

CALLEGUAS

**MUNICIPAL WATER
DISTRICT**

INTEGRITY | LEADERSHIP | INGENUITY

**YEAR IN REVIEW
2024**







Continued Progress on Strategic Plan Initiatives

THE 2023 STRATEGIC PLAN lays out three Strategic Priorities for Calleguas: Deliver Reliable Service, Improve Resilience, and Provide Regional Leadership. Calleguas made excellent progress on all three priorities in 2024. Just a few of the highlights are listed on the following pages.

Deliver Reliable Service

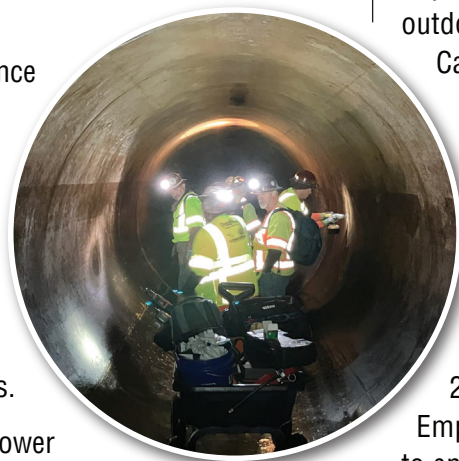
IN 2024, CALLEGUAS PRODUCED OVER 21 BILLION GALLONS OF SAFE AND RELIABLE DRINKING WATER to serve over 650,000 people. That's three out of every four residents in Ventura County—plus all the hospitals, restaurants, schools, and small businesses in our communities.

Calleguas's Salinity Management Pipeline safely discharged more than 400,000 gallons of brine to the ocean—enabling the production of more than 1.3 billion gallons of drinking water by our retailers from local sources that otherwise would be too salty even for outdoor irrigation.

In January, Calleguas's Operations & Maintenance and Engineering Departments worked together to complete a comprehensive inspection of the Santa Susana Tunnel, which is Calleguas's sole connection to receive imported water from Metropolitan, to ensure its reliability. Results of the inspection demonstrated that the tunnel is in good condition and well-positioned to withstand future earthquakes.

During high-wind events, when Public Safety Power Shutoffs impact electric service across the region, Calleguas is able to keep all systems functioning with backup power. This is especially critical at our Lake Bard Water Filtration Plant, the Las Posas Wellfield, and our pump stations that move water to retailers in higher elevations, all of which are critical in emergencies. We're able to provide continuous operation under a variety of circumstances because of extensive planning and preparation, outstanding internal and regional coordination, the hard work and creativity of our teams, and significant capital investment.

Calleguas was formed in 1953 by community residents who wanted a secure water supply for a growing region.



By maintaining our AA+ rating, we further solidified our reputation as a financially stable and responsible agency, making us a highly attractive investment opportunity. This success enabled us to refinance \$66 million in bonds, which provides stability for Calleguas's future debt service—and save \$1.8 million over the original financing. Through careful financial management, strong cash reserves, and increasing debt service ratios, Calleguas is dedicated to preserving its fiscal strength.

Improve Resilience

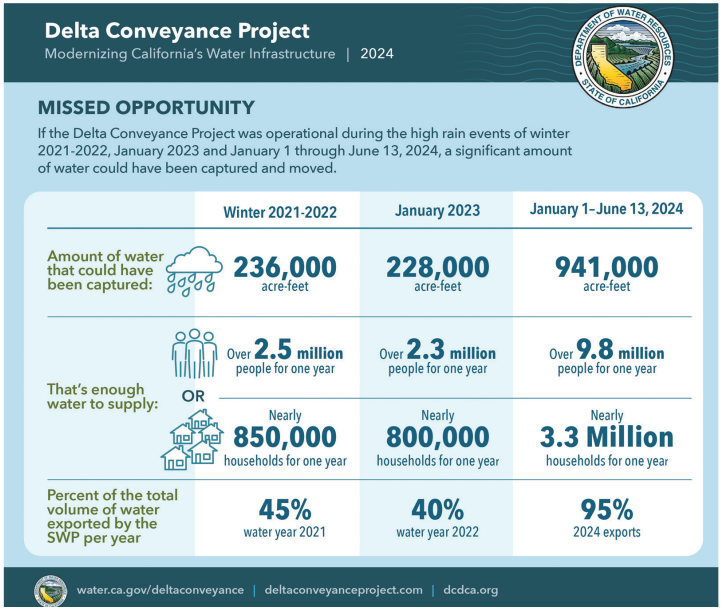
IN THE WAKE OF THE 2020-2022 DROUGHT, when Metropolitan implemented its Emergency Water Conservation Program limiting outdoor watering in the Calleguas service area to one day a week, Calleguas embarked on a regional water resource portfolio development effort to improve water supply reliability. After 18 months of interagency collaboration and comprehensive analysis, Phase One of the Water Resources Implementation Strategy has identified a preferred portfolio of projects and programs to diversify Calleguas's water resources.

