



ANNUAL REPORT
Fiscal Year 2019-2020

Message from the General Manager



**THE INLAND EMPIRE
UTILITIES AGENCY
CELEBRATES OVER 70
YEARS OF INNOVATION,
LEADERSHIP AND SERVICE
TO THE COMMUNITY WHILE
SERVING AS A CHAMPION
FOR ENVIRONMENTAL
STEWARDSHIP IN THE
REGION.**

As a result of the Chino Basin's rapidly growing population and expected increase in demand for water, the Agency continues to improve and evolve to meet the changing needs of the region. From IEUA's formation on June 6, 1950 (previously known as Chino Basin Municipal Water District), the Agency has transformed from a supplemental provider of imported water to producing highly treated wastewater, developing a recycled water program with approximately 155 miles of pipeline across western San Bernardino County, utilizing innovative renewable energy programs to minimize costs and environmental impact, and promoting public awareness of the importance of environmental stewardship.

The last few months of Fiscal Year (FY) 2019/20 presented sweeping changes to our communities,





State and world that no one could have predicted. IEUA employees did an amazing job adapting to a new work environment with the start of the COVID-19 pandemic. We made swift adjustments, resulting in more than half of our employees – our operators, maintenance staff, laboratory staff, project managers, and other Agency staff – continuing to come into work under stringent, COVID-19-related safety guidelines, and the remainder of the employees successfully transitioning to telework status in a very short period of time. IEUA continued to ensure that operations ran successfully due to our staff's unwavering dedication,

perseverance, and commitment to safeguarding the public health of our communities.

IEUA's Board of Directors remain committed to continuing the Agency's exceptional performance and services into the future as they guide the Agency towards another successful year of fiscal responsibility, water reliability and environmental stewardship.

Shivaji Deshmukh, P.E.
General Manager

Board of Directors

Jasmin A. Hall - President
Representing Division 4

Michael Camacho - Vice President
Representing Division 5

Steven J. Elie - Secretary/Treasurer
Representing Division 3

Paul Hofer - Director
Representing Division 2

Marco Tule - Director
Representing Division 1

Executive Team

Shivaji Deshmukh, P.E.
General Manager

Christiana Daisy, P.E.
Deputy General Manager

Kathy Besser
Executive Manager of External and Government
Affairs/Assistant General Manager

Randy Lee
Executive Manager of Operations/Assistant
General Manager

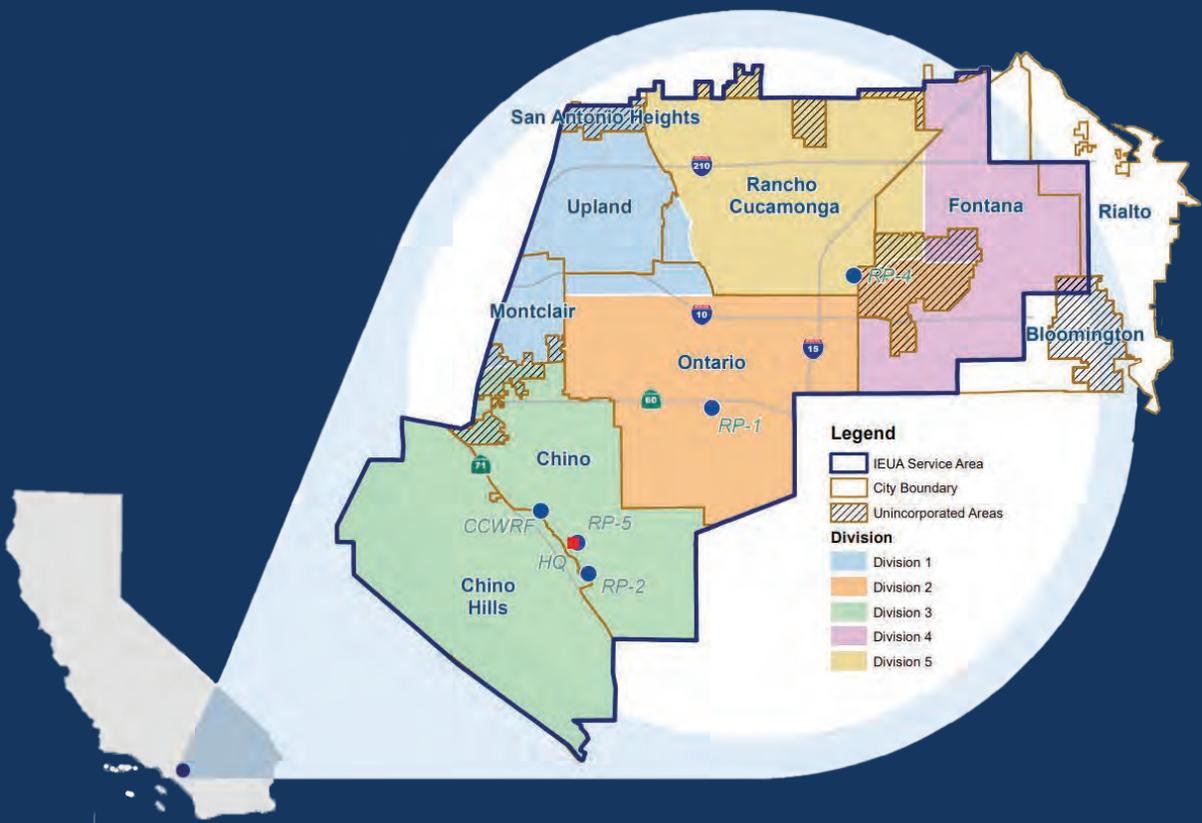
Christina Valencia
Executive Manager of Finance and
Administration/Assistant General Manager

Jean Cihigoyenetche
General Counsel



Service Area

IEUA is responsible for serving approximately 875,000 residents over 242-square miles in western San Bernardino County.





70 YEARS

About Us

The Inland Empire Utilities Agency is located in western San Bernardino County and serves approximately 875,000 residents in a 242-square mile service area.

As a regional wastewater treatment agency, the Agency provides sewage utility services to seven contracting agencies under the Chino Basin Regional Sewage Service Contract: cities of Chino, Chino Hills, Fontana, Montclair, Ontario, Upland, and Cucamonga Valley Water District (CVWD) in the city of Rancho Cucamonga.

