



Inland Empire Utilities Agency

Strategic Plan

FY 2025/26 – 29/30

WELCOME

A strategic plan enables an organization to clearly align its operations with its mission and vision. This plan will serve as a framework for the Inland Empire Utilities Agency's (IEUA/Agency) decision-making over the next five years by outlining the fundamental goals the Agency plans to accomplish and setting an achievable course of action.

This plan is organized into the following sections:

- Agency Overview
- Strategic Plan Framework
 - Vision
 - Mission
 - Values
- Strategic Goals and Objectives
 - Goal 1: Water Supply Reliability
 - Goal 2: Public and Environmental Health
 - Goal 3: Fiscal Responsibility
 - Goal 4: Culture of Excellence
- Appendix A: Annual Review Process

This plan was developed in collaboration with IEUA staff with input from the IEUA Board of Directors and our customer agencies. We thank them for their contribution and look forward to working toward the goals outlined in this plan together.

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President (Division 1)

Jasmin A. Hall
Vice President (Division 4)

Paul Hofer
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AGENCY OVERVIEW

Established in 1950, the Inland Empire Utilities Agency is a regional wastewater treatment agency and wholesale distributor of imported water to approximately 935,000 people across 242-square miles in western San Bernardino County. Under the leadership of a directly elected five-member Board of Directors, 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 (MWD/Metropolitan), IEUA provides supplemental water supplies, primarily via the State Water Project (SWP) to the cities of Chino, Chino Hills, Fontana via Fontana Water Company and portions of West Valley Water District, Montclair via Monte Vista Water District, Ontario, Rancho Cucamonga via Cucamonga Valley Water District, and Upland (including San Antonio Water Company). IEUA also replenishes local groundwater supplies with captured stormwater and recycled water produced by IEUA that is later extracted by local water agencies for use as a drinking water supply.

Water recycling is a critical component of the water resources management strategy for IEUA and the Chino Basin. The Agency is responsible for treating over 51 million gallons per day (mgd) of wastewater, on average, received from seven sewer agencies including the cities of Chino, Chino Hills, Fontana, Montclair, Ontario, Upland, and the Cucamonga Valley Water District. This water is treated to Title 22 regulations set forth by the State Division of Drinking Water and distributed to its retailers for agriculture, municipal irrigation, industrial uses, and groundwater replenishment.

IEUA currently operates five regional wastewater treatment plants: Regional Water Recycling Plant (RP)-1 (located in Ontario), RP-2 – Solids (located in Chino), RP-4 (located in Rancho Cucamonga), Carbon Canyon Water Recycling Facility (located in Chino), and RP-5 (located in Chino).

In conjunction with these facilities, IEUA also maintains and operates:

- The Chino I Desalter (located in Chino) on behalf of the Chino Basin Desalter Authority, which uses reverse osmosis technology to remove salt and nitrates from groundwater pumped from

19 wells throughout the Chino Basin. It produces 12 mgd of high-quality drinking water, serving the potable water needs of approximately 35,000 people.

- The Inland Empire Regional Composting Facility (located in Rancho Cucamonga) on behalf of the Inland Empire Regional Composting Authority, a partnership between IEUA and the Los Angeles County Sanitation Districts, which composts biosolids from the wastewater treatment process to produce over 230,000 cubic yards of high-quality compost each year for local landscaping and horticultural use, marketed under the name SoilPro.
- 46 groundwater recharge basins across 19 recharge sites designed to hold stormwater run-off, imported water, and IEUA recycled water to replenish alluvial aquifers and groundwater supply. Through partnership with the Chino Basin Water Conservation District and the San Bernardino Flood Control District, IEUA's groundwater recharge framework enhances the current reliability of local supplies for a rapidly growing population and is an integral part of the Agency's local water supply planning efforts.

The Agency also prioritizes initiatives that enhance and preserve the quality of life throughout the region, which include investments in local water resources, conservation programs, and renewable energy sources. IEUA advocates for environmental stewardship and offers several free educational resources and outreach programs to inform students and the community on ecological preservation, water awareness, and sustainability.

