ROWLAND WATER DISTRICT

Annual Report

FISCAL YEAR 2024–2025

November 2025

Artigas Booster Reservoir 4 and 9

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Message from the General Manager

At Rowland Water District, our work is guided by purpose and performance. We focus on reliable service, financial strength, and the long-term value of the investments we make for the community.

WELCOMING

This year, RWD deepened its local partnerships and expanded its educational outreach. The Discover Rowland Fest brought residents together to learn more about water use and conservation, while our continued mentorship of the Norzagaray Water District in the Philippines strengthened professional ties abroad. Staff volunteered at regional food distributions, raised more than $4,500 in charitable support, and organized school and community programs focused on water education and efficiency. Each effort reflects RWD's care for the people it serves.

HUMBLE

RWD maintained its AA long-term credit rating from S&P Global, received a clean audit from Nigro & Nigro, and earned the Transparency Certificate of Excellence from the Special District Leadership Foundation. The Occupational Excellence Award recognized our safety record and commitment to a professional workplace. These achievements reflect sound planning, careful management, and the ongoing commitment of staff and the Board of Directors to accountability and stewardship.

ORIGINAL

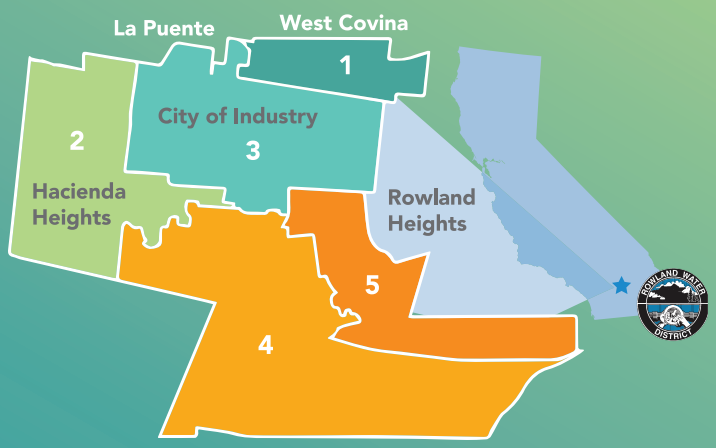
Innovation guided several operational improvements this year. The comprehensive rebuild of the Cuatro Booster Pump Station, rehabilitation of the Glenfold Reservoir, and other capital upgrades will strengthen reliability and protect essential infrastructure. New monitoring and control systems improve efficiency and ensure consistent water quality throughout the system. The online, user-friendly Water Quality Report provides residents with easy access to test results, water source details, and information on how RWD protects public health.

Employee development remains a top priority. Wellness programs, leadership training, and continuing education prepare staff to meet new challenges and improve service delivery. RWD's Internship Program continues to succeed in building the next generation of water professionals, with most participants completing the program and finding full-time positions in the industry.

Each step forward reflects teamwork, purpose, and the dedication of those who serve this community. Rowland Water District remains focused on reliability, responsibility, and results.

Tom Coleman, General Manager

Service Area



WHO We Are

For more than 70 years, Rowland Water District has remained dedicated to providing a safe, reliable drinking water supply to the communities we serve. Covering 17.2 square miles in southern Los Angeles County, our service area includes parts of Rowland Heights, Hacienda Heights, La Puente, and the cities of Industry and West Covina. Every day, we deliver 14 million gallons of water to over 55,000 residents, supported by nearly 200 miles of pipeline infrastructure.