In addition to the contracting agencies, the Agency provides wholesale imported water from the Metropolitan Water District of Southern California to seven retail agencies: the cities of Chino, Chino Hills, Ontario, Upland, CVWD in the city of Rancho Cucamonga, Fontana Water Company in the city of Fontana, and the Monte Vista Water District in the city of Montclair.

OF SERVICE



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; and
- 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

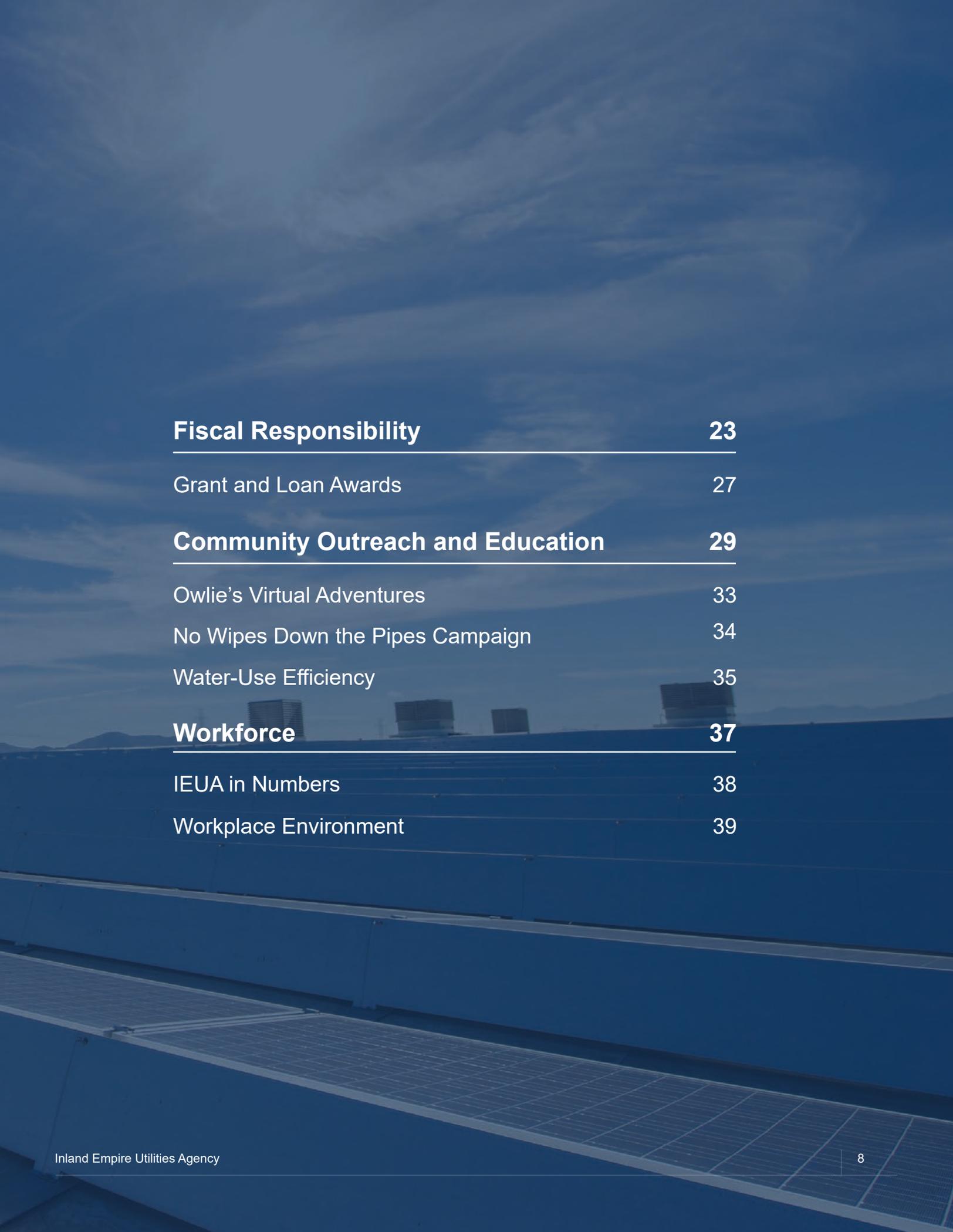
Leading the way. Planning for the future. Protecting the resources of the communities we serve.

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; and
- Staying in the forefront of the industry through education, innovation, efficiency, and creativity.

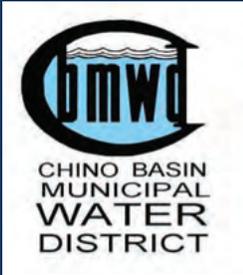
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70 YEARS OF... WATER RELIABILITY



June 6, 1950

Voters overwhelmingly chose to purchase supplemental water from the Metropolitan Water District of Southern California (MWD) to bring water to the region from the Colorado River Aqueduct. Chino Basin Municipal Water District (CBMWD) was formed.

July 3, 1950

County Board of Supervisors passed a resolution to divide CBMWD into five districts.



1950

Three of four CBMWD employees. The first headquarters was rented from Fontana Water Company at \$25 per month.



February 7, 1952

CBMWD's first full-time General Manager, Chief Engineer Howard F. Clark.

