



# General Manager's Monthly Report



Activities for the Month of May 2024

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# Message from the General Manager

At the ACWA Spring Conference in May, I joined a thought-provoking panel discussion about hiring and retention challenges in our industry. The topic is a salient one at Metropolitan, where our employees are unmatched across the water utility sector. I am constantly impressed by their performance under pressure, expertise, and ability to solve difficult problems.

To maintain that leading-edge position, we are investing in the development of our employees as we adapt to new technology, shifting operational demands and evolving expectations about the modern workplace.

Nearly one-third of our employees are relatively new—at Metropolitan less than five years—while another one-third are eligible to retire. So it is critical that we take a cohesive approach to workforce development, from recruitment of new hires to career growth for existing staff to succession planning. For example:

- The 14<sup>th</sup> cohort of our innovative and intensive Metropolitan Management University kicked off in May, which will provide valuable skill development to 14 new managers;
- We are partnering with community colleges, trusted organizations, and Indigenous communities to open new pathways for diverse talent to contribute to Metropolitan;
- Our Project Labor Agreement and apprenticeship programs expand access and opportunity to underrepresented communities; and
- We are implementing practices to overlap certain hires to mitigate operational impact and support knowledge transfer during retirements.

Last year, we surveyed our member agencies on the issue of workforce development, and a number of agencies expressed an interest in sharing information to identify common needs and to support regional strategies. I am committed to exploring this collaborative opportunity. Investing in workforce development not only strengthens Metropolitan, it provides regional benefits toward more effective and sustainable water management operations.

We are one,

Adel



*“Because things are the way they are, things will not stay the way they are.”*

*- Bertolt Brecht, playwright and poet*



# Strategic Priorities Update

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



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



## Goal Dashboard

**7 of 9 Outcomes in process and on target**  
**2 Outcomes completed**

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

The charter and composition of Metropolitan's new Executive Safety Committee was finalized, completing the top three recommendations from the National Safety Council (NSC). This committee will demonstrate executive leadership support of safety and reinforce the importance of chain of command when addressing safety concerns. Executive leadership training with the NSC, as well as standing meetings, have been scheduled for the rest of the calendar year. Staff has been preparing multiple events for National Safety Month in June.

The GM visited Iron Mountain in May to celebrate desert-based employees. In addition, the community planner team met with bargaining units, and now all four have been updated about the workforce housing concepts being analyzed. The next board report on the progress of desert housing is planned for July.

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

Recruitment improvements and reducing recruitment times are a central focus of Human Resources (HR), and how to prioritize among the vacancies in the queue is an ongoing focus of discussions among HR and Group and Section managers. HR, Diversity, Equity, and Inclusion (DEI), and Equal Employment Opportunity offices are putting together an outreach plan to assist with hard-to-fill positions and to help with potential underutilization.

The DEI Office held meetings with CSU Dominguez Hills and LA Trade Tech to understand how we may better engage to provide educational and workforce development opportunities focused on Pure Water and the Carson community.

The Organizational Development & Training Unit (OD&T) hosted the Spring Service Awards Luncheon honoring employees with 35, 30, 25, and 20 years at Metropolitan. OD&T also visited Weymouth and Skinner to discuss the development and rollout of a Job Shadow program for Control Systems. The 14th cohort in the ongoing series of Metropolitan Management University trainings for 14 new managers kicked off in May 2024. OD&T has also partnered with CSU Northridge for their Master in Public Administration Program for employees interested in furthering their education goals.



## Manager Training

**Metropolitan Management University provides extensive in-house training for new managers. It launched its 14<sup>th</sup> cohort!**



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



### Goal Dashboard

5 of 5 Outcomes in process and on target

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

In May, the CAMP4W Task Force held a second workshop focused on the Business Model. Foundational information on the rate structure was presented, along with a focus on the relationship of conservation and local resources to volumetric revenue and to alternative supply costs. Discussion that followed emphasized areas of interest in the drivers behind the need to consider refinements to the Business Model. The next meeting is anticipated to be June 24.

