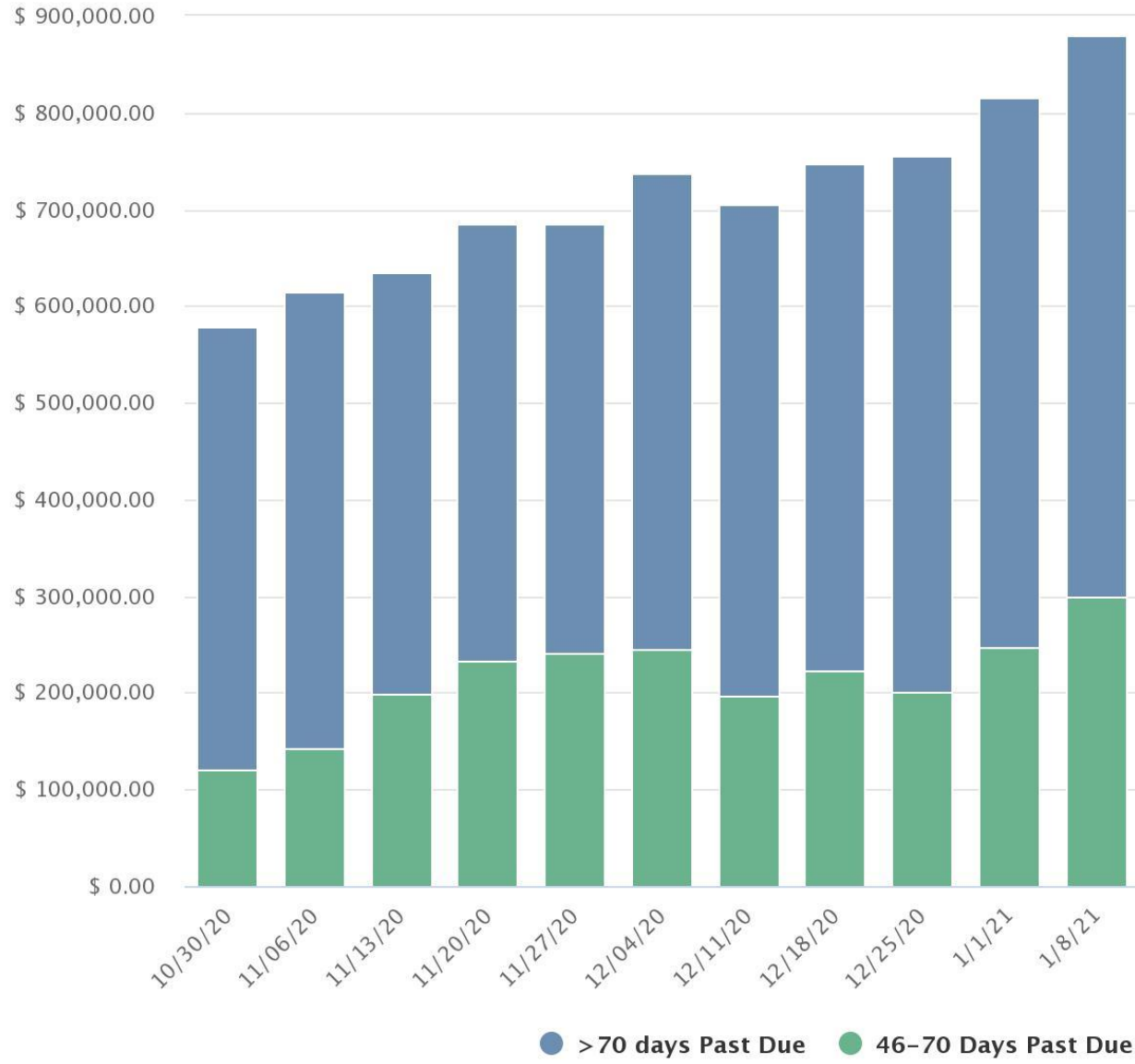


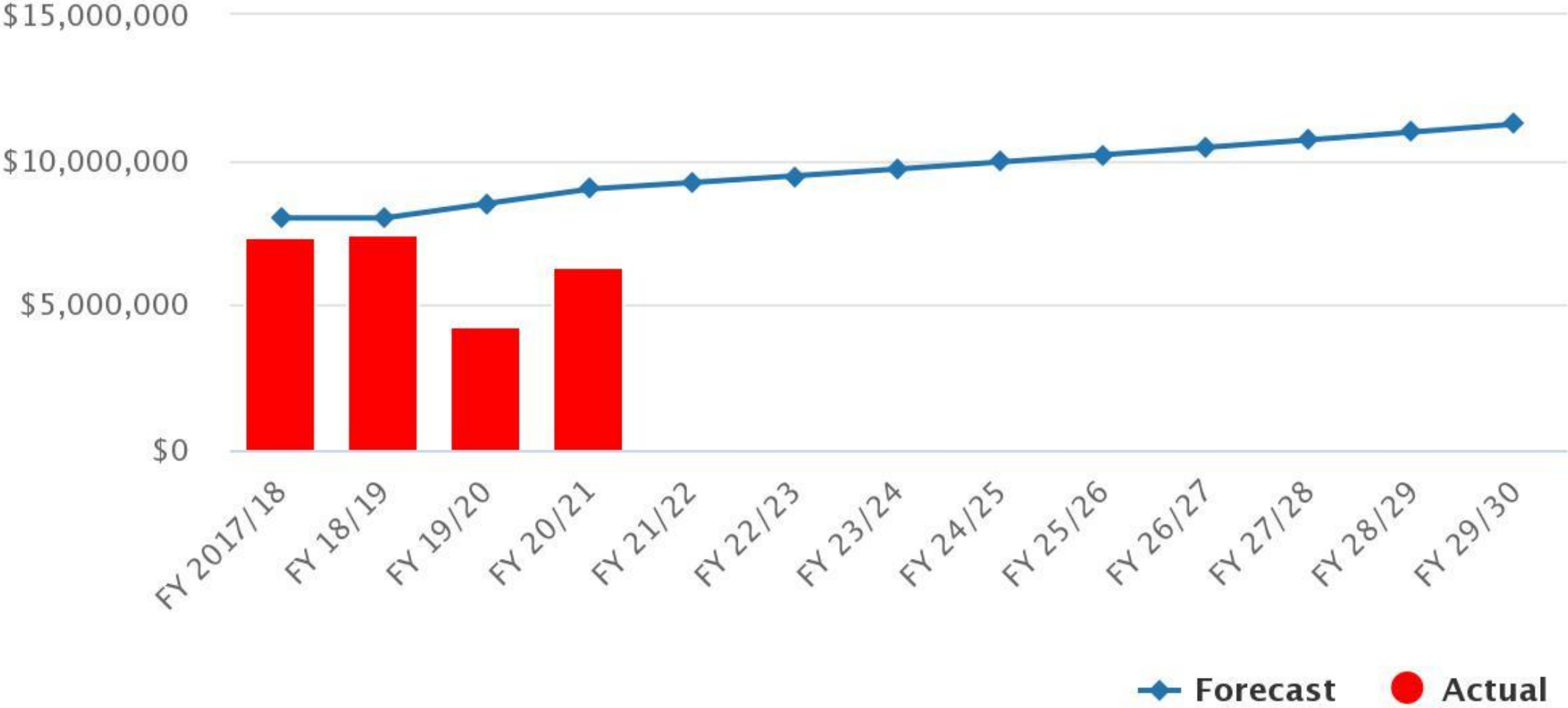