SERVICE AREAS

IEUA's operations are composed of six main service areas.

Imported Water Supply

As a member agency of the Metropolitan, IEUA purchases and distributes SWP imported water for its customer agencies. Imported water is an important component of the region's water portfolio, representing approximately 30% of regional water supply, and helps ensure a reliable water supply to meet the region's growing demands. On average, IEUA delivers 50,000+ acre-feet of imported water to customer agencies during non-drought years. Customer agencies distribute that water locally by delivering treated water to homes and businesses within their service areas.

Wastewater Collection & Treatment

IEUA collects and treats wastewater received from the seven sewer agencies. Sewer agencies collect wastewater from residential, commercial, and industrial areas. IEUA receives wastewater from sewage collection systems and treats the wastewater regionally with advanced technology compliant with regulations.

IEUA's wastewater collections system is composed of the Regional Sewerage System which conveys wastewater to IEUA's four regional water recycling plants or to the Non-Reclaimable Wastewater System (NRWS). IEUA's fifth regional plant, RP-2, is a solids handling facility and receives primary

sludge from RP-5 and CCWRF. IEUA's permitted wastewater treatment capacity is 85 million gallons per day.

Recycled Water

IEUA distributes a portion of recycled water, which is the result of treated wastewater, for non-potable agricultural, municipal irrigation, and industrial uses. The remaining recycled water is used for groundwater recharge or is distributed to the Santa Ana River in order to meet the requirements of the Santa Ana River Judgment. 90+ miles of regional pipeline and 1,300+ recycled water connections support the local economy and bolster local supply reliability.

Groundwater Recharge

A portion of recycled water, stormwater capture, and imported water is distributed to recharge basins for groundwater recharge. The groundwater recharge program enhances the reliability of local groundwater supplies for a rapidly growing population and is an integral part of local water supply planning in the greater Chino Basin. The program relies on partnership with the Chino Basin Water Conservation District, San Bernadino County Flood Control District, and Chino Basin Watermaster. Annually, IEUA recharges between a few hundred to 50,000 acre-feet of imported water depending on supply surplus, 5,000 to 20,000 acre-feet of stormwater, and 13,000 to 17,000 acre-feet of recycled water.

Renewable Energy

IEUA uses renewable energy to help offset costs related to electricity and natural gas usage at its five treatment plants and the Inland Empire Regional Composting Facility. Solar and wind renewable energy projects offset approximately 8% of total energy costs.

Regional Composting

IEUA composts dewatered and stabilized biosolids from the wastewater treatment process at the Inland Empire Regional Composting Facility (IERCF) under a Joint Powers Authority agreement formed between IEUA and the Los Angeles County Sanitation Districts. Since 2007, 100% of IEUA's biosolids have been recycled at the IERCF, which is North America's largest indoor biosolids composting facility with over 200,000 wet tons per year of dewatered and stabilized biosolids. While being a cost-effective approach for handling biosolids, composting has additional benefits including reducing and diverting urban organic materials from landfills and creating a valuable product for sustainable agricultural practices.



STRATEGIC PLAN FRAMEWORK

Our strategic plan is grounded in the Agency’s **vision** (the ideal state of the Agency and impact on the community in the future), **mission** (how we plan to achieve our vision), and **values** (the principles by which we strive to work). The **strategic goals** will guide our work for the next five years.

OUR VISION IS TO...

Enhance the quality of life throughout our region by leading the way in water management and environmental stewardship.

OUR MISSION IS TO...

Provide essential water and wastewater services in a regionally planned and cost-effective manner, while safeguarding public health, supporting community needs, and protecting the environment.

OUR VALUES...

Leading the way. Planning for the future. Collaboratively protecting the resources of the communities we serve. IEUA:

- Integrates environmentally sustainable, ethical, safe, and fiscally responsible practices into every aspect of our business.
- Works with integrity as one team.
- Actively engages with the communities we serve while recognizing the region’s diverse needs.
- Stays at the forefront of the industry through education, efficiency, and innovation.

