



A N N U A L   R E P O R T  
**FY 2022/2023**





# Message from the General Manager





The Inland Empire Utilities Agency remains committed to enhancing and preserving the quality of life throughout the region. While drought conditions continued to improve throughout 2023, California is prone to unpredictable and extreme weather events. IEUA's continued regional approach to water resource management focuses on developing local partnerships, investing in a diversified water portfolio to address water supply challenges, and promoting water-use efficiency programs and rebates.

The Agency continues to prioritize planning efforts and infrastructure improvement projects through the Chino Basin Program (CBP) and the expansion of Regional Water Recycling Plant No. 5 (RP-5). The CBP, still in its early stages of development, is a series of innovative water treatment and storage projects that will provide an additional 15,000 acre-feet of advanced treated, purified recycled water for recharge into the Chino Groundwater Basin each year. Additionally, the ongoing RP-5 Expansion Project will increase RP-5's liquids treatment capacity to 22.5 million gallons per day (MGD), increase average flow from 30 MGD to 60 MGD, and include a new solids treatment facility. Both projects are essential to combatting the State's cyclical drought and dry conditions by improving local reliability and control and will address water quality and compliance needs to support regional growth and operational flexibility.

Equally important is the unified effort that we contribute as a community to long-term water supply needs. Through exercising water-wise practices and taking advantage of conservation programs, we can maximize existing water supplies for the benefit of our future.

I'd like to take the opportunity to reflect on the reason IEUA can fulfill its responsibility as a "Steward of the Region" day in and day out. We take pride in our dedicated staff and countless ongoing partnerships as we work to address regional needs. Water quality, availability, and conservation continue to remain top priorities as we move steadfastly to provide solutions with widespread benefits to shape the future of water and ensure every drop counts.

A handwritten signature in blue ink that reads "Shivaji Deshmukh". The script is fluid and cursive.

Shivaji Deshmukh, P.E.

# Service Area

Inland Empire Utilities Agency is responsible for serving approximately 935,000 residents over 242-square miles in western San Bernardino County.

IEUA is governed by a five-member Board of Directors who are elected to staggered four-year terms by registered voters within their divisions as defined by the division boundary map.

