



**INLAND EMPIRE  
UTILITIES AGENCY**  
**Annual Report**  

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**FISCAL YEAR 2021/22**



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# Message from the General Manager

Since the Inland Empire Utilities Agency's (IEUA/ Agency) formation on June 6, 1950, the Agency has shifted and adapted to the changing needs of the growing region. As we progress into the future, there exists a need for innovation and advancements on the current systems that have allowed us to progress to where we are today. For over 70 years, the Agency has remained committed to sustainably enhancing quality of life in the Inland Empire through the development of local supplies, expanding storage capacity, and promoting the importance of water-use efficiency.

As the State Water Supply allocation from The Department of Water Resources may shift year over year, we as an Agency maintain our commitment to the region by continuing to pave the path for our future through creative, forward-thinking projects such as the construction of the Chino Basin Program (CBP) and the Expansion of Regional Water Recycling Plant No. 5 (RP-5). The RP-5 Expansion Project, the Agency's largest scale construction project to date, will expand the plant's liquids treatment capacity by 38 percent while increasing average flow by 100 percent.



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**It is a great honor to work for an Agency that has continued to stay at the forefront of innovation by exploring real solutions that will hold a lasting effect to increase and store recycled water supplies in our region.**



While the CBP is still in its early stages of development, this project is an innovative water supply and water quality program that will construct an advanced water purification facility, pumps, wells, and pipelines to generate new, local recycled water supplies for our region.

These advancements will increase local water supplies and reduce reliance on imported water to offset the State's everchanging climate.

This collaborative partnership among water agencies across southern California demonstrates our contribution to the "One Water" approach. Now more than ever before, the time is now for water agencies to work together and secure water resilience throughout the State.

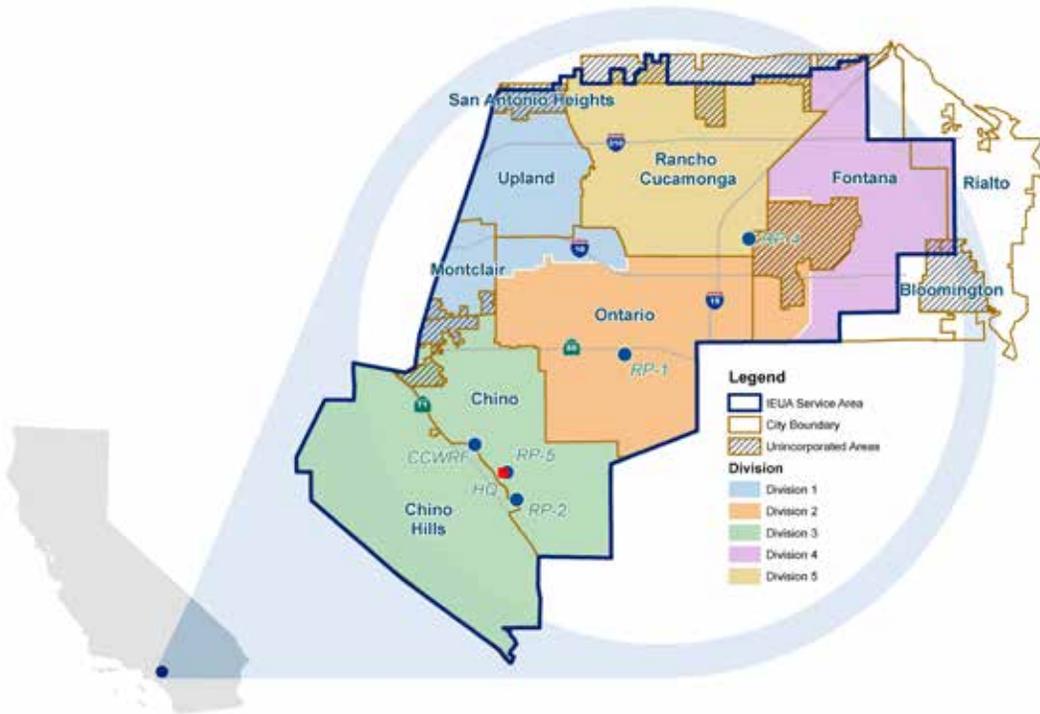
In today's modern age, progress and development can be found all around us and we as an Agency do not fall short of these expectations. It is a great honor to work for an Agency that has continued to stay at the forefront of innovation by exploring real solutions that will hold a lasting effect to increase and store recycled water supplies in our region.

