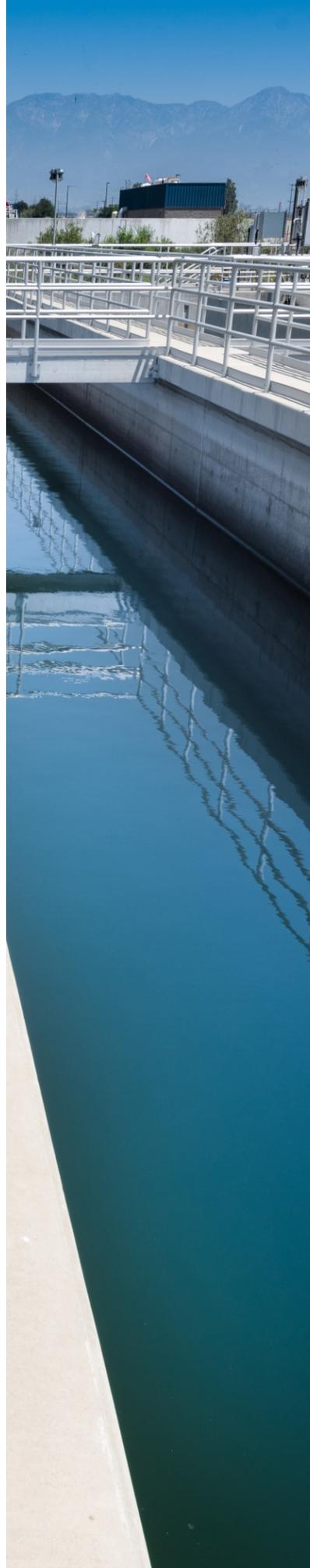




FY 2023/2024

ANNUAL REPORT





MESSAGE FROM THE GENERAL MANAGER

As we reflect on our progress throughout the last fiscal year, the Inland Empire Utilities Agency remains steadfast in our commitment to enhancing and preserving the quality of life in our region.

California's unpredictable weather patterns underscore the importance of our ongoing efforts in sustainable water management. Our regional approach focuses on building local partnerships and investing in a diverse water portfolio to effectively address water supply challenges. We achieve this by leveraging local supplies through capturing stormwater and developing recycled water, while continuing to serve as our service area's imported water supplier.

As a regional wastewater treatment agency, we are committed to preserving public and environmental health. Throughout this report, you will see many of the ways in which we accomplish that including our robust capital improvement program to maintain 89 miles of regional sewer lines and five wastewater treatment plants; a community outreach campaign designed to educate the community on how they play a role in protecting our infrastructure and public health; and our water quality laboratory dedicated to continuously and rigorously ensuring we are meeting regulatory compliance standards.

We take pride in our dedicated staff and the countless partnerships we've built, all

working towards addressing regional needs. As we invest in new technologies and infrastructure, we recognize the need for a skilled workforce to support these initiatives. By fostering a dynamic work environment and continuous learning opportunities, we aim to equip our staff with the skills necessary for successful careers in water management and environmental sustainability.

Key initiatives such as the expansion of Regional Water Recycling Plant No. 5 (RP-5) and the Chino Basin Program (CBP) are at the forefront of our planning and infrastructure improvement initiatives. The ongoing RP-5 Expansion Project will enhance our capacity to treat an average flow of 30 million gallons per day and a peak flow of 60 million gallons per day, while also incorporating a new solids treatment facility. The CBP is currently in the planning phase and will ultimately deliver an additional 15,000 acre-feet of advanced treated, purified recycled water to the Chino Groundwater Basin each year. These projects, coupled with our community's water-use efficiency efforts, are essential for bolstering local reliability and meeting the water quality needs of our growing region.

Together, we can maximize our existing water supplies through water-wise practices, helping to secure tomorrow's water, today. Thank you for your continued support in shaping the future of water in the Inland Empire, where every drop counts.