Advanced cybersecurity practices are critical for protecting the security and integrity of our complex water delivery system. In 2024, the IT Department created a Cybersecurity Policy and Employee Manual and continued implementing the latest technologies to ensure the integrity of our operating systems, protect against cyberattacks, and maintain data security and privacy.

Metropolitan Water District of Southern California: the largest wholesale water agency in the country serving 18 million people from the border with Mexico through Ventura County, Calleguas imports 100% of its water supply from Metropolitan or "Met."

Provide Regional Leadership

CALLEGUAS DEMONSTRATED THE POWER OF COLLECTIVE ADVOCACY ON TWO FRONTS THIS YEAR: Metropolitan’s initial budget proposal included significant increases in the cost for treated water over the next two years. The sheer volume of comments from stakeholders in the Calleguas service area and the persuasiveness of in-person testimony made an outsized contribution to the Metropolitan Board’s decision to increase the ad valorem property tax instead, allowing for more moderate rate increases and a commitment to pursue a more equitable treated water surcharge.



Calleguas stakeholders showed a similar intensity of effort related to the DCP. Over the last 18 months, Calleguas wrote op-eds with other Ventura County State Water Contractors, incorporated DCP discussions into countless community events, provided talking points and other information to purveyor boards and councils, hosted a joint meeting with Las Virgenes MWD to approve a joint resolution supporting continued funding for DCP planning and permitting, and provided written and oral comments to the Metropolitan Board during its deliberations. This extensive and sustained effort culminated in the Metropolitan Board’s overwhelming approval to continue funding the pre-construction activities for the DCP.

The Delta Conveyance Project (DCP) would modernize the State Water Project (SWP), which provides nearly all of Calleguas’s water supply. SWP water originates in the Sacramento-San Joaquin Bay-Delta – an area prone to earthquakes, sea-level rise, and other threats. The DCP would enhance resilience in the Delta and provide additional reliability to our region.

Award-Winning Leadership

IN JANUARY 2024, A CHANGE IN LEADERSHIP took place at Calleguas, with the Board selecting Deputy General Manager Kristine McCaffrey as General Manager after a two-decade career at Calleguas working in various

roles, including Manager of Engineering. Her focus has been on implementing collaborative and ambitious approaches to improving water supply reliability in Ventura County and, in September, her efforts were recognized with the annual Water Leadership Award from the Association of Water Agencies of Ventura County (AWA). Since 1998, this award has recognized one Ventura County leader each year who exhibited exceptional

leadership qualities in the field of water. Kristine was recognized for her advocacy for water resource management in Ventura County, exceptional expertise, and dedication to protecting and preserving Ventura County water supplies.

In December, Calleguas received the prestigious President's Special Recognition Award from the Association of California Water Agencies / Joint Powers Insurance Authority. This award recognizes agencies that have a loss ratio of 20% or less in liability, property, and workers' compensation insurance programs over a three-year period. Through safety initiatives and a robust training program, Calleguas demonstrates its commitment to prioritizing staff and maintaining a workplace culture that values safety and wellbeing.



Helping Our Community Use Water Efficiently

CALLEGUAS HAS CONTINUED TO PROMOTE WATER USE EFFICIENCY across its service area by providing resources to help consumers save water. Nearly 1 million square feet of grass was replaced with California-friendly landscaping, earning customers more than \$2 million in rebates. Residents and businesses in the Calleguas service area also received rebates on over 600 water-saving devices, including washing machines, showerheads, and irrigation controllers.

Calleguas hosted 12 workshops and classes, educating more than 150 participants about the benefits of water-wise landscaping. Additionally, 125 rain barrels were distributed, allowing customers to capture and reuse rainwater at home.



