



General Manager's Monthly Report



Activities for the Month of April 2024

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Message from the General Manager

May is Water Awareness Month and serves as a reminder of the significance of water in our lives. Here at Metropolitan, it provides us with a platform to amplify to the public our commitment to water stewardship, sustainability and access. Against the backdrop of climate change and other escalating challenges, the month assumes heightened relevance, highlighting the need for collective action by all of us and a profound recognition of water's intrinsic value. To mark this occasion, our staff has orchestrated a multifaceted campaign, including:

One Water Awards: Our second annual [One Water Awards event](#) celebrated and promoted innovative approaches to water management and conservation, honoring four leading-edge projects which received funding from Metropolitan's Water Savings Incentive Program. Together, these projects save 200 million gallons of water annually.

Tap Water Day in California: In partnership with [WeTap](#), we and 17 of our member agencies raised consumer awareness on the value and quality of tap water.

Social Media Campaign: Through a series of engaging social media posts throughout the month, we are raising awareness and inspiring dialogue about water-related issues.

Radio Collaboration with [KBLA](#): As part of KBLA's year-long climate initiative, Metropolitan is partnering with the station to address water quality and efficiency topics, amplifying our message through radio broadcasts and expanding on our traditional media activities.

Our promotion of Water Awareness Month is a prelude to more events throughout the year, including a celebration of the 50th Anniversary of our Water Quality Lab this fall. Together these events help to highlight the many vital roles that Metropolitan and our member agencies are undertaking to ensure water quality and reliability, with no one left behind.

We are one,

Adel



*“Water is the driving force
of all nature.”*

*- Leonardo da Vinci,
polymath*



Strategic Priorities Update

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



Empower the workforce and promote diversity, equity, and inclusion



Goal Dashboard

8 of 9 Outcomes in process and on target
1 Outcome 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.

Meetings with bargaining units were held to present and receive input to the community planning team's proposal. A presentation and final report will be provided to the Board this summer. The third quarterly desert housing maintenance report submitted to the Board covers January - March 2024.

In partnership with HR and EEO Office, DEI launched pilots of Civil and Inclusive Workplace training for both field and in-town/HQ staff. We solicited staff input on the efficacy of this training in our culture transformation efforts. The survey feedback on the pilots was overwhelmingly positive and we will continue working on customization with actual training courses set to roll out in August starting with the Executive Team.

EEO staff held its second set of office hours at four desert facilities, including Gene, Iron Mountain, Eagle Mountain, and Hinds. During this time, EEO staff were available to meet with Metropolitan employees in the desert region to share more information about the EEO Office's policies and procedures, and to assess any EEO work-related concerns. Additionally in April, the EEO Office conducted its EEO Investigations 101 training. This interactive and informative training was open to all Metropolitan employees and included an overview of the EEO Office and its mission and guiding principles, the complaint intake process, and investigative guidelines for conducting EEO



EEO Outreach

EEO "office hours" have been held twice at each of Metropolitan's four desert facilities.

investigations. The goal of these outreach efforts is to increase awareness of Metropolitan's EEO policies and programs so that Metropolitan employees can better contribute to safeguarding the right to a discrimination-free, harassment-free and retaliation-free workplace for all employees.



Safety

Implemented top three recommendations of the National Safety Council's safety culture assessment.

An Executive Safety Committee has been established, fulfilling a top recommendation from National Safety Council (NSC). This committee will demonstrate executive leadership support of safety and reinforce the importance of chain of command when finding safety solutions. NSC reported that its focus groups and staff surveys found employees recognize that the safety team's responsibilities have increased with the recent reorganization that established the Office of Safety, Security and Protection and appreciate that the team now supports the entire organization.

■ **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.**

HR's Organizational Development & Training Unit hosted a Communication Skills training for 15 operators at Mills Plant. OD&T also hosted the Ethics Office's first Symposium featuring panels from L.A. Metro, City of L.A, and keynote speaker Ambassador Norman Eisen, who served as the Chief Ethics Officer under President Obama. In partnership with the Diversity Equity & Inclusion Office, OD&T piloted a new training program, conducting a preview and feedback session with 40 Metropolitan employees. OD&T also launched its first "MWD Spotlight Series Lunch & Learn" showcasing jobs that many of us may not be aware of but that are crucial to Metropolitan's overall operation. Forty employees joined to learn about the Dive Team, which supports our science and water quality efforts, collecting water samples from reservoirs, and logging more than 4,400 dives since it was formed in the 1980s.