## Board of Directors

Effective January 1, 2023

Marco Tule - President - Representing Division 1

Steven J. Elie - Vice President - Representing Division 3

Jasmin A. Hall - Secretary/Treasurer - Representing Division 4

Michael Camacho - Director - Representing Division 5

Paul Hofer - Director - Representing Division 2





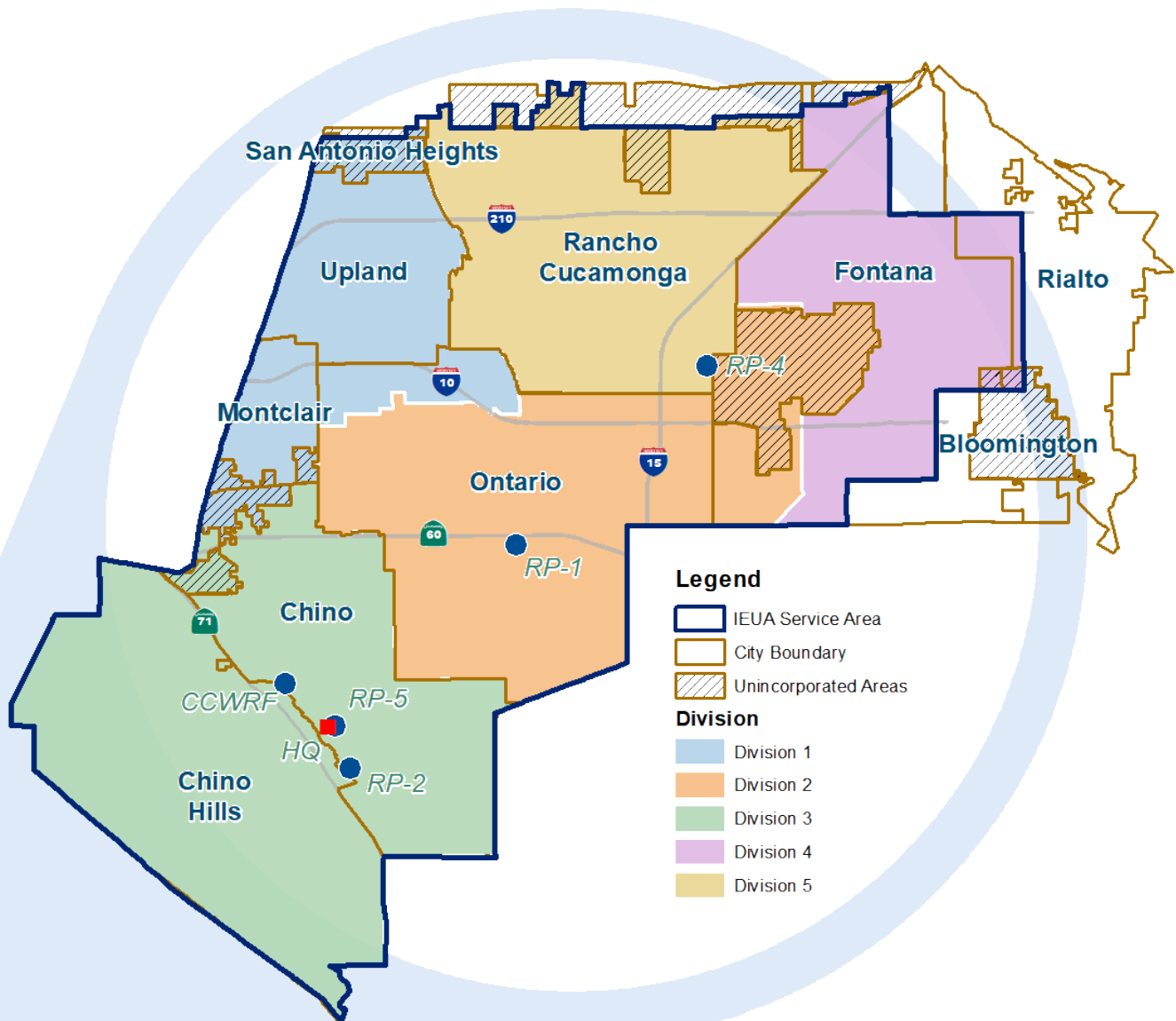
# Agency Leadership

Shivaji Deshmukh - General Manager

Christiana Daisy - Deputy General Manager

Jean Cihigoyenette - General Counsel

Kristine Day - Assistant General Manager



# About Us

The Inland Empire Utilities Agency (IEUA/Agency) is a regional wastewater treatment agency and wholesale distributor of imported water serving approximately 935,000 people throughout western San Bernardino County. The Agency is committed to supporting the needs of its service area and safeguarding public health through significant investments in a diverse water supply portfolio, reliable municipal/industrial wastewater collection and treatment services, and other related utility services in a regionally planned and cost-effective manner.

As a member agency of the Metropolitan Water District of Southern California (Metropolitan), IEUA provides supplemental water supplies, primarily via the State Water Project (SWP) for distribution among nine retail agencies.

Water recycling is a critical component of the Agency's water resource management strategy. IEUA receives over 50 million gallons per day (mgd) of wastewater from seven sewerage agencies at its five regional wastewater treatment plants. Wastewater is then treated to Title 22 regulations and distributed to retailers through purple pipe or indirect potable reuse through the groundwater recharge program.

The Agency also prioritizes investments in local water resources, conservation programs, and renewable energy sources, and advocates for environmental stewardship through several free educational resources and outreach programs.

## Mission



Inland Empire Utilities Agency is committed to meeting the needs of the region by providing essential services in a regionally planned and cost-effective manner while safeguarding public health, promoting economic development, and protecting the environment.

### Key areas of service:

- Securing and supplying imported water.
- Collecting and treating wastewater.
- Producing high-quality renewable products such as recycled water, compost, and energy.
- Promoting sustainable use of groundwater and development of local water supplies.

## Vision



To become a world class leader in water management and environmental stewardship, including water quality, water-use efficiency, recycled water, and renewable energy, in order to enhance and preserve the quality of life throughout the region.

## Values



Leading the way. Planning for the future. Protecting the resources of the communities we serve. The Inland Empire Utilities Agency is committed to:

- Applying ethical, fiscally responsible, transparent and environmentally sustainable principles to all aspects of business and organizational conduct.
- Working with integrity as one team while celebrating the region's diversity.
- Staying in the forefront of the industry through education, innovation, efficiency, and creativity.



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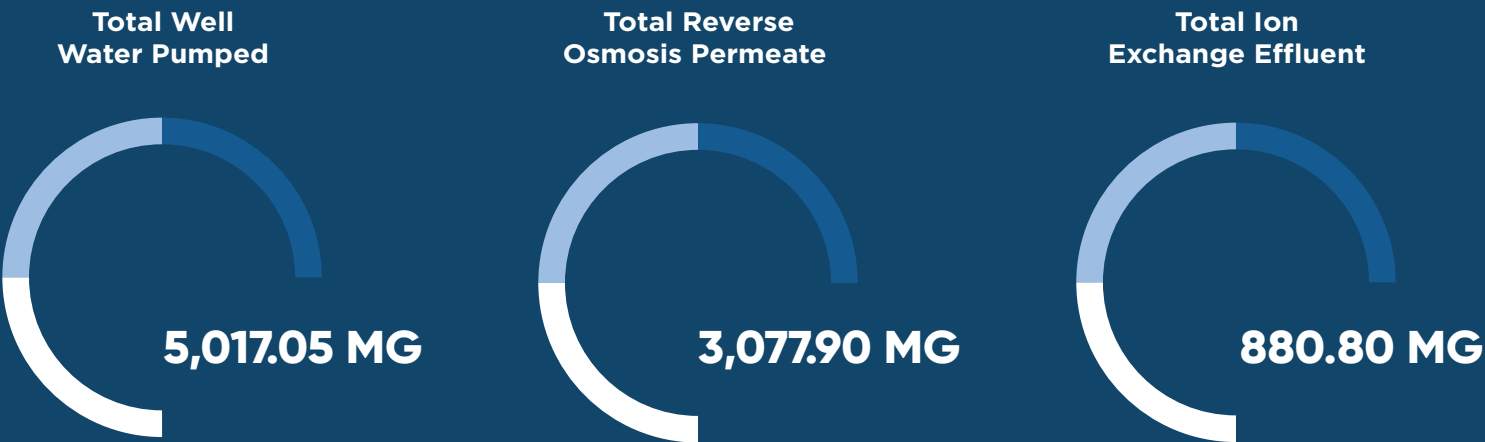
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# Water Reliability

## Supplemental Water

As a member of the Metropolitan Water District of Southern California (MWD), IEUA is the supplemental water provider for western San Bernardino County. Approximately 36,029 acre-feet (AF) of the water used in the region in FY 2022/23 was imported from the State Water Project through MWD. Imported supplies made up approximately 21% of the water used in the region in FY 2022/23. Compared to FY 2021/22, imported water deliveries decreased approximately 45%. The sharp decrease in imported supplies was a direct result of a three-year unprecedented drought and the State implementing stronger conservation measures. Due to these extraordinary circumstances, MWD was required to adjust their allocation of imported water supplies, which limited IEUA's ability to purchase imported water for its member agencies.