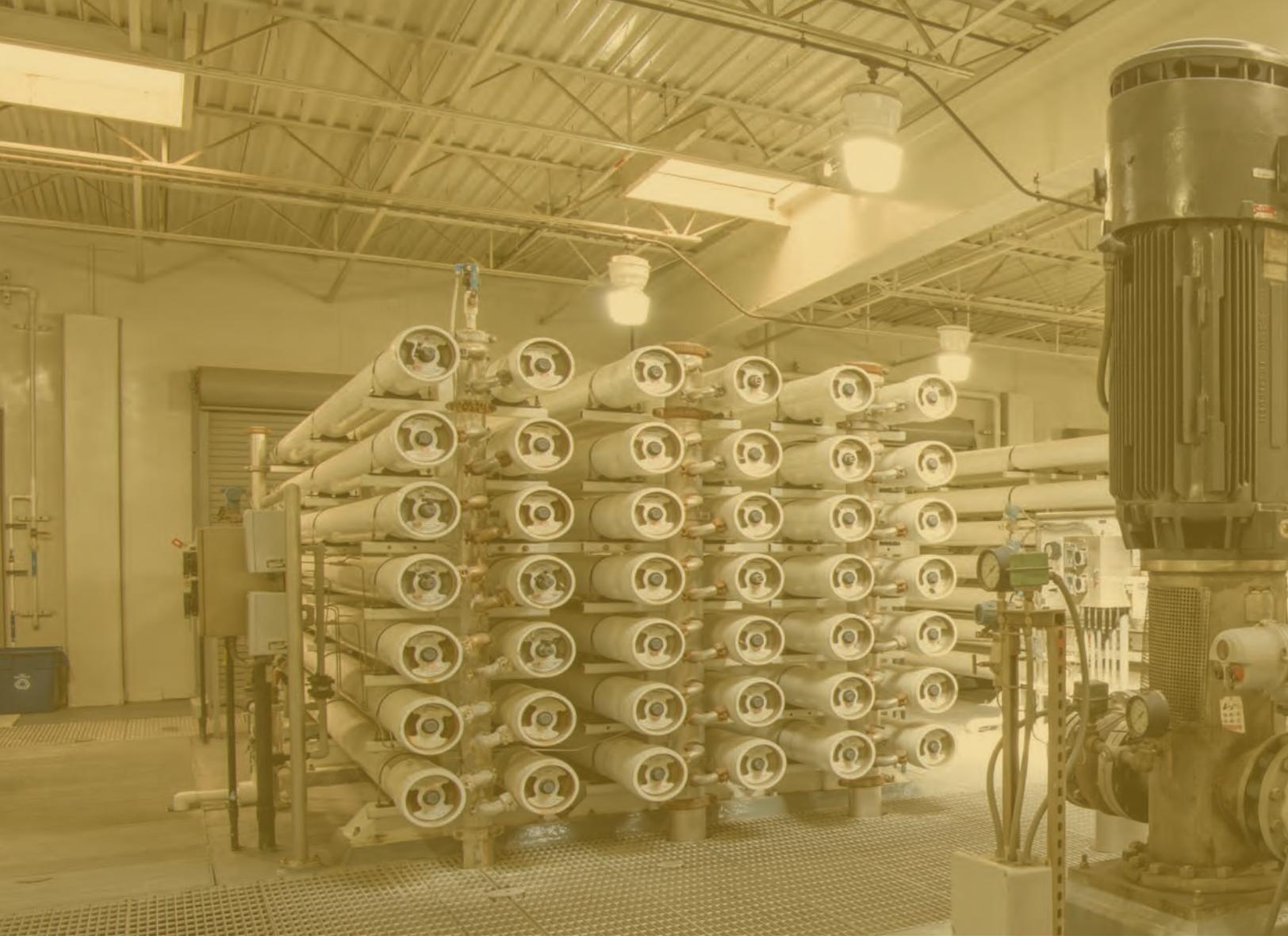
December 7, 1950

CBMWD held its first Board meeting. Director Philip B. Hasbrouck was elected to also serve as the first General Manager by the Board of Directors.



July 10, 1959

Gov. Pat Brown signed the California Water Resources Development Bond Act, also known as the Burns-Porter Act, authorizing construction of the State Water Project.