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.**

Following the adoption of the biennial budget, the CAMP4W Task Force launched discussion of business model refinement in the April meeting of the Subcommittee on Long-Term Regional Planning Processes and Business Modeling. This discussion will continue in the next meeting, May 30. Affordability discussions continued in the EIA Committee in April with a staff presentation summarizing previous panel discussions and engaging board input on possible recommended actions.

- **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.**

With the support of the new Centralized Grants Management Office, Metropolitan submitted a \$48 million grant application to the US EPA Climate Pollution Reduction Grant program to support the upgrade of 440 trucks to ZEVs. The application was submitted on behalf of a coalition made up of Metropolitan and 10 other water utilities.

On April 5, Metropolitan hosted the first SoCal Water Utilities Grants Network meeting, which aims to increase grant development and management capacity for our member agencies and the region. The hybrid meeting was attended by over 50 water professionals working on grants. Over 70 staff from member agencies, subagencies, and consultants have signed up for future meetings and updates.



Grant Funding

Metropolitan launched a network of water agencies to attract grants to the region.



Adapt to changing climate and water resources



Goal Dashboard

8 of 11 Outcomes in process and on target

2 Outcomes behind schedule

1 Outcome 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.

Staff presented the draft Year One Progress Report to the CAMP4W Task Force, which documents progress to date and next steps for 2024. The Progress Report represents a living document that will be updated and refined as additional information is available. It includes initial time-bound targets, evaluative criteria and lays out the team's initial thinking on how projects and programs will be evaluated through CAMP. The team has also compiled an initial list of projects to test the evaluative criteria and is working through those refinements. In May, staff is looking for concurrence with the Decision Making Framework, Progress Report, and next steps.

Metropolitan staff has been providing input to Accelerating Resilience LA in their analysis of strategies to enhance water efficiency programs and stormwater capture to achieve multi-benefit and equity outcomes. The study, presented to staff this month, is built upon watershed modeling conducted in three areas: Las Virgenes, Lower San Gabriel River, and Long Beach. It offers a valuable model to quantify and monetize multiple benefits, including water supply augmentation, improved water quality, community investment and enhanced ecosystem resilience.

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

The Board approved four new and significant Local Resource Program agreements with a total annual yield of up to 33,566 AF. Staff initiated the annual Local Supply Survey process with the member agencies, and provided numerous water supply updates to member and local agencies throughout the service area.

Metropolitan convened an important workshop to delve into the development of agreements and term sheets with member agencies looking to participate in Pure Water Southern California (PWSC). A second workshop is being held in May, while agency-specific meetings will also be held to discuss terms that may be unique to different agencies.

A meeting was held with LADWP to explore areas of potential coordination between PWSC with Operation NEXT. LADWP is working with the LA Bureau of Sanitation to develop a master plan for water recycling at Hyperion, and this master plan is expected by the end of 2024.

Water Resource Management staff supported Colorado River reliability by conducting an inspection of the Bard and Quechan Seasonal Fallowing Program lands and attending and presenting at a QSA Workshop, the Multi-Species Conservation Program (MSCP) Steering Committee Meeting, and the April meeting of the Colorado River Board. Metropolitan hosted the Colorado River Board meeting at Diamond Valley Lake and included a facilities tour. Meanwhile, water use reductions supported by USBR “bucket 1” funding are ahead of schedule.

Metropolitan leads science efforts in the Bay-Delta as part of our contribution to the protection of ecosystem health, upon which hinges the ability to supply water beyond the Delta. Staff published two peer-reviewed papers in April. The first paper focuses on the hazard risk of contaminants on Chinook salmon in floodplains or rivers and was published in the *Archives of Environmental Contamination and Toxicology*. The second paper focuses on behavioral and distributional changes by fish in the upper water column of the San Francisco Estuary and was published in *Estuaries and Coasts*.



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.

Emergency Preparedness staff conducted Incident Command Post exercises for the Weymouth plant with the Los Angeles County Fire Department.

A first-ever Member Agency Cybersecurity Summit is scheduled for July 11, 2024, and the Office of Cybersecurity is in the early stages of launching a new cyber governance model in preparation for adoption of the new National Institute of Standards and Technology Cybersecurity Framework 2.0. This effort will involve the establishment of a cybersecurity executive steering committee and cybersecurity work group, updating operating policy, and cyber controls targeted at specific operations and practices. 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).

SCADA pilot phase and evaluation is complete; next steps for control system upgrades are being planned for next month.