Total water consumption within IEUA's service area for FY 2022/23 was 171,823 acre-feet (AF). The direct application of recycled water supplies made up 16,401 AF of the total water consumption, with the remaining 155,423 AF coming from various potable supply sources. Compared to FY 2021/22, potable water use in FY 2022/23 decreased by approximately 13% and recycled water direct use decreased by approximately 15%. Overall, the region is using approximately 25% percent less water than in FY 2013/14 when total water consumption peaked at 227,586 AF.





# Chino Basin Desalter Authority

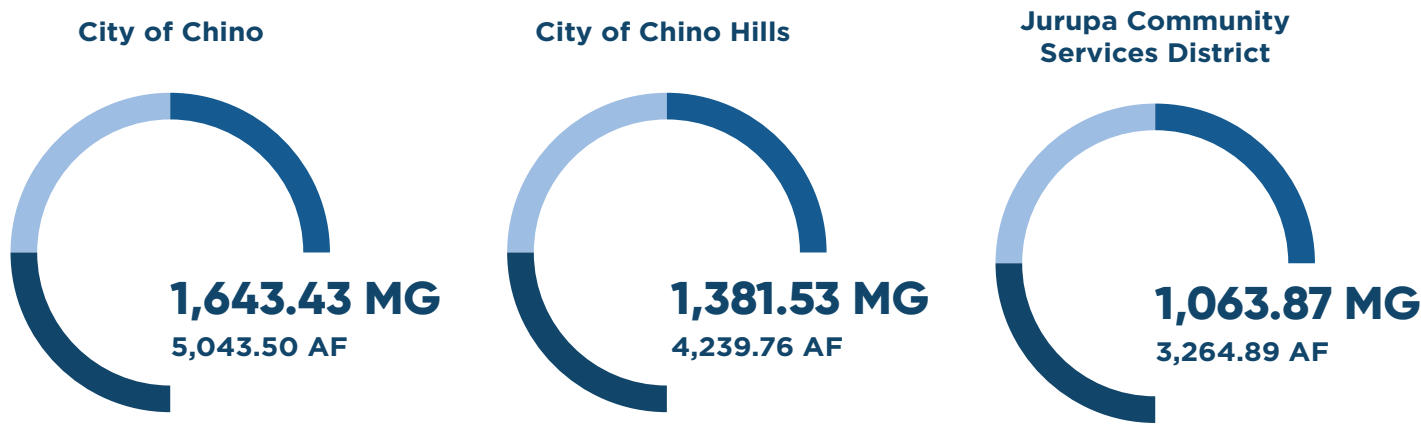
The Chino Basin Desalter Authority (CDA) was formed under a Joint Exercise of Powers Agreement on September 25, 2001, by regional agencies including the cities of Chino, Chino Hills, Norco, and Ontario, IEUA, Jurupa Community Services District, Santa Ana River Water Company, and Western Municipal Water District (formally admitted on April 2, 2009).

The CDA treats brackish groundwater extracted from the Chino Basin with the Chino I and II Desalter facilities and distributes the drinking water to its member agencies. The Chino I and II Desalters serve the dual purpose of providing a reliable water supply and managing groundwater quantity and quality in the region.

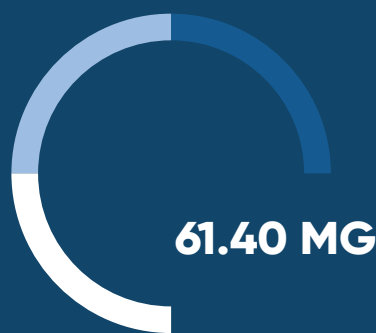
IEUA operates the Chino I Desalter, which commenced operations in 2001 and supplies water to the cities of Chino, Chino Hills, and the Jurupa Community Services District.

### Total Water Delivered by End User:

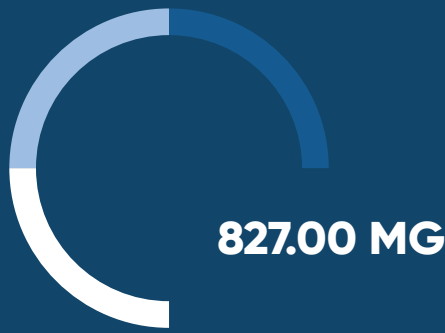
(MG = million gallons, AF = acre-feet, in which 1 AF = 325,851 gallons)



### Total Granular Activated Carbon (North System) Effluent



### Total Brine Discharge



# Wastewater Treatment

IEUA owns and operates five facilities specializing in regional water recycling services. The Agency's water recycling plants collectively take in approximately 51.7 million gallons per day (MGD) of wastewater for treatment. Several treatment processes contribute to providing high quality recycled water pursuant to California's Title 22 regulations.

1

## Preliminary Treatment

Wastewater passes through bar screens or rakes to remove large inorganic material, followed by the removal of smaller inorganic materials such as sand and grit.

2

## Primary Treatment

As wastewater goes through sedimentation tanks, approximately 65 percent of the suspended solids are removed.

3

## Secondary Treatment

This is the biological process in which an excess of 90 percent of the organic material in the wastewater is reduced.

4

## Tertiary Treatment

Water is filtered to remove suspended organic solids and is disinfected using sodium hypochlorite.

5

## Solids Treatment

Solids removed from the liquid stream are thickened, anaerobically digested, and dewatered. This treatment provides beneficial use through the production of biogas and biosolids.