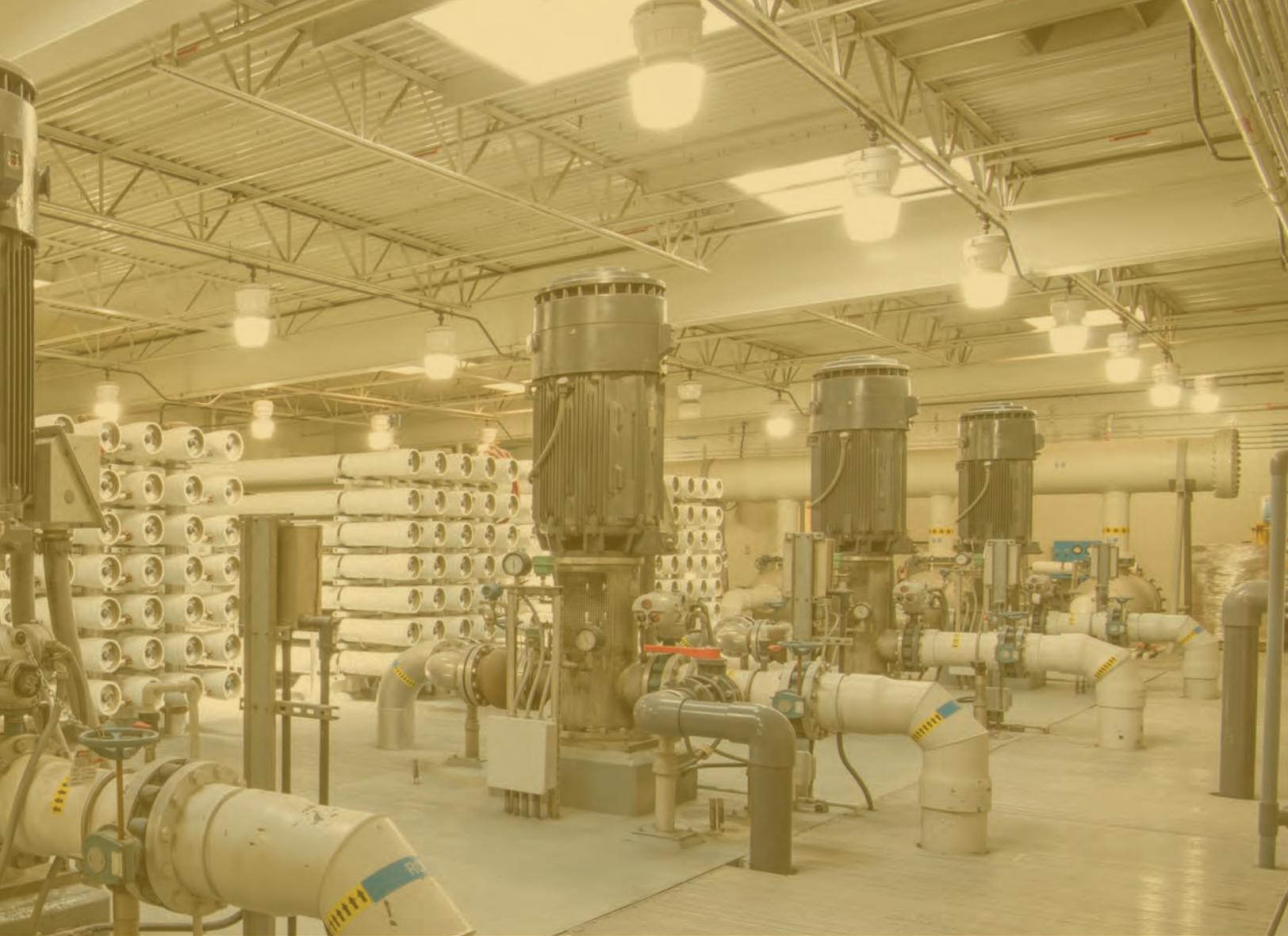
Supplemental Water Provider

As a member of MWD, the Agency is the supplemental water provider for western San Bernardino County. Approximately 30 percent of the water used in the region is imported from the State Water Project through MWD.

Total water consumption within IEUA's service area for FY 2019/20 was 192,100 acre-feet (AF)*. This is roughly a 1.7 percent increase (3,283 AF) from FY 2018/19 consumption of 188,817 AF. Compared to FY 2013/14 when water consumption was at 227,586 AF, the region is now using approximately 15 percent less water than before the recent drought. Despite an increase in overall usage from last year, MWD Tier 1 imported water usage in the region has decreased from 63,230 AF in FY 2018/19 to 49,035 AF in FY 2019/20. The reduction in imported water was met by increased use of other local water sources.

The year 2017 marked the end of the drought emergency, and the focus returned to continuing to diversify and maximize local resources, including recycled water and groundwater, while expanding water-use efficiency programs. These efforts will better prepare the service area for future dry years and will increase regional resiliency in the face of climate change.

** Acre-Feet = about 326,000 gallons or enough water to cover an acre of land (about the size of a football field) one foot deep.*



Chino Desalters

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

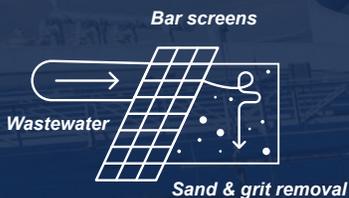
The CDA purifies brackish groundwater extracted from the Chino Basin with the Chino I and II Desalter facilities and distributes the drinking water to its member agencies. The Chino I and II Desalters serve the dual purpose of providing a reliable water supply and managing groundwater quantity and quality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

IEUA operates the Chino I Desalter, which commenced operation in 2001.

Wastewater Treatment Process

1. Preliminary Treatment

Wastewater flows through bar screens and grit chambers, where large and more dense materials such as sand, coffee grounds, egg shells and rags are removed.



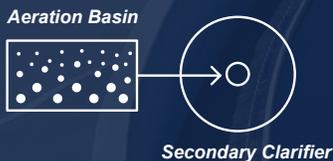
2. Primary Treatment

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



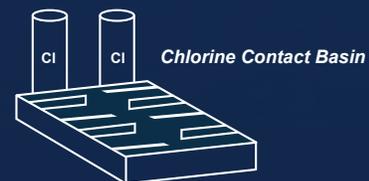
3. Secondary Treatment

This is the biological process in which the organic material is removed by microorganisms. This process reduces in excess of 90% of the organic material in the wastewater.



4. Tertiary Treatment

Water is passed through filtration to remove suspended organic solids, and is disinfected using sodium hypochlorite.



Wastewater Treatment

IEUA owns and operates four facilities specializing in regional water recycling services. The Agency's water recycling plants collectively take in approximately 49.2 million gallons of wastewater per day for treatment. Several treatment processes contribute to providing high quality recycled water pursuant to California's Title 22 regulations.

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.

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.

As demand for potable water increases, the future availability of drinking water for irrigation is questionable. Utilizing recycled water for irrigation and other purposes is making use of a valuable resource that would otherwise be disposed of.

During FY 2019/20, the average recycled water supply from IEUA's facilities was approximately

49.2 *or* **54,750**
million gallons per day (MGD) acre-feet per year (AFY).



Water Quality Laboratory

IEUA's Water Quality Laboratory 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 laboratory is assessed and certified by the California State Water Resources Control Board (SWRCB) through its Environmental Laboratory Accreditation Program (ELAP) to perform compliance testing for National Pollutant Discharge Elimination System (NPDES) and California Division of Drinking Water permit compliance monitoring, as well as industrial and domestic wastewater discharge monitoring for the Agency's Pre-Treatment and Source Control Department.

On May 5, 2020, the SWRCB adopted comprehensive regulations for the ELAP to modernize the program and elevate data quality for California communities. The

regulations were approved by the Office of Administrative Law and went into effect January 1, 2021.

The laboratory uses sophisticated equipment such as a Gas Chromatograph for pesticides, an Ion Chromatograph for Nitrate and Gas Chromatogram using a Mass Spectrophotometer for Trichloroethene (TCE). Staff are currently evaluating new technologies and regulations to determine the feasibility of incorporating additional tests in the hopes to expand services for years to come.

The Agency's education programs will include educational tours of the lab, showcasing the building and its water quality functions for students kindergarten through twelfth grade and the community.

Water samples are collected from over **100** locations

Approximately **20,000** samples are gathered annually and ran through:



Extractions



Gas Chromatography



Metals Analysis



Bioassays



Wet Chemical Analysis

Annually, the Agency analyzes over **60,000** tests for:



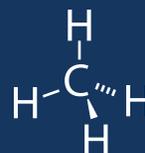
Toxicity



Total Coliform



Metals



Organic Compounds



Inorganic Compounds

70 YEARS OF... ENVIRONMENTAL



1960

CBMWD completed construction of its first headquarters building in Ontario.

November 8, 1960

California voters passed a \$1.75 billion bond act to fund the State Water Project, bringing water from northern to southern California.

1960

CBMWD became both a regional supplier of water and expanded into sewage treatment.

STEWARDSHIP



December 1966

Voters passed a \$16 million bond. Work began on a \$14.5 million, 25-mile trunk line, collecting non-reclaimable waste and conveying material to an outfall line west of the city of Pomona.

1962

Regional Water Recycling Plant No. 2 (RP-2) begins operation. Presently, the plant treats only solids.