Performance Metrics

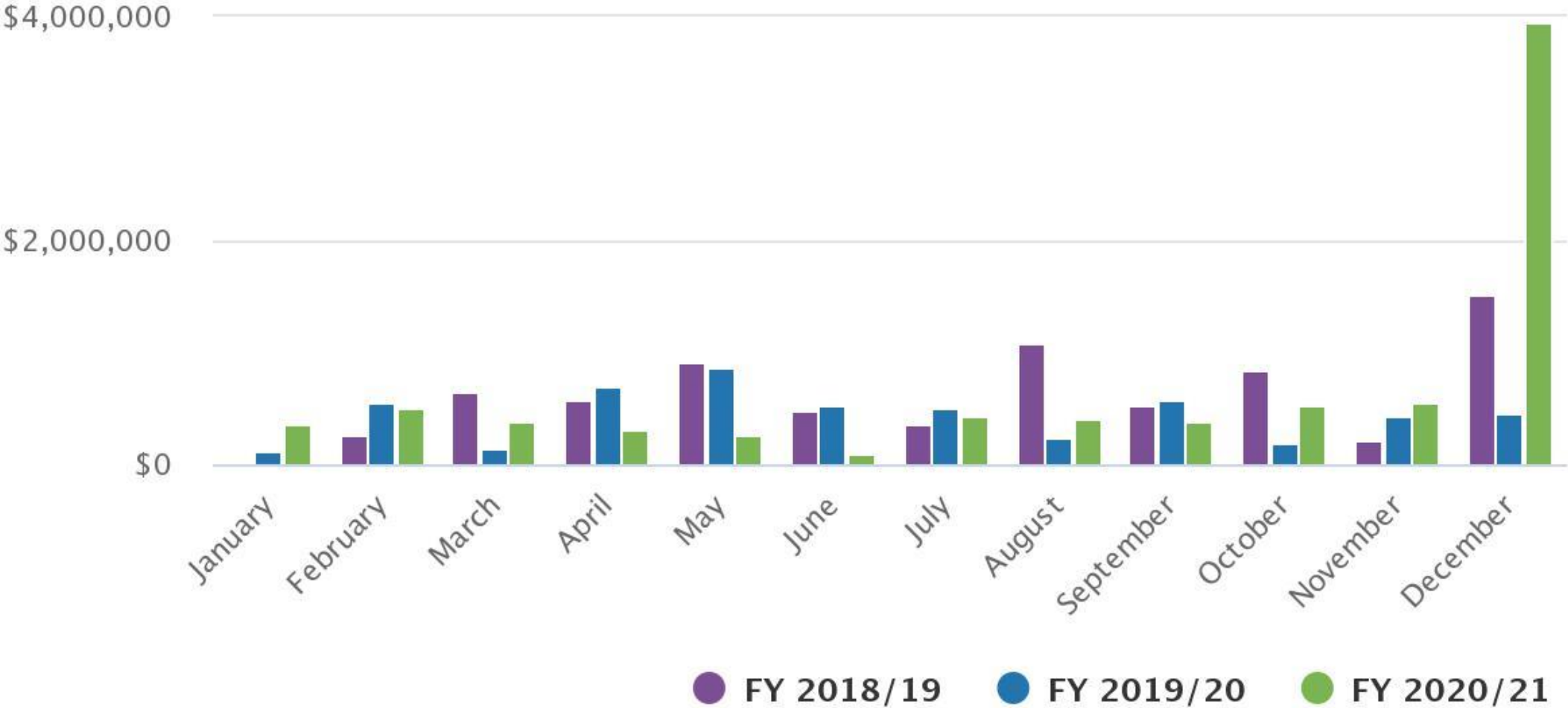
SCV Water Retail Accounts Receivable: Past