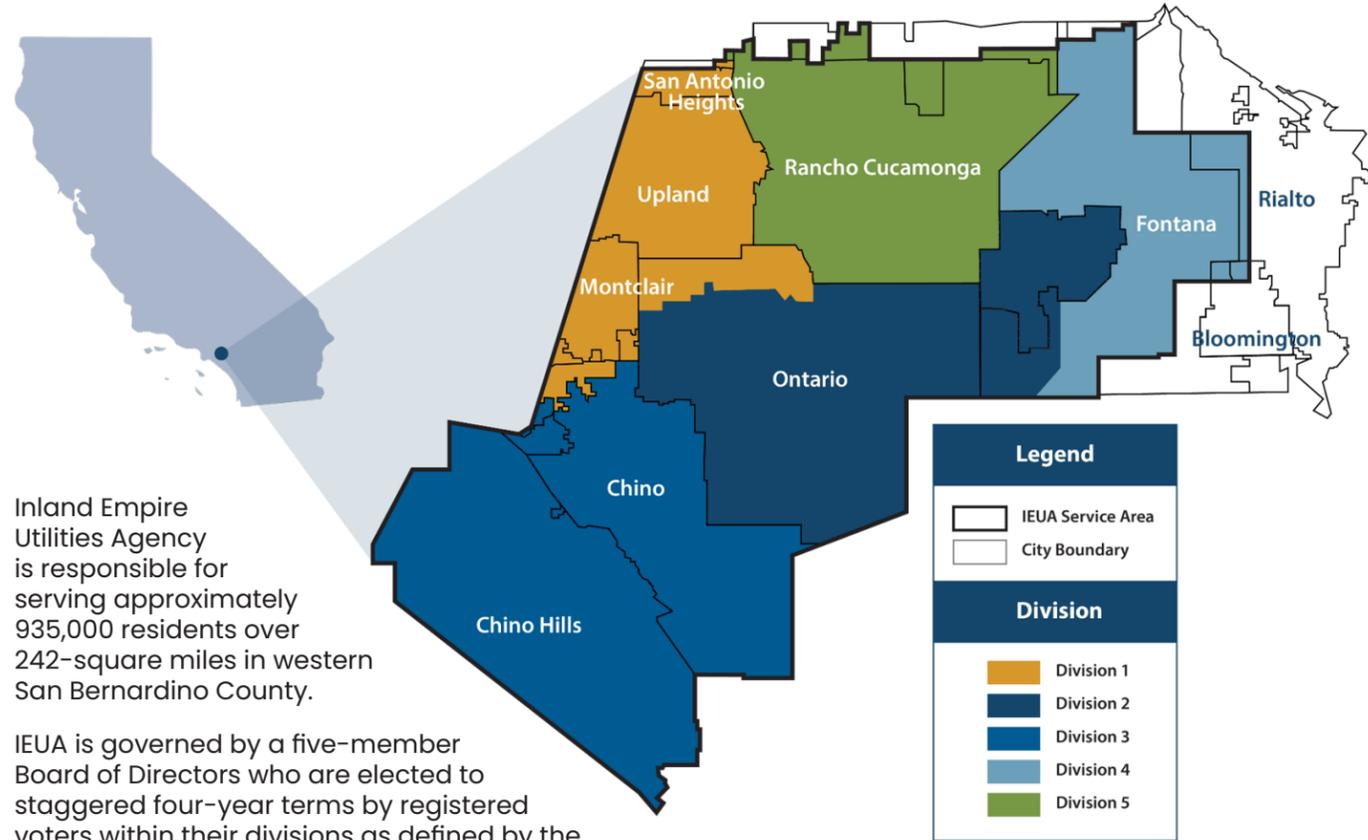
Shivaji Deshmukh
Shivaji Deshmukh, P.E.

89
MILES OF
REGIONAL
WASTEWATER
COLLECTION
PIPELINE

5
WASTEWATER
TREATMENT
PLANTS

4
SEWER LIFT
STATIONS

SERVICE AREA



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

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



BOARD OF DIRECTORS

Effective January 1, 2024



MARCO TULE
President
Representing Division 1



MICHAEL CAMACHO
Director
Representing Division 5



JASMIN A. HALL
Vice President
Representing Division 4



PAUL HOFER
Director
Representing Division 2



STEVEN J. ELIE
Secretary/Treasurer
Representing Division 3



AGENCY LEADERSHIP*

* Names and titles reflect leadership roles from July 1, 2023 through June 30, 2024 only.



SHIVAJI DESHMUKH, P.E.
General Manager



KRISTINE DAY
Assistant General Manager



CHRISTIANA DAISY
Deputy General Manager



MARTY CIHOYOENETCHE
General Counsel

ABOUT US

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

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

Water recycling is a critical component of the Agency's water resource management strategy. IEUA receives 52.3 million gallons per day (MGD) of wastewater from seven sewerage agencies at its five regional wastewater treatment plants. Wastewater is then treated to Title 22 regulations and distributed to retailers through purple pipe or indirect potable

reuse through the groundwater recharge program. Biosolids from the wastewater treatment process are transported to the Inland Empire Regional Composting Facility in Rancho Cucamonga to produce over 230,000 cubic yards of high-quality compost each year for local landscaping and horticultural use.

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



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.



MISSION

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

Key areas of service:

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

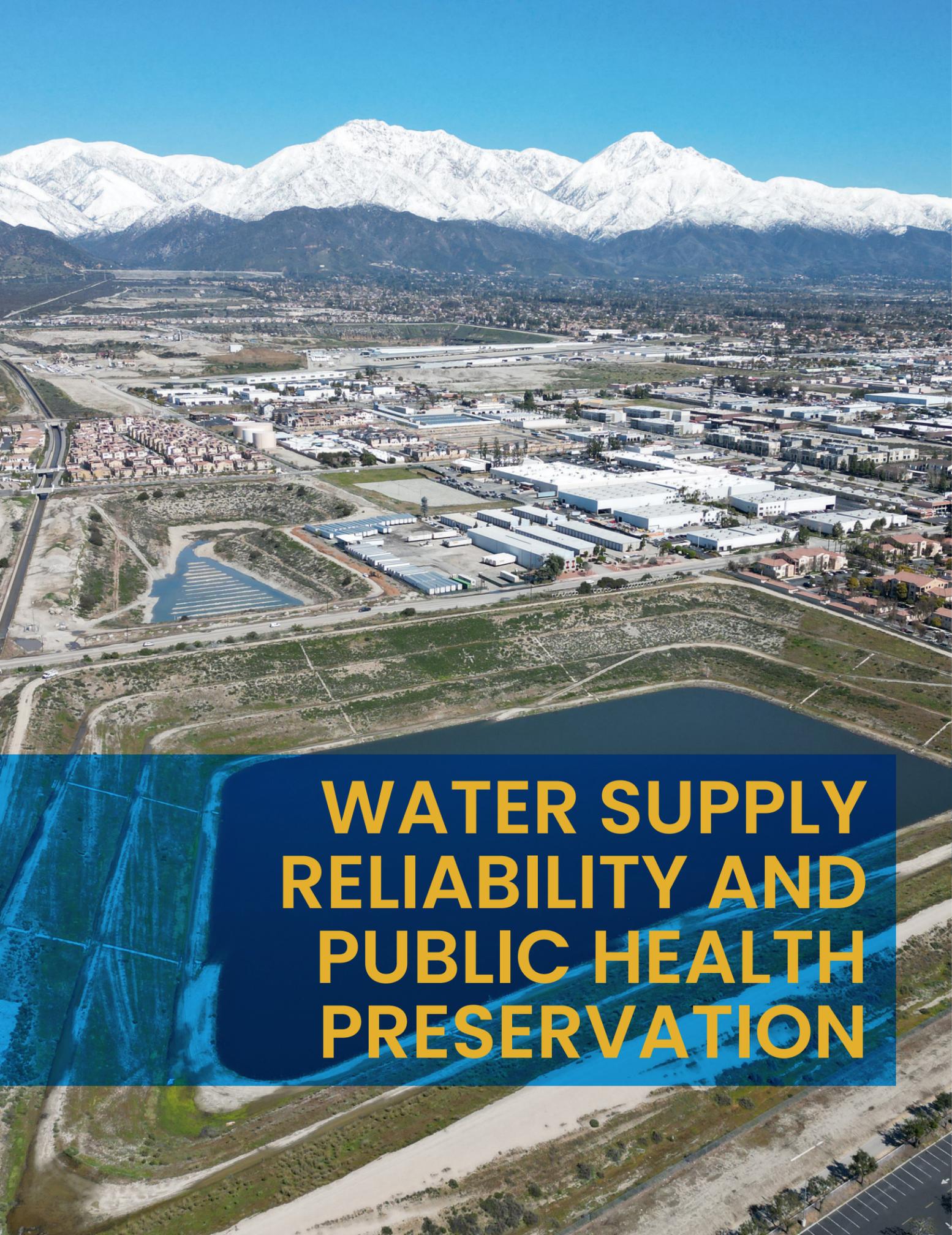
VALUES

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

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

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WATER SUPPLY RELIABILITY AND PUBLIC HEALTH PRESERVATION

WATER USAGE

As a member of MWD, IEUA is the supplemental water provider for western San Bernardino County. Approximately 41,151 acre-feet (AF) of the water used in the region in FY 2023/24 was imported from the State Water Project through MWD. Imported supplies made up approximately 23% of the water used in the region in FY 2023/24. Compared to FY 2022/23, imported water deliveries increased approximately 14%. The increase in imported supplies can be attributed to the region coming out of a three-year unprecedented drought where MWD was required to allocate their imported supplies, limiting IEUA's ability to purchase and provide said supplies. With a full allocation restored in FY 2023/24, imported water usage trended back towards historical averages, a trend seen after previous droughts as well.

Total water consumption within IEUA's service area for FY 2023/24 was 177,831 AF. The direct application of recycled water supplies made up 16,605 AF of the total water consumption, with the remaining 161,226 AF coming from various potable supply sources. Compared to FY 2022/23, potable water use in FY 2023/24 increased by approximately 4% and recycled water direct use increased by approximately 1%. Overall, the region is using approximately 22% less water than in FY 2013/14 when total water consumption peaked at 227,586 AF.



CHINO BASIN DESALTER OPERATIONS

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

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

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

TOTAL WATER DELIVERED FROM CDA BY END USER

MG = million gallons
AF = acre-feet
1 AF = 325,851 gallons

Delivered Treated Water*:

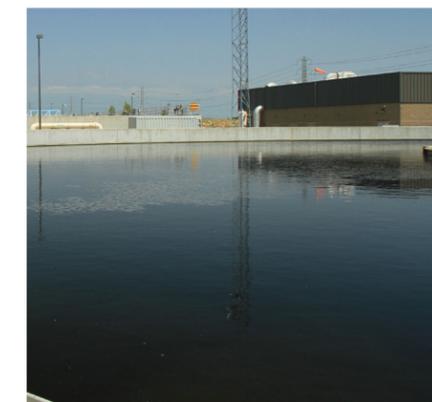
- ❖ City of Chino = 5,179 AF
- ❖ City of Chino Hills = 4,425 AF
- ❖ Jurupa Community Services District = 3,697 AF

Total Raw Water:

- ❖ Total Well Water Pumped = 5,200 MG

Treatment Process Totals:

- ❖ Total Reverse Osmosis Permeate = 3,089 MG
- ❖ Total Ion Exchange Effluent = 728 MG
- ❖ Total Granular Activated Carbon (North System) Effluent = 384 MG
- ❖ Total Brine Discharge = 792 MG



* Numbers shown for the Chino I Desalter only.