## Recycled Water

IEUA began selling recycled water in the 1970s as a low-cost alternative to potable water for large irrigation customers. Since 2000, IEUA and its local water providers have invested in a program to expand delivery of high-quality recycled water, thus improving sustainability of the region's water supply. To date, IEUA has more than 1,200 connections to the recycled water distribution system.

Recognizing the critical role of recycled water in the long-term water security plan of the Chino Basin, IEUA adopted a policy and entered into agreements with its contracting member agencies to maximize the use of recycled water for indirect potable reuse.

IEUA is committed to the development of its recycled water infrastructure so that all recycled water produced through its wastewater treatment process can be beneficially used. Recycled water uses include: agricultural, landscaping, golf courses, industrial cooling, parks, recreational lakes, groundwater recharge, median strips, and more.

During FY 2022/23, the average amount of water supplied from IEUA's facilities was approximately 51.7 million gallons per day (MGD) or 57,911 acre-feet per year (AFY).

Recycled water direct usage was 16,401 AFY.

# Regional Water Recycling Plant No. 5 Expansion Project

IEUA's Regional Water Recycling Plant No. 5 (RP-5) is located in the city of Chino and has been in operation since 2004. The RP-5 Expansion Project will expand RP-5's liquids treatment capacity from 16.3 MGD to 22.5 MGD and includes infrastructure for the plant's ultimate buildout to treat an average flow of 30 MGD and a peak flow of 60 MGD. The expanded capacity increase is a result of the projected growth in the RP-5 service area as well as the increasing concentration of solids in wastewater as a result of water conservation. The liquids treatment expansion is anticipated to be complete in 2025.

Regional Water Recycling Plant No. 2 (RP-2) has been in operation since 1960 and currently handles the solids that are removed from Carbon Canyon Water Recycling Facility and RP-5. The U.S. Army Corps of Engineers will be raising the spillway height of nearby Prado Dam and as a result, RP-2 will fall within the dam's floodplain. Before completion of the spillway project, a new solids treatment facility will be constructed at RP-5 to allow for the decommissioning of RP-2 and expanded capacity increases a result of the projected growth in the service area. The solids treatment facility is anticipated to be complete in 2025.

The RP-5 Expansion has a total construction cost of \$330 million and is partially funded with low-interest rate loans secured from the U.S. Environmental Protection Agency Water Infrastructure Finance and Innovation Act for \$196 million and \$24.4 million, and the California State Water Resources Control Board Clean Water State Revolving Fund for \$101.5 million. The project was also granted \$5.9 million in sales and use tax exclusion from the California Alternative Energy and Advanced Transportation Financing Authority.

IEUA's Board of Directors awarded the construction contract to W.M. Lyles Co. on July 15, 2020. Physical construction on the project started on January 4, 2021. As of June 30, 2023, the contractor has been paid \$230.9 million of the contract or 68% of the contract value and is 1,078 days in to the 1,640-day duration or 65% complete. The contractor completed the construction of the structures listed below. The contractor is working on the mechanical and electrical installations of these facilities. In June 2023, there were a total of 165 people on site daily solely devoted to the construction project (115 craft staff, 35 contractor project management staff, and 15 construction management staff/inspectors/IEUA staff).

- Influent Pump Station Expansion
- Headworks Influent Box Expansion
- Fine Screens Facility
- Primary Clarifier 1 & 2
- Primary Clarifier 1 & 2 Effluent Diversion Structure
- Aeration Basin Influent Channel Expansion
- Aerations Basin Modifications
- Blower Building 2
- Membrane Bio Reactor Facility Phase 1
- Thickening Building
- Acid Phase Digester
- Acid Phase Digester Building
- Gas Phase Digesters 1, 2, 3, and 4
- Gas Phase Digester Building
- Dewatering Building
- Power Centers 4, 6, 7, and 9
- Warehouse 1 and 2



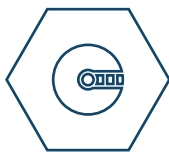


The RP-5 Liquids Treatment Expansion and the RP-5 Solids Treatment Facility will be constructed under one construction contract, RP-5 Expansion Project, with two separate milestones. The milestones will be established to differentiate the time needed to complete the solids treatment work necessary to facilitate the decommissioning of RP-2.



#### Solids Treatment Elements

- Solids thickening building
- Digesters
- Dewatering building
- Boiler building
- Digester gas treatment and flaring
- Improvements to existing energy recovery engines



#### Liquids Expansion Elements

- Influent pump station expansion
- Headworks improvements
- New fine screens
- New primary clarifiers
- Aeration basin improvements
- New membrane bioreactor (MBR)



## Groundwater Recharge

IEUA, Chino Basin Watermaster, Chino Basin Water Conservation District, and San Bernardino County Flood Control District jointly sponsor the Chino Basin Recycled Water Groundwater Recharge Program. This program was put in place to enhance water supply reliability and drinking water quality throughout the greater Chino Basin.

Aquifers naturally filter groundwater to enhance recharge water quality as it passes through the underground sedimentary layers. As part of the recycled water program, IEUA has enhanced the capacities of the Groundwater Recharge Program recharge sites to help replenish the area's aquifers. Use of these recharge sites improves the reliability of the local groundwater supply for a growing population.

Located throughout IEUA's service area are 19 recharge sites designed and operated to capture runoff from storms, imported water from the Metropolitan Water District of Southern California, and high-quality recycled water from IEUA's distribution system.



**IN FISCAL  
YEAR  
2022/23**



IEUA recharged 20,015 AF of stormwater/local runoff, 9,394 AF of imported water, and 14,785 AF of recycled water.