A handwritten signature in blue ink that reads "Shivaji Deshmukh". The signature is written in a cursive, flowing style.

**Shivaji Deshmukh P.E.**

# Service Area

The Inland Empire Utilities Agency 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.



**General Manager**

Shivaji Deshmukh, P.E.

**Deputy General Manager**

Christiana Daisy, P.E.

**General Counsel**

Jean Cihigoyenetche

**Assistant General Manager**

Kristine Day



# Board of Directors

*Effective January 1 - December 31, 2022*

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**Steven J. Elie – President**

Representing Division 3

**Michael Camacho – Vice President**

Representing Division 5

**Marco Tule – Secretary/Treasurer**

Representing Division 1

**Jasmin A. Hall – Director**

Representing Division 4

**Paul Hofer – Director**

Representing Division 2

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# About Us

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The Inland Empire Utilities Agency is located in western San Bernardino County and serves approximately 935,000 residents in a 242-square mile service area.

As a regional wastewater treatment agency, the Agency provides sewage utility services to seven 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, 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, the Monte Vista Water District in the city of Montclair, Water Facilities Authority in Upland, and West Valley Water District in Rialto.

## Mission

The 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.

## 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.

## 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.

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

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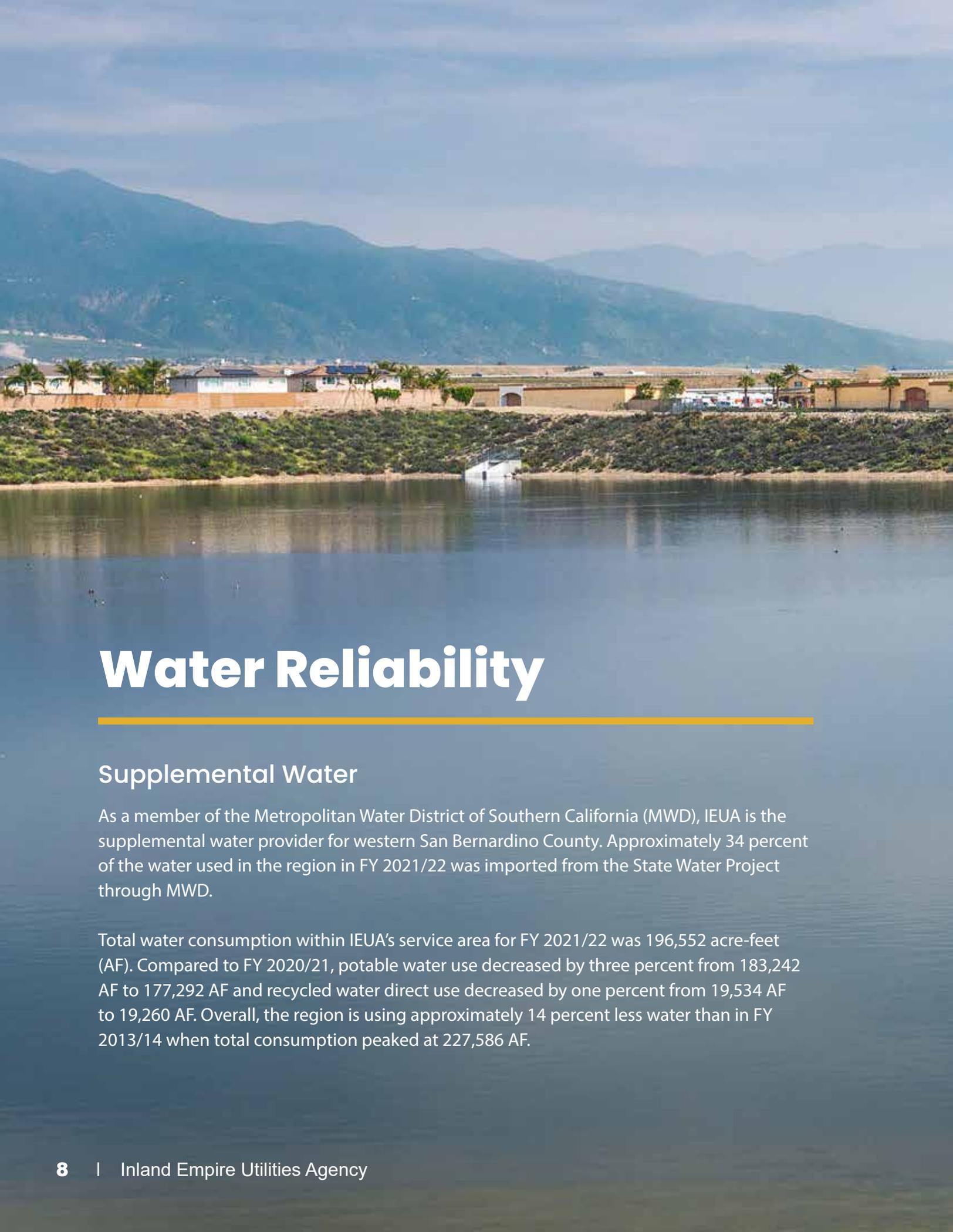
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# Water Reliability

