid on 11/18/19. 1st Plan check submitted 11/7/19 and redlines picked up on 11/27/19. 2nd Plan check submitted on 1/16/20 and redlines picked up on 2/11/20. Permit issued on 3/6/20. Precon meeting held on 4/28/20. Mainline excavation done on 5/21/20. Backflow placement and test for final inspections done on 11/10/20.
C0128-20-01	901 B South Coast Drive	Commercial	Plans received and plan check fees paid on 11/25/19. 1st Plan check submitted 11/25/19 and redlines picked up on 12/3/19. 2nd Plan check submitted on 2/21/20 and redlines returned on 3/5/20. 3rd Plan check submitted on 3/16/20 and redlines returned on 3/18/20. 4th Plan check submitted on 6/25/20. (10/11/20)
C0102-20-02	3550 Cadillac Avenue	Commercial	Plans received and plan check fees paid on 11/25/19. 1st Plan check submitted 11/25/19 and redlines emailed on 12/4/19. Issued plan check application termination to Owner due to non-responsiveness to complete plan check process. 2nd Plan check submitted on 7/2/20 and returned on 7/5/20. (10/11/20)
C0131-20-01	1975 Wallace Avenue	6 Unit Apartments	Plans received and plan check fees paid on 11/18/19. 1st Plan check submitted 11/18/19 and redlines picked up on 11/22/19. 2nd Plan check submitted on 12/2/19 and redlines picked up on 12/3/19. Final permit fees paid on 3/6/20 and permit issued on 3/6/20. (10/30/20)
C0135-20-01	3150 Bear Street	College	Plans received and plan check fees paid on 1/21/20. 1st Plan check submitted on 1/21/20 and redlines returned on 2/4/20. (10/11/20)
C0137-20-01	3001 Murray Lane	Single Family Home	Plans received and plan check fees paid on 2/28/20. 1st Plan check submitted on 2/28/20 and redlines returned on 3/9/20. 2nd submittal submitted on 9/30/20 and returned on 10/11/20.
C0138-20-01	1966 Wallace Avenue	Five Single Family Homes	Plans received and plan check fees paid on 3/4/20. 1st Plan check submitted on 3/4/20. 2nd Plan check submitted on 3/20/20 and redlines returned on 3/22/20. Issued permit on 6/2/20. (10/30/20)

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0139-20-01	1592 Riverside Place	Two Single Family Homes	Plans received and plan check fees paid on 3/4/20. 1st Plan check submitted on 3/4/20 and redlines returned on 3/13/20. 2nd Plan check submitted on 4/17/20 and redlines returned on 4/18/20. Issued Payment Voucher and Water Service Agreement for payment and signature. Followed up with Owner on 6/25/20, 8/3/20, 9/18/20 regarding status. (10/30/20).
C0140-20-01	2163 National Avenue	Single Family Home	Plans received and plan check fees paid on 3/4/20. 1st Plan check submitted on 3/4/20 and redlines returned on 3/13/20. Followed up with Owner on 8/15/20 expecting 2nd submittal late October 2020.
C0142-20-01	2309 Santiago Drive	Single Family Home	Plans received on 4/23/20 and plan check fees paid on 4/29/20. 1st Plan check submitted on 4/23/20 and redlines returned on 5/9/20. 2nd Plan check submitted on 5/15/20 and redlines returned on 5/28/20. Issued Permit on 6/10/20. Inspector sent to check status of construction on 11/2/20.
C0143-20-01	359 Nassau Road	Single Family Home	Plans received on 4/23/20 and plan check fees paid on 4/24/20. 1st Plan check submitted on 4/23/20. 2nd Plan check submitted on 5/13/20 and redlines returned on 5/16/20. 3rd Plan check submitted on 9/28/20 and returned on 9/28/20.
C0148-20-01	2094 Balmoral Place	Single Family Home	Application for New Service received on 5/15/20. 1st Plan check submitted on 6/15/20 and redlines returned on 6/21/20. Plan check fees paid on 7/3/20. (10/30/20)
C0149-20-01	1964 Raymond Avenue	Single Family Home	Application for New Service received on 5/15/20 and plan check fees paid on 6/21/20. 1st Plan check submitted on 6/10/20 and redlines returned on 6/21/20. 2nd Plan check submitted on 6/22/20 and redlines returned on 6/23/20. Issued permit on 7/16/20. (10/30/20)
C0150-20-01	220 E. 21st Street	Single Family Home	Plans received on 7/3/20 and plan check fees paid on 6/25/20. 1st Plan check submitted on 6/25/20 and redlines returned on 7/5/20. 2nd Plan check submitted on 7/7/20 and redlines returned 7/12/20. Issued permit on 7/29/20. Precon held on 8/14/20. Meter box moved, installed and locked off on 8/27/20. Contractor is fixing issues with Backflow placement; waiting for call to retest Backflow. (10/30/20)

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0150-20-02	165 Merrill Place	Single Family Home	Plans received on 7/3/20 and plan check fees paid on 6/25/20. 1st Plan check submitted on 6/25/20 and redlines returned on 7/5/20. Rescinded permit on 9/16/20. 2nd Plan check submitted 9/28/20 and returned on 9/29/20. Issued permit on 10/27/20.
C0151-20-01	2219 Santa Ana Avenue	Single Family Home	Plans received on 7/7/20 and plan check fees paid on 7/7/20. 1st Plan check submitted on 7/7/20 and redlines returned on 7/12/20. 2nd Plan check submitted on 7/17/20 and redlines returned on 7/19/20. Issued permit on 7/29/20. Precon held on 8/11/20. Meter installed on 8/13/20. (10/30/20)
C0152-21-01	369 Costa Mesa Street	Single Family Home	Plans received on 7/21/20 and plan check fees paid on 7/15/20. 1st Plan check submitted on 7/22/20 and redlines returned on 7/22/20. Followed up with Owner on 9/18/20 regarding status. (10/30/20)
C0153-21-01	265 Briggs Avenue	Commercial	Plans received on 7/15/20 and plan check fees paid on 6/25/20. 1st Plan check submitted on 7/15/20 and redlines returned on 7/24/20. 2nd Plan check submitted on 8/6/20 and redlines returned on 8/13/20. Issued permit on 8/20/20. Precon held on 9/28/20. Meter installed and locked on 10/6/20. Backflow placement inspected on 10/20/20.
C0155-21-01	451 Cabrillo Street	Single Family Home	Plans received on 7/21/20 and plan check fees paid on 7/21/20. 1st Plan check submitted on 7/22/20 and redlines returned on 7/22/20. 2nd Plan check submitted on 9/29/20 and response submitted on 9/29/20. (10/30/20)
C0156-21-01	2870 Clubhouse Road	Single Family Home	Plans received on 8/4/20 and plan check fees paid on 8/4/20. 1st Plan check submitted on 8/4/20 and returned on 8/13/20. 2nd Plan check submitted on 9/15/20 and redlines returned on 9/15/20. Permit issued on 9/30/20. Precon held on 10/8/20. Meter installed and locked on 10/14/20.
C0157-21-01	251 E. 20th Street	Single Family Home	Plan check fees paid on 8/5/20 and Application for New Service submitted on 8/5/20. 1st Plan check submitted on 8/5/20 and returned on 8/13/20. 2nd Plan check submitted on 8/19/20 and returned on 8/20/20. Issued permit on 9/17/20. Precon meeting held on 9/22/20.

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0158-21-01	396 E. 21st Street	Mobile Home Park	Plan check fees paid on 8/13/20 and Application for New Service submitted on 8/7/20. 1st Plan check submitted on 7/30/20 and returned on 8/15/20. 2nd Plan check submitted on 9/2/20 was rejected. Revised 2nd Plan check submitted on 9/10/20 and returned on 9/12/20. Issued permit on 10/27/20.
C0159-21-01	2734 San Lucas Lane	Single Family Home	Plan check fees paid and Application for New Service submitted on 8/14/20. 1st Plan check submitted on 8/18/20 and returned on 8/20/20. 2nd Plan check submitted on 8/25/20 and returned on 8/26/20. (10/30/20)
C0160-21-01	272 Rose Lane	Single Family Home	Plan check fees paid and Application for New Service submitted on 8/24/20. 1st Plan check submitted on 8/24/20 and returned on 8/30/20. 2nd Plan check submitted on 8/31/20 and returned on 9/6/20. Issued permit on 9/30/20.
C0161-21-01	1775 and 1781 Monrovia Ave.	Commercial	Plan check fees paid and Application for New Service submitted on 8/27/20. 1st Plan check submitted on 8/20/20 and returned on 8/30/20. 2nd Plan check submitted on 9/21/20 and returned on 9/23/20. (10/30/20)
C0162-21-01	355 E. 19th Street	Single Family Home	Plan check fees paid and Application for New Service submitted on 8/27/20. 1st Plan check submitted on 8/27/20 and returned on 8/30/20. 2nd Plan check submitted on 9/2/20 and returned on 9/6/20. Issued permit on 9/17/20. Precon meeting held on 10/9/20.
C0163-21-01	South Coast Drive (Fire Hydrant #51)	Commercial	Plan check fees paid 9/1/20. Waiting for Precon with OC405 Partners who are having to coordinate with Caltrans. (10/30/20)
C0164-21-01	282 E. 18th Street	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/3/20. 1st Plan check submitted on 8/31/20 and returned on 9/6/20. Issued permit on 9/30/20. (10/30/20)
C0165-21-01	2110 Monrovia Ave	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/3/20. 1st Plan check submitted on 9/2/20 and returned on 9/6/20. Issued permit on 9/17/20. (10/30/20)
C0166-21-01	470 Walnut Place	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/3/20. 1st Plan check submitted on 9/2/20 and returned on 9/6/20. Issued permit on 9/17/20. (10/30/20)

DEVELOPER PROJECT STATUS REPORT

PROJECT STATUS - DEVELOPER PROJECTS			
FILE NO.	PROJECT ADDRESS	PROJECT DESCRIPTION	PROJECT NOTES/STATUS
C0167-21-01	2125 Orange Ave.	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/9/20. 1st Plan check submitted on 9/2/20 and returned on 9/12/20. 2nd Plan check submitted on 9/17/20 and returned on 9/17/20. Issued permit on 9/30/20. Precon meeting held on 10/15/20. Installed new services on 10/30/20. Meter installed on 11/6/20. Shutdown for Abandonment completed on 11/9/20.
C0168-21-01	3152 Country Club Drive	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/9/20. 1st Plan check submitted on 9/9/20 and returned on 9/12/20. 2nd Plan check submitted on 10/9/20 and returned on 10/9/20. Permit issued on 10/23/20.
C0169-21-01	785 Center Street	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/14/20. 1st Plan check submitted on 9/14/20 and returned on 9/18/20. 2nd Plan check submitted on 9/24/20 and returned on 9/25/20. Issued permit on 10/5/20.
C0170-21-01	446 Flower Street	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/25/20. 1st Plan check submitted on 9/25/20 and returned on 9/28/20. 2nd Plan check submitted on 9/29/20 and returned on 9/29/20. Permit issued on 10/23/20.
C0171-21-01	1719 Samar Drive	Single Family Home	Plan check fees paid and Application for New Service submitted on 9/25/20. 1st Plan check submitted on 9/25/20 and returned on 10/3/20. 2nd Plan check submitted on 10/6/20 and returned on 10/6/20. Permit issued on 10/23/20.
C0172-21-01	377, 379, 385 and 387 La Perle Place	4 Single Family Homes	Application for New Service submitted on 10/9/20 and waiting for Plan check fees to arrive via check. 1st Plan check submitted on 10/9/20 and returned on 10/12/20. 2nd Plan check submitted on 10/20/2020 and returned on 10/20/20.
C0173-21-01	1815 Anaheim Ave	Kiddie Academy	Application for New Service and plan check fees submitted on 10/14/20. 1st Plan check submitted on 10/14/20 and returned on 10/27/20.
C0174-21-01	461 E. 20th Street	Single Family Home	Application for New Service and plan Check Fees submitted on 10/14/20. 1st Plan check submitted on 10/27/20 and returned on 10/27/20.

MESA WATER AND OTHER AGENCY PROJECTS STATUS REPORT

November 2020

Project Title: OC-44 Replacement and Rehabilitation Evaluation and Cathodic Protection Study

File No.: M 2034

Description: Evaluate potential repair and replacement options.

Status: Request for Bids sent out to contractors on February 6, 2019. Six bids received on 3/6/19. E&O Committee recommended award of the contract to lowest bidder (E.J. Meyer Company) on 3/19/19. Kick-off meeting held on 4/25/2019. Reviewed submittals. Met with SARWQB on 5/24/19 and discussed permit requirements w/ Susan Beeson. On 5/30/19 met with OCSD and went over requirements for the Special Purpose Discharge Permit (SPDP). Project Progress meeting on 6/6/19 and coordination meeting with MWD on 6/20/19. Held Permit Status Meeting on 7/11/2019, Traffic Coordination Meeting with Fletcher Jones on 7/23/2019 and Project Progress Meeting on 7/23/2019. Submitted Application Package to OCSD for SPDP on 7/31/2019. Received Special Purpose Discharge Permit from OCSD on 9/1/2019. Coordination meeting with Fletcher Jones and Project Progress Meeting held on 9/11/19. Contractor mobilized on 9/15/19 and started dewatering efforts. Project is substantially complete and line is ready for use. Native planting is complete and the contractor is providing maintenance of planted vegetation. The post-construction walk-through meeting held on 4/30/20. Planting Establishment and 120 day Maintenance Period completed on 7/2/20. The final inspection and walk-through meeting held on 7/23/20. Planting Establishment and Maintenance Report submitted to the regulatory agencies on September 29, 2020. Non-native plant herbiciding scheduled for 11/14/20. (11/4/20)

Project Title: Pipeline Testing Program

File No.: MC 2141

Description: Implement Resolution No. 1442 Replacement of Assets to annually perform non-destructive testing of 1% of the distribution system, and destructive testing of segments that are shown to have less than 70% of original wall thickness by non-destructive testing.

Status: Three miles of AC pipe constructed in 1956 were selected for non-destructive wall thickness measurement, which occurred during the week of January 14, 2019. The report was received on February 8, 2019. Five AC pipe samples are planned to be collected and sent for wall thickness measurements as part of routine valve replacements in April 2019. Samples were sent to the testing lab in May 2019 and the wall thickness measurement report was received on June 24, 2019. With more data collected from AC pipe samples, a proposed update of the Res. No. 1442 Replacement of Assets was approved by the E&O Committee in September 2019. Staff developed a process for classifying pipeline breaks, and provided a class to the Distribution crews on November 21, 2019. Four AC pipe samples collected during valve replacements were sent for EDS testing on January 28, 2020. Lab reports were received on March 19, 2020 and evaluation of the lab results was received on June 12, 2020. MWDOC performed approximately 40 miles of leak detection and found one suspected pipeline leak. Staff performed a follow up leak detection and could not replicate the suspected leak. Eight AC pipe samples collected by staff during valve replacements and break

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responses are being prepared for wall thickness measurement, EDS testing, and remaining useful life estimates. A contract for AC wall thickness measurements is in process of being executed. (11/6/2020)

Project Title: Chandler & Croddy Wells and Pipeline Project

File No.: M18-113

Description: Design, documentation, and permitting for two new wells located on Chandler Avenue and Croddy Way in the City of Santa Ana and the distribution pipeline connecting the wells to Mesa Water's supply system.

Status: Tetra Tech has been contracted to complete the design, documentation, and permitting for the Chandler & Croddy Wells and Pipeline Project. Initial data request sent to Tetra Tech on September 7, 2017. Met with Division of Drinking Water regarding well locations on September 20, 2017. Preliminary hydrological evaluation received on September 29, 2017. Board approved demolition of existing structures and dedicated well facility with option to evaluate long-term lease potential as market conditions dictate at both sites at November 2017 E&O. Butier Engineering has been contracted to provide Construction Management Services. Preliminary Design Report (PDR) for the distribution pipeline was reviewed and returned on March 6, 2018. Well site layouts were presented to the Board in May. DDW waiver for 50-foot control zone is currently being drafted. The revised PDR for the pipeline and the well sites was received in June 2018. A workshop to discuss review comments was held on August 14, 2018. 50% design for the Croddy Pipeline was received and the design review workshop occurred on November 26, 2018. 50% design for the wells is scheduled for submittal in February 2019. The draft CEQA Mitigated Negative Declaration was received on January 22, 2019, and filed for 30-day public comment on February 20, 2019 and completed on March 22, 2019. Four agencies submitted minor comments. A public meeting to adopt the Mitigated Negative Declaration has been noticed for the April 11, 2019 Board of Directors meeting. The revised Preliminary Design Report for the Chandler & Croddy Wells was received on March 5, 2019. 50% design documents for the existing building demolitions and well drilling were received on April 16, 2019. 50% design documents for well equipping were received on September 9, 2019 and reviewed by staff. The design team met on October 7, 2019, to review design options for the Croddy Pipeline. A corrosion potential report for the Croddy pipeline alignment was received on December 23, 2019, and reviewed by staff. A design team workshop was held on February 13, 2020. 90% design deliverables for building demolition and well drilling were received on February 11, 2020 and February 28, 2020, and were reviewed by staff. Well equipping package 90% design package was received in September 2020 and was reviewed by staff. A well equipping workshop was held on November 3, 2020, to address comments on the design documents and discuss maintainability of equipment. Site demolition request for bids was released on May 21, 2020. The Board approved a contract with the low bidder, Standard Demolition, Inc., on July 9, 2020. Demolition is complete and Standard Demolition demobilized on October 14, 2020. Well Drilling Request for Bids was released on June 18, 2020. A contract award for well drilling was made to the low bidder, Zim Industries bda Bakersfield Well and Pump (BWP), at the August 13, 2020 Board meeting. A preconstruction meeting for drilling was held on September 2, 2020. Permits for well drilling were received from Orange County Health Care Agency (OCHCA) on October 7, 2020. Mobilization for drilling at

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the Croddy Well No. 14 site started on October 12, 2020. Construction of sound walls is complete and the conductor casing for the drill rig is being installed. The encroachment permit applications for the pipeline were submitted to the City of Costa Mesa and Santa Ana. Permit comments from both cities have been received and addressed, and permit applications have been resubmitted. Drill rig has mobilized. (11/5/2020)

Project Title: Meter Technology Evaluation

File No.: MC 2248

Description: The lifespan of a water meter is approximately 15 years. As a meter ages, the accuracy drops off due to wear. In preparation for its annual water meter replacement, staff has been reviewing water meter technology determining what water meter and reading solutions would be the best fit for Mesa Water's aging register technology. With today's technology, there are several types of meters and meter reading solutions available. The most common are as follows: Fixed Network, Automatic Meter Reading (AMR) System, Handheld or Touch Technology, and Advanced Metering Analytics - Cellular Endpoint.

Status: Mesa Water prepared a Technical Memo with information of the existing aging metering technology in comparison with proposed new meter reading solutions. The Technical memo was presented to the April E&O Committee and approved by the Board at the May 2019 Board meeting. Recommendations approved by the Board for early implementation include ensuring competitive pricing from the standardized meter supplier, making cellular endpoint meters available to customers who wish to have access to real-time water use data, and working with the meter reading software vendor to configure a software upgrade. Staff has compiled the total installed cost of the cellular endpoint meters and presented an implementation plan to the Engineering and Operations Committee on August 20, 2019. Staff also negotiated a contract with National Meter and Automation for preferred customer pricing and limiting annual price escalation, and presented the contract to the Engineering and Operations Committee on August 20, 2019. Staff is working with Badger Meter and Cogsdale to add cellular endpoints to large customer meters to automate meter reading and billing. Staff evaluated each Route 600 meter and vault for meter, register, and end point replacement to assist with installation activities. The first set of cellular endpoints were installed on February 26, 2020. The data is being received by Badger's Beacon system. Route 600 meter vaults were evaluated for construction challenges. Two sites were identified for attempting challenging replacements with and without vault demolition. A proposal was received from Badger on April 28, 2020 for upgrading meter reading field tools and is being evaluated. A proposal was requested from Sprypoint on April 29, 2020 to integrate traditional meter reads into the Badger Beacon system. A Request for Quotes for Route 600 meters, registers, and endpoints is in process. A Request for Bids was sent out the on-call contractors for the installation of the Route 600 Meter Technology Pilot Project Meters. Bids from the on-call contractors were received on October 15, 2020 and reviewed by staff. W.A. Rasic was selected from the bids received. The preconstruction meeting will be held on 11/12/2020. Kickoff meeting with Contractor was held on November 12, 2020. (11/12/2020)

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Project Title: Reservoirs 1 & 2 Chemical Systems Design

File No.: M18-117

Description: Improve disinfection and mixing in both reservoirs to improve water quality and minimize nitrification.

Status: Final Design Contract awarded to Hazen & Sawyer on February 14, 2018. 50% design report received on July 17, 2018. Design review workshop took place in September 2018. A site visit to Laguna Beach County's El Morro reservoirs occurred on November 8, 2018, to evaluate the Vortex mixing system. Staff met with the designer on December 5, 2018, to incorporate design-for-reliability and design-for-maintainability principals into the mixing system design. The consultant provided a Technical Memo summarizing the options for maintainability and reliability of the Vortex mixer system on April 4, 2019. The 90% design deliverable was received on June 4, 2019, and is being reviewed by staff. Per the E&O Committee's request, the Preliminary Design Report describing the basis of this project was included in the October E&O Committee package. The consultant is working with the reservoir management system supplier to use Mesa Water's standardized analytical equipment to maintain disinfectant residual in the reservoirs. 100% design deliverable was received on April 29, 2020 and was reviewed by staff. Revised 100% was received on June 23, 2020 and reviewed by staff. Resolution to final comments is expected to be completed in November 2020. (11/6/2020)

Project Title: District Wide Security System

File No.: M20-600

Description: Planning and Design Services for a District-Wide Security System

Status: The District-Wide security system is among the first new projects to be awarded as part of the Capital Improvement Program Renewal (CIPR). The draft scope of work was developed and sent for consultant review on June 16, 2020. Consultant comments were received on June 23, 2020. The final Request for Task Order proposal was issued on July 21, 2020. Three proposals were received on August 3, 2020 and evaluated. A Task Order authorization was issued to HDR. Kickoff and site visits were conducted on August 25-27, 2020. The consultant is conducting the evaluation. The draft white paper was received on October 12, 2020, and was reviewed by staff. The revised white paper was received on November 9, 2020, and is being reviewed by staff. (11/6/2020)

Project Title: Mesa Water Education Center Project

File No.: M20-105

Description: Mesa Water Education Center and Storage Facility

Status: In November 2019, the Board directed staff to proceed with Design Concept 2 of the Mesa Water Reliability Facility Outreach Center. Mesa Water obtained a cost proposal from IBI Group to provide professional design services and construction support services for the Mesa Water Education Center. The scope of work also incorporates the design of a MWRf spare parts storage building (located at the MWRf) and wells spare parts storage building (located at Well 9 or other well site) as part of the

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design services. Board approved this item at its 4/9/2020 Board Meeting. The pre-design kick-off meeting was held on 4/27/20. Conceptual design reviewed on 6/10/20 and preliminary cost estimate discussed on 7/9/2020. At the August 25, 2020 Committee Meeting, the Mesa Water Education Center building concept was approved by the Board. Additionally, a contract was awarded to Mad Systems for the exhibit design. On September 17, 2020, a final design kick-off meeting was held with the architect and exhibit design teams. On October 6, 2020, the Mesa Water team toured the Albert Robles Center for Water Recycling and Environmental Learning with Mad Systems. On October 15, 2020, the design team held a site visit at the MWRF to discuss landscaping and courtyard concepts. The design team held a progress meeting on 10/29/20 and will hold a progress meeting on 11/12/20 to discuss project progress. (11/12/20)

Project Title: Well 1 Sound Mitigation Enclosure Project

File No: M17-100

Description: Install Well 1 Noise Mitigation Enclosure

Status: In January 2020, Mesa Water's design Consultant completed the design, specifications, and bid package for Well 1 Noise Mitigation Enclosure. Mesa Water invited eight prospective contractors for a site visit (March 9, 2020) and a request to submit a bid. Bids closed on March 17, 2020, and one bid was received from Paulus Engineering. The Board approved this item at the April 9, 2020 Board Meeting. Project in progress. Pre-construction meeting held on 11/4/20. Construction is scheduled to start on 11/16/20. (11/4/20)

Project Title: MWRF Parking Project

File No.: M20-105

Description: Construct Parking on Gisler Avenue

Status: The Board approved Alternative No. 3 Parking Option along Gisler Avenue on 3/15/2014. E & O Committee accepted the conceptual design (by NV5 former Civil Source) and provided comments at the May 2015 E&O Committee Meeting. An Encroachment Permit was received from the City of Costa Mesa in September 2016. The final bid package was completed 3/15/16. Board approved the Hold Harmless Agreement for the installation of off-site parking improvements within public right-of-way at the August 2016 E&O Committee Meeting. Agreement sent to the City for execution and recording on 9/7/16. Recorded Agreement received from the City on 10/19/16.

Request for Bids sent out to contractors on February 25, 2020. Two bids received on 3/24/20. Board awarded contract to the lowest bidder (GMC Engineering, Inc.) on 4/9/20. The City of Costa Mesa Encroachment/Traffic Permit was received on 5/21/20. Construction started on 6/29/20 and completed 8/20/20. The 180-Day Landscape & Irrigation Maintenance period started on 8/21/20 and will end on 2/17/21. Project in progress. (11/4/20)

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Project Title: Wilson Avenue Pipeline Replacement Project

File No.: M21-220A

Description: Design, documentation, and permitting for replacement of pipeline in Wilson Avenue between Newport Boulevard and Harbor Boulevard

Status: Scope of Work and Request for Quotes for the design, documentation, and permitting for the Wilson Avenue Pipeline Replacement Project was prepared and sent to the design consultants on 7/13/2020. Received five proposals on 8/27/20. Water Systems Consultants, Inc. (WSC) selected to prepare the design. Kick-off meeting held on 8/13/2020. Technical Memorandum No. 1 providing alternative pipeline layout submitted for review on 10/12/20. Design in progress. (11/4/20)

Project Title: 1951 Cohort Pipeline Replacement Project

File No.: TBD

Description: Design, documentation, and permitting for replacement of 3.5 miles of pipeline in Hamilton Street, Pomona Avenue, Wallace Avenue, Anaheim Avenue, and Maple Avenue

Status: Scope of Work and Request for Quotes for the design, documentation, and permitting are being prepared by the Mesa Water team. (11/12/20)

Project Title: Mainline Valve Replacement Project Phases I and II

File No.: M21-001MV

Description: Design, documentation, and permitting for replacement of mainline valves within the distribution system per the Mainline Valve Spacing Policy.

Status: At the October 8, 2020 Board Meeting, the Mainline Valve Spacing Policy was approved by the Board. A Scope of Work and Request for Quotes for the design, documentation, and permitting for the Mainline Valve Replacement Project was prepared and was sent to on-call design consultants the week of October 19, 2020. Received four proposals on 11/3/20. Review of the proposals is pending. (11/4/20)

Project Title: Mainline Valve Replacement Project Phases III and IV

File No.: TBD

Description: Design, documentation, and permitting for replacement of mainline valves within the distribution system per the Mainline Valve Spacing Policy.

Status: At the October 8, 2020 Board Meeting, the Mainline Valve Spacing Policy was approved by the Board. A Scope of Work and Request for Quotes for the design, documentation, and permitting for the Mainline Valve Replacement Project Phase III and IV are being prepared by the Mesa Water team. (11/12/20)

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Project Title: Water and Energy Supply Chain Reliability Study

File No.: M21-210B

Description: The study will evaluate the District's water and energy supplies and backup capabilities under normal and emergency operations, identify potential water and energy supply reliability gaps, evaluate Mesa Water's supply chain system relative to emergency readiness, and provide recommendations to improve water and energy supply reliability.

Status: A Scope of Work and Request for Task Order Proposals were sent to on-call design consultants on June 5, 2020. Five task order proposals were received on June 19, 2020. Brown and Caldwell was selected to perform the study. The project Kick-off Meeting and site visits were held the week of July 27, 2020. The draft version of TM-1 Water Supply Reliability was received on August 21, 2020. The project team held Single-Point of Failure meetings on September 14 and 21 to evaluate single-points of failure and criticality of the failure for the clear wells, reservoirs, and MWRF. The draft version of TM-2 Energy Supply Reliability Assessment was delivered on September 15, 2020. The final version of TM-1 was received on October 5, 2020. The project team is currently working to resolve comments and questions regarding TM-2 and TM-3. The anticipated delivery date for the final version of TM-2 and draft version of TM-3 is the week of October 26, 2020. Final versions of TMs 1 and 2 were delivered on 10/30/20 and 11/5/20, respectively. The draft version of TM-3 was delivered on 11/4/20 and is currently being reviewed by the Mesa Water team. (11/12/20)

Project Title: Excavation Slurry Dewatering Pit Project

File No.: M21-250D

Description: Design, documentation, and permitting for a dewatering process that will be constructed in Mesa Water's Operations Yard to provide dewatering for the hydrovac excavation slurry.

Status: A Scope of Work and Request for Quotes for the design, documentation, and permitting for the Excavation Slurry Dewatering Pit Project were prepared and sent to on-call design consultants the week of October 19, 2020. The task order and notice to proceed are being developed by the Mesa Water team for the selected consultant. (11/12/20)

Water Quality Call Report October 2020

Date: 10/14/2020
Source: Phone/Visit
Address: 1026 Bridgewater
Description: Customer concerned about brownish water from the shower.
Outcome: During site visit, water from his outside hose bib was checked and found to be clear and had chlorine residual within normal range. Customer had a sample of the shower water from the morning and it was also clear. Customer said that he did notice a brownish tinge in the water coming from his shower, but he had de-scaled his tankless water heater. The water now appears to be clear.

Date: 10/15/2020
Source: Phone
Address: Declined to provide
Description: Customer called and wanted information on the Water Quality Report. He did not want to give his name or address.
Outcome: Told customer about the Water Quality Report that is available online. He stated he will read the Water Quality Report and call back if he has questions.

Water Operations Status Report
July 1, 2020 - October 31, 2020

Operations Department Status Report	Wk Unit	Plan Days	Act Days	Plan Qty	Act Qty	Plan Cost	Actual Cost
01 - HYDRANTS							
WD-0101 - HYDRANT MAINTENANCE	HYDRANTS	62	60	1184	1173	\$25,068	\$27,284
WD-0102 - HYDRANT PAINTING	HYDRANTS	5	0	148	2	\$2,081	\$125
WD-0103 - HYDRANT REPAIR	HYDRANTS	14	23	20	36	\$5,120	\$21,053
Program 01 TOTAL		81	83			\$32,269	\$48,462
02 - VALVES							
WD-0201 - DISTRIBUTION VALVE MAINTENANCE	VALVES	42	51	842	996	\$18,760	\$23,617
WD-0202 - NIGHT VALVE MAINTENANCE	VALVES	6	0	82	0	\$3,004	\$0
Program 02 TOTAL		48	51			\$21,764	\$23,617
03 - METERS							
CS-0301 - NEW METER INSTALLATION	METERS	3	6	34	83	\$14,405	\$27,415
CS-0302 - RAISE REPLACE METER BOX	BOXES	3	1	26	6	\$1,155	\$326
CS-0303 - METER LEAK INVESTIGATION/REPAIR	INV/REP	7	6	109	61	\$2,928	\$2,405
CS-0305 - ANGLE STOP/BALL VALVE REPLACE	REPLACE	11	14	28	35	\$6,780	\$5,775
CS-0306 - LARGE METER TEST/REPAIR - C	TESTS	8	0	40	0	\$3,214	\$0
WD-0305 - ANGLE STOP/BALL VALVE REPLACE	REPLACE	9	5	18	12	\$5,814	\$3,001
Program 03 TOTAL		41	32			\$34,296	\$38,922
04 - MAIN LINES							
WD-0401 - MAIN LINE REPAIR	REPAIRS	35	29	7	5	\$21,350	\$20,613
WD-0402 - AIR VAC MAINTENANCE/REPAIR	REPAIRS	9	2	56	1	\$3,675	\$812
Program 04 TOTAL		44	31			\$25,025	\$21,425
05 - SERVICE LINES							
WD-0501 - SERVICE LINE REPAIR	REPAIRS	20	34	7	16	\$10,286	\$25,000
Program 05 TOTAL		20	34			\$10,286	\$25,000
06 - CAPITAL							
CAP AV - CAPITAL AIR VACUUM REPLACE	AIR VACS	0	0	0	0	\$0	\$0
CAP BI - CAPITAL BYPASS & METER INSTALL	REPLACE	0	0	0	0	\$0	\$0
CAP FH - CAPITAL HYDRANT UPGRADE	HYDRANTS	35	117	5	17	\$34,184	\$107,390
CAP MV - CAPITAL MAINLINE VALVE REPLACE	VALVES	40	78	7	16	\$31,835	\$63,765
CAP SL - CAPITAL SERVICE LINE REPLACE	SERVICES	13	4	4	2	\$8,548	\$2,535
CAP SS - CAPITAL SAMPLE STATION REPLACE	STATIONS	0	4	0	4	\$0	\$1,834
CAP LM - CAPITAL LARGE METERS	METERS	3	1	18	2	\$6,938	\$1,540
CAP SM - CAPITAL SMALL METERS	METERS	6	5	88	49	\$8,482	\$7,117
Program 06 TOTAL		96	208			\$89,987	\$184,181
TOTAL						\$213,627	\$341,607

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
CAPITAL					
BUTIER CONSULTING ENGINEERS	000001939	10/01/20	A004MWD	M20-105 GISLER PARKING PROJECT	\$23,548.00
	000002169	10/22/20	B003MWD	M18-100 CHANDLER & CRODDY PROJ	\$25,875.18
	2				\$49,423.18
MICHAEL BAKER INTERNATIONAL	000001987	10/01/20	1095678	M17-002A SANTA ANA PRESSURE	\$1,368.00
	1				\$1,368.00
MURAKAWA COMMUNICATIONS, INC.	000001959	10/01/20	MESA WATER-3	M20-109 PUBLIC OUTREACH	\$15,828.00
	000002085	10/15/20	MESA WATER-4	M20-109 PUBLIC OUTREACH	\$7,400.00
	2				\$23,228.00
NV5, INC.	000002231	10/29/20	183569	M20-105 GISLER PARKING PROJECT	\$1,500.00
		10/29/20	183582	M21-220B VAULT REHAB ADANDMNT	\$1,720.00
	1				\$3,220.00
STANDARD DEMOLITION	000002187	10/29/20	1	M18-100 CHANDLER/CRODDY DEMO	\$124,933.55
	1				\$124,933.55
TETRA TECH, INC	000002133	10/15/20	51637558	M18-100 CHANDLER & CRODDY WELL	\$10,627.50
	000002147	10/22/20	51625614	M18-100 W CHANDLER & S CRODDY	\$32,540.00
	2				\$43,167.50
Total CAPITAL	9				\$245,340.23
CHECK SIGNATURE EXEMPT					
SOUTHERN CALIFORNIA EDISON CO	000001993	10/08/20	223681499SEP20	ELECTRICITY - SEPTEMBER 2020	\$152,014.54
	1				\$152,014.54
Total CHECK SIGNATURE EXEMPT	1				\$152,014.54
DEPARTMENT EXPENSE					
4 IMPRINT	000002115	10/15/20	8507050	MWD PROMO ITEMS	\$1,324.84
		10/15/20	8503865	MWD PROMO ITEMS	\$582.91
		10/15/20	8484501	MWD PROMO ITEMS	\$1,641.32
	1				\$3,549.07

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
ACWA	000002164	10/22/20	092520	FY21 ACWA MEMBERSHIP RENEWAL	\$25,780.91
	1				\$25,780.91
ACWA JOINT POWERS INSURANCE AUTHORITY	000001930	10/01/20	0007305	PROPERTY LIABILITY RENEWAL	\$63,698.54
	000001984	10/01/20	OCT2020EAP	OCTOBER 2020 EAP	\$154.20
	000002165	10/22/20	093020	JUL - SEP 20 WORKERCOMP	\$27,828.61
	000002166	10/22/20	NOV2020EAP	NOVEMBER 2020 EAP	\$154.20
	4				\$91,835.55
AQUA STAR INTERNATIONAL	000001934	10/01/20	25720	WATER VENDING MACHINE PART	\$39.15
	1				\$39.15
AWWA CAL/NEV SECTION	000002069	10/15/20	CERT10425	CERT RENEWAL-CROSS CONNECTION	\$100.00
	1				\$100.00
CA DEPT OF JUSTICE	000001940	10/01/20	467237	PRE-EMPLOYMENT FINGERPRINTS	\$32.00
	1				\$32.00
CALIFORNIA SPECIAL DISTRICTS ASSN	000002224	10/29/20	5154	CY2021 MEMBERSHIP	\$7,805.00
	1				\$7,805.00
CALPERS BENEFIT PAYMENTS	0157313	10/29/20	102920R	PPE 10/9/20	\$36,943.91
	0157314	10/01/20	100120	PPE 9/11/20	\$36,935.26
	0157317	10/06/20	16180905	PA HEALTH PREMIUM	\$6,406.34
	0157318	10/06/20	16180894	OCT HEALTH PREMIUM	\$53,479.55
	0157319	10/06/20	16195424	SSA ANNUAL FEE	\$500.00
	0157324	10/15/20	92520	PPE 9/25/20	\$36,929.36
	6				\$171,194.42
COLONIAL LIFE & ACCIDENT INS	000001942	10/01/20	8892333-1005028	INSURANCE - PPE 09/24/20	\$208.75
		10/01/20	8892333-0921593	INSURANCE - PPE 09/11/20	\$208.75
	000002074	10/15/20	8892333-1019504	INSURANCE - PPE 09/25/20	\$208.75
	000002194	10/29/20	8892333-1102070	INSURANCE - PPE 10/23/20	\$208.75
	3				\$835.00

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
COSTA MESA CHAMBER OF COMMERCE	000002171	10/22/20	14136	CY20 SPONSORSHIPS	\$4,150.00
	1				\$4,150.00
DATCO	000002111	10/15/20	1188258	TRAINING DVD	\$36.94
		10/15/20	156885	DOT PROGRAM - CLASS A DRIVERS	\$331.50
1				\$368.44	
FIRST BANKCARD	0157327	10/14/20	09302020	SEPT C/C CHARGES	\$884.12
1				\$884.12	
GUARDIAN	000001951	10/01/20	00430941OCT20	OCT 20 DENTAL INSURANCE	\$5,817.98
	000002198	10/29/20	00430941NOV20	NOV 20 DENTAL INSURANCE	\$5,689.86
2				\$11,507.84	
NEOGOV, INC	000002120	10/15/20	INV-16714	ANNUAL JOB POSTING SUBSCRIPTON	\$1,011.15
		10/15/20	INV-16732	ANNUAL SUB - INSIGHT SOFTWARE	\$3,096.64
1				\$4,107.79	
NEWPORT URGENT CARE INC.	000002050	10/08/20	93967	ONSITE FLU SHOTS	\$460.00
1				\$460.00	
ORANGE COUNTY EMPLOYEES ASSN	000002179	10/22/20	OCEA PPE 092820	MEMBERSHIP DUES - PPE 09/28/20	\$275.52
		10/22/20	OCEA PPE 10/09/20	MEMBERSHIP DUES - PPE 10/09/20	\$275.52
	000002202	10/29/20	OCEA PPE 10/23/20	MEMBERSHIP DUES - PPE 10/23/20	\$275.52
2				\$826.56	
TASC	000001967	10/01/20	IN1844556	FSA ADMIN FEES- SEPTEMBER 2020	\$44.50
	000002209	10/29/20	IN1862731	FSA ADMIN FEES - OCTOBER 2020	\$167.16
2				\$211.66	
ULTIMATE STAFFING SERVICES	000001970	10/01/20	13928750	TEMP LABOR, PA, WE 09/13	\$1,417.93
	000002056	10/08/20	13933644	TEMP LABOR, PA, WE 09/27	\$1,417.93
		10/08/20	13931171	TEMP LABOR, PA, WE 09/20	\$1,374.96
	000002096	10/15/20	13936124	TEMP LABOR, PA, WE 10/04	\$1,460.90

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
ULTIMATE STAFFING SERVICES	000002150	10/22/20	13938632	TEMP LABOR, PA, WE 10/11	\$1,518.48
	000002213	10/29/20	13941140	TEMP LABOR, PA, WE 10/18	\$1,460.90
	5				\$8,651.10
URBAN WATER INSTITUTE	000002099	10/15/20	100620	SPONSORSHIP OCTOBER WEBINAR	\$500.00
	1				\$500.00
VISION SERVICE PLAN - (CA)	000002154	10/22/20	810700429	NOV 20 VISION INSURANCE	\$1,119.40
	1				\$1,119.40
VISTA DEL VERDE LANDSCAPE	000002132	10/15/20	34041	LANDSCAPE MAINTENANCE - AUG20	\$2,853.19
		10/15/20	34174	LANDSCAPE MAINTENANCE - SEP20	\$2,532.80
		10/15/20	34235	LANDSCAPE MAINTENANCE - JUL20	\$83.10
		10/15/20	34291	LANDSCAPE MAINTENANCE - OCT20	\$2,532.80
		1			
Total DEPARTMENT EXPENSE					\$341,959.90
EMPLOYEE CHECKS					
JASON LANGLOIS	000001992	10/01/20	PPE 08/28	PPE 08/28	\$772.05
	1				\$772.05
Total EMPLOYEE CHECKS					\$772.05
GENERAL AND ADMINISTRATIVE					
360 BC GROUP INC.	000002001	10/08/20	20524	WEBSITE MIGRATION	\$12,880.00
	000002070	10/15/20	20546	WEBSITE MAINTENANCE - SEP 2020	\$2,000.00
	2				\$14,880.00
600 ANTON BOULEVARD ASSOCIATES	000001929	10/01/20	CHEQ00099007 626	04450800 Overpayment refund	\$53,497.94
	1				\$53,497.94
AAA OIL INC. DBA CALIFORNIA FUELS & LUBRICANTS	000002170	10/22/20	L172917	FOOD MACHINERY DRUM	\$1,290.50
	1				\$1,290.50

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
ADVANCED CHEMICAL TRANSPORT, INC.	000002105	10/15/20	300350	HAZARDOUS WASTE DISPOSAL	\$727.94
		10/15/20	300330	HAZARDOUS WASTE DISPOSAL	\$742.50
		10/15/20	300333	HAZARDOUS WASTE DISPOSAL	\$291.50
		10/15/20	300335	HAZARDOUS WASTE DISPOSAL	\$775.50
	1				\$2,537.44
AMCPM, INC.	000002158	10/22/20	CHEQ00099007 637	03617301 Overpayment	\$133.46
					\$133.46
AMERICAN MEMBRANE TECH ASSOC	000002220	10/29/20	9604-8808-2021	2021 MEMBERSHIP RENEW - PHIL	\$625.00
					\$625.00
AMERICAN RED CROSS	000002189	10/29/20	22302074	FIRST AID TRAINING	\$1,010.00
					\$1,010.00
APOLLO PRINTING & GRAPHICS	000002135	10/22/20	261856	PRINTING - ADDRESS LABELS	\$581.85
					\$581.85
AQUENT	000001999	10/08/20	190-53935	MARKETING CONSULTANT	\$52.50
					\$52.50
AT&T MOBILITY	000001935	10/01/20	87295684390X0 9162020	WIRELESS COMM 09/09-10/08	\$1,609.87
					\$1,609.87
ATKINSON, ANDELSON, LOYA, RUUD & ROMO	000001936	10/01/20	603737	LEGAL SERVICES - AUGUST 2020	\$14,769.00
		10/29/20	605821	LEGAL SERVICES- SEPTEMBER 2020	\$14,897.50
					\$29,666.50
BINA M BARTON	000001932	10/01/20	CHEQ00099007 618	02515100 cust paid in error	\$1,124.00
					\$1,124.00
BLUECOSMO SATELLITE COMMUNICATIONS	000001937	10/01/20	BU01258470	SATELLITE PHONE SERVICE	\$96.63
		10/29/20	BU01267357	SATELLITE PHONE SERVICE	\$93.12
					\$189.75
BOLLAND AND ASSOCIATES	000002072	10/15/20	003	REGULATROY CONSULTING FEE	\$1,300.00