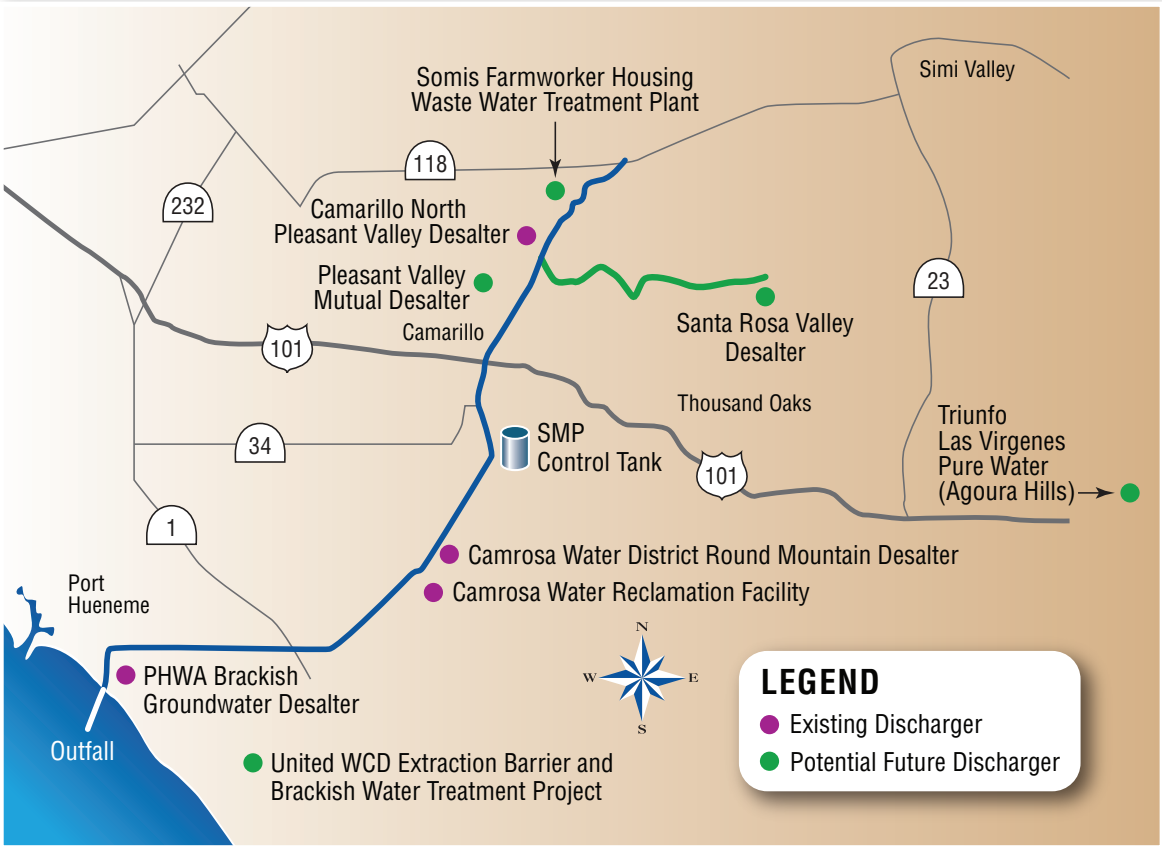
1 acre-foot = 326,000 gallons of water – enough to supply three households for a year.

Promoting Local Supply Development

CALLEGUAS'S SALINITY MANAGEMENT PIPELINE (SMP) celebrated 10 years of operation in 2024. Since 2014, the SMP has facilitated the treatment of salty groundwater to provide new local drinking water supplies. As Calleguas continues to explore and implement regional water supply solutions, the SMP will remain essential. In 2024, Calleguas entered into formal agreements with two new SMP dischargers, including a Ventura County berry grower and the Las Virgenes MWD-Triunfo Water and Sanitation District Pure Water Project. The Pure Water Project will

enhance reliability and drought resilience in Los Angeles and Ventura Counties through treatment of recycled water to drinking water standards.

Calleguas is moving forward with the next stage of the SMP, which received a boost in the form of \$7.5 million in grant funding from the U.S. Bureau of Reclamation. This next phase will help to enhance local water supply reliability while reducing the impact of the infrastructure investment on rates.