STRATEGIC GOALS

GOAL 1. Water Supply Reliability

Provide a reliable and economical water supply that meets the evolving needs of the region.

GOAL 2. Public and Environmental Health

Operate in a safe and responsible manner to support the health and environmental sustainability of our communities.

GOAL 3. Fiscal Responsibility

Responsibly manage public funds and safeguard IEUA's fiscal health to support short-term and long-term needs, while providing cost-effective services to our customers.

GOAL 4. Culture of Excellence

Foster an organizational environment where safe operations, continuous innovation, positive community engagement, and exceptional performance are consistently pursued and celebrated.



STRATEGIC GOALS AND OBJECTIVES

Each strategic goal is supported by specific objectives and priority actions that IEUA aims to accomplish over the next five years. The actions listed are not a complete list of activities to achieve the Agency's goals and objectives but are priorities during the five-year Plan period.

GOAL 1. WATER SUPPLY RELIABILITY

Provide a reliable and economical water supply that meets the evolving needs of the region.



Objective A. Water Supplies

Support the region with the retention and development of reliable, resilient, and sustainable water supplies from diverse sources.

- Assess current recycled water infrastructure to determine opportunities for expansion.
- Continue efforts to implement priorities identified in the 2020 Urban Water Management Plan.
- Collaborate with customer agencies and regional partners to support the development of the 2025 Urban Water Management Plan.
- Update the Integrated Water Resources Plan.
- Finalize the Preliminary Design Review document for the “TAKE Facilities” as a part of the Chino Basin Program.
- Complete negotiations on public benefit agreements with respective State Departments and Agencies associated with the Chino Basin Program that advance regional interests.
- Complete negotiations on participation agreements with Chino Basin Program local partners that advance regional interests and support local water supply needs.
- Complete remaining tasks required by the California Water Commission for final award of funding for the Chino Basin Program.

Objective B. Groundwater Recharge

Support projects and initiatives that optimize groundwater recharge in the Chino Basin.

- Maximize stormwater capture.
- Connect permitted basins to recycled water.
- Construct aquifer replenishing wells to enhance storage capacity of recycled water supplies.
- Update and bring online the Recharge Master Plan Update Projects.
- Determine need and placement for aquifer replenishing wells.
- Assess viability of possible new basin locations.

Objective C. Partnerships

Promote innovative, collaborative partnerships with local and regional agencies to strengthen long-term water supply reliability.

- Continue efforts to improve communication, coordination, and collaboration with customer agencies.
- Maintain effective collaboration and coordination efforts with key regional agencies including but not limited to the Chino Basin Watermaster, the Chino Basin Water Conservation District, the San Bernardino County Flood Control District, and the Santa Ana Watershed Project Authority.
- Continue to collaborate and partner with the Metropolitan Water District of Southern California and other local and regional agencies on short and long-term effective water management strategies such as connecting into Colorado River supplies and maximizing recycled water capture, storage, and usage.
- Identify and share external funding opportunities with customer agencies that would support projects that enhance local water supply reliability and water management initiatives.

Key Performance Indicators

- Water supply and usage by type, in million gallons per day (MGD) and acre-feet per year (AFY)
- Total water consumption within IEUA's service area
- Recycled water storage capacity
- Number of connected permitted basins
- Annual volume of groundwater recharge by type (imported, stormwater, recycled)

GOAL 2. PUBLIC AND ENVIRONMENTAL HEALTH

Operate in a safe and responsible manner to support the health and environmental sustainability of our communities.



Objective D. Wastewater Treatment

Maintain effective wastewater operations and treatment processes to protect public health and the environment.