The Enterprise Content Management System project has launched, and the core team is beginning to develop the project plan, strategy and standards, and engagement processes.

A draft Sustainable Procurement Guide is under review.

In addition to the previously reported ENVISION framework related work, Engineering Services is working to pilot equipment that minimizes electrical harmonics and maximizes power factor in equipment, ultimately reducing energy usage.



SCADA Pilot

Data and control systems piloted at Mills Plant and will be used to guide further system upgrades



Partner with interested parties and the communities we serve

Goal Dashboard



5 of 7 Outcomes in process and on target

1 Outcome completed

1 Outcome behind schedule

■ **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.**

Metropolitan sponsored the Los Angeles Neighborhood Initiative 2024 Community Forum, staffing an information table and presenting CAMP4W in a panel discussion on sustainable water projects. Further CAMP4W outreach activities continue with member agency meetings, task force meetings and new materials on the website.

Staff led an Earth Day themed “lunch and learn” webinar for their fellow employees and shared information about six of Metropolitan’s programs focused on innovation and sustainability.

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

Metropolitan hosted a two-day CRA inspection trip for the California Indian Manpower Consortium. The group toured and met with staff at Mills, DVL and Gene Camp.

Metropolitan was honored with the Utility of the Year Award by the Greater Los Angeles African-American Chamber of Commerce, during the Chamber’s 30th Anniversary Gala. This award is given to the company that has shown the highest level of responsiveness to the African-American and small business community, and it recognizes the work Metropolitan has done to advance diversity and equity through workforce development and increasing the participation of small and minority businesses in contracting.

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

Staff published two peer-reviewed papers in April. The first paper focuses on the hazard risk of contaminants on Chinook Salmon in floodplains or rivers and was published in the *Archives of Environmental Contamination and Toxicology*. The second paper focuses on behavioral and distributional changes by fish in the upper water column of the San Francisco Estuary and was published in *Estuaries and Coasts*.

Chief Financial Officer

Debt Management staff developed and coordinated comprehensive presentations among three rating agencies (Moody's, S&P, and Fitch) and Executive Management to secure credit ratings for Metropolitan's upcoming bond sales. The presentations covered Metropolitan's overall vision and strategic priorities, Water Supply Conditions and Resources, Historical Financial Performance, Proposed FY25 and FY26 Budget, and Debt Issuance Overview.

Colorado River Resources

Following the Lower Basin States' commitment to add 3 million acre-feet (MAF) of additional water to Lake Mead through 2026, Mexico agreed in April to participate in that effort through Treaty Minute 330. Under that Minute, Mexico will conserve an additional 400,000 acre-feet of water (above their shortage amounts), through 2026. This new Minute means that the Lower Basin and Mexico will add at least an additional 3.4 MAF of water to Lake Mead by the end of 2026, further stabilizing the Colorado River system while the Colorado River Basin States work on the post-2026 Guidelines. Protecting the Colorado River is now a comprehensive binational effort.

Diversity, Equity & Inclusion

On April 19, 2024, Metropolitan staff attended the Greater Los Angeles African American Chamber of Commerce Awards Gala Annual Economic Award Dinner in Los Angeles, CA. Metropolitan was the recipient of the "Utility of the Year" award.

Engineering Services

In April 2024, Engineering Services staff oversaw the completion of shutdown construction work on several pipeline-related capital projects. Nearly one mile of severely distressed prestressed concrete cylinder pipe (PCCP) on the Allen-McColloch Pipeline (AMP) was successfully rehabilitated during an April shutdown. This allowed the northernmost 23 miles of the AMP to be returned to regular service. In addition, all shutdown work was completed to install carbon fiber reinforced polymer (CFRP) lining to rehabilitate three distressed PCCP segments of the Sepulveda Feeder. Also, the first of two planned shutdowns was completed to rehabilitate PCCP segments of the Second Lower Feeder in the South Bay. And finally, a shutdown was completed to install a bypass pipeline and an isolation valve to interconnect the Wadsworth Pumping Plant with the Eastside Pipeline. This is one of several projects that are underway to deliver water from Diamond Valley Lake to the Rialto Pipeline as part of Metropolitan's drought resilience strategy.