Supporting our Firefighting Heroes



Firefighting aircraft can pull up to 3,000 gallons of water in 90 seconds from a water source, such as our own Lake Bard, making in-flight refills incredibly fast when seconds matter most.

“Our decision to utilize Lake Bard was crucial in controlling the recent brush fires,” noted Ventura County Fire Chief Dustin Gardner in July. “Its proximity, ample water reserves, and clear flight path allowed us to deploy resources effectively, minimizing the spread and ensuring swift containment.”

WHEN OUR COMMUNITY NEEDED US during the Mountain Fire, we responded quickly and effectively. Our system maintained normal operations throughout this incident, but some of our purveyors were impacted. We supported these affected purveyors by organizing a potable water filling station for residents who had lost access to clean drinking water. We also assisted suppliers to return to normal water delivery service by helping them flush out their systems when the fire introduced the risk of contamination. Our expert lab staff sampled the water quality and reported the results to the state, expediting approvals for the systems to begin delivering water again. Throughout it all, our communications team ensured that residents were receiving accurate and timely information through both traditional and social media.



Lake Bard, the 10,500-acre-foot reservoir located at our headquarters, serves as a backup water source for 650,000 Ventura County residents—and a critical resource for protecting the community from fast-moving wildfire. Firefighting aircraft regularly “dip” in Lake Bard to refill their tanks, and 2024 was no exception, when the lake water was used to fight several area wildfires.

Community Engagement

CALLEGUAS IS MORE THAN A WATER PROVIDER—we're a part of Ventura County and have been for seven decades. Our employees live here, raise their families here, and generally stay at Calleguas for a very long time, developing deep expertise in the treatment and delivery of the billions of gallons of water we serve throughout Ventura County every year.

We take pride in what we do and enjoy showing people everything that goes into making sure that, when you turn on the tap, your water is safe and clean. In 2024, we hosted numerous community organizations, elected officials, youth groups, and more at our headquarters for tours and briefings, and attended multiple community events to speak with residents about where their water comes from and to provide information about our classes, workshops, and rebates.

To further extend our reach, in 2024 we built out a new, comprehensive website at calleguas.com to document our history, provide the latest information on Board proceedings and construction projects, and showcase our vision for a more resilient water future. The new site also includes an interactive feature to assist residents with locating their retail water provider.

Calleguas recently launched an innovative internship program designed to inspire and mentor the workforce of the future. By offering hands-on experience in water resource management and infrastructure operations, the program aims to attract talented individuals who will continue to drive the water industry forward.



Average tenure of 80+ employees = 12 years



Partnerships

THROUGH THE VISION OF THE BOARDS OF DIRECTORS OF BOTH CALLEGUAS AND LAS VIRGENES MWD, and with the hard work of staff, the Calleguas-Las Virgenes Interconnection was tested and started up in 2024 and is now available for operation. This cutting-edge water reliability project, spanning two counties (Ventura and Los Angeles), will provide a backup supply for customers in case of an emergency or other critical event. Water can flow in either direction depending on the need, making it both an asset in an emergency and a mechanism to facilitate innovative local water resource projects.



We believe in forging partnerships with local, regional, and statewide water policy leaders for the benefit of our community. In September, we and Metropolitan co-hosted a Community Leaders' Briefing featuring State Assemblymember Steve Bennett and Metropolitan Board Chair Adán Ortega. The General Manager facilitated a panel discussion, which focused on topics of water resilience and supply, affordability, and the need for regional collaboration to achieve common goals. More than 75 Ventura County stakeholders representing a variety of interests attended the event.

We also believe in the power of collaboration to achieve goals of mutual benefit. Calleguas was proud to continue to serve as the grant administrator for \$17.6 million in state funding that was disbursed to multiple entities across Ventura County for various water reliability projects. In May, we celebrated the success of these grant recipients with local and state dignitaries at Garden Acres Mutual Water Company in the Nyeland Acres area of unincorporated Oxnard, which received funding for a critically needed backup well for the community.



As we move into 2025 and beyond, we remain steadfast in our commitment to a reliable, resilient water supply for our service area. We look forward to new partnerships and collaborations as we continue to implement our New Model for Resilience, and we welcome your input and participation in our mission.



Raul Avila, President

Scott Quady, Vice President

Thibault Robert, Secretary

Jacquelyn McMillan, Treasurer

Reddy Pakala, Director

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