1969

Chino Basin Water Users Association and the CBMWD began developing a groundwater management plan.

Environmental Stewardship

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

Energy Optimization

IEUA continues to be recognized for its leadership in technology and water management—tackling the water-energy nexus takes the Agency’s innovation to a new level.

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 and wind along with battery storage into its facilities to reduce its demand on the grid. Utilizing public-private partnerships also reduced our costs in addition to not expending capital.

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.



Portfolio History

IEUA entered into a Power Purchase Agreement (PPA) with a private company and had 3.5 MW of solar power installed at four of IEUA's facilities in 2008. Since installation, IEUA has consumed approximately 71,419 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 3,162 MWh since startup.

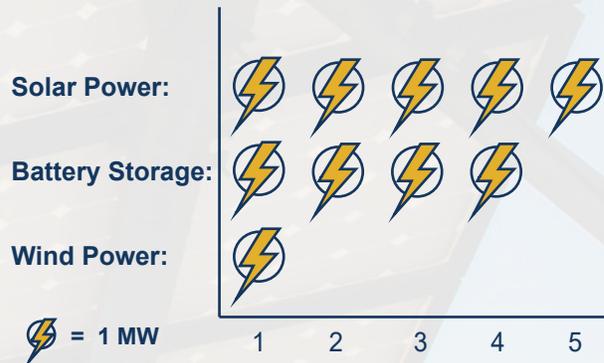
IEUA partnered with an energy firm to install 4.0 MW of advanced energy storage systems at Agency facilities and 1.5 MW of solar at the Inland Empire Regional Composting Facility. The storage systems optimize IEUA's on-site generation including solar and wind. Since the start of the operation in January 2019, the solar has generated an estimated 3,415 MWh of power.

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

The Agency's Energy Optimization programs generated 10 percent of the electricity consumed from renewable energy for the fiscal year. The renewable energy generated by IEUA in FY 2019/20 would be able to provide electricity to at least 648 homes for one year.

Portfolio: Megawatt (MW)

Currently Installed



Groundwater Recharge

IEUA, Chino Basin Watermaster, Chino Basin Water Conservation District, and the 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 to enhance drinking water quality throughout the greater Chino Basin.

Aquifers naturally filter groundwater to enhance water quality as it passes through underground layers of rocks and soil. As part of the recycled water expansion, IEUA has enhanced the capabilities of the Groundwater Recharge Program to help replenish the area's underground aquifers. These recharge sites improve the reliability of the local groundwater supply for a growing population.

Located throughout IEUA's service area are 18 recharge sites designed to capture runoff from storms, imported water from the State Water Project and high-quality recycled water from IEUA's distribution system.

In FY 2019/20,

IEUA recharged

10,038 AF

of stormwater/local runoff

Delivered

18,776 AF

of imported water and

13,381 AF

of recycled water.

Recycled water direct usage was

17,115 AFY

Composting and 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 wood waste and green waste needed for the composting recipe.

For FY 2019/20, the IERCF processed 147,606 tons of biosolids, 42,068 tons of amendments and produced 232,294 cubic yards of Seal of Testing Assurance (STA) Certified Compost sold under the brand name SoilPro Premium Compost. The compost is sold to landscapers and farmers throughout southern California.

Over the past 13 years, IERCF has cost-effectively provided and manufactured an exceptional quality compost with an excellent safety record and a perfect environmental compliance record.

For FY 2019/20,

the IERCF processed

147,606 tons

of biosolids and

42,068 tons

of amendments.

IERCF also produced

232,294 cubic yards

of STA Certified Compost sold under the brand name SoilPro Premium Compost. The compost is sold to landscapers and farmers throughout southern California.

**amendments are elements added to soil to improve its capacity to support plant life.*

70 YEARS OF... FISCAL RESPONSIBILITY

Early 1970s

CBMWD developed the Non-Reclaimable Wastewater System. It would provide treatment and disposal of industrial waste of non-reclaimable, salt-laden, industrial strength wastewater to Los Angeles and Orange Counties for treatment and discharge.



CMBWD began serving its first customer, Kaiser Steel with industrial waste collection in this new line.

1972

CBMWD became a regional sanitation district. An agreement was reached to purchase three wastewater treatment plants and pipeline serving Fontana, Montclair, Ontario, Upland, and Chino areas.

1970

Regional Water Recycling Plant No. 1 (RP-1) was upgraded to treat at a tertiary level. A pipe was installed from Ontario near the 60-freeway to Prado Basin, keeping high-level quality water and discharge in the Santa Ana River. This pipeline became the first recycled water backbone for the Agency.



BILITY



1972

CBMWD water supply shifts from Colorado River to the State Water Project. The East Branch serves the Chino Basin through the Rialto Pipeline. It arrived just in time for an extreme drought.

1972

CBMWD's Regional Sewage Service Contract was created. The District sold wholesale recycled water to its member agencies, which in turn sold the water directly to their customers.

January 2, 1975

Several Chino Basin producers overlying the Chino Groundwater Basin filed a lawsuit against other users in California Superior Court in San Bernardino County to determine who had water rights in the basin.

Fiscal Responsibility

To mitigate future rate increases, the Agency remains committed to cost containment and optimizing grant funding and low-interest loans to support capital investments in the region.

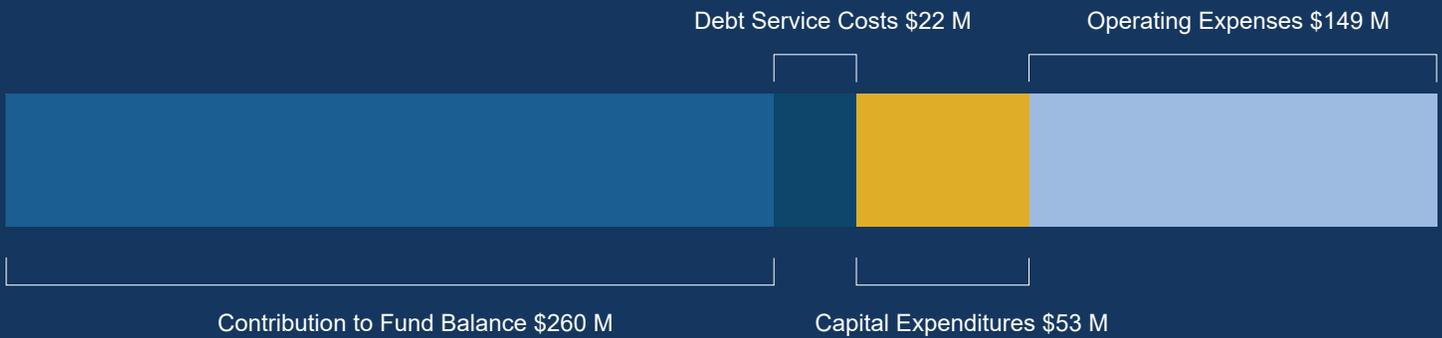
The Agency is committed to safeguarding its fiscal health through organizational efficiency and the adoption of balanced multiyear budgets and rates. The Agency provides open and transparent communication to educate partner agencies and the communities it serves on IEUA's fiscal policies.