Equal Employment Opportunity Office

To increase awareness of Metropolitan's EEO policies and programs across Metropolitan facilities, and to help safeguard the right to a discrimination-free, harassment-free and retaliation-free workplace for all employees, EEO staff held office hours at four desert facilities, including Gene, Iron Mountain, Eagle Mountain, and Hinds. The office hours took place from April 8, 2024 to April 10, 2024. During this time, EEO staff were available to meet with Metropolitan employees in the desert region to share more information about the EEO Office's policies and procedures, and to assess any EEO work-related concerns. Additionally, on April 16, 2024, the EEO Office conducted its EEO Investigations 101 training. This interactive and informative training was open to all Metropolitan employees and included an overview of the EEO Office and its mission and guiding principles; the

complaint intake process, and investigative guidelines for conducting EEO investigations. The goal of EEO Investigations training series is to ensure that Metropolitan employees know how to file an EEO complaint, have a better understanding of the complaint process and their rights and responsibilities in the workplace, and to help build a positive rapport with the EEO Office. Lastly, on April 17, 2024, the EEO Office participated in a tour of the Weymouth Water Treatment Plant. The tour included an overview of the Manufacturing Services Unit Shops, the Ozone Facility, the Engineering Services Building, the Fleet Shop, 3D Survey and the Water Quality Laboratory. After the tour, the EEO Office had the opportunity to conduct a presentation for La Verne management on the EEO Office's core guiding principles, EEO protected categories and prohibited conduct, and the EEO complaint and investigative process.

External Affairs

Metropolitan was recognized as the Utility of the Year by the Greater Los Angeles African American Chamber of Commerce. GM Hagekhalil, Metropolitan staff, and local leaders including Mayor Bass attended. (April 19)

Human Resources

HR Benefits Unit coordinated with Financial Finesse to host three financial education webinars on April 2 for all employees and retirees enrolled in the Metropolitan 401(k) or 457(b) plans. These classes are designed to provide valuable information to help participants improve their knowledge and achieve their financial goals.

Information Technology

As generative artificial intelligence (AI) continues to dominate the discourse around workplace productivity tools, Metropolitan's Information Technology department led an initiative earlier this year to issue guidelines around the use of AI technology. The guidelines were developed in collaboration with Metropolitan's legal department, human resources, and bargaining unit leadership and are intended to provide a practical framework for the adoption of Generative AI tools. During the development of the guidelines, IT staff performed extensive research on both the Generative AI technology itself and existing policies that have been deployed in both the public and private sectors. As Metropolitan adopts innovative ways to apply this technology, the Information Technology group will continue to safeguard the important work done at Metropolitan every day.

Safety, Security and Protection

Metropolitan's Security and Emergency Management staff are focused on fostering partnerships with local, state, and federal agencies to enhance our preparedness, resilience, information sharing, and human capital development efforts.

National Safety Council (NSC) met with executive managers to provide highlights received from focused groups and recommended improvement opportunities, including the establishment of an Executive Safety Committee (ESC). Safety supported the CRA tunnel cleaning and Freda Siphon Weko seal installations. Environmental submitted the initial compliance report for Metropolitan's 571 medium- and heavy-duty (MD/HD) on-road vehicles subject to the California Air Resources Board Advanced Clean Fleets (ACF) Regulation and hosted chemical responder/Incident Command annual refresher trainings, drills, and tours at Weymouth and Jensen with attendance from their local fire departments. Apprenticeship and Training continued training efforts, including field training for mechanical and electrical apprentices, conducting practical exams for Advanced Electrical Switching and Valving, and facilitated the Civil Treatment Workplace Pilot Training in collaboration with Diversity, Equity, and Inclusion and Human Resources.

Sustainability, Resiliency and Innovation

The Sustainability, Resilience, and Innovation (SRI) staff presented to the Climate Adaptation Master Plan for Water (CAMP4W) Task Force and delivered a comprehensive Year One Progress Report to the Metropolitan's Board, committee, and task force, laying out achievements since February 2023 and outlining forthcoming steps for 2024, crucial for potential action at the upcoming board meetings. Additionally, SRI staff played a significant role in releasing Metropolitan's 2023 Climate Action Plan (CAP) Implementation Second Annual Progress Report, detailing the district's strides in greenhouse gas reduction efforts, aligning with the ambitious goal of carbon neutrality by 2045. Furthermore, SRI's involvement in sustainability discussions extended to collaborative panels and presentations, including participation in the California Public Information Officials webinar and presenting reports on water affordability to the Metropolitan's Equity, Inclusion, and Affordability Committee. Concurrently, Metropolitan fostered innovation through the initiation of the SoCal Water Utilities Grants Network, aiming to streamline funding processes and enhance access to critical infrastructure projects. Lastly, Metropolitan's commitment to innovation was evident in its participation in Octane's Innovation Week, where potential technologies for pilot projects were explored, underscoring the organization's dedication to advancing technological solutions for water management challenges. Staff played a crucial role in preparing California Environmental Quality Act documents for capital projects, supporting initiatives such as the F.E. Weymouth Water Treatment Plant certification and Pure Water Southern California draft. Additionally, staff provided regulatory support for Water System Operations activities and conducted oversight of reserve management activities, including habitat restoration and visitor engagement, ensuring compliance with environmental regulations and protecting valuable natural resources.