Due Accounts



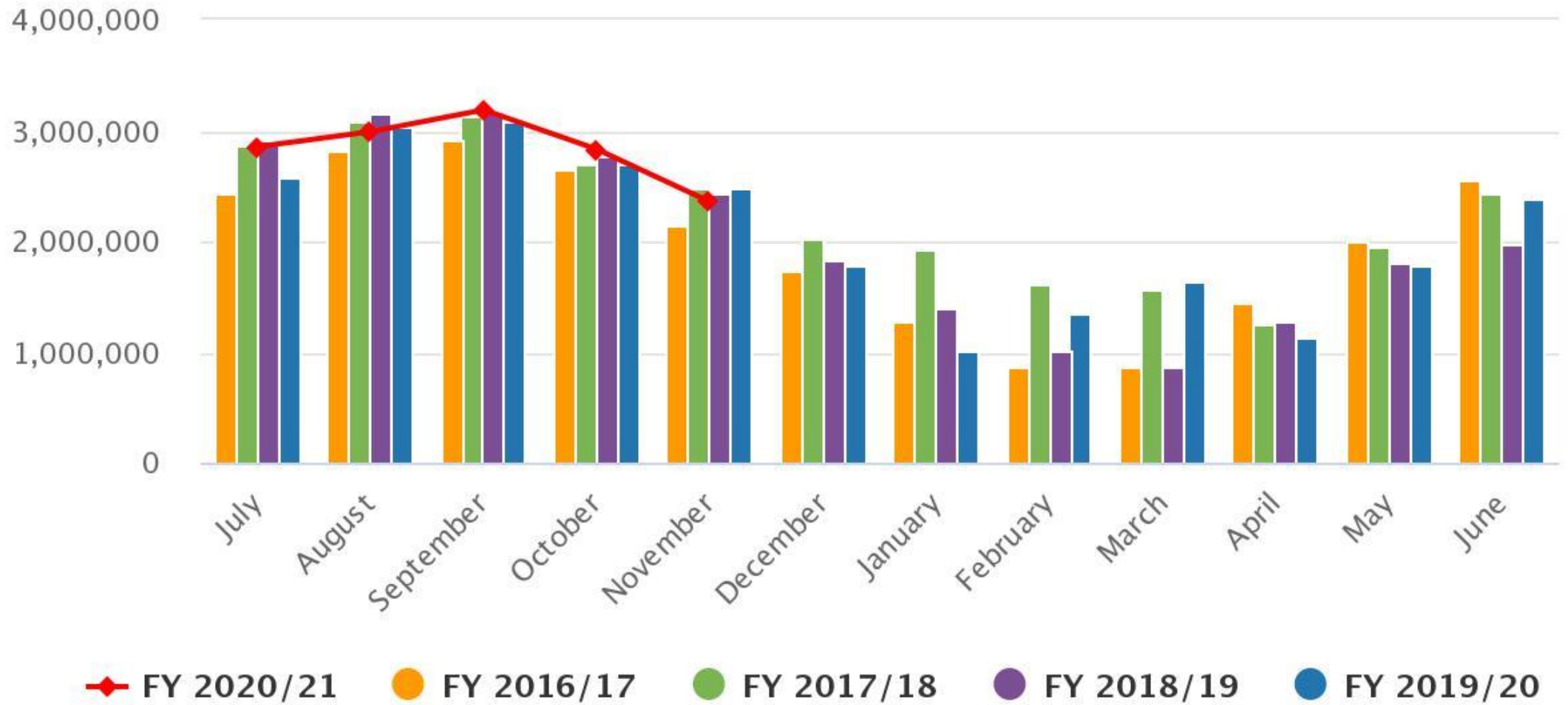
Forecast & Actual Facility Capacity Fees - Thru Dec 2020



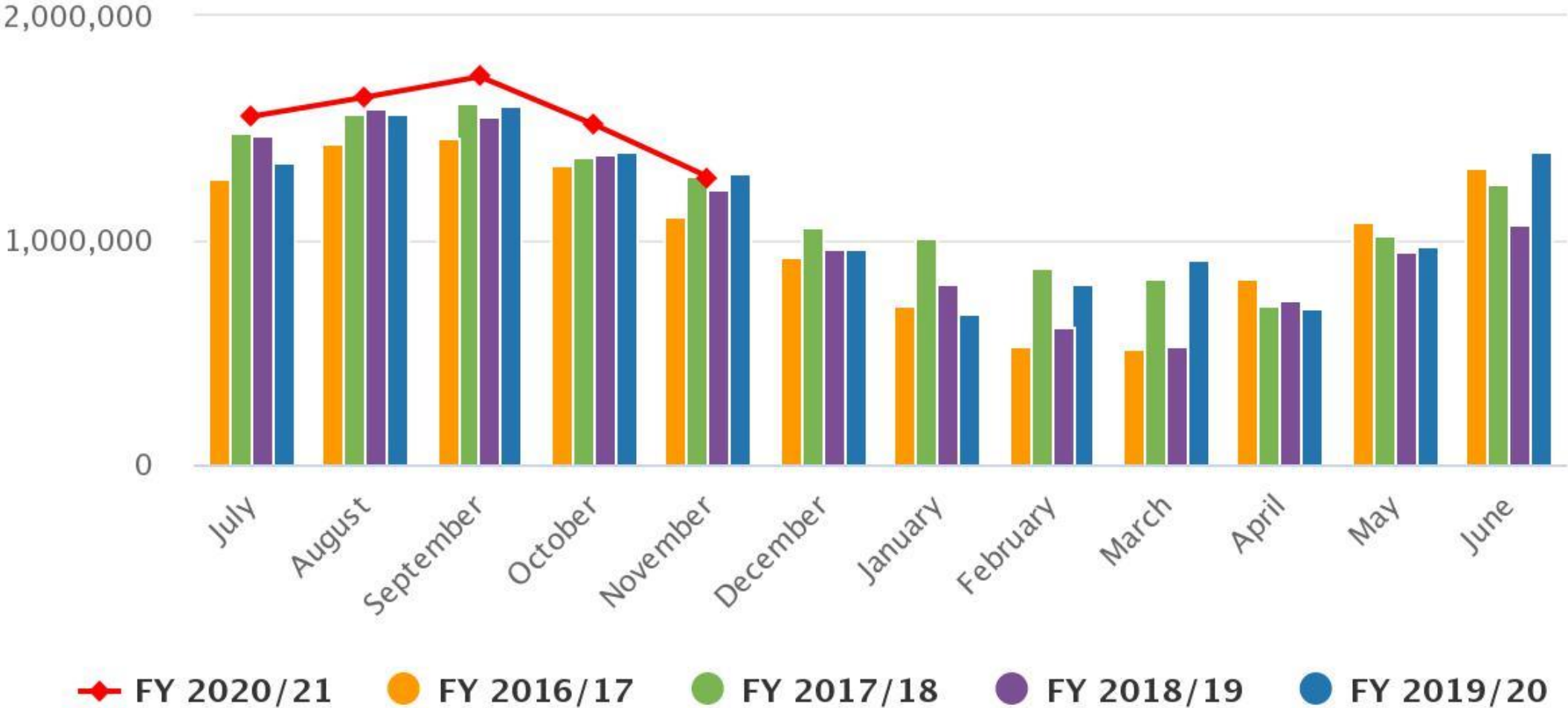
Monthly Regional FCF Revenues - Thru