# Water Quality Laboratory

The Inland Empire Utilities Agency (IEUA) seeks to fulfill its responsibility as a "Steward of the Region"; committed to sustainably enhancing the quality of life in the Inland Empire by ensuring that a clean, plentiful water supply is available now and in the future. Given this commitment to sustain and enhance the quality of water supply, the agency's Water Quality Laboratory (WQL) provides services necessary to continually generate real-time data for Agency's operations, compliance and source control activities.

IEUA's WQL is located at its headquarters in Chino, California and supports the regulatory requirements of the Agency's wastewater reclamation plants and the Groundwater Recharge Program. The WQL tests for more than 300 compounds, including PFAS and 1,2,3 Trichloropropane and is staffed by some of the most qualified and experienced lab analysts in the testing industry. The lab is accredited by the Department of Drinking Water-Environmental Laboratory Accreditation Program (ELAP) and is in the process of implementing the new standards by ELAP to include a quality management system ensuring data generated is of known quality.

The laboratory uses sophisticated equipment such as a Gas Chromatograph for pesticides, an Ion Chromatograph for Nitrate, and a Gas Chromatogram using a Mass Spectrophotometer for Trichloroethene.

Water samples are collected from over 100 locations.



Approximately 20,000 samples are gathered:



Annually, 60,000 tests are analyzed.



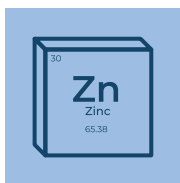
Extractions



Gas Chromatography



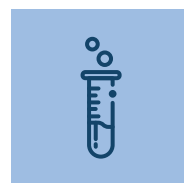
Metals Analysis



Bioassays



Wet Chemical Analysis





# Environmental Stewardship

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The Agency is committed to the responsible use and protection of the environment through conservation and sustainable practices.

## Energy Optimization

IEUA's renewable portfolio was strategically developed by identifying how available resources, such as wastewater treatment infrastructure and available land, could be applied to incorporate environmentally friendly technologies capable of producing power at a rate comparable to grid import pricing. IEUA successfully incorporated solar, wind, and battery storage into its facilities to reduce its demand on the electric grid. Utilizing public-private partnerships, IEUA did not have to provide any capital required for the projects and benefitted from the reduced rates for energy costs.

Energy storage is key to maximizing the value of resource investments, allowing the Agency to use resources more efficiently, reduce costs for customers, and participate in building a more resilient grid for the entire region.



MW = megawatt

## Portfolio History

IEUA entered into a Power Purchase Agreement (PPA) with a private company and had 3.5 megawatts (MW) of solar panels installed at four of IEUA's facilities in 2008. Since installation, IEUA has consumed approximately 82,378 megawatt hours (MWh) of power generated from the solar panels.

In 2010, IEUA expanded its renewable energy portfolio by securing another PPA for a 1.0 MW wind turbine at Regional Water Recycling Plant No. 4 (RP-4) in Rancho Cucamonga. The wind turbine was commissioned in early 2012 and has generated approximately 4,508 MWh since startup.

IEUA partnered with an energy firm to install 4.0 MW of advanced energy storage systems at Agency facilities and 1.5 MW of solar at the Inland Empire Regional Composting Facility. The storage systems optimize IEUA's on-site generation including solar and wind. Since the start of the operation in January 2019, the solar has generated an estimated 10,168 MWh of power.

The energy storage systems store excess renewable energy and use the stored energy to power facilities when demand on the electric grid is high. The systems also enhance the Agency's ability to share the benefits of renewable resources between facilities.

In November 2019, IEUA installed 70 kilowatts of solar on the rooftop of the RP-5 Lab Building. The solar has produced an estimated 314 MWh since it was commissioned.

The Agency's Energy Optimization programs generated 10 percent of the electricity consumed for all operations from renewable energy for the fiscal year.

The renewable energy generated by IEUA in FY 2022/2023 would be able to provide electricity to at least 703 homes for one year.



100% of the biosolids from IEUA's wastewater treatment plants are processed at IERCF.



IERCF produced 233,932 cubic yards of Seal of Testing Assurance (STA) Certified Compost sold under the brand name SoilPro Premium Compost.

The compost was sold to landscapers and farmers throughout southern California to create healthy soils which require far less water to support plant life.

## Composting & Biosolids Management

In 2002, IEUA entered into a Joint Powers Agreement with the Los Angeles County Sanitation Districts to create the Inland Empire Regional Composting Authority (IERCA). The IERCA designed and constructed a composting facility in Rancho Cucamonga called the Inland Empire Regional Composting Facility (IERCF). The IERCF is the largest fully enclosed composting facility in North America and has been in operation since 2007, recycling biosolids and amendments such as woodwaste and greenwaste needed for the composting mixture.

Over the past 16 years, IERCF has cost-effectively recycled over three million tons of biosolids and amendments and produced nearly three and a half million cubic yards of high-quality compost with an excellent safety and environmental compliance record.

For FY 2022/23, IERCF processed: 148,483 tons of biosolids and 44,750 tons of amendments\*.

\*Amendments are feedstocks to support the compost recipe.