Water Resource Management

Water Resource Management staff supported Colorado River reliability by conducting an inspection of the Bard and Quechan Seasonal Following Program lands, and attending and presenting at a QSA Workshop, the MSCP Steering Committee Meeting and the April Meeting of the Colorado River Board. Metropolitan hosted the Colorado River Board meeting at Diamond Valley Lake and included a facilities tour. Staff continued to make progress on Local Resource Program implementation by obtaining board approval for four new agreements with a total annual yield of up to 33,566. Staff also presented at the Water Conservation Showcase hosted by PG&E. On the coordination front, staff initiated the annual Local Supply Survey process with the Member Agencies and provided numerous water supply updates to member and local agencies throughout the service area.

Water System Operations

On April 18, the Water Quality Section celebrated its 50-year anniversary with a Member Agency Water Quality Managers meeting. The event included speakers who provided a retrospective overview on the development of the Safe Drinking Water Act (enacted in 1974) and the formation of the Water Quality and Research Branch (as it was called in 1974), a summary of current water quality issues, and an informed prediction of likely water quality issues and regulations over the next five to fifteen years. This special event included several Metropolitan retirees and a message from Metropolitan's General Manager, recognizing the critical role Water Quality staff has played in ensuring Metropolitan's safe water deliveries for southern California.



The Security and Emergency Management Unit staff testing cutting edge security technology at the Weymouth Treatment Plant.



Michael Stone, The Department of Homeland Security's Director to the Private Sector in his first visit to Metropolitan promising to bolster the partnership with the federal agency.

"Securing critical infrastructure demands an unwavering commitment to innovation. We must constantly adapt our technologies and update our strategies, for the threats we face are a relentless cycle."

Eric Acda, Senior Security Specialist – Desert region

PROGRAM DESCRIPTION

The Security and Emergency Management Unit at Metropolitan plays a pivotal role in safeguarding our organization and its personnel from a wide array of potential risks and hazards. Comprising a team of certified professionals with extensive backgrounds in the military, law enforcement, and critical infrastructure, the unit operates under the motto of proactive planning and investment in preventative measures to effectively prepare for and mitigate potential disasters.

Our involvement spans across all aspects of Metropolitan's operations, from designing facilities with security standards and best practices in mind to collaborating with local and federal partners on critical infrastructure protection and implementing advanced security systems and surveillance measures. Additionally, we are deeply committed to training Metropolitan staff on various topics such as workplace violence prevention, de-escalation techniques, and emergency management courses.

IMPORTANCE TO METROPOLITAN

In an environment where predicting improbable events is inherently challenging, our unit recognizes the importance of investing in robust systems and preparing for a diverse range of negative possibilities. This approach not only enhances our organization's flexibility but also ensures its sustainability in the face of unforeseen challenges.

As we continue to evolve and adapt to emerging threats and challenges, our commitment to excellence remains unwavering. We are proud to set the standard for security and emergency management not only within Metropolitan but also across the broader coalition of utilities in California.

Each member of our Security Specialist team brings a unique skillset to the table, ranging from metal theft investigation to expertise in executive protection and body language analysis. This diversity of skills enhances our ability to address a wide range of security challenges effectively.

MEMORABLE MOMENT

One of our proudest accomplishments is the rollout of the Personal Security Awareness training in 2016, which empowered every Metropolitan employee to become a security ambassador and promoted the culture of "if you see something, say something."

Furthermore, our successful acquisition and training in bleeding control have equipped employees to respond effectively to bleeding emergencies, both at work and at home, ultimately saving lives in critical situations.