WASTEWATER TREATMENT

IEUA owns and operates five facilities specializing in regional water recycling services. The Agency's water recycling plants collectively take in approximately 52.3 MGD of wastewater for treatment. Several treatment processes contribute to providing high quality recycled water pursuant to California's Title 22 regulations.

1. Preliminary Treatment

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



2. Primary Treatment

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



3. Secondary Treatment

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



4. Tertiary Treatment

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



5. Solids Treatment

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

RECYCLED WATER & GROUNDWATER RECHARGE

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. By the end of FY 2023/24, IEUA has approximately 1,350 connections to the recycled water distribution system. 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.

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

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 46 basins across 19 recharge sites designed and operated to capture runoff from storms, imported water from Metropolitan, and high-quality recycled water from IEUA's distribution system.

During FY 2023/24, the average amount of water supplied from IEUA's facilities was approximately 52.3 MGD or 160 acre-feet per day (AFD).

Recycled water direct usage was 17,627 AFY.

In FY 2023/24, IEUA recharged 16,267 AF of stormwater/local runoff, 44,736 AF of imported water, and 13,851 AF of recycled water.

REGIONAL WATER RECYCLING PLANT NO. 5 EXPANSION PROJECT

IEUA's Regional Water Recycling Plant No. 5 (RP-5) is located in the city of Chino and has been in operation since 2004. The RP-5 Expansion Project will expand RP-5's liquids treatment capacity from 16.3 MGD to 22.5 MGD and includes infrastructure for the plant's ultimate buildout to treat an average flow of 30 MGD and a peak flow of 60 MGD. The expanded capacity increase is a result of the projected growth in the RP-5 service area as well as the increasing concentration of solids in wastewater as a result of water conservation. The liquids treatment expansion is anticipated to be complete in 2027.

Regional Water Recycling Plant No. 2 (RP-2) has been in operation since 1960 and currently handles the solids that are removed from Carbon

Canyon Water Recycling Facility and RP-5. The U.S. Army Corps of Engineers will be raising the spillway height of nearby Prado Dam and as a result, RP-2 will fall within the dam's floodplain. Before completion of the spillway project, a new solids treatment facility will be constructed at RP-5 to allow for the decommissioning of RP-2 and expanded capacity increases a result of the projected growth as a service area. The solids treatment facility is anticipated to be complete in 2026.

The RP-5 Expansion Project has a total construction cost of \$330 million and is partially funded with loans secured from the U.S. Environmental Protection Agency Water Infrastructure Finance and Innovation Act for \$196 million and \$24.4 million, and the California State Water Resources

Control Board Clean Water State Revolving Fund for \$101.5 million. The project was also granted \$5.9 million in sales and use tax exclusion from the California Alternative Energy and Advanced Transportation Financing Authority.

IEUA's Board of Directors awarded the construction contract to W.M. Lyles Co. on July 15, 2020. Physical construction on the project started on January 4, 2021. There were a total of 165 people daily on site devoted to the construction project (126 craft staff, 32 contractor project management staff, and 14 construction management staff/inspectors/IEUA staff) and as of June 30, 2024, the contractor completed the construction of the structures listed below:



- ❖ Influent Pump Station Expansion
- ❖ Headworks Influent Box Expansion
- ❖ Grit Chamber 1A
- ❖ Fine Screens Facility
- ❖ Primary Clarifier 1 & 2
- ❖ Primary Clarifier 1 & 2 Effluent Diversion Structure
- ❖ Aeration Basin Influent Channel Expansion
- ❖ Aeration Basin Modifications
- ❖ Blower Building 2
- ❖ Membrane Bio Reactor Facility Phase 1
- ❖ Thickening Building
- ❖ Acid Phase Digester
- ❖ Acid Phase Digester Building
- ❖ Gas Phase Digesters 1, 2, 3, and 4
- ❖ Gas Phase Digester Building
- ❖ Dewatering Building
- ❖ Power Centers 4, 6, 7, and 9
- ❖ Warehouse 1 and 2
- ❖ 131 tours of the RP- 5 construction project conducted through September of 2024, representing nearly 1,000 people.

WATER QUALITY LABORATORY

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

IEUA’s WQL is located at its headquarters in Chino, California and supports the regulatory requirements of the Agency’s wastewater reclamation plants and the Groundwater Recharge Program. The WQL tests for more

than 300 compounds, including PFAS and 1,2,3 Trichloropropane, and is staffed by qualified and experienced lab analysts. The lab is accredited by the Department of Drinking Water-Environmental Laboratory Accreditation Program (ELAP) and has implemented the new standards by ELAP to include a quality management system ensuring data generated is of known quality.

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

Our water samples are collected from over 100 locations. In FY 2023/24, approximately 22,000 samples were gathered and 55,000 tests were ran through:

- ❖ Extractions
- ❖ Gas Chromatography
- ❖ Liquid Chromatography
- ❖ Metals Analysis
- ❖ Bioassays
- ❖ Wet Chemical Analysis



THE AGENCY IS COMMITTED TO THE RESPONSIBLE USE AND PROTECTION OF THE ENVIRONMENT THROUGH CONSERVATION AND SUSTAINABLE PRACTICES.

ENVIRONMENTAL STEWARDSHIP

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.



PORTFOLIO HISTORY

IEUA entered into a Power Purchase Agreement (PPA) with a private company and had 3.5 megawatts (MW) of solar panels installed at four of IEUA's facilities in 2008. Since installation, IEUA has consumed approximately 89,549 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 5,097 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 12,325 MWh of power.

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

benefits of renewable resources between facilities.

In November 2019, IEUA installed 70 kilowatts of solar on the rooftop of the RP-5 Lab Building. The solar has produced an estimated 426 MWh since it was commissioned.

The Agency's Energy Optimization programs generated eight percent (8%) of the electricity consumed for all operations from renewable energy for the fiscal year.

The renewable energy generated by IEUA in FY 2023/24 would be able to provide electricity to at least 712 homes for one year.



COMPOSTING & BIOSOLIDS MANAGEMENT

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

Over the past 17 years, IERCF has cost-effectively recycled over three million tons of biosolids and amendments and produced over three and a half million cubic yards of high-quality compost with an excellent safety and environmental compliance record.

The IERCF's Marketing and Sales department actively supports cities in meeting the requirements outlined in Senate Bill 1383 by providing its premium compost to help lower greenhouse gas emissions through carbon sequestration and improve soil health in local communities.

For FY 2023/24, IERCF processed: 149,782 tons of biosolids and 41,743 tons of amendments*.

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

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

- ❖ FY 2023/24: 211,895 cubic yards of Seal of Testing Assurance (STA) certified compost produced.
- ❖ IERCF sold 202,095 cubic yards of STA Certified Compost sold under the brand name SoilPro Premium Compost.

* Amendments are feedstocks to support the compost recipe.





FISCAL RESPONSIBILITY

FINANCIALS

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

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



FY 2023/24

- ❖ Operating Revenues: \$166 Million
 - ✦ Service charges for the Agency's regional wastewater programs, pass-through sales of imported water, and recycled water sales. * Values are approximate.
- ❖ Connection Fees: \$33 Million
 - ✦ New or upsized connections to the Regional Wastewater and Regional Water systems.
- ❖ Property Taxes: \$86 Million
 - ✦ Collection of San Bernardino County ad-valorem property tax receipts, pass-through incremental taxes, and extra-territorial fees.
- ❖ Grants and Loans: \$28 Million
 - ✦ Federal, State, and local grants and loans to support regional and recycled water distribution system improvements and capital project investments.
- ❖ Other Revenues: \$37 Million
 - ✦ Contract cost reimbursements from CDA, IERCA and Chino Basin Watermaster, as well as interest and lease revenues.
- ❖ Total Funding Sources: \$350 Million

AUDITED ACTUALS

Operating revenues of \$166 million account for 51 percent of total revenues and include \$111 million in service charges for the Agency's regional programs, \$35 million for pass-through sales of imported water, and \$20 million of recycled water sales. The remaining 49 percent of revenues and other funding sources are nonoperating 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 \$336 million and include operating expense and debt service costs of \$231 million and capital project expenditures of \$105 million. Major capital investments included the RP-5 Biosolids Facility and the RP-5 Expansion.

FY 2023/24

- ❖ Operating Expenses: \$204 Million
- ❖ Capital Expenditures: \$105 Million
- ❖ Debt Service Cost: \$27 Million
- ❖ Total Use of Funds: \$336 Million

GRANT AND LOAN AWARDS

IEUA secured \$2,843,353 in new grant awards during FY 2023/24.

Federal, State, and local agencies have provided financial assistance for many of IEUA's projects. Current agencies include: U.S. Department of Interior – Bureau of Reclamation, U.S. Environmental Protection Agency, ENERGYWERX – a partner of the U.S. Department of Energy, Federal Emergency Management Agency/California Emergency Management Agency, California Department of Water Resources, California State Water Resources Control Board, California Department of Parks and Recreation, California Energy Commission, California Water Commission, California Alternative Energy and Advanced Transportation Financing Authority, California Special Districts Association, Metropolitan Water District of Southern California, Santa Ana Watershed Project Authority, Water Research Foundation, Carl Moyer Memorial Air Quality Standards Attainment Program, California Department of Resources Recycling and Recovery, and WaterReuse Foundation.

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

- ❖ Chino Basin Advanced Treated Recycled Water, Storage, and Production: \$2,843,353
 - ❖ United States Bureau of Reclamation-WaterSMART Water Recycling and Desalination
 - ❖ This Project will complete planning, regulatory compliance and permitting, and pre-final design activities for the Chino Basin Program (Program). Once constructed, the Program will include an advanced water purification facility to provide approximately 15,000 acre-feet per year of treated water for recharging the Chino Basin. Groundwater in the area is affected by high concentrations of salts, nitrates, and other constituents. By replenishing the groundwater basin with highly treated recycled water, the Program will improve the sustainability of a resource that would otherwise be gradually degraded beyond use, resulting in loss of local supplies and increased reliance on State Water Project supplies. The project will also provide more flexibility during future extended droughts.



WATER-USE EFFICIENCY, EDUCATION, AND PROMOTION OF ENVIRONMENTAL STEWARDSHIP ARE KEY FUNDAMENTALS OF THE AGENCY'S LONG-TERM WATER RESOURCE MANAGEMENT STRATEGY.



COMMUNITY OUTREACH AND EDUCATION

EDUCATION

IEUA invests in our future generations and provides a range of interactive programs offered to kindergarten through twelfth grade students. These offerings include Water Discovery Field Trips to the Chino Creek Wetlands and Educational Park and wastewater treatment facility, Water Scout Badge Program, Water is Life Poster Contest, and more. FY 2023/24 hosted over 3,600 K-12 students across IEUA's educational programs.

Program	Participants
Water Discovery Field Trip	2,350
Water Scout Badge Program	51
15th Annual Earth Day – Student Day*	1,107
15th Annual Earth Day**	964

* This data includes K-5 students, chaperones, and educators.

** This data includes community members, scout troops, and after-school program participants.



GET SOCIAL WITH US!

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

- ❖ Facebook, Instagram, X, LinkedIn, YouTube, Nextdoor @IEUAWater
- ❖ Instagram @chinocreekwetlands



WATER DISCOVERY FIELD TRIP

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

FY 2023/24 welcomed 2,350 students across 59 Water Discovery Field Trips.

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

** The Chino Creek Wetlands and Educational Park's mini-busing grant is partially funded by the Discover the Environment and Water (DEW) program grant from the CA Department of Parks and Recreation, which allows educators from across California to apply for a stipend based on funding needs.

15TH ANNUAL EARTH DAY CELEBRATION

IEUA partnered with the city of Chino to host the popular annual in-person, two-day Earth Day Event on April 17 and 18, at the Chino Creek Wetlands and Educational Park. The 15th Annual Earth Day Celebration provided Water Discovery Field Trips to over 1,200 students, parents and educators on April 17. Approximately 1,000 participants attended the Community Day celebration on Thursday, April 18, which included local scout troops and City of Chino's after-school program participants.

The Student Day event provided fun, interactive opportunities for local K-5 students, educators and parents to learn how they can be environmental stewards

and protect natural resources. Programming included a unique opportunity to participate in the Water Discovery Program with engaging lessons and activities about the water cycle, recycling, animals and habitats, wetlands, and water usage in honor of Earth Day. Students experienced an animal encounter, participated in an environmental show, and observed the wetlands and its functions. A new "Touch-A-Truck" experience was implemented featuring the Agency's Collections' vehicles and city of Chino's mini-Waste Management vehicle.

Community Day, a free public event, featured 36 educational and interactive booths, including

document shredding, train rides around the park, free giveaways, hands-on earth-friendly activities, plant and compost education, animal encounters, and much more. IEUA partnered with customer agencies and other local programs to provide interactive activity booths to learn about water resources, how compost benefits the soil, the diversity and importance of the region's habitat, and the importance of proper recycling.

The two-day event promotes environmental awareness to the community and provides ways for students and the community to act and support environmental stewardship inside and outside the classroom/home.

WATER IS LIFE STUDENT ART POSTER CONTEST

IEUA hosts an annual regional art poster contest, 'Water is Life', encouraging K-12 students within our service area to submit an art poster entry. Using the theme "Being water-wise is", students are invited to create an art poster depicting various water uses and ways to use water more efficiently or water conservation topics. This is an exciting time for students to showcase their art skills and explore water resources.

In FY 2023/24, staff collected over 800 poster submissions from schools across IEUA's service area. In spring 2024, IEUA submitted 12 winners to advance to MWD's southern California regional contest.

MWD's Annual Calendar contest program consists of multiple member agencies' entries across their six-county service area judged and featured in the annual calendar. The calendar is distributed to approximately 13,000 recipients.

NATIONAL THEATRE FOR CHILDREN

The National Theatre for Children (NTC) delivers a behavior-driven, multiplatform, in-school water education curriculum for students and teachers in grade levels K-6. Through live theatre, a student curriculum, and teacher guides, the custom-designed program teaches students about water uses, the importance of water, ways to conserve, and ways water gets polluted. In FY 2023/24, NTC conducted 71 school assembly performances, reaching 37 schools, 14,373 students, and 577 teachers throughout the IEUA service area.



WATER SCOUT BADGE PROGRAM

IEUA's Water Scout Badge Program welcomes local Scouts to earn a "Water Scout Fun Badge" while learning about water-use efficiency, drought resilient plants, and sustainability year-round. The program consists of a 16-page workbook that guides scouts and troop leaders on an outdoor scavenger hunt of the Chino Creek Wetlands and Educational Park. Once the workbook has been completed, the troop leader can contact IEUA's Education Lead to coordinate a badge pick-up. To learn more about the Water Scout Badge Program, visit <https://www.ieua.org/water-scout-badge-program/>.

FY 2023/24 welcomed 51 scouts through the Water Scout Badge Program.

COMMUNITY OUTREACH

IEUA is committed to engaging with the community to provide programs that educate the community on ongoing initiatives. Staff participates and hosts a variety of community events and partners with customer agencies and community groups. During Fiscal Year 2023/24 year, staff facilitated and attended multiple events including Women in Water, various Leadership Collaboratives, IEUA Career Fairs, and community events. Additionally, IEUA developed and led the Agency's first-ever Inspection Tour, an all-day experience spotlighting a wastewater treatment plant, the IERCF, the Chino Creek Wetlands & Educational Park, and the Water Quality Laboratory.

BE SEWER SMART

During the COVID-19 pandemic, IEUA and our customer agencies encountered a substantial increase in blockages both within the region's sewer systems and at our Regional Water Recycling Plants. It was determined by IEUA's Collections crew that the cause of these blockages was due to fats, oils, and greases (FOG) and other non-flushable items (such as wipes) being improperly disposed into our sewer systems.

The Be Sewer Smart campaign targets residents within IEUA's

service area to increase awareness of proper disposal methods and relieve IEUA's Regional Water Recycling Plants and our customer agencies' sewer systems by reducing the amount of Sanitary Sewer Overflows (SSO) and other related blockages due to FOG, wipes, and other non-flushable items.

In FY 2023/24, External Affairs staff worked closely with IEUA's Collections team to develop new videos and images that provide our residents with a true

picture of what happens when FOG and wipes are disposed of incorrectly. Team members are featured on the streets of our service area, giving residents and businesses a behind the scenes look at the labor involved with cleaning out sewer drains, what items are found, the issues that occur, and reiterate the correct way to dispose of these items and what can and should not be flushed down the toilet. Staff also developed vehicle wraps for the Collections team vehicles that promotes the Be Sewer Smart campaign.

The time is always **Now**

THE TIME IS ALWAYS NOW

The Time is Always Now campaign was created in 2023 following the creation of The Time is Now campaign created in early 2022. The campaign provides evergreen water saving tips, encouraging long-term water-use efficiency and to help to ensure sustainability of the region's water supply. To view messaging for this campaign, visit IEUA's social media channels.

WATER-USE EFFICIENCY

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

In FY 2023/24, IEUA and its customer agencies deployed approximately 19,360 water-saving technologies/services throughout the region. The water savings achieved through these regional WUE activities are estimated to be approximately 730 AFY, with an estimated lifetime savings of 8,342 AF. With more than twenty years of delivering robust and active water-saving programs, IEUA's WUE

activities have resulted in a cumulative, estimated lifetime water savings of over 160,000 AF since FY 2002/03. As mandated by State legislation, sustained reduction in water use will be met by the combined efforts of IEUA and its customer agencies through their commitment to implementing innovative WUE programs that emphasize the significance of using water wisely. Many of these programs are made possible through funding partnerships with local, State, and Federal agencies, including MWD, the Department of Water Resources, the U.S. Bureau of Reclamation, and public/private partnerships.



WATER-SAVING SERVICES PROVIDED

- ❖ Residential Landscape Tune-Up Program
- ❖ Residential Small Site Controller Retrofit Program
- ❖ Large Landscape Controller Retrofit Program
- ❖ Residential Pressure Regulation Program
- ❖ Residential and Commercial Turf Replacement Rebates
- ❖ Residential and Commercial Device-Based Rebates
- ❖ Residential and Commercial Landscape Evaluations
- ❖ Customer Agency Administered WUE programs



ANNUAL SAVINGS

Program	Annual Savings (AF)	Lifetime Savings (AF)
SoCal Water Smart Device Rebates	171	1,834
Sprinkler Tune-Ups	329	659
SoCal Water Turf Rebates	180	5,409
Landscape Evaluation and Audit Programs	8	41
Small Site Controller Retrofits	24	236
Large Landscape Controller Retrofits	15	146
Pressure Regulating Valves	1	15
Customer Agency Administered Programs	1	1
Total	730	8,342



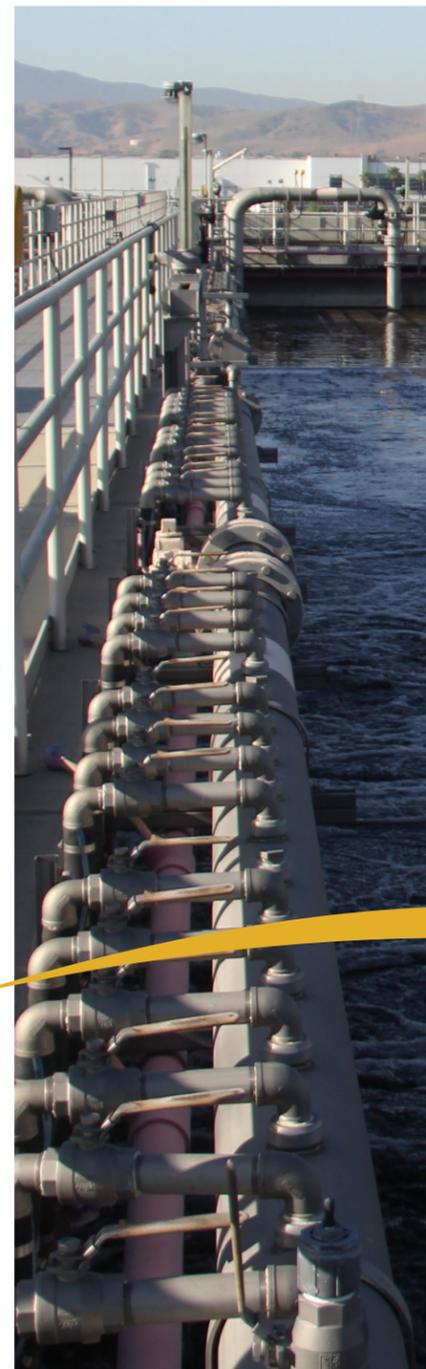
WORKPLACE



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.

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



FY 2023/24

- ❖ 6,028 applications for employment (42.6% higher than FY 2022/23)
- ❖ 74 employees onboarded
- ❖ 90 recruitments conducted (32.3% higher than FY 2022/23)
- ❖ 43 employees promoted (59.2% higher than FY 2022/23)
- ❖ 17 professional development topics delivered
- ❖ 15 safety training topics delivered
- ❖ 10 retirements: average 21 years of service
- ❖ 2nd year with 0 safety lost time injury cases



AWARDS

Awarding Agency	Award Title	Awardee
National Association of Clean Water Agencies (NACWA)	Platinum Peak Performance Award	Carbon Canyon Water Recycling Facility (CCWRF)
National Association of Clean Water Agencies (NACWA)	Platinum Peak Performance Award	Regional Water Recycling Plant No. 5. (RP-5)
National Association of Clean Water Agencies (NACWA)	Gold Peak Performance Award	Regional Water Recycling Plant No. 1 (RP-1)
National Association of Clean Water Agencies (NACWA)	National Environmental Achievement Award – Public Information and Education: E-Media category	<i>Be Sewer Smart</i> campaign
WaterReuse Association	WaterReuse Awards for Excellence – Excellence in Action category	Inland Empire Utilities Agency (For over 50 years of commitment to water resiliency through the innovative use of recycled water for commercial operations, watershed restoration projects, irrigation, indirect potable reuse, and more.)
California Water Environment Association (CWEA) Santa Ana River Basin Section (SARBS)	Laboratory Person of the Year – Gold Award	Laboratory Scientist II Supriti Shrestha
California Water Environment Association (CWEA) Santa Ana River Basin Section (SARBS)	Operator of the Year – Gold Award	Senior Wastewater Treatment Plant Operator Jose Mendez
California Water Environment Association (CWEA) Santa Ana River Basin Section (SARBS)	Collection System Person of the Year – Gold Award	Collection System Operator III Edward Chavez
California Water Environment Association (CWEA) Santa Ana River Basin Section (SARBS)	Safety Plant of the Year (Medium) – Gold Award	Regional Water Recycling Plant No. 1 (RP-1)
California Water Environment Association (CWEA) Santa Ana River Basin Section (SARBS)	Collection System of the Year (Small) – Silver Award	Inland Empire Utilities Agency Collections staff
California Water Environment Association (CWEA)	Gimmicks and Gadgets Award – First Place	Presented to staff within IEUA's Maintenance and Asset Management units for the Digester Gas Mixer Condition Monitor and Thermal Protection Project
California Water Environment Association (CWEA)	Safety Plant of the Year Award – Third Place	Regional Water Recycling Plant No. 1 (RP-1)
California Water Environment Association (CWEA)	Collection System Person of the Year Award – Second Place	Collection System Operator III Edward Chavez
California Water Environment Association (CWEA)	Laboratory Person of the Year Award – Third Place	Laboratory Scientist II Supriti Shrestha
Government Finance Officers Association (GFOA)	Certificate of Achievement for Excellence in Financial Reporting	Annual Comprehensive Financial Report (ACFR) for Fiscal Year ending June 30, 2023 (25th consecutive year)



INLAND EMPIRE UTILITIES AGENCY

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