Payment Listing by Class

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
	1				\$1,300.00
BONNIE DURAN	000001977	10/01/20	CHEQ00099007 625	03216900 Cheque Deposits 03216	\$4.72
	1				\$4.72
BRITTANY ECK	000002065	10/15/20	CHEQ00099007 635	06410900 Cheque Deposits 06410	\$50.74
	1				\$50.74
BSI EHS SERVICES AND SOLUTIONS	000001938	10/01/20	60030	EHS SUPPORT SERVICES	\$12,400.00
	1				\$12,400.00
CALIFORNIA ADVOCATES INC.	000002073	10/15/20	102058	PROFESSIONAL SERVICES	\$7,000.00
	1				\$7,000.00
CANON FINANCIAL SERVICES, INC.	000001941	10/01/20	21878458	PRINTER EQUIPMENT LEASE	\$3,644.32
	000002192	10/29/20	21993572	PRINTER EQUIPMENT LEASE	\$3,931.03
	2				\$7,575.35
CASCO INTERNATIONAL, INC. DBA C.A. SHORT COMPANY	000001946	10/01/20	7026976	EMPLOYEE SERVICE AWARD	\$21.39
	1				\$21.39
CCS ORANGE COUNTY JANITORIAL INC.	000001943	10/01/20	482683	JANITORIAL SERVICES	\$3,798.08
	000002040	10/08/20	486317	M20-099 DAY PORTER SERVICE	\$3,031.00
		10/08/20	486316	JANITORIAL SERVICES	\$3,798.08
	000002109	10/15/20	79473913	JANITORIAL SUPPLIES	\$863.29
		10/15/20	79495196	JANITORIAL SUPPLIES	\$176.86
	3				\$11,667.31
CITRIX SYSTEM INC.	000002193	10/29/20	92117106	ANNUAL RENEWAL VIRTUAL APPS	\$1,750.00
	1				\$1,750.00
CITY OF SANTA ANA	000002221	10/29/20	35776303SEP20	CHANDLER WATER/SEWER	\$194.59
		10/29/20	35821304SEP20	CRODDY WATER/SEWER	\$593.54
	1				\$788.13
CONSTANT AND ASSOCIATES, INC.	000002041	10/08/20	CA2020_525	COMMUNICATIONS PLAN & TRAINING	\$26,533.57

Payment Listing by Class

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
CONSTANT AND ASSOCIATES, INC.	000002110	10/15/20	CA2020_557	COMMUNICATIONS PLAN & TRAINING	\$26,111.57
	2				\$52,645.14
COSTA MESA COLLISION AND AUTO PAINTING	000002222	10/29/20	22741	AUTO REPAIR	\$5,733.91
	1				\$5,733.91
COTTONE MARKETING SVCS., INC./THE EMBROIDERY STORE	000002223	10/29/20	49036023	MWD EMBROIDERED SERVICE	\$207.75
	1				\$207.75
DCL AMERICA INC.	000002172	10/22/20	1000087797	WELL 5 CATALYST REPLACEMENT	\$3,858.00
		10/22/20	1000087754	WELL 5 CATALYST REPLACEMENT	\$11,312.00
	1				\$15,170.00
DENNIS D ROCK CONSTRUCTION (1ST ALERT)	000002005	10/08/20	20122	REPAIR GAS PUMP	\$1,280.77
	000002195	10/29/20	20067	REPAIR GAS PUMP	\$375.00
	2				\$1,655.77
DENYCE FLAUM	000001931	10/01/20	CHEQ00099007622	30000268 Cheque Deposits 30000	\$196.62
					1
DUDEK	000001945	10/01/20	202006392	OC-44 PIPELINE REHAB	\$4,160.00
					1
EAN SERVICES LLC	000002076	10/15/20	25400314	M20-099 TRUCK RENTAL	\$4,462.18
					1
ELAN ONE	0157325	10/15/20	093020	ELAN ONE C/C CHARGES	\$2,895.09
					1
EMPOWER	000002077	10/15/20	304054	457 PLAN EXPENSES	\$5,076.75
	0157315	10/01/20	92520	PPE 9/25/20	\$1,028.96
	0157316	10/01/20	925201	PPE 9/25/20	\$11,748.90
	0157320	10/15/20	101520	PPE 10/9/20	\$1,028.96
	0157321	10/29/20	102320	PPE 10/23/20	\$1,028.96
	0157322	10/29/20	1023201	PPE 10/23/20	\$12,541.90
	0157323	10/15/20	109201	PPE 10/9/20	\$12,541.90
	7				\$44,996.33
ENTERPRISE FM TRUST	000002196	10/29/20	FBN4060326	AUTO LEASES - OCTOBER 2020	\$1,025.68

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
	1				\$1,025.68
ENVIRONMENTAL SYSTEMS RESEARCH INSTITUTE, INC.	000002139	10/22/20	93906834	ARCGIS MAINTENANCE RENEWAL	\$3,000.00
	1				\$3,000.00
ETIEN FRETT	000002162	10/22/20	CHEQ00099007 641	03620600 Cheque Deposits 03620	\$177.95
	1				\$177.95
EWING IRRIGATION	000001947	10/01/20	12656991	IRRIGATION SUPPLIES	\$65.77
	1				\$65.77
FASTENAL COMPANY	000001948	10/01/20	CAGV11841	M20-099 EMERGENCY SUPPLIES	\$1,185.25
	1				\$1,185.25
FM THOMAS AIR CONDITIONING INC	000001949	10/01/20	41606	REPAIRS - HVAC	\$863.60
		10/01/20	41603	REPAIRS - HVAC	\$345.00
	000002044	10/08/20	41626	HVAC QUARTERLY MAINTENANCE	\$870.00
		10/08/20	41625	VFD QUARTERLY MAINTENANCE	\$1,111.00
		10/08/20	41634	REPAIRS - HVAC	\$355.00
	2				\$3,544.60
FRANCIS FINN	000002160	10/22/20	CHEQ00099007 639	03106201 Cheque Deposits 03106	\$46.31
	1				\$46.31
FRONTIER COMMUNICATIONS	000002008	10/08/20	17945SEP20	DDS LINE 09/13-10/12	\$108.37
	000002197	10/29/20	17945OCT20	DDS LINE 10/13-11/12	\$118.03
	2				\$226.40
FULL CIRCLE RECYCLING	000002079	10/15/20	25554	RECYCLING SERVICES	\$133.50
	1				\$133.50
GLOBAL ENVIRONMENTAL NETWORK INC.	000002227	10/29/20	968152	SAFETY TRAINING	\$890.00
		10/29/20	968153	SAFETY TRAINING	\$880.00
	1				\$1,770.00
GMC ENGINEERING INC.	000002174	10/22/20	2REV2	M20-105 GISLER PARKING PROJECT	\$39,454.35
	1				\$39,454.35
HALO BRANDED SOLUTIONS, INC.	000002009	10/08/20	4706472	PROMO ITEMS	\$431.01

Payment Listing by Class

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
	1				\$431.01
HYDROPOINT DATA SYSTEMS	000002010	10/08/20	55659	WEATHERTRAK RENEWAL	\$470.00
	1				\$470.00
IBI GROUP	000002134	10/22/20	10011213R	M20-105 MWRP OUTREACH CENTER	\$79,433.50
	1				\$79,433.50
INFOSEND INC	000001954	10/01/20	178490	CUSTOMER BILLING SERVICE	\$645.34
	000002011	10/08/20	175576	SR OP RECRUITMENT LETTER	\$595.08
	000002116	10/15/20	179544	CUSTOMER BILLING SERVICE	\$2,010.59
		10/15/20	178673	CUSTOMER BILLING SERVICE	\$1,624.03
	000002175	10/22/20	179737	CUSTOMER BILLING SERVICE	\$1,090.31
		10/22/20	178618	PROGRAMMING FEE	\$150.00
	4				\$6,115.35
INSIGHT PUBLIC SECTOR	000002082	10/15/20	1100769761	ANNUAL MAINTENANCE RENEWAL	\$3,578.16
	1				\$3,578.16
IRRIGATION ASSOCIATION	000002083	10/15/20	105037-2021	CERTIFICATE RENEWAL - JF	\$125.00
	1				\$125.00
J W D'ANGELO CO INC.	000002176	10/22/20	S1416842.001	HYDRANT HEADS	\$14,678.20
	1				\$14,678.20
JAZZAR CONSTRUCTION GROUP, INC.	000002062	10/15/20	CHEQ00099007 631	20069700 Cheque Deposits 20069	\$1,192.24
	1				\$1,192.24
JEFF LOWERY	000001979	10/01/20	CHEQ00099007 623	06601700 Cheque Deposits 06601	\$263.49
	1				\$263.49
JOHN ROBINSON CONSULTING, INC.	000002118	10/15/20	MW202001-02	M20-100 METER TECH IMPLEMENT	\$7,987.25
		10/15/20	MW202001-03	M20-100 METER TECH IMPLEMENT	\$2,400.00
		10/15/20	MW201901-17	CONSULTING SERVICES	\$10,200.00
		10/15/20	MW201901-18	CONSULTING SERVICES	\$10,200.00

Payment Listing by Class

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
	1				\$30,787.25
KARA RINDFLEISCH	000001975	10/01/20	CHEQ00099007 619	05508123 Cheque Deposits 05508	\$24.58
	1				\$24.58
KATHLEEN MARTIN HENDERSON	000002159	10/22/20	CHEQ00099007 638	04614800 Overpayment	\$84.52
	1				\$84.52
KLEEN KRAFT SERVICES	000001955	10/01/20	1048211	CAUSTIC SODA	\$211.33
	000002014	10/08/20	1048864	UNIFORMS, MATS, TOWELS	\$211.33
	000002084	10/15/20	1049504	UNIFORMS, MATS, TOWELS	\$214.48
	000002229	10/29/20	1050156	UNIFORMS, MATS, TOWELS	\$220.80
		10/29/20	1050805	UNIFORMS, MATS, TOWELS	\$223.44
	4				\$1,081.38
LANDS' END BUSINESS OUTFITTERS	000002200	10/29/20	SIN8668116	MWD EMBROIDERED WEAR	\$194.83
	1				\$194.83
LEICA GEOSYSTEMS SOLUTION CENTER	000001957	10/01/20	US-902209545	PAINT SUPPLIES	\$436.39
	1				\$436.39
LIEBERT CASSIDY WHITMORE	000002016	10/08/20	1506343	PROFESSIONAL SERVICES - AUGUST	\$868.00
	1				\$868.00
LIFECOM, INC.	000002048	10/08/20	2090577-IN	SERVICE/CALIBRATE RKI EAGLE	\$65.00
		10/08/20	2090576-IN	SERVICE/CALIBRATE RKI GX	\$65.00
		10/08/20	2090580-IN	SERVICE/CALIBRATE RKI EAGLE	\$422.64
	000002177	10/22/20	2090623-IN	SERVICE/CALIBRATE RKI EAGLE	\$391.67
		10/22/20	2090622-IN	SERVICE/CALIBRATE RKI EAGLE	\$438.80
		10/22/20	2090612-IN	SERVICE/CALIBRATE RKI EAGLE	\$65.00
	2				\$1,448.11
MATTHEW BOURBEAU	000002064	10/15/20	CHEQ00099007 632	10421200 Cheque Deposits 10421	\$146.05
	1				\$146.05

Payment Listing by Class

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
MATTHEW MEDDOCK	000001981	10/01/20	CHEQ00099007 628	07320700 Cheque Deposits 07320	\$88.69
	1				\$88.69
NOVATIME TECHNOLOGY INC	000001961	10/01/20	SI-081911	MONTHLY FEE - TIME CARDS	\$195.75
	000002086	10/15/20	SI-083947	MONTHLY FEE - TIME CARDS	\$192.50
	2				\$388.25
OC TAX PAYERS ASSOCIATION	000001962	10/01/20	20C-00183	Save California Event 9-30-20	\$1,000.00
	1				\$1,000.00
O'NEIL STORAGE #0481	000002124	10/15/20	2009056	FILE STORAGE - SEPTEMBER 2020	\$141.68
	1				\$141.68
ORANGE COUNTY FIRE AUTHORITY	000002232	10/29/20	102120-FMP	Fire Master Plan Permit Fee	\$893.00
	000002233	10/29/20	102120-OC	Occupancy & Chemicals Permit	\$2,084.00
	000002234	10/29/20	102120-ABST	Above Grd. Storage Tank Permit	\$884.00
	3				\$3,861.00
ORANGE COUNTY PRINTING	000002122	10/15/20	583606384	DESIGN SERVICES	\$404.07
	1				\$404.07
PAUL JACKSON	000002163	10/22/20	CHEQ00099007 642	01503100 Cheque Deposits 01503	\$47.99
	1				\$47.99
PAUL PRESTON	000001976	10/01/20	CHEQ00099007 624	00550203 Cheque Deposits 00550	\$22.78
	1				\$22.78
PETE'S ROAD SERVICE	000002125	10/15/20	443453-00	TIRE REPAIR	\$528.21
		10/15/20	445059-00	TIRE REPAIR	\$130.15
		10/15/20	443322-00	TIRE REPAIR	\$130.15
	1				\$788.51
PROCARE WORK INJURY CENTER (DBA)	000002089	10/15/20	298619	MEDICAL SERVICES	\$120.00
	1				\$120.00
QUADIENT LEASING USA, INC	000002049	10/08/20	P8486255	MAIL EQUIPMENT- PROPERTY TAX	\$98.49
		10/08/20	N8484613	LEASE - MAIL EQUIPMENT	\$883.31
	1				\$981.80

Payment Listing by Class

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
RAFTELIS FINANCIAL CONSULTANTS	000002235	10/29/20	16903	CONSULTING-WATER COST ANALYSIS	\$1,290.00
	1				\$1,290.00
RAYNE WATER SYSTEMS	000002021	10/08/20	30486OCT20	SOFT WATER SERVICE OCT 20	\$41.42
	1				\$41.42
ROBERT S ORLANDO	000001978	10/01/20	CHEQ00099007630	08623500 Cheque Deposits 08623	\$24.02
	000002063	10/15/20	CHEQ00099007633	08623500 Overpayment	\$122.17
	2				\$146.19
RODRIGO OCON	000001985	10/01/20	CHEQ00099007620	30001132 Cheque Deposits 30001	\$85.08
	1				\$85.08
SANDY STRASBAUGH	000002137	10/22/20	C0164-21-01	C0164-21-01 PLAN CHECK REFUND	\$1,108.00
	1				\$1,108.00
SARA CABALLERO	000002066	10/15/20	CHEQ00099007634	05404101 Overpayment	\$310.00
	1				\$310.00
SECTRAN SECURITY INC	000001965	10/01/20	20090922	WEEKLY BANK DEPOSITS	\$135.97
	000002128	10/15/20	20080906	WEEKLY BANK DEPOSITS	\$135.97
		10/15/20	20070911	WEEKLY BANK DEPOSITS	\$135.37
	000002207	10/29/20	20100917	WEEKLY BANK DEPOSITS	\$135.97
	3				\$543.28
SONSRAY MACHINERY	000001966	10/01/20	W09818-03	FLEET REPAIR	\$6,668.39
	1				\$6,668.39
SWRCB	000002236	10/29/20	RW-1027581	FY20 RECYCLED WATER FEES	\$814.00
	1				\$814.00
T2 TECHNOLOGY GROUP, LLC	000002093	10/15/20	00307244	IT SUPPORT - AUGUST 2020	\$37,452.50
	1				\$37,452.50
THEODORE ROBINS FORD	000002053	10/08/20	C41226	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41223	AUTO REPAIRS & MAINTENANCE	\$75.00

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
THEODORE ROBINS FORD	000002053	10/08/20	C41453	AUTO REPAIRS & MAINTENANCE	\$1,300.58
		10/08/20	C41221	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41222	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41227	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41231	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41234	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41238	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41235	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41236	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41292	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41230	AUTO REPAIRS & MAINTENANCE	\$75.00
		10/08/20	C41224	AUTO REPAIRS & MAINTENANCE	\$75.00
		000002130	10/15/20	C42787	AUTO REPAIRS & MAINTENANCE
	10/15/20		C43124	AUTO REPAIRS & MAINTENANCE	\$389.48
	000002183	10/22/20	C42693	AUTO REPAIRS & MAINTENANCE	\$391.89
			C42506	AUTO REPAIRS & MAINTENANCE	\$567.33
			C43299	AUTO REPAIRS & MAINTENANCE	\$1,197.44
			C41676	AUTO REPAIRS & MAINTENANCE	\$176.80
			C43399	AUTO REPAIRS & MAINTENANCE	\$364.87
	000002210	10/29/20	C43398	AUTO REPAIRS & MAINTENANCE	\$838.72
4					\$7,129.91
TIME WARNER CABLE	000001968	10/01/20	1048224081920	INTERNET - DISTRICT	\$2,114.00
		10/01/20	1048224091920	INTERNET - DISTRICT	\$2,114.00
	000002054	10/08/20	1524356091520	INTERNET - MWRF	\$204.98

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
TIME WARNER CABLE	000002054	10/08/20	0679649091820	INTERNET - MWRF	\$324.98
	000002148	10/22/20	0012934100320	INTERNET - DISTRICT	\$349.37
	3				\$5,107.33
TOVEY SHULTZ CONSTRUCTION, INC.	000002067	10/15/20	CHEQ00099007 636	20065800 Cheque Deposits 20065	\$910.80
	1				\$910.80
TRACY SEEBER	000001980	10/01/20	CHEQ00099007 629	00507130 Cheque Deposits 00507	\$44.91
	1				\$44.91
TRENCH PLATE RENTAL CO	000002055	10/08/20	217091	WATER OPS EQUIPMENT	\$1,376.98
	1				\$1,376.98
TROY GABRIEL HOUSTON	000001933	10/01/20	CHEQ00099007 621	07003000 Cheque Deposits 07003	\$196.88
	1				\$196.88
TRUE NORTH RESEARCH, INC.	000002094	10/15/20	2585	CUSTOMER SURVEY 2021	\$34,875.00
	1				\$34,875.00
ULINE	000002024	10/08/20	124462778	GENERAL SUPPLIES	\$123.83
	000002095	10/15/20	124784067	GENERAL SUPPLIES	\$465.02
	2				\$588.85
UNIVERSAL WASTE SYSTEMS, INC	000002025	10/08/20	0000777573	WASTE REMOVAL - OCTOBER	\$87.00
	1				\$87.00
UNUM	000001971	10/01/20	0420560001OCT 20	LIFE INSURANCE - OCT 2020	\$4,112.01
	000002152	10/22/20	04205600016N OV20	LIFE INSURANCE - NOV 2020	\$4,122.91
	2				\$8,234.92
VANGUARD UNIVERSITY	000002237	10/29/20	CF2020.03	SPONSORSHIP - FANTASIA	\$2,750.00
	1				\$2,750.00
VERIZON WIRELESS	000002026	10/08/20	9862996269	MOBILE INTERNET 08/17-09/16	\$2,520.88
	1				\$2,520.88
VORTEX INDUSTRIES, INC	000002238	10/29/20	09-1464098	GATE REPAIR - MWRF	\$380.00
	1				\$380.00
WASTE MANAGEMENT OF OC	000002101	10/15/20	0387273-2515-1	TR CONTAINER RENTAL OCT20	\$1,131.45

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
WASTE MANAGEMENT OF OC	000002215	10/29/20	7950940-0149-7	TR CONTAINER RENTAL OCT20	\$450.00
	2				\$1,581.45
WATER SYSTEMS CONSULTING, INC.	000002184	10/22/20	5048	PROJECT RISK & EMERGENCY	\$11,605.00
		10/22/20	5043	M21-220A WILSON PIPELINE PROJ	\$10,403.75
	1				\$22,008.75
WATEREUSE FOUNDATION	000002156	10/22/20	D40710	FY21 MEMBERSHIP RENEWAL	\$3,852.00
	1				\$3,852.00
WE SAVE BEES	000002102	10/15/20	7794	BEE REMOVAL SERVICES	\$195.00
		10/15/20	7762	BEE REMOVAL SERVICES	\$195.00
		10/15/20	7782	BEE REMOVAL SERVICES	\$125.00
	000002157	10/22/20	7838	BEE REMOVAL SERVICES	\$195.00
	000002217	10/29/20	7830	BEE REMOVAL SERVICES	\$350.00
		10/29/20	7889	BEE REMOVAL SERVICES	\$195.00
	3				\$1,255.00
WESTERN EXTERMINATOR COMPANY	000001972	10/01/20	8498580	PEST CONTROL - MWRF	\$92.50
	000002028	10/08/20	8517176	PEST CONTROL - DISTRICT	\$92.50
2				\$185.00	
WILLIAM J KING	000002161	10/22/20	CHEQ00099007 640	01111900 Cheque Deposits 01111	\$11.51
				1	
WOLF CONSULTING, INC.	000001974	10/01/20	INV-000166	DATABASE SUPPORT SERVICES	\$500.00
				1	
YARDLEY ORGILL CO INC. DBA YO FIRE	000002218	10/29/20	1006664	HYDRANT HEADS	\$23,715.78
				1	
YORKE ENGINEERING, LLC	000002060	10/08/20	23324	AQ & ES ENVIRONMENTAL SERVICES	\$462.50
			10/08/20	23323	AQ & ES COMPLIANCE ASSISTANCE

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
	1				\$2,393.50
ZONES INC	000002030	10/08/20	K15876410101	ACROBAT PRO	\$1,853.00
	000002104	10/15/20	K15211340101	ADOBE CREATIVE CLOUD	\$1,274.64
	2				\$3,127.64
Total GENERAL AND ADMINISTRATIVE	147				\$653,004.83
RETIREE CHECKS					
ALAN COOK	000001996	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$98.83
	1				\$98.83
ART HERNANDEZ	000002000	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$183.08
	1				\$183.08
COLEEN L MONTELEONE	000002004	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$245.00
	1				\$245.00
DIANA LEACH	000002006	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$271.06
	1				\$271.06
JOHN CERNEK	000002013	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$66.28
	1				\$66.28
LORI MULLER	000002017	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$98.56
	1				\$98.56
PATTI REYNOLDS	000002018	10/08/20	100120	OCT 2020 INSURANCE SUBSIDY	\$1.06
	1				\$1.06
Total RETIREE CHECKS	7				\$963.87
VARIOUS					
AMAZON BUSINESS	000001997	10/08/20	1CH1-GJTF-6YP7	OFFICE SUPPLIES	\$308.70
	000002106	10/15/20	1JFD-RFJN-MYVD	OFFICE SUPPLIES	\$260.81
		10/15/20	1Y74-1N9V-PRMH	OFFICE SUPPLIES	\$25.40
		10/15/20	11X7-MGQR-P61P	OFFICE SUPPLIES	\$143.16
		10/15/20	16KW-X3TF-LMRV	OFFICE SUPPLIES	\$67.86

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
AMAZON BUSINESS	000002167	10/22/20	1JFD-RFJN-XWVQ	OFFICE SUPPLIES	\$45.88
		10/22/20	1L4W-DXLY-FD9J	OFFICE SUPPLIES	\$17.12
	000002219	10/29/20	1T3X-YH3K-W3RW	OFFICE SUPPLIES	\$8.61
		10/29/20	1L7L-R6KN-L1RM	OFFICE SUPPLIES	\$115.00
	4				\$992.54
AT&T	000002031	10/08/20	9337OCT20	714-435-9337 OCTOBER 2020	\$2,479.17
	000002032	10/08/20	8315OCT20	714-241-8315 OCTOBER 2020	\$930.84
	000002033	10/08/20	0926OCT20	949-650-0926 OCTOBER 2020	\$1,617.04
	000002034	10/08/20	0779OCT20	339-263-0779 OCTOBER 2020	\$1,597.31
	000002035	10/08/20	8883OCT20	949-631-8883 OCTOBER 2020	\$365.81
	000002036	10/08/20	9024OCT20	339-264-9024 OCTOBER 2020	\$713.69
	000002037	10/08/20	3066OCT20	960-350-3066 OCTOBER 2020	\$4,838.80
	000002038	10/08/20	3044OCT20	949-574-3044 OCTOBER 2020	\$2,873.53
	000002107	10/15/20	000015262292	ACCT# 9391055284 AUGUST 2020	\$2,586.08
		10/15/20	000015263150	ACCT# 9391061444 AUGUST 2020	\$55.60
		10/15/20	000015404986	ACCT#9391055284 SEPTEMBER 2020	\$2,586.08
		10/15/20	000015405844	ACCT#9391061444 SEPTEMBER 2020	\$55.60
	000002136	10/22/20	4054001OCT20	030 203 4054 001 OCT 2020	\$86.38
		10			
BEHRENS AND ASSOCIATES, INC.	000002071	10/15/20	RI13154	SOUND PANEL RENTAL	\$1,551.60
		1			\$1,551.60
CAROLLO ENGINEERS	000002039	10/08/20	0190828	E400-0012 GIS HYDRAULIC MODL	\$1,731.50
	000002185	10/29/20	0190819	M21-220C VALVE SPACING	\$40,725.75
	2				\$42,457.25

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
CASE COMMUNICATIONS	000002002	10/08/20	092120	SPONSORSHIP - KOCI RADIO	\$1,950.00
	1				\$1,950.00
CLIENT FIRST CONSULTING GROUP	000002108	10/15/20	11830	JANITORIAL SUPPLIES	\$9,542.50
	1				\$9,542.50
DION & SONS, INC	000002173	10/22/20	759316	GASOLINE	\$4,854.71
		10/22/20	759315	DIESEL FUEL	\$1,528.04
	1				\$6,382.75
ELITE EQUIPMENT	000002112	10/15/20	40990	REPAIRS	\$405.61
		10/15/20	40991	REPAIRS	\$264.55
		10/15/20	40926	REPAIRS	\$430.76
	000002138	10/22/20	40851	REPAIRS	\$185.02
	000002225	10/29/20	41162	REPAIRS	\$196.32
		10/29/20	41062	REPAIRS	\$1,040.52
	3				\$2,522.78
EMISSION COMPLIANT CONTROLS CORP	000002007	10/08/20	PS04968	ENGINE REPAIRS	\$9,833.35
	1				\$9,833.35
FEDERAL EXPRESS CORPORATION	000002043	10/08/20	7-119-57253	SHIPPING SERVICES	\$285.25
		10/08/20	7-132-39389	SHIPPING SERVICES	\$407.69
	000002078	10/15/20	7-137-69473	SHIPPING SERVICES	\$109.58
	000002226	10/29/20	7-146-43720	SHIPPING SERVICES	\$33.71
		10/29/20	7-145-15411	SHIPPING SERVICES	\$337.26
	3				\$1,173.49
GRAINGER	000001950	10/01/20	9663214444	SAFETY TOOLS & EQUIPMENT	\$76.51
	000002045	10/08/20	9648933605	SAFETY TOOLS & EQUIPMENT	\$88.48
		10/08/20	9649180156	SAFETY TOOLS & EQUIPMENT	\$163.54
	000002113	10/15/20	9660585440	SAFETY TOOLS & EQUIPMENT	\$222.99
		10/15/20	9668301212	SAFETY TOOLS & EQUIPMENT	\$78.42
		10/15/20	9664982957	SAFETY TOOLS & EQUIPMENT	\$30.93
	000002228	10/29/20	9311033675	SAFETY TOOLS & EQUIPMENT	\$101.50

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
GRAINGER	000002228	10/29/20	9467089802	SAFETY TOOLS & EQUIPMENT	\$570.82
		10/29/20	9308669416	SAFETY TOOLS & EQUIPMENT	\$94.23
		10/29/20	9591830634	SAFETY TOOLS & EQUIPMENT	\$44.52
4					\$1,471.94
HACH COMPANY	000002114	10/15/20	12131101	WATER QUALITY SUPPLIES	\$6,535.00
		10/15/20	12135108	WATER QUALITY SUPPLIES	\$1,262.08
	000002142	10/22/20	12148458	WATER QUALITY SUPPLIES	\$149.45
2					\$7,946.53
HASHTAG PINPOINT	000002080	10/15/20	1294	STRATEGIC COMMUNICATIONS	\$4,000.00
1					\$4,000.00
HRCHITECT	000001952	10/01/20	2020-0578	M18-110 HRIS SYSTEM CONSULTANT	\$2,275.00
		10/15/20	2020-0618	M18-110 HRIS SYSTEM CONSULTANT	\$2,406.25
		10/29/20	2020-0640	M18-110 HRIS SYSTEM CONSULTING	\$1,181.25
3					\$5,862.50
LEHR AUTO	000002047	10/08/20	SI51093	TRUCK PARTS & INSTALLATION	\$1,654.47
		10/08/20	SI50826	TRUCK PARTS & INSTALLATION	\$1,654.47
		10/08/20	SI50766	TRUCK PARTS & INSTALLATION	\$1,654.47
		10/08/20	SI51094	TRUCK PARTS & INSTALLATION	\$1,654.47
		10/08/20	SI50704	TRUCK PARTS & INSTALLATION	\$1,654.47
1					\$8,272.35
LEWIS CONSULTING GROUP	000002015	10/08/20	2020-136	GOV'T RELATIONS SERVICES	\$5,000.00
1					\$5,000.00
MEYERS NAVE	000001958	10/01/20	2020080253	E200-0001 MATTER 1893.003	\$17,128.80
		10/29/20	2020090163	E200-0001 MATTER 1893.003	\$16,918.65

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
	2				\$34,047.45
ORANGE COUNTY HOSE CO	000002052	10/08/20	158858	WATER HOSE & FITTINGS	\$441.14
		10/08/20	159030	WATER HOSE & FITTINGS	\$145.30
	000002203	10/29/20	159182	WATER HOSE & FITTINGS	\$307.53
	2				\$893.97
PRIME SYSTEMS INDUSTRIAL AUTOMATION	000002205	10/29/20	825-118	SCADA SYSTEM SUPPORT	\$28,413.57
	1				\$28,413.57
RUTAN & TUCKER, LLP	000002206	10/29/20	879788	SPECIAL LEGAL COUNSEL	\$450.00
		10/29/20	879786	SPECIAL LEGAL COUNSEL	\$690.00
	1				\$1,140.00
SHERWIN WILLIAMS COMPANY	000002092	10/15/20	3011-6	PAINTING SUPPLIES	\$255.71
	000002208	10/29/20	4073-5	PAINTING SUPPLIES	\$21.42
	2				\$277.13
SOUTHERN CALIFORNIA GAS CO	000002022	10/08/20	05060829008SE P20	NATURAL GAS, WELL 5, SEP 2020	\$11,774.36
	000002182	10/22/20	05200799004OC T20	NATURAL GAS RES 2, OCT 2020	\$1,974.24
		10/22/20	08520813000OC T20	NATURAL GAS DISTRICT OCT 20	\$42.66
		10/22/20	08940813002OC T20	NATURAL GAS, RES 1, OCT 20	\$655.47
	2				\$14,446.73
SPRYPOINT SERVICES INC	000002129	10/15/20	INV-0577	M21-100 SPRYENGAGE SUBSCRIPTON	\$29,150.00
	1				\$29,150.00
THE HOME DEPOT COMMERCIAL ACCT	000002143	10/22/20	1915SEP20	TOOLS & EQUIPMENT	\$1,605.04
	1				\$1,605.04
THE HOWARD E NYHART CO. INC.	000002144	10/22/20	0162723	GASB 68 REPORT CONSULTING	\$1,500.00
	1				\$1,500.00
TRUST FOR CONSERVATION INNOVATION	000002023	10/08/20	576	SPONSORSHIP	\$1,000.00
	1				\$1,000.00

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
TYCO/ JOHNSON CONTROLS	000001969	10/01/20	34714416	ALARM SERVICE 9/03-9/30	\$388.29
	000002212	10/29/20	34851179	SERVICE CALL - BOARDROOM	\$20.42
		10/29/20	34851180	SERVICE CALL - RESERVOIR 2	\$868.11
	2				\$1,276.82
UNITED INTERIORS	000002057	10/08/20	5045	FURNITURE	\$2,620.05
		10/08/20	5010	FURNITURE	\$4,245.96
	1				\$6,866.01
VALLEY POWER	000002058	10/08/20	B42798	WELL #5 ENGINE REPAIR	\$3,003.36
	000002153	10/22/20	B77459	COOLANT	\$2,505.35
	2				\$5,508.71
VONAGE HOLDINGS CORPORATION	000002027	10/08/20	2012345	TELEPHONE SERVICES	\$10,420.49
	1				\$10,420.49
WECK ANALYTICAL ENVIRONMENTAL SERVICES INC.	000002216	10/29/20	70631	WATER QUALITY ANALYSIS	\$4,050.50
	1				\$4,050.50
WHITTINGHAM PUBLIC AFFAIRS ADVISORS	000002029	10/08/20	000849	SCAQMD CONSULTING	\$1,650.00
	1				\$1,650.00
Total VARIOUS	61				\$271,991.93
WATER SUPPLY					
AIRGAS USA LLC	000002188	10/29/20	9974413410	CYLINDER RENTAL	\$175.90
	1				\$175.90
AMERICAN WATER CHEMICALS	000001998	10/08/20	05200876/1	WATER TREATMENT CHEMICALS	\$5,172.00
	1				\$5,172.00
D&H WATER SYSTEMS	000002042	10/08/20	I2020-1002	MWRF PUMP SUPPLIES	\$10,170.00
	1				\$10,170.00
JCI JONES CHEMICAL CO.	000001986	10/01/20	833223	CAUSTIC SODA	\$1,720.99
	000002117	10/15/20	834854	CAUSTIC SODA	\$2,056.60
	2				\$3,777.59
LINDE INC.	000001989	10/01/20	98858708	CARBON DIOXIDE	\$3,496.03
		10/01/20	98839049	CARBON DIOXIDE	\$3,676.37
	000002020	10/08/20	98996837	CARBON DIOXIDE	\$3,646.77

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LINDE INC.	000002180	10/22/20	99396130	CARBON DIOXIDE	\$3,314.40
		10/22/20	99240645	CARBON DIOXIDE	\$3,448.46
		10/22/20	98715863	CARBON DIOXIDE TANK RENTAL	\$2,164.70
		10/22/20	99314849	CARBON DIOXIDE TANK RENTAL	\$2,164.70
	3				\$21,911.43
MUNICIPAL WATER DISTRICT OF OC	0157326	10/15/20	16602	MWDOC CHOICE PROGRAMS	\$8,614.92
		1			\$8,614.92
NALCO WATER PRETREATMENT SOLUTIONS	000001960	10/01/20	2466592	MWRF GARDEN SUPPLIES	\$10.04
		10/01/20	2473026	MWRF GARDEN SUPPLIES	\$581.65
	000002145	10/22/20	2476559	MWRF GARDEN SUPPLIES	\$556.05
	2				\$1,147.74
OCWD	0157328	10/01/20	22053	AUGUST GAP WTR	\$128,935.35
		1			\$128,935.35
PACIFIC STAR CHEMICAL DBA NORTHSTAR CHEMICAL	000001988	10/01/20	178577	SOD HYPO	\$192.61
		10/01/20	178578	SOD HYPO	\$3,264.49
	000002051	10/08/20	179129	SOD HYPO	\$2,946.75
		10/08/20	179128	SOD HYPO	\$1,145.84
	000002121	10/15/20	179680	SOD HYPO	\$1,873.82
		10/15/20	179679	SOD HYPO	\$422.21
		10/15/20	179559	SOD HYPO	\$1,168.69
		10/15/20	179682	SODIUM BISULFITE	\$2,337.05
		10/15/20	179681	SOD HYPO	\$2,946.75
	000002178	10/22/20	180193	SOD HYPO	\$2,533.25
	10/22/20	180192	SOD HYPO	\$1,275.33	
	4				\$20,106.79
SEPARATION PROCESSES, INC	000002091	10/15/20	9928	SUPPORT SERVICES	\$2,164.28
		1			\$2,164.28
UNITED WATERWORKS INC.	000002098	10/15/20	S100091268.001	WATER OP SUPPLIES	\$1,187.30
	000002151	10/22/20	S100091257.001	WATER OP SUPPLIES	\$4,070.45
	000002214	10/29/20	S100091504.001	WATER OPS SUPPLIES	\$1,456.04
	3				\$6,713.79
Total WATER SUPPLY	20				\$208,889.79

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
WATER SYSTEM					
ACCESSORIE AIR COMPRESSOR SYSTEMS	000001995	10/08/20	197287	AIR COMPRESSOR REPAIR	\$3,937.62
	1				\$3,937.62
ALS TRUESDAIL LABORATORIES INC	000002131	10/15/20	522003803	WATER QUALITY TESTING	\$84.00
		10/15/20	522003804	WATER QUALITY TESTING	\$22.00
		10/15/20	522003736	WATER QUALITY TESTING	\$62.00
		10/15/20	522003735	WATER QUALITY TESTING	\$62.00
		10/15/20	522003840	WATER QUALITY TESTING	\$84.00
		10/15/20	522003841	WATER QUALITY TESTING	\$62.00
		10/15/20	522004048	WATER QUALITY TESTING	\$62.00
	000002149	10/22/20	522004124	WATER QUALITY TESTING	\$84.00
	000002211	10/29/20	522004166	WATER QUALITY TESTING	\$62.00
	3				\$584.00
ARMORCAST PRODUCTS CO	000002068	10/15/20	0210098-IN	METER LIDS	\$3,478.48
	1				\$3,478.48
BADGER METER INC.	000001982	10/01/20	1387151	METERS	\$413.76
		10/01/20	1387152	METERS	\$181.02
		10/01/20	1385997	METERS	\$11,223.24
		10/01/20	1386783	METERS	\$504.27
		10/01/20	1389559	METERS	\$3,218.50
		10/01/20	1391284	METERS	\$4,693.29
	000001994	10/08/20	1387862	METERS	\$129,849.53
		10/08/20	1387861	METERS	\$30,929.64
	000002061	10/15/20	1388151	METERS	\$60,557.66
		10/15/20	1388150	METERS	\$20,731.10
		10/15/20	1390657	METERS	\$7,221.41
	000002168	10/22/20	1389296	M20-100 METER TECH PILOT	\$11,623.00
		10/22/20	1389558	M20-100 METER TECH PILOT	\$4,120.38

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Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
BADGER METER INC.	000002168	10/22/20	1394016	METERS	\$1,538.97
		10/22/20	1385996	M20-100 METER TECH PILOT	\$672.36
	000002186	10/29/20	1389297	METERS	\$40,367.46
		10/29/20	1388450	METERS	\$12,555.03
		10/29/20	1385383	METERS	\$10,392.49
5					\$350,793.11
CHARLES P CROWLEY	000002003	10/08/20	27897	WATER OPS PARTS	\$9,570.51
		1			
DIG SAFE BOARD	000002075	10/15/20	DSB20195390	DIG SAFE BOARD FEES	\$328.04
		1			
EWLES MATERIALS INC	000002140	10/22/20	400869	BOBTAIL DUMP FEES	\$400.00
		10/22/20	401175	BOBTAIL DUMP FEES	\$400.00
		10/22/20	401650	BOBTAIL DUMP FEES	\$400.00
	1				
EXPRESS PIPE & SUPPLY CO. INC	000002141	10/22/20	S109341357.001	PIPE SUPPLIES	\$44.09
		1			
IDEXX LABORATORIES INC	000001953	10/01/20	3071697356	WATER QUALITY SUPPLIES	\$204.56
		1			
IRVINE PIPE & SUPPLY	000002012	10/08/20	1003660	PIPE FITTINGS AND SUPPLIES	\$148.99
		1			
LARRY'S BUILDING MATERIALS	000001956	10/01/20	CM-126694	M21-001MV BUILDING MATERIALS	\$95.36
	000002046	10/08/20	CM-126245	BUILDING MATERIALS	\$30.98
		10/08/20	CM-126482	BUILDING MATERIALS	\$126.88
	000002119	10/15/20	CM-127227	BUILDING MATERIALS	\$86.74
		10/15/20	CM-127005	M21-001FH BUILDING MATERIALS	\$53.98
	000002230	10/29/20	CM-127505	M21-001FH PAVING MATERIALS	\$31.79
		10/29/20	CM-127536	M21-001FH PAVING MATERIALS	\$31.79

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10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
LARRY'S BUILDING MATERIALS	000002230	10/29/20	CM-127561	M21-001FH PAVING MATERIALS	\$31.79
	4				\$489.31
OMAR & SON'S TRUCKING	000001963	10/01/20	5365	DIRT HAULING	\$808.00
	000002087	10/15/20	5384	DIRT HAULING	\$808.00
	000002204	10/29/20	5398	M21-001FH DIRT HAULING	\$808.00
	3				\$2,424.00
ORANGE COUNTY SANITATION DISTRICT	000002123	10/15/20	539751	FY21 Q1 ESTIMATED USE CHARGE	\$21,200.55
		10/15/20	911338	FY20 ANNUAL USE RECONCILIATION	\$6,110.51
	1				\$27,311.06
PRAXAIR DISTRIBUTION, INC.	000001964	10/01/20	98939877	WELDING SUPPLIES	\$107.98
	000002019	10/08/20	98736649	WELDING SUPPLIES	\$83.67
	000002088	10/15/20	99025169	ACETYLENE CYLINDER RENTAL	\$128.37
	000002146	10/22/20	99148898	WELDING SUPPLIES	\$161.11
	4				\$481.13
S & J SUPPLY CO.	000001990	10/01/20	S100159211.002	PIPELINE MATERIALS	\$59.27
		10/01/20	S100159087.003	PIPELINE MATERIALS	\$824.29
		10/01/20	S100159884.002	PIPELINE MATERIALS	\$484.88
	000002126	10/15/20	S100161645.001	PIPELINE MATERIALS	\$1,993.38
	000002181	10/22/20	S100161028.001	PIPELINE MATERIALS	\$7,057.63
		10/22/20	S100161979.001	PIPELINE MATERIALS	\$4,189.32
		10/22/20	S100161013.001	PIPELINE MATERIALS	\$7,558.67
	3				\$22,167.44
SAF-T-FLO	000002090	10/15/20	20-6414	REPAIR STATIC MIXER	\$457.00
	1				\$457.00
SOUTH COAST A.Q.M.D.	000002127	10/15/20	3708630	RENEWAL FEE:ICE EM ELEC GEN D	\$842.04
		10/15/20	3712837	FY20/21 FLAT FEE - EMISSIONS	\$136.40
	1				\$978.44
SULZER ELECTRO-MECHANICAL SERVICES	000001983	10/01/20	SI3000433	MOTOR REPAIRS	\$720.00
	1				\$720.00

Payment Listing by Class

10/1/2020 - 10/31/2020

Vendor Name	Check #/Count	Payment Date	Invoice Number	Invoice Description	Payment Amount
UNDERGROUND SERVICE ALERT/SC	000002097	10/15/20	920200431	UNDERGROUND DIG ALERT	\$587.50
	1				\$587.50
VULCAN MATERIALS	000001991	10/01/20	72708011	M21-001MV PAVING MATERIALS	\$329.12
		10/01/20	72708010	M21-001FH PAVING MATERIALS	\$252.09
	000002059	10/08/20	72712809	M21-001MV PAVING MATERIALS	\$86.58
		10/08/20	72712810	M21-001MV PAVING MATERIALS	\$252.91
		10/08/20	72712811	M21-001FH PAVING MATERIALS	\$168.52
		10/08/20	72703164	PAVING MATERIALS	\$167.70
		10/08/20	72692243	PAVING MATERIALS	\$415.15
	000002100	10/15/20	72731365	PAVING MATERIALS	\$92.32
		10/15/20	72726809	M21-001MV PAVING MATERIALS	\$252.09
	000002155	10/22/20	72715234	PAVING MATERIALS	\$169.34
	000002239	10/29/20	72741476	M21-001MV PAVING MATERIALS	\$333.21
		10/29/20	72741475	PAVING MATERIALS	\$100.51
	5				\$2,619.54
WEST COAST SAND & GRAVEL	000001973	10/01/20	295296	FILL SAND	\$464.74
	000002103	10/15/20	303516	FILL SAND	\$472.32
		10/15/20	301063	FILL SAND	\$830.41
	2				\$1,767.47
Total WATER SYSTEM	42				\$430,292.29
Total Payments (All)	326				\$2,305,229.43



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Marwan Khalifa, CPA, MBA, Chief Financial Officer
DATE: November 19, 2020
SUBJECT: Monthly Financial Reports

RECOMMENDATION

Receive and file the Monthly Financial Reports.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

The attached Treasurer's status reports reflect the performance of Mesa Water's cash and investment accounts.