- Monitor treatment plant performance and initiate corrections to maintain regulatory compliance.
- Complete the Regional Water Recycling Plant No. 5 Expansion Project and bring all new systems online.
- Update the 2015 Wastewater Master Plan.
- Take proactive steps to address Constituents of Emerging Concern (CEC), including PFAS.
- Explore the feasibility of supporting septic to sewer conversions in collaboration with customer agencies and identify IEUA's role if applicable.
- Collaborate with the Santa Ana Regional Water Quality Control Board to achieve a Change of Use permit for wastewater diversions for the Advanced Water Purification Facility.
- Construct an Advanced Water Purification Demonstration Facility for testing, training, outreach, and educational purposes.
- Construct an Advanced Water Purification Facility.
- Continue administration of the Non-Reclaimable Wastewater System and Inland Empire Brine Lines in collaboration with Los Angeles County Sanitation Districts and the Santa Ana Watershed Project Authority.
- Continue to collaborate with sewer agencies to promote and educate the community on the importance of protecting the regional sewer system.
- Prepare the Infiltration and Inflow Study.

Objective E. Regulatory Compliance

Continue to comply with all federal, state, and local laws and regulations to ensure public health and promote an ethical, safe, and healthy work environment.

- Continue to coordinate with the Santa Ana Watershed Project Authority, Santa Ana Regional Water Quality Control Board, and Chino Basin Watermaster to ensure compliance with the National Pollutant Discharge Elimination System (NPDES) permit.
- Prepare and submit the Sewer System Management Program Audit in 2027.

- Update and submit the Sewer System Management Program by June 2028.
- Conduct annual reviews of the safety and health programs.
- Provide regular training to management and employees on key ethics, safety standards, and cybersecurity.
- Implement an electronic filing system to support compliance management.
- Continue to maintain Water Quality Laboratory accreditation through the Environmental Laboratory Accreditation Program.

Objective F. Water Use Efficiency

Promote water use efficiency, education, and incentive programs to assist the region in conservation.

- Continue efforts to implement priorities identified in the 2024-2026 Business Plan for Water Use Efficiency.
- Prepare Business Plan for Water Use Efficiency post-2026.
- Provide rebate programs to customer agencies and the community that are designed to encourage more sustainable practices (such as rebates for turf replacement).
- Implement the Turnkey Turf Transformation program to recognize water savings through the removal of turf and installation of drought resilient landscaping.

Objective G. Resource Recovery

Manage biosolids to support Agency sustainability efforts, regional needs, and regulatory standards.

- Collaborate with local municipalities to support compliance with Senate Bill 1383 compost procurement requirements by promoting the use of our compost.
- Continue to implement stringent quality control measures and conduct regular testing of compost products to meet or exceed industry standards.
- Develop partnerships with local municipalities and businesses to secure a steady stream of feedstocks.

Objective H. Environmental Impact

Implement and maintain environmentally sustainable business practices to support regional resilience.

- Refresh the Climate Action Plan in 2027.
- Review and update the Energy Plan.
 - Continue to enhance IEUA's renewable energy portfolio.
- Support the implementation of a regional Habitat Conservation Plan.

Key Performance Indicators

- Wastewater facility capacity (MGD) and average flow as a percent of capacity
- Water Quality Laboratory accreditation
- Number of compliance issues/safety incident rate
- Usage of rebate programs
- Annual water savings in Acre-Feet
- Tons of processed biosolids
- Cubic yards of compost produced
- Percentage of available capacity of the IERCF
- Renewable energy (solar and wind) generation
- Annual IEUA facility energy consumption

GOAL 3. FISCAL RESPONSIBILITY

Responsibly manage public funds and safeguard IEUA's fiscal health to support short-term and long-term needs, while providing cost-effective services to our customers.



Objective I. Funding and Appropriations

Fund operations and capital investments by maintaining reasonable service rates, adopting fees that fully support the costs of service, and seeking diverse external funding to offset overall costs.

- Continue efforts to conduct a five-year rate study and clearly define a consistent rate structure that reflects actual service costs.
- Explore and identify the best methodology for establishing and collecting rates.
- Assess usage of property tax to fund capital projects.
- Proactively identify and pursue grant and state and federal loan funding opportunities to support IEUA operations and capital projects.
- Maintain strong credit and bond ratings to support future issuances.
- Update the Investment Policy on an annual basis to ensure appropriate balance among safety, liquidity, and yield considerations.