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## 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 34 percent of the water used in the region in FY 2021/22 was imported from the State Water Project through MWD.

Total water consumption within IEUA's service area for FY 2021/22 was 196,552 acre-feet (AF). Compared to FY 2020/21, potable water use decreased by three percent from 183,242 AF to 177,292 AF and recycled water direct use decreased by one percent from 19,534 AF to 19,260 AF. Overall, the region is using approximately 14 percent less water than in FY 2013/14 when total 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 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 operations in 2001.

*Total Water Delivered by End User. (MG= million gallons, AF = acre-feet, in which 1 AF = 325,851 gallons).*

City of Chino	City of Chino Hills	Jurupa Community Services District
<b>1,651.5 MG</b> (5,068.5 AF)	<b>1,379.0 MG</b> (4,232.3 AF)	<b>979.5 MG</b> (3,006.0 AF)

Total Well Water Pumped = 4,986.3 MG

Total Ion Exchange Effluent = 918.9 MG

Total Reverse Osmosis Feed Water = 4,017.5 MG

*(Includes Permeate and Concentrate)*

# Wastewater Treatment

IEUA owns and operates four facilities specializing in regional water recycling services. The Agency's water recycling plants collectively take in approximately 50.8 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.

## Wastewater Treatment Process

### 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

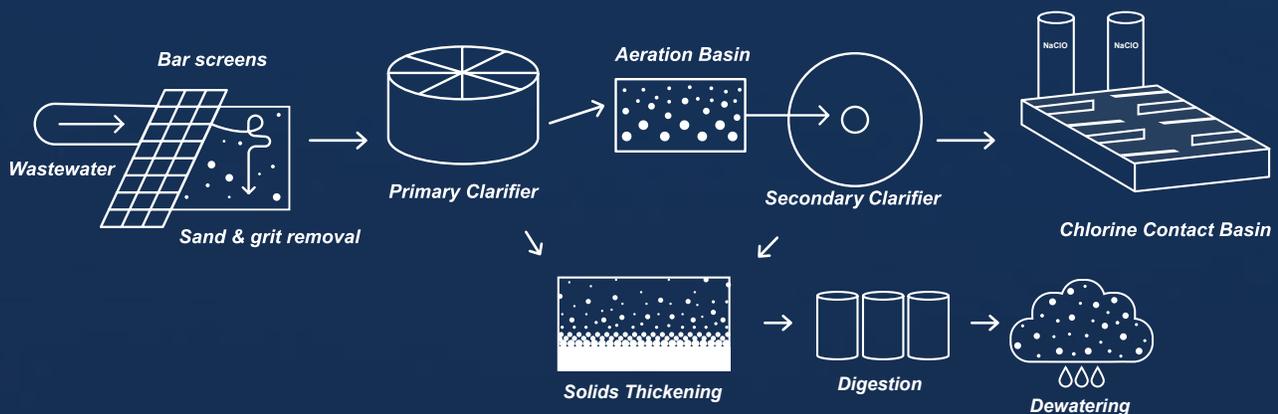
This is the biological process for reducing the concentration of organic pollutants in wastewater, reducing in excess 90 percent of the organic material in the wastewater.

### 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.



A vertical blue-tinted image on the left side of the page shows a water treatment facility with circular tanks and pipes.

# 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 customer 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 potable water supplies are strained during drought years, utilizing recycled water for irrigation and other purposes is making use of a valuable resource that would otherwise be disposed of.

During FY 2021/22, the average amount of water supplied from IEUA's facilities was approximately **50.8 million gallons** of recycled water per day (MGD) or **56,903 acre-feet** per year (AFY).

# Regional Water Recycling Plant No. 5 (RP-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, a result of the projected growth in the service area. The solids treatment facility is anticipated to be complete in 2024.