Dec 2020



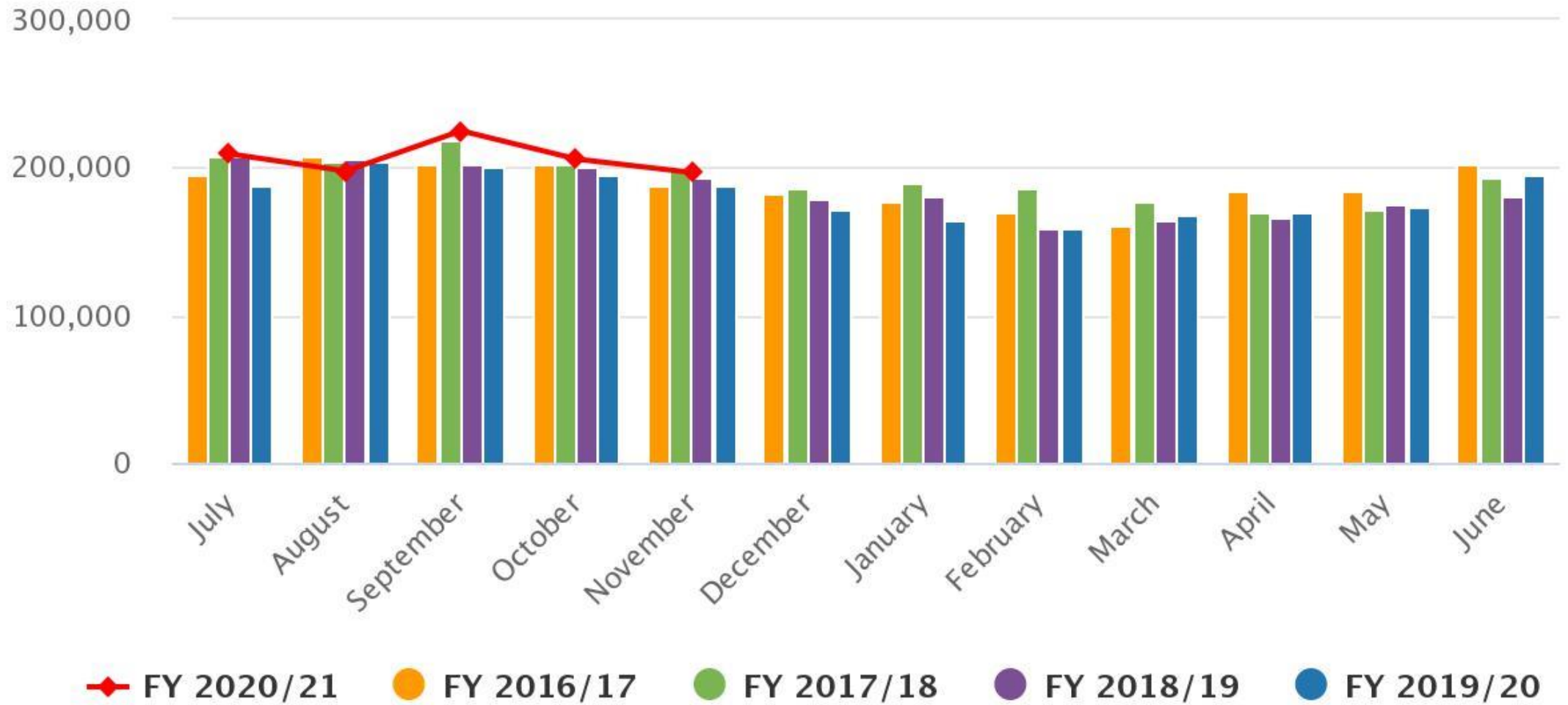
Total Consumption (CCF) - thru Nov 2020