Objective J. Budget Planning and Reporting

Prepare multi-year budgets, plans, and reports to support fiscal stability.

- Continue to develop IEUA’s budget book, Annual Comprehensive Financial Report, and quarterly budget amendments.
- Continue efforts to ensure collaborative and interdepartmental planning.
- Improve project planning and cost estimation methodologies.
- Maintain compliance with grant and loan reporting and debt requirements.
- Refresh and maintain a rolling 10-year staffing plan to guide resource allocation.
- Complete external and internal audits of financial transactions to ensure compliance with regulatory requirements and policies and evaluate cost containment opportunities.

Objective K. Reserves

Maintain appropriate fund reserves which can withstand significant changes to the economy, funding sources, or operational needs.

- Review the Reserve Policy on an annual basis to ensure sufficient funding to meet operating, capital, debt service, obligations, and unforeseen events, and comply with legally mandated requirements.

Key Performance Indicators

- Timeliness of loan payments
- Submission of grant compliance documentation
- Invoice payment processing timeliness
- Maintaining minimum reserve requirements per the reserve policy
- Review of investment policy annually
- Adoption of rates reflective of the cost of service

GOAL 4. CULTURE OF EXCELLENCE

Foster an organizational environment where safe operations, continuous innovation, positive community engagement, and exceptional performance are consistently pursued and celebrated.



Objective L. Work Environment

Engage and retain top-tier employees by fostering a collaborative work environment that values effective communication, innovation, work-life balance, and diversity.

- Provide competitive total compensation to attract and retain employees.

- Continue efforts to track and right size workloads to reduce burnout.
- Continue to support remote work options where feasible.
- Continue to strengthen internal communication practices to increase collaboration and break down internal silos.
- Continue to take steps to ensure that IEUA provides an equitable and inclusive work environment.
- Promote Agency cultural attributes for a consistent and supportive approach to Agency culture development.
- Foster open, productive, and respectful relationships with Labor Units.

Objective M. Workforce Development

Maintain a highly skilled workforce through effective recruitment and by providing career growth opportunities, professional development, and succession planning.

- Collaborate with national, state, and regional partners on workforce development programs to enhance awareness of and access to IEUA job opportunities.
- Review employee onboarding programs annually with a focus on employee retention.
- Establish documented career ladders to clarify professional progression.
- Conduct a comprehensive classification and compensation study to remain competitive in attracting and retaining employees.
- Implement a new performance appraisal process that aligns employee performance with organizational goals.
- Continue to provide professional education opportunities to employees through training and reimbursement programs.
- Continue efforts to ensure that managers are provided with opportunities to develop leadership skills.
- Implement a new learning management system ensuring that regulatory compliance topics are integrated.
- Establish internal succession planning processes, resources, and training support.

Objective N. Improvement and Innovation

Enhance the efficiency of internal processes and operational systems to ensure that Agency resources are used as effectively as possible.

- Replace the Enterprise Resource Planning (ERP) system.

- Adopt technologies that optimize resource utilization, enhance operational reliability, and strengthen security, considering cloud-based solutions where appropriate.
- Review and re-engineer business processes to increase efficiency.
- Regularly review and update policies and procedures and ensure that workflows are clearly documented within Standard Operating Procedures.
- Identify and evaluate applications of Artificial Intelligence (AI) to enhance operational efficiency.
- Update Supervisory Control And Data Acquisition (SCADA) Master Plan.
- Establish internal processes to ensure proper asset data accuracy and management.
- Complete implementation of a new grant management system for current and historical grants and loans.
- Establish policy review calendars for Board and operational policy updates.
- Continue efforts to digitize internal forms and workflows, including updating contract and form templates.
- Perform internal audits where the focus includes areas relate to operational efficiencies, safe work environment, and compliance with policies while fostering a culture of ethical behavior.
- Assess long-term viability of non-core business operations to possibly redirect resources toward higher priorities including:
 - Groundwater desalter support
 - Pump and lift station support
 - Conservation programs
 - Engineering support of non-IEUA projects

Objective O. Risk and Asset Management

Maintain robust risk and asset management practices to ensure uninterrupted service to the region.