As committed to in the budget adoption, Metropolitan convened member agencies for a discussion of the Treated Water Surcharge. As an initial meeting, it also focused on foundational information and historical context of the current charge.

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

This FY through May 2024, the new Centralized Grants Office has assisted with grants applications worth close to \$213 million, and Metropolitan has been awarded over \$125 million. In the month of May, Metropolitan was awarded three grants from the Bureau of Reclamation (USBR):

- \$99.2 million dollars for the Pure Water Southern California's from USBR's Large Scale Water Recycling Program for planning and design work. At the same time, USBR announced funding for the City of LA, the City of Ventura, and Washington County in Utah. Metropolitan's advocacy for water recycling funding is bringing benefit to the region and also the Colorado River Basin:



### Grant Funding

**This FY, the new Grants Office helped apply for more than \$200M in grants. We have been awarded more than \$125M.**

- \$390,000 dollars for the Interoperable Flow and Temperature Data for Salmonid Restoration Scenarios
- \$5 million to complete the Foothill Pump Station Intertie project to improve regional drought resilience.

Staff will be working with USBR to refine the scopes of work and budgets for the projects, and, as previously presented, future board discussion will be held to consider approval to accept funds and recommendations for any matching funds requirements.

After an extensive recruitment process led by an outside firm, three new Group Managers were named to fulfill one of the primary recommendations from the Organizational Assessment from 2023. By reorganizing our largest group of staff, Water System Operations, into three groups, the new managers be able to take a more active supervisory role, the span of control will be enhanced, and there will be new opportunities for succession planning and leadership development.



## Adapt to changing climate and water resources



### Goal Dashboard

**6 of 11 Outcomes in process and on target**

**2 Outcomes behind schedule**

**3 Outcomes completed**

■ Provide each member agency access to an equivalent level of water supply reliability through the development of a Climate Adaptation Master Plan for Water (CAMP4) that integrates water resource, financial and climate adaptation planning.



### CAMP4W

**Board concurred with the CAMP4W Year One Progress Report and the draft Climate Decision-Making Framework**

The Board concurred with the CAMP4W Year One Progress Report and Next Steps, which includes the draft Climate Decision-Making Framework including Evaluative Criteria and initial Time-Bound Targets. The Year One Report also includes the list of near-term projects to address the State Water Project Dependent Areas and next steps to guide discussion on Business Model refinement, CAMP4W-related policy recommendations and the adaptive management framework. Staff is now testing the evaluative criteria and in the coming months will be demonstrating the integration of the Decision-Making Framework with the district's processes.



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

Metropolitan held the second annual One Water Awards to showcase the latest in water efficiency, spotlighting four Southern California leading-edge projects in Los Angeles, Riverside, and San Diego counties that together will save more than 200 million gallons of water annually.

We have fully executed the DWR grant, which includes \$30M for CII or Non-Functional Turf replacement, and we anticipate a launch date of July 1, 2024. To further promote California friendly landscaping, we held two firescape training and landscape certification classes for 120 total participants.

Staff implemented the Floating Wetland Cage Study. The objective is to leverage the field deployment of floating wetlands on Bouldin Island to determine whether increased food production from the floating wetland increases the growth and survival of Delta smelt. Studies supported by Metropolitan were showcased at the 2024 Interagency Ecological Program Annual Workshop.

Metropolitan submitted comments to the California State Board of Food and Agriculture, which is developing a definition for "regenerative agriculture" that may guide policy and help bring substance to the use of the term in marketing. Based on Metropolitan's research of water efficiency in agricultural practices and soil health, our comments recommended five elements of a preferred definition and practices associated with each.

The Department of Water Resources (DWR) released a benefit-cost analysis for the Delta Conveyance Project, which will be presented to the Metropolitan Board in June.

Metropolitan is pursuing multiple paths toward collaboration around water supply, including the signing of MOUs with the Friant Water Authority, the Westlands Water District, and the Water Blueprint of the San Joaquin Valley. We also provided a letter of support to the Yuba Water Agency to extend the Yuba Accord Long-term Water Transfer Program.