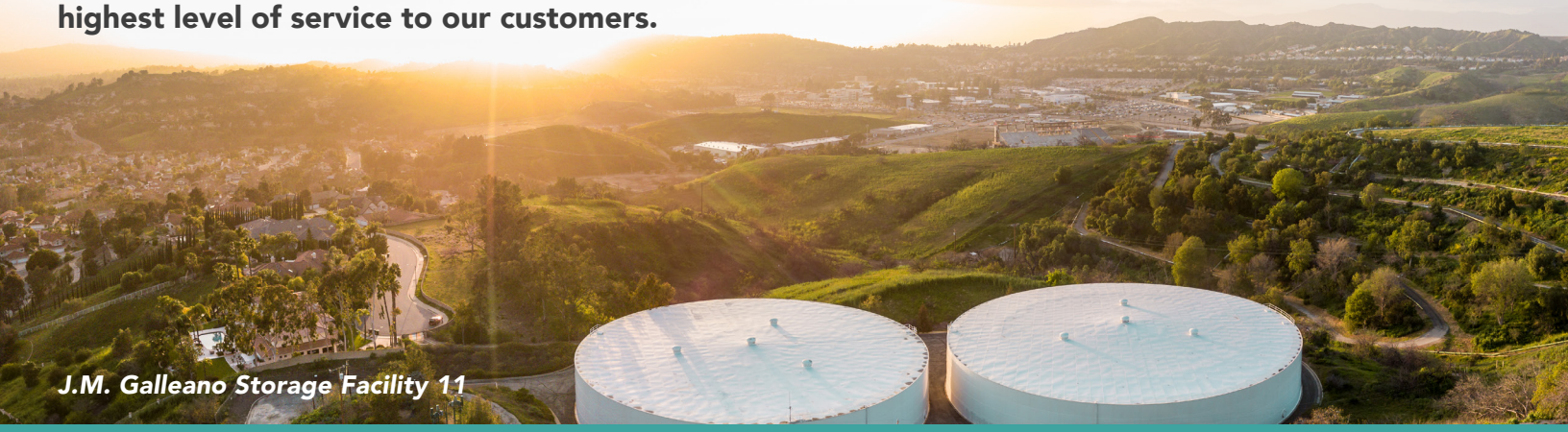
This annual report offers a detailed overview of the past year's water supply and demand, key achievements from our community outreach efforts, recognition for the District's accomplishments, and an update on current and future infrastructure projects which will ensure a more resilient water supply for our residents. The report includes the results of an independent external audit, further reflecting our ongoing commitment to transparency and fiscal responsibility.

Our Purpose

We are devoted to caring for our neighbors and our future.

Mission, Vision, and Values

Bound by our core values — Welcoming, Humble and Original — we are committed to providing the highest level of service to our customers.



J.M. Galleano Storage Facility 11

Organizational Overview

Vanessa Hsu
Division I

Anthony J. Lima
Division II

John E. Bellah
Division III

Robert W. Lewis
Division IV

Szu Pei Lu-Yang
Division V

Awards and Recognition

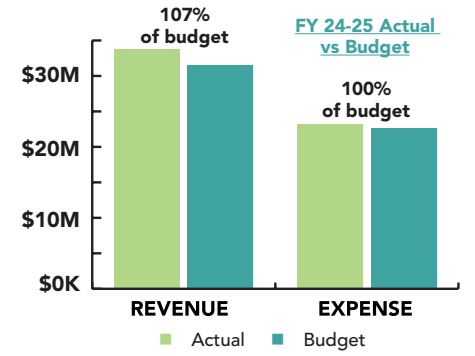
Rowland Water District received the **Occupational Excellence Achievement Award** for maintaining high safety standards and a culture of accountability.

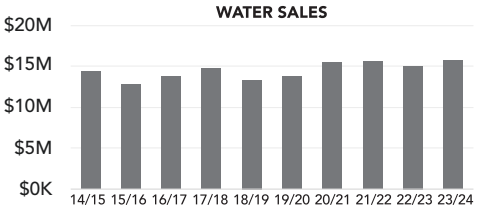
The **Transparency Certificate of Excellence** from the Special District Leadership Foundation recognized RWD's dedication to open governance and fiscal responsibility.

These honors reflect consistent attention to integrity, professionalism, and public trust.

Responsible Financial Leadership

Rowland Water District remains financially strong, maintaining its AA long-term credit rating from S&P Global. This rating, among the highest for agencies of similar size, reflects sound management and disciplined investment. S&P noted RWD's fully cash-funded five-year capital improvement plan as a key factor in sustaining future strength.





RWD again received a clean audit from Nigro & Nigro, PC, confirming accuracy in financial reporting and strong oversight. Net revenues exceeded expectations and came in above budget, further strengthening reserves. The Board of Directors approved the audit at its January 2025 meeting.

Partner agencies also achieved clean audit results. The Puente Basin Water Agency and the Pomona-Walnut-Rowland Joint Water Line Commission received unmodified opinions from C.J. Brown & Company.

IB Consulting LLC completed a comprehensive water rate study which was presented to the Board of Directors in July. A subsequent Proposition 218 hearing was held on November 4, 2025 where the Board adopted the new rates. Pension obligations are 91 percent funded, and Other Post-Employment Benefits are fully funded. Additional financial actions included a water lease agreement with Montebello Land and Water Company and South Montebello Irrigation District, accounting support for the Hazard Mitigation Plan grant, the purchase of the Chestnut Avenue property, and progress toward a pending LAFCO annexation.