The RP-5 Expansion Project has a total project cost of \$450 million and is partially funded with low-interest loans secured from the U.S. Environmental Protection Agency through the Water Infrastructure Finance and Innovation Act (WIFIA) for \$196 million. An additional \$24.5 million in WIFIA funding for the project was obtained through a second loan, which included three other regional wastewater projects. Funding for the RP-5 Expansion Project has also been secured through the CA State Water Resources Control Board for \$101 million. Lastly, the project also received funding from the CA Alternative Energy and Advanced Transportation Financing Authority under the Sales and Use Tax Exclusion Program to provide financial assistance on sales tax costs for specific equipment purchases.

IEUA's Board of Directors awarded the construction contract to W.M. Lyles Co. on July 15, 2020, for a construction cost of \$330 million. Physical construction on the project started on January 4, 2021. As of June 30, 2022, the contractor has been paid \$152.5 million of the contract or 46% of the contract value and is 715 days in to the 1640-day duration or 44% complete. The contractor has made significant progress in the construction of the structures listed below, which are nearly complete structurally, with mechanical and electrical installations beginning in these facilities. In June, there were a total of 270 people on site daily solely dedicated to the construction project (219 craft staff, 34 contractor project management staff, and 17 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
- 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

# 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.

## What We Do

The laboratory is assessed and certified by the 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 processes.

On May 5, 2020, the SWRCB adopted comprehensive regulations required by ELAP to modernize the program and improve data quality for California communities. The regulations were approved by the Office of Administrative Law and went into effect January 1, 2021. Laboratory staff is currently evaluating operations and will be implementing the needed changes as dictated by the new accreditation standard to be fully compliant by January 1, 2024. For continued accreditation, the Water Quality Laboratory was assessed to the current regulations and upon successful completion was granted a renewal effective November 1, 2022, through October 31, 2024. During the renewal, the laboratory also updated its scope of testing to include 1, 2, 3 Trichloropropane and PFAS testing.

The laboratory uses sophisticated equipment such as a Gas Chromatograph for pesticides, an Ion Chromatograph for Nitrate, and a Gas Chromatograph using a Mass Spectrophotometer for Trichloroethene. Staff is continuously evaluating new technologies to stay current and ready for new or more stringent regulations such as lower monitoring levels for perchlorate, which will be effective July 1, 2024.

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

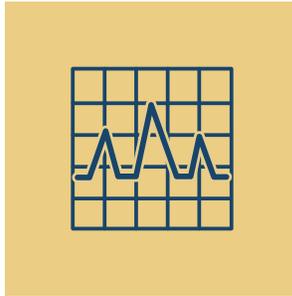
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**Our water samples are collected from over 100 locations.**

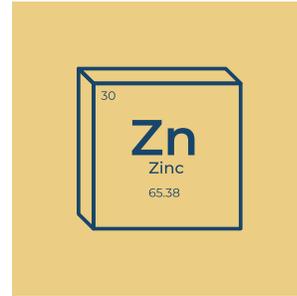
Approximately 20,000 samples are gathered annually and ran through:



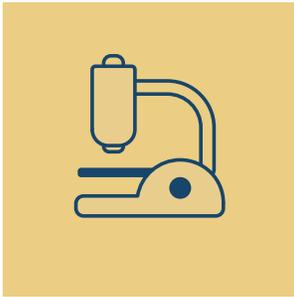
Extractions



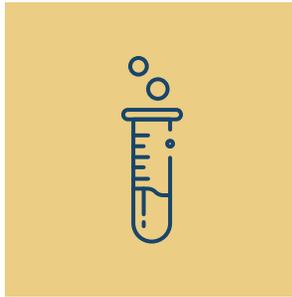
Gas Chromatography



Metals Analysis



Bioassays



Wet Chemical Analysis

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



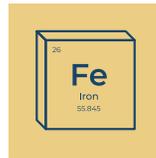
Organic Compounds



Inorganic Compounds



Toxicity



Metals



Total Coliform

# Environmental Stewardship

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 generated annually*



## Portfolio History

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IEUA entered into a Power Purchase Agreement (PPA) with a private company and had 3.5 megawatts (MW) of solar panels installed at four facilities in 2008. Since installation, IEUA has consumed approximately 81,135 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 4,295 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, solar has generated an estimated 7,974 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 kW of solar on the rooftop of the Water Quality Laboratory. These solar panels have produced an estimated 208 MWh since it was commissioned.

In FY 2021/22 the Agency generated approximately 10 percent of its consumed electricity from renewable energy. In comparison, this amount of energy could power nearly 633 homes for one year.