The next Pure Water Southern California (PWSC) program update will be presented to the Subcommittee on PWSC on June 26. Meanwhile, the demo plant is reporting good nitrogen removal. Los Angeles County Sanitation District (LACSD) operators have been shadowing Metropolitan operators to get experience with the MBR operation since LACSD may be responsible for MBR design, construction, and operation.



## One Water Awards

**The second annual  
One Water Awards  
showcased the latest in  
water efficiency**



## Climate Action Plan

**The second annual  
Climate Action Plan  
progress report is  
[available on the website](#)**

The development of member agency agreements and term sheets for PWSC was the focus of technical discussions with member agencies in May. Discussions will proceed through a series of workshops as well as agency specific meetings, such as one this month that focused on coordination with the City of L.A.'s OperationNext project. Because of the focus and intensity of these meetings, as well as other schedule conflicts, we did not convene the regional Water Reuse Collaborative that was scheduled for May.

The second annual Climate Action Plan progress report was completed and distributed. It demonstrates areas of progress but also a slight increase in emissions. Recruitment for a Climate Action Plan Program Manager closed this month, and the SRI office is reviewing resumes. This position is critical to ensure compliance with our CAP targets.



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



### Goal Dashboard

5 of 7 Outcomes in process and on target

2 Outcomes completed

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

This month Metropolitan was recognized by the United States Society on Dams for outstanding development of our Dam Emergency Action Plans (13 EAPs have been completed and submitted to the state). Emergency Management staff conducted Dam EAP training at the Weymouth plant, and DVL and hosted a DWR Dam EAP tabletop exercise at the Jensen plant. Staff conducted hazardous materials incident command training with local fire departments, including in the City of Riverside and at the Jensen plant with the Los Angeles Fire Department.

Cybersecurity staff is preparing to launch a new cyber governance model in line with the new National Institute of Standards and Technology Cybersecurity Framework 2.0. The first phase of this effort is targeted for completion by June 30 with the launch of a new steering committee during Q1 of the next fiscal year.

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

On SCADA, staff is evaluating the results of the recently installed pilot equipment. The system upgrades at the Mills plant are scheduled to be complete in October 2026.

Operating Policies G-05 and G-06 are nearly final and will govern the integration of sustainability considerations in to procurement decisions. Staff is working to finalize a Sustainable Procurement Guide to support the new policies.

Preparation of the Envision submittal for the Casa Loma Siphon Seismic Upgrade Project is underway.



## Partner with interested parties and the communities we serve



### Goal Dashboard

4 of 7 Outcomes in process and on target

1 Outcome behind schedule

2 Outcomes completed

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

External Affairs supported the CAMP4W Year 1 Progress report, the CAMP4W web page, and collateral material for the general public. Presentations were given to the West Basin Water Association and Western Water's Drought Task Force. Staff is collaborating with the Council for Watershed Health to convene a group of community based organizations in early June to introduce CAMP4W and explore ways to increase public participation in the planning.

Metropolitan partnered with WeTap and our member agencies to promote Tap Water Day in May. We created social media assets that our member agencies used by branding and tailoring them for their own audience while sharing a unified message across the region that emphasized the importance and high quality of tap water.

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

A range of GIS mapping tools have been identified to help understand where DACs are within Southern California, based on income, environmental, and other conditions. These tools will be catalogued for use in future program development and grant proposals and as reference to inform decision making.

Board Chair Ortega, along with directors and staff, spent a day with the Colorado River Indian Tribes, learning about their operations and building on Metropolitan's partnership with the tribe.

# Executive Summary

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

## **Bay-Delta Resources**

The California Department of Water Resources released a benefit-cost analysis for the Delta Conveyance Project that finds that the infrastructure modernization project would create billions of dollars in benefits for California communities. These benefits include reliable water supplies, climate change adaptation, earthquake preparedness, and improved water quality.

## **Chief Financial Officer**

In April the Board approved the Biennial budget for fiscal years 2024/25 and 2025/26 with overall rate increases of 8.5 percent in CY 2025 and 8.5 percent for CY 2026, which includes the Capital Investment Plan and revenue requirements for fiscal years 2024/25 and 2025/26 and the ten-year financial forecast.