- Develop and implement an incident management system.
- Establish an enterprise risk management program.
- Develop and maintain a technology risk management process aligning information security requirements with the Agency's overall enterprise risk management program.
- Maintain updated business continuity plan and perform regular business continuity exercises.
- Maintain updated disaster recovery plan and perform disaster recovery exercises.
- Conduct annual cybersecurity tests, training, and cyber hygiene reviews and ensure compliance with federal, state, and local regulations.

- Conduct an annual review of records management policies and procedures to ensure compliance with all federal, state, and local regulations to ensure compliance with public records requirements.
- Conduct annual ERP updates to ensure compliance with all federal, state, local, and IRS regulations.
- Perform emergency response training and exercises at least annually.
- Update Local Hazard Mitigation Plan (every five years).
- Update Regional Drought Contingency Plan (annually).
- Update Disaster Recovery Plan (annually).
- Update Emergency Preparedness Plan (annually).
- Review the Workplace Injury Illness Prevention Program on an annual basis to prevent work related injuries or illness.
- Continue to assess Agency facility capacity and ensure space needs are met for each department.
- Maintain and implement a biennial Ten-Year Capital Improvement Program (TYCIP) plan to guide construction and maintenance activities, including a Ten-Year Sewer Capital Forecast (TYSCEF).
- Maintain and communicate an updated Asset Management Plan.
- Continue efforts to provide proactive maintenance on all assets, including by developing an Agency-wide Condition Assessment Master Plan.
- Evaluate new equipment, process enhancement, and pilot projects continuously through Asset Management's Technical Services group.

Objective P. Community Engagement and Advocacy

Provide effective public outreach and education, and advocate for the development of policies, legislation, and regulations that benefit the Agency, customer agencies, and the community.

- Review and update Legislative Priorities and Policy Principles (LPPP) annually and advocate for legislation and regulations that align with the LPPP.
- Continue efforts to engage with the community on Agency priorities and initiatives through marketing, public relations, communication, and outreach.
- Continue efforts to engage with the business community to build awareness of IEUA and promote contracting opportunities with the Agency.
- Continue to provide and enhance educational programming for K-12 grade students through the Water Discovery Program.

- Maintain the Special District Transparency Certificate of Excellence.
- Design and implement a new Agency website.
- Implement remaining activities to recognize and celebrate IEUA's 75th anniversary.

Key Performance Indicators

- Employee turnover rate
- Training (hours per employee)
- Average length of recruitment
- Worker's compensation claims rate *or* total recordable workplace incident rate
- Percent of policies and procedures that have been reviewed and updated within the past five years
- Number of cybersecurity incidents
- Mean time to detect (MTTD) a potential cybersecurity incident
- Condition assessment ratings of facilities
- Net investment in capital assets
- Total deferred maintenance costs on capital assets
- Equipment unavailability rate measured in hours per year due to temporary fault, sustained fault, or unplanned maintenance
- Percent of bills with an IEUA position that passed
- Content engagement metrics (website visit/bounce rates, social media engagement, etc.)



APPENDIX A: ANNUAL REVIEW PROCESS

In alignment with the annual budget planning cycle, IEUA Senior Leadership Team will review this plan and select specific objectives and actions that will be critical to focus on for the upcoming year. Priorities will be reviewed, edited, and approved by the Board of Directors through the budget process. Departments will then incorporate the identified priorities into their budget planning and operating plans to identify specific actions, timelines, and responsible parties, and report on progress related to these goals throughout the year.