# Groundwater Recharge

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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 18 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 FY 2021/22, IEUA recharged 8,120 AF of stormwater/local runoff and delivered 283 AF of imported water and 17,054 AF of recycled water, setting a new Agency record.**

**Recycled water direct useage was 19,260 AFY.**

# Composting and Biosolids Management

In 2002, IEUA entered into a Joint Powers Agreement with the Los Angeles County Sanitation District to create the Inland Empire Regional Composting Authority (IERCA). The IERCA designed and constructed a composting facility in Rancho Cucamonga, the Inland Empire Regional Composting Facility (IERCF). 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 15 years, IERCF has cost-effectively recycled over two million tons of biosolids and produced over three million cubic yards of high-quality compost with an excellent safety and environmental compliance record.

For FY 2021/22, IERCF processed: 154,196 tons of biosolids and 48,253 tons of amendments. IERCF produced 213,505 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.

*\*Amendments are raw materials to support the compost recipe.*



# Financials

## FY 2021/22

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Operating Revenues: \$161 Million

Connection Fees: \$46 Million

Property Taxes: \$72 Million

Grants & Loans: \$8 Million

Other Revenues: \$1 Million

**Total Funding Sources: \$288 Million**

*\*Other revenues include contract cost reimbursements from CDA, IERCA, and Chino Basin Watermaster, as well as interest revenues and lease revenues, offset by unrealized losses on investments.*

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

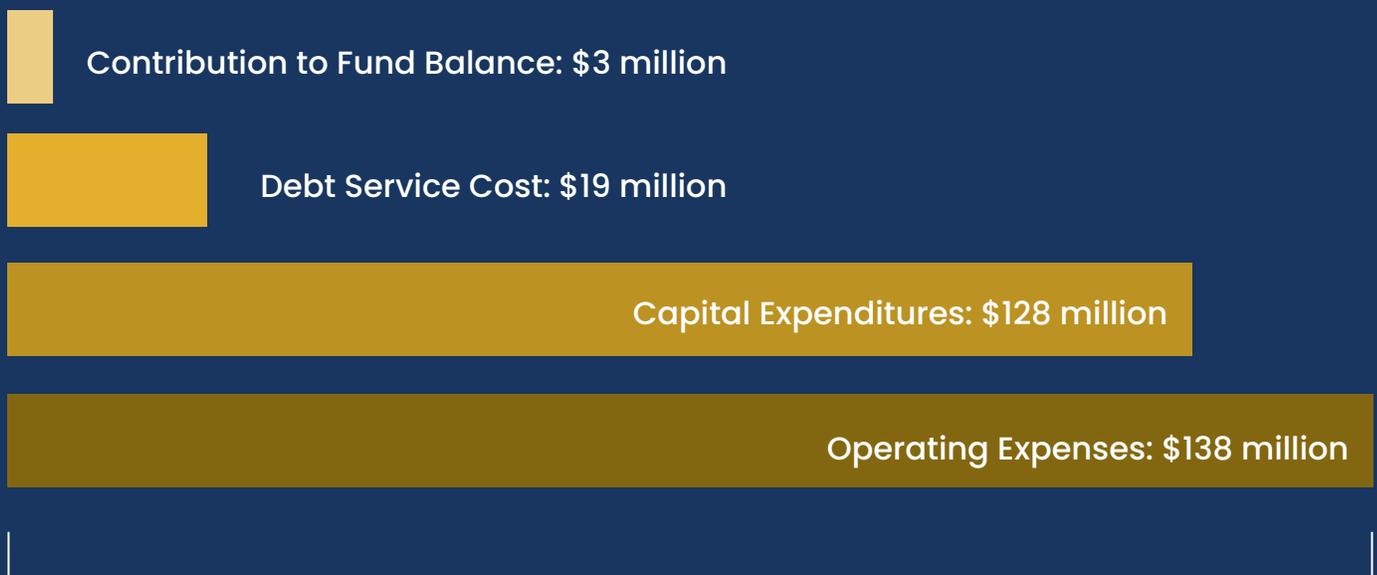
IEUA is committed to safeguarding its fiscal health through organizational efficiency and the adoption of balanced multiyear budgets and rates. Providing open and transparent communication to educate partner agencies and the communities it serves on IEUA's fiscal policies is a key Agency priority.