## **Colorado River Resources**

In May, the Bureau of Reclamation finalized their water accounting report for 2023, which confirmed that Metropolitan left a record amount of water stored in Lake Mead (450,000 acre-feet) and that California's water use of 3.7 million acre-feet was the lowest diversion amount in over 70 years. That stored water will help ensure Metropolitan's call for the Colorado River Aqueduct for the next several years. Additionally, Metropolitan's Board Chair, along with some other directors and staff, spent a day with the Colorado River Indian Tribes, learning about their operations and building on Metropolitan's partnership with the tribe.

## **Diversity, Equity & Inclusion**

Throughout the month of May, the DEI team continued to engage in the diverse communities we serve, advancing equity and inclusion across the business community, advancing workforce development efforts, and building trust and Indigenous pathways to water careers for our Tribal communities. Of particular note is the fact that much of our efforts in engaging with CRIT on workforce development are now having a residual positive impact in advancing conversations around the Colorado River. The DEI Team continues to be instrumental in advancing Metropolitan's holistic commitment to equity and inclusion to our employees, our business community, in the industry and in the diverse communities we serve.

## **Engineering Services**

In May, Engineering Services led or participated in several events focused on growing and deepening collaborative relationships among member agencies, other regional agencies, and the communities we serve. This included leading an annual meeting with member agency engineering managers, which was hosted by the City of Long Beach this year, supporting Bureau of Reclamation's study of low-water operation of Glen Canyon Dam, and presenting upcoming projects to several construction industry groups.

Empowering staff is intentional in Engineering Services. Recently, a flash mentoring session with several Metropolitan group managers was conducted as part of Engineering Services' formal mentoring program. Also, a mentoring program, which pairs nine recently promoted team managers with more experienced managers, was initiated to accelerate the learning curve for new managers.

## **Equal Employment Opportunity Office**

The Equal Employment Opportunity Office (EEO) Office is currently conducting its annual review of the EEO Policy (H-07) and Sexual Harassment Prohibition Policy (H-13) to ensure that the policies continue to be in alignment with industry standards, best practices, and current EEO laws and regulations. The EEO policy review process is expected to be completed by July 2024. Additionally, EEO worked in partnership with Human Resources to include Careers in Government to Metropolitan's external job announcements. Careers in Government will post external recruitments to minority groups such as, African American Jobs in Government, Asian Jobs in Government, Disability Jobs in Government, Latino Jobs in Government, Native American Jobs in Government, Veteran Jobs in

Government, and Women in Government. EEO also updated Metropolitan’s job announcement tagline to state, “Metropolitan is an Equal Opportunity Employer.” All qualified applicants will receive consideration for employment without regard to disability, status as a protected veteran, or any other protected characteristic(s).” Lastly, EEO completed the FY23 (July 1, 2022–June 30, 2023) Non-Discrimination programs and has identified underutilized positions which will be disseminated to the unions by the end of the fiscal year.

## External Affairs

Metropolitan hosted a ceremony at which the U.S. Bureau of Reclamation Commissioner Touton announced new federal funding for innovative water reuse projects that strengthen drought resilience across the West including Pure Water Southern California, as well as projects for LADWP, City of Ventura, and the Washington County Water Conservation District. Senator Padilla, Reps. Napolitano and Barragan, and State Water Board Chair Esquivel attended the event along with many local officials and water industry leaders (May 28)

## Human Resources

The Organizational Development & Training Unit also started its 14th cohort of Metropolitan Management University for 14 new managers. Classes included content on Developing a Leadership Mindset, Evaluating your Communication Strategy, Maintain Work/Life Balance, Conducting Effective One-on-One Meetings, and Leading Teams through Change.

## Information Technology

Information Technology staff supported Engineering Services to develop water age prediction capabilities for the hydraulic system model based on conditions in the distribution system. This capability will assist operational decision-making to help avoid water quality issues like nitrification. This effort has now moved on to the implementation of chlorine residual predictions.