2025 Strategic Plan Advances Innovation, Resilience, and Regional Impact

Rowland Water District adopted the fifth edition of its Strategic Plan, Effective Action for Sustainable Progress, at the April 2025 Board meeting. The plan builds on more than a decade of disciplined leadership and long-term planning to ensure reliable water service, fiscal stability, and customer value.

"This strategic plan represents our dedication to the people we serve," said Board President John Bellah. "It is about protecting our future, supporting our community, and doing what is right for generations to come."

General Manager Tom Coleman added that the plan reinforces RWD's commitment to transparency, responsible planning, and measurable results. **The 2025 Strategic Plan identifies five priorities:**

- **Communication**
- **Value**
- **Organizational Development**
- **Water Supply Diversity**
- **System Reliability**

The plan also includes FEMA-supported grant efforts, advanced water treatment for emerging contaminants, and a continued focus on workforce development, structured training, and volunteer engagement.

Key Operational Achievements

RWD advanced major infrastructure projects to improve reliability, safety, and efficiency. The Cuatro Booster Pump Station is undergoing a complete rebuild. The project replaces aging systems with:

- Two new high-efficiency pumps and advanced electrical controllers
- All-new piping and upgraded PLC and SCADA communication systems
- A newly constructed pump house
- An electronically controlled swing gate at the access road entrance
- Tubular steel fencing and CMU walls for added security
- A widened access road and upgraded ductile iron water mains

RWD also completed a series of long-term operational reliability projects that support RWD's commitment to continuous improvement including:

- Artigas CBS Building improvements
- Ashbourne and Grandby canopy covers
- Glenfold Reservoir rehabilitation
- JWL security fencing
- Valve replacement project and Granby Inlet Cla-Val
- Emergency generator purchase
- Security upgrades for remote sites
- Large meter replacements
- Vehicle purchases: two F-150 trucks

Empowering Our Workforce

RWD's success reflects the extraordinary dedication of its staff. Ongoing investments in wellness, training, and professional growth ensure a skilled and motivated workforce.

WELLNESS

RWD received the ACWA JPIA Wellness Grant for three consecutive years, funding health and safety programs that promote well-being and prevention.

DEVELOPMENT

Employees participated in leadership programs, including the Breaking the Chain Consulting Leadership Academy, ACWA Executive Edge, and ACWA/JPIA professional development sessions. Customer Service Experience Training and ongoing coaching reinforced consistent, high-quality service across departments.

INTERNSHIP PROGRAM

Since 2016, RWD's Internship Program has prepared students and early-career professionals for roles in the water industry.

- **48 total** participants
- **82% completed** the program
- **81% secured full-time** employment in the water sector

Connecting Through Service:
Building Community Partnerships

Rowland Water District continued its Caring for Our Neighbors initiative, a staff-driven program that supports local charities and volunteer service. Employees raised more than $4,500 for community causes, selected the Norzagaray Water District in the Philippines as their partner organization, and volunteered at the Los Angeles Regional Food Bank on multiple occasions.

Discover Rowland Fest brought more than 200 attendees to an interactive community event featuring the Wyland Foundation's Mobile Learning Center, hands-on conservation games, educational workshops, and demonstrations that connected families to the importance of sustainable water use.

Education and outreach remained priorities throughout the year. District staff worked with middle school students at Mt. San Antonio College to teach technology and presentation skills, expanded community landscape workshops, and launched new conservation awareness campaigns. RWD secured $31,000 in Member Agency Administered Program funding to support water-saving initiatives in underserved areas, including Direct Install Programs that offer up to $650 in irrigation retrofits.

RWD also issued a Proposition 218 Notice of Public Hearing to inform customers of the proposed water rate study results and invite participation in the process. This transparent communication reflects RWD's continued commitment to openness and public engagement in every major policy decision.

Public awareness efforts included light pole banners, conservation yard signs, paperless billing incentives with succulent giveaways, and community outreach at local events. Each effort advanced RWD's mission of conservation, connection, and customer education.

User-Friendly Water Quality Report

Rowland Water District continues to meet or exceed all state and federal water quality standards. To make this information more accessible, RWD now produces a fully digital, interactive Water Quality Report that allows residents to view test results, learn about water sources, and understand treatment processes with ease.

The report summarizes extensive testing conducted throughout the year, confirming compliance with the California State Water Resources Control Board and the U.S. Environmental Protection Agency. By presenting detailed data in a clear format, RWD ensures that every customer can understand how their water is managed and protected.

Rowland Water District

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#DiscoverRWD
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