## Audited Actuals

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Operating revenues of \$161 million account for 56 percent of total revenues and include \$98 million in service charges for the Agency's regional programs, \$43 million in pass-through sales of imported water, and \$20 million of recycled water sales. The remaining 44 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 \$288 million and include operating expense of \$138 million, debt service costs of \$19 million, and capital project expenditures of \$128 million. Major capital project expenditures include RP-5 Expansion, RP-4 Process Improvements, and RP-1 Process Improvements and Mechanical Restoration projects. Total fund balance increased by \$3 million, primarily from non-operating revenues designated to support the Agency's capital improvement plan.



**Total Uses of Funds: \$288 Million**

# Grants and Loan Awards

IEUA secured  
**\$251,784,403.55** in  
grant funding and  
low-interest loans  
during FY 2021/22

*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 (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)*

## RP-5 Expansion Project

*State Water Resources Control Board (SWRCB) Clean Water State Revolving Fund (CWSRF) Loan*

The RP-5 Expansion Project will expand RP-5's liquid 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 construction costs total \$450 million with CWSRF funding of **\$101,530,000** in low-interest loan financing that was secured in FY 2021/22.

## Regional Wastewater Systems Improvements Program

*Environmental Protection Agency (EPA) Water Infrastructure  
Finance and Innovation Act (WIFIA) Loan*

EPA funded IEUA for four projects that combine to form the IEUA Regional Wastewater System Improvements Program. These projects will implement improvements across multiple facilities, including Regional Water Recycling Plant No. 1, 2, 4, and 5 and Carbon Canyon Water Recycling Facility (CCWRF). The four projects included in this loan are: RP-5 Expansion Project, RP-1 Solids Thickening Project, Philadelphia Lift Station and Force Main Improvements Project, and CCWRF Project. The total loan amount that was secured in FY 2021/22 for these combined projects is **\$120,000,000** and accounts for approximately 49% of total project costs.

## Montclair Basin Improvement Project

*State Water Resources Control Board (SWRCB) Clean Water State Revolving Fund (CWSRF) Loan*

The Montclair Basin Improvement Project will construct two drop inlet structures, install two drop inlet gratings, construct flow control structure, install a 48-inch sluice gate, install approximately 303 linear feet of 48-inch diameter reinforced concrete pipe, and install electrical instrumentation and controls. This low-interest CWSRF Loan was awarded to IEUA for **\$2,062,000** in FY 2021/22 and work is expected to be completed by the end of 2023.

## Other Grant Funding and Low-Interest Loans

*State Water Resources Control Board (SWRCB), California Department of Treasury, Metropolitan Water District of Southern California, Santa Ana Watershed Project Authority/Department of Water Resources, and California Water Commission*

Other grant funding and low-interest loans consist of **\$28,192,403.55**.

# Community Outreach & 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<sup>®</sup> Program (GIES), educational assemblies for children, Solar Cup<sup>™</sup> competition, and more. Many IEUA education programs adapted to an online alternative during FY 2021/22 due to COVID-19.

## Water Discovery Field Trip

IEUA offers schools and organizations free field trips to the Chino Creek Wetlands and Educational Park. Due to COVID-19, in-person field trips were suspended during FY 2021/22. The Agency continued to engage students, educators, and community groups through a virtual education program, Owlie's Virtual Adventures, which offers 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.*

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***In-person field trips are now available!  
Visit [ieua.org](http://ieua.org) to book a field trip.***

“

Virtual Earth Week generated over 8,100 page views and reached over 450 students in the span of one week.

### Water Scout Badge Program

IEUA's Water Scout Badge Program allows local Boy Scouts and Girl Scouts to earn a "Water Scout Fun Badge" while learning about water resources, native plants and sustainability. The program consists of a 16 page workbook that will take them on a scavenger hunt of the Chino Creek Wetlands and Educational Park. Once the workbook has been completed, the scout group leader can contact IEUA to coordinate a badge pickup. To learn more about the Water Scout Badge Program, visit: <https://www.ieua.org/water-scout-badge-program/>.

### Virtual Earth Week

IEUA and the city of Chino held the second annual "Virtual Earth Week," a week-long virtual event that provided attendees the opportunity to explore the Chino Creek Wetlands and Educational Park in an immersive 360° realm. The virtual event was designed to provide a full experience that substituted various aspects of the in-person event, which ranged from educational activities about our environmental resources and how to protect them, resources provided by external vendors, an environmental show, and an opportunity for free giveaways! The online platform made this event easily accessible for students, parents, teachers, and community members regardless of timing, scheduling, and materials needed. The event generated over 8,100 page views and reached over 450 students in the span of one week.

## Owlie's Virtual Adventures

Due to 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, virtual field trips, and At-Home Activities that stem from IEUA's popular Water Discovery Field Trip Program.