## Safety, Security and Protection

As we continue to strengthen our partnerships with local and federal law enforcement agencies and invest in cutting-edge technologies and training, we are positioning ourselves to effectively mitigate risks and uphold the highest standards of safety and resilience for our infrastructure. By engaging with federal law enforcement agencies such as the FBI, we are demonstrating a proactive approach to security, recognizing the evolving threats posed to our water systems. Their involvement signifies a collaborative effort to enhance our preparedness and response capabilities against potential risks and malicious activities. This milestone serves as a testament to our commitment to ensuring the integrity and safety of our water supply.

Safety, Regulatory and Training finalized the charter and composition of the new Metropolitan Executive Safety Committee. Executive leadership training with the National Safety Council, as well as standing meetings, have been scheduled for the rest of the calendar year.

Safety issued a new Safety Talk regarding the safe use of dichlorination chemicals and completed a major update of Metropolitan’s Electrical Safety Program. Environmental responded to a cleanup of abandoned waste along Metropolitan’s property and assisted in bringing the Weymouth underground fuel storage tanks back to full service. Staff supported the demonstration of an all-electric dump truck and received positive feedback regarding its onsite capabilities, but it had challenges and limitations regarding its range for offsite work. Apprenticeship and Training continued training efforts, including completion of final exams for mechanical and electrical apprentices and conducted Hydroelectric On-site Operator training, which included field site visits of several hydroelectric power plants and pressure control structures.

## **Sustainability, Resiliency and Innovation**

SRI and Fleet staff attended the annual Advanced Clean Transportation Expo in Las Vegas from May 19–24, 2024. The Expo provided staff with the opportunity to attend workshops conducted by ZEV industry leaders to learn about the latest advancements in clean vehicle technology.

## **Water Resource Management**

Water Resource Management supported ongoing sustainability management of Colorado River supplies and attended the two-day Multi-Species Conservation Plan technical workgroup meeting. On the collaboration front, WRM staff led the preparation and discussions that resulted in the signing of an MOU with the Friant Water Authority and the Westlands Water District, and a MOU with the Water Blueprint of the San Joaquin Valley. WRM Staff provided a letter of support to the Yuba Water Agency on their EIR to extend the Yuba Accord Long-term Water Transfer Program. WRM staff continued its leadership and participation in climate change adaptation planning by attending the annual spring meeting of the Water Utility Climate Alliance. On the conservation and water use efficiency front, WRM staff held and hosted Metropolitan’s second annual One Water Awards ceremony at the California Endowment and held two firescape training and landscape certification classes for 120 total participants.

## **Water System Operations**

Staff replaced a disabled 42-inch sleeve valve at the Auld Valley Control Structure, which controls flow on San Diego Pipeline No. 3. Last year, this valve seized and became inoperable. The team removed the faulty valve and sent it to the La Verne Shops for refurbishment. The Shops quickly identified and fixed the issue within the valve operator, and also repaired several other valve components. In a recent shutdown, staff reinstalled the refurbished valve and removed a second valve for similar refurbishment. This work highlights Metropolitan’s in-house expertise in performing complex repairs, both under normal and emergency conditions, to ensure reliable deliveries.



***Environmental, Health, and Safety (EHS) and Security share the common goal of protecting people, property, and the community. Now that we are all in OSSP, it creates a strong synergy and eliminates the communication silos between these functions.”***

***- Ofelia Perez Safety, Regulatory & Training Interim Section Manager***



***“Placing the EHS function in OSSP positions our Section to more directly reach, engage, collaborate, and weigh in with stakeholders throughout Metropolitan, especially on EHS issues with enterprise-wide impacts. Additionally, the strategic alignment of the District’s Emergency Management program, Security, Safety, and our Hazardous Materials Management programs is fundamental to ensuring we can effectively respond to incidents in coordination with external agencies and partners.”***

***- Emerson Lego, Safety and Environmental Services Interim Unit Manager***



***“The new scope of OSSP allows us to expand our training programs and topics across the organization and support regulatory requirements while continuing to supply the trades workforce with the technical skills needed to maintain employee and facility safety.”***

***- April Hall, Apprentice & Technical Training Unit Manager***

## **PROGRAM DESCRIPTION**

The creation of the Office of Safety, Security, and Protection (OSSP) in August 2023 signified a major step forward for Metropolitan's commitment to safety. This decision, driven by a comprehensive safety and security needs assessment, demonstrates the unwavering leadership of the General Manager to prioritize employee and stakeholder well-being.