FINANCIAL IMPACT

None.

ATTACHMENTS

Attachment A: Monthly Treasurer's Status Report on Investments as of 10/31/20
Attachment B: Monthly Treasurer's Status Report on Investments as of 09/30/20

Mesa Water District
Monthly Treasurer's Status Report on Investments
As of 10/31/2020



Investments are in compliance with the Investment Policy adopted as Resolution 1506 of the Mesa Water District Board of Directors. The liquidity of investments will meet cash flow needs for the next six months except under unforeseen catastrophic circumstances.

Investments	Maturity Date	Days to Maturity	YTM@Cost	Cost Value	% of Portfolio	Policy % Limit	Market Value
Local Agency Investment Fund (LAIF)	Liquid	1	0.62%	1,079.66	0.00%	No Limit	1,079.66
Orange County Investment Pool (OCIP)	Liquid	1	0.90%	2,810,881.25	7.87%	No Limit	2,810,881.25
Miscellaneous Cash (Petty, Emergency, etc.)	Liquid	1	0.00%	14,000.00	0.04%	N/A	14,000.00
US Bank Custody Account							
Negotiable Certificate of Deposit	Various	1,035	1.66%	10,362,000.00	30.00%	30.00%	10,714,226.17
US Agency Bonds	Various	1,124	1.13%	10,085,380.51	28.53%	No Limit	10,192,689.35
Sub Total / Average		1,078	1.40%	20,447,380.51			20,906,915.52
US Bank Custody Account							
US Bank Custody Account	Liquid	1	0.01%	1,575,119.30	4.41%	No Limit	1,575,119.30
Union Bank Account	Liquid	1	0.45%	1,148,190.49	3.21%	No Limit	1,148,190.49
Pacific Premier Bank	Liquid	1	0.00%	9,267,940.51	25.94%	No Limit	9,267,940.51
Total / Average		631	0.91%	\$ 35,264,591.72	100.00%		\$ 35,724,126.73

PARS OPEB & Pension Trust	* Monthly Rate of Return	Cost Value	Market Value
Public Agency Retirement Services (PARS)			
Capital Appreciation HighMark PLUS Fund			
OPEB	-2.50%	1,437,903.42	1,618,005.23
Pension Trust	-2.56%	12,329,001.98	13,556,744.18
		\$ 13,766,905.40	\$ 15,174,749.41

Local Agency Investment Fund (LAIF)

LAIF includes funds designated for allocation of working capital cash to reserves, working capital cash and advances for construction. LAIF market value on Monthly Treasurer's Status Report on Investments for months between quarters is the dollar amount invested times the fair market value Fair Value factor of prior quarter end. The general ledger LAIF carrying value reflects market value (unrealized gains and losses) only at fiscal year end. LAIF provides the Fair Value factor as of March 31, June 30, September 30 and December 31 each year. LAIF market value on this report is based on the September 2020 Fair Value Factor of 1.004114534.

Orange County Treasurer's Investment Pool (OCIP)

The MY 2020 net asset value factor is estimated at 1.00, and the interest rate is the Monthly Net Yield.

Weighted Average Return

Mesa Water® Funds | 0.91%

Benchmark: 3 Month Treasury Bill - October 2020 | 0.10 %

Weighted Average Maturity

Years | 1.7

Days to Maturity | 631

PARS OPEB & Pension Trust Benchmark - S & P 500 Index

1 Month | -2.77 %

* PARS Monthly Rate of Return not available at reporting deadline | 2020 September Rates Published

Mesa Water District
 Transactions Summary
 Monthly Treasurer's Status Report - Investment Activity
 Group By: Action
 Portfolio / Report Group: Report Group | Treasurer's Report
 Begin Date: 09/30/2020, End Date: 10/31/2020

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Buy								
Farm Bureau Bank NV 0.25 7/9/2024	307660LK4	0.250	10/9/2020	7/9/2024	249,000.00	249,000.00	0.00	249,000.00
Sub Total / Average Buy					249,000.00	249,000.00	0.00	249,000.00

Mesa Water District
Date To Date
Monthly Interest | Received
Report Format: By Transaction
Group By: Asset Category
Portfolio / Report Group: Report Group | Treasurer's Report
Begin Date: 9/30/2020, End Date: 10/31/2020

Description	CUSIP/Ticker	Settlement Date	Maturity Date	Coupon Rate	Ending Face Amount/Shares	Interest/Dividends	Sell Accrued Interest
LAIF Policy - No Limit							
	LGIP0012	6/30/2010	N/A	N/A	1,079.66	2.29	0.00
Sub Total/Average					1,079.66	2.29	0.00
Orange County LGIP - OCIP Policy - No Limit							
	LGIP9LC	9/30/2011	N/A	N/A	2,810,881.25	2,779.69	0.00
Sub Total/Average					2,810,881.25	2,779.69	0.00
Miscellaneous Cash (Petty Emergency)							
	CASH	6/30/2015	N/A	N/A	14,000.00	0.00	0.00
Sub Total/Average					14,000.00	0.00	0.00
Negotiable CD 30%							
First Technology CU CA 1.75 6/30/2021	33715LAD2	6/30/2016	6/30/2021	1.750	247,000.00	0.00	0.00
Wells Fargo SD 1.6 8/3/2021	9497486Z5	8/3/2016	8/3/2021	1.600	247,000.00	324.82	0.00
Privatebank and Trust IL 1.5 8/30/2021	74267GVM6	8/29/2016	8/30/2021	1.500	247,000.00	0.00	0.00
Mercantil Commerce Bank FL 1.65 9/28/2021	58733ADJ5	9/28/2016	9/28/2021	1.650	247,000.00	0.00	0.00
Countryside Federal CU NY 1.65 10/28/2021	22239MAL2	10/28/2016	10/28/2021	1.650	247,000.00	334.97	0.00
Beneficial Mutual Savings PA 1.55 11/16/2021	08173QBU9	11/16/2016	11/16/2021	1.550	247,000.00	0.00	0.00
Bank of Baroda 1.85 11/23/2021	06062QXG4	11/23/2016	11/23/2021	1.850	247,000.00	0.00	0.00
Business Bank MO 2 1/20/2022	12325EHH8	1/20/2017	1/20/2022	2.000	247,000.00	406.03	0.00
First National Bank MI 2 1/20/2022	32110YJT3	1/20/2017	1/20/2022	2.000	201,000.00	330.41	0.00
Franklin Synergy Bank TN 2 1/31/2022	35471TCV2	1/31/2017	1/31/2022	2.000	247,000.00	419.56	0.00
Synchrony Bank UT 2.3 2/24/2022	87165FPA6	2/24/2017	2/24/2022	2.300	247,000.00	0.00	0.00
Capital One Bank VA 2.3 3/1/2022	140420Y53	3/1/2017	3/1/2022	2.300	247,000.00	0.00	0.00
State Bank India NY 2.35 3/14/2022	856284V1	3/14/2017	3/14/2022	2.350	247,000.00	0.00	0.00
Amercian Express 2.45 4/5/2022	02587DN38	4/5/2017	4/5/2022	2.450	247,000.00	3,034.04	0.00
Ally Bank UT 1.85 10/24/2022	02007GML4	10/24/2019	10/24/2022	1.850	247,000.00	2,291.01	0.00
Preferred Bank CA 0.25 7/17/2023	740367LV7	7/17/2020	7/17/2023	0.250	249,000.00	51.16	0.00
Merrick Bank UT 3 7/31/2023	59013J6G9	1/30/2019	7/31/2023	3.000	249,000.00	613.97	0.00
Enterprise Bank & Trust 1.75 11/8/2023	29367SJR6	11/8/2019	11/8/2023	1.750	249,000.00	358.15	0.00

Description	CUSIP/Ticker	Settlement Date	Maturity Date	Coupon Rate	Ending Face Amount/Shares	Interest/Dividends	Sell Accrued Interest
Raymond James Bank 1.75 11/8/2023	75472RAH4	11/8/2019	11/8/2023	1.750	247,000.00	0.00	0.00
Third Federal Savings 1.75 11/13/2023	88413QCJ5	11/12/2019	11/13/2023	1.750	247,000.00	0.00	0.00
Marlin Business Bank UT 1.7 12/4/2023	57116ATG3	12/2/2019	12/4/2023	1.700	249,000.00	347.92	0.00
Goldman Sachs NY 3.3 1/16/2024	38148P4E4	1/16/2019	1/16/2024	3.300	245,000.00	0.00	0.00
Bankwell Bank CT 0.35 1/30/2024	06654BCM1	7/30/2020	1/30/2024	0.350	249,000.00	0.00	0.00
Morgan Stanley UT 3.05 1/31/2024	61690UDV9	1/31/2019	1/31/2024	3.050	246,000.00	0.00	0.00
Morgan Stanley NY 3.05 1/31/2024	61760AVF3	1/31/2019	1/31/2024	3.050	246,000.00	0.00	0.00
Enerbank UT 1.15 4/29/2024	29278TNY2	4/29/2020	4/29/2024	1.150	249,000.00	235.36	0.00
First Freedom Bank 1.1 4/30/2024	32027BAM9	4/30/2020	4/30/2024	1.100	249,000.00	225.12	0.00
Capital One VA 2.65 5/22/2024	14042RLP4	5/22/2019	5/22/2024	2.650	246,000.00	0.00	0.00
Eaglebank MD 2.5 5/24/2024	27002YEN2	5/24/2019	5/24/2024	2.500	249,000.00	511.64	0.00
Farm Bureau Bank NV 0.25 7/9/2024	307660LK4	10/9/2020	7/9/2024	0.250	249,000.00	0.00	0.00
Sallie Mae Bank UT 1.9 10/16/2024	7954504P7	10/17/2019	10/16/2024	1.900	247,000.00	2,352.93	0.00
Celtic Bank UT 1.65 10/23/2024	15118RSV0	10/23/2019	10/23/2024	1.650	249,000.00	337.68	0.00
Garnett State Bank 1.7 11/19/2024	366526AW1	11/19/2019	11/19/2024	1.700	249,000.00	347.92	0.00
Citizens State Bank 1.7 11/22/2024	176688CR8	11/22/2019	11/22/2024	1.700	249,000.00	347.92	0.00
BMO Harris Bank IL 0.5 3/28/2025-20	05600XAY6	9/28/2020	3/28/2025	0.500	249,000.00	0.00	0.00
First Commercial Bank MS 0.3 3/31/2025	31984GFK0	9/30/2020	3/31/2025	0.300	249,000.00	61.40	0.00
Anchor D Bank OK 1.15 4/29/2025-20	033034AN9	4/29/2020	4/29/2025	1.150	249,000.00	235.36	0.00
Flagstar Bank MI 1.25 4/30/2025	33847E3A3	4/30/2020	4/30/2025	1.250	248,000.00	1,554.25	0.00
Apex Bank TN 0.95 5/8/2025	03753XBK5	5/8/2020	5/8/2025	0.950	249,000.00	194.42	0.00
Seattle Bank WA 0.75 6/2/2025-20	81258PKJ1	6/2/2020	6/2/2025	0.750	249,000.00	153.49	0.00
Medallion Bank UT 0.6 7/15/2025	58404DHM6	7/15/2020	7/15/2025	0.600	249,000.00	122.79	0.00
BMW Bank UT 0.5 9/25/2025	05580AXF6	9/25/2020	9/25/2025	0.500	249,000.00	0.00	0.00
Sub Total/Average					10,362,000.00	15,192.32	0.00

US Agency - No Limit

FHLB 2 11/10/2021-18	3130A9S44	11/10/2016	11/10/2021	2.000	750,000.00	0.00	0.00
FNMA 1.875 4/5/2022	3135G0T45	3/23/2020	4/5/2022	1.875	500,000.00	4,687.50	0.00
FNMA 1.375 9/6/2022	3135G0W33	11/8/2019	9/6/2022	1.375	500,000.00	0.00	0.00
FHLB 3 12/9/2022	3130AFE78	1/9/2019	12/9/2022	3.000	1,000,000.00	0.00	0.00
FFCB 2.125 6/5/2023	3133EKPT7	11/8/2019	6/5/2023	2.125	500,000.00	0.00	0.00
FHLMC 0.375 7/14/2023-22	3134GV5F1	7/14/2020	7/14/2023	0.375	250,000.00	0.00	0.00
FHLMC 0.5 8/28/2023-21	3134GVXS2	5/28/2020	8/28/2023	0.500	249,000.00	0.00	0.00
FAMC 3.05 9/19/2023	3132X06C0	1/9/2019	9/19/2023	3.050	500,000.00	0.00	0.00
FFCB 0.25 9/21/2023-22	3133EMAM4	9/24/2020	9/21/2023	0.250	500,000.00	0.00	0.00
FHLMC 0.4 10/23/2023-21	3134GV6D5	7/23/2020	10/23/2023	0.400	250,000.00	0.00	0.00
FFCB 0.8 4/22/2024-21	3133ELXC3	4/22/2020	4/22/2024	0.800	750,000.00	3,000.00	0.00
FHLMC 0.5 5/20/2024-22	3134GVXR4	5/21/2020	5/20/2024	0.500	500,000.00	0.00	0.00

Description	CUSIP/Ticker	Settlement Date	Maturity Date	Coupon Rate	Ending Face Amount/Shares	Interest/Dividends	Sell Accrued Interest
FAMC 2.15 6/5/2024	31422BGA2	11/8/2019	6/5/2024	2.150	500,000.00	0.00	0.00
FHLMC 0.45 7/8/2024-22	3134GV4S4	7/13/2020	7/8/2024	0.450	750,000.00	0.00	0.00
FHLMC 0.35 9/30/2024-22	3134GWVM5	9/30/2020	9/30/2024	0.350	250,000.00	0.00	0.00
FFCB 1.3 3/24/2025-21	3130AJF95	3/24/2020	3/24/2025	1.300	750,000.00	0.00	0.00
Baycoast Bank MA 0.9 3/31/2025	072727BG4	3/31/2020	3/31/2025	0.900	248,000.00	0.00	0.00
FHLMC 0.85 4/29/2025-21	3134GVPK8	5/1/2020	4/29/2025	0.850	500,000.00	2,125.00	0.00
FHLMC 0.7 5/13/2025-21	3134GVSY5	5/13/2020	5/13/2025	0.700	500,000.00	0.00	0.00
FHLMC 0.4 9/30/2025-21	3134GWVP8	9/30/2020	9/30/2025	0.400	250,000.00	0.00	0.00
Sub Total/Average					9,997,000.00	9,812.50	0.00
US Bank Custody Policy 50%							
	MM65000	7/31/2020	N/A	N/A	1,575,119.30	8.90	0.00
Sub Total/Average					1,575,119.30	8.90	0.00
Union Bank Accounts Policy - No Limit							
	MM2110	11/30/2013	N/A	N/A	1,148,190.49	0.00	0.00
Sub Total/Average					1,148,190.49	0.00	0.00
Pacific Premier Bank Policy - n/a							
	CASH0831	5/28/2020	N/A	N/A	9,267,940.51	0.00	0.00
Sub Total/Average					9,267,940.51	0.00	0.00
Total / Average					35,176,211.21	27,795.70	0.00

Mesa Water District
Portfolio Holdings
Investment Report | PARS Trust
Report Format: By CUSIP / Ticker
Group By: Portfolio Name
Average By: Market Value
Portfolio / Report Group: PARS OPEB Trust
As of 10/31/2020

Description	CUSIP/Ticker	Security Type	Face Amount/Shares	Cost Value	Market Value
PARS OPEB Trust					
Columbia Contrarian Fund	19766M709	Mutual Fund	4,701.47	112,759.51	134,038.26
DFA Large Cap	233203868	Mutual Fund	3,404.78	70,495.70	71,159.59
Dodge & Cox International	256206103	Mutual Fund	1,318.11	49,435.61	46,014.60
Dodge & Cox Stock Fund	256219106	Mutual Fund	605.96	104,469.84	98,978.31
Doubeline Core Fix Income	258620301	Mutual Fund	9,994.84	109,751.02	111,542.24
Harbor Capital Appreciation	411512528	Mutual Fund	690.31	48,438.49	68,471.96
Hartford Schroders	41665X859	Mutual Fund	6,311.99	97,107.29	108,818.86
iShares Russell Mid Cap	464287499	Mutual Fund	1,412.00	23,002.72	81,543.00
iShares SP500	464287408	Mutual Fund	365.00	45,365.99	40,292.35
MFS International	552746356	Mutual Fund	1,223.79	35,771.99	45,292.26
PGIM Total Return Bond	74440B884	Mutual Fund	7,567.95	110,824.77	111,475.12
Pimco Total Return Fund	693390700	Mutual Fund	10,290.67	107,874.73	111,756.63
Price T Rowe Growth	741479406	Mutual Fund	799.40	50,470.74	69,948.03
Undiscovered	904504479	Mutual Fund	1,259.04	71,958.41	61,781.34
US Bank PARS - OPEB Trust MM	MM4900	Money Market	15,623.40	15,623.40	15,623.40
Vanguard Growth & Income	921913208	Mutual Fund	3,546.12	256,256.69	305,286.66
Vanguard Real Estate	922908553	Mutual Fund	242.00	20,413.20	18,534.78
Vanguard Short Term	922031836	Mutual Fund	5,291.71	56,762.36	58,049.92
Victory RS	92647Q363	Mutual Fund	642.76	51,120.96	59,397.92
Sub Total / Average PARS OPEB Trust			75,291.30	1,437,903.42	1,618,005.23
Total / Average			75,291.30	1,437,903.42	1,618,005.23

Mesa Water District
Portfolio Holdings
Investment Report | PARS Trust
Report Format: By CUSIP / Ticker
Group By: Portfolio Name
Average By: Market Value
Portfolio / Report Group: PARS Pension Trust
As of 10/31/2020

Description	CUSIP/Ticker	Security Type	Face Amount/Shares	Cost Value	Market Value
PARS Pension Trust					
Columbia Contrarian Fund	19766M709	Mutual Fund	39,585.26	1,014,499.98	1,128,575.47
DFA Large Cap	233203868	Mutual Fund	28,666.85	597,222.34	599,137.17
Dodge & Cox International	256206103	Mutual Fund	11,099.84	462,455.28	387,495.25
Dodge & Cox Stock Fund	256219106	Mutual Fund	5,102.11	948,448.49	833,377.17
Doubeline Core Fix Income	258620301	Mutual Fund	84,152.75	920,088.47	939,144.43
Harbor Capital Appreciation	411512528	Mutual Fund	5,812.41	423,568.90	576,533.24
Hartford Schroders	41665X859	Mutual Fund	53,151.30	817,183.64	916,328.56
iShares Russell Mid Cap	464287499	Mutual Fund	11,881.00	98,626.03	686,127.75
iShares SP500	464287408	Mutual Fund	3,066.00	387,130.53	338,455.74
MFS International	552746356	Mutual Fund	10,303.79	341,881.46	381,343.46
PGIM Total Return Bond	74440B884	Mutual Fund	63,553.13	924,957.73	936,137.88
Pimco Total Return Fund	693390700	Mutual Fund	86,462.52	895,493.14	938,982.91
Price T Rowe Growth	741479406	Mutual Fund	6,730.95	449,991.32	588,958.98
Undiscovered	904504479	Mutual Fund	10,603.35	626,416.20	520,305.97
US Bank PARS - Pension Trust MM	MM4901	Money Market	71,438.74	71,438.74	71,438.74
Vanguard Growth & Income	921913208	Mutual Fund	29,858.35	2,284,357.63	2,570,505.25
Vanguard Real Estate	922908553	Mutual Fund	2,033.00	164,640.99	155,707.47
Vanguard Short Term	922031836	Mutual Fund	44,483.59	476,208.02	487,984.77
Victory RS	92647Q363	Mutual Fund	5,412.86	424,393.09	500,203.97
Sub Total / Average PARS Pension Trust			573,397.80	12,329,001.98	13,556,744.18
Total / Average			573,397.80	12,329,001.98	13,556,744.18

Mesa Water District
Transactions Summary
PARS Monthly Treasurer's Status Report - Investment Activity
Group By: Action
Portfolio / Report Group: PARS OPEB Trust
Begin Date: 09/30/2020, End Date: 10/31/2020

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Buy								
Columbia Contrarian Fund	19766M709	0.000	10/2/2020	N/A	153.14	4,483.88	0.00	4,483.88
Hartford Schroders	41665X859	0.000	10/6/2020	N/A	553.88	9,465.82	0.00	9,465.82
Vanguard Growth & Income	921913208	0.000	10/6/2020	N/A	108.49	9,589.38	0.00	9,589.38
Undiscovered	904504479	0.000	10/6/2020	N/A	104.36	5,043.78	0.00	5,043.78
Dodge & Cox Stock Fund	256219106	0.000	10/6/2020	N/A	5.23	878.57	0.00	878.57
Dodge & Cox International	256206103	0.000	10/6/2020	N/A	34.06	1,237.37	0.00	1,237.37
Price T Rowe Growth	741479406	0.000	10/6/2020	N/A	32.91	2,954.19	0.00	2,954.19
Vanguard Short Term	922031836	0.000	10/6/2020	N/A	2,151.90	23,627.85	0.00	23,627.85
Victory RS	92647Q363	0.000	10/6/2020	N/A	45.08	4,266.77	0.00	4,266.77
Harbor Capital Appreciation	411512528	0.000	10/6/2020	N/A	28.24	2,935.49	0.00	2,935.49
Pimco Total Return Fund	693390700	0.000	10/31/2020	N/A	21.50	233.47	0.00	233.47
PGIM Total Return Bond	74440B884	0.000	10/31/2020	N/A	19.69	290.05	0.00	290.05
Vanguard Short Term	922031836	0.000	10/31/2020	N/A	8.37	91.80	0.00	91.80
Sub Total / Average Buy					3,266.85	65,098.42	0.00	65,098.42
Dividend								
DFA Large Cap	233203868	0.000	10/31/2020	N/A	0.00	0.00	389.16	389.16
Pimco Total Return Fund	693390700	0.000	10/31/2020	N/A	0.00	0.00	233.47	233.47
PGIM Total Return Bond	74440B884	0.000	10/31/2020	N/A	0.00	0.00	290.05	290.05
Vanguard Short Term	922031836	0.000	10/31/2020	N/A	0.00	0.00	91.80	91.80
Doubline Core Fix Income	258620301	0.000	10/31/2020	N/A	0.00	0.00	291.57	291.57
Sub Total / Average Dividend					0.00	0.00	1,296.05	1,296.05
Interest								
US Bank PARS - OPEB Trust MM	MM4900	0.000	10/31/2020	N/A	0.00	0.00	2.85	2.85
Sub Total / Average Interest					0.00	0.00	2.85	2.85
Sell								
iShares SP500	464287408	0.000	10/5/2020	N/A	6.00	686.59	0.00	686.59
Vanguard Real Estate	922908553	0.000	10/5/2020	N/A	9.00	739.91	0.00	739.91
iShares Russell Mid Cap	464287499	0.000	10/5/2020	N/A	69.00	4,083.66	0.00	4,083.66
DFA Large Cap	233203868	0.000	10/6/2020	N/A	4.70	102.90	0.00	102.90
Pimco Total Return Fund	693390700	0.000	10/6/2020	N/A	338.14	3,692.52	0.00	3,692.52

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
PGIM Total Return Bond	74440B884	0.000	10/6/2020	N/A	217.09	3,223.71	0.00	3,223.71
MFS International	552746356	0.000	10/6/2020	N/A	10.40	402.77	0.00	402.77
Doubeline Core Fix Income	258620301	0.000	10/6/2020	N/A	312.07	3,504.51	0.00	3,504.51
Sub Total / Average Sell					966.40	16,436.57	0.00	16,436.57

Mesa Water District
Transactions Summary
PARS Monthly Treasurer's Status Report - Investment Activity
Group By: Action
Portfolio / Report Group: PARS Pension Trust
Begin Date: 09/30/2020, End Date: 10/31/2020

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Buy								
Hartford Schroders	41665X859	0.000	10/6/2020	N/A	4,199.01	71,761.05	0.00	71,761.05
Vanguard Growth & Income	921913208	0.000	10/6/2020	N/A	605.41	53,512.03	0.00	53,512.03
Undiscovered	904504479	0.000	10/6/2020	N/A	784.70	37,924.50	0.00	37,924.50
Dodge & Cox Stock Fund	256219106	0.000	10/6/2020	N/A	27.16	4,561.66	0.00	4,561.66
Columbia Contrarian Fund	19766M709	0.000	10/6/2020	N/A	880.99	25,795.39	0.00	25,795.39
Dodge & Cox International	256206103	0.000	10/6/2020	N/A	183.51	6,666.75	0.00	6,666.75
Price T Rowe Growth	741479406	0.000	10/6/2020	N/A	205.36	18,434.96	0.00	18,434.96
Vanguard Short Term	922031836	0.000	10/6/2020	N/A	17,871.60	196,230.16	0.00	196,230.16
Victory RS	92647Q363	0.000	10/6/2020	N/A	341.64	32,336.36	0.00	32,336.36
Harbor Capital Appreciation	411512528	0.000	10/6/2020	N/A	175.82	18,276.00	0.00	18,276.00
Sub Total / Average Buy					25,275.20	465,498.86	0.00	465,498.86
Dividend								
DFA Large Cap	233203868	0.000	10/1/2020	N/A	0.00	0.00	3,308.09	3,308.09
Doubeline Core Fix Income	258620301	0.000	10/1/2020	N/A	0.00	0.00	2,482.32	2,482.32
Pimco Total Return Fund	693390700	0.000	10/31/2020	N/A	0.00	0.00	1,969.31	1,969.31
PGIM Total Return Bond	74440B884	0.000	10/31/2020	N/A	0.00	0.00	2,446.85	2,446.85
Vanguard Short Term	922031836	0.000	10/31/2020	N/A	0.00	0.00	773.74	773.74
Sub Total / Average Dividend					0.00	0.00	10,980.31	10,980.31
Interest								
US Bank PARS - Pension Trust MM	MM4901	0.000	10/1/2020	N/A	0.00	0.00	17.27	17.27
Sub Total / Average Interest					0.00	0.00	17.27	17.27
Sell								
iShares SP500	464287408	0.000	10/5/2020	N/A	94.00	10,762.29	0.00	10,762.29
Vanguard Real Estate	922908553	0.000	10/5/2020	N/A	106.00	8,713.03	0.00	8,713.03
iShares Russell Mid Cap	464287499	0.000	10/5/2020	N/A	732.00	43,334.90	0.00	43,334.90
DFA Large Cap	233203868	0.000	10/6/2020	N/A	315.87	6,914.42	0.00	6,914.42
Pimco Total Return Fund	693390700	0.000	10/6/2020	N/A	3,681.32	40,200.05	0.00	40,200.05
PGIM Total Return Bond	74440B884	0.000	10/6/2020	N/A	2,402.09	35,671.09	0.00	35,671.09
MFS International	552746356	0.000	10/6/2020	N/A	195.29	7,561.63	0.00	7,561.63
Doubeline Core Fix Income	258620301	0.000	10/6/2020	N/A	3,595.78	40,380.58	0.00	40,380.58
Sub Total / Average Sell					11,122.35	193,537.99	0.00	193,537.99

Mesa Water District
Quarterly Treasurer's Report on Investments
As of 09/30/2020



Investments are in compliance with the Investment Policy adopted as Resolution 1506 of the Mesa Water District Board of Directors. The liquidity of investments will meet cash flow needs for the next six months except under unforeseen catastrophic circumstances.

Investments	Maturity Date	Days to Maturity	Yield to Maturity @ Cost	Cost Value	% of Portfolio	Policy % Limit	Market Value	Interest Year to Date	Notes
Local Agency Investment Fund (LAIF)	Liquid	1	0.69%	1,077.37	0.00%	No Limit	1,077.37	3.91	1,4
Orange County Investment Pool (OCIP)	Liquid	1	1.00%	2,808,101.56	8.74%	No Limit	2,808,101.56	9,137.79	1,6
Miscellaneous (Petty Cash, Emergency Cash, etc.)	Liquid	1	0.00%	14,000.00	0.04%	N/A	14,000.00	0.00	
US Bank Custody Account*									2,5
Negotiable CD	Various	1,058	1.70%	10,113,000.00	32.58%	30.00%	10,470,714.16	50,538.70	
US Agency	Various	1,154	1.13%	10,085,380.51	31.74%	No Limit	10,200,896.07	17,056.56	
Sub Total / Average		1,106	1.42%	20,198,380.51			20,671,610.23	67,595.26	
Union Bank Account	Liquid	1	0.45%	417,293.27	1.30%	No Limit	417,293.27	0.00	1,3
Pacific Premier Bank	Liquid	1	0.00%	8,229,602.25	25.60%	No Limit	8,229,602.25	0.00	
Total Average		711	1.00%	\$31,668,454.96	100.00%		\$32,141,684.68	\$76,736.96	

PARS OPEB & Pension Trust	1 Month Rate of Return	3 Month Rate of Return	Cost Value	Market Value
Public Agency Retirement Services (PARS)				
Capital Appreciation HighMark PLUS Fund				
OPEB	-2.50%	6.02%	1,432,794.47	1,638,895.68
Pension Trust	-2.56%	6.27%	12,341,916.64	13,797,862.18
			\$ 13,774,711.11	\$ 15,436,757.86

Sources of Market Value Valuation - Account Statements

LAIF, OCIP & US Bank

I certify that this report reflects the cash and investments of Mesa Water District and is in conformity with the Government Code requirements and the District Investment Policy/Guidelines in effect at the time of the investment.

Local Agency Investment Fund (LAIF)

District LAIF includes the funds designated for advances; construction, customer deposits, working capital cash and monies to pay COP principal/interest payments.

Marwan Khalifa

Marwan Khalifa, CPA, MBA, District Treasurer

Weighted Average Return | 1.00 %

Benchmark: 3 Month Treasury Bill - September | .11 %

Weighted Average Maturity | 1.9 Years

Days to Maturity | 711

PARS OPEB & Pension Trust - Benchmark - S & P 500 Index

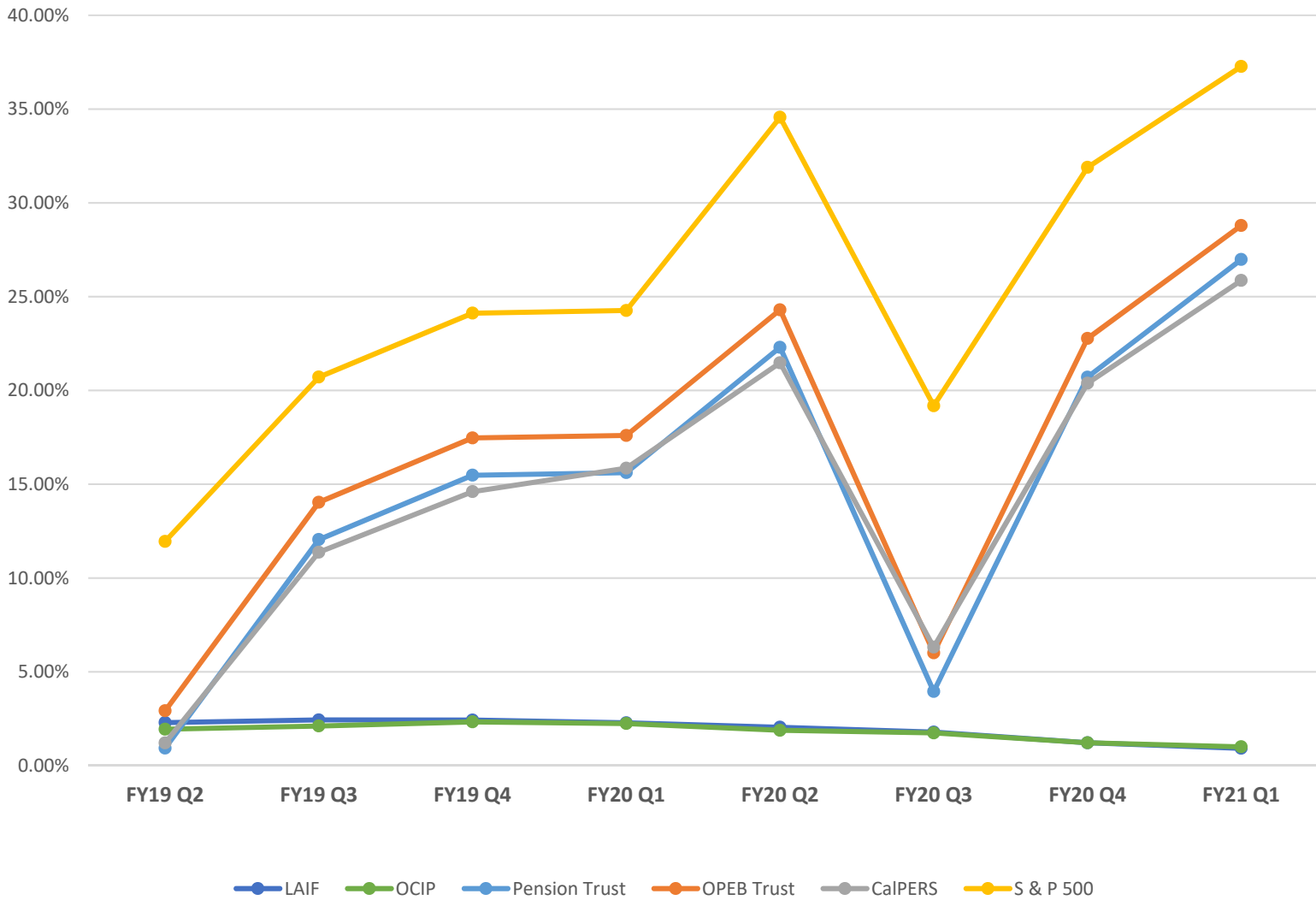
1 Month | 4.45 % 3 Month | 5.38 % 1 YEAR | 13.98 %

Notes

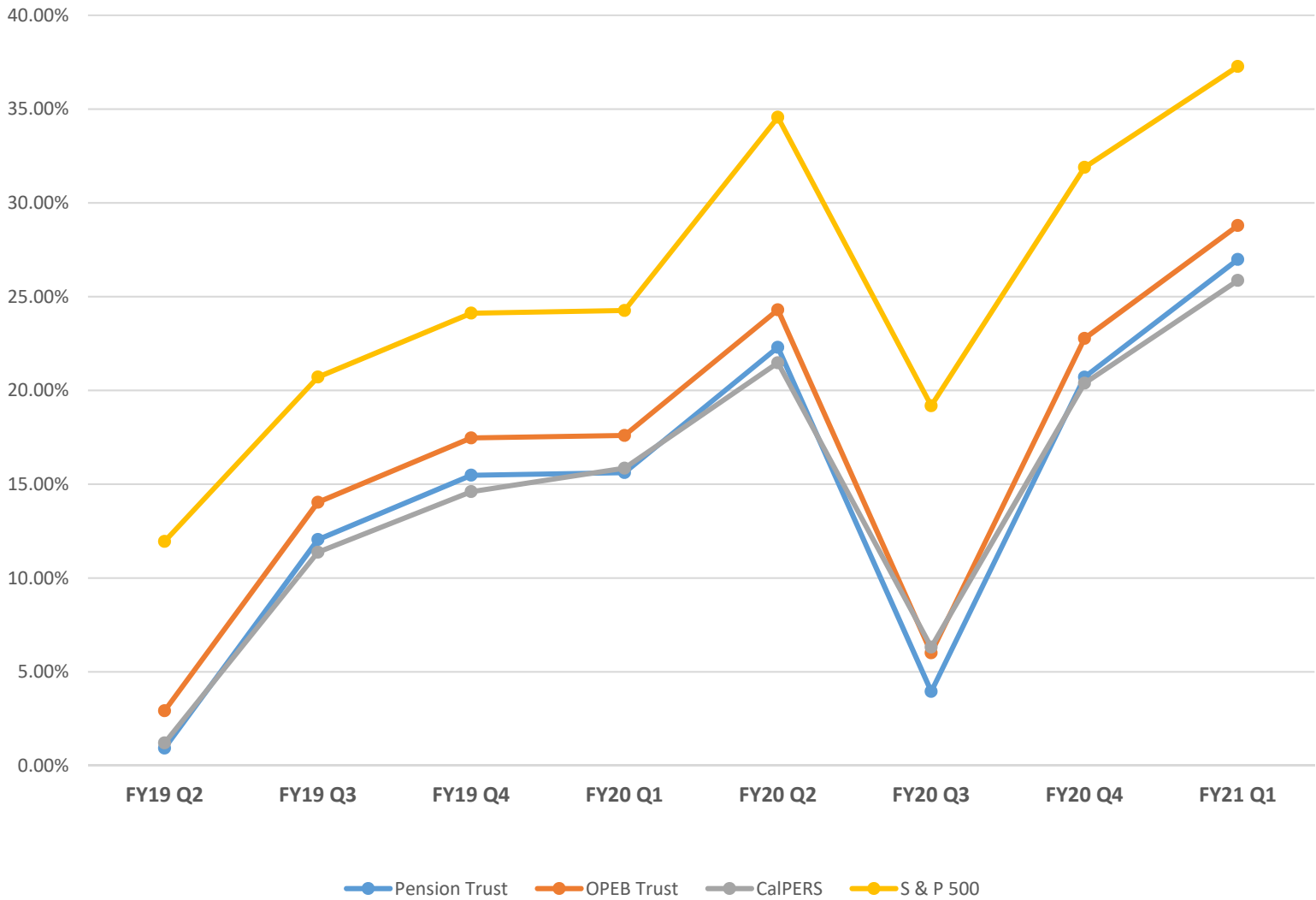
1. The interest or yield shown is for the current month net of fees.
2. The interest rate (Yield to Maturity @Cost) shown is the guaranteed annual interest rate for the term of the investment.
3. The rate shown is the Earnings Credit Rate. These earnings are applied against bank service charges; no actual monies are received.
4. LAIF general ledger carrying value reflects market value (unrealized gains/losses) only at fiscal year end. LAIF only provides the market value participation factor quarterly. The September Fair Value Factor is 1.004114534. The yield earned on the Treasurer's Reports does not reflect change in fair market value.
5. US Bank Custody Account general ledger carrying value reflects market value (unrealized gains/losses). The Yield earned does not reflect change in fair market value.
6. Orange County Investment Pool - September 2020 | Net Asset Value is 1.00.