Since inception, more than 1,500 students have participated in Owlie's Virtual Adventure virtual field trip program, which includes field trips hosted during IEUA's virtual Earth Week event. With most of the program's activities accessible on IEUA's website, teachers, parents, and community members are able to utilize each resource without having to contact IEUA directly.

For more information on Owlie's Virtual Adventures, visit:  
[www.ieua.org/owlies-virtual-adventures/](http://www.ieua.org/owlies-virtual-adventures/).

## At-Home Activities

IEUA implemented a series of 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. The At-Home Activities provide a detailed lesson plan that incorporates hands-on activities taken from our Water Discovery Field Trip Program and 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 also releases interactive, how-to videos that correspond to each activity.

To access the Agency's resources for At-Home Activities, visit:  
[www.ieua.org/at-home-activities/](http://www.ieua.org/at-home-activities/).

## Water is Life

Using the theme "Water is Life," students in grades K-12 in IEUA's service area are invited to create an original art poster depicting various water uses, ways to use water more efficiently or water conservation topics.

For more information regarding the "Water is Life" student art poster contest, visit:  
[www.ieua.org/learn-about-water/student-art-poster-contest/](http://www.ieua.org/learn-about-water/student-art-poster-contest/).

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**"More than 1,500 students have participated in  
Owlie's Virtual Adventure virtual field trip program"**



## 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 response to the evolving COVID-19 pandemic, NTC offered virtual school performances in FY 2021/22. The live stream performances provided a remote, interactive, safe learning experience while providing digital copies of teacher toolkits and student activities. Over FY 2021/22, NTC conducted 14 live stream performances reaching 52 elementary schools and 20,527 students throughout the IEUA service area.

## 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 promotes 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/](http://www.ieua.org/wallys-water-conservation-camp/).

## 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



## Solar Cup™

Solar Cup™ is a STEAM-focused program sponsored in partnership with MWD in which high school students work in teams to learn engineering, physics, math, technical writing and career-building skills to transform an empty boat hull into a fully operational solar powered boat. In FY 2021/22, the competition was offered in an online format due to COVID-19. This new challenge focused on virtual design and development, report writing, webinars, video scripting and development, and more. This program year, IEUA co-sponsored three local high schools: Chino Hills High School co-sponsored by the city of Chino Hills, Colony High School co-sponsored by the city of Ontario, and Upland High School co-sponsored by the city of Upland.

Award categories were separated by region, recognizing schools who scored the highest in each challenge. Cumulatively, the schools within IEUA's service area received a total of 16 awards.

### Upland High School

Onshape Challenge (2nd place)  
Electronics Challenge (2nd place)

### Chino Hills High School

Onshape Challenge (1st place tie)  
Electronics Challenge (1st place)  
Solar Panel Challenge (1st place)  
Green Careers Challenge (1st place)  
Public Outreach Challenge (1st place)  
Emission Vehicle Challenge (2nd place)  
Document It Extra Credit Challenge (1st place tie)  
Robot Powered Conservation Device Challenge (1st place)  
Spirit of Solar Cup Bart Bezyack Award (1st place tie)

### Colony High School

Public Outreach Challenge (2nd place)  
Robot Powered Conservation Device Challenge (2nd place)  
Zero Emission Vehicle Challenge (1st place)  
Document It Extra Credit Challenge (1st place tie)

## No Wipes Down the Pipes

IEUA began promoting its award winning "No Wipes Down the Pipes" campaign during FY 2019/20 to address sewer line issues caused by "flushable" wipes. As toilet paper shortages due to COVID-19 contributed to this preexisting concern, this campaign highlighted awareness and understanding of water quality issues by utilizing social media platforms such as Facebook, Instagram, Twitter, YouTube, LinkedIn, and Nextdoor. 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 social media channels.

During FY 2020/21, the Agency was presented with CWEA's Community Engagement & Outreach – Best Use of Social Media Award on behalf of the Agency's "No Wipes Down the Pipes" campaign.



# Water-Use Efficiency

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

In FY 2021/22, there were approximately 4,595 water-saving technologies/services deployed throughout the region. The water savings achieved through these regional WUE activities is approximately 451 AFY, with an estimated lifetime savings of 3,488 AF. In total, IEUA's WUE activities result in a cumulative lifetime water savings of 153,876 AF since 1992. As mandated by State legislation, sustained reduction in water use will be met by the combined efforts of IEUA's customer agencies and IEUA's continued 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.

