



ANNUAL REPORT
FY 2024-2025



Inland Empire Utilities Agency
A MUNICIPAL WATER DISTRICT

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Message from the Interim General Manager



As we reflect on the progress and partnerships this fiscal year, the Inland Empire Utilities Agency marked its 75th anniversary while remaining a leader dedicated to public health, environmental stewardship, and water and wastewater management. *75 Years of Partnership and Progress*, our diamond year, embodies the collaboration and innovation that has driven our achievements and will continue to guide us to a more sustainable future.

For seven and a half decades, this Agency has stood as a cornerstone of regional collaboration, innovation, and environmental stewardship. This milestone is not just a celebration of years past, but a testament to the vision, mission, and dedication of those who came before us and those who continue to serve today.

Over the past fiscal year, we have advanced initiatives that strengthen local water reliability and protect public health. Our robust capital improvement program ensures the integrity of our regional sewer lines and five wastewater treatment plants, while our operations continue to uphold the highest standards to protect public health. These efforts reflect our unwavering commitment to safeguarding the environment and supporting the communities we serve.

We also made significant progress on transformative projects that will shape the future of water management in our region. The expansion of Regional Water Recycling Plant No. 5 is well underway, positioning us to treat 22.5 million gallons per day and incorporate a new solids treatment facility. At the same time, the Chino Basin Program is moving forward with plans to deliver 15,000 acre-feet of advanced treated water annually, an investment that will enhance groundwater sustainability and reduce dependence on imported supplies.

Beyond infrastructure, our community's water-use efficiency efforts are essential for bolstering local reliability and meeting the water quality needs of our growing region. We are building the foundation for a resilient future. These achievements underscore our belief that innovation and collaboration are key to meeting the challenges of tomorrow.

As the Interim General Manager, I am honored to lead an Agency that remains steadfast in its mission to enhance and preserve the quality of life in our region. Together, we will continue to maximize our resources, embrace sustainable practices, and ensure that every drop counts, for today and for generations to come.

Christiana Daisy, P.E., MBA
Interim General Manager

Agency Snapshot

5 Wastewater Treatment Plants

1,400+ Connections for Recycled Water

Approximately 52 Million Gallons per Day (MGD) of Wastewater Treated

331 Full-time Employees

38,689 Acre-feet (AF) of Imported Water Deliveries

230,000 Cubic Yards (CY) of Compost Produced

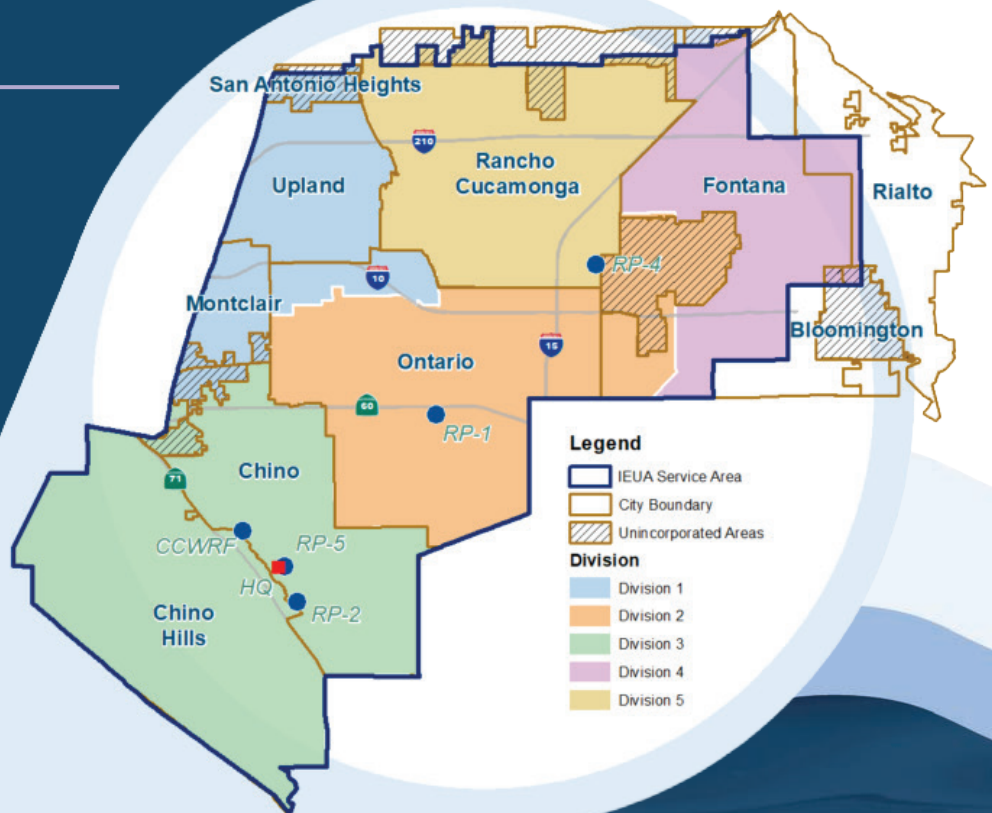


CUSTOMER AGENCIES

Cities of Chino, Chino Hills, Fontana, Montclair, Ontario, Upland, and the Cucamonga Valley Water District, Fontana Water Company, Monte Vista Water District, San Antonio Water Company, and West Valley Water District

Service Area

The Inland Empire Utilities Agency is responsible for serving approximately 950,000 residents over 242-square miles in western San Bernardino County.



Board of Directors

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.

Effective January 1, 2025 - December 31, 2025



MARCO TULE
President
Division 1



JASMIN A. HALL
Vice President
Division 4



STEVEN J. ELIE
Secretary / Treasurer
Division 3



MICHAEL CAMACHO
Director
Division 5



PAUL HOFER
Director
Division 2

About Us

The **Inland Empire Utilities Agency (IEUA/Agency)** is a regional wastewater treatment agency and wholesale distributor of imported water located in western San Bernardino County.

Key areas of service



Securing and supplying imported water



Collecting and treating wastewater



Producing high-quality renewable products such as recycled water and compost



Promoting sustainable use of groundwater and development of local water supplies



75 Years of Partnership & Progress

During FY 24/25, the Agency celebrated its 75th anniversary and adopted the theme of **Celebrating 75 Years of Partnership and Progress**. The year highlighted collaboration, strategy, and long-term vision as IEUA and its partners continue to work together to address the opportunities and complex challenges facing the region.

Learn more about our 75 Years of Partnership and Progress through our historical timeline.



1969
Santa Ana River Judgment is instituted. The District helps the region to meet obligation by sending recycled water into the Santa Ana River.



1972
The District purchases three wastewater treatment plants and pipelines and connected to its first recycled water customers via the purple pipe system: Whispering Lakes Golf Course, Westwind Park, and El Prado Golf Course.

1950s

1950
Voters approve forming the Chino Basin Municipal Water District (District) to bring supplemental water to the region and connect to Metropolitan Water District of Southern California (MWD).

1960s



1970s

1970
The District began selling recycled water.

1980s

1980s
The District worked to expand the Non-Potable Recycled Water Program.



1998

The District was renamed Inland Empire Utilities Agency (IEUA).

2002

IEUA entered into a Joint Powers Agreement with the Los Angeles County Sanitation Districts to create the Inland Empire Regional Composting Authority (IERCA).

2007

The IERCA begins operations and becomes the largest fully enclosed composting facility in North America.

2010

IEUA expanded its renewable energy portfolio by securing another PPA for a 1.0 MW wind turbine at RP-4.



1990s

1990s

Two new regional wastewater treatment plants built: Regional Water Recycling Plant No. 4 (RP-4) and Carbon Canyon Water Recycling Facility.

2000s

2003–2007

IEUA implements key sustainability initiatives including the development of the Agency's LEED Platinum headquarters and the Chino Creek Wetlands & Educational Park.

2010s

2008

The Agency 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.

2020s

2025

IEUA delivers approximately 34,000 acre feet annually of recycled water through purple pipe or indirect potable reuse.

IEUA developed its next five-year Strategic Plan, commencing FY 25/26.

Agency Leadership



CHRISTIANA DAISY
Interim General Manager



LISA DYE
Assistant General Manager



KEVIN ALEXANDER
Deputy General Manager



**MARTY
CIHIGOYENETCHE**
General Counsel

**Names and titles reflect leadership roles as of December 2025.*



Vision

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



Mission

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



Values

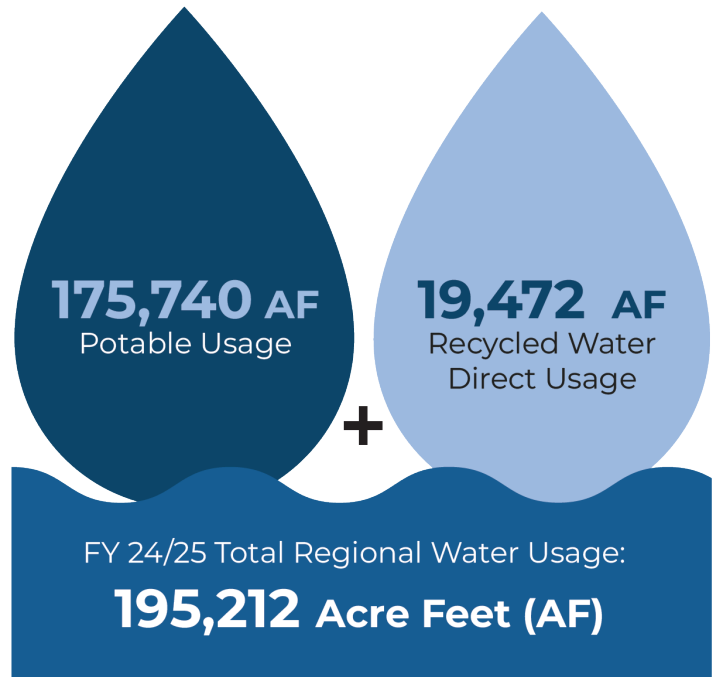
Leading the way. Planning for the future. Collaboratively protecting the resources of the communities we serve. IEUA:

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

**These statements represent the Vision, Mission, & Values from FY 24/25.*

Water Supply Reliability & Public Health Preservation

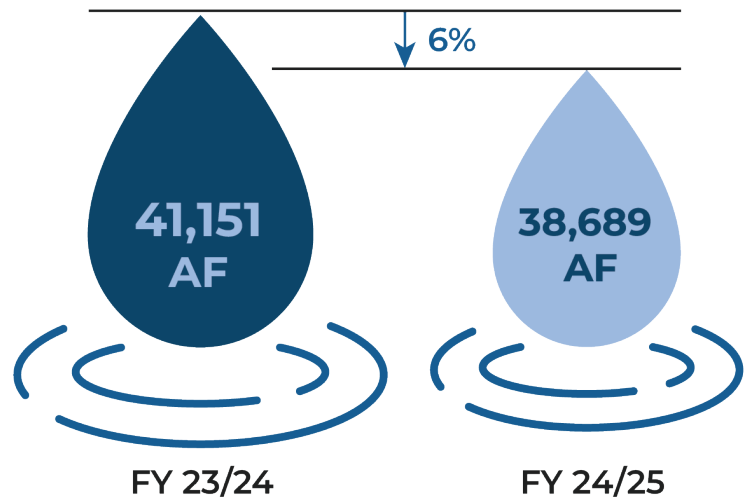
IEUA'S REGIONAL WATER USAGE



IMPORTED WATER

As a member agency of MWD, IEUA is the supplemental water provider for western San Bernardino County and currently a State Water Project-dependent MWD agency.

In FY 24/25, IEUA's service area imported water deliveries totaled 38,689 AF, which was nearly a 6% decrease from FY 23/24.



CHINO BASIN DESALTER OPERATIONS

As a partner to the Chino Basin Desalter Authority, IEUA is responsible for operating the Chino I Desalter (CDA I) and delivers treated drinking water to the cities of Chino and Chino Hills, and to Jurupa Community Services District.

Total Water Delivered from CDA I:
(AF = acre-feet, in which 1 AF = 325,851 gallons)

Delivered Treated Water*:

- City of Chino = 5,175 AF
- City of Chino Hills = 4,332 AF
- Jurupa Community Services District = 3,815 AF

**Numbers shown for the Chino I Desalter only.*



RECYCLED WATER

IEUA is committed to the maintenance and development of recycled water infrastructure so that all recycled water produced through its wastewater treatment process can be beneficially used.

Recycled water uses include:



Agriculture



Parks



Landscaping



Recreational Lakes



Golf Courses



Median Strips



Industrial Cooling



Groundwater Recharge



GROUNDWATER RECHARGE

IEUA, Chino Basin Watermaster, Chino Basin Water Conservation District, and San Bernardino County Flood Control District jointly sponsor the Chino Basin Recycled Water Groundwater Recharge Program. This program was put in place to enhance water supply reliability and drinking water quality throughout the greater Chino Basin. IEUA staff manage groundwater recharge across 19 basin sites*, composed of 46 basins.

**Sites designed and operated to capture runoff from storms, MWD imported water, and recycled water from IEUA's distribution system.*

Groundwater Recharge Source	Recharge (AF)
Recycled Water	17,299
Stormwater & Dry Weather Flow	7,156
Imported Water	20,307
Imported Water (Conjunctive Use Program Storage)	18,488
Other ⁺	1,819
Total	44,762

⁺Recharged supplies that were delivered from outside IEUA's service area, not including IEUA purchases. Includes water recharged on behalf of Cucamonga Valley Water District and Three Valleys Municipal Water District.

Investing in Our Future

IEUA is committed to investing in the future of the service area. Major capital construction projects underway in FY 24/25 include the RP-5 Expansion and Biosolids facility, RP-1 Solids Thickening Project, Carbon Canyon Water Recycling Facility Asset Management and Improvements Project, and continued planning of the Chino Basin Program.

REGIONAL WATER RECYCLING PLANT NO. 5 (RP-5) EXPANSION PROJECT

The project will expand the treatment capacity of RP-5 from 16.3 MGD to 22.5 MGD, with ultimate buildout for 30 MGD average and 60 MGD peak flows. It also involves constructing a new solids handling facility at RP-5. Completion is expected in 2027.



REGIONAL WATER RECYCLING PLANT NO. 1 (RP-1) SOLIDS THICKENING PROJECT

The RP-1 Solids Thickening Project will enhance the management of biosolids and aims to improve the efficiency of the solids separation and thickening processes, increasing the overall capacity for treating and handling biosolids streams. The expected outcomes include optimized solids concentration, reduced transport and disposal requirements, and enhanced sustainability for the facility's operations. Completion is expected in 2030.



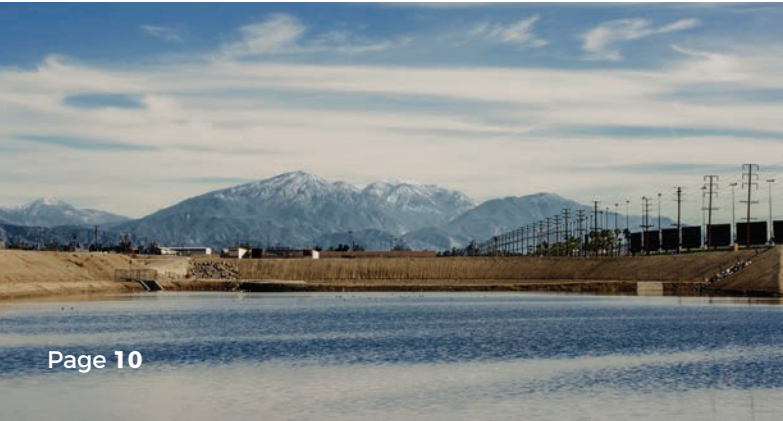
CARBON CANYON WATER RECYCLING FACILITY ASSET MANAGEMENT AND IMPROVEMENTS PROJECT

Carbon Canyon Water Recycling Facility Asset Management and Improvements Project involves critical improvements to multiple systems at the facility in Chino. Completion is expected in 2026.



CHINO BASIN PROGRAM (CBP)

The Chino Basin Program addresses State and local water challenges by investing in local water treatment, storage, and delivery. The CBP includes construction of a 15,000 acre-feet per year (AFY) Advanced Water Purification Facility which will be located at Regional Water Recycling Plant No. 4, aquifer replenishing wells, supplemental recycled water supplies, and extraction facilities. The CBP is expected to begin phasing in operations in 2032.



WATER QUALITY LABORATORY

The Agency's Water Quality Laboratory (Lab) provides services necessary to generate real-time data for the Agency's operations, compliance, and source control activities.



IEUA's Lab supports the regulatory requirements of the Agency's wastewater reclamation plants and the Groundwater Recharge Program. The Lab tests for more than 400 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 ELAP's new standards to include a quality management system.

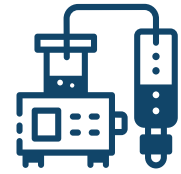
Water samples are collected from over 100 locations. In FY 24/25, approximately 22,000 samples were collected and 57,000 tests were analyzed through:



Extractions



Gas Chromatography



Liquid Chromatography



Metals Analysis



Bioassays



Wet Chemical Analysis

In FY 24/25, the Agency obtained the following new accreditation: 123 TCP by DWRL -123TCP, 1,4 Dioxane by EPA 522, and PFAS by EPA 1633.

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 energy portfolio was strategically developed by identifying how available resources could be applied to incorporate environmentally friendly technologies capable of producing energy 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.



Portfolio History

2008



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. Since their installation, the solar panels have generated 90,589 megawatt-hours (MWh).

2010



IEUA expanded its renewable energy portfolio by securing another PPA for a 1.0 MW wind turbine at RP-4.

2015



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 IERCA. Since the start of the operation in January 2019, the solar has generated an estimated 14,389 MWh of energy.

2019



IEUA installed 70 kilowatts of solar on the rooftop of the Lab building. The solar has produced an estimated 813 MWh since it was commissioned.

The Agency's Energy Optimization programs generated five percent (5%) of the electricity consumed for all operations from renewable energy for FY 24/25.

In FY 24/25, 3,934 MWh of renewable energy was generated onsite. The renewable energy generated by IEUA in FY 24/25 would be able to provide electricity to at least 376 homes for one year.



The wind turbine has generated approximately 5,540 MWh since startup.

COMPOSTING & BIOSOLIDS MANAGEMENT

Biosolids from the wastewater treatment process are transported to the Inland Empire Regional Composting Facility Authority (IERCA) in Rancho Cucamonga to produce high-quality compost each year for local landscaping and horticultural use.

In FY 24/25, IERCA:

- Processed **152,478** tons of biosolids
- Sold **218,791** yards of compost

Over the past 18 years, IERCA 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.

In May 2025, IERCA announced that it has earned the **U.S. Department of Agriculture's (USDA) Certified Biobased Product Label** for its premium SoilPro compost.

**Amendments are feedstock to support the compost recipe.*



Fiscal Responsibility

FINANCIALS

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.

PROPERTY TAXES: \$91 Million

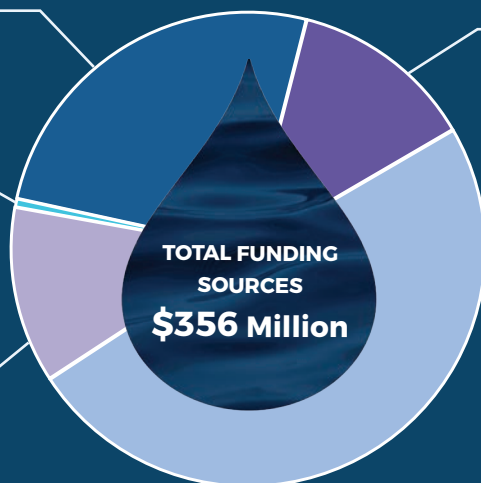
Collection of San Bernardino County ad-valorem property tax receipts, pass-through incremental taxes, and extra-territorial fees.

CAPITAL GRANTS: \$2 Million

Federal, State, and local grants and loans to support regional and recycled water distribution system improvements and capital project investments.

OTHER REVENUES: \$43 Million

Contract cost reimbursements from CDA, IERCA, and Chino Basin Watermaster, as well as interest.



CONNECTION FEES: \$45 Million

New or upsized connections to the Regional Wastewater and Regional Water systems.

OPERATING REVENUES: \$175 Million

Service charges for the Agency's regional wastewater programs, pass-through sales of imported water, and recycled water sales.

GRANT AWARDS

IEUA secured **\$739,479** in new grant awards during FY 24/25.

Securing low-cost financing through grants enables the Agency to maintain fiscal responsibility.

Grant	Dates	Project Description	Project Award
EnergyWERX/Department of Energy IEUA-Carbon Canyon Water Recycling Facility Enhanced Aeration Controls – Ammonia Analyzers	Award Date: 9/10/2024 End Date: 12/3/2026	This project will enhance Carbon Canyon’s Aeration Controls by switching from Dissolved Oxygen (DO) controls to ammonia-based controls, yielding energy savings.	\$39,479
MWD Future Supplies Action (FSA) PFAS in Well Drilling Construction	Award Date: 5/27/2025 End Date: 3/31/2027	The project will further document the newly identified links between commonly utilized well drilling products and PFAS contamination in groundwater monitoring and production wells.	\$298,500
MWD Future Supplies Action AWP Demonstration Facility	Award Date: 5/1/2025 End Date: 5/1/2027	The Advanced Water Purification Demonstration Facility will provide the information needed to design the full-scale Advanced Water Purification Facility (AWPF), provide staff with the training necessary to successfully operate the AWPF, and promote innovation by testing and demonstrating new technologies to benefit the community.	\$401,500





Community Outreach & Education

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

EDUCATION

IEUA invests in our future generations and provides a range of interactive programs offered to kindergarten through twelfth grade students. The Agency's education offerings reached over 4,100 K-12 community members, scout troops, and after-school participants during FY 24/25.



OFFERINGS

Discover the Environment and Water (DEW) Field Trip Program

Free field trip program to K-12 students and aligns with Science, Technology, Engineering, Art, Mathematics (STEAM), and Common Core standards.

Earth Day Community Day and Student Day

An annual two-day Earth Day celebration event, hosted in partnership with the City of Chino, for students and the community at the Chino Creek Wetlands & Educational Park*.

IEUA's Water Scout Badge Program

Scouts earn a "Water Scout Fun Badge" while learning about water-use efficiency, drought resilient plants, and sustainability.

Water is Life Poster Art Contest

An annual regional art poster contest encouraging K-12 students within the service area to submit an art poster entry using the theme "Being Water-Wise is..."

Water Engineering 4 Good (WE4G)

An online STEAM competition hosted by MWD for middle and high school students within IEUA's service area.



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

PROGRAM PARTICIPATION

Program	Participants
Discover the Environment and Water (DEW) Field Trip	2,086
Water Scout Badge Program	60
16th Annual Earth Day - Student Day*	1,100
16th Annual Earth Day**	860
Water is Life Annual Poster Contest	522
Water Engineering 4 Good (WE4G)	Vina Danks Middle School



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

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



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.

59 school assembly performances

36 schools

10,690 students

542 teachers



Campaigns & Awareness

SOCIAL MEDIA PLATFORMS

IEUA tailors messaging to promote the Agency's initiatives, events, education, news, water conservation practices, and general water awareness through engaging videos, photos, and graphics.



BE SEWER SMART

IEUA continues to promote its Be Sewer Smart campaign to address the ongoing problem of improper disposal of fats, oils, and greases (FOG), wipes, and other hygiene products marketed as "flushable."



EARTH DAY

Over **1,900** community members visited the Agency for the annual two-day Earth Day celebration, which included educational and interactive booths, free water-wise giveaways, and more.



WATER AWARENESS MONTH

Over **1,200** FOG lids were distributed to community members throughout the service area in May.



SMART IRRIGATION MONTH

Smart Irrigation Month focuses on the benefit of efficient irrigation and wise water use.

Over **1,800** automatic shut-off hose nozzles were distributed throughout our service area in July.



WATER-USE EFFICIENCY

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

In FY 24/25, the Region successfully deployed* approximately:



150 high-efficiency toilets



300 high-efficiency clothes washers



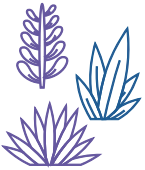
1,000 smart irrigation timers



4,000 low-flow showerheads



8,000 high-efficiency sprinkler nozzles



Transformed over **700,000** square feet of turf grass with climate-appropriate alternatives and yielded an estimated annual savings of nearly **100** acre-feet of water

**Combination of rebates and direct install services*



ANNUAL SAVINGS

8 WUE programs delivered verifiable water savings and are estimated to save **434** acre-feet of water annually and **4,338** acre-feet over the lifetime of the measures implemented.

Sprinkler tune-ups: **55%** of the annual savings.

SoCal Water Smart (SCWS) Turf Replacement Rebates: **70%** of the lifetime savings. Below are the annual and lifetime water savings for each program.

Program	Annual Savings (AF)	Lifetime Savings (AF)
SCWS Device Rebates	43	381
SCWS Turf Rebates	102	3,048
Sprinkler Tune-ups	237	475
Large Landscape Controller Retrofits	10	95
Small Site Controller Retrofits	26	264
Pressure Regulating Valves	1	10
Landscape Evaluation and Audit Program (LEAPs)	13	63
Customer Agency Administration Programs	1	1
Approximate Total	434	4,338

**All program data was obtained through a combination of IEUA program vendor invoices and socialwatersmart.com activity.*



Culture of Excellence

During FY 24/25, IEUA advanced workforce planning and development through targeted recruitment, internal promotions, professional training, and employee engagement efforts. These initiatives strengthened the Agency's workforce, supported long-term succession planning, and reinforced a positive and safety-focused workplace culture.

7,274 applications for employment
(13.5% higher than FY 23/24)

84 new full-time employees onboarded

34 interns welcomed

70 recruitments conducted

29 employees promoted

25 professional development topics delivered

17 instructor-led safety training topics delivered

6 retirements: average 20 years of service

Low total recordable injury incident rate of

0.94

Awards & Recognition

CALIFORNIA WATER ENVIRONMENT ASSOCIATION Select Society of Sanitary Sludge Shovelers (5S)

Recipients: Robert Delgado (Director of Operations & Maintenance), Lucia Diaz (Manager of Facilities & Water System Programs), Sushmitha Reddy (Manager of Laboratories)



CALIFORNIA WATER ENVIRONMENT ASSOCIATION PICK AWARD

Recipients: Lucia Diaz (Manager of Facilities & Water System Programs), Edward Makowski (Collection System Supervisor), Yvonne Taylor (Executive Assistant)



CALIFORNIA WATER ENVIRONMENT ASSOCIATION RICHARD D. POMEROY AWARD

Recipient: Lucia Diaz



CALIFORNIA WATER ENVIRONMENT ASSOCIATION SANTA ANA RIVER BASIN SECTION SUPERVISOR OF THE YEAR

Recipient: Edward Makowski
Category / Level: Silver Award



CALIFORNIA WATER ENVIRONMENT ASSOCIATION SANTA ANA RIVER BASIN SECTION COLLECTION SYSTEM PERSON OF THE YEAR

Recipient: Adolfo Zavala (Collection System Operator III)
Category / Level: Silver Award





CALIFORNIA WATER ENVIRONMENT ASSOCIATION
SANTA ANA RIVER BASIN SECTION
**COMMUNITY ENGAGEMENT & OUTREACH PROJECT
OF THE YEAR**

Recipient: Be Sewer Smart Campaign
Category / Level: Gold Award (Large)

NATIONAL ASSOCIATION OF CLEAN
WATER AGENCIES
PEAK PERFORMANCE AWARD

Recipient: CCWRF
Category / Level: Platinum



NATIONAL ASSOCIATION OF CLEAN WATER AGENCIES
PEAK PERFORMANCE AWARD

Recipients: RP-1, RP-5
Category / Level: Silver



THE GOVERNMENT FINANCE OFFICERS
ASSOCIATION (GFOA)
**CERTIFICATE OF ACHIEVEMENT FOR EXCELLENCE
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**Annual
Comprehensive
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Report**



**OPERATING
AND CAPITAL
PROGRAM
BUDGET**

THE GOVERNMENT FINANCE OFFICERS
ASSOCIATION (GFOA)
**THE DISTINGUISHED BUDGET PRESENTATION
AWARD**





Inland Empire Utilities Agency

6075 Kimball Avenue, Chino, CA 91708 | 909.993.1600 | ieua.org

      @IEUAWater



Inland Empire Utilities Agency
A MUNICIPAL WATER DISTRICT