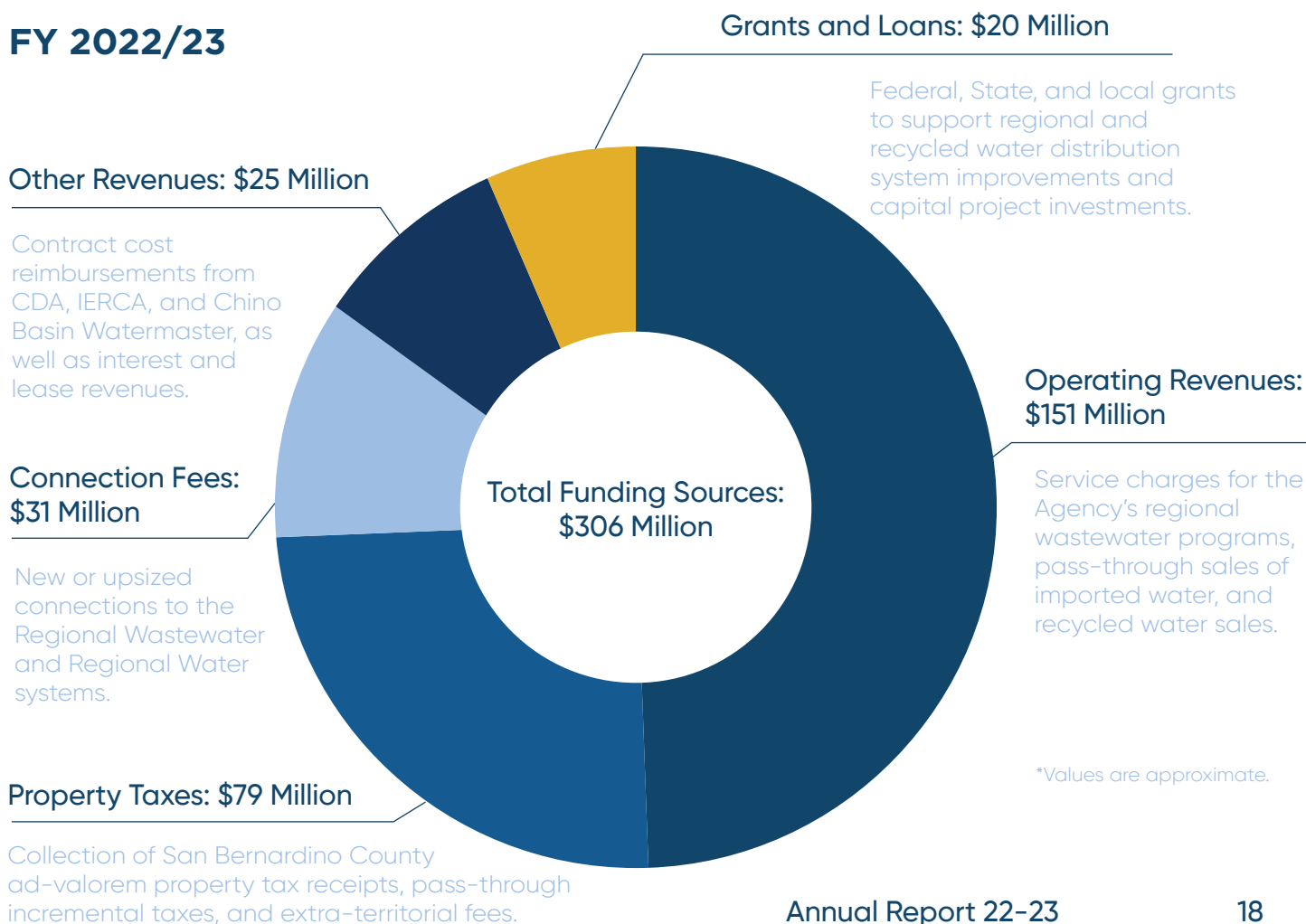
# Fiscal Responsibility

## Financials

The Agency is committed to safeguarding its fiscal health through organizational efficiency and the adoption of balanced multiyear budgets and rates. Through open and transparent communication, IEUA educates partner agencies and the communities it serves on IEUA's fiscal policies.

The Agency remains committed to cost containment and optimizing grant funding and low-interest loans to support capital investments in the region to maintain rate affordability.

### FY 2022/23



## Audited Actuals

Operating revenues of \$151 million account for 49 percent of total revenues and include \$101 million in service charges for the Agency's regional programs, \$31 million for pass-through sales of imported water, and \$19 million of recycled water sales. The remaining 51 percent of revenues and other funding sources are non-operating revenues composed of property tax receipts and fees from new connections to the Agency's regional wastewater and water distribution systems. Other revenues include cost reimbursement for the Agency's operation of the Inland Empire Regional Composting Authority, Chino I Desalter, and groundwater recharge basins.

Expenses and other uses of funds totaled \$306 million and include operating expense and debt service costs of \$170 million and capital project expenditures of \$136 million. Major capital investments included the RP-5 expansion, RP-1 thickening building, and the RP-1 disinfection projects.

### FY 2022/23

Operating Expenses: \$151 Million

Capital Expenditures: \$136 Million

Debt Service Cost: \$18 Million

**Total Use of Funds: \$305 Million**

## Grant and Loan Awards

IEUA secured \$8,674,500 in new grant awards and received \$19,366,500 in reimbursements for existing grant and loan awards during FY 22/23.

Federal, State, and local agencies have provided financial assistance for many of IEUA's projects. These include: U.S. Department of Interior – Bureau of Reclamation, U.S. Environmental Protection Agency, U.S. Department of Energy, U.S. Department of Agriculture-Natural Resources Conservation Service, Federal Emergency Management Agency/California Emergency Management Agency, California Department of Water Resources, California Department of Public Health (presently State Water Resources Control Board), California Department of Forestry and Fire Protection, California Department of Parks and Recreation, California Energy Commission, California Water Commission, California Public Utilities Commission, State Water Resources Control Board, California Alternative Energy and Advanced Transportation Financing Authority, California Integrated Waste Management Board, California Special Districts Association, Metropolitan Water District of Southern California, Santa Ana Watershed Project Authority, Western United Resource Development, Inc., and WaterReuse Foundation.