For more information about WUE, visit: <https://www.ieua.org/save-your-water/>

# Water Saving Technologies/ Services Deployed

## Services we provide:

- Residential Landscape Tune-up Program
- Residential Pressure Regulation Program
- Residential Landscape Irrigation Upgrade Programs
- Indoor/Outdoor Leak Detection Programs
- Residential and Commercial Turf Replacement Rebates
- Residential and Commercial Device-Based Rebates
- Residential and Commercial Landscape Evaluations
- Funding support for Customer Agency locally implemented WUE programs

Program	Annual Savings (AF)
SoCal WaterSmart Device Rebates	97
Sprinkler Tune-ups	245
Turf Replacement	42
Landscape Audit & Evaluations	14
Smart Controller Upgrades	35
Large Landscape Retrofits	13
Leak Detection Pilot Program	.2
Pressure Regulation	5
Customer Agency Programs	.2
<b>Total</b>	<b>451</b>

# Workplace

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. Additionally, the Agency continues to engage in more inclusive practices with the focus of addressing tomorrow's workforce needs today.

## Awards

### **CWEA Community Engagement and Outreach Project of the year (Small Budget)**

California Water Environmental Association (CWEA) presented IEUA with the Community Engagement and Outreach- Project of the Year (Small Budget) Award for its "2021 Virtual Earth Week" event. The award previously received first place at the local level, which qualified the program to compete at the State level. The week-long virtual event was designed and built by IEUA staff, which involved utilizing a platform that provided attendees the opportunity to explore the Chino Creek Wetlands and Educational Park in an immersive, 360-degree realm while learning about topics related to environmental stewardship.

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

CWEA presented IEUA with the "Gimmicks and Gadgets Award" for the Spare Motor Auto Rotator device. The drive was designed, fabricated, and installed by the Agency's Electrical and Instrumentation Team. This award is meant to recognize innovation and creativity in developing solutions to performing routine tasks or functions in maintenance, operations, or the construction of wastewater collection systems. The award previously received first place at the local level, which qualified the programs to compete at the State level.

### **US Green Building Council Municipal Green Building Award**

The U.S. Green Building Council awarded IEUA's Water Quality Laboratory the Municipal Green Building Award. The facility was awarded LEED Gold Certification due to its emphasis on recycling, the use of healthy materials, minimal use of water, energy efficiency, and sustainability.

**GFOA  
Certificate  
of Excellence  
in Financial  
Reporting**

For the 23rd 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 report (ACFR) for FY 2019/20. This award is the highest form of recognition in government accounting and financial reporting.

**AT&T and  
Government  
Technology  
Technology  
Innovation  
Award**

The AT&T and Government Technology Magazine, through the Special Districts Award Program recognized the Inland Empire Regional Composting Authority (IERCA) as the 2021 Technology Innovation Award winner. The Special Districts Awards Program is designed to recognize innovation and leadership within special district agencies across the country. IEUA's award was under the Operations category for the Awards Program for its safety record, reliability program, and renewable energy program.

**United States  
Composting  
Council Large  
Scale Compost  
Manufacturer  
of the Year**

The United States Composting Council "Large-Scale Compost Manufacturer of the Year Award" was presented to the Inland Empire Regional Composting Authority. This award is presented to a commercial-scale U.S. composting facility that produces more than 10,000 tons of compost per year. Additionally, the award recognizes a public or private facility that has been in operation for a minimum of three years and displays excellence in compost production, marketing, and distribution.

**California Society  
of Municipal  
Finance Officers  
Operating Budget  
Excellence Award**

California Society of Municipal Finance Officers presented IEUA with the Operating Budget Excellence Award. The award criteria include an extensive list of 43 requirements that must be met. At least 21 items in the Operational Budget and 17 items in the Capital Budget must grade as "Proficient" or "Outstanding" for the budget document to be awarded an Excellence Award. The Agency has been honored with this prestigious award for over 10 years.

**CWEA SARBS  
Safety Plant of  
the Year – Small  
Award Gold**

CWEA awarded the Safety Plant of the Year – Small Award Gold winner on behalf of the Santa Ana River Basin Section (SARBS) of the CWEA to the Inland Empire Regional Composting Authority. The SARBS Awards Program recognizes outstanding achievements within the water industry, intending to improve the professional status of all personnel working in the field and increasing public awareness of the importance of wastewater treatment to public health and the environment.



6075 Kimball Avenue, Chino, CA 91708  
909-993-1600 | [www.ieua.org](http://www.ieua.org)