## **IMPORTANCE TO METROPOLITAN**

Today's world presents a complex landscape with evolving threats, increasingly frequent natural disasters, and evolving regulatory requirements, particularly in California. The establishment of an independent office dedicated to safety and security reflects a proactive approach to address these emerging challenges. The OSSP elevates these critical tasks from an operational level to an enterprise-wide focus, ensuring a comprehensive approach to safety across all aspects of Metropolitan's operations.

Previously, environmental, health, and safety (EHS), regulatory training, emergency management, and security were integrated within Metropolitan's operations group. Moving these functions to OSSP delivers a holistic approach, allowing for a comprehensive assessment of areas that may have been overlooked or not well aligned in the past. In addition to continuing to support EHS programs, training needs, and emergency management coordination, OSSP’s broader focus now encompasses crucial areas like managing unsheltered populations, protecting Delta islands, and prioritizing employee well-being through workplace violence prevention, de-escalation training, and first aid program initiatives.

## **MEMORABLE MOMENT**

The establishment of the OSSP marks a significant milestone in Metropolitan's ongoing commitment to safety, security, and protection. With dedicated leadership and a proactive approach, Metropolitan is well-equipped to navigate the complexities of today's environment and build a more resilient and secure future.



# Water Supply Conditions Report

**Water Year 2023-2024**

As of 05/31/2024

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

## State Water Project Resources

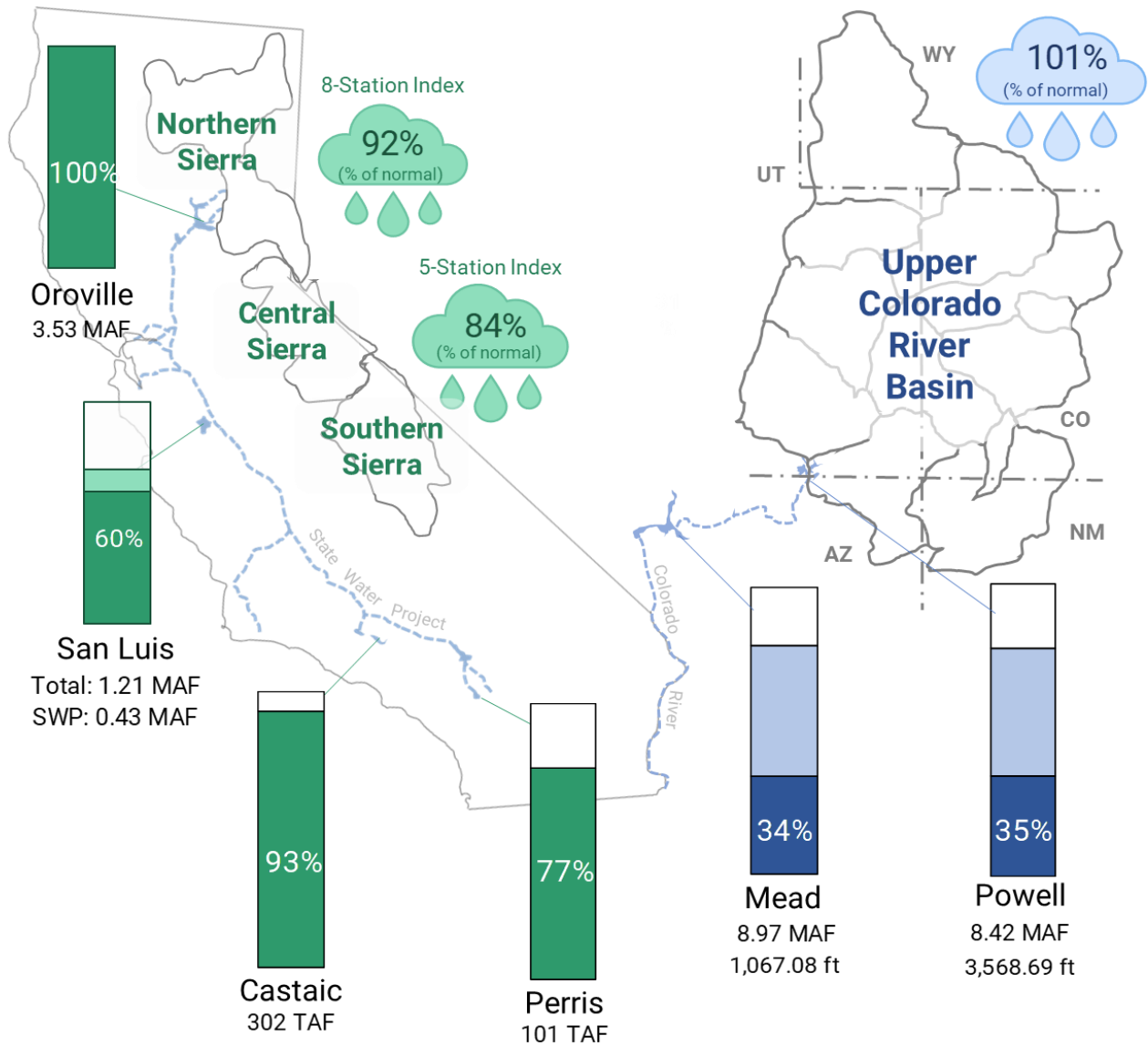
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SWP Allocation  
40% Table A: 764,600 acre-feet