(The contents of this document do not necessarily reflect the views and policies of any of the above referenced agencies, nor does mention of trade names or commercial products constitute endorsement or recommendation for use. Gov. Code, § 7550, 40 CFR § 31.20)



## Grant and Loan Awards

### Turnkey Turf Transformation Program: \$8,474,500

CA Department of Water Resources – Urban Communities  
Drought Relief Grant Program

Inland Empire Utilities Agency, Calleguas Municipal Water District, Las Virgenes Municipal Water District and Upper San Gabriel Valley Municipal Water District have partnered together to implement the Turnkey Turf Transformation Program (Program). The Program identifies public agency owned and highly visible sites in critically drought-stricken services areas that contain large amounts of non-functional turf. These sites will receive a tailored landscape design that identifies opportunities to reduce water usage and will install efficient irrigation and California-friendly landscape. The Program's goal is to immediately reduce water usage while encouraging the public to install water-efficient landscaping on their properties and reduce their water usage.

### Discover the Environment and Water Program: \$200,000

CA Department of Parks and Recreation – Habitat Conservation Fund  
Grant Program

The Discover the Environment and Water (DEW) Program grant will provide an educational experience of the Chino Creek Wetlands and Educational Park including field trips, an Earth Day event, busing scholarships, and an on-site educational trailer at the Chino Creek Wetlands in Chino.



# Community Outreach and Education

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Water-use efficiency, education, and promotion of environmental stewardship are key fundamentals of the Agency's long-term water resource management strategy.

## Education

IEUA invests in our future generations and provides a range of programs offered to kindergarten through twelfth grade students. These programs include: Water Discovery Field Trips to the Chino Creek Wetlands and Educational Park, educational assemblies for children, Water Engineering 4 Good, and more.

## Get Social With Us!

IEUA utilizes Facebook, Instagram, Twitter, YouTube, LinkedIn, and Nextdoor to promote the Agency's initiatives, events, education, news, water conservation practices, and general water awareness through engaging videos, photos, and graphics. Follow us on social media to stay up to date with the latest news!



@IEUAwater



@chinocreekwetlands

## Water Discovery Field Trip

IEUA continues to provide free educational field trips to schools throughout the service area to the Chino Creek Wetlands and Educational Park to promote the value of natural treatment wetlands, the creation of habitat for endangered/sensitive species and environmental stewardship.

FY 22/23 welcomed 1,946 students across 42 Water Discovery Field Trips.

\*The Chino Creek Wetlands and Educational Park is partially funded by a grant from the State Water Resources Control Board.

## 14th Annual Earth Day Celebration

IEUA partnered with the city of Chino to welcome the return of an in-person, two-day Earth Day Event on April 19 and 20, at the Chino Creek Wetlands and Educational Park. The event had been held online in a virtual setting since 2020 due to the COVID-19 pandemic.

The 14th Annual Earth Day Celebration provided Water Discovery Field Trips to approximately 700 students, parents and teachers on April 19 and hosted over 1,000 community members on April 20 during Community Day.

The event provided fun, interactive opportunities for the public to learn how they can be environmental stewards and protect natural resources. Students and the public learned about water resources, how compost benefits the soil, the diversity and importance of the region's habitat, and the importance of proper recycling. The student event provided opportunities to participate in the Water Discovery Program with engaging lessons and activities about the water cycle, recycling, animals and habitats, wetlands, and water usage. Students experienced an animal encounter, enjoyed an environmental show, and observed the wetlands and its functions. The public event included environmental exhibits, document shredding, free giveaways, hands-on earth-friendly activities, environmental show performances, animal encounters, and much more.

The event promotes environmental awareness to the community and provides ways for the community to take action and support environmental stewardship.

## Water Engineering 4 Good

Water Engineering 4 Good (WE4G) is an online STEAM competition hosted by MWD for middle school and high school students. The reimaged program served as a substitute for MWD's popular Solar Cup™ challenge.

Through WE4G, teams have the opportunity to learn from water industry professionals about water supply issues and develop a possible engineering solution that could be used to conserve water. The teams then build a small-scale physical model out of recycled/upcycled materials and an animated CAD model of their engineering solution.

Throughout the competition, teams document their progress through a video journal and social media posts. Final designs are presented to and judged by a panel of water industry experts.

IEUA co-sponsored Chino Hills High School and Upland High School during the 2023 competition. The two teams were recognized at MWD's Awards Ceremony in April 2023.

## National Theatre for Children

National Theatre for Children (NTC) delivers a behavior-driven, multiplatform, in-school water education curriculum for students and teachers in grade levels K-6. Through live theatre, a student curriculum, and teacher guides, the custom-designed program teaches students about water uses, the importance of water, ways to conserve, and ways water gets polluted. In FY 2022/23, NTC conducted 69 school assembly performances, reaching 37 schools, 14,893 students, and 567 teachers throughout the IEUA service area.



The Time is Now campaign was created in early 2022 in response to California's extreme drought. The campaign's key messages encouraged the public to **know the facts**, **change their habits**, and **step up** their water saving efforts to help to ensure sustainability of the region's water supply. To view messaging for this campaign, visit IEUA's social media channels.

## Water-Use Efficiency

IEUA delivers a suite of Water-Use Efficiency (WUE) programs designed to positively impact regional long-term, water-wise behaviors through various services, interventions, education, and resources.