FY 2019/20 *(\$ in millions)*

Operating Revenues	\$144 M
Connection Fees	\$32 M
Property Taxes	\$56 M
Debt Proceeds	\$226 M
Grants & Loans	\$6 M
Other Revenues	\$20 M

Total Funding Sources: \$484 million

**Other revenues include contract cost reimbursements from CDA, IERCA and Chino Basin Watermaster as well as interest revenues and lease revenues.*



Total Expenses:
\$484 Million

Audited Actuals

Operating revenues of \$144 million include \$88 million in service charges for the Agency’s regional programs, \$41 million for pass-through sales of imported water and \$15 million of recycled water sales. The remaining 70 percent of revenues and other funding sources are non-operating revenues comprised of debt proceeds of \$226 million issued to help fund the RP-5 Expansion Project, property tax receipts and fees from new

connections to the Agency’s regional wastewater (3,435 equivalent dwelling units) and water distribution (4,654 meter equivalent units) systems. Other revenues include reimbursement for the Agency’s operation of the Chino 1 Desalter, the IERCF and groundwater recharge basins.

Operating expense and debt service costs total \$171 million, capital project expenditures were \$53 million and

include construction costs for the Baseline Recycled Water Pipeline Extension and the Napa Lateral projects and other major project costs for the RP-5 Expansion and RP-1 1158 Recycled Water Pump Station Upgrade projects. Total fund balance increased by \$260 million, primarily from debt proceeds issued to support the Agency’s capital expansion projects.

Grant and Loan Information

During FY 2019/20

\$207,315,697

in awards and grants secured

Local Water Supply Restoration Granular Activated Carbon Treatment Facility

United States Bureau of Reclamation (USBR)
WaterSMART Grants: Drought Resiliency Grants for FY 2019/20

\$750,000

Regional Water Recycling Plant No. 5 (RP-5) Expansion

EPA
Water Infrastructure Finance and Innovation Act (WIFIA)

\$196,436,445

Baseline Extension Program

SWRCB
Clean Water State Revolving Fund (CWSRF) Program

\$6,694,013

Interregional Landscape Water Demand Reduction Program

Santa Ana Watershed Project Authority (SAWPA)
Proposition 84 Integrated Regional Water Management (IRWM) Program Drought Solicitation Implementation Program

\$449,301

Joint Environmental Impact Report for the California Environmental Quality Act (CEQA) Requirements

SAWPA
Santa Ana River Conservation and Conjunctive Use Program (SARCCUP)

\$367,968

Local Water Supply Restoration Granular Activated Carbon Treatment Facility

The USBR awarded IEUA \$750,000 in grant funding for the WaterSMART Drought Resiliency Program. The Local Water Supply Restoration Granular Activated Carbon Treatment Facility is a joint effort with the Chino Basin Desalter Authority that will construct new equipment at the Chino I Desalter to treat groundwater near the Chino Airport.

RP-5 Expansion

The RP-5 Expansion Project will expand the facility's treatment capacity to meet water demands in IEUA's service area and relocate the RP-2 to RP-5. All improvements made to the recycled water treatment plant will meet the requirements of the Clean Water Act and further local, regional, State, and Federal priorities related to energy conservation, drought preparedness and water resource management. IEUA entered into an agreement with the US EPA for \$196 million in low-interest loans that will save IEUA's ratepayers \$152.8 million versus the cost of financing the project through bond issuances.

Baseline Extension Program

The SWRCB Baseline Project's 1.4 percent low-interest rate loan, in the amount of \$3.3 million, combined with a \$3.3 million principal forgiveness grant, extends an existing 24-inch pipeline located on Baseline Avenue by approximately 8,150 linear feet to Cherry Avenue in the city of Fontana. The pipeline extension is located within IEUA's 1630 pressure zone and will provide recycled water for landscape irrigation that would otherwise use potable water.

Interregional Landscape Water Demand Reduction Program

The project will provide funding for highly visible landscape retrofit projects that conserve water at public agencies, commercial facilities or Homeowner Associations.

Joint Environmental Impact Report for CEQA Requirements

The SARCCUP project is a multi-agency, watershed-wide Conjunctive Use Program developing dry-year yield supply by banking 180,000 AF of wet-year water that also integrates water conservation measures, habitat enhancements and recreational use. The grant was awarded to assist IEUA with its responsibility to complete CEQA requirements for the project.

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 WateReuse 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)

70 YEARS OF...

COMMUNITY OUTREACH

1975

Senator Ruben S. Ayala's Senate Bill 222 (SB 222) authorized an assessment levy for \$2 per AF of water per year for a period of three years to raise money to fund studies and start negotiations to implement a much-needed water management program. SB 222 became part of the Municipal Water District Law in Section 72140 of the California Water Code. It was signed into law by Gov. Ronald Reagan and filed with the Secretary of State on June 28, 1975.



February 15, 1978

Chino Basin Watermaster held its first meeting. CBMWD's five-member Board of Directors was chosen as the first Watermaster and represented its member agencies during the meeting.

H AND EDUCATION



1992



Carbon Canyon Water Recycling Facility was built. It was the first treatment plant designed and constructed primarily for the purpose of generating recycled water and distributing it to the cities of Chino, Chino Hills, Montclair, and Upland. The plant treats the liquid portion of an average influent wastewater flow of approximately seven million gallons per day.