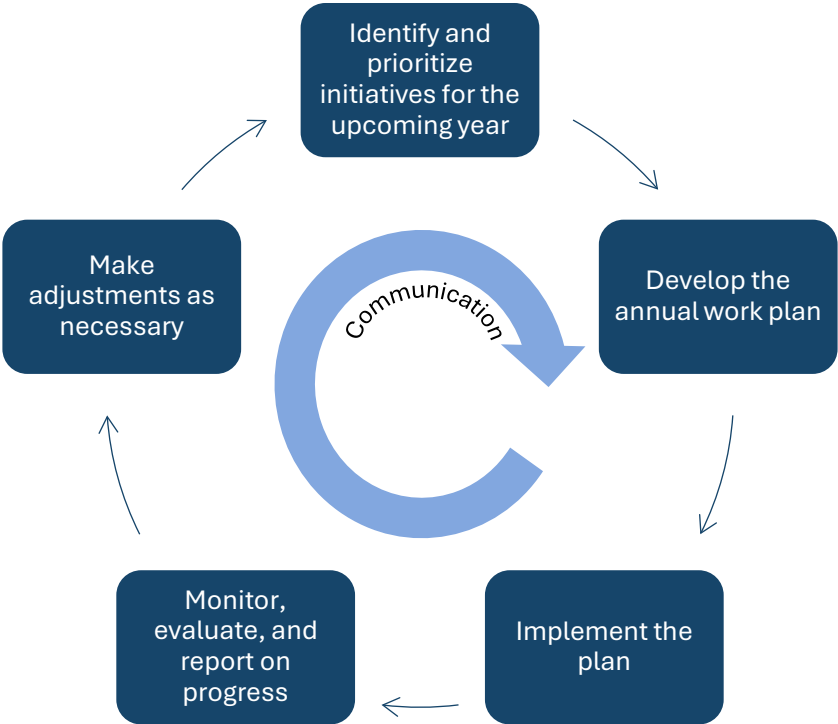
The general timeline will be as follows:

December/January

- IEUA’s Senior Leadership Team reviews work completed during the previous year, identifies priority project for the upcoming year

June

- The Board of Directors reviews, amends, and approves the priorities through the annual budget process



ACKNOWLEDGEMENTS

This plan was developed between February and December 2024. The process included input from IEUA staff, leadership, and the Board of Directors, as well as customer agency leadership. A Strategic Plan Coordination Team composed of staff from across the Agency provided input throughout the process on the plan through work sessions and document review. The following groups and individuals dedicated time and valuable input to develop this strategic plan.

IEUA Board of Directors

- Marco Tule, President (Division 1)
- Jasmin A. Hall, Vice President (Division 4)
- Steven J. Elie, Secretary/Treasurer (Division 3)
- Paul Hofer, Director (Division 2)
- Michael Camacho, Director (Division 5)

IEUA Leadership and Employees

IEUA Strategic Plan Coordination Team

- Alyson Piguee, Director of External and Government Affairs (Project Coordinator)
- Jeanina Romero and Jennifer Hy-Luk, Agency Management
- Andréa Carruthers, Stephanie Chancellor, and Nicole Slavin, External Affairs
- Ashley Womack and Anne Pandey, Grants and Government Affairs
- Jason Marseilles, Engineering
- Travis Sprague, Asset Management
- Robert Delgado, Operations and Maintenance
- Arin Boughan, Operations and Maintenance (IERCF)
- Scott Lening and Ryan Love, Operations and Maintenance (Operations)
- Lucia Diaz and Steve Smith, Operations and Maintenance (Facilities and Water Systems)
- Ken Tam, Pietro Cambiaso, Eddie Lin, and Neetu Gupta, Planning and Resources
- Sushmitha Reddy, Planning and Resources (Water Quality Laboratory)
- Angel Cisneros, Nolan King, and Neetu Khilnani, Information Technology
- Liz Hurst, Chino Basin Program
- Tony Arellano, Safety
- Sheila Esparza, Human Resources
- Andrew Alonzo, Agency Administration
- Rose Nguyen, Finance (Accounting)
- Susannah Shoaf, Finance (Contracts and Procurement)
- Justin King, Operations & Maintenance (Labor)

IEUA Customer Agency Leadership