In FY 2022/23, IEUA and its customer agencies commemorated the 20th anniversary of the region's water-use efficiency program. During the year, approximately 11,221 water-saving technologies/services were deployed throughout the region. The water savings achieved through these regional WUE activities are estimated to be approximately 644 AFY, with an estimated lifetime savings of 5,764 AF. Over the last twenty years, IEUA's WUE activities have resulted in a cumulative, estimated lifetime water savings of over 150,000 AF since FY 2002/03. As mandated by State legislation, sustained reduction in water use will be met by the combined efforts of IEUA and its customer agencies through their commitment to implementing innovative WUE programs that emphasize the significance of using water wisely. Many of these programs are made possible through funding partnerships with local, State, and Federal agencies, including Metropolitan Water District of Southern California, the Department of Water Resources, the U.S. Bureau of Reclamation, and public/private partnerships.

## Services Provided

01

Residential Landscape  
Tune-up Program

05

Residential and Commercial  
Turf Replacement Rebates

02

Residential Small Site  
Controller Retrofit Program

06

Residential and Commercial  
Device-Based Rebates

03

Large Landscape Controller  
Retrofit Program

07

Residential and Commercial  
Landscape Evaluations

04

Residential Pressure  
Regulation Program

08

Customer Agency Administered  
WUE programs



## Annual Savings (AF)

SoCal Water\$mart Device Rebates



114 AF

Sprinkler Tune-Ups



311 AF

SoCal Water\$mart Turf Rebates



92 AF

Landscape Evaluation and Audit Program



72 AF

Small Site Controller Retrofits



34 AF

Large Landscape Retrofits



14 AF

Pressure Regulating Valves



2 AF

Customer Agency Administered Programs



3 AF

# Workplace

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The Agency believes its employees are its most valuable asset and promotes a dynamic work environment anchored in the foundational attributes of safety, employee engagement, accountability, respect, efficiency, performance coaching, and continuous learning.

Operating with the highest ethical principles and standards, the Agency continues to adapt its workforce to reflect the community it serves and meet the needs of its diverse members. As part of the commitment to fostering a workplace environment that is diverse, equitable, and inclusive, IEUA has taken a leadership role in regional career path development efforts by pursuing innovative partnerships with workforce development programs.

The Agency delivers equitable human capital management programs, high-quality safety training, comprehensive workplace evaluation, emergency response, and hazardous materials management in alignment with the Agency's Strategic Plan and in support of a work environment where employees feel engaged, included, valued, and successful. Additionally, the Agency continues to engage in more inclusive practices with the focus of addressing tomorrow's workforce needs today.

## IEUA in Numbers

- 232,932 cubic yards of STA certified compost produced.
- 56,903 AF of recycled water supplied.
- 20,014.9 AF of stormwater/local runoff captured.
- 14,786.6 AF of recycled water recharged.
- 4,227 applications for employment.
- 129 RP-5 Expansion Project tours.
- 94 employees onboarded.
- 68 recruitments conducted.
- 27 employees promoted.
- 24 professional development topics delivered.
- 14 safety training topics delivered.
- 12 retirements: average 20 years of service.
- 0 safety recorded lost time cases.



## Awards

### **GFOA** Certificate of Achievement for Excellence in Financial Reporting

For the 24th consecutive year, IEUA has been awarded the distinguished Certificate of Achievement for Excellence in Financial Reporting award by the Government Finance Officers Association of the United States and Canada for its annual comprehensive financial report (ACFR) for FY 2020/21. This award is the highest form of recognition in government accounting and financial reporting.

### **CWEA** Community Engagement and Outreach: Film Festival Award

The Agency received the Community Engagement and Outreach: Film Festival Award (First Place) from the California Water Environment Association on behalf of its Coffee with the General Manager series. The series features IEUA General Manager Shivaji Deshmukh and addresses topics such as drought, wastewater construction projects, IEUA initiatives and programs, and water-use efficiency. Each video is produced completely in-house by the Agency's External Affairs staff.

### **CWEA** Gimmicks and Gadgets Award

The Agency received the Gimmicks and Gadgets Award (Second Place) from the California Water Environment Association for its Electrical Vault Lifting Device. The vault lifting device provides a safe, ergonomic, reliable, and cost-effective way for electrical and instrumentation vault lids/covers to be removed and lifted without expensive, complex tools. The device was designed and fabricated by IEUA's Electrical and Instrumentation staff.

[Photo taken June 2022]



# CWEA SARBS

Collections System (Small) – Gold Award

IEUA's Collections team was presented with the California Water Environment Association Santa Ana River Basin Section's Collection System of the Year Award in recognition of outstanding maintenance programs, regulatory compliance, and safety & training procedures.

# CWEA SARBS

Safety Plant of the Year (Small) – Gold and Silver Awards

The California Water Environment Association Santa Ana River Basin Section's Safety Plant of the Year Award judges plant safety based on number of injuries, lost-time accidents, record keeping, in-house training, emergency response and program implementation. IEUA's Carbon Canyon Water Recycling Facility was awarded a gold distinction and the Chino Desalter I was awarded a silver distinction.

# CWEA SARBS

Engineering Achievement – Silver Award

IEUA recieved the Engineering Achievement – Silver Award for its RP-4 Process Improvements Phase I Project. The award was presented by the California Water Environment Association Santa Ana River Basin Section in recognition of outstanding projects by an individual, group, or agency.

# SCAG

Carmen Ramirez Award for Equity

IEUA and the city of Rialto received the inaugural Carmen Ramirez Award for Equity on behalf of our recycled water collaboration. The award was presented by the Southern California Association of Governments, which highlights projects promoting the core principles of sustainability throughout Southern California.



Inland Empire Utilities Agency

6075 Kimball Avenue  
Chino, CA 91708

909.993.1600

[ieua.org](http://ieua.org)



@IEUAwater