

Message from the General Manager

This fiscal year the Upper San Gabriel Valley Municipal Water District faced a two-pronged challenge: the ongoing COVID-19 pandemic and worsening drought conditions. We navigated both with professionalism and creativity without loss of productivity and revenue.

Since its incorporation on Jan. 7, 1960, Upper District has provided a safe and reliable source of water to its member agencies, which today serve 18 cities and nearly 1 million people. Upper District continues to be a leader in finding and implementing innovative solutions to water supply challenges.

While we were disappointed by the pandemic-driven necessity to limit face-to-face interactions with the public, we embraced digital communication and creatively expanded our outreach. We published a monthly e-newsletter called "News Splash," provided parent/teacher tool kits, held virtual workshops and launched Conserve-a-palooza, an interactive trivia event, to replace our in-person WaterFest. We also continued to communicate regularly with our elected officials and community leaders.

Serendipitously, having all these outreach platforms in place helped us tremendously at the start of 2021, which was an exceptionally dry year. As water demand rose under the parched conditions, we were able to efficiently and effectively promote conservation. We were also the first agency to launch a direct-install program for water-saving devices for our low-income residents, called San Gabriel Valley Water Smart Home. We continue to be



impressed by the conservation efforts of our businesses and residents.

Our record-breaking delivery of 100,000 acre-feet of imported water to the groundwater basin in 2019 continues to aid us in providing our member agencies with a reliable source of water. In 2021, we began negotiations with the Main San Gabriel Basin Watermaster and our producers to revise how we assess water rates to provide Upper District with greater financial stability and improve the opportunities for water supply reliability.

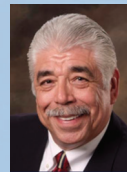
Under the leadership of our Board of Directors, the District made significant progress in achieving the goals and objectives of the strategic plan adopted in 2019, a year ahead of schedule. We also received accolades for both our financial reporting and our conservation efforts with our 10th Award of Excellence from the Government Finance Officers Association (GFOA) and our second consecutive Environmental Protection Agency (EPA) WaterSense Partner of the Year Award.

We are proud to have two women – one, the first ever elected to the board and the other, the first Latina and Asian Pacific Islander – on our talented Board of Directors. Together, we continue to find and implement new water management strategies to meet any and all future challenges. I'm confident Upper District will continue its legacy of leadership and service to the San Gabriel Valley.

Tom Love

General Manager Tom Love

Board of Directors



Charles Treviño
Treasurer, Division 2



Jennifer Santana
Vice President, Division 5



Dr. Anthony R. Fellow
Director, Division 1



Katarina Garcia
Secretary, Division 4



Ed Chavez
President, Division 3

Mission

To consistently meet our region's need for reliable, high-quality and affordable water.

Education and Outreach

Water conservation is a vital and cost-effective method of preserving our water supply and is a critical aspect of an effective, sustainable water supply program. Informing residents, businesses, and our youth about water-use efficiency remains a top priority of Upper District's public education program. The COVID-19 pandemic continued to present unique challenges during the 2020-21 fiscal year. Many in-person events were not permitted thus Upper District enhanced and expanded its online presence and virtual programs.

In 2020, Upper District unveiled a monthly e-newsletter called "News Splash" to engage and inform residents and regional stakeholders. The newsletter includes water-related news, information on conservation and educational programs, water-smart workshops and water-saving resources. Upper District also updated its website to make it more accessible and to include a teacher/parent tool kit filled with conservation videos, materials, activities and curriculum.

Upper District replaced its in-person WaterFest event with a virtual Conserve-a-palooza, continued its Water Fill Station Program and revamped its educational offerings for schools.

“Upper District will continue to find new ways to draw out the creative curiosity of the public and keep them engaged and aware of their water usage.”

Board of Directors President Ed Chavez, Division 3



Conserve-A-Palooza

Due to the COVID-19 pandemic, WaterFest was canceled and readapted into a virtual conservation giveaway program called Conserve-a-palooza. For five weeks in October and November, every resident living within Upper District's service area had the opportunity to participate weekly in a conservation quiz and potentially win a variety of water-saving items. Prizes included native plant vouchers, water-efficient washing machines, tickets to the Discovery Science Cube, and 8-station irrigation controllers. Conserve-a-palooza sponsors included San Gabriel Valley Water Company, EcoTech Services, Inc., and the Discovery Science Foundation. The quizzes were shared on Upper District's social media platforms: Facebook, Twitter, Instagram, and LinkedIn.