1998

CBMWD changes its name to the Inland Empire Utilities Agency (IEUA) to reflect the Agency's increased use of renewable energy in its projects and programs.

1997



RP-4 began operation. The plant serves areas of Fontana, Rancho Cucamonga and San Bernardino County. The plant treats the liquids portion of an average influent wastewater flow of approximately 10 MGD.



Community Outreach and Education

As part of IEUA's commitment to environmental stewardship, the Agency offers educational programs and takes part in community outreach. These activities focus on water supply, renewable resources and environmental sustainability.

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, Garden in Every School® Program (GIES), educational assemblies for children, Solar Cup™ competition, and more. Many IEUA education programs were suspended or adapted to an online alternative during FY 2019/20 due to COVID-19.

Water Discovery Field Trip

During FY 2019/20, IEUA provided 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.

During the second half of FY 2019/20, in-person field trips were suspended due to COVID-19 and updated safety orders. The Agency has adapted to the changes by launching a virtual education program, Owl's Virtual Adventures, which includes a virtual learning model for the Water Discovery Program.

The Chino Creek Wetlands and Educational Park is partially funded by a grant from the SWRCB.

Garden in Every School ®

The goal of the GIES Program is to educate students and the community about water-wise usage through a garden landscape featuring low water-use plants and efficient irrigation. During FY 2019/20, the program was placed on hold through FY 2020/21 due to the COVID-19 pandemic. GIES will resume new school garden installations for FY 2021/22.

Solar Cup™ 2.0

Solar Cup™ 2.0 was implemented due to restrictions put in place by COVID-19. The transition to a digital program replaced the original Solar Cup challenge where high school teams had the opportunity to build and design solar-powered boats. This new challenge focused on virtual design and development, report writing, webinars, video scripting and development, and more. Due to teams being unable to finish their designs on physical boats, participants utilized computer software to virtually design boats and produced uplifting video messages for the public service message portion of the challenge.

Chino Hills High School participated in Solar Cup™ 2.0 and utilized their creativity and dedication to complete all the challenges and finished in first place with an overall score of 1332 of 1300 by completing extra credit questions on top of what was required for their challenges.

Shows That Teach and National Theatre for Children

Shows That Teach (STT) "H2O, Where Did You Go?" and "Waterology" are fun, theatrical-style productions that teach students about water science and the importance of conservation. The National Theatre for Children Program (NTC) delivers a package of live theater, student curriculum and teacher guides focused on messages utilizing a custom-designed program covering uses of water, importance of water, ways to conserve, and ways water becomes polluted. Both programs are catered to students kindergarten through sixth grade. Over the last year, STT conducted 23 performances at elementary schools in IEUA's service area, reaching approximately 6,635 students, and NTC visited 40 elementary schools throughout IEUA's service area and conducted 74 shows reaching 17,705 students and 742 teachers.

During FY 2019/20

1,734

Girl Scouts, Boy Scouts, elementary and high school students took part in the Water Discovery Field Trip prior to March when field trips were put on hold due to COVID-19.



Owlie's Virtual Adventures

Due to the effects of COVID-19, IEUA has adapted to the changing needs of the current educational landscape by launching Owlie's Virtual Adventures to transition its education programs to a virtual learning model. Owlie's Virtual Adventures offers a series of free, online resources such as Wally's Water Conservation Camp, Nepris, virtual tours, and At-Home Activities that stem from IEUA's popular Water Discovery Field Trip Program. For more information on Owlie's Virtual Adventures, visit www.ieua.org/owlies-virtual-adventures/.

Wally's Water Conservation Camp

Wally's Water Conservation Camp is a 20 day, digital at-home activity guide that was created under Owlie's Virtual Adventures. The goal of this program is to combat the increased screen time caused by COVID-19 while creating an engaging, family-friendly guide of activities that promote water education and a healthy lifestyle. The Wally's Water Conservation Camp guide can be accessed by visiting www.ieua.org/wallys-water-conservation-camp/.

At-Home Activities

IEUA launched the At-Home Activities as a virtual method for parents and teachers to educate their students about water resources, water-use efficiency methods and environmental issues. At-Home Activities provide a detailed lesson plan that incorporates hands-on activities taken from our Water Discovery Field Trip Program. The activities align with California State Curriculum Standards; Science, Technology, Engineering, Arts and Mathematics (STEAM) components; and Next Generation Science Standards (NGSS) for grades K-12. The Agency is regularly releasing follow-along, how-to videos that correspond to the At-Home Activities. To access the Agency's resources for At-Home Activities, visit www.ieua.org/at-home-activities/.

Community Outreach

Adapting to current trends, the Agency utilizes social media platforms to promote Agency announcements, new programs, water conservation practices, and general water awareness and education efforts. During FY 2019/20, IEUA continued to educate the community by promoting a series of campaigns such as “No Wipes Down the Pipes,” IEUA’s Water Smart Series, Water Word Wednesdays, and nationally recognized days to highlight the value and service the Agency brings to the region.

Facility Tours

As part of the Agency’s outreach efforts, IEUA offers facility tours outside of the Water Discovery Program for local colleges, government officials and small groups. During FY 2019/20, approximately 110 people joined IEUA for a behind-the-scenes tour of RP-5, a state-of-the-art wastewater treatment plant that helps preserve potable water for the region’s future.

**Multiple tours were cancelled due to COVID-19 this fiscal year. The Agency has transitioned to offering virtual facility tours.

No Wipes Down the Pipes Campaign

In FY 2019/20, IEUA promoted the “No Wipes Down the Pipes” campaign to address the issue caused by “flushable” wipes clogging sewer lines. This campaign was created during the COVID-19 pandemic as toilet paper shortages contributed to an already existing issue of wipes clogging pipes. The goal of this campaign is to promote public awareness for what should and should not be flushed. To view messaging for this campaign, visit IEUA’s YouTube and other social media channels.



Get social with us!

IEUA utilizes Facebook, Instagram, Twitter, YouTube, LinkedIn, and Nextdoor to promote the Agency’s functions, education, news, water conservation practices, and general water awareness. Follow us on social media to stay up to date with the latest news!



@IEUAWater



@chinocreekwetlands

Water-Use Efficiency

To achieve water-use efficiency (WUE) goals, IEUA offers a suite of WUE programs that are designed to positively impact individual long-term behavior regarding efficient water use.