Water Supply Conditions Report

Water Year 2023-2024

As of 04/30/2024

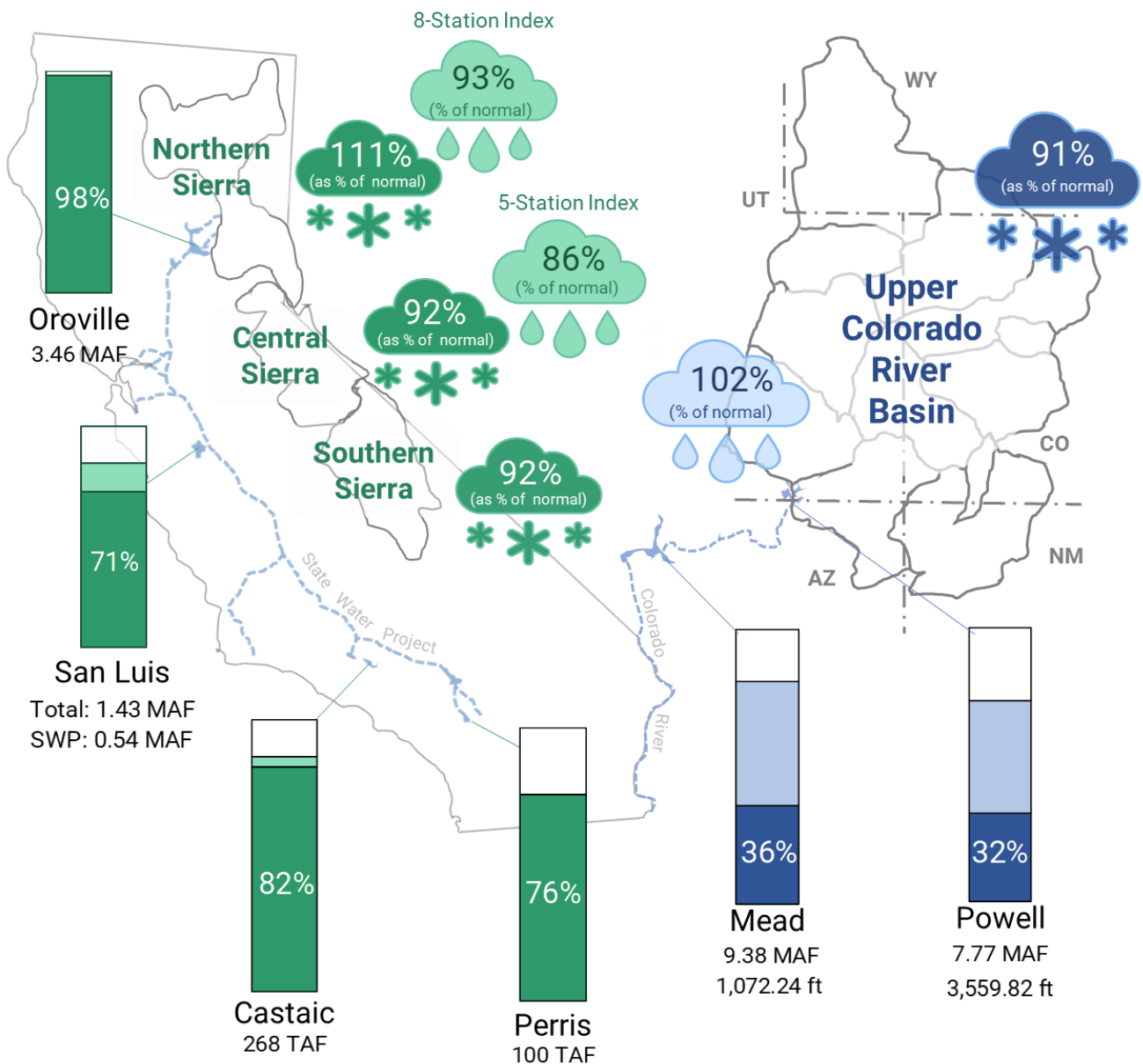
Extended Report: <https://www.mwdh2o.com/WSCR>

State Water Project Resources

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

Colorado River Resources

Projected CRA Diversions
963,000 acre-feet



Reservoir Report

End of Month Reservoir Report

Monthly Update as of:

4/30/2024

<u>Reservoir</u>	<u>Current Storage</u>	<u>Percent of Capacity</u>
<i>Colorado River Basin</i>		
Lake Powell	7,773,996	32%
Lake Mead	9,388,210	36%
<i>DWR</i>		
Lake Oroville	3,460,738	97%
Shasta Lake	4,364,066	96%
San Luis Total	1,429,794	71%
San Luis CDWR	539,167	51%
Castaic Lake	267,719	83%
Silverwood Lake	72,025	96%
Lake Perris	99,560	76%
<i>MWD</i>		
DVL	727,431	90%
Lake Mathews	136,202	75%
Lake Skinner	37,927	86%



Hoover Dam



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

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