Water Fill Station Program

Upper District continued its Water Fill Station Program in 2020-21, which involves the installation of water bottle filling locations at designated public facilities located within Upper District's service area with high pedestrian traffic or recreational activities. The program aims to both increase public confidence in tap water quality and lessen the negative environmental impact of single-use plastic water bottles. The program's success has resulted in several water producers stepping forward to fund additional water fill stations, expanding the program far beyond the original number of site installation pilot projects. Since the start of the pilot program, several water producers have stepped up with additional funding to expand the program to more sites. The water fill stations are at high traffic locations in the service area, a map of current locations is available on Upper District's website. A total of 19 stations were installed during the fiscal year.

Additional Programs

Upper District continued its partnership with the Discovery Science Foundation to provide exciting 4th-7th grade curriculum that focuses on water-use efficiency, highlights watershed issues, and promotes groundwater awareness. Offered free to participating schools, the program includes interactive assemblies and in-class, hands-on workshops. During the fiscal year, 3,823 students from 26 schools participated in the assemblies and workshops. The program was revamped to include options for virtual learning and was expanded to 7th grade, utilizing STEM curriculum for the science-based workshops. Due to pandemic restrictions, Upper District was not able to offer class trips to Discovery Cube's Los Angeles or Santa Ana locations. The Upper District's Water Education Grant Program (WEGP) received 22 applications from teachers and awarded \$16,653.77 during the 2020/21 school year.



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UPPER SAN GABRIEL VALLEY
MUNICIPAL WATER DISTRICT

2020-21 ANNUAL REPORT



Water Smart Home Program Takes Conservation to a New Level

Toward the end of the fiscal year, Upper District introduced an innovative new conservation program, San Gabriel Valley Water Smart Home. The program is Upper District's first direct-install, water-saving initiative for low-income communities in its service area.

As an EPA WaterSense Partner, Upper District has taken great strides in promoting water efficiency throughout its service area. Through the creation of this new program, the Upper District Board of Directors continue their leadership in offering innovative and accessible conservation programs to their residents.

Upper District's SGV Water Smart Home program will focus on bringing water-use efficiency to households within Upper District's underserved communities. Eligible residents will select up to six water-efficient devices to be installed at their home free of charge by the program's consultant, EcoTech Services. Included on the program's list of available water-saving devices are leak repair kits, irrigation controllers, rain sensors, showerheads, and sprinkler nozzles.

"We are thrilled to be able to offer so many water-saving devices to residents who need the assistance," said Board of Directors Vice President Jennifer Santana. "This will make a big difference in our long-term, regional conservation efforts. We hope many residents will participate in the program."

Initial response to the program was positive and Upper District expects excellent participation. This program expands the residential rebate programs already available through Metropolitan Water District of Southern California's (Metropolitan) Water\$mart Rebate Program. This program also offers water-saving devices. Through this program rebates were paid for 58,951 residential devices for fiscal year 2020-21 that will produce approximately 350 acre-feet of lifetime water savings.

Additionally, two surveys were completed and multiple water-efficient irrigation devices were provided through the residential landscape survey and retrofit program. The program provided these large landscape areas with the opportunity to install updated irrigation systems. Upper District provided a total of \$15,769 in incentive payments to the producers of this program through Metropolitan's Member Agency Administered Program. Upper District also paid out rebates totaling nearly \$600,000 to commercial customers to further promote water conservation.

Upper District promotes all of its SGV Water Smart programs via its website, social media and advertising. Upper District continues to lead the region in providing innovative outreach communications and education programs for water conservation.



RAIN BIRD WIRELESS RAIN SENSOR



EVOLVE SHOWER HEAD

HIGH-EFFICIENCY SPRINKLER NOZZLES



HUNTER X-CORE SMART CONTROLLER



INDOOR/OUTDOOR LEAK REPAIR KIT

Major Initiatives and Recognition

Preparing for the Future

During fiscal year 2020-21, Upper District received a total of 60,000 acre feet of imported water purchases, an increase of about 25,400 acre feet compared to prior fiscal years. At the end of the fiscal year, Upper District's cyclic water storage account totaled 8,000 acre-feet of water. Capital expenditures consisted of costs associated with the renovation of Upper District's new headquarters.