For FY 2019/20, there were approximately 7,452 water saving technologies/services deployed throughout the service area.

Water saving technologies/services deployed:



**Residential
Landscape
Design Services**



**Residential
Landscape
Installation and
Retrofit Programs**



**Residential
Landscape
Tune-up Program**



**Residential Pilot
Leak Detection
Program**



**Residential and
Commercial Turf
Replacement
Program**



**Residential and
Commercial
Device-Based
Rebates**

The water savings achieved through these regional WUE activities is approximately 408 AFY, with an estimated lifetime savings of 3,292 AF. This new water savings is in addition to IEUA's cumulative lifetime water savings of 147,371 AF for all WUE activities since 1992.

Sustained reduction in water use, as mandated by State legislation, will be met by the combined efforts of IEUA's Member Agencies and IEUA's continued commitment to implement innovative WUE programs that create a transformation in how residents view the importance of using water wisely. Many of these programs have been made possible through funding partnerships with regional, State and federal agencies, including the MWD, Department of Water Resources, U.S. Bureau of Reclamation, and public/private partnerships.



Residential Pressure Regulation Program



Funding support for Member Agency Locally Implemented Programs



Inland Empire Residential Landscape Guidebook



Technology-based Software Programs



Funding support for development of Sustainable Water Rate Structures



Water Saving Garden Friendly-for the Inland Empire-Online Plant Database

70 YEARS OF... WORKFORCE



June 13, 2003

IEUA opened its new headquarters buildings in Chino, the first public agency to be LEED™ (Leadership in Energy and Environmental Design) Platinum Certified.

2006

Chino Creek Wetlands and Educational Park opened, featuring 22 acres of native habitat and natural drainage with 1.7 mile of trails landscaped with low water-use plants. The park was partially funded by a grant from the SWRCB.



2004

RP-5 located in the city of Chino was built. The plant serves areas of Chino, Chino Hills and Ontario. The plant treats the liquids portion of an average influent wastewater flow, including RP-2 returned flow, of approximately nine million gallons per day.

2016



IEUA and Advanced Microgrid Solutions launched a landmark water-energy project using Tesla battery technology to integrate solar, wind, biogas, and grid resources in order to optimize renewable generation, reduce demand on the electric grid and lower energy costs. This project is the first-of-its-kind to integrate renewable resources and energy storage at a public water agency.



2007

A one-megawatt wind turbine was installed at RP-4.



2020

IEUA dedicates award-winning, state-of-the-art Water Quality Laboratory.

IEUA in Numbers

Celebrating 70 years since IEUA's inception

49.2 MGD

average recycled water supply from IEUA's facilities

5 MW

of solar power installed at IEUA's facilities

 1.5 MW more than 2017

10,038 AFY

of stormwater/local runoff recharged

13 years

IERCF has been in operation

232,294 cubic yards

of STA Certified Compost sold under the brand name SoilPro Premium Compost

7,452

water saving technologies/services deployed throughout the service area

Total recycled water demands

30,495 AFY



*2,150 AF more than FY 2018/19

Water Discovery Field Trips reached

28,916 students and 518 schools

Workplace Environment

The Agency believes its employees are its most valuable asset and promotes a dynamic work environment characterized by open communication, accountability, trust, mutual respect, and collaboration. Operating with the highest ethical principles and standards, the Agency continues to adapt its workforce to meet the needs of the community. The Agency continues to prioritize operational efficiency, adaptability, the safety and well-being of staff, and maintaining a workplace environment that is diverse, equitable and inclusive. The Agency is committed to professional learning and development and to ensuring continuity of operations and service to the community. As part of that commitment, career outreach efforts have increased by 200 percent. The COVID-19 pandemic introduced workplace challenges that were successfully managed by our resilient, dedicated and collaborative staff.

Awards

For the 14th consecutive year, IEUA has been awarded the Distinguished Budget Presentation Award from the Government Finance Officers Association (GFOA) for its Biennial Budget encompassing FY 2019/20 and 2020/21.

IEUA held a dedication ceremony for the Agency's award-winning, state-of-the-art Water Quality Laboratory. The Water Quality Laboratory supports the analytical needs of the Agency's five wastewater reclamation plants and the Groundwater Recharge Program. It also supports NPDES and California Division of Drinking Water permit compliance monitoring, as well as industrial and domestic wastewater discharge monitoring for the Agency's Pre-Treatment and Source Control Department. The new facility also provides support to the Agency's Chino I Desalter facility and well-monitoring for IEUA's member agencies.

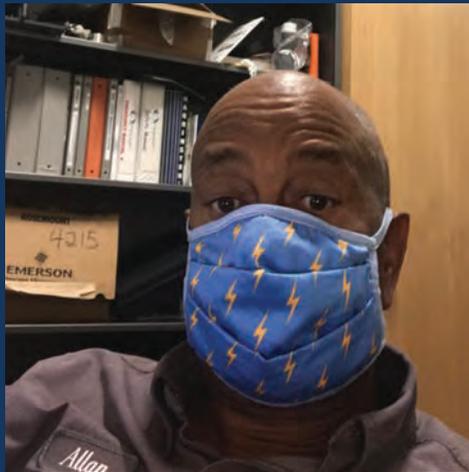
IEUA and IERCA recently recognized their award-winning, landmark water-energy project. IEUA and IERCA partnered with a vendor to expand its existing solar and battery storage system. The system is expected to reduce demand by over 2.5 million kilowatt hours each year, which is equivalent to powering 212 homes for a year.

IEUA was recognized during the California Association of Sanitation Agencies (CASA) Annual Conference for two Agency programs/initiatives: "Excellence in Innovations and Resiliency" for the IEUA and IERCA Battery and Solar Project and "Organizational Excellence" for IEUA's Operations and Maintenance Intern/Volunteer Trades Program.

For the 21st consecutive year, IEUA has been awarded the distinguished Certificate of Achievement for Excellence in Financial Reporting award by the GFOA for its Comprehensive Annual Financial Report (CAFR) for FY 2017/18. This award represents the highest form of recognition in government accounting and financial reporting. Its attainment represents IEUA's commitment to meeting the highest principles of governmental budgeting, financial accountability and transparency.

WE ARE ESSENTIAL WORKERS...





IEUA employees are committed to providing essential services to the region, 365 days a year.