* Custody Account transition from Union Bank to US Bank | Money Market funds 1,799,656.08

Cumulative Quarterly Return on Investments



Cumulative Quarterly Return on Investments



Mesa Water District
Transactions Summary
Quarterly Treasurer's Status Report - Investment Activity
Group By: Action
Portfolio / Report Group: Report Group | Treasurer's Report
Begin Date: 06/30/2020, End Date: 09/30/2020

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Buy								
FHLMC 0.45 7/8/2024-22	3134GV4S4	0.360	7/13/2020	7/8/2024	750,000.00	752,676.75	46.88	752,723.63
FHLMC 0.375 7/14/2023-22	3134GV5F1	0.290	7/14/2020	7/14/2023	250,000.00	250,634.25	0.00	250,634.25
Medallion Bank UT 0.6 7/15/2025	58404DHM6	0.600	7/15/2020	7/15/2025	249,000.00	249,000.00	0.00	249,000.00
Preferred Bank CA 0.25 7/17/2023	740367LV7	0.250	7/17/2020	7/17/2023	249,000.00	249,000.00	0.00	249,000.00
FHLMC 0.4 10/23/2023-21	3134GV6D5	0.323	7/23/2020	10/23/2023	250,000.00	250,624.25	0.00	250,624.25
Bankwell Bank CT 0.35 1/30/2024	06654BCM1	0.350	7/30/2020	1/30/2024	249,000.00	249,000.00	0.00	249,000.00
FFCB 0.25 9/21/2023-22	3133EMAM4	0.183	9/24/2020	9/21/2023	500,000.00	500,993.50	10.42	501,003.92
BMW Bank UT 0.5 9/25/2025	05580AXF6	0.500	9/25/2020	9/25/2025	249,000.00	249,000.00	0.00	249,000.00
BMO Harris Bank IL 0.5 3/28/2025-20	05600XAY6	0.500	9/28/2020	3/28/2025	249,000.00	249,000.00	0.00	249,000.00
FHLMC 0.4 9/30/2025-21	3134GWVP8	0.400	9/30/2020	9/30/2025	250,000.00	250,000.00	0.00	250,000.00
First Commercial Bank MS 0.3 3/31/2025	31984GFK0	0.300	9/30/2020	3/31/2025	249,000.00	249,000.00	0.00	249,000.00
FHLMC 0.35 9/30/2024-22	3134GWVM5	0.275	9/30/2020	9/30/2024	250,000.00	250,748.13	0.00	250,748.13
Sub Total / Average Buy					3,744,000.00	3,749,676.88	57.30	3,749,734.18
Called								
Jonesboro State Bank LA 1.25 5/6/2025-20	48040PGP4	0.000	8/6/2020	5/6/2025	249,000.00	249,000.00	0.00	249,000.00
JPMorgan Chase OH 2.1 8/31/2024-20	48128H6D5	0.000	8/31/2020	8/31/2024	247,000.00	247,000.00	0.00	247,000.00
Bridgewater Bank MN 0.9 5/22/2025-20	108622JU6	0.000	9/22/2020	5/22/2025	249,000.00	249,000.00	0.00	249,000.00
Sub Total / Average Called					745,000.00	745,000.00	0.00	745,000.00
Matured								
Everbank FL 2 7/14/2020	29976DZD5	0.000	7/14/2020	7/14/2020	247,000.00	247,000.00	0.00	247,000.00
Investors Bank NJ 2 8/25/2020	46176PEJ0	0.000	8/25/2020	8/25/2020	247,000.00	247,000.00	0.00	247,000.00
Sub Total / Average Matured					494,000.00	494,000.00	0.00	494,000.00

Mesa Water District
Date To Date
Quarterly Interest | Received
Report Format: By Transaction
Group By: Asset Category
Portfolio / Report Group: Report Group | Treasurer's Report
Begin Date: 6/30/2020, End Date: 9/30/2020

Description	CUSIP/Ticker	Settlement Date	Maturity Date	Coupon Rate	Ending Face Amount/Shares	Interest/Dividends	Sell Accrued Interest
LAIF Policy - No Limit							
	LGIP0012	6/30/2010	N/A	N/A	1,077.37	3.91	0.00
Sub Total/Average					1,077.37	3.91	0.00
Orange County LGIP - OCIP Policy - No Limit							
	LGIP9LC	9/30/2011	N/A	N/A	2,808,101.56	9,137.79	0.00
Sub Total/Average					2,808,101.56	9,137.79	0.00
Miscellaneous Cash (Petty Emergency)							
	CASH	6/30/2015	N/A	N/A	14,000.00	0.00	0.00
Sub Total/Average					14,000.00	0.00	0.00
Negotiable CD 30%							
Ally Bank UT 1.85 10/24/2022	02007GML4	10/24/2019	10/24/2022	1.850	247,000.00	0.00	0.00
Amercian Express 2.45 4/5/2022	02587DN38	4/5/2017	4/5/2022	2.450	247,000.00	0.00	0.00
Anchor D Bank OK 1.15 4/29/2025-20	033034AN9	4/29/2020	4/29/2025	1.150	249,000.00	721.76	0.00
Apex Bank TN 0.95 5/8/2025	03753XBK5	5/8/2020	5/8/2025	0.950	249,000.00	596.24	0.00
Bank of Baroda 1.85 11/23/2021	06062QXG4	11/23/2016	11/23/2021	1.850	247,000.00	0.00	0.00
Bankwell Bank CT 0.35 1/30/2024!	06654BCM1	7/30/2020	1/30/2024	0.350	249,000.00	0.00	0.00
Beneficial Mutual Savings PA 1.55 11/16/2021!	08173QBU9	11/16/2016	11/16/2021	1.550	247,000.00	0.00	0.00
BMO Harris Bank IL 0.5 3/28/2025-20	05600XAY6	9/28/2020	3/28/2025	0.500	249,000.00	0.00	0.00
BMW Bank UT 0.5 9/25/2025	05580AXF6	9/25/2020	9/25/2025	0.500	249,000.00	0.00	0.00
Bridgewater Bank MN 0.9 5/22/2025-20!	108622JU6	5/22/2020	5/22/2025	0.900	0.00	564.85	0.00
Business Bank MO 2 1/20/2022	12325EHH8	1/20/2017	1/20/2022	2.000	247,000.00	1,245.15	0.00
Capital One Bank VA 2.3 3/1/2022	140420Y53	3/1/2017	3/1/2022	2.300	247,000.00	2,863.85	0.00
Capital One VA 2.65 5/22/2024	14042RLP4	5/22/2019	5/22/2024	2.650	246,000.00	0.00	0.00
Celtic Bank UT 1.65 10/23/2024	15118RSV0	10/23/2019	10/23/2024	1.650	249,000.00	1,035.56	0.00
Citizens State Bank 1.7 11/22/2024!	176688CR8	11/22/2019	11/22/2024	1.700	249,000.00	1,066.96	0.00
Countryside Federal CU NY 1.65 10/28/2021!	22239MAL2	10/28/2016	10/28/2021	1.650	247,000.00	1,027.25	0.00
Eaglebank MD 2.5 5/24/2024	27002YEN2	5/24/2019	5/24/2024	2.500	249,000.00	1,569.04	0.00
Enerbank UT 1.15 4/29/2024	29278TNY2	4/29/2020	4/29/2024	1.150	249,000.00	721.76	0.00

Description	CUSIP/Ticker	Settlement Date	Maturity Date	Coupon Rate	Ending Face Amount/Shares	Interest/Dividends	Sell Accrued Interest
Enterprise Bank & Trust 1.75 11/8/2023	29367SJR6	11/8/2019	11/8/2023	1.750	249,000.00	1,098.33	0.00
Everbank FL 2 7/14/2020	29976DZD5	7/14/2015	7/14/2020	2.000	0.00	2,463.23	0.00
First Commercial Bank MS 0.3 3/31/2025	31984GFK0	9/30/2020	3/31/2025	0.300	249,000.00	0.00	0.00
First Freedom Bank 1.1 4/30/2024	32027BAM9	4/30/2020	4/30/2024	1.100	249,000.00	690.38	0.00
First National Bank MI 2 1/20/2022	32110YJT3	1/20/2017	1/20/2022	2.000	201,000.00	1,013.25	0.00
First Technology CU CA 1.75 6/30/2021	33715LAD2	6/30/2016	6/30/2021	1.750	247,000.00	0.00	0.00
Flagstar Bank MI 1.25 4/30/2025	33847E3A3	4/30/2020	4/30/2025	1.250	248,000.00	0.00	0.00
Franklin Synergy Bank TN 2 1/31/2022	35471TCV2	1/31/2017	1/31/2022	2.000	247,000.00	1,245.15	0.00
Garnett State Bank 1.7 11/19/2024	366526AW1	11/19/2019	11/19/2024	1.700	249,000.00	1,066.96	0.00
Goldman Sachs NY 3.3 1/16/2024	38148P4E4	1/16/2019	1/16/2024	3.300	245,000.00	4,031.42	0.00
Investors Bank NJ 2 8/25/2020	46176PEJ0	8/26/2015	8/25/2020	2.000	0.00	2,463.23	0.00
Jonesboro State Bank LA 1.25 5/6/2025-20	48040PGP4	5/6/2020	5/6/2025	1.250	0.00	520.17	0.00
JPMorgan Chase OH 2.1 8/31/2024-20	48128H6D5	8/30/2019	8/31/2024	2.100	0.00	2,614.82	0.00
Marlin Business Bank UT 1.7 12/4/2023	57116ATG3	12/2/2019	12/4/2023	1.700	249,000.00	1,066.96	0.00
Medallion Bank UT 0.6 7/15/2025	58404DHM6	7/15/2020	7/15/2025	0.600	249,000.00	253.78	0.00
Mercantil Commerce Bank FL 1.65 9/28/2021	58733ADJ5	9/28/2016	9/28/2021	1.650	247,000.00	2,054.50	0.00
Merrick Bank UT 3 7/31/2023	59013J6G9	1/30/2019	7/31/2023	3.000	249,000.00	1,882.85	0.00
Morgan Stanley NY 3.05 1/31/2024	61760AVF3	1/31/2019	1/31/2024	3.050	246,000.00	3,741.22	0.00
Morgan Stanley UT 3.05 1/31/2024	61690UDV9	1/31/2019	1/31/2024	3.050	246,000.00	3,741.22	0.00
Preferred Bank CA 0.25 7/17/2023	740367LV7	7/17/2020	7/17/2023	0.250	249,000.00	105.74	0.00
Privatebank and Trust IL 1.5 8/30/2021	74267GVM6	8/29/2016	8/30/2021	1.500	247,000.00	1,847.42	0.00
Raymond James Bank 1.75 11/8/2023	75472RAH4	11/8/2019	11/8/2023	1.750	247,000.00	0.00	0.00
Sallie Mae Bank UT 1.9 10/16/2024	7954504P7	10/17/2019	10/16/2024	1.900	247,000.00	0.00	0.00
Seattle Bank WA 0.75 6/2/2025-20	81258PKJ1	6/2/2020	6/2/2025	0.750	249,000.00	470.71	0.00
State Bank India NY 2.35 3/14/2022	8562846V1	3/14/2017	3/14/2022	2.350	247,000.00	2,926.10	0.00
Synchrony Bank UT 2.3 2/24/2022	87165FPA6	2/24/2017	2/24/2022	2.300	247,000.00	2,832.72	0.00
Third Federal Savings 1.75 11/13/2023	88413QCJ5	11/12/2019	11/13/2023	1.750	247,000.00	0.00	0.00
Wells Fargo SD 1.6 8/3/2021	9497486Z5	8/3/2016	8/3/2021	1.600	247,000.00	996.12	0.00
Sub Total/Average					10,113,000.00	50,538.70	0.00

US Agency - No Limit

Baycoast Bank MA 0.9 3/31/2025!	072727BG4	3/31/2020	3/31/2025	0.900	248,000.00	1,119.06	0.00
FAMC 2.15 6/5/2024	31422BGA2	11/8/2019	6/5/2024	2.150	500,000.00	0.00	0.00
FAMC 3.05 9/19/2023	3132X06C0	1/9/2019	9/19/2023	3.050	500,000.00	7,625.00	0.00
FFCB 0.25 9/21/2023-22	3133EMAM4	9/24/2020	9/21/2023	0.250	500,000.00	0.00	0.00
FFCB 0.8 4/22/2024-21	3133ELXC3	4/22/2020	4/22/2024	0.800	750,000.00	0.00	0.00
FFCB 1.3 3/24/2025-21	3130AJF95	3/24/2020	3/24/2025	1.300	750,000.00	4,875.00	0.00
FFCB 2.125 6/5/2023	3133EKPT7	11/8/2019	6/5/2023	2.125	500,000.00	0.00	0.00
FHLB 2 11/10/2021-18	3130A9S44	11/10/2016	11/10/2021	2.000	750,000.00	0.00	0.00

Description	CUSIP/Ticker	Settlement Date	Maturity Date	Coupon Rate	Ending Face Amount/Shares	Interest/Dividends	Sell Accrued Interest
FHLB 3 12/9/2022	3130AFE78	1/9/2019	12/9/2022	3.000	1,000,000.00	0.00	0.00
FHLMC 0.35 9/30/2024-22	3134GWVM5	9/30/2020	9/30/2024	0.350	250,000.00	0.00	0.00
FHLMC 0.375 7/14/2023-22	3134GV5F1	7/14/2020	7/14/2023	0.375	250,000.00	0.00	0.00
FHLMC 0.4 10/23/2023-21	3134GV6D5	7/23/2020	10/23/2023	0.400	250,000.00	0.00	0.00
FHLMC 0.4 9/30/2025-21	3134GWVP8	9/30/2020	9/30/2025	0.400	250,000.00	0.00	0.00
FHLMC 0.45 7/8/2024-22	3134GV4S4	7/13/2020	7/8/2024	0.450	750,000.00	0.00	0.00
FHLMC 0.5 5/20/2024-22	3134GVXR4	5/21/2020	5/20/2024	0.500	500,000.00	0.00	0.00
FHLMC 0.5 8/28/2023-21	3134GVXS2	5/28/2020	8/28/2023	0.500	249,000.00	0.00	0.00
FHLMC 0.7 5/13/2025-21	3134GVSY5	5/13/2020	5/13/2025	0.700	500,000.00	0.00	0.00
FHLMC 0.85 4/29/2025-21	3134GVPK8	5/1/2020	4/29/2025	0.850	500,000.00	0.00	0.00
FNMA 1.375 9/6/2022	3135G0W33	11/8/2019	9/6/2022	1.375	500,000.00	3,437.50	0.00
FNMA 1.875 4/5/2022	3135G0T45	3/23/2020	4/5/2022	1.875	500,000.00	0.00	0.00
Sub Total/Average					9,997,000.00	17,056.56	0.00
Union Bank Accounts Policy - No Limit							
	MM2110	11/30/2013	N/A	N/A	417,293.27	0.00	0.00
Sub Total/Average					417,293.27	0.00	0.00
Pacific Premier Bank Policy - n/a							
	CASH0831	5/28/2020	N/A	N/A	8,229,602.25	0.00	0.00
Sub Total/Average					8,229,602.25	0.00	0.00
Total / Average					31,580,074.45	76,736.96	0.00

Mesa Water District
Portfolio Holdings
Investment Report | PARS Trust
Report Format: By CUSIP / Ticker
Group By: Portfolio Name
Average By: Market Value
Portfolio / Report Group: PARS OPEB Trust
As of 9/30/2020

Description	CUSIP/Ticker	Security Type	Face Amount/Shares	Cost Value	Market Value
PARS OPEB Trust					
Columbia Contrarian Fund	19766M709	Mutual Fund	4,548.33	108,275.63	133,765.70
DFA Large Cap	233203868	Mutual Fund	3,409.48	70,593.70	73,951.31
Dodge & Cox International	256206103	Mutual Fund	1,284.05	48,198.24	45,839.94
Dodge & Cox Stock Fund	256219106	Mutual Fund	600.73	103,591.27	100,040.43
Doubeline Core Fix Income	258620301	Mutual Fund	10,306.91	113,111.37	115,746.42
Harbor Capital Appreciation	411512528	Mutual Fund	662.07	45,503.00	68,782.54
Hartford Schroders	41665X859	Mutual Fund	5,758.11	87,641.47	97,369.80
iShares SP500	464287408	Mutual Fund	371.00	46,146.38	41,718.95
iShares Russell Mid Cap	464287499	Mutual Fund	1,481.00	23,002.79	84,979.78
MFS International	552746356	Mutual Fund	1,234.19	36,055.74	47,528.47
Pimco Total Return Fund	693390700	Mutual Fund	10,607.31	111,141.82	115,937.89
Price T Rowe Growth	741479406	Mutual Fund	766.49	47,516.55	68,839.01
PGIM Total Return Bond	74440B884	Mutual Fund	7,765.35	113,663.55	115,469.97
Undiscovered	904504479	Mutual Fund	1,154.68	66,914.63	52,388.07
Vanguard Growth & Income	921913208	Mutual Fund	3,437.63	246,667.31	303,887.72
Vanguard Short Term	922031836	Mutual Fund	3,131.44	33,042.71	34,383.05
Vanguard Real Estate	922908553	Mutual Fund	251.00	21,222.20	19,818.96
Victory RS	92647Q363	Mutual Fund	597.68	46,854.19	54,795.75
US Bank PARS - OPEB Trust MM	MM4900	Money Market	63,651.92	63,651.92	63,651.92
Sub Total / Average PARS OPEB Trust			121,019.37	1,432,794.47	1,638,895.68
Total / Average			121,019.37	1,432,794.47	1,638,895.68

Mesa Water District
Portfolio Holdings
Investment Report | PARS Trust
Report Format: By CUSIP / Ticker
Group By: Portfolio Name
Average By: Market Value
Portfolio / Report Group: PARS Pension Trust
As of 9/30/2020

Description	CUSIP/Ticker	Security Type	Face Amount/Shares	Cost Value	Market Value
PARS Pension Trust					
Columbia Contrarian Fund	19766M709	Mutual Fund	38,704.27	988,704.59	1,138,292.30
DFA Large Cap	233203868	Mutual Fund	28,982.72	603,808.23	628,635.23
Dodge & Cox International	256206103	Mutual Fund	10,916.33	455,788.53	389,712.81
Dodge & Cox Stock Fund	256219106	Mutual Fund	5,074.95	943,886.83	845,129.93
Doubeline Core Fix Income	258620301	Mutual Fund	87,748.53	958,753.38	985,415.73
Harbor Capital Appreciation	411512528	Mutual Fund	5,636.59	405,292.90	585,585.66
Hartford Schroders	41665X859	Mutual Fund	48,952.29	745,422.59	827,783.38
iShares SP500	464287408	Mutual Fund	3,160.00	399,356.62	355,342.00
iShares Russell Mid Cap	464287499	Mutual Fund	12,613.00	98,626.10	723,733.94
MFS International	552746356	Mutual Fund	10,499.07	348,404.11	404,319.71
Pimco Total Return Fund	693390700	Mutual Fund	90,143.84	932,920.87	985,272.11
Price T Rowe Growth	741479406	Mutual Fund	6,525.59	431,556.36	586,064.17
PGIM Total Return Bond	74440B884	Mutual Fund	65,955.22	959,491.05	980,754.39
Undiscovered	904504479	Mutual Fund	9,818.65	588,491.70	445,471.79
Vanguard Growth & Income	921913208	Mutual Fund	29,252.94	2,230,845.60	2,585,959.80
Vanguard Short Term	922031836	Mutual Fund	26,611.99	279,977.86	292,199.45
Vanguard Real Estate	922908553	Mutual Fund	2,139.00	174,169.27	168,895.44
Victory RS	92647Q363	Mutual Fund	5,071.22	392,056.73	464,931.02
US Bank PARS - Pension Trust MM	MM4901	Money Market	404,363.32	404,363.32	404,363.32
Sub Total / Average PARS Pension Trust			892,169.52	12,341,916.64	13,797,862.18
Total / Average			892,169.52	12,341,916.64	13,797,862.18

Mesa Water District
Transactions Summary
Quarterly Treasurer's Status Report - Investment Activity
Group By: Action
Portfolio / Report Group: PARS OPEB Trust
Begin Date: 06/30/2020, End Date: 09/30/2020

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Buy								
Pimco Total Return Fund	693390700	0.000	7/31/2020	N/A	18.78	206.00	0.00	206.00
PGIM Total Return Bond	74440B884	0.000	7/31/2020	N/A	17.08	256.99	0.00	256.99
Vanguard Short Term	922031836	0.000	7/31/2020	N/A	6.861	75.47	0.00	75.47
Pimco Total Return Fund	693390700	0.000	8/31/2020	N/A	16.43	179.71	0.00	179.71
PGIM Total Return Bond	74440B884	0.000	8/31/2020	N/A	17.33	258.34	0.00	258.34
Vanguard Short Term	922031836	0.000	8/31/2020	N/A	6.53	71.78	0.00	71.78
Hartford Schroders	41665X859	0.000	9/3/2020	N/A	812.991	13,820.85	0.00	13,820.85
iShares SP500	464287408	0.000	9/3/2020	N/A	39.00	4,555.18	0.00	4,555.18
Vanguard Growth & Income	921913208	0.000	9/3/2020	N/A	44.059	3,999.27	0.00	3,999.27
Vanguard Real Estate	922908553	0.000	9/3/2020	N/A	38.00	3,132.58	0.00	3,132.58
DFA Large Cap	233203868	0.000	9/3/2020	N/A	313.502	6,915.85	0.00	6,915.85
Undiscovered	904504479	0.000	9/3/2020	N/A	211.707	10,149.22	0.00	10,149.22
Dodge & Cox Stock Fund	256219106	0.000	9/3/2020	N/A	51.603	8,892.76	0.00	8,892.76
Columbia Contrarian Fund	19766M709	0.000	9/3/2020	N/A	59.415	1,794.94	0.00	1,794.94
Pimco Total Return Fund	693390700	0.000	9/3/2020	N/A	19.055	208.27	0.00	208.27
Pimco Total Return Fund	693390700	0.000	9/3/2020	N/A	1,269.119	13,947.62	0.00	13,947.62
Dodge & Cox International	256206103	0.000	9/3/2020	N/A	139.968	5,217.96	0.00	5,217.96
PGIM Total Return Bond	74440B884	0.000	9/3/2020	N/A	18.551	275.86	0.00	275.86
PGIM Total Return Bond	74440B884	0.000	9/3/2020	N/A	870.727	13,087.03	0.00	13,087.03
MFS International	552746356	0.000	9/3/2020	N/A	52.55	2,045.26	0.00	2,045.26
Victory RS	92647Q363	0.000	9/3/2020	N/A	60.983	5,499.42	0.00	5,499.42
Doubeline Core Fix Income	258620301	0.000	9/3/2020	N/A	1,292.047	14,587.21	0.00	14,587.21
iShares Russell Mid Cap	464287499	0.000	9/3/2020	N/A	119.00	6,984.86	0.00	6,984.86
Dodge & Cox Stock Fund	256219106	0.000	9/25/2020	N/A	3.756	614.89	0.00	614.89
Vanguard Short Term	922031836	0.000	9/30/2020	N/A	5.59	61.38	0.00	61.38
Sub Total / Average Buy					5,504.634	116,838.70	0.00	116,838.70
Dividend								
DFA Large Cap	233203868	0.000	7/1/2020	N/A	0.00	0.00	474.15	474.15
Doubeline Core Fix Income	258620301	0.000	7/2/2020	N/A	0.00	0.00	256.36	256.36
Pimco Total Return Fund	693390700	0.000	7/31/2020	N/A	0.00	0.00	206.00	206.00
PGIM Total Return Bond	74440B884	0.000	7/31/2020	N/A	0.00	0.00	256.99	256.99

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Vanguard Short Term	922031836	0.000	7/31/2020	N/A	0.00	0.00	75.47	75.47
Pimco Total Return Fund	693390700	0.000	8/31/2020	N/A	0.00	0.00	179.71	179.71
PGIM Total Return Bond	74440B884	0.000	8/31/2020	N/A	0.00	0.00	258.34	258.34
Vanguard Short Term	922031836	0.000	8/31/2020	N/A	0.00	0.00	71.78	71.78
Doubeline Core Fix Income	258620301	0.000	8/31/2020	N/A	0.00	0.00	255.96	255.96
iShares SP500	464287408	0.000	9/30/2020	N/A	0.00	0.00	295.80	295.80
Vanguard Real Estate	922908553	0.000	9/30/2020	N/A	0.00	0.00	148.12	148.12
Dodge & Cox Stock Fund	256219106	0.000	9/30/2020	N/A	0.00	0.00	614.89	614.89
Pimco Total Return Fund	693390700	0.000	9/30/2020	N/A	0.00	0.00	208.27	208.27
PGIM Total Return Bond	74440B884	0.000	9/30/2020	N/A	0.00	0.00	275.86	275.86
Vanguard Short Term	922031836	0.000	9/30/2020	N/A	0.00	0.00	61.38	61.38
Doubeline Core Fix Income	258620301	0.000	9/30/2020	N/A	0.00	0.00	251.58	251.58
iShares Russell Mid Cap	464287499	0.000	9/30/2020	N/A	0.00	0.00	321.86	321.86
Sub Total / Average Dividend					0.00	0.00	4,212.52	4,212.52
Sell								
Price T Rowe Growth	741479406	0.000	9/3/2020	N/A	34.39	3,177.13	0.00	3,177.13
Vanguard Short Term	922031836	0.000	9/3/2020	N/A	338.62	3,728.25	0.00	3,728.25
Harbor Capital Appreciation	411512528	0.000	9/3/2020	N/A	72.09	7,632.78	0.00	7,632.78
Sub Total / Average Sell					445.10	14,538.16	0.00	14,538.16

Mesa Water District
Transactions Summary
Quarterly Treasurer's Status Report - Investment Activity
Group By: Action
Portfolio / Report Group: PARS Pension Trust
Begin Date: 06/30/2020, End Date: 09/30/2020

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Buy								
Hartford Schroders	41665X859	0.000	9/3/2020	N/A	3,551.97	60,383.44	0.00	60,383.44
iShares SP500	464287408	0.000	9/3/2020	N/A	105.00	12,263.93	0.00	12,263.93
Vanguard Real Estate	922908553	0.000	9/3/2020	N/A	189.00	15,580.47	0.00	15,580.47
DFA Large Cap	233203868	0.000	9/3/2020	N/A	559.24	12,336.89	0.00	12,336.89
Undiscovered	904504479	0.000	9/3/2020	N/A	1,172.77	56,222.30	0.00	56,222.30
Dodge & Cox Stock Fund	256219106	0.000	9/3/2020	N/A	92.35	15,914.11	0.00	15,914.11
Pimco Total Return Fund	693390700	0.000	9/3/2020	N/A	5,076.97	55,795.84	0.00	55,795.84
Dodge & Cox International	256206103	0.000	9/3/2020	N/A	412.89	15,392.59	0.00	15,392.59
PGIM Total Return Bond	74440B884	0.000	9/3/2020	N/A	3,306.63	49,698.64	0.00	49,698.64
Victory RS	92647Q363	0.000	9/3/2020	N/A	143.88	12,974.95	0.00	12,974.95
Doubeline Core Fix Income	258620301	0.000	9/3/2020	N/A	4,985.02	56,280.90	0.00	56,280.90
iShares Russell Mid Cap	464287499	0.000	9/3/2020	N/A	107.00	6,280.51	0.00	6,280.51
Sub Total / Average Buy					19,702.72	369,124.57	0.00	369,124.57
Dividend								
DFA Large Cap	233203868	0.000	7/1/2020	N/A	0.00	0.00	4,353.06	4,353.06
Doubeline Core Fix Income	258620301	0.000	7/2/2020	N/A	0.00	0.00	2,353.58	2,353.58
Pimco Total Return Fund	693390700	0.000	7/31/2020	N/A	0.00	0.00	1,887.56	1,887.56
PGIM Total Return Bond	74440B884	0.000	7/31/2020	N/A	0.00	0.00	2,353.18	2,353.18
Vanguard Short Term	922031836	0.000	7/31/2020	N/A	0.00	0.00	691.32	691.32
Pimco Total Return Fund	693390700	0.000	8/31/2020	N/A	0.00	0.00	1,643.16	1,643.16
PGIM Total Return Bond	74440B884	0.000	8/31/2020	N/A	0.00	0.00	2,360.15	2,360.15
Vanguard Short Term	922031836	0.000	8/31/2020	N/A	0.00	0.00	656.33	656.33
Doubeline Core Fix Income	258620301	0.000	8/31/2020	N/A	0.00	0.00	2,349.90	2,349.90
iShares SP500	464287408	0.000	9/30/2020	N/A	0.00	0.00	2,519.45	2,519.45
Vanguard Real Estate	922908553	0.000	9/30/2020	N/A	0.00	0.00	1,262.22	1,262.22
Dodge & Cox Stock Fund	256219106	0.000	9/30/2020	N/A	0.00	0.00	5,227.19	5,227.19
Pimco Total Return Fund	693390700	0.000	9/30/2020	N/A	0.00	0.00	1,784.80	1,784.80
PGIM Total Return Bond	74440B884	0.000	9/30/2020	N/A	0.00	0.00	2,383.48	2,383.48
Vanguard Short Term	922031836	0.000	9/30/2020	N/A	0.00	0.00	526.52	526.52
Doubeline Core Fix Income	258620301	0.000	9/30/2020	N/A	0.00	0.00	2,309.67	2,309.67
iShares Russell Mid Cap	464287499	0.000	9/30/2020	N/A	0.00	0.00	2,741.13	2,741.13

Description	CUSIP/Ticker	YTM @ Cost	Settlement Date	Maturity Date	Face Amount/Shares	Principal	Interest/Dividends	Total
Sub Total / Average Dividend					0.00	0.00	37,402.70	37,402.70
Sell								
Vanguard Growth & Income	921913208	0.000	9/3/2020	N/A	1,679.18	152,418.99	0.00	152,418.99
Columbia Contrarian Fund	19766M709	0.000	9/3/2020	N/A	2,508.86	75,792.54	0.00	75,792.54
MFS International	552746356	0.000	9/3/2020	N/A	349.29	13,594.17	0.00	13,594.17
Price T Rowe Growth	741479406	0.000	9/3/2020	N/A	827.19	76,415.54	0.00	76,415.54
Vanguard Short Term	922031836	0.000	9/3/2020	N/A	5,009.54	55,155.04	0.00	55,155.04
Harbor Capital Appreciation	411512528	0.000	9/3/2020	N/A	1,103.61	116,849.91	0.00	116,849.91
Sub Total / Average Sell					11,477.67	490,226.19	0.00	490,226.19



MONTHLY COMMITTEE

Major Staff Projects

Title	Comments	Status
Human Resource Information System/Payroll System	Human Resource Information System/Payroll System	In Process
Invoice Cloud	Invoice Cloud (New Billing System)	In Process



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, Water Policy Manager
DATE: November 19, 2020
SUBJECT: State Advocacy Update

RECOMMENDATION

Receive and file the State Advocacy Update.

STRATEGIC PLAN

Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

This item is provided at the monthly Board of Directors Committee meeting.

DISCUSSION

An updated State Advocacy report will be provided at the November 19, 2020 meeting.

FINANCIAL IMPACT

In Fiscal Year 2021, \$175,000 is budgeted for Support Services; \$73,370 has been spent to date.

ATTACHMENTS

None.



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Stacy Taylor, Water Policy Manager
DATE: November 19, 2020
SUBJECT: Orange County Update

RECOMMENDATION

Receive and file the Orange County Update.

STRATEGIC PLAN

Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

This item is provided at the monthly Board of Directors Committee meeting.

DISCUSSION

Mesa Water District's (Mesa Water®) government relations program includes monitoring local and regional political issues and policy-setting authorities (i.e., County of Orange, Orange County Local Agency Formation Commission, etc.). An updated Orange County report will be provided at the November 19, 2020 meeting.

FINANCIAL IMPACT

In Fiscal Year 2021, \$175,000 is budgeted for Support Services; \$73,370 has been spent to date.

ATTACHMENTS

None.



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Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Celeste Carrillo, Public Affairs Coordinator
DATE: November 19, 2020
SUBJECT: Outreach Update

RECOMMENDATION

Receive and file the Outreach Update.

STRATEGIC PLAN

Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

This item is provided at the monthly Board of Directors Committee meeting.

DISCUSSION

Mesa Water District's (Mesa Water®) outreach program aims to connect Mesa Water with its constituents in order to achieve Goal #4 of the Board of Directors' (Board) Strategic Plan. Outreach activities are also designed to achieve the Strategic Plan goals related to customer service and/or regional water issues involvement by educating and informing the District's constituents about Mesa Water, water issues, and water in general. Mesa Water's constituents include external audiences, such as customers, community members, elected officials, industry colleagues, media, water districts and special districts – as well as internal audiences, such as staff, retirees and Board members.

Upcoming Fiscal Year 2021 Events

No Upcoming Events

The benefits of Mesa Water's outreach program include:

- Informing constituents about Southern California's perpetual drought, the historical drought facing California, and the importance of developing local and cost-effective sources of safe, reliable water for Mesa Water's service area and the region at large;
- Educating constituents about the importance of water and water stewardship, in order to sustain Southern California's population, quality of life, business, and economy;
- Educating constituents about Mesa Water's stewardship of ratepayer funds and financial responsibility to fund, invest in, and save for the current and future provision of safe and reliable water for the District's service area;
- Informing constituents of the District's infrastructure improvements to ensure water quality and water reliability for its service area;



- Learning from constituents and evolving as a well-informed Board of Directors;
- Promoting water use efficiency to Mesa Water's customers and community members to help them save water, money, and the environment;
- Ensuring, for public health and safety reasons, that Mesa Water customers and community members identify the District as their water provider and as the source of information about water in emergency situations;
- Supporting Mesa Water's service area as an actively involved participant in programs that provide added value and benefits to the community;
- Informing the media of Mesa Water's activities that benefit the District's customers and community;
- Empowering Mesa Water's Board and staff with information that will help them provide the best possible service to the District's customers and community members; and,
- Strengthening Mesa Water's industry relations to provide opportunities for improving the District's business and operations -- including the areas of financial and human resources strength, infrastructure and technological innovation, and setting/supporting policies that have a positive impact on Mesa Water's service area -- so that the District can continue to provide safe, high-quality, reliable, and affordable water to its customers.

FINANCIAL IMPACT

In Fiscal Year 2021, \$595,330 is budgeted for the District's Public Affairs department expenses; \$226,740 has been spent to date.

ATTACHMENTS

None.



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MEMORANDUM

TO: Board of Directors
FROM: Marwan Khalifa, CPA, MBA, Chief Financial Officer
DATE: November 19, 2020
SUBJECT: Fiscal Year 2021 First Quarter Financial Update

RECOMMENDATION

Receive and file the Fiscal Year 2021 First Quarter Financial Update.

STRATEGIC PLAN

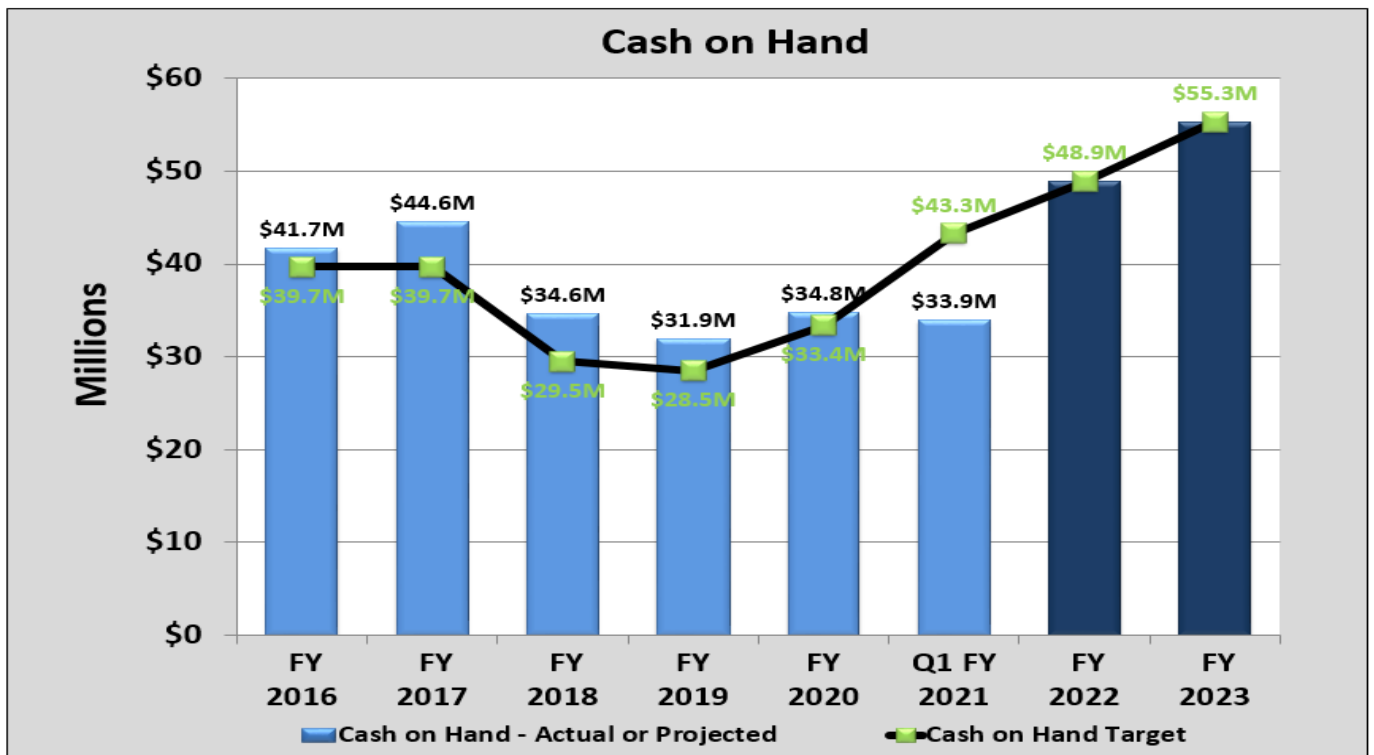
- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION/DISCUSSION

At its May 14, 2020 meeting, the Board of Directors (Board) approved the Fiscal Year (FY) 2021 Budget.

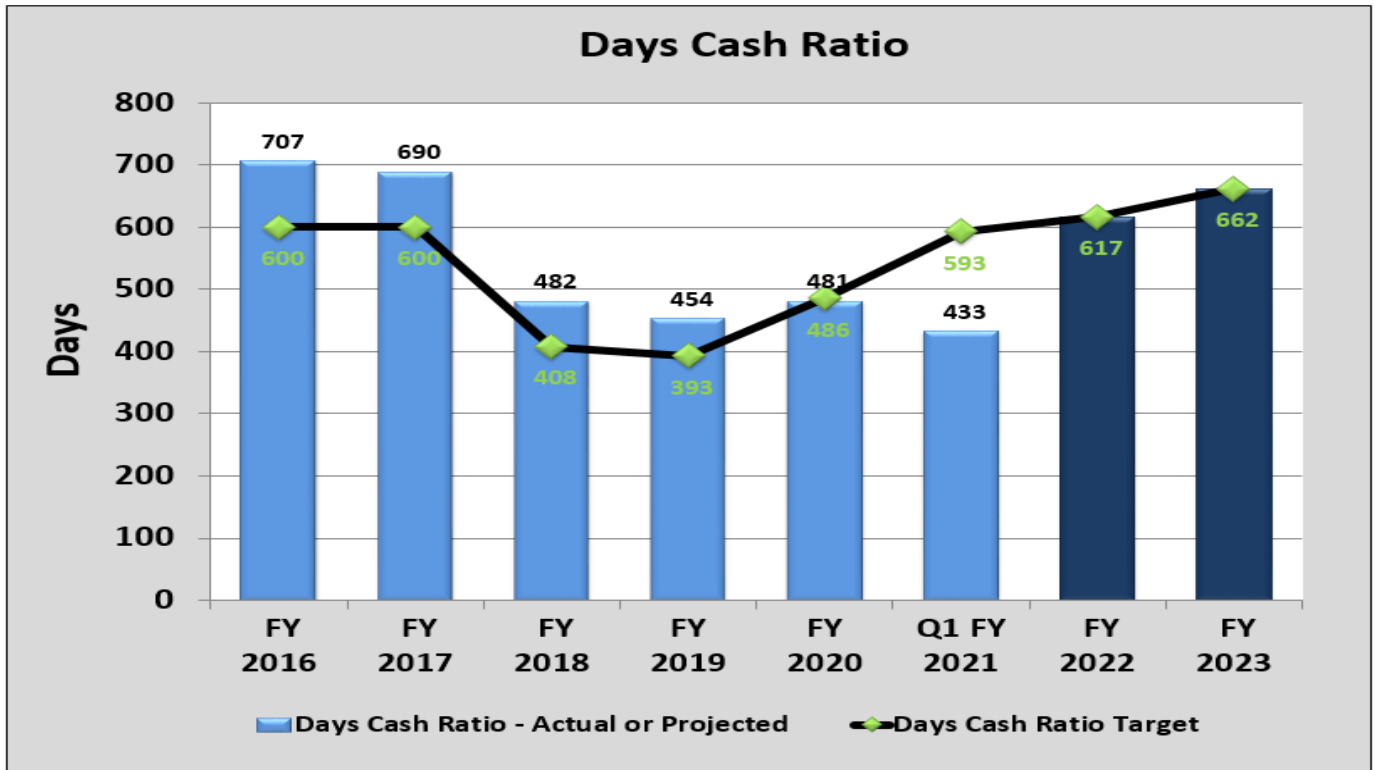
DISCUSSION

Through the first quarter of FY 2021, Cash on Hand totaled \$33,941,341. As a result, Cash on Hand of \$33,941,341 is below the forecasted year-end cash balance of \$43,309,524. Despite the variance, we are still projected to hit our year end Cash on Hand target, when taking into consideration the COPS reimbursement for capital expenditures.





Additionally, 433 Days Cash is below the forecasted Days Cash estimate of 593 days at year end by 160 days. Despite the variance, we are still projected to hit our year end Cash on Hand target, when taking into consideration the COPS reimbursement for capital expenditures.



The Current Debt Coverage ratio is projected to be 228%, which exceeds both the requirement for the 2017 & 2020 Revenue Certificates of Participation (COPs) and the Designated Funds Policy. The Debt Coverage ratio goal of the Board is 130% and was established in the Designated Funds Policy.

Water production is above budget through the first quarter by approximately 4.0% and corresponds with a similar increase in water revenue through the first quarter of FY 2021.

The mix of water production between clear and basin managed water has varied which is depicted in the table below:

	Acre Feet		Variance
	Budgeted	Actual	
Clear Water	3,289	3,326	(37)
Amber Water	1,330	1,479	(149)
Basin Managed (CPTP) Water	-	-	-
In-Lieu Water	-	-	-
Total	4,619	4,805	(186)



Clear and amber water costs have a combined unfavorable variance of \$139,070 due to production pumping being slightly above budgeted. There was no CPTP budgeted for FY 2021.

Total operating revenues year-to-date have a favorable balance of \$145,847 or approximately 1.3%. This is a result of water consumption being slightly higher than expected. Additionally, operating expenses through the first quarter have a favorable balance of \$335,631 or approximately 4.5%. This is predominately a result of lower than budgeted General and Administrative expenses due to the ongoing Covid-19 Pandemic. As a result, operating income through September 30, 2020 has a favorable balance of \$453,423 or approximately 19.5%.

Overall, the Change in Net Position has a favorable balance of \$1,045,950 or approximately 50.6% through September 30, 2020.

ATTACHMENTS

Attachment A: Statement of Revenues, Expenses, and Changes in Net Position for the Three Months Ended 9/30/2020



Statement of Revenues, Expenses, and Changes in Net Position For the Three Months Ended 9/30/2020

	FY2021 YTD BUDGET	FY2021 YTD ACTUAL	Variance
OPERATING REVENUES:			
Water consumption sales	\$ 8,449,477	\$ 8,786,031	\$ 336,554
Monthly meter service charge	2,090,630	2,081,098	(9,532)
Recycled water sales	494,912	374,228	(120,684)
Concession from governmental agencies (CPTP)	-	-	-
Other charges and services	109,225	48,734	(60,491)
TOTAL OPERATING REVENUES	11,144,244	11,290,091	145,847
OPERATING EXPENSES:			
Imported sources of supply	111,872	105,704	6,168
Basin managed water	-	-	-
Clear water cost	1,939,897	1,974,796	(34,899)
Amber water cost	1,103,477	1,213,816	(110,339)
Recycled water	451,733	346,117	105,616
Transmission and distribution	1,451,745	1,438,460	13,285
General and administrative	2,427,220	2,071,420	355,800
TOTAL OPERATING EXPENSES	7,485,944	7,150,313	335,631
OPERATING INCOME BEFORE DEPRECIATION AND AMORTIZATION:	3,658,300	4,139,778	481,478
Depreciation and amortization	(1,337,400)	(1,365,455)	(28,055)
OPERATING INCOME (LOSS)	2,320,900	2,774,323	453,423
NONOPERATING REVENUES / (EXPENSES):			
Bond issuance costs	-	-	-
Investment earnings	108,750 *	898,646 *	789,896
Interest expense - long term debt	(564,067)	(699,488)	(135,421)
Impairment of capital assets & termination of lease	(5,000)	-	5,000
Other non-operating, net	(6,250)	(86,454)	(80,204)
NONOPERATING REVENUES / (EXPENSES)	(466,567)	112,704	579,271
INCOME BEFORE CAPITAL CONTRIBUTIONS	1,854,333	2,887,027	1,032,694
CAPITAL CONTRIBUTIONS:			
Capacity and installation charges	-	-	-
Capital Grant (includes LRP)	213,185	226,441	13,256
Developers and others	-	-	-
TOTAL CAPITAL CONTRIBUTIONS	213,185	226,441	13,256
CHANGE IN NET POSITION	\$ 2,067,518	\$ 3,113,468	\$ 1,045,950

* Includes Pension Trust Earnings.



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MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: November 19, 2020
SUBJECT: Strategic Plan

RECOMMENDATION

Identify new strategic goals, objectives and outcomes for Mesa Water District, thereby updating the Strategic Plan for 2020 and beyond.

STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION

Each year, Mesa Water District's (Mesa Water®) Board of Directors (Board) provides staff with direction regarding Mesa Water's goals, objectives and outcomes for the coming year. Based on this direction, priorities are established, resources are allocated, and staff works to accomplish the goals and objectives, as directed.

DISCUSSION

As a starting point for this discussion, it is instructive to review the current Strategic Plan. This document was last reviewed and updated by the Board in 2019.

This workshop provides a forum to discuss the potential opportunities and long-term strategic initiatives for the District. Staff has prepared an update to the current Strategic Plan. The status of each goal, objective, and outcome is signified using the following three-color system:

- ◆ Green - completed/on schedule
- ◆ Yellow - pending/behind schedule
- ◆ Red - not achieved

Staff has also prepared a "strawman" list of potential new goals, objectives and outcomes for the Board to use in considering future opportunities and potential new initiatives for Mesa Water in 2020 and beyond.

The intent of this agenda item is for the Board to discuss additions, modifications and deletions to the Strategic Plan in a "brainstorming" forum. In discussing both reports, the General Manager will act in a facilitator role. Based on input received from the Board, staff will incorporate any revisions to the Strategic Plan and to the District's Mission and Vision Statements and further analyze



opportunities and constraints associated with the list of proposed initiatives. Staff will discuss the modifications with the Board to determine the feasibility of the proposed initiatives and develop work plans and schedules. Staff will further incorporate this material into a new Strategic Plan document for review and potential adoption at a subsequent Board meeting.

FINANCIAL IMPACT

None.

ATTACHMENTS

Attachment A: 2019 Strategic Plan, Status
Attachment B: 2020 Strategic Plan, Strawman
Attachment C: 2020 Strategic Plan, Redline



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2019 Strategic Plan

Mission Statement

“Dedicated to satisfying our community’s water needs”

Vision

To be a top performing public water agency

Strategic Goals

1. Provide a safe, abundant, and reliable water supply.
2. Practice perpetual infrastructure renewal and improvement.
3. Be financially responsible and transparent.
4. Increase public awareness about Mesa Water and about water.
5. Attract and retain skilled employees.
6. Provide outstanding customer service.
7. Actively participate in regional water issues.

WATER SUPPLY AND RELIABILITY

Strategic Goal #1

Provide a safe, abundant, and reliable water supply.

Objective A: Continue to meet and surpass water quality standards.

- ◆ Meet and surpass primary water quality standards
- ◆ Meet and surpass secondary water quality standards
- ◆ Perform required water quality tests annually
- ◆ Analyze nitrification modeling results and implement recommendations

Objective B: Maintain and protect a high quality water supply.

- ◆ Efficiently maintain backflow, cross-connection, and recycled water programs to protect the water system from contamination

Objective C: Continue to ensure a reliable and abundant supply of water.

- ◆ Provide a 100 percent local and reliable water supply portfolio
- ◆ Report on our ability to supply 100 percent local water with marginal capacity
- ◆ Finalize design of new wells to provide 115% of demand

Objective D: Ensure emergency operations.

- ◆ Conduct regular testing of all backup power and communications systems
- ◆ Evaluate, identify, and implement emergency power plan needs at Operations and Administrative facilities
- ◆ Upgrade EOC equipment and facilities as needed
- ◆ Participate in Regional Emergency Response exercises

Outcome 1: Meet all water quality standards – in both health and aesthetics.

Outcome 2: Drought-proof local water supply in all conditions.

Outcome 3: Maintain the ability to serve 100 percent imported water supply.

WATER INFRASTRUCTURE

Strategic Goal #2

Practice perpetual infrastructure renewal and improvement.

Objective A: Manage water infrastructure assets to assure reliability.

- ◆ Complete Well Rehabilitation and Automation Construction Project
- ◆ Complete and implement an Asset Management Plan
- ◆ Continue actively managing Pipeline Integrity Testing Program
- ◆ Complete construction on OC-44 Pipeline Rehabilitation Project
- ◆ Finalize design and permitting of two new wells and pipeline

Objective B: Efficiently manage our water system.

- ◆ Monitor and revise efficient operational protocols for production distribution and water quality systems
- ◆ Fully utilize Mesa Water's Computerized Maintenance Management System (CMMS)
- ◆ Routinely evaluate operational energy and chemical consumption metrics
- ◆ Provide field support services to achieve world-class water audit goal

Objective C: Manage Mesa Water's information technology infrastructure assets to assure reliability.

- ◆ Implement Information Technology Master Plan
- ◆ Develop and report on New Key Metrics for all areas of the District

Outcome 1: Orderly infrastructure refurbishment and replacement.

Outcome 2: Fund and execute the 5-year Capital Improvement and Replacement Plan for each fiscal year.

Outcome 3: Train and fully use Mesa Water's CMMS.

Outcome 4: New Key Metrics.

Outcome 5: Achieve world-class water loss status.

Outcome 6: Develop and monitor operational energy and chemical tracking tool in Mesa Water's SCADA system.

Outcome 7: Develop standard operating procedures for operations work.

FINANCIAL RESPONSIBILITY

Strategic Goal #3

Be financially responsible and transparent.

Objective A: Maintain AAA financial goals and meet the appropriate designated fund level goals.

- ◆ Report quarterly on AAA goals and designated funds
- ◆ Report annually on status of OPEB and Pension Liability

Objective B: Maintain competitive rates and efficiency in per capita expenditures.

- ◆ Evaluate true cost of water to the customer compared to benchmark agencies
- ◆ Administer investment portfolio consistent with policies
- ◆ Support rates that are fair, understandable, and prudent for the District's financial stability and sustainability as a perpetual agency

Objective C: Fund the Board's and District's priorities.

- ◆ Prepare a balanced budget that funds Board and District priorities
- ◆ Produce timely and accurate financial reports including Comprehensive Annual Financial Report and State Controller's Report
- ◆ Prepare quarterly financial reports and accurately projected year end results
- ◆ Conduct accurate and timely monthly close accounting

Objective D: Encompass Financial Responsibility and Transparency.

- ◆ Provide key financial documents on the website
- ◆ Provide Board and staff total compensation, salary, and benefits structure on the website
- ◆ Provide Board meeting agendas, meeting packets, and meeting minutes on the website
- ◆ Prohibit evergreen contracts

Outcome 1: Meet Board's annual targets for cash on hand and days cash ratio.

Outcome 2: Maintain debt service ratio.

Outcome 3: Comprehensive organizational transparency.

WATER AWARENESS

Strategic Goal #4

Increase public awareness about Mesa Water and about water.

Objective A: Enhance Mesa Water’s visibility and positive recognition.

- ◆ Facilitate accolades/awards for and from Mesa Water
- ◆ Improve Mesa Water’s news bureau and social media
- ◆ Improve MesaWater.org Information Management processes

Objective B: Increase awareness of Mesa Water and water among key audiences.

- ◆ Manage Mesa Water’s community relations campaign
- ◆ Operate Mesa Water’s water education and ambassador programs
- ◆ Improve community awareness through community asset branding and customer welcome kits
- ◆ Support Grant application for MWRF Outreach Center

Objective C: Unify Mesa Water messaging and publications.

- ◆ Continue industry relations to promote awareness of District’s name and brand
- ◆ Strengthen Mesa Water’s communications by using consistent look and voice and updating style guide
- ◆ Provide Mesa Water Board and staff with updated strategic messages framework

Outcome 1: Create social media benchmark assessment and plan to grow engagement.

Outcome 2: Implement new format for Water Issues Study Group/ambassador program.

Outcome 3: Finalize Crisis Communication Plan and conduct training.

Outcome 4: Conduct community and industry meetings.

HUMAN RESOURCES

Strategic Goal #5

Attract and retain skilled employees.

Objective A: Attract and retain a qualified, skilled, and capable workforce.

- ◆ Prepare Annual Employee Turnover Report
- ◆ Update Employee Rules and Regulations

Objective B: Build employee skills.

- ◆ Fully train a minimum of two employees in key processes to ensure accountability and sustainability
- ◆ Develop and implement an operational and institutional knowledge transfer plan
- ◆ Provide employee training

Objective C: Enhance employee relations.

- ◆ Implement Human Resources Information System

Objective D: Provide annual safety program audit.

Outcome 1: Fully staffed organization.

Outcome 2: Minimize turnover.

Outcome 3: Provide quarterly training report.

CUSTOMER SERVICE

Strategic Goal #6

Provide outstanding customer service.

Objective A: Provide outstanding internal and external customer service in a timely, courteous, and effective manner.

- ◆ Encourage and support colleagues and help others find solutions to problems
- ◆ Speak professionally with a positive tone of voice
- ◆ Resolve issue on first point of contact

Objective B: Enhance the customer experience.

- ◆ Update and implement customer service standards
- ◆ Listen carefully to understand the real need of the customer
- ◆ Be empathetic to the customer's situation
- ◆ Respond to all requests promptly and, when information isn't immediately available, provide a timeframe for the resolution

Objective C: Measure success.

- ◆ Establish and implement measures of success that ensure continuous improvement
- ◆ Survey customer satisfaction for walk-in and telephone service

Objective D: Continuous improvement and reinforcement.

- ◆ Implement reinforcement system for customer service skills and behaviors
- ◆ Use feedback from customers and the internal organization for continuous process improvement

Outcome 1: Answer telephone calls in less than 10 seconds (average).

Outcome 2: Smile and greet customers and colleagues in a warm and friendly manner.

Outcome 3: Train staff on both universal and function specific standards.

Outcome 4: Implement monthly metrics report.

Outcome 5: All staff participates in annual customer service training.

Outcome 6: Recognize and celebrate the good work of employees.

REGIONAL COMMITMENT

Strategic Goal #7

Actively participate in regional water issues.

Objective A: Actively engage in regional water issues.

- ◆ Attend OCWD and MWDOC meetings and engage in regional water issues
- ◆ Update the Board's policy positions and legislative platforms for issues that impact Mesa Water

Objective B: Facilitate Board and staff participation in water, governance, utility, community and environmental organizations.

- ◆ Support current Board and staff participation in organizations such as LAFCO, OCWA, ACWA, WACO, ACWA/JPIA, CalDesal, SAWPA, and Groundwater Producers; proactively seek opportunities for additional participation
- ◆ Support Board and staff participation in non-governmental associations, as appropriate
- ◆ Continue legislative and regulatory affairs, and governmental relations, to promote awareness of Mesa Water

Objective C: Accomplish the Board's Policy Priorities.

- ◆ Develop the Board's local and regional water policy priorities
- ◆ Work to achieve the Board's local and regional water policy priorities

Outcome 1: 2019 Legislative Platforms and Policy Positions.

Outcome 2: Positively influence and be a leader of water issues important to Mesa Water.

Outcome 3: Increase awareness of Mesa Water in the water industry and community.



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2020 Strategic Plan

Mission Statement

“Dedicated to satisfying our community’s water needs”

Vision

To be a top performing public water agency

Strategic Goals

1. Provide a safe, abundant, and reliable water supply.
2. Practice perpetual infrastructure renewal and improvement.
3. Be financially responsible and transparent.
4. Increase public awareness about Mesa Water and about water.
5. Attract and retain skilled employees.
6. Provide outstanding customer service.
7. Actively participate in regional and statewide water issues.

WATER SUPPLY AND RELIABILITY

Strategic Goal #1

Provide a safe, abundant, and reliable water supply.

Objective A: Continue to meet and surpass water quality standards.

- ◆ Meet and surpass primary water quality standards
- ◆ Meet and surpass secondary water quality standards
- ◆ Perform required water quality tests annually
- ◆ Implement chlorine conversion disinfection protocol for full-scale pilot

Objective B: Maintain and protect a high quality water supply.

- ◆ Efficiently maintain backflow, cross-connection, and recycled water programs to protect the water system from contamination
- ◆ Follow proper disinfection procedures for all capital and repair work

Objective C: Continue to ensure a reliable and abundant supply of water.

- ◆ Provide a 100 percent local and reliable water supply portfolio
- ◆ Report on our ability to supply 100 percent local water with marginal capacity
- ◆ Initiate construction of new wells to provide 115 percent of demand

Objective D: Ensure emergency operations.

- ◆ Conduct regular testing of all backup power and communications systems
- ◆ Implement emergency power plan needs at Operations and Administrative facilities as recommended per Capital Improvement Program Renewal
- ◆ Maintain EOC equipment and facilities
- ◆ Participate in Regional Emergency Response exercises

Outcome 1: Meet all water quality standards – in both health and aesthetics.

Outcome 2: Drought-proof local water supply in all conditions.

Outcome 3: Maintain the ability to serve 100 percent imported water supply.

WATER INFRASTRUCTURE

Strategic Goal #2

Practice perpetual infrastructure renewal and improvement.

Objective A: Manage water infrastructure assets to assure reliability.

- ◆ Initiate construction of Chandler & Croddy Wells and Pipeline Project
- ◆ Complete and implement an Asset Management Plan
- ◆ Continue actively managing Pipeline Integrity Testing Program
- ◆ Initiate design of Capital Improvement Program Renewal Reservoir Rehabilitation Program
- ◆ Continue actively maintaining assets via preventative maintenance programs

Objective B: Efficiently manage our water system.

- ◆ Initiate design of Capital Improvement Program Renewal Distribution Program
- ◆ Fully utilize Mesa Water's Computerized Maintenance Management System (CMMS)
- ◆ Routinely evaluate operational energy and chemical consumption metrics
- ◆ Provide field support services to achieve efficient water audit goal
- ◆ Manage routine key performance metrics within 10% of 5-year average daily production levels

Objective C: Manage Mesa Water's information technology infrastructure assets to assure reliability.

- ◆ Implement Information Technology Capital Improvement Program Renewal Program
- ◆ Transition the Information Technology Data Center to a cloud-based data center services platform
- ◆ Develop and report on New Key Metrics for all areas of the District

Outcome 1: Perform infrastructure refurbishment and replacement.

Outcome 2: Fund and execute the 3-year \$70MM Capital Improvement Program Renewal Program.

Outcome 3: Train and fully use Mesa Water's CMMS.

Outcome 4: New Key Metrics.

Outcome 5: Maintain efficient real water loss status (e.g. <5%).

Outcome 6: Infrastructure assets properly maintained per Mesa Water plan in order to extend useful life.

FINANCIAL RESPONSIBILITY

Strategic Goal #3

Be financially responsible and transparent.

Objective A: Maintain AAA financial goals and meet the appropriate designated fund level goals.

- ◆ Report quarterly on AAA goals and designated funds
- ◆ Report annually on status of OPEB and Pension Liability
- ◆ Produce a quarterly report on the status of the Certificates of Participation and the funds reimbursed for projects

Objective B: Maintain competitive rates and efficiency in per capita expenditures.

- ◆ Evaluate true cost of water to the customer compared to benchmark agencies
- ◆ Administer investment portfolio consistent with policies
- ◆ Support rates that are fair, understandable, and prudent for the District's financial stability and sustainability as a perpetual agency

Objective C: Fund the Board's and District's priorities.

- ◆ Prepare a balanced budget that funds Board and District priorities
- ◆ Produce timely and accurate financial reports including Comprehensive Annual Financial Report and State Controller's Report
- ◆ Prepare quarterly financial reports and accurately projected year end results
- ◆ Conduct accurate and timely monthly close accounting
- ◆ Explore Captive Insurance Possibilities
- ◆ Explore Additional Deferred Compensation Options

Objective D: Encompass Financial Responsibility and Transparency.

- ◆ Provide key financial documents on the website
- ◆ Provide Board and staff total compensation, salary, and benefits structure on the website
- ◆ Provide Board meeting agendas, meeting packets, and meeting minutes on the website
- ◆ Prohibit evergreen contracts
- ◆ Establish a Financial Emergency Plan

Outcome 1: Meet Board's annual targets for cash on hand and days cash ratio.

Outcome 2: Maintain debt service ratio.

Outcome 3: Comprehensive organizational transparency.

WATER AWARENESS

Strategic Goal #4

Increase public awareness about Mesa Water and about water.

Objective A: Enhance Mesa Water’s visibility and positive recognition.

- ◆ Facilitate accolades/awards for and from Mesa Water
- ◆ Improve Mesa Water’s news bureau and social media
- ◆ Improve MesaWater.org Information Management processes

Objective B: Increase awareness of Mesa Water and water among key audiences.

- ◆ Manage Mesa Water’s community relations campaign
- ◆ Operate Mesa Water’s water education and ambassador programs
- ◆ Improve community awareness through community asset branding and customer welcome kits

Objective C: Unify Mesa Water messaging and publications.

- ◆ Continue industry relations to promote awareness of District’s name and brand
- ◆ Strengthen Mesa Water’s communications by using consistent look and voice and updating style guide
- ◆ Provide Mesa Water Board and staff with updated strategic messages framework

Outcome 1: Create social media benchmark assessment and plan to grow engagement.

Outcome 2: Implement new format for Water Issues Study Group/ambassador program.

Outcome 3: Finalize Crisis Communication Plan and conduct training.

Outcome 4: Conduct community and industry meetings.

HUMAN RESOURCES

Strategic Goal #5

Attract and retain skilled employees.

Objective A: Attract and retain a qualified, skilled, and capable workforce.

- ◆ Prepare Annual Employee Turnover Report
- ◆ Update Employee Rules and Regulations

Objective B: Build employee skills.

- ◆ Fully train a minimum of two employees in key processes to ensure accountability and sustainability
- ◆ Develop and implement an operational and institutional knowledge transfer plan
- ◆ Provide employee training

Objective C: Enhance employee relations.

- ◆ Implement Human Resources Information System

Objective D: Provide annual safety program audit.

Outcome 1: Fully staffed organization.

Outcome 2: Minimize turnover.

Outcome 3: Provide quarterly training report.

CUSTOMER SERVICE

Strategic Goal #6

Provide outstanding customer service.

Objective A: Provide outstanding internal and external customer service in a timely, courteous, and effective manner.

- ◆ Encourage and support colleagues and help others find solutions to problems
- ◆ Speak professionally with a positive tone of voice
- ◆ Resolve issue on first point of contact

Objective B: Enhance the customer experience.

- ◆ Listen carefully to understand the real need of the customer
- ◆ Be empathetic to the customer's situation
- ◆ Respond to all requests promptly and, when information isn't immediately available, provide a timeframe for the resolution
- ◆ Document and implement an efficient new water service set up process

Objective C: Measure success.

- ◆ Continue to measure success to ensure Elite Customer Service Standards are met
- ◆ Survey customer satisfaction for walk-in and telephone service
- ◆ Conduct outreach to customers to inform them of our Water Wise House Calls Program

Objective D: Continuous improvement and reinforcement.

- ◆ Continue reinforcement system for customer service skills and behaviors through one-on-one coaching

Outcome 1: Answer telephone calls in less than 20 seconds (average).

Outcome 2: Conduct 75 Water Wise House calls each year.

Outcome 3: Ensure new account set ups occur within 24-hours of project completion.

Outcome 4: Achieve overall gold standard score on quarterly audit.

Outcome 5: Recognize and celebrate the good work of employees.

REGIONAL COMMITMENT

Strategic Goal #7

Actively participate in regional and statewide water issues.

Objective A: Actively engage in regional and statewide water issues.

- ◆ Attend OCWD and MWDOC meetings and engage in regional water issues
- ◆ Update the Board's policy positions and legislative platforms for statewide issues that impact Mesa Water

Objective B: Facilitate Board and staff participation in water, governance, utility, community and environmental organizations.

- ◆ Support current Board and staff participation in organizations such as LAFCO, OCWA, ACWA, CMUA, WACO, ACWA/JPIA, CalDesal, SAWPA, and Groundwater Producers; proactively seek opportunities for additional participation
- ◆ Support Board and staff participation in non-governmental associations, as appropriate
- ◆ Continue legislative and regulatory affairs, and governmental relations, to promote awareness of Mesa Water

Objective C: Accomplish the Board's Policy Priorities.

- ◆ Develop the Board's local and regional water policy priorities
- ◆ Work to achieve the Board's local and regional water policy priorities

Outcome 1: 2020 Legislative Platforms and Policy Positions.

Outcome 2: Positively influence and be a leader of water issues important to Mesa Water.

Outcome 3: Increase awareness of Mesa Water in the water industry and community.



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2020 Strategic Plan

Mission Statement

“Dedicated to satisfying our community’s water needs”

Vision

To be a top performing public water agency

Strategic Goals

1. Provide a safe, abundant, and reliable water supply.
2. Practice perpetual infrastructure renewal and improvement.
3. Be financially responsible and transparent.
4. Increase public awareness about Mesa Water and about water.
5. Attract and retain skilled employees.
6. Provide outstanding customer service.
7. Actively participate in regional and statewide water issues.

WATER SUPPLY AND RELIABILITY

Strategic Goal #1

Provide a safe, abundant, and reliable water supply.

Objective A: Continue to meet and surpass water quality standards.

- ◆ Meet and surpass primary water quality standards
- ◆ Meet and surpass secondary water quality standards
- ◆ Perform required water quality tests annually
- ◆ ~~Analyze nitrification modeling results and implement recommendations~~Implement chlorine conversion disinfection protocol for full-scale pilot

Objective B: Maintain and protect a high quality water supply.

- ◆ ~~Efficiently maintain backflow, cross-connection, and recycled water programs to protect the water system from contamination~~
- ◆ Follow proper disinfection procedures for all capital and repair work

Objective C: Continue to ensure a reliable and abundant supply of water.

- ◆ Provide a 100 percent local and reliable water supply portfolio
- ◆ Report on our ability to supply 100 percent local water with marginal capacity
- ◆ ~~Finalize design~~Initiate construction of new wells to provide 115 ~~percent~~% of demand

Objective D: Ensure emergency operations.

- ◆ Conduct regular testing of all backup power and communications systems
- ◆ ~~Evaluate, identify, and i~~Implement emergency power plan needs at Operations and Administrative facilities as recommended per Capital Improvement Program Renewal
- ◆ ~~Upgrade~~Maintain EOC equipment and facilities
- ◆ Participate in Regional Emergency Response exercises

Outcome 1: Meet all water quality standards – in both health and aesthetics.

Outcome 2: Drought-proof local water supply in all conditions.

Outcome 3: Maintain the ability to serve 100 percent imported water supply.

WATER INFRASTRUCTURE

Strategic Goal #2

Practice perpetual infrastructure renewal and improvement.

Objective A: Manage water infrastructure assets to assure reliability.

- ~~Complete Well Rehabilitation and Automation Construction Project~~ Initiate construction of Chandler & Croddy Wells and Pipeline Project
- ~~Complete and implement an Asset Management Plan~~
- Complete and implement an Asset Management Plan
- Continue actively managing Pipeline Integrity Testing Program
- ~~Complete construction on OC-44 Pipeline Rehabilitation Project~~ Initiate design of Capital Improvement Program Renewal Reservoir Rehabilitation Program
- ~~Finalize design and permitting of two new wells and pipeline~~
- Continue actively maintaining assets via preventative maintenance programs

Objective B: Efficiently manage our water system.

- ~~Monitor and revise efficient operational protocols for production distribution and water quality systems~~ Initiate design of Capital Improvement Program Renewal Distribution Program
- ~~Fully utilize Mesa Water's Computerized Maintenance Management System (CMMS)~~
- Fully utilize Mesa Water's Computerized Maintenance Management System (CMMS)
- Routinely evaluate operational energy and chemical consumption metrics
- ~~Provide field support services to achieve world-class efficient water audit goal~~
- Manage routine key performance metrics within 10% of 5 year average daily production levels

Objective C: Manage Mesa Water's information technology infrastructure assets to assure reliability.

- ~~Implement Information Technology Master Plan~~ Capital Improvement Program Renewal Program
- Transition the Information Technology Data Center to a cloud-based data center services platform
- Develop and report on New Key Metrics for all areas of the District

Outcome 1: ~~Orderly Perform~~ infrastructure refurbishment and replacement.

Outcome 2: Fund and execute the ~~53-year~~ \$70MM Capital Improvement ~~and Replacement Plan for each fiscal year.~~ Program Renewal Program.

~~Outcome 3: Train and fully use Mesa Water's CMMS.~~ **Outcome 3:** Train and fully use Mesa Water's CMMS.

~~Outcome 4: New Key Metrics.~~ **Outcome 4:** New Key Metrics.

Outcome 535: ~~Achieve~~ Maintain efficient real-world-class water loss status (e.g. <5%).

~~Outcome 6: Develop and monitor operational energy and chemical tracking tool in Mesa Water's SCADA system.~~

~~Outcome 7: Develop standard operating procedures for operations work.~~ Outcome 64:
Infrastructure assets properly maintained per Mesa Water plan in order to extend useful life.

FINANCIAL RESPONSIBILITY

Strategic Goal #3

Be financially responsible and transparent.

Objective A: Maintain AAA financial goals and meet the appropriate designated fund level goals.

- 💧 Report quarterly on AAA goals and designated funds
- 🔴 Report annually on status of OPEB and Pension Liability
- 💧 Produce a quarterly report on the status of the Certificates of Participation and the funds reimbursed for projects

Objective B: Maintain competitive rates and efficiency in per capita expenditures.

- 💧 Evaluate true cost of water to the customer compared to benchmark agencies (expand this item in any way, Paul, due to the expansion of the Water Cost Comparison Analysis?)
- 💧 Administer investment portfolio consistent with policies
- 💧 Support rates that are fair, understandable, and prudent for the District's financial stability and sustainability as a perpetual agency

Objective C: Fund the Board's and District's priorities.

- 💧 Prepare a balanced budget that funds Board and District priorities
- 💧 Produce timely and accurate financial reports including Comprehensive Annual Financial Report and State Controller's Report
- 💧 Prepare quarterly financial reports and accurately projected year end results
- 🔴 Conduct accurate and timely monthly close accounting
- 💧 Explore Captive Insurance Possibilities
- 💧 Explore Additional Deferred Compensation Options

Objective D: Encompass Financial Responsibility and Transparency.

- ~~—~~ Establish a Financial Emergency Plan
- 💧 Provide key financial documents on the website
- 💧 Provide Board and staff total compensation, salary, and benefits structure on the website
- 💧 Provide Board meeting agendas, meeting packets, and meeting minutes on the website
- 🔴 Prohibit evergreen contracts
- 💧 Establish a Financial Emergency Plan

Outcome 1: Meet Board's annual targets for cash on hand and days cash ratio.

Outcome 2: Maintain debt service ratio.

Outcome 3: Comprehensive organizational transparency.

WATER AWARENESS

Strategic Goal #4

Increase public awareness about Mesa Water and about water.

Objective A: Enhance Mesa Water’s visibility and positive recognition.

- ◆ Facilitate accolades/awards for and from Mesa Water
- ◆ Improve Mesa Water’s news bureau and social media
- ◆ Improve MesaWater.org Information Management processes

Objective B: Increase awareness of Mesa Water and water among key audiences.

- ◆ Manage Mesa Water’s community relations campaign
- ◆ Operate Mesa Water’s water education and ambassador programs
- ◆ Improve community awareness through community asset branding and customer welcome kits

~~Support Grant application for MWRF Outreach Center~~

Objective C: Unify Mesa Water messaging and publications.

- ◆ Continue industry relations to promote awareness of District’s name and brand
- ◆ Strengthen Mesa Water’s communications by using consistent look and voice and updating style guide
- ◆ Provide Mesa Water Board and staff with updated strategic messages framework

Outcome 1: Create social media benchmark assessment and plan to grow engagement.

Outcome 2: Implement new format for Water Issues Study Group/ambassador program.

Outcome 3: Finalize Crisis Communication Plan and conduct training.

Outcome 4: Conduct community and industry meetings.

HUMAN RESOURCES

Strategic Goal #5

Attract and retain skilled employees.

Objective A: Attract and retain a qualified, skilled, and capable workforce.

- ◆ Prepare Annual Employee Turnover Report
- ◆ Update Employee Rules and Regulations

Objective B: Build employee skills.

- ◆ Fully train a minimum of two employees in key processes to ensure accountability and sustainability
- ◆ Develop and implement an operational and institutional knowledge transfer plan
- ◆ Provide employee training

Objective C: Enhance employee relations.

- ◆ Implement Human Resources Information System

Objective D: Provide annual safety program audit.

Outcome 1: Fully staffed organization.

Outcome 2: Minimize turnover.

Outcome 3: Provide quarterly training report.

CUSTOMER SERVICE

Strategic Goal #6

Provide outstanding customer service.

Objective A: Provide outstanding internal and external customer service in a timely, courteous, and effective manner.

- 💧 Encourage and support colleagues and help others find solutions to problems
- 💧 Speak professionally with a positive tone of voice
- 💧 Resolve issue on first point of contact

Objective B: Enhance the customer experience.

- ~~💧 Update and implement customer service standards~~
- 💧 Listen carefully to understand the real need of the customer
- 💧 Be empathetic to the customer's situation
- ~~💧 Respond to all requests promptly and, when information isn't immediately available, provide a timeframe for the resolution~~
- 💧 Document and implement an efficient new water service set up process

Objective C: Measure success.

- 💧 ~~Establish and implement~~Continue to measures of success ~~that to~~ ensure ~~continuous improvement~~Elite Customer Service Standards are met
- ~~💧 Survey customer satisfaction for walk-in and telephone service~~
- 💧 Conduct outreach to customers to inform them of our Water Wise House Calls Program

Objective D: Continuous improvement and reinforcement.

- 💧 ~~Implement~~Continue reinforcement system for customer service skills and behaviors through one-on-one coaching
- ~~💧 Use feedback from customers and the internal organization for continuous process improvement~~

Outcome 1: Answer telephone calls in less than ~~10~~20 seconds (average).

Outcome 2: ~~Smile and greet customers and colleagues in a warm and friendly manner.~~Conduct 75 Water Wise House calls each year.

Outcome 3: ~~Train staff on both universal and function-specific standards.~~Ensure new account set ups occur within 24-hours of project completion.

Outcome 4: ~~Implement monthly metrics report.~~Achieve overall gold standard score on quarterly audit.

~~**Outcome 5:** All staff participates in annual customer service training.~~

Outcome 6: Recognize and celebrate the good work of employees.

REGIONAL COMMITMENT

Strategic Goal #7

Actively participate in regional and statewide water issues.

Objective A: Actively engage in regional and statewide water issues.

- ◆ Attend OCWD and MWDOC meetings and engage in regional water issues
- ◆ Update the Board's policy positions and legislative platforms for statewide issues that impact Mesa Water

Objective B: Facilitate Board and staff participation in water, governance, utility, community and environmental organizations.

- ◆ Support current Board and staff participation in organizations such as LAFCO, OCWA, ACWA, CMUA, WACO, ACWA/JPIA, CalDesal, SAWPA, and Groundwater Producers; proactively seek opportunities for additional participation
- ◆ Support Board and staff participation in non-governmental associations, as appropriate
- ◆ Continue legislative and regulatory affairs, and governmental relations, to promote awareness of Mesa Water

Objective C: Accomplish the Board's Policy Priorities.

- ◆ Develop the Board's local and regional water policy priorities
- ◆ Work to achieve the Board's local and regional water policy priorities

Outcome 1: 2019~~20~~ Legislative Platforms and Policy Positions.

Outcome 2: Positively influence and be a leader of water issues important to Mesa Water.

Outcome 3: Increase awareness of Mesa Water in the water industry and community.



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Paul E. Shoenberger, P.E., General Manager
DATE: November 19, 2020
SUBJECT: Balanced Energy Solutions

RECOMMENDATION

This item is provided for discussion.

STRATEGIC PLAN

Goal #1: Provide a safe, abundant, and reliable water supply.
Goal #2: Practice perpetual infrastructure renewal and improvement.
Goal #3: Be financially responsible and transparent.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION

None.

DISCUSSION

This item was agendized at the request of a Mesa Water District (Mesa Water®) Director.

A representative from Southern California Gas Company, Public Affairs Manager Lanae O'Shields, will provide a presentation to the Board at its monthly Committee meeting on November 19, 2020.

FINANCIAL IMPACT

None.

ATTACHMENTS

None.



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Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Celeste Carrillo, Public Affairs Coordinator
DATE: November 19, 2020
SUBJECT: True North Research Polling Analysis

RECOMMENDATION

Receive the presentation.

STRATEGIC PLAN

Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.

PRIOR BOARD ACTION

At its September 12, 2019 meeting, the Board of Directors (Board) awarded a contract to True North Research, Inc. for \$34,875 per year to conduct the annual Mesa Water District Customer Survey.

DISCUSSION

Upon analysis and research of the 2020 election and political polling, True North Research, Inc., led by Dr. Timothy McLarney, a leader in conducting objective and scientific surveys, including election surveys, will present meeting commentary and highlights on national polling reliability.

FINANCIAL IMPACT

In Fiscal Year 2021, \$593,330 is budgeted for Public Affairs department expenses; \$226,740 has been spent to date.

ATTACHMENTS

None.



*Dedicated to
Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Celeste Carrillo, Public Affairs Coordinator
DATE: November 19, 2020
SUBJECT: Mesa Water District 2020 Customer Survey

RECOMMENDATION

Receive the presentation.

STRATEGIC PLAN

Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.

PRIOR BOARD ACTION

At its September 12, 2019 meeting, the Board of Directors (Board) awarded a contract to True North Research, Inc. for \$34,875 per year to conduct the annual Mesa Water District Customer Survey.

At its October 10, 2019 meeting, the Board reviewed the initial draft of the Mesa Water District Customer Survey Questionnaire and provided feedback.

DISCUSSION

The purpose of the annual customer survey is to serve as a benchmark for measuring the effectiveness of Mesa Water District's (Mesa Water®) communications and customer services efforts, and for planning future communications and customer services programs.

Following an analysis of the customer survey results, True North Research, Inc. will present its final report and findings at the November 19, 2020 monthly Board of Directors Committee meeting.

FINANCIAL IMPACT

In Fiscal Year 2021, \$593,330 is budgeted for Public Affairs department expenses; \$226,740 has been spent to date.

ATTACHMENTS

Attachment A: 2020 Customer Opinion Survey Questionnaire
Attachment B: 2020 Residential Customer Survey Summary Report



<i>Section 1: Introduction to Study</i>	
Hi, may I please speak to: _____. Hi, my name is _____ and I'm calling on behalf of TNR, an independent public opinion research company. We're conducting a survey about important issues in Costa (Coast-uh) Mesa, Newport Beach, and nearby Orange County areas and we would like to get your opinions.	
<i>If needed:</i> This is a survey about community issues - I'm NOT trying to sell anything and I won't ask for a donation.	
<i>If needed:</i> The survey should take about 12 minutes to complete.	
<i>If needed:</i> If now is not a convenient time, can you let me know a better time so I can call back?	

<i>Section 2: Screener</i>			
SC1	Before we begin, are you at least 18 years of age?		
	1	Yes	<i>Continue</i>
	2	No	<i>Ask to speak to an adult in the household if land line. Otherwise Terminate.</i>
	99	Not sure / Prefer not to answer	<i>Terminate</i>

<i>Section 3: Importance of Issues</i>			
Q1	To begin, what do you feel is the most important issue facing your community today?		
		<i>Record verbatim response</i>	
	98	Not sure	
	99	Prefer not to answer	

<i>Section 4: Awareness & Opinions of Mesa Water</i>			
Q2	Do you happen to know which agency is responsible for providing water services to your home?		
	1	Yes	<i>Ask Q3</i>
	2	No	<i>Skip to Q4</i>
	99	Prefer not to answer	<i>Skip to Q4</i>
Q3	What is the name of the agency?		
		<i>Record verbatim response</i>	
	98	Not sure	
	99	Prefer not to answer	

Q4	Prior to taking this survey, had you heard of the Mesa Water District ?					
	1	Yes				
	2	No				
	99	Prefer not to answer				
Q5	To clarify, the Mesa Water District is the independent public agency responsible for providing water services to your household. In general, do you have a favorable or unfavorable opinion of the Mesa Water District – or do you not have an opinion either way? <i>If favorable or unfavorable, ask: Would that be very (favorable/unfavorable) or somewhat (favorable/unfavorable)?</i>					
	1	Very favorable	<i>Skip to Q7</i>			
	2	Somewhat favorable	<i>Skip to Q7</i>			
	3	Somewhat unfavorable	<i>Ask Q6</i>			
	4	Very unfavorable	<i>Ask Q6</i>			
	98	No opinion	<i>Skip to Q7</i>			
	99	Prefer not to answer	<i>Skip to Q7</i>			
Q6	Is there a particular reason why you have an <u>unfavorable</u> opinion of the Mesa Water District?					
	<i>Record Verbatim Response – Record up to first 2 responses.</i>					
	2	No particular reason				
	98	Not sure				
	99	Prefer not to answer				
Q7	Next, I’m going to read a series of words or phrases. For each I read, I’d like you to tell me whether – in your opinion – it accurately describes the Mesa Water District. ‘Yes’ means you think the phrase does accurately describe the Mesa Water District. No means it does not. If you don’t have an opinion, just say so. Here is the (first/next) one: _____. Do you think this phrase accurately describes the Mesa Water District?					
	<i>Randomize</i>		Yes	No	No Opinion	Prefer not to answer
A	Trustworthy		1	2	98	99
B	Fiscally responsible		1	2	98	99
C	Beneficial to the local economy		1	2	98	99
D	Involved in the community		1	2	98	99
E	Efficient		1	2	98	99

Section 5: Satisfaction with Water Services								
Q8	Generally speaking, are you satisfied or dissatisfied with the job the Mesa Water District is doing to provide water services to your household? <i>Get answer, then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?							
	1	Very satisfied						
	2	Somewhat satisfied						
	3	Somewhat dissatisfied						
	4	Very dissatisfied						
	98	Not sure						
	99	Prefer not to answer						
Q9	Next, I'm going to read a list of specific services provided by the Mesa Water District. For each of the services I read, please tell me whether you are satisfied or dissatisfied with the District's efforts to provide the service. Are you satisfied or dissatisfied with the District's efforts to: _____, or do you not have an opinion? <i>Get answer. If 'satisfied' or 'dissatisfied', then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?							
	<i>Randomize</i>		Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	No Opinion	Prefer not to Answer
A	Protect the water supply from contamination and pollutants		1	2	3	4	98	99
B	Ensure an adequate water supply now and in the future		1	2	3	4	98	99
C	Educate customers about ways to conserve water		1	2	3	4	98	99
D	Keep the water system in good condition through timely repairs and maintenance		1	2	3	4	98	99
E	Provide reliable water service		1	2	3	4	98	99
F	Communicate with customers about scheduled repairs, service disruptions and other water-related issues		1	2	3	4	98	99
G	Provide water that tastes good		1	2	3	4	98	99
H	Provide water that is safe to drink		1	2	3	4	98	99
I	Provide water that is free of color and odor		1	2	3	4	98	99
J	Provide sufficient water pressure		1	2	3	4	98	99
K	Offer good value for the cost of water services		1	2	3	4	98	99
L	Provide good customer service		1	2	3	4	98	99
M	Provide rebate programs that encourage customers to purchase water-efficient appliances		1	2	3	4	98	99

N	Provide convenient hours of operation	1	2	3	4	98	99
O	Provide accurate billing statements	1	2	3	4	98	99
<i>Ask Q10 if Q9H=(3,4). Otherwise skip to Q11.</i>							
Q10	You mentioned you are dissatisfied with the District’s efforts to provide water that is safe to drink. Is there a particular reason why you think the water your household receives is unsafe?						
		<i>Record verbatim response</i>					
	98	Not sure					
	99	Prefer not to answer					

Section 6: Customer Service

Q11	In the past 12 months, have you contacted the Mesa Water District for any reason?						
	1	Yes				Ask Q12	
	2	No				Skip to Q15	
	98	Not sure				Skip to Q15	
	99	Prefer not to answer				Skip to Q15	
Q12	For what reason did you contact the District? <i>Do Not Read List. Record up to first 3 responses.</i>						
	1	Problem with water service (leak, disruption of service, quality, etc.)					
	2	Request start/stop of service					
	3	Questions about billing/payments					
	4	Make payment/Pay bill					
	5	Find out how to save water/reduce bill					
	6	Learn about/Participate in rebate program					
	7	Learn about/Participate in water conservation programs					
	8	Learn about/Participate in gardening /landscaping classes					
	9	Other	<i>specify</i>				
	98	Not sure					
	99	Prefer not to answer					

Q13	Was the reason you contacted them resolved to your satisfaction?							
	1	Yes						
	2	No						
	98	Not sure						
	99	Prefer not to answer						
Q14	When contacting the Water District, were you satisfied or dissatisfied with _____, or do you not have an opinion? (<i>Get answer. If 'satisfied' or 'dissatisfied', then ask</i>): Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?							
	<i>Randomize</i>		Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not sure	Prefer not to Answer
A	Your ability to reach a service representative		1	2	3	4	98	99
B	The courtesy of the service representative		1	2	3	4	98	99
C	The knowledge and expertise of the service representative		1	2	3	4	98	99

Section 7: Communication							
Q15	In general, are you satisfied or dissatisfied with the District's efforts to communicate with customers through direct mail, newsletters, social media, and other means? <i>Get answer, then ask</i> : Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?						
	1	Very satisfied					
	2	Somewhat satisfied					
	3	Somewhat dissatisfied					
	4	Very dissatisfied					
	98	Not sure					
	99	Prefer not to answer					
Q16	As I read the following ways that the Mesa Water District can communicate with residents, I'd like to know if you think they would be a very effective, somewhat effective, or not at all effective way for the District to communicate with you.						
	<i>Randomize</i>		Very	Somewhat	Not at all	Not sure / Prefer not to answer	
A	Email		1	2	3	99	
B	Electronic Newsletters		1	2	3	99	
C	Social Media like Twitter, Facebook and Instagram		1	2	3	99	

D	Mesa Water District website	1	2	3	99
E	Newsletters mailed to your house	1	2	3	99
F	Information inserted into your water bill envelope	1	2	3	99
G	Postcards mailed to your house	1	2	3	99
H	Notices hung on your front door handle	1	2	3	99
I	Sponsoring community events	1	2	3	99
Q17	Is there a particular topic or issue that you'd like to receive more information about from the Mesa Water District?				
	1	Yes	Ask Q18		
	2	No	Skip to intro preceding D1		
	98	Not sure	Skip to intro preceding D1		
	99	Prefer not to answer	Skip to intro preceding D1		
Q18	Please briefly describe the topic.				
	<i>Record Verbatim Response – Record first response only.</i>				
	98	Not Sure			
	99	Prefer not to answer			

<i>Section 8: Background/Demographics</i>					
Thank you so much for your participation. I have just a few background questions for statistical purposes.					
D1	In what year were you born?				
	<i>Record four-digit year</i>				
	99	Prefer not to answer			
D2	Do you own or rent your current residence?				
	1	Own			
	2	Rent			
	3	Live with family / friends and don't pay rent			
	99	Prefer not to answer			

D3	Does your household pay the water bill directly, or is it paid for by someone else like a landlord or Home Owner's Association?	
	1	Household pays bill directly
	2	Someone else pays bill
	98	Not sure
	99	Prefer not to answer
D4	Which of the following best describes your current home?	
	1	Single family detached home
	2	Apartment
	3	Condominium or townhome
	4	Mobile home
	99	Prefer not to answer
Those are all of the questions that I have for you! Thanks so much for participating in this important survey!		

RESIDENTIAL CUSTOMER SURVEY
SUMMARY REPORT

PREPARED FOR THE
MESA WATER DISTRICT



SEPTEMBER 21, 2020



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INTRODUCTION

The Mesa Water District (Mesa Water) is a public agency formed in 1960 that serves the City of Costa Mesa, parts of Newport Beach, and select unincorporated areas of Orange County, including John Wayne Airport. It was the first water agency in California to consolidate the operations of more than one agency, taking over assets and debts of the City of Costa Mesa's Water Department, Fairview County District, Newport Mesa Irrigation District, and Newport Mesa County Water District. Supplying water to 110,000 residents across an 18-square-mile area, the District's mission statement is: *Dedicated to Satisfying Our Community's Water Needs.*

As part of its commitment to provide high quality water services that meet the needs of its customers, Mesa Water regularly engages residents through community outreach, social media and other communications activities and receives periodic feedback regarding its performance. Although these informal feedback mechanisms are a valuable source of information for Mesa Water in that they provide timely and accurate information about the opinions of *specific* residents, they do not necessarily provide an accurate picture of residents as a whole. Informal feedback mechanisms typically rely on the resident to initiate the feedback, which creates a self-selection bias—Mesa Water receives feedback from only those residents motivated enough to initiate the feedback process. Because these residents tend to be either *very* pleased or *very* displeased with their service, their collective opinions are not necessarily representative of residents in Mesa Water's service area as a whole.

PURPOSE OF STUDY The motivation for the current study was to design and employ a methodology that would avoid the self-selection bias noted above and thereby provide a *statistically reliable* measure of public awareness, perceptions, and satisfaction as they relate to Mesa Water and the services it provides. Ultimately, the survey results and analyses presented in this report provide Mesa Water with information that can be used to make sound, strategic decisions in a variety of areas, including measuring and tracking internal performance, community outreach, public education, marketing, planning, and budgeting. To assist in this effort, Mesa Water selected True North Research to design the research plan and conduct the study. Broadly defined, the study was designed to:

- Profile residents' awareness, perceptions, and opinions of the Mesa Water District;
- Measure residents' overall satisfaction with Mesa Water's efforts to provide water services, and their satisfaction with a variety of specific services;
- Assess perceptions of Mesa Water's customer service;
- Determine satisfaction with and perceived effectiveness of Mesa Water's communication with residents; *and*
- Gather relevant background and demographic information.

This is not the first statistically reliable customer survey conducted for Mesa Water. A similar study was conducted in 2019, and many of the questions included in the 2020 survey were purposely tracked from the prior study. Because there is a natural interest in tracking Mesa Water's performance in meeting the evolving needs of its customers, where appropriate the results of the current study are compared with the results of identical questions from the 2019 study.

STATISTICAL SIGNIFICANCE Many figures and tables in this report present the results of questions asked in 2020 alongside the results found in the 2019 survey for identical questions. In such cases, True North conducted the appropriate tests of statistical significance to identify changes that likely reflect actual changes in public opinion between the prior survey (2019) and the current (2020)—as opposed to being due to chance associated with selecting two samples independently and at random. Differences between the two studies are identified as *statistically significant* if we can be 95% confident that the differences reflect an actual change in public opinion. Statistically significant differences within response categories over time are denoted by the † symbol which appears in the figure next to the appropriate response value for 2020.

OVERVIEW OF METHODOLOGY A full description of the methodology used for this study is included later in this report (see *Methodology* on page 33). In brief, the survey was administered to a random sample of 808 adults who reside within Mesa Water’s service area. The survey followed a mixed-method design that employed multiple recruiting methods (email and phone) and multiple data collection methods (phone and online). Administered in English and Spanish between August 22 and September 7, 2020, the average interview was 16 minutes.

ORGANIZATION OF REPORT This report is designed to meet the needs of readers who prefer a summary of the findings as well as those interested in the details of the results. For those who seek an overview, the sections titled *Just the Facts* and *Conclusions* are for you. They provide a summary of the most important findings in bullet-point format and a discussion of their implications. This section is followed by a more detailed question-by-question discussion of the results from the survey by topic area (see *Table of Contents*), and a description of the methodology employed for collecting and analyzing the data. For the truly ambitious reader, the full questionnaire is included at the back of this report (see *Questionnaire & Toplines* on page 36), and a complete set of crosstabulations for the survey results is contained in Appendix A.

ACKNOWLEDGEMENTS True North thanks the Mesa Water District for the opportunity to conduct the study and for contributing valuable input during the design stage of this study. The collective experience, insight, and local knowledge provided by district representatives and staff improved the overall quality of the research presented here.

DISCLAIMER The statements and conclusions in this report are those of the authors (Dr. Timothy McLarney and Richard Sarles) at True North Research, Inc. and not necessarily those of the Mesa Water District. Any errors and omissions are the responsibility of the authors.

ABOUT TRUE NORTH True North is a full-service survey research firm that is dedicated to providing public agencies with a clear understanding of the values, perceptions, priorities, and concerns of their residents and customers. Through designing and implementing scientific surveys, focus groups, and one-on-one interviews, as well as expert interpretation of the findings, True North helps its clients to move with confidence when making strategic decisions in a variety of areas—such as planning, policy evaluation, performance management, establishing fiscal priorities, passing revenue measures, and developing effective public information campaigns. During their careers, Dr. McLarney (President) and Mr. Sarles (Principal Researcher) have designed and conducted over 1,000 survey research studies for public agencies—including more than 400 studies for California municipalities and special districts.



JUST THE FACTS

The following is an outline of the main findings from the survey. For the reader's convenience, the findings are organized by the section titles used in the body of this report. Thus, to learn more about a particular finding, simply turn to the appropriate report section.

ISSUES OF IMPORTANCE

- Residents were most apt to cite the COVID-19 pandemic and related concerns as the most important issue facing their community (32%), followed by homelessness (17%), public safety, crime, and drugs (11%), government and leadership concerns (7%), economy and jobs (6%), and political division (5%).
- Approximately 8% of respondents were unsure/could not think of any important issues (7%) or indicated that there were no issues, everything is okay (1%). No respondents mentioned water-related issues as a top concern in their community.

AWARENESS & OPINIONS OF MESA WATER

- Among respondents overall, 44% were able to name the Mesa Water District as the agency responsible for providing water services to their home.
- An additional 49% were not able to name the agency on their own, but said they had heard of the Mesa Water District prior to taking the survey. Approximately 7% of all respondents said that they had not heard of the Mesa Water District prior to participating in the study.
- After clarifying that the Mesa Water District is the independent public agency responsible for providing water services to their household, 35% of customers indicated that they had no opinion or were unsure of their opinion of Mesa Water. Among those with an opinion, perceptions of Mesa Water were considerably positive, with 90% expressing a favorable opinion compared with 10% offering an unfavorable opinion.
- The small percentage of respondents who said they had an unfavorable opinion of the Mesa Water District were asked in a follow-up question if there was a particular reason for their opinion. A concern about high rates or billing issues was the most common reason why some respondents held an unfavorable opinion of Mesa Water (45%), followed by water quality, taste, or smell (20%) and fiscal management/budgeting concerns (18%).
- When asked about Mesa Water on a variety of key dimensions, customers generally characterized the District in a positive light. The majority of *all* respondents agreed that Mesa Water is efficient (66%), beneficial to the community (57%), and trustworthy (55%). Just under half of all respondents perceived that Mesa Water is involved in the community (41%) and fiscally responsible (39%). Between 29% and 52% of customers did not have an opinion or were unwilling to state whether Mesa Water could be described by each of the attributes.

SATISFACTION WITH WATER SERVICES

- The vast majority (88%) of respondents said they were either very (56%) or somewhat (32%) satisfied with Mesa Water's efforts to provide water services. Approximately 4% were very or somewhat dissatisfied, and 6% were unsure or unwilling to share their opinion.
- Among 15 specific service areas tested, residential customers were most satisfied with Mesa Water's efforts to provide reliable water service (99% very or somewhat satisfied), followed by provide convenient hours of operation (98%), ensure an adequate water supply now and in the future (97%), keep the water system in good condition through timely repairs and maintenance (95%), and provide accurate billing statements (95%).

- Respondents were less satisfied with Mesa Water's efforts to provide rebate programs that encourage customers to purchase water-efficient appliances (76%) and offer good value for the cost of water services (80%).
- The small portion (6%) of all respondents who were dissatisfied with the District's efforts to provide water that is safe were asked to describe the reason behind this rating. The most commonly mentioned reason for dissatisfaction with the safety of the water was its taste, followed by its odor, and a concern about chemicals added to the water.

CUSTOMER SERVICE

- Overall, 16% of respondents had contacted the District in the year prior to the interview.
- Having questions about billing and payments was the most common reason for contacting Mesa Water over the past year (33%), followed by making a payment (23%) and general problems with water service (22%).
- When asked if the reason for contacting Mesa Water was resolved to their satisfaction, 73% of the customers who had contacted the District answered in the affirmative, and another 7% were unsure.
- Asked about their experience when contacting the District, more than eight-in-ten customers with an opinion were satisfied with their ability to reach a service representative (91%), the courtesy of the service representative (89%), and the knowledge and expertise of the service representative (85%).

COMMUNICATION

- Three-quarters (75%) of respondents indicated that they were satisfied with the District's efforts to communicate with customers through direct mail, newsletters, social media, and other means, with approximately 40% saying they were *very* satisfied and 34% saying *some-what* satisfied. The remaining respondents were either dissatisfied with Mesa Water's communication efforts (6%) or unsure or unwilling to provide an opinion (19%).
- Respondents cited newsletters mailed to their house as the most effective way for Mesa Water to communicate with them (73% very or somewhat effective), followed closely by post-cards mailed to their house (72%). Email (67%) and information inserted into their water bill envelope (66%) were viewed as similarly effective. At the other end of the spectrum, social media was perceived to be the least effective way for Mesa Water to communicate with residents, overall (37%).
- One-quarter (25%) of respondents indicated that there was a particular topic or issue they would like to receive more information about from the District.
- Among those who desired additional information, water quality reports and analyses was the most commonly mentioned topic of interest (40%), followed by information on water supply and sources (27%), and information regarding billing issues, rate structure, and related rules (14%).



CONCLUSIONS

As noted in the *Introduction*, this study was designed to provide the Mesa Water with a statistically reliable understanding of public awareness, perceptions, and satisfaction as they relate to the District and the services it provides. Whereas subsequent sections of this report are devoted to conveying the detailed results of the survey, in this section we attempt to ‘see the forest through the trees’ and note how the collective results of the survey answer some of the key questions that motivated the research.

To what extent is the public aware of the Mesa Water District, and what are their opinions of the District?

Special districts and sub-agencies often operate in relative obscurity from the public’s perspective. Although virtually all residents can identify their city and, to a lesser extent, their local school district, special districts or municipal sub-agencies are often not on the average resident’s radar. However, awareness of the Mesa Water District is very high, with 93% of customers aware of Mesa Water prior to taking the survey.

Among the residential customers surveyed, 44% were able to name the Mesa Water District as the agency responsible for providing water services to their home without prompting, which is a measure of *unaided awareness*. Another 49% were not able to name the agency on their own, but said they had heard of the Mesa Water District prior to taking the survey (aided awareness). Just 7% offered that they had not heard of the Mesa Water District prior to participating in the study. Overall awareness (unaided plus aided) of the Mesa Water District varied substantially across customer subgroups, ranging from a low of 73% to a high of 98%.

Being *aware* of the Mesa Water District does not necessarily translate into having an *opinion* of the agency. Among those who had heard of the Mesa Water District prior to taking the survey, over one-third (35%) had no opinion of Mesa Water—good or bad. Among those with an opinion, however, perceptions of Mesa Water were considerably positive, with the number holding favorable opinions of Mesa Water outnumbering those with unfavorable opinions by a ratio of 9-to-1.

Consistent with the aforementioned findings, many respondents did not have an opinion when asked about how well a series of brand attributes describe Mesa Water. Keeping in mind that those without an opinion ranged from 29% and 52% depending on the attribute tested, Mesa Water was most positively perceived with respect to being efficient (66%), beneficial to the community (57%), and trustworthy (55%). Less than half of all customers surveyed perceived that Mesa Water is involved in the community (41%) and fiscally responsible (39%).

How well is Mesa Water performing in meeting the needs of customers?

Respondents were generally quite satisfied with the Mesa Water District's efforts to provide water services to their households. The vast majority (88%) were satisfied with Mesa Water's overall performance. The high levels of satisfaction exhibited by respondents as a whole were echoed across all resident subgroups, with satisfaction ranging from a low of 80% to a high of 97%.

Residential customers' satisfaction with Mesa Water's performance *in general* was also mirrored in their assessments of Mesa Water's performance in providing specific services. For all but one of the fifteen specific service areas tested, at least eight-in-ten respondents were satisfied with Mesa Water's efforts—and for the majority of services, more than 90% were satisfied.

What were the most notable changes in the survey results between 2019 and 2020?

A primary theme of the 2020 study findings is one of *consistency*—over the past year, Mesa Water continued to receive solid marks across its key performance metrics. With that said, a few statistically significant differences did emerge between the two studies.

Notably, customer satisfaction with Mesa Water's communication efforts increased by five percentage points from 2019, a change driven by a significant decrease in the percentage of customers who were *very dissatisfied* and an increase in the percentage who were *somewhat satisfied*. Customers' overall opinion of Mesa Water also trended in a positive direction from 2019 (58% vs 56% favorable), with a statistically significant increase in the percentage who held a *somewhat favorable* opinion of the District in 2020 (+5%). And while customers' satisfaction with Mesa Water's efforts to provide water services overall remained stable, there was a small but statistically significant drop in the percentage of customers who reported being *very dissatisfied* in 2020 (-2%).

Also of note were four significant increases in satisfaction found with Mesa Water's efforts to provide *specific* services—three of which had been identified in the 2019 study as areas for improvement. These included providing water that tastes good (+5%), providing rebate programs that encourage customers to purchase water-efficient appliances (+4%), ensuring an adequate water supply now and in the future (+3%), and providing accurate billing statements (+3%).

There were just two statistically significant declines recorded in the 2020 survey, both of which were likely driven by the COVID-19 pandemic, related lock-downs, and reduced social interactions in general. Compared with the findings of the 2019 study, there was a statistically significant decrease in the percentage of residents who perceived that Mesa Water is involved in the community (-7%), as well as a significant decline in the percentage of customers who reported contacting the District in the past year (-10%).

Where should Mesa Water focus its efforts in the future?

Perhaps the most important recommendation, one often overlooked in customer satisfaction research, is for Mesa Water to recognize the things it does well and to focus on continuing to perform at a high level in these areas. As noted throughout this report, the vast majority of customers were generally pleased. The top priority for the District should thus be to do what it takes to maintain the quality of services it currently provides.

Nevertheless, in the spirit of constant improvement, the results of the study suggest several opportunities to increase customer satisfaction further. Based on the survey findings, some residential customers saw room for continued improvement in the District providing *rebate programs* that encourage customers to purchase water-efficient appliances, offering good *value* for the cost of water services, educating customers about *ways to conserve water*, and providing *water that tastes good*. Although most respondents were satisfied in each of these areas, the rates of satisfaction were lower than other service areas tested.

How well is Mesa Water communicating with residents, and what are some of the main challenges?

The public’s preferences for communication are growing increasingly diverse. Whereas older and long-time residents continue to rely more heavily on newsletters and printed forms of communication, younger and often newer residents tend to show greater interest and reliance on digital forms of communication including social media, text, and smart phone apps. This pattern makes the challenge of agency-resident communication more difficult than in the past, when sources that residents relied on for information were fewer and more consistent across demographic subgroups. In turn, satisfaction with public agency communications has generally declined over the past decade.

Against this backdrop of declining satisfaction with public agency communications in general, the 2020 survey results suggest that the Mesa Water District continues to do an admirable job communicating with its customers. Overall, three-quarters of respondents said they were satisfied with the District’s efforts to communicate through direct mail, newsletters, social media, and other means—as detailed in the prior section, a statistically significant increase from 2019. This satisfaction with communication was widespread, with close to at least 80% of respondents in all subgroups reporting they were either very or somewhat satisfied—including the vast majority of even those customers dissatisfied with Mesa Water’s overall performance and those with an unfavorable opinion of the District.

Looking to the future, there are a variety of communication methods residents generally viewed as being effective ways for Mesa Water to communicate with them, with newsletters and postcards mailed to the home at the top of the list overall (see tables 8 and 9 on page 29 for more details).

In addition to focusing on *methods* of communication, message *content* is arguably an even more important factor in shaping an agency's success in this respect. In an age of information overload and limited time, the challenge is often less about how to get a message to an audience than it is about how to pique interest so the audience chooses to read or listen to the message. Thus, focusing on topics relevant to customers is arguably the most effective strategy for improving agency-resident communication.

One-quarter of residential customers who participated in the 2020 study said they desired additional information from Mesa Water about a particular topic or issue, and the survey results provide clear direction regarding topics of interest. At the top of this list were requests for water quality reports and analyses, information on regional water supply and sources, detailed information about water rates and billing, tips on water conservation, including home appliances, as well as the District's future plans and community goals.

ISSUES OF IMPORTANCE

The first substantive question of the survey asked respondents to identify what they feel is the most important issue facing their community today. This question was posed in an open-ended manner, allowing respondents to mention any issue that came to mind without being prompted by or restricted to a list of options. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 1. Because respondents were free to mention more than one issue, the percentages in the figure total more than 100%.

Residents were most apt to cite COVID-19 issues and concerns as the most important issue facing the community (32%), followed by homelessness (17%), public safety, crime, and drugs (11%), government and leadership issues (7%), economy and jobs (6%), and political division (5%). Approximately 8% of respondents were unsure/could not think of any important issues (7%) or indicated that there were no issues, everything is okay (1%). Worth mentioning is that water-related concerns, cited by just 1% of respondents in 2019, were not mentioned by a single resident as a top concern in 2020. Table 1 on the next page provides the top five responses to this question in the 2019 and 2020 surveys. Among the top specific issues cited in the 2019 study were homelessness and public safety—similar to 2020 with the exception of COVID-19, which has taken over as the most important issue.

Question 1 *To begin, what do you feel is the most important issue facing your community today?*

FIGURE 1 ISSUES OF IMPORTANCE

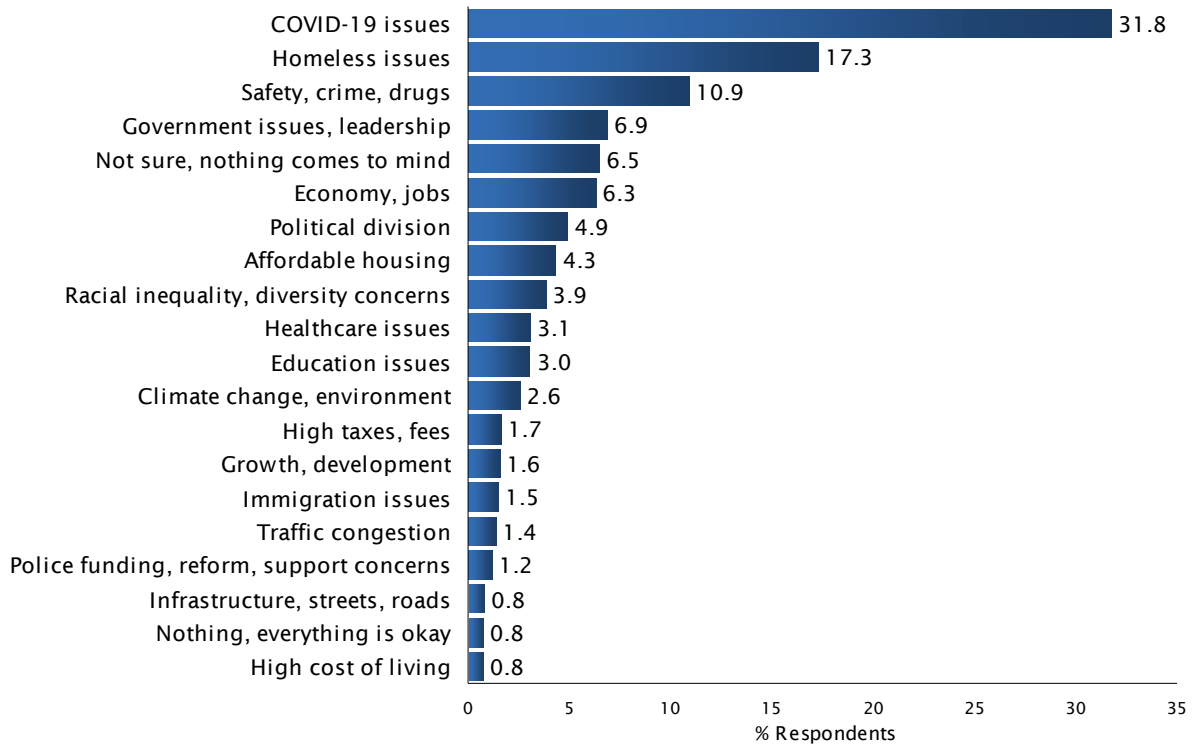


TABLE 1 ISSUES OF IMPORTANCE: TOP FIVE MENTIONS BY STUDY YEAR

Study Year	
2020	2019
COVID-19 issues	Homeless issues
Homeless issues	Not sure, nothing comes to mind
Safety, crime, drugs	Safety, crime, drugs
Government issues, leadership	Growth, development
Not sure, nothing comes to mind	Affordable housing

AWARENESS & OPINIONS OF MESA WATER

One of the goals of this study was to gauge public awareness and perceptions of Mesa Water. Are residents able to recall the name of the agency responsible for providing water services to their household, or at least recognize the name of the agency? Moreover, what are their opinions of Mesa Water and how do they perceive the District on a variety of important dimensions?

Accurately measuring awareness is a delicate exercise. Because many of the questions in the survey addressed topics that could aid a respondent’s recall and/or allow them to guess at describing the agency, awareness questions were purposely located at the beginning of the survey to avoid this potential source of bias.

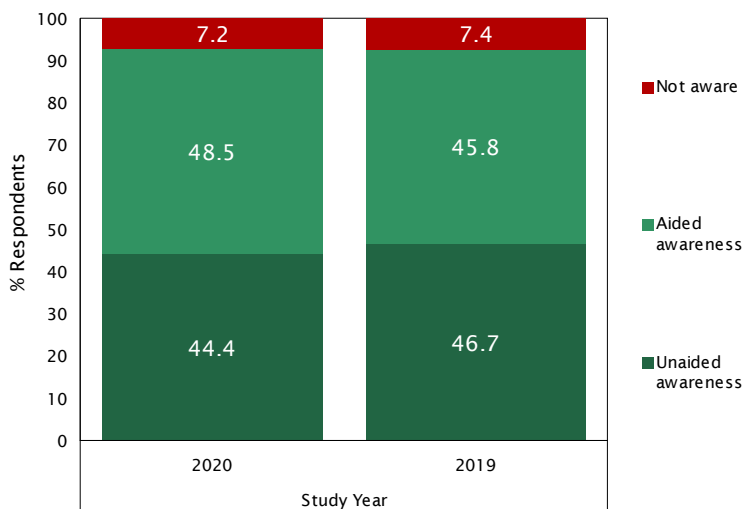
UNAIDED & AIDED AWARENESS OF MESA WATER Respondents were initially asked if they happened to know which agency is responsible for providing water services to their home. Those who said they knew the name of the agency were asked to state the name in a follow-up question, whereas those who did not were asked if they had heard of the Mesa Water District. The responses to questions 2 through 4 are combined in Figure 2 below.

Question 2 *Do you happen to know which agency is responsible for providing water services to your home?*

Question 3 *What is the name of the agency?*

Question 4 *Prior to taking this survey, had you heard of the Mesa Water District?*

FIGURE 2 AIDED & UNAIDED AWARENESS OF MESA WATER DISTRICT BY STUDY YEAR



Among respondents overall, 44% were able to name the Mesa Water District as the agency responsible for providing water services to their home, which is a measure of *unaided awareness*. An additional 49% were not able to name the agency on their own, but indicated that they had heard of the Mesa Water District prior to taking the survey (*aided awareness*). Approximately 7% said that they had not heard of the Mesa Water District prior to participating in the study. There were no statistically significant changes from the findings of the 2019 study.

Overall awareness (unaided plus aided) of the Mesa Water District varied substantially across customer subgroups, ranging from a low of 73% to a high of 98% (see figures 3 and 4). Unaided awareness was highest among residents in divisions 1, 4, and 5, homeowners, households that pay their water bill directly, respondents 35 years of age and older, those in single family homes, and those who took the survey in English.

FIGURE 3 AIDED & UNAIDED AWARENESS OF MESA WATER DISTRICT BY SERVICE AREA, HOME OWNERSHIP STATUS & WATER BILL RESPONSIBILITY

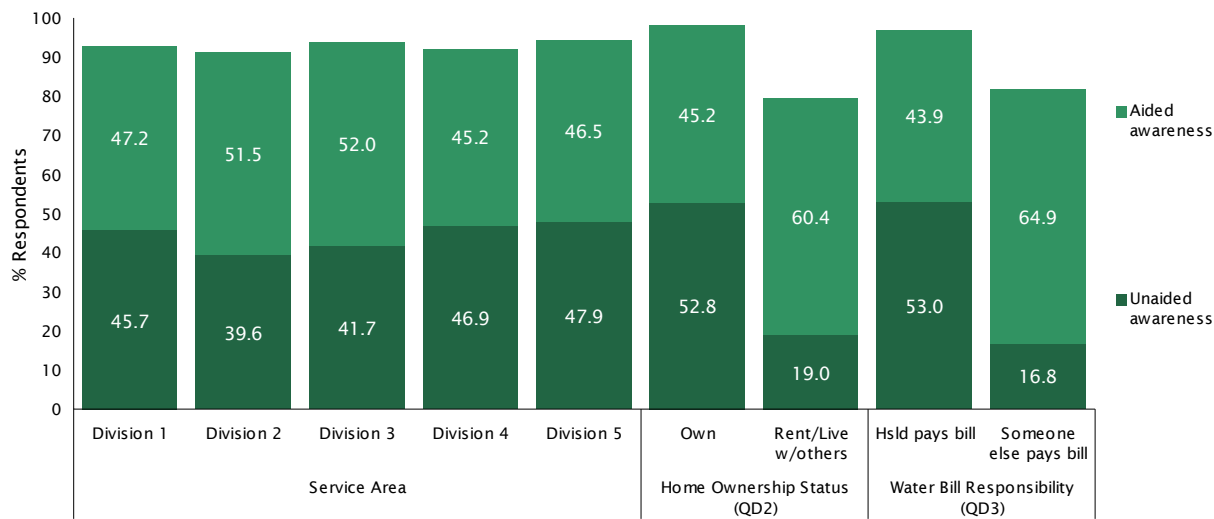
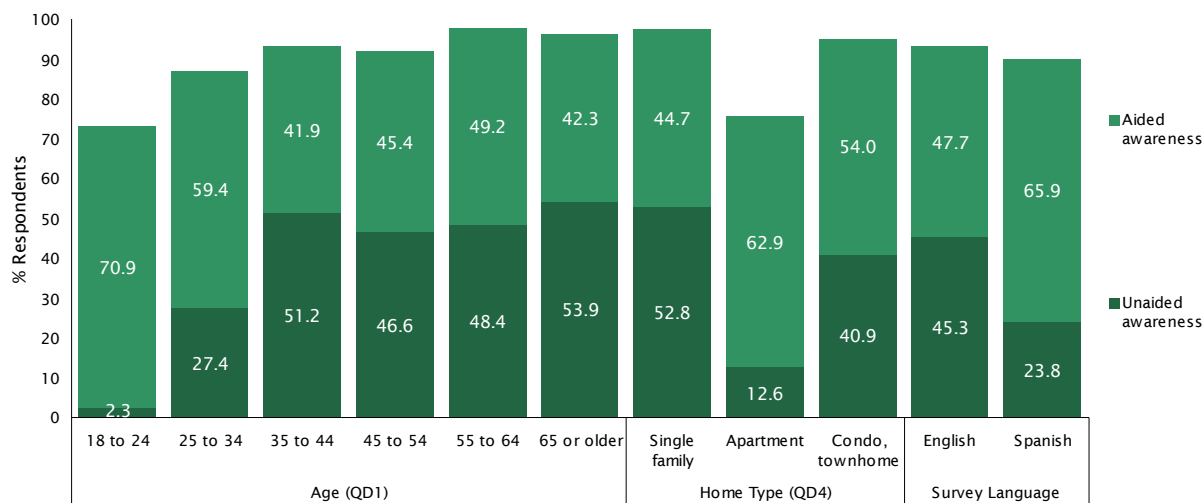


FIGURE 4 AIDED & UNAIDED AWARENESS OF MESA WATER DISTRICT BY AGE, HOME TYPE & SURVEY LANGUAGE

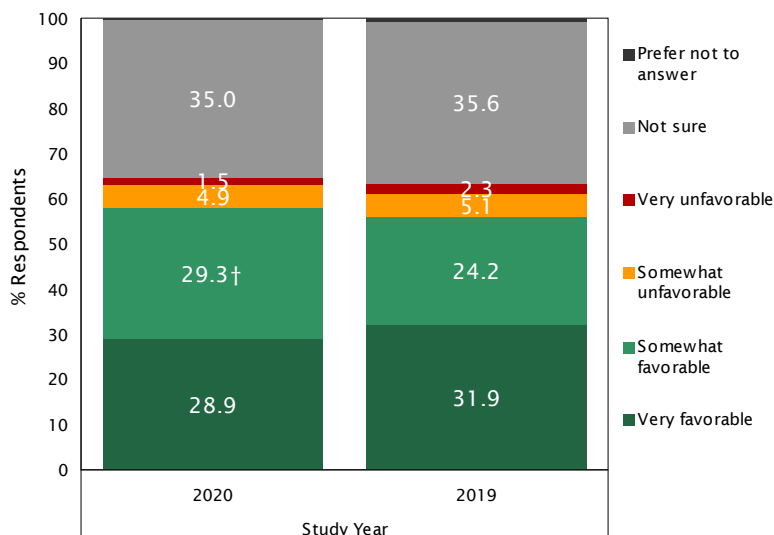


FAVORABILITY After clarifying that the Mesa Water District is the independent public agency responsible for providing water services to their household, the survey next asked respondents whether they held a favorable or unfavorable opinion of Mesa Water—or if they had no opinion either way.

As shown in Figure 5, over one-third (35%) indicated that they were not sure or held no opinion regarding Mesa Water, or preferred not to state. Among those with an opinion, however, perceptions of Mesa Water were considerably positive—with the majority (58%) of all respondents holding a favorable opinion while just 6% expressed an unfavorable opinion. Opinions trended in a positive direction from the 2019 study, with a statistically significant increase in the percentage who held a somewhat favorable opinion of Mesa Water in 2020.

Question 5 *To clarify, the Mesa Water District is the independent public agency responsible for providing water services to your household. In general, do you have a favorable or unfavorable opinion of the Mesa Water District - or do you not have an opinion either way?*

FIGURE 5 OPINION OF MESA WATER DISTRICT BY STUDY YEAR



† Statistically significant change ($p < 0.05$) between the 2019 and 2020 studies.

Figures 6 and 7 on the next page show how the percentage of respondents with *favorable* opinions of Mesa Water varied across a series of key subgroups among those who provided an opinion. Although there was some variation—e.g., residents 18 to 24 years of age were the most likely to express having a *very* favorable opinion of Mesa Water—the most striking pattern in these figures is the relative consistency of ratings. In all but one subgroup, at least eight-in-ten respondents with an opinion held a *favorable* opinion of Mesa Water. The exception was the small group of respondents who took the survey in Spanish (71% overall favorability rating among this group).

FIGURE 6 OPINION OF MESA WATER DISTRICT BY SERVICE AREA, HOME OWNERSHIP STATUS & WATER BILL RESPONSIBILITY

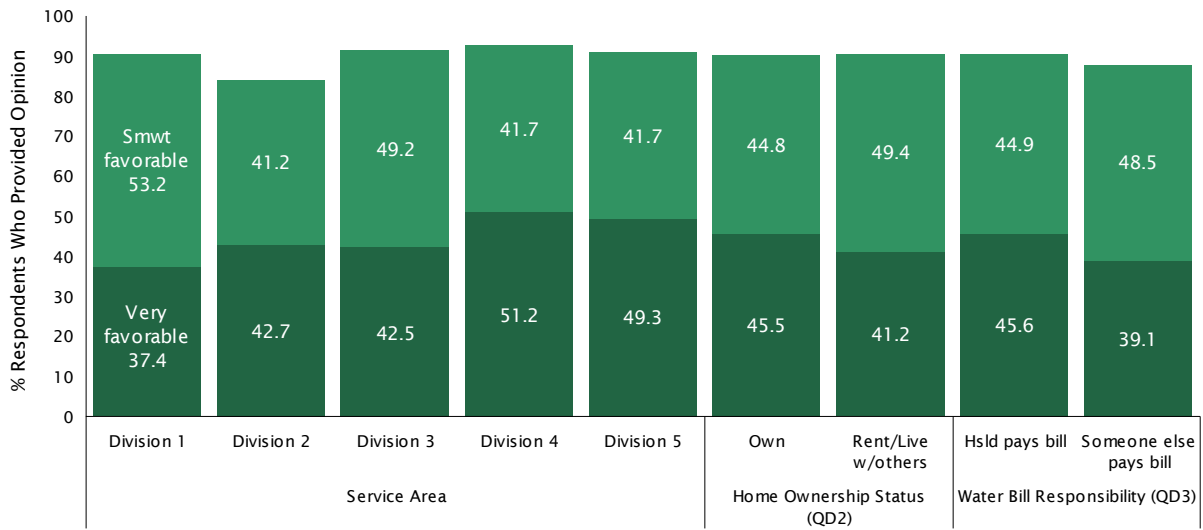
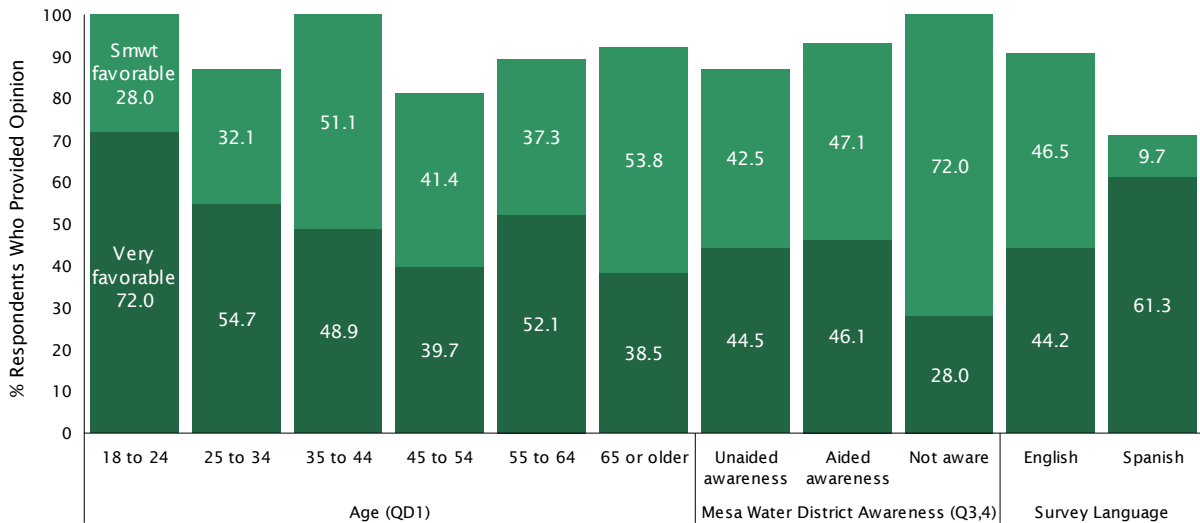


FIGURE 7 OPINION OF MESA WATER DISTRICT BY AGE, WATER DISTRICT AWARENESS & SURVEY LANGUAGE

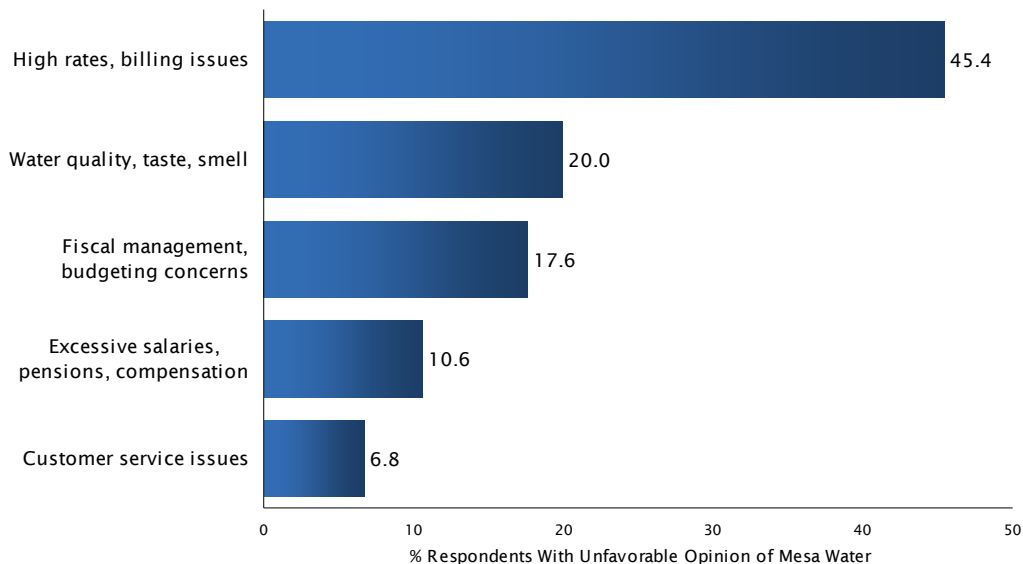


The small percentage (6%) of respondents with an unfavorable opinion of Mesa Water were asked if there was a particular reason for their opinion. Question 6 was asked in an open-ended manner to allow respondents to explain their opinion in their own words, without being prompted by or restricted to a list of reasons. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 8 on the next page.

A concern about high rates or billing issues was the most common reason why some respondents held an unfavorable opinion of Mesa Water (45%), followed by water quality, taste, or smell (20%) and fiscal management/budgeting concerns (18%). Other reasons mentioned included the perception of excessive salaries, pensions, and compensation (11%) and customer service issues (7%).

Question 6 *Is there a particular reason why you have an unfavorable opinion of the Mesa Water District?*

FIGURE 8 REASON FOR UNFAVORABLE OPINION



CHARACTERIZING MESA WATER The final question in this series was designed to profile how customers perceive Mesa Water on a variety of key dimensions. Specifically, Question 7 presented respondents with five words or phrases and asked respondents whether they thought the word or phrase accurately described the Mesa Water District. Figure 9 on the next page presents those words and phrases, as well as respondents’ characterizations of Mesa Water.

As illustrated in the gray portion of the bars in the figure, between 29% and 52% of customers did not have an opinion or were unwilling to state whether Mesa Water could be described by each attribute. But among respondents who provided an opinion, Mesa Water was generally characterized in a positive light. The majority of *all* respondents agreed that Mesa Water is efficient (66%), beneficial to the community (57%), and trustworthy (55%). Just under half of all respondents perceived that Mesa Water is involved in the community (41%) and fiscally responsible (39%).

Question 7 Next, I'm going to read a series of words or phrases. For each I read, I'd like you to tell me whether - in your opinion - it accurately describes the Mesa Water District. 'Yes' means you think the phrase does accurately describe the Mesa Water District. No means it does not. If you don't have an opinion, just say so.

FIGURE 9 AGREEMENT WITH DESCRIPTORS OF MESA WATER

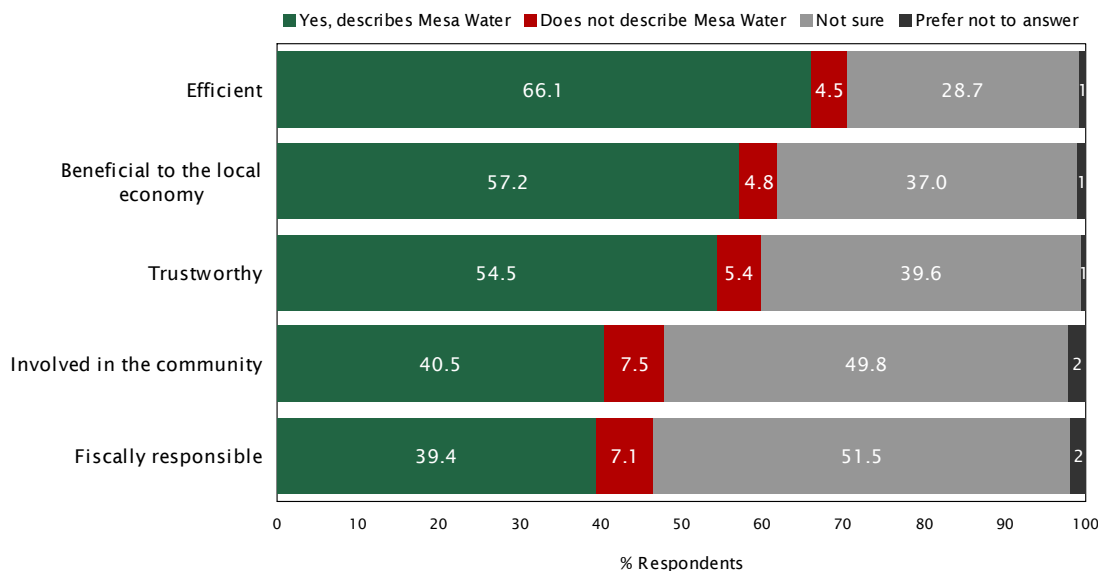


Table 2 displays the percentage of respondents who agreed with each descriptor of Mesa Water in 2019 and 2020, along with the difference between the two studies. Compared with the last survey, there was a statistically significant decrease in the percentage of residents who perceived that Mesa Water is involved in the community (-7%), a finding likely driven by impacts of COVID-19, resulting lock-downs, and reduced social interactions in general.

TABLE 2 AGREEMENT WITH DESCRIPTORS OF MESA WATER BY STUDY YEAR

	Study Year		Change in Mesa Water Descriptors 2019 to 2020
	2020	2019	
Beneficial to the local economy	57.2	56.8	+0.3
Efficient	66.1	66.4	-0.3
Fiscally responsible	39.4	40.2	-0.7
Trustworthy	54.5	57.9	-3.4
Involved in the community	40.5	47.6	-7.2†

† Statistically significant change (p < 0.05) between the 2019 and 2020 studies.

Tables 3 and 4 on the next page show the results of this question series by whether the individual was aware of the Mesa Water District, their overall opinion of Mesa Water, and their service area. Individuals with unaided awareness of Mesa Water and those with favorable opinions of Mesa Water were generally more likely than their counterparts to characterize Mesa Water in a positive manner. Agreement with the descriptors varied considerably across divisions, although customers most consistent in their belief that Mesa Water is beneficial to the local community.

TABLE 3 AGREEMENT WITH DESCRIPTORS OF MESA WATER BY MESA WATER DISTRICT AWARENESS & OPINION OF MESA WATER DISTRICT (SHOWING % YES, ACCURATELY DESCRIBES MESA WATER)

	Mesa Water District Awareness (Q3,4)			Opinion of Mesa Water District (Q5)		
	Unaided awareness	Aided awareness	Not aware	Favorable	Unfavorable	Not sure
Efficient	74.1	61.7	46.2	81.4	49.9	43.2
Beneficial to the local economy	56.3	59.7	45.4	70.2	25.4	42.0
Trustworthy	59.6	52.5	36.3	71.4	11.1	35.0
Involved in the community	49.8	35.5	16.4	54.3	36.2	18.7
Fiscally responsible	44.2	37.5	23.0	51.1	21.8	23.8

TABLE 4 AGREEMENT WITH DESCRIPTORS OF MESA WATER BY SERVICE AREA (SHOWING % YES, ACCURATELY DESCRIBES MESA WATER)

	Service Area				
	Division 1	Division 2	Division 3	Division 4	Division 5
Efficient	54.4	64.7	73.6	74.3	63.2
Beneficial to the local economy	59.8	53.4	59.7	56.3	56.7
Trustworthy	44.4	52.3	64.5	60.3	50.9
Involved in the community	33.9	43.1	37.2	41.7	46.4
Fiscally responsible	30.1	38.3	49.1	33.7	46.0

SATISFACTION WITH WATER SERVICES

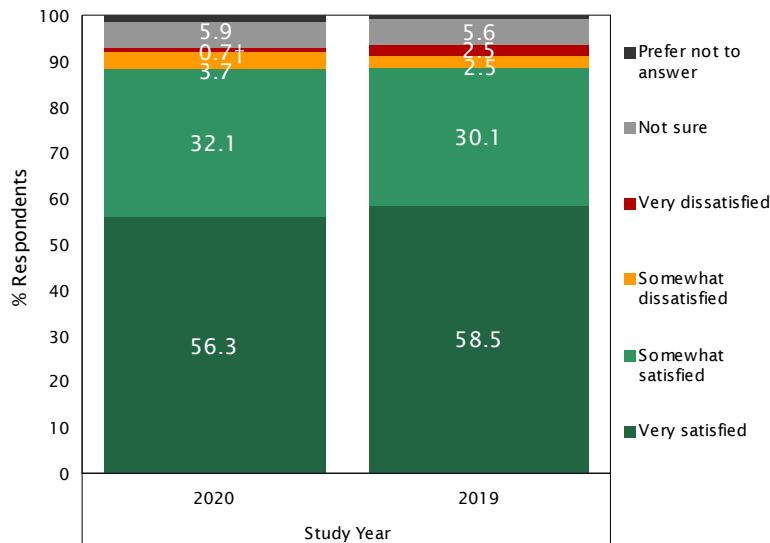
After measuring respondents' views regarding issues of importance in their community, awareness and perceptions of Mesa Water, the survey next turned to assessing customers' opinions about Mesa Water's performance in providing various services.

OVERALL SATISFACTION The first question in this series asked respondents to indicate if, overall, they were satisfied or dissatisfied with the job the Mesa Water District is doing to provide water services to their household. Because this question does not reference a specific program, facility, or service and requested that the respondent consider Mesa Water's performance in general, the findings of this question may be regarded as an *overall performance rating* for the District.

As shown in Figure 10, the vast majority (88%) of respondents indicated they were either very (56%) or somewhat (32%) satisfied with Mesa Water's efforts to provide water services. Approximately 4% were very or somewhat dissatisfied, and 6% were unsure or unwilling to share their opinion. Compared with the findings of the 2019 study, there was a small but statistically significant drop in the percentage of customers who reported being *very dissatisfied* in 2020.

Question 8 *Generally speaking, are you satisfied or dissatisfied with the job the Mesa Water District is doing to provide water services to your household?*

FIGURE 10 OVERALL SATISFACTION BY STUDY YEAR



† Statistically significant change (p < 0.05) between the 2019 and 2020 studies.

The two figures on the next page display how customers' opinions about Mesa Water's overall performance in providing water services varied by a host of demographic traits. The high levels of satisfaction exhibited by respondents as a whole (see Figure 10 above) were echoed across all resident subgroups, with satisfaction ranging from a low of 80% to a high of 97%.

FIGURE 11 OVERALL SATISFACTION BY SERVICE AREA, HOME OWNERSHIP STATUS, WATER BILL RESPONSIBILITY & CONTACTED MESA WATER IN PAST 12 MONTHS

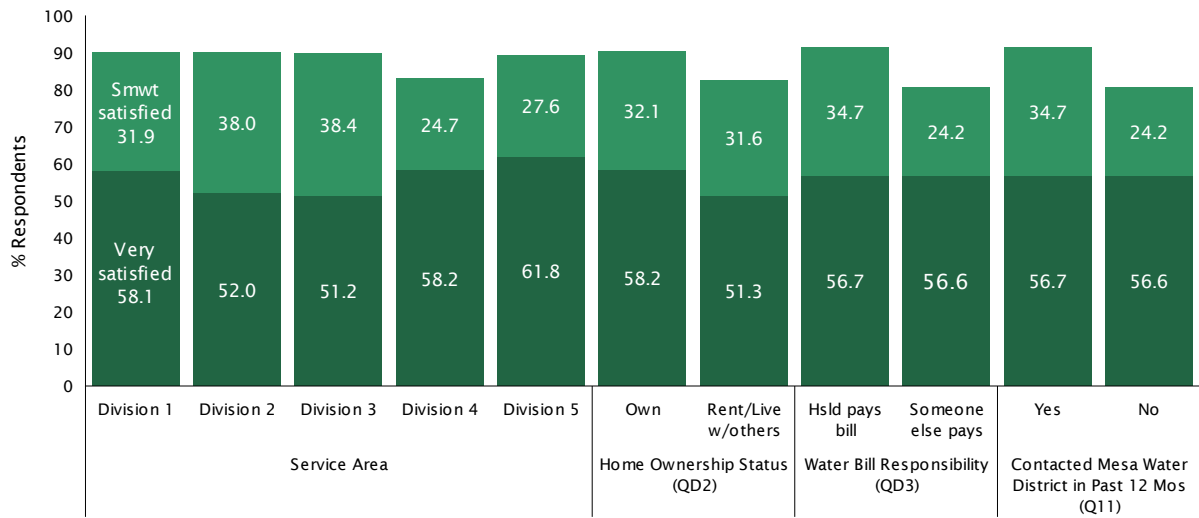
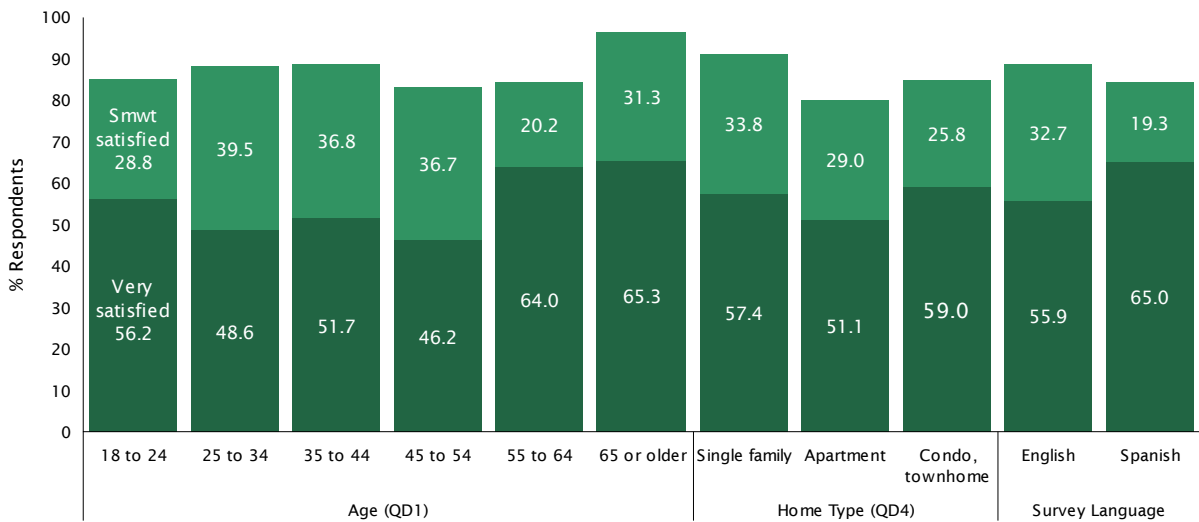


FIGURE 12 OVERALL SATISFACTION BY AGE, HOME TYPE & SURVEY LANGUAGE



SPECIFIC SERVICES Whereas Question 8 addressed Mesa Water’s *overall* performance, the next question series asked respondents to rate their level of satisfaction with Mesa Water’s efforts to provide *specific* services. The order of the items was randomized for each respondent to avoid a systematic position bias.

Figure 13 on the next page presents the services sorted by the percentage of respondents who were either very or somewhat satisfied with Mesa Water’s efforts to provide the service. For comparison purposes between the services, only respondents who held an opinion (satisfied or dissatisfied) are included in the figure. Those who did not have an opinion were removed from this analysis. The percentage of respondents who provided an opinion (satisfied or dissatisfied) is shown in brackets beside the service label in the figure, while the bars represent the answers of those with an opinion.

At the top of the list, respondents were most satisfied with Mesa Water’s efforts to provide reliable water service (99% very or somewhat satisfied), followed by provide convenient hours of operation (98%), ensure an adequate water supply now and in the future (97%), keep the water system in good condition through timely repairs and maintenance (95%), and provide accurate billing statements (95%).

Respondents were less satisfied with Mesa Water’s efforts to provide rebate programs that encourage customers to purchase water-efficient appliances (76%) and offer good value for the cost of water services (80%).

Question 9 Next, I'm going to read a list of specific services provided by the Mesa Water District. For each of the services I read, please tell me whether you are satisfied or dissatisfied with the District's efforts to provide the service. Are you satisfied or dissatisfied with the District's efforts to: _____, or do you not have an opinion?

FIGURE 13 SATISFACTION WITH SERVICES

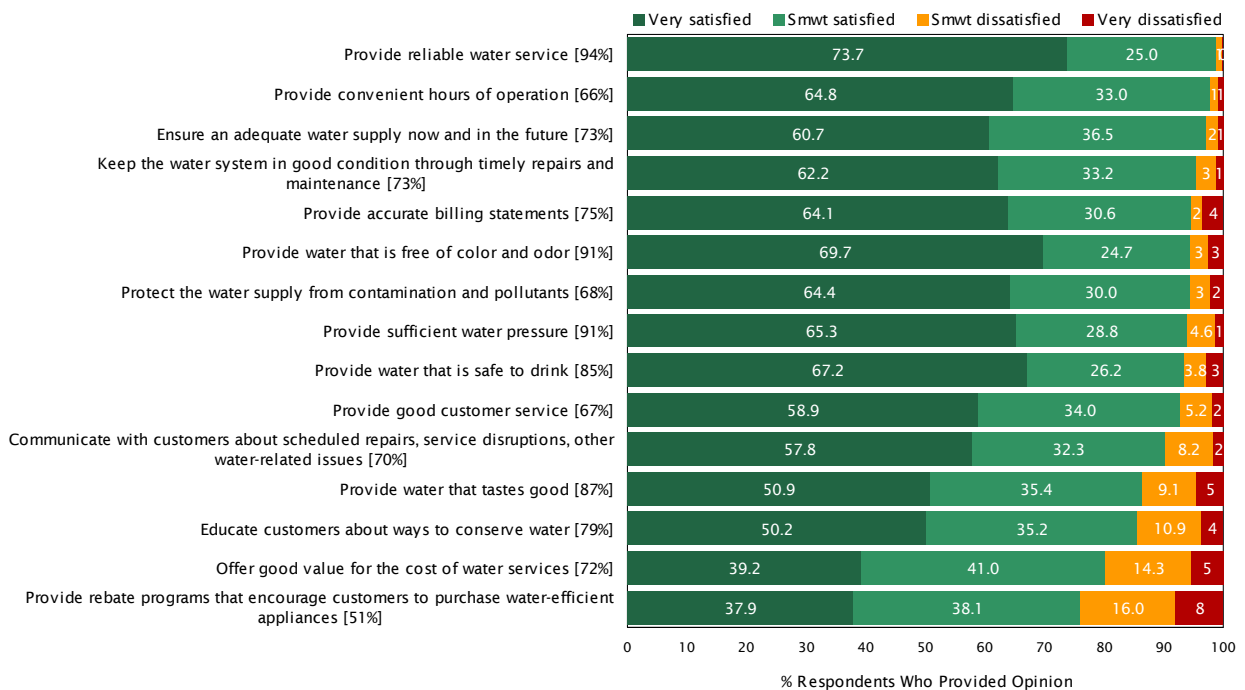


Table 5 on the next page shows the difference in the percentage of respondents who reported being satisfied with Mesa Water’s efforts to provide each service in 2019 and 2020. Most service areas experienced small changes in satisfaction ratings over the past year, although there were four statistically significant increases in satisfaction found with Mesa Water’s efforts to provide water that tastes good (+5%), provide rebate programs that encourage customers to purchase water-efficient appliances (+4%), ensure an adequate water supply now and in the future (+3%), and provide accurate billing statements (+3%). There were no significant declines in satisfaction.

TABLE 5 SATISFACTION WITH SERVICES BY STUDY YEAR

	Study Year		Change in Satisfaction 2019 to 2020
	2020	2019	
Provide water that tastes good	86.3	81.8	+4.5†
Provide rebate programs that encourage customers to purchase water-efficient appliances	76.0	71.7	+4.2†
Ensure an adequate water supply now and in the future	97.2	94.1	+3.1†
Provide accurate billing statements	94.6	91.5	+3.1†
Communicate w/customers about scheduled repairs, service disruptions, other water-related issues	90.1	87.2	+2.9
Provide sufficient water pressure	94.1	92.0	+2.1
Provide convenient hours of operation	97.8	95.9	+1.9
Provide water that is safe to drink	93.3	91.8	+1.5
Provide reliable water service	98.7	97.3	+1.4
Provide water that is free of color and odor	94.4	93.1	+1.4
Protect the water supply from contamination and pollutants	94.4	93.3	+1.1
Educate customers about ways to conserve water	85.4	84.9	+0.6
Keep water system in good condition through timely repairs and maintenance	95.4	95.0	+0.5
Provide good customer service	92.9	93.6	-0.7
Offer good value for the cost of water services	80.3	83.9	-3.6

† Statistically significant change (p < 0.05) between the 2019 and 2020 studies.

DIFFERENTIATORS OF OPINION For the interested reader, Table 6 displays how the level of satisfaction with each specific service tested in Question 9 varied according to customers’ overall performance ratings for Mesa Water (see *Overall Satisfaction* on page 18). The table divides residents who were satisfied with the District’s *overall performance* into one group and those dissatisfied into a second group. Shown in the far right column is the difference between the two groups in terms of the percentage who indicated they were satisfied with the provision of each service tested in Question 9. The services are sorted by that difference, with the greatest differentiators of opinion near the top of the table.

When compared with their counterparts, those satisfied with Mesa Water’s performance in providing water services *overall* were also more likely to express satisfaction with efforts to provide each of the individual services tested in Question 9. With that said, the greatest specific differentiators of opinion between satisfied and dissatisfied customers were found with respect to the District’s efforts to offer good value for the cost of water services, educate customers about ways to conserve water, and provide water that tastes good.

At the other end of the spectrum, there was very little difference between the two customer groups regarding their satisfaction with the District’s efforts to provide reliable water service.

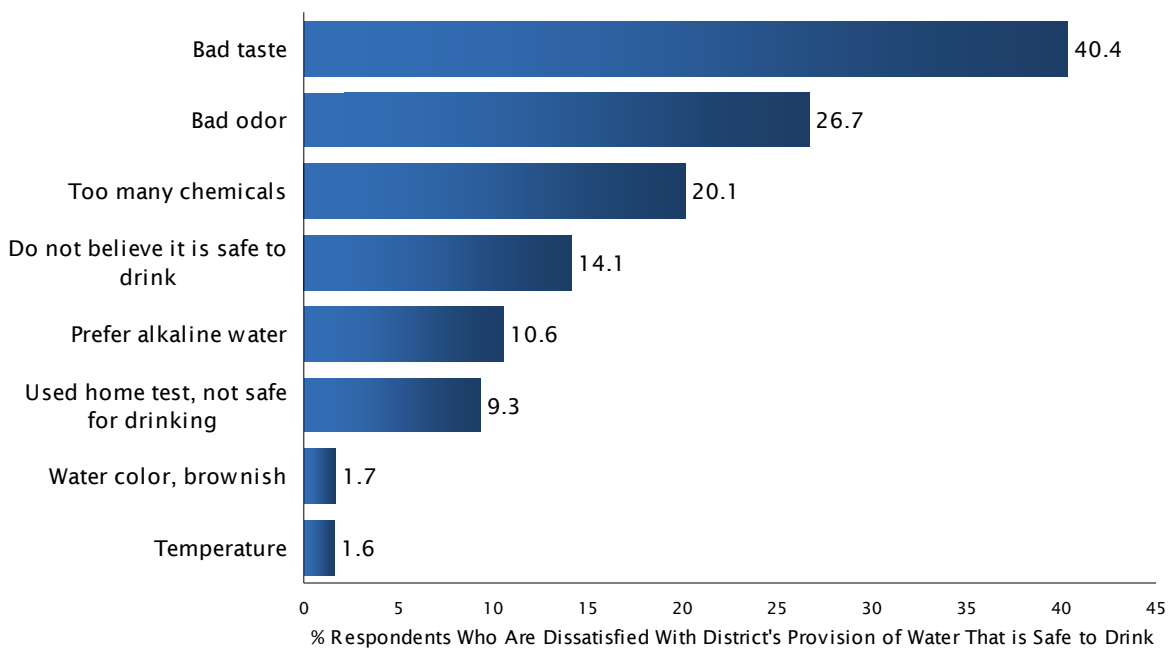
TABLE 6 SATISFACTION WITH SERVICES BY OVERALL SATISFACTION WITH DISTRICT

		Overall Satisfaction With Mesa Water (Q8)		Difference Between Groups For Each Service
		Very or somewhat satisfied	Very or somewhat dissatisfied	
% Respondents Satisfied With Each Service	Offer good value for the cost of water services	63.5	13.6	49.9
	Educate customers about ways to conserve water	73.4	27.8	45.6
	Provide water that tastes good	81.1	40.1	41.0
	Provide water that is safe to drink	84.3	46.1	38.2
	Provide water that is free of color and odor	91.0	54.9	36.1
	Provide accurate billing statements	75.6	43.5	32.0
	Protect the water supply from contamination and pollutants	68.0	37.9	30.0
	Provide sufficient water pressure	89.3	61.5	27.8
	Provide rebate programs that encourage customers to purchase water-efficient appliances	41.5	15.1	26.4
	Communicate with customers about scheduled repairs, service disruptions, other water-related issues	67.6	42.9	24.7
	Provide good customer service	65.7	41.1	24.6
	Ensure an adequate water supply now and in the future	74.6	50.2	24.4
	Keep the water system in good condition through timely repairs and maintenance	73.8	52.2	21.6
	Provide convenient hours of operation	68.0	49.5	18.5
	Provide reliable water service	96.0	87.5	8.5

The small portion of respondents who were dissatisfied with the District’s efforts to provide water that is safe to drink in the Question 9 series were asked a follow-up question to understand the reason behind this rating. The question was asked in an open-ended manner, which allowed respondents to describe the reasons in their own words. True North later reviewed the verbatim responses and grouped them into the categories shown in Figure 14. The most commonly mentioned reason for customer’s dissatisfaction with the safety of the water was its taste (40%), followed by its odor (27%) and a concern about chemicals added to the water (20%).

Question 10 *You mentioned you are dissatisfied with the District's efforts to provide water that is safe to drink. Is there a particular reason why you think the water your household receives is unsafe?*

FIGURE 14 REASON FOR DISSATISFACTION WITH DISTRICT'S PROVISION OF WATER THAT IS SAFE TO DRINK



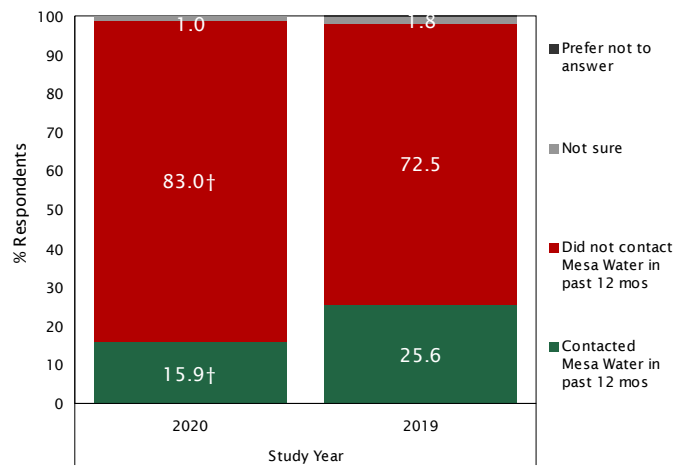
CUSTOMER SERVICE

The next section of the survey included questions to gauge whether residents had interacted with the Mesa Water District in the past 12 months and, if so, reasons for that contact, and their satisfaction with the service representative and resolution of the issue.

CONTACT WITH MESA WATER Respondents were asked if they had been in contact with Mesa Water in the past 12 months. Figure 15 provides the findings of this question and shows that 16% of respondents said they had contacted the District in the year prior to the interview, a significant decline from the percentage (26%) recorded in 2019. Compared with their counterparts, residents in divisions 3 and 5, homeowners, those responsible for paying their water bill directly, respondents who took the survey in English, residents aged 55 to 64, those satisfied with the District’s overall performance, and respondents who provided an opinion about the District were the most likely to report having contacted Mesa Water (see figures 16 and 17).

Question 11 *In the past 12 months, have you contacted Mesa Water for any reason?*

FIGURE 15 CONTACTED MESA WATER IN PAST 12 MONTHS BY STUDY YEAR



† Statistically significant change ($p < 0.05$) between the 2019 and 2020 studies.

FIGURE 16 CONTACTED MESA WATER IN PAST 12 MONTHS BY SERVICE AREA, HOME OWNERSHIP STATUS, WATER BILL RESPONSIBILITY & SURVEY LANGUAGE

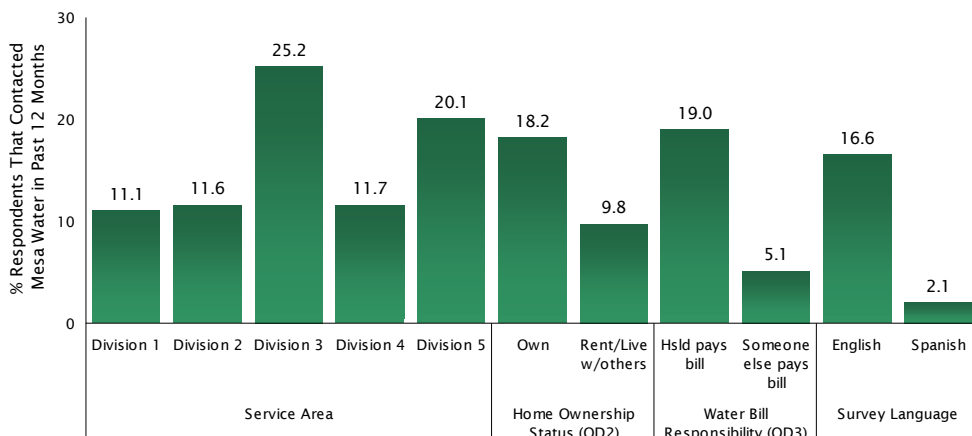
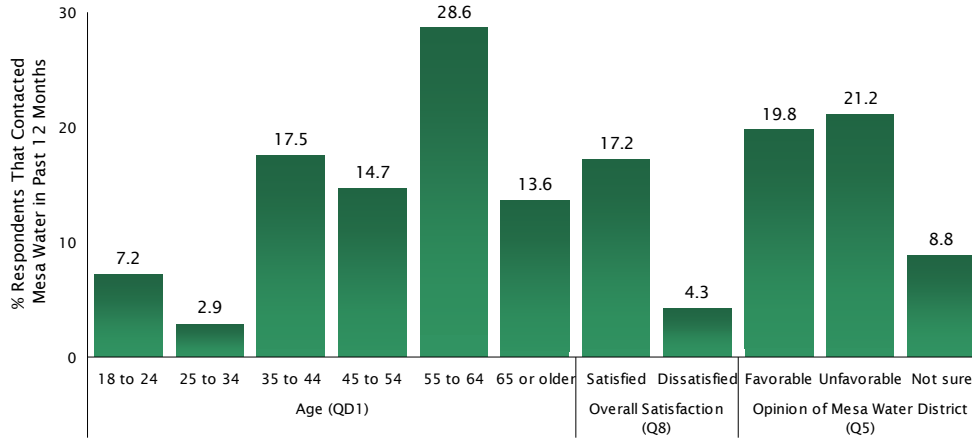


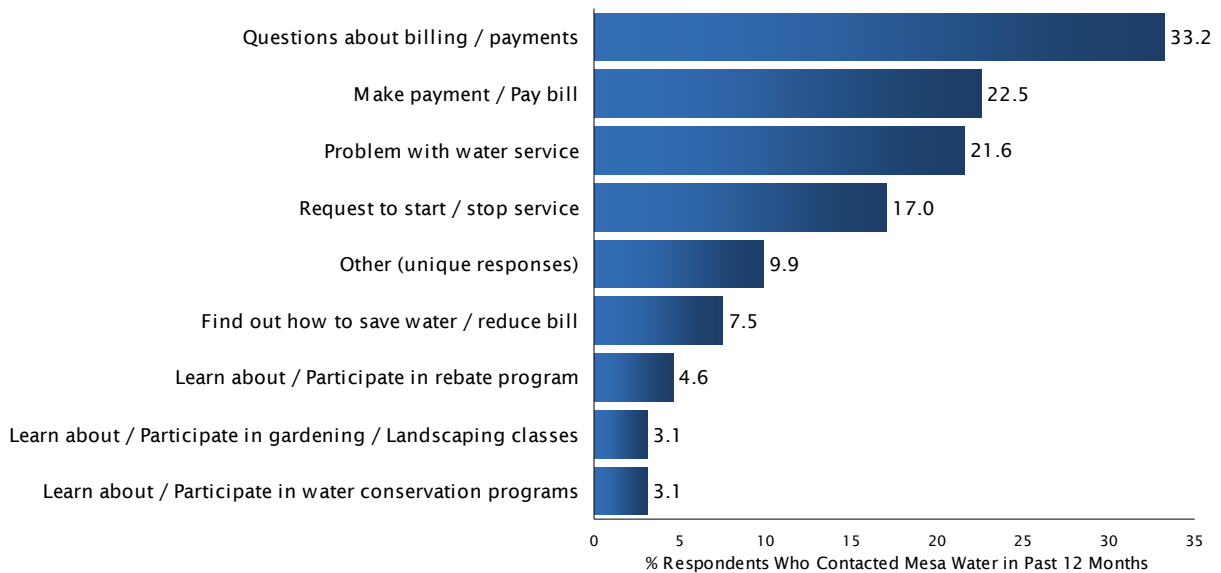
FIGURE 17 CONTACTED MESA WATER IN PAST 12 MONTHS BY AGE, OVERALL SATISFACTION & OPINION OF MESA WATER DISTRICT



REASON FOR CONTACT The 16% of respondents who had contacted Mesa Water in the year prior to the survey were asked, in an open-ended manner, to provide the reason for contacting the District. As shown in Figure 18, questions about billing/payments were the most common reason for contacting Mesa Water over the past year (33%), followed by making a payment (23%) and general problems with water service (22%). Other specific reasons included contacting the District to start or stop service (17%) and learn about ways to save water and/or reduce their bill (8%).

Question 12 *For what reason did you contact the District?*

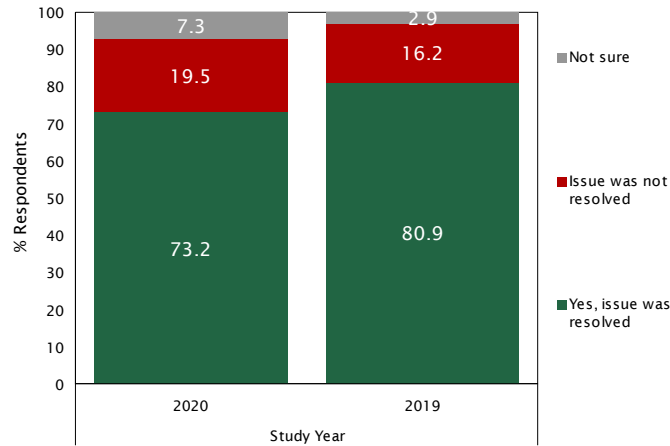
FIGURE 18 REASONS FOR CONTACTING MESA WATER DISTRICT



When asked if the reason for contacting Mesa Water was resolved to their satisfaction, 73% of the customers who had contacted the District answered in the affirmative, which is lower than the figure recorded in 2019, although largely due to an increase in the percentage of customers who said they were unsure in 2020 (see Figure 19).

Question 13 Was the reason you contacted them resolved to your satisfaction?

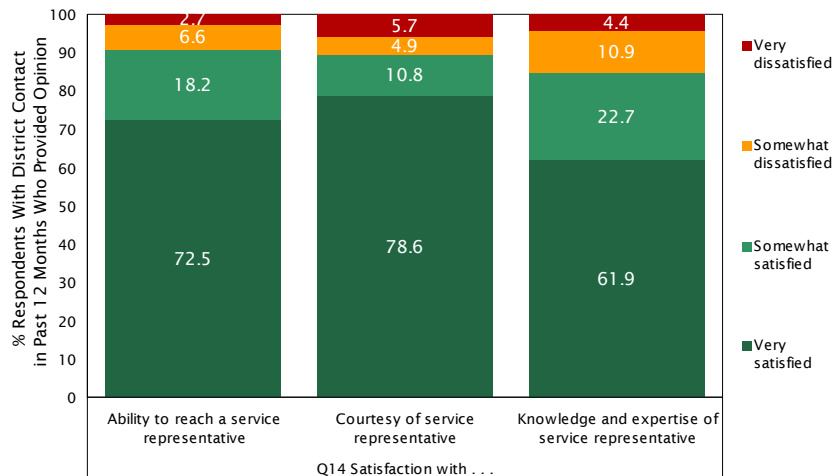
FIGURE 19 ISSUE RESOLVED BY STUDY YEAR



EXPERIENCE WITH SERVICE REPRESENTATIVE Respondents who had contacted Mesa Water in the year prior to the survey were also asked to rate their experience with staff on three dimensions: accessibility, courteousness, and knowledge/expertise. Respondents provided generally positive ratings across all three dimensions (see Figure 20), with more than eight-in-ten customers with an opinion indicating satisfaction with their ability to reach a service representative (91%), the courtesy of the service representative (89%), and the knowledge and expertise of the service representative (85%).

Question 14 When contacting the Water District, were you satisfied or dissatisfied with _____, or do you not have any opinion?

FIGURE 20 SATISFACTION WITH SERVICE REPRESENTATIVE



COMMUNICATION

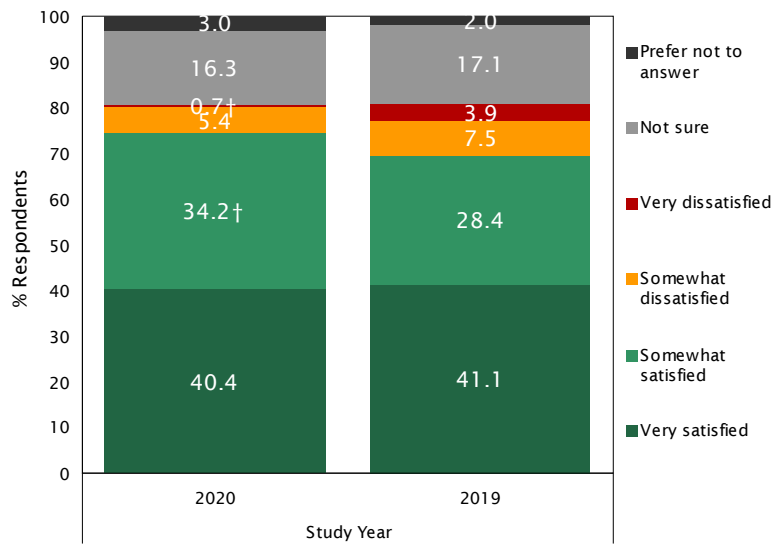
The final substantive section of the report presents the results of questions designed to measure respondents’ satisfaction with Mesa Water’s efforts to communicate with customers, determine the most effective ways for Mesa Water to communicate with residents, and identify any additional information topics desired by customers.

OVERALL SATISFACTION Question 15 asked respondents to report their overall satisfaction with Mesa Water’s efforts to communicate with customers through direct mail, newsletters, social media, and other means. Three-quarters (75%) of respondents indicated that they were satisfied with the District’s efforts in this regard, with 40% saying they were *very* satisfied and 34% saying *somewhat* satisfied (see Figure 21). The remaining respondents were either dissatisfied with Mesa Water’s communication efforts (6%) or unsure or unwilling to provide an opinion (19%).

Between 2019 and 2020, overall satisfaction with the District’s communication efforts increased by five percentage points, a statistically significant change driven by a significant decrease in the percentage of customers who were *very dissatisfied* and an increase in the percentage who were *somewhat satisfied*.

Question 15 *In general, are you satisfied or dissatisfied with the District's efforts to communicate with customers through direct mail, newsletters, social media, and other means?*

FIGURE 21 SATISFACTION WITH MESA WATER’S COMMUNICATION EFFORTS BY STUDY YEAR



† Statistically significant change (p < 0.05) between the 2019 and 2020 studies.

The next three figures display how satisfaction with Mesa Water’s efforts to communicate with customers varied across a series of key subgroups among those who provided an opinion. Satisfaction with Mesa Water’s communication efforts was widespread, with close to at least 80% of respondents in all subgroups reporting they were either very or somewhat satisfied—including the vast majority of even those customers dissatisfied with Mesa Water’s overall performance and those with an unfavorable opinion of Mesa Water.

FIGURE 22 SATISFACTION WITH MESA WATER’S COMMUNICATION EFFORTS BY SERVICE AREA, HOME OWNERSHIP STATUS & WATER BILL RESPONSIBILITY

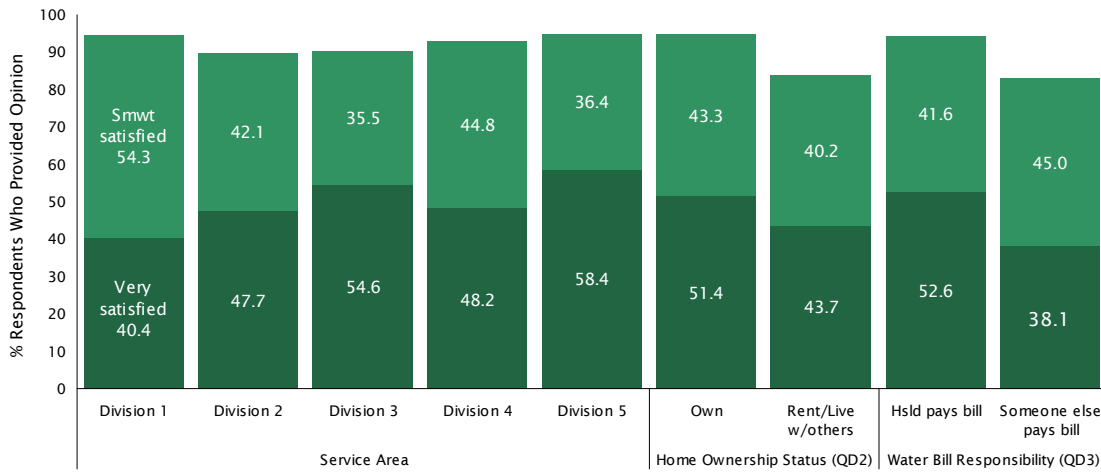


FIGURE 23 SATISFACTION WITH MESA WATER’S COMMUNICATION EFFORTS BY AGE, HOME TYPE & SURVEY LANGUAGE

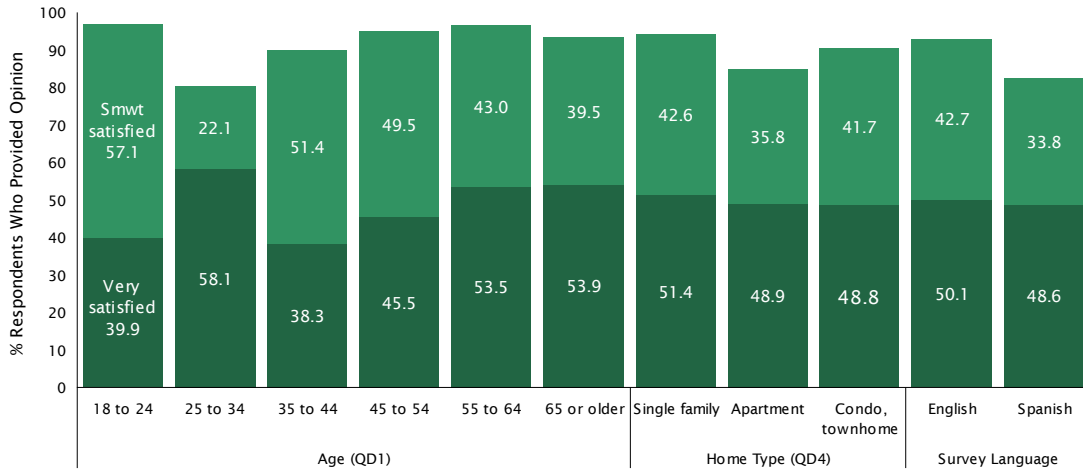
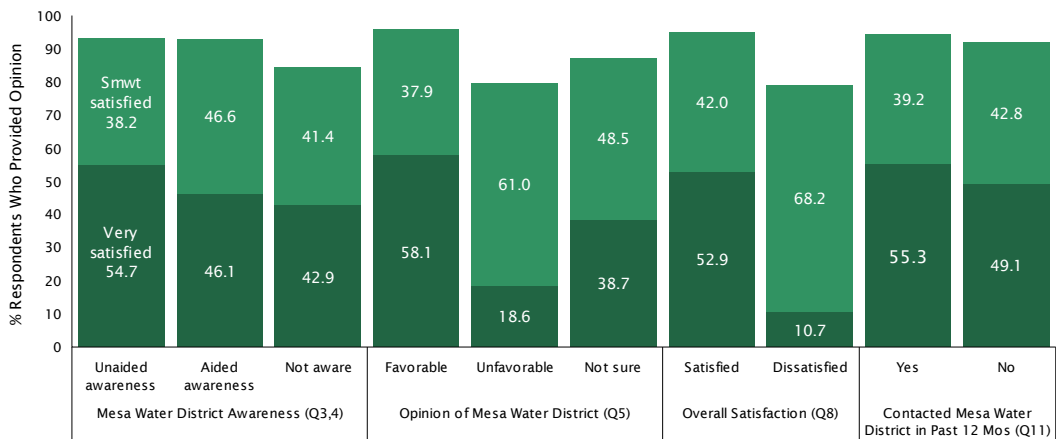


FIGURE 24 SATISFACTION WITH MESA WATER’S COMMUNICATION EFFORTS BY MESA WATER DISTRICT AWARENESS, OPINION OF MESA WATER DISTRICT, OVERALL SATISFACTION & CONTACTED MESA WATER IN PAST 12 MONTHS



COMMUNICATION PREFERENCES The next question in this series presented respondents with each of the methods shown on the left of Figure 25 and asked if each would be an effective way for Mesa Water to communicate with them. Overall, respondents cited newsletters mailed to their house (73% very or somewhat effective) and postcards mailed to their house (72%) as the most effective methods, followed by email (67%) and information inserted into their water bill envelope (66%). At the other end of the spectrum, social media was perceived to be the least effective way for Mesa Water to communicate with residents, overall (37%).

Question 16 *As I read the following ways that the Mesa Water District can communicate with residents, I'd like to know if you think they would be a very effective, somewhat effective, or not at all effective way for the District to communicate with you.*

FIGURE 25 EFFECTIVENESS OF MESA WATER DISTRICT COMMUNICATION EFFORTS

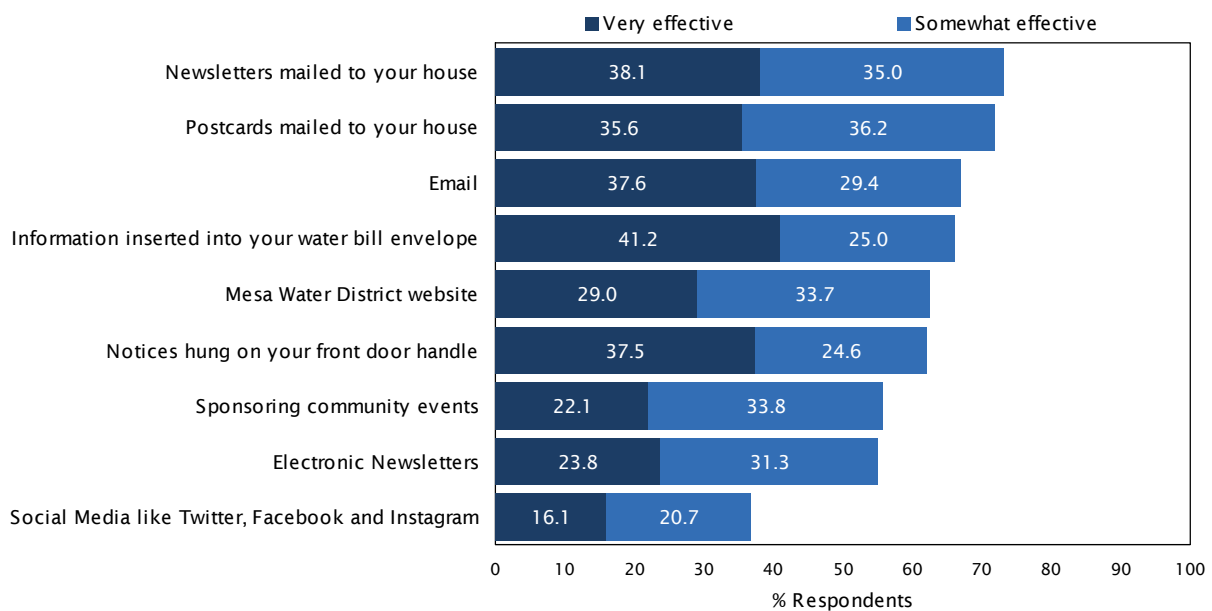


Table 7 displays the percentage of respondents that considered each of the communication methods as effective in 2020 compared with 2019. There were two statistically significant decreases found for the perceived effectiveness of electronic newsletters (-6%) and email (-5%).

TABLE 7 EFFECTIVENESS OF MESA WATER DISTRICT COMMUNICATION EFFORTS BY STUDY YEAR

	Study Year		Change in Very + Smwt Effective 2019 to 2020
	2020	2019	
Newsletters mailed to your house	73.1	70.0	+3.0
Mesa Water District website	62.7	60.8	+1.9
Postcards mailed to your house	71.8	71.7	+0.1
Information inserted into your water bill envelope	66.1	67.2	-1.1
Notices hung on your front door handle	62.0	63.9	-1.9
Sponsoring community events	55.9	59.1	-3.3
Social Media like Twitter, Facebook and Instagram	36.8	41.0	-4.2
Email	67.0	72.3	-5.3†
Electronic Newsletters	55.1	61.0	-5.8†

† Statistically significant change (p < 0.05) between the 2019 and 2020 studies.

For the interested reader, tables 8 and 9 display the percentage of respondents who perceived each proposed communication method as *very effective* by their district awareness, overall satisfaction with communication, service area, and survey language, with the top three most effective methods within each subgroup highlighted in green to ease comparisons.

TABLE 8 EFFECTIVENESS OF MESA WATER DISTRICT COMMUNICATION EFFORTS BY MESA WATER DISTRICT AWARENESS & SATISFACTION WITH COMMUNICATION (SHOWING % VERY EFFECTIVE)

	Mesa Water District Awareness (Q3,4)			Satisfaction With Communication (Q1 5)		
	Unaided awareness	Aided awareness	Not aware	Satisfied	Dissatisfied	Not sure
Information inserted into water bill envelope	40.1	43.1	34.5	45.4	38.2	26.4
Newsletters mailed to your house	43.0	36.7	17.1	45.3	23.8	16.3
Email	35.9	40.5	29.4	41.6	44.6	21.4
Notices hung on your front door handle	32.6	43.7	25.2	40.6	40.4	28.2
Postcards mailed to your house	36.1	38.2	15.5	41.7	39.2	12.4
Mesa Water District website	32.3	26.8	24.3	33.1	21.7	15.2
Electronic Newsletters	21.9	25.1	27.4	26.8	27.6	11.2
Sponsoring community events	18.6	25.5	20.5	21.9	26.4	18.0
Social Media like Twitter, Facebook, Instagram	7.5	22.6	25.6	16.0	41.3	7.1

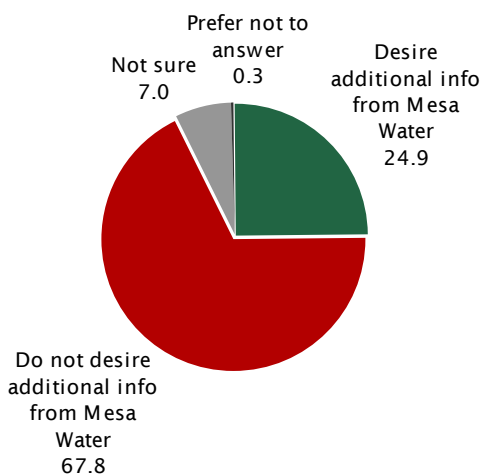
TABLE 9 EFFECTIVENESS OF MESA WATER DISTRICT COMMUNICATION EFFORTS BY SERVICE AREA & SURVEY LANGUAGE (SHOWING % VERY EFFECTIVE)

	Service Area					Survey Language	
	Division 1	Division 2	Division 3	Division 4	Division 5	English	Spanish
Information inserted into water bill envelope	42.9	37.3	42.7	42.4	40.5	40.5	55.8
Newsletters mailed to your house	37.5	35.2	44.1	36.8	36.9	38.2	35.6
Email	35.9	27.1	41.3	39.9	44.1	36.6	59.4
Notices hung on your front door handle	32.0	39.0	54.4	32.4	29.6	37.1	46.4
Postcards mailed to your house	29.5	33.9	40.9	41.1	32.7	36.1	26.5
Mesa Water District website	26.4	28.8	25.9	32.0	32.0	28.3	43.7
Electronic Newsletters	20.2	25.0	22.9	31.9	19.2	23.5	31.6
Sponsoring community events	27.0	23.3	22.6	15.8	21.8	21.7	30.3
Social Media like Twitter, Facebook, Instagram	18.6	22.0	13.0	15.9	11.0	15.5	29.3

ADDITIONAL TOPICS OF INTEREST

Respondents were next asked if there was a particular topic or issue that they would like to receive more information about from the District. One-quarter (25%) of respondents answered Question 17 in the affirmative and would like more information (see Figure 26).

FIGURE 26 DESIRE ADDITIONAL INFORMATION FROM MESA WATER



Question 17 *Is there a particular topic or issue that you'd like to receive more information about from the Mesa Water District?*

For the interested reader, figures 27 through 29 on the next page display the percentage of customers who desired additional information from the District by a variety of demographics.

FIGURE 27 DESIRE ADDITIONAL INFORMATION FROM MESA WATER BY SERVICE AREA, HOME OWNERSHIP STATUS, WATER BILL RESPONSIBILITY & SURVEY LANGUAGE

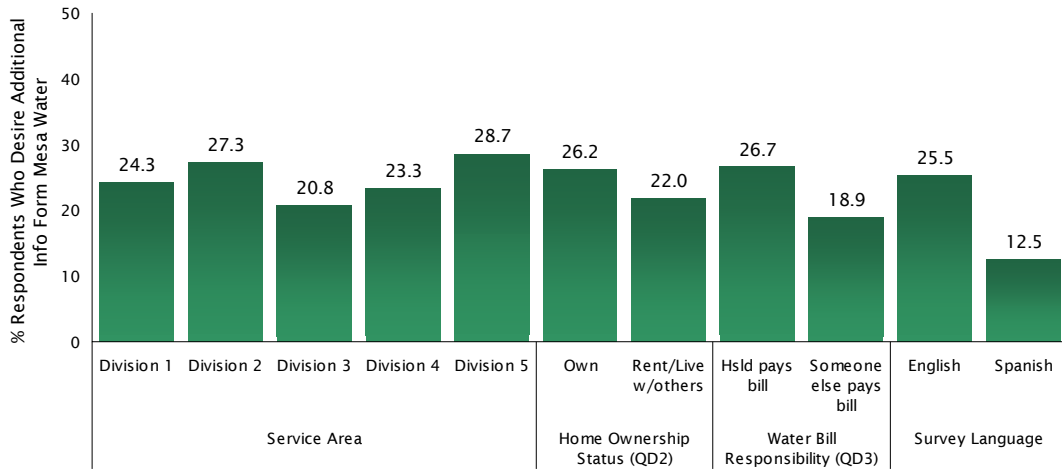


FIGURE 28 DESIRE ADDITIONAL INFORMATION FROM MESA WATER BY AGE, & HOME TYPE

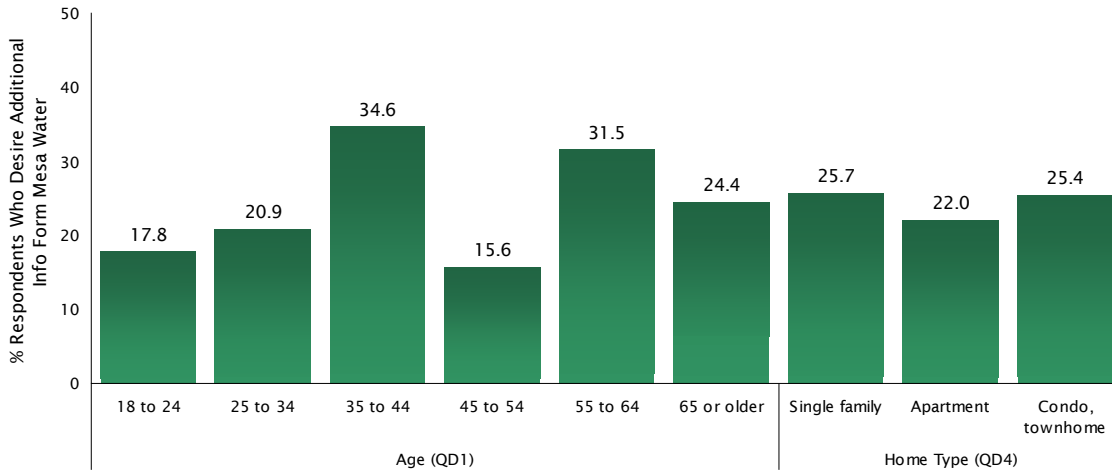
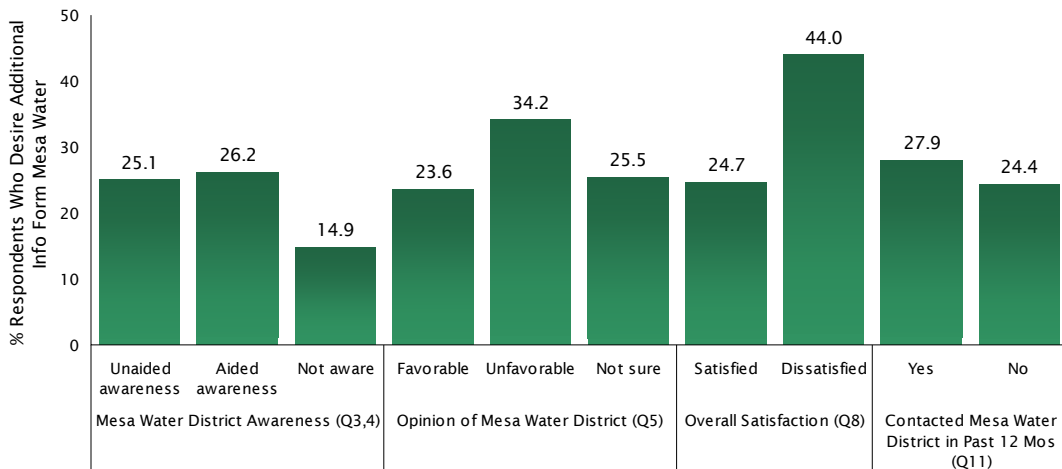


FIGURE 29 DESIRE ADDITIONAL INFORMATION FROM MESA WATER BY MESA WATER DISTRICT AWARENESS, OPINION OF MESA WATER DISTRICT, OVERALL SATISFACTION & CONTACTED MESA WATER DISTRICT IN PAST 12 MONTHS

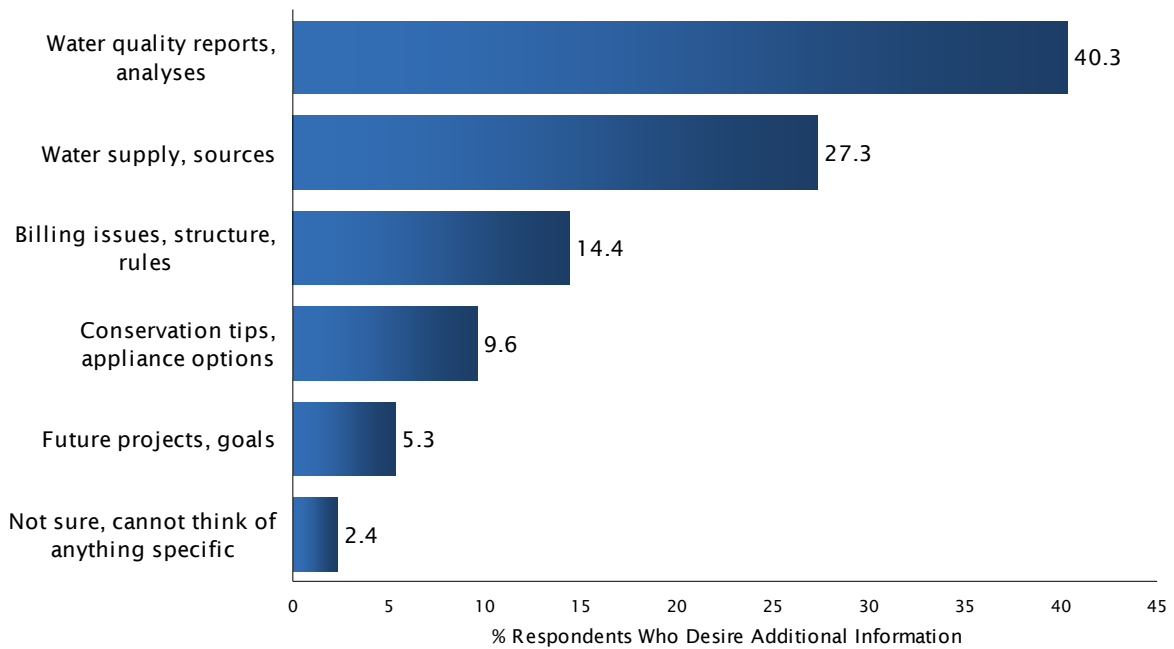


Customers who expressed interest in receiving additional information from the District were subsequently asked to describe the topic in which they were interested. Question 18 was posed in an open-ended manner, meaning that respondents were at liberty to mention any topic that came to mind without being prompted by or restricted to a list of topics. Verbatim responses were reviewed by True North and grouped into the categories shown in Figure 30.

As shown in the figure, information about water quality reports and analyses was the most commonly mentioned topic of interest (40%), followed by information on water supply and sources (27%), and information regarding billing issues, rate structure, and related rules (14%).

Question 18 Please briefly describe the topic.

FIGURE 30 ADDITIONAL INFORMATION TOPICS DESIRED





BACKGROUND & DEMOGRAPHICS

TABLE 10 DEMOGRAPHICS OF SAMPLE BY STUDY YEAR

	Study Year	
	2020	2019
<i>Total Respondents</i>	<i>808</i>	<i>804</i>
Age (QD1)		
18 to 24	6.1	7.5
25 to 34	13.8	13.5
35 to 44	14.0	12.4
45 to 54	14.9	15.5
55 to 64	21.1	21.2
65 or older	27.8	28.0
Prefer not to answer	2.4	1.9
Home Ownership Status (QD2)		
Own	74.2	72.5
Rent/Live w/others	24.7	24.2
Prefer not to answer	1.1	3.3
Water Bill Responsibility (QD3)		
Hsld pays bill	76.4	75.5
Someone else pays bill	21.4	21.2
Note sure / Prefer not to answer	2.1	3.3
Home Type (QD4)		
Single family	64.2	60.5
Apartment	12.8	14.2
Condo, townhome	18.2	19.6
Mobile home	2.5	3.4
Prefer not to answer	2.3	2.3
Service Area		
Division 1	20.0	20.0
Division 2	20.0	20.0
Division 3	20.0	20.0
Division 4	20.0	20.0
Division 5	20.0	20.0

Table 10 presents the key demographic information collected during the survey by study year. The primary motivation for collecting the background and demographic information was to provide a better insight into how the results of the substantive questions of the survey vary by demographic characteristics.



M E T H O D O L O G Y

The following sections outline the methodology used in the study, as well as the motivation for using certain techniques.

QUESTIONNAIRE DEVELOPMENT Dr. McLarney of True North Research worked closely with the Mesa Water District to develop a questionnaire that covered the topics of interest and avoided many possible sources of systematic measurement error, including position-order effects, wording effects, response-category effects, scaling effects, and priming. Several questions included multiple individual items. Because asking items in a set order can lead to a systematic position bias in responses, items were asked in random order for each respondent.

Some questions asked in this study were presented only to a subset of respondents. For example, only respondents who indicated that they knew the name of the agency responsible for providing water services to their home (Question 2) were asked to name the agency (Question 3). The questionnaire included with this report (see *Questionnaire & Toplines* on page 36) identifies the skip patterns used during the interview to ensure that each respondent received the appropriate questions.

PROGRAMMING, PRE-TEST & TRANSLATION Prior to fielding the survey, the questionnaire was CATI (Computer Assisted Telephone Interviewing) programmed to assist interviewers when conducting the phone interviews. The CATI program automatically navigates the skip patterns, randomizes the appropriate question items, and alerts interviewers to certain types of keypunching mistakes should they happen during the interview. The survey was also programmed into a passcode-protected online survey application to allow online participation for sampled residents. The integrity of the questionnaire was pre-tested internally by True North and by dialing into random homes in the Mesa Water District's service area prior to formally beginning the survey. The final questionnaire was also professionally translated into Spanish to allow for data collection in English and Spanish.

SAMPLE, RECRUITING & DATA COLLECTION Using a combination of public and private data sources, a comprehensive database of households within the Mesa Water District's service area was developed and utilized for this study, ensuring that all households in the service area had the opportunity to participate in the survey. To accommodate Mesa Water's interest in focusing on residential customers who own their homes (as opposed to renters whose landlord often receives and pays the water bill), the survey oversampled home owners in each of Mesa Water's five divisions, with approximately 75% home owners and 25% renters in each division.

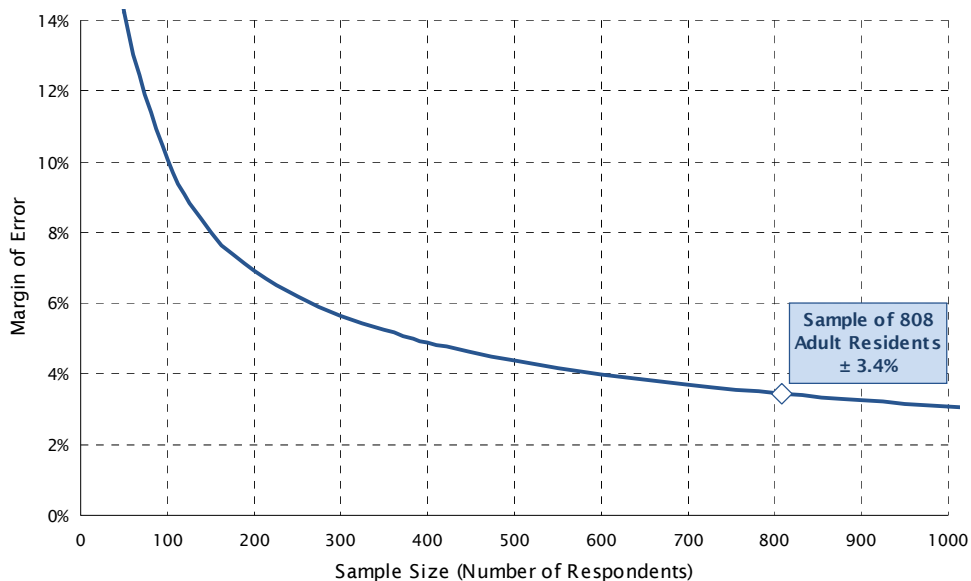
Households were recruited to participate in the survey through multiple recruiting methods. A random selection of households was initially invited to participate in the survey online at a secure, passcode-protected website designed and hosted by True North. Each household was assigned a unique passcode to ensure that only residents in Mesa Water's service area who received an invitation could access the online survey site, and that the survey could be completed only one time per passcode. Email reminder notices were sent to encourage participation among those who had yet to take the survey. Following a period of online data collection, True North began placing calls to land lines and cell phone numbers of households in Mesa Water's service area that had yet to participate in the online survey.

Phone interviews averaged 16 minutes in length and were conducted during weekday evenings (5:30PM to 9PM) and on weekends (10AM to 5PM). It is standard practice not to call during the day on weekdays because most working adults are unavailable and thus calling during those hours would bias the sample. A total of 808 completed surveys were gathered online (n=308) and by phone (n=500) in English and Spanish between August 22 and September 7, 2020.

MARGIN OF ERROR DUE TO SAMPLING The results of the survey can be used to estimate the opinions of all adult residents (and their households) within the Mesa Water District's service area. Because not every adult resident in the service area participated in the survey, however, the results have what is known as a statistical margin of error due to sampling. The margin of error refers to the difference between what was found in the survey of 808 adult residents for a particular question and what would have been found if all adult residents in the service area had been interviewed.

Figure 31 provides a plot of the *maximum* margin of error in this study. The maximum margin of error for a dichotomous percentage result occurs when the answers are evenly split such that 50% provide one response and 50% provide the alternative response. For this survey, the maximum margin of error is $\pm 3.4\%$ for questions answered by all 808 respondents.

FIGURE 31 MAXIMUM MARGIN OF ERROR



Within this report, figures and tables show how responses to certain questions varied by demographic characteristics such as age of the respondent and home ownership status. Figure 31 is thus useful for understanding how the maximum margin of error for a percentage estimate will grow as the number of individuals asked a question (or in a particular subgroup) shrinks. Because the margin of error grows exponentially as the sample size decreases, the reader should use caution when generalizing and interpreting the results for small subgroups.

DATA PROCESSING Data processing consisted of checking the data for errors or inconsistencies, coding and recoding responses, categorizing verbatim responses, and preparing frequency analyses and crosstabulations.

ROUNDING Numbers that end in 0.5 or higher are rounded up to the nearest whole number, whereas numbers that end in 0.4 or lower are rounded down to the nearest whole number. These same rounding rules are also applied, when needed, to arrive at numbers that include a decimal place in constructing figures and tables. Occasionally, these rounding rules lead to small discrepancies in the first decimal place when comparing tables and charts for a given question. Due to rounding, some figures and narrative include numbers that add to more than or less than 100%.

QUESTIONNAIRE & TOPLINES



Mesa Water District
Customer Opinion Survey
Final Toplines (n=808)
September 10, 2020

Section 1: Introduction to Study

Hi, may I please speak to: _____. Hi, my name is _____ and I'm calling on behalf of TNR, an independent public opinion research company. We're conducting a survey about important issues in Costa (Coast-uh) Mesa, Newport Beach, and nearby Orange County areas and we would like to get your opinions.

If needed: This is a survey about community issues – I'm NOT trying to sell anything and I won't ask for a donation.

If needed: The survey should take about 12 minutes to complete.

If needed: If now is not a convenient time, can you let me know a better time so I can call back?

Section 2: Screener

SC1	Before we begin, are you at least 18 years of age?	
	1 Yes	Continue
	2 No	Ask to speak to an adult in the household if land line. Otherwise Terminate.
	99 Not sure / Prefer not to answer	Terminate

Section 3: Importance of Issues

Q1	To begin, what do you feel is the most important issue facing your community today? Verbatim responses recorded and later grouped into categories shown below.	
	COVID-19 issues	32%
	Homeless issues	17%
	Safety, crime, drugs	11%
	Government issues, leadership	7%
	Not sure, nothing comes to mind	7%
	Economy, jobs	6%
	Political division	5%
	Affordable housing	4%
	Racial inequality, diversity concerns	4%
	Climate change, environment	3%
	Education issues	3%
	Healthcare issues	3%
	Growth, development	2%
	High taxes, fees	2%
	Immigration issues	2%
	Infrastructure, streets, roads	1%
	Traffic congestion	1%

Mesa Water District

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High cost of living	1%
Police funding, reform, support concerns	1%
Nothing, everything is okay	1%

Section 4: Awareness & Opinions of Mesa Water

Q2	Do you happen to know which agency is responsible for providing water services to your home?		
	1	Yes	73% Ask Q3
	2	No	26% Skip to Q4
	99	Prefer not to answer	0% Skip to Q4
Q3	What is the name of the agency? Verbatim responses recorded and later grouped into categories shown below.		
	Mesa Water District		60%
	Costa Mesa Water District		12%
	Mesa Consolidated Water District / MCWD		9%
	Newport Beach Utilities		6%
	Other (unique responses)		4%
	Not sure / Cannot remember		4%
	Metropolitan Water		2%
	Prefer not to answer		2%
	Irvine Ranch Water District		1%
	Orange County Water District / OCWD		1%
Q4	Prior to taking this survey, had you heard of the Mesa Water District ?		
	1	Yes	92%
	2	No	8%
	99	Prefer not to answer	0%
Q5	To clarify, the Mesa Water District is the independent public agency responsible for providing water services to your household. In general, do you have a favorable or unfavorable opinion of the Mesa Water District - or do you not have an opinion either way? <i>If favorable or unfavorable, ask: Would that be very (favorable/unfavorable) or somewhat (favorable/unfavorable)?</i>		
	1	Very favorable	29% Skip to Q7
	2	Somewhat favorable	29% Skip to Q7
	3	Somewhat unfavorable	5% Ask Q6
	4	Very unfavorable	1% Ask Q6
	98	Not sure	35% Skip to Q7
	99	Prefer not to answer	0% Skip to Q7

Q6	Is there a particular reason why you have an <u>unfavorable</u> opinion of the Mesa Water District? Verbatim responses recorded and later grouped into categories shown below.				
	High rates, billing issues	45%			
	Water quality, taste, smell	20%			
	Fiscal management, budgeting concerns	18%			
	Excessive salaries, pensions, compensation	11%			
	Customer service issues	7%			
	Other (unique answers)	5%			
Q7	Next, I'm going to read a series of words or phrases. For each I read, I'd like you to tell me whether - in your opinion - it accurately describes the Mesa Water District. 'Yes' means you think the phrase does accurately describe the Mesa Water District. No means it does not. If you don't have an opinion, just say so.				
	Here is the (first/next) one: _____. Do you think this phrase accurately describes the Mesa Water District?				
	<i>Randomize</i>	Yes	No	Not sure	Prefer not to answer
A	Trustworthy	54%	5%	40%	1%
B	Fiscally responsible	39%	7%	52%	2%
C	Beneficial to the local economy	57%	5%	37%	1%
D	Involved in the community	40%	7%	50%	2%
E	Efficient	66%	4%	29%	1%

Section 5: Satisfaction with Water Services

Q8	Generally speaking, are you satisfied or dissatisfied with the job the Mesa Water District is doing to provide water services to your household? <i>Get answer, then ask:</i> Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?	
	1 Very satisfied	56%
	2 Somewhat satisfied	32%
	3 Somewhat dissatisfied	4%
	4 Very dissatisfied	1%
	98 Not sure	6%
	99 Prefer not to answer	1%

Q9	Next, I'm going to read a list of specific services provided by the Mesa Water District. For each of the services I read, please tell me whether you are satisfied or dissatisfied with the District's efforts to provide the service.						
	Are you satisfied or dissatisfied with the District's efforts to: _____, or do you not have an opinion? <i>Get answer. If 'satisfied' or 'dissatisfied', then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?</i>						
	<i>Randomize</i>	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not sure	Prefer not to Answer
A	Protect the water supply from contamination and pollutants	44%	20%	2%	2%	30%	2%
B	Ensure an adequate water supply now and in the future	44%	27%	1%	1%	26%	1%
C	Educate customers about ways to conserve water	40%	28%	9%	3%	19%	1%
D	Keep the water system in good condition through timely repairs and maintenance	45%	24%	2%	1%	26%	1%
E	Provide reliable water service	69%	23%	1%	0%	6%	0%
F	Communicate with customers about scheduled repairs, service disruptions and other water-related issues	41%	23%	6%	1%	29%	1%
G	Provide water that tastes good	44%	31%	8%	4%	13%	0%
H	Provide water that is safe to drink	57%	22%	3%	2%	14%	1%
I	Provide water that is free of color and odor	64%	23%	3%	2%	9%	0%
J	Provide sufficient water pressure	60%	26%	4%	1%	8%	0%
K	Offer good value for the cost of water services	28%	30%	10%	4%	26%	1%
L	Provide good customer service	39%	23%	3%	1%	32%	1%
M	Provide rebate programs that encourage customers to purchase water-efficient appliances	19%	19%	8%	4%	48%	1%
N	Provide convenient hours of operation	43%	22%	1%	1%	33%	1%
O	Provide accurate billing statements	48%	23%	1%	3%	23%	2%
<i>Ask Q10 if Q9H=(3,4). Otherwise skip to Q11.</i>							
Q10	You mentioned you are dissatisfied with the District's efforts to provide water that is safe to drink. Is there a particular reason why you think the water your household receives is unsafe? Verbatim responses recorded and later grouped into categories shown below.						
	Bad taste		40%				
	Bad odor		27%				
	Too many chemicals		20%				
	Do believe is safe to drink		14%				
	Prefer alkaline water		11%				

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Used home test, not safe for drinking	9%
Temperature	2%
Water color, brownish	2%

Section 6: Customer Service			
Q11	In the past 12 months, have you contacted the Mesa Water District for any reason?		
	1	Yes	16% Ask Q12
	2	No	83% Skip to Q15
	98	Not sure	1% Skip to Q15
	99	Prefer not to answer	0% Skip to Q15
Q12	For what reason did you contact the District? <i>Do Not Read List. Record up to first 3 responses.</i>		
	1	Problem with water service (leak, disruption of service, quality, etc.)	22%
	2	Request start/stop of service	17%
	3	Questions about billing/payments	33%
	4	Make payment/Pay bill	23%
	5	Find out how to save water/reduce bill	8%
	6	Learn about/Participate in rebate program	5%
	7	Learn about/Participate in water conservation programs	3%
	8	Learn about/Participate in gardening /landscaping classes	3%
	9	Other	10%
	98	Not sure	0%
	99	Prefer not to answer	0%
Q13	Was the reason you contacted them resolved to your satisfaction?		
	1	Yes	70%
	2	No	19%
	98	Not sure	7%
	99	Prefer not to answer	4%

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Q14	When contacting the Water District, were you satisfied or dissatisfied with _____, or do you not have an opinion? (Get answer. If 'satisfied' or 'dissatisfied', then ask): Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Very Dissatisfied	Not sure	Prefer not to Answer
	<i>Randomize</i>						
A	Your ability to reach a service representative	68%	17%	6%	3%	5%	1%
B	The courtesy of the service representative	74%	10%	5%	5%	5%	1%
C	The knowledge and expertise of the service representative	54%	20%	10%	4%	12%	1%

Section 7: Communication

Q15	In general, are you satisfied or dissatisfied with the District's efforts to communicate with customers through direct mail, newsletters, social media, and other means? Get answer, then ask: Would that be very (satisfied/dissatisfied) or somewhat (satisfied/dissatisfied)?				
	1	Very satisfied	40%		
	2	Somewhat satisfied	34%		
	3	Somewhat dissatisfied	5%		
	4	Very dissatisfied	1%		
	98	Not sure	16%		
	99	Prefer not to answer	3%		
Q16	As I read the following ways that the Mesa Water District can communicate with residents, I'd like to know if you think they would be a very effective, somewhat effective, or not at all effective way for the District to communicate with you.				
	<i>Randomize</i>	Very	Somewhat	Not at all	Not sure / Prefer not to answer
A	Email	38%	29%	21%	12%
B	Electronic Newsletters	24%	31%	32%	13%
C	Social Media like Twitter, Facebook and Instagram	16%	21%	47%	16%
D	Mesa Water District website	29%	34%	23%	14%
E	Newsletters mailed to your house	38%	35%	20%	7%
F	Information inserted into your water bill envelope	41%	25%	25%	9%
G	Postcards mailed to your house	36%	36%	21%	8%
H	Notices hung on your front door handle	37%	25%	26%	11%
I	Sponsoring community events	22%	34%	26%	18%

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Q17	Is there a particular topic or issue that you'd like to receive more information about from the Mesa Water District?			
	1	Yes	25%	Ask Q18
	2	No	68%	Skip to D1
	98	Not sure	7%	Skip to D1
	99	Prefer not to answer	0%	Skip to D1
Q18	Please briefly describe the topic. Verbatim responses recorded and later grouped into categories shown below.			
	Water quality reports, analyses		40%	
	Water supply, sources		27%	
	Billing issues, structure, rules		14%	
	Conservation tips, appliances options		10%	
	Future projects, goals		5%	
	Not sure, cannot think of anything specific		2%	

Section 8: Background & Demographics

Thank you so much for your participation. I have just a few background questions for statistical purposes.

D1	In what year were you born? Year recorded and grouped into categories shown below.		
	18 to 24		6%
	25 to 34		14%
	35 to 44		14%
	45 to 54		15%
	55 to 64		21%
	65 or older		28%
	Prefer not to answer		2%
D2	Do you own or rent your current residence?		
	1	Own	74%
	2	Rent	22%
	3	Live with family / friends and don't pay rent	2%
	99	Prefer not to answer	1%

D3 Does your household pay the water bill directly, or is it paid for by someone else like a landlord or Homeowner's Association?		
1	Household pays bill directly	76%
2	Someone else pays bill	21%
98	Not sure	1%
99	Prefer not to answer	1%
D4 Which of the following best describes your current home?		
1	Single family detached home	64%
2	Apartment	13%
3	Condominium or townhome	18%
4	Mobile home	3%
99	Prefer not to answer	2%
Those are all of the questions that I have for you! Thanks so much for participating in this important survey!		

Post-Interview & Sample Items

S1 Service Area		
1	Division 1	20%
2	Division 2	20%
3	Division 3	20%
4	Division 4	20%
5	Division 5	20%
S2 Survey Language		
1	English	96%
2	Spanish	4%



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Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Celeste Carrillo, Public Affairs Coordinator
DATE: November 19, 2020
SUBJECT: Mesa Water Education Center

RECOMMENDATION

Recommend that the Board of Directors amend the contract with Mad Systems for \$500,000 for additional exhibits and design elements at the Mesa Water Education Center.

STRATEGIC PLAN

Goal #4: Increase public awareness about Mesa Water® and about water.
Goal #6: Provide outstanding customer service.
Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION

At its March 12, 2020 meeting, the Mesa Water District (Mesa Water®) Board of Directors (Board) approved the Capital Improvement Program Renewal (CIPR), which includes the design and construction of the Mesa Water Education Center.

At its August 25, 2020 meeting, the Board awarded a contract to Mad Systems for \$499,800 for the Mesa Water Education Center exhibit design, fabrication, implementation, and installation.

DISCUSSION

The Mesa Water Education Center will allow staff to host educational programs and tours at the Mesa Water Reliability Facility (MWRF), highlighting the District's key benefit of being 100 percent locally reliable. The center will help to provide an interpretive experience intended to connect community visitors and students to the concepts of water resource management; regional and statewide water issues; Mesa Water's history and role in the community, as well as its programs and services.

Staff created a four-year plan to implement approximately 50 annual events at the Mesa Water Education Center by Fiscal Year 2025. Events include, but are not limited to, an elementary school field trip education program; adult programming such as water certification training programs and the Water Issues Study Group; public tours, and community partner events. Through the District's education program and exhibits, Mesa Water hopes to capture visitors' imaginations, engage their intellect, and stimulate their curiosity about water.

Mad Systems, along with their partner K2 Design and Fabrication, a leader in Audio Visual and Interactive System design and installation, has significant experience working with utilities and water districts, as well as working with a variety of renowned national museums, theme parks, companies and brands. Staff entered into a three-year contract with Mad Systems in August 2020.



After additional discovery and analysis of the exhibits and design elements needed for the vision of the Mesa Water Education Center, staff recommends expanding Mad System's scope of work.

Therefore, staff recommends the Board award an additional \$500,000, for a contract total of \$1MM, to include and enhance additional exhibits and design elements for the Mesa Water Education Center.

FINANCIAL IMPACT

In Fiscal Year 2021, \$1MM is budgeted for Mesa Water's Education Center exhibitry and program; no funds have been spent to date.

ATTACHMENTS

None.

REPORTS:

17. REPORT OF THE GENERAL MANAGER

REPORTS:

18. DIRECTORS' REPORTS AND COMMENTS



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Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Marwan Khalifa, CPA, MBA, Chief Financial Officer
DATE: November 19, 2020
SUBJECT: Fiscal Year Annual Reimbursement Report

RECOMMENDATION

Receive and file the Fiscal Year 2020 Annual Reimbursement Report (California Government Code 53065.5) for the period of July 1, 2019 through June 30, 2020.

STRATEGIC PLAN

Goal #3: Be financially responsible and transparent.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

California Government Code Section 53065.5 requires all Special Districts to disclose any reimbursements of one hundred dollars (\$100) or more for each individual charge for services or products received paid to Board members and staff within the preceding fiscal year. The individual charge can include, but is not limited to: tuition, certification or license reimbursement; meals, lodging, and transportation reimbursement; or registration fees reimbursement. The disclosure requirement is fulfilled by including the reimbursement information in a document published or printed at least annually and shall be made available for public inspection.

Staff has reviewed all Director and employee reimbursements for the time period of July 1, 2019 through June 30, 2020 (Fiscal Year 2020) and has identified those reimbursements where a single item met or exceeded the \$100 threshold. The annual reimbursement report is attached.

FINANCIAL IMPACT

None.

ATTACHMENTS

Attachment A: Fiscal Year 2020 Annual Reimbursement Report

FISCAL YEAR 2020 ANNUAL REIMBURSEMENT REPORT PER CA GOVERNMENT CODE SECION 53065.5

NAME	DATE	DESCRIPTION	AMOUNT
STACIE SHEEK	7/8/2019	TUITION REIMBURSEMENT	832.50
STACY TAYLOR	7/14/2019	EXPENSE REIMBURSEMENTS	224.33
PAUL SHOENBERGER	7/18/2019	EXPENSE REIMBURSEMENT	583.96
RICHARD KOVACEVIC	8/2/2019	SAFETY FOOTWEAR	194.91
BRITTANY ERDMAN	8/12/2019	EXPENSE REIMBURSEMENTS	178.94
PAUL SHOENBERGER	8/14/2019	REIMBURSEMENT ACWA BOARD MTG	483.98
TYLER JERNIGAN	8/30/2019	TUITION REIMBURSEMENT	2,551.37
PAUL SHOENBERGER	9/3/2019	REIMBURSEMENT ACWA	925.62
KYLE BARKER	9/3/2019	SAFETY BOOT REIMBURSEMENT	200.00
PAUL SHOENBERGER	9/3/2019	REIMBURSEMENT ACWA	561.96
MARWAN KHALIFA	9/20/2019	EXPENSE REIMBURSEMENT	129.79
STEPHEN HERSHEY	9/24/2019	SAFETY BOOT REIMBURSEMENT	200.00
JUSTIN FINCH	10/4/2019	EXPENSE REIMBURSEMENT	311.23
BOB MITCHELL	10/9/2019	CERTIFICATE REIMB D4	105.00
WENDY DUNCAN	10/24/2019	EXPENSE REIMBURSEMENT	383.54
TYLER JERNIGAN	10/28/2019	SAFETY SHOES	193.95
KARYN IGAR	10/30/2019	EXPENSE REIMBURSEMENT	311.47
TYLER JERNIGAN	10/30/2019	TUITION REIMBURSEMENT	1,340.04
PAUL SHOENBERGER	11/4/2019	EXPENSE REIMBURSEMENT	583.96
BOB MITCHELL	11/12/2019	CONFERENCE REIMBURSEMENT	416.37
WENDY DUNCAN	11/14/2019	EXPENSE REIMBURSEMENT	300.66
JUSTIN FINCH	11/20/2019	EXPENSE REIMBURSEMENT	117.55
PAUL SHOENBERGER	12/3/2019	EXPENSE REIMBURSEMENT	593.96
MARWAN KHALIFA	12/5/2019	CONFERENCE REIMBURSEMENT	1,858.78
DENISE GARCIA	12/6/2019	CONFERENCE REIMBURSEMENT	128.76
JUSTIN FINCH	12/11/2019	EXPENSE REIMBURSEMENT	163.67
KARYN IGAR	1/6/2020	TUITION REIMBURSEMENT	2,953.25
ED NUNEZ	1/15/2020	CERT REIMB D3 #7782	170.00
JUSTIN FINCH	1/28/2020	CONFERENCE REIMBURSEMENT	327.77
KYLE BARKER	2/4/2020	TUITION REIMBURSEMENT	294.35
STACY TAYLOR	2/18/2020	EXPENSE REIMBURSEMENT	146.05
STACY TAYLOR	2/20/2020	EXPENSE REIMBURSEMENT	123.63

PAUL SHOENBERGER	2/20/2020	REIMBURSEMENT-ACWA BRD MEET	593.98
KAYING LEE	2/20/2020	CROSS-CONN SPECIALIST CERT	135.00
MARY CHAMBERS	2/20/2020	CONFERENCE REIMB - 2020 CAPPO	290.11
KURT LIND	2/26/2020	JUNE 2020 CONFERENCE EXPENSE	599.00
KURT LIND	2/26/2020	EXPENSE REIMBURSEMENT	720.46
ALONZO ALATORRE	2/26/2020	CERT REIMBURSEMENT	280.00
TYLER JERNIGAN	3/3/2020	CERT REIMB - SWRCB	105.00
SHANE KEMP	3/3/2020	SAFETY SHOES	200.00
ALEX HRADECKY	3/10/2020	SAFETY SHOES	200.00
JUSTIN FINCH	3/14/2020	EXPENSE REIMBURSEMENT	215.02
DUSTIN BURNSIDE	3/23/2020	SAFETY SHOES	187.88
STACY TAYLOR	3/23/2020	EXPENSE REIMBURSEMENT	138.83
KAYING LEE	4/8/2020	REIMBURSEMENT - T4 CERT	155.00
DARRYL HOPKINS	4/22/2020	CERTIFICATE REIMBURSEMENT-T2	135.00
TYLER JERNIGAN	5/8/2020	TUITION REIMBURSEMENT	3,141.78
KAYING LEE	5/20/2020	REIMBURSEMENT - D4 CERT	105.00
KYLE BARKER	6/3/2020	TUITION REIMBURSEMENT	374.14
ALEX HRADECKY	6/4/2020	REIMBURSEMENT CERT 4.3	349.99
DUSTIN BURNSIDE	6/4/2020	TUITION REIMBURSEMENT	1,248.75
KARYN IGAR	6/4/2020	TUITION REIMBURSEMENT	2,982.37
ALEXANDER GARCIA	6/11/2020	TUITION REIMBURSEMENT	164.53
JENNIFER REYES	6/11/2020	TUITION REIMBURSEMENT	299.99
BOB MITCHELL	6/20/2020	SAFETY SHOES	200.00
KEVIN HANSON	6/23/2020	SAFETY SHOES	200.00
DUSTIN BURNSIDE	6/24/2020	TUITION REIMBURSEMENT	1,302.70
JAMES VALENCIA	6/25/2020	SAFETY BOOTS	107.74
DUSTIN BURNSIDE	6/30/2020	TUITION REIMBURSEMENT	1,273.75
MARWAN KHALIFA	6/30/2020	OFFICE SUPPLIES	1,048.99
MARWAN KHALIFA	6/30/2020	CPE	1,346.00
STRYDER HUFF	6/30/2020	SAFETY SHOES	188.51
DARRYL HOPKINS	6/30/2020	SAFETY SHOES	200.00
			36,380.87

There are no support materials for this item.

CLOSED SESSION:

21. PURSUANT TO CALIFORNIA GOVERNMENT CODE SECTION 54957.6:
PUBLIC EMPLOYEE PERFORMANCE EVALUATION
Title: General Manager



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Satisfying our Community's
Water Needs*

MEMORANDUM

TO: Board of Directors
FROM: Denise Garcia, Administrative Services Manager
DATE: November 19, 2020
SUBJECT: Annual Performance Evaluation for the General Manager

RECOMMENDATION

Take action as the Board desires.

STRATEGIC PLAN

- Goal #1: Provide a safe, abundant, and reliable water supply.
- Goal #2: Practice perpetual infrastructure renewal and improvement.
- Goal #3: Be financially responsible and transparent.
- Goal #4: Increase public awareness about Mesa Water® and about water.
- Goal #5: Attract and retain skilled employees.
- Goal #6: Provide outstanding customer service.
- Goal #7: Actively participate in regional water issues.

PRIOR BOARD ACTION/DISCUSSION

None.

DISCUSSION

At its November 19, 2020 meeting, the Mesa Water District (Mesa Water®) Board of Directors (Board) will review and discuss, in Closed Session, the General Manager's Employment Agreement and potential compensation changes. State law requires that subsequent Open Session announcement of such items be made at a regular or adjourned regular meeting of the Board; action may or may not take place at the adjourned regular Board meeting of November 19, 2020.

FINANCIAL IMPACT

There is no financial impact for the discussion of this item unless action is taken by the Board.

ATTACHMENTS

None.