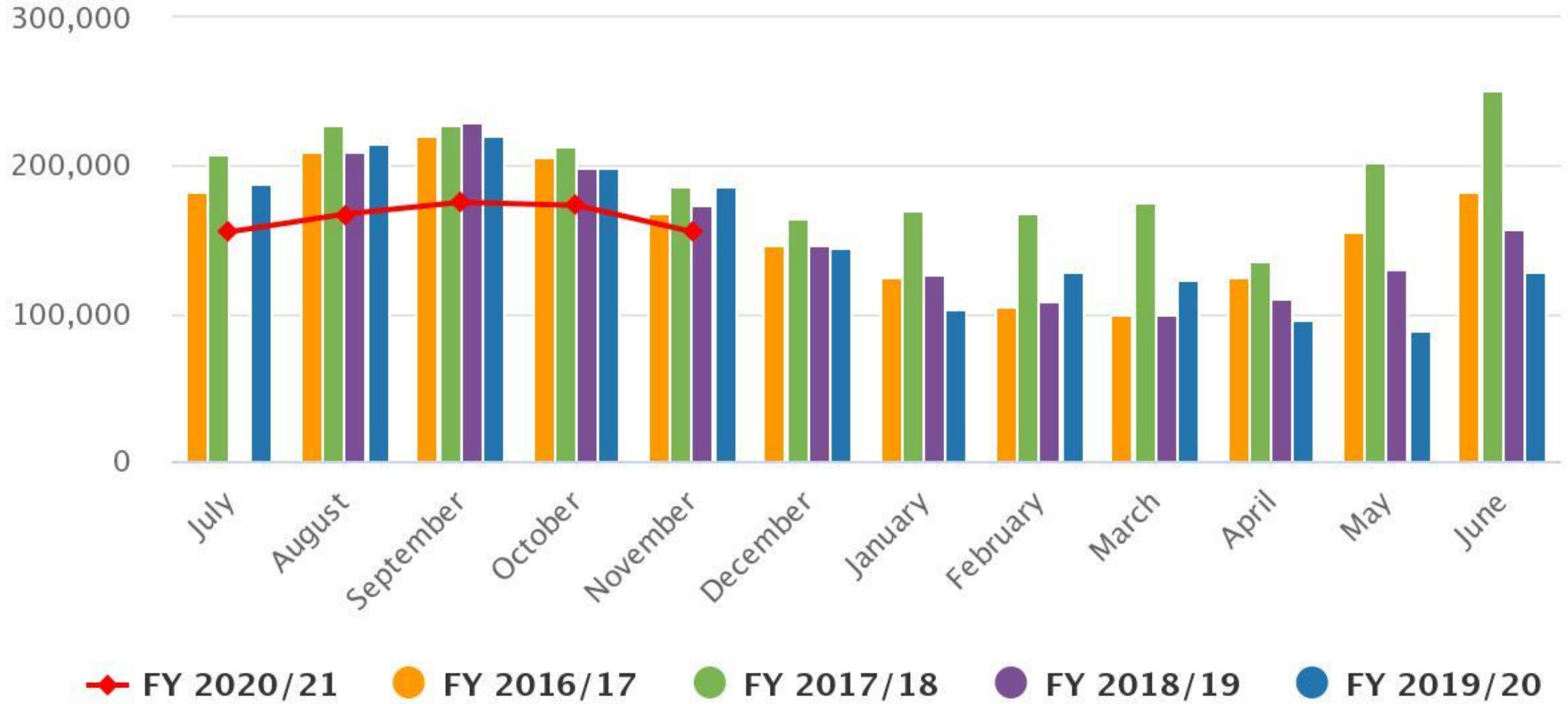
Single Family Consumption (CCF) - thru Nov 2020