## Colorado River Resources

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Projected CRA Diversions  
903,000 acre-feet

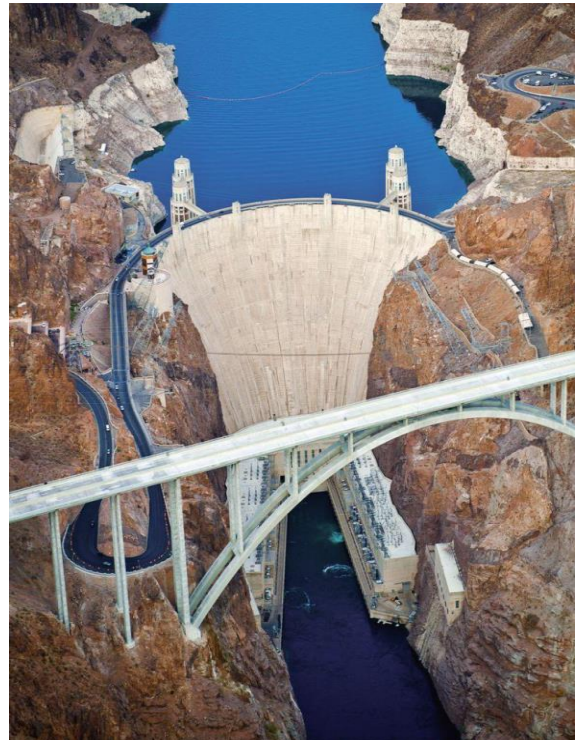


# Reservoir Report

## End of Month Reservoir Report

Monthly Update as of: 5/31/2024

<b>Reservoir</b>	<b>Current Storage</b>	<b>Percent of Capacity</b>
<b><i>Colorado River Basin</i></b>		
Lake Powell	8,419,721	35%
Lake Mead	8,978,540	35%
<b><i>DWR</i></b>		
Lake Oroville	3,531,575	99%
Shasta Lake	4,297,854	94%
San Luis Total	1,210,502	60%
San Luis CDWR	427,708	40%
Castaic Lake	302,336	93%
Silverwood Lake	71,720	96%
Lake Perris	100,886	77%
<b><i>MWD</i></b>		
DVL	731,741	90%
Lake Mathews	130,973	72%
Lake Skinner	35,847	81%



Hoover Dam



Metropolitan's Mission is to provide its service area with adequate and reliable supplies of high-quality water to meet present and future needs in an environmentally and economically responsible way.

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

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