Recycled Water Program Grows

Recycled water is a key element of Upper District's overall strategy of supplementing local water supplies. More than \$51 million has been invested to construct a recycled water distribution system consisting of more than 24 miles of distribution pipeline. This year, construction began on the La Puente Valley County Water District Recycled Water System to serve 60 acre-feet per year of recycled water in La Puente and the City of Industry.

District Receives Second WaterSense Partner of the Year Award

The Environmental Protection Agency (EPA) honored Upper District with its WaterSense Partner of the Year Award for a second consecutive year in 2020 for spreading the water-efficiency message through public education and awareness while transforming the marketplace to include WaterSense labeled products. Upper District's noteworthy efforts included initiating a collaborative effort to translate some of the WaterSense materials into



Mandarin. Upper District also engaged the commercial sector through water-smart landscape equipment retrofits and offering new workshops on finding and fixing leaks for San Gabriel Valley businesses. Financial incentives for WaterSense labeled products in Upper District's service area included rebates for approximately 400 tank-type toilets, over 200 flush valve toilets, and nearly 400 weather-based irrigation controllers.

CONSERVATION BY THE NUMBERS

58,951 Residents Received Rebates for High-Efficiency Fixtures

113.9 Million Gallons Saved

12 DAC Assessments and Retrofits

244 Water-Efficient Irrigation Devices

\$6,950 Incentives Paid

4.48 Million Gallons Saved

15,074 Rebates for High-Efficiency Commercial Devices

39.3 Million Gallons Saved

OPERATIONAL HIGHLIGHTS

Water Deliveries (in acre-feet)



Imported Water
Municipal and Industrial Use
5,146
Groundwater Replenishment
54,895
Recycled Water
1,915

FINANCIAL HIGHLIGHTS

Total Operating Expenses	Total Revenues	Capital Contributions
\$57.2 million	\$60.9 million	\$249,226

<p>Dec. 8, 1959 Upper District is formed by voters.</p>	<p>March 12, 1963 Election to annex Upper District into Metropolitan Water District.</p>	<p>Nov. 18, 1970 Open house for first office building in El Monte.</p>	<p>August 1974 Jane Bray becomes Upper District's first female general manager.</p>	<p>Jane Bray retires and Bob Berlein becomes general manager and will serve until 2000.</p>	<p>Signing of the "Best Management Practices" program for water conservation in California and the start of residential rebate programs.</p>	<p>San Gabriel Valley Recycled Water Demonstration Project approved.</p>	<p>Water Education Grant program starts. Upper District continues to offer grants to K-12th grade schools for class projects that foster a better understanding about the role of water in our lives.</p>	<p>November 2018 Jennifer Santana becomes the district's first woman to be elected as a director.</p>	<p>November 2020 Katarina Garcia becomes the district's first Latina and Asian Pacific Islander to be elected as a director.</p>							
1959	1960	1963	1973	1974	1979	1986	1991	1992	1993	1996	2003	2004	2011	2018	2019	2020
<p>Jan. 7, 1960 Upper District is incorporated. Carl Fossette is the district's first general manager.</p>	<p>Sep. 23, 1969 Upper District and MWD sign agreement to construct the pipeline connection known as USG-3 to deliver imported water to the region.</p>	<p>Jan. 4, 1973 Final judgement on adjudication case leads to creation of Main San Gabriel Basin Watermaster.</p>	<p>Contaminants are first discovered in the Main San Gabriel Basin.</p>	<p>Groundwater recharge project, the first recycled water project, is initiated. Upper District partners with U.S. Forest Service to restore and maintain the local watershed, one of its first conservation programs.</p>	<p>Water Smart workshops begin. Over 230 classes have been offered with 2,700 residents and agency staff.</p>	<p>Oct. 11, 2003 First WaterFest is held in Santa Anita Park in collaboration with the L.A. County Parks and Recreation Department.</p>	<p>The Indirect Reuse Replenishment Project is initiated.</p>	<p>Water Fill Station and Plant Voucher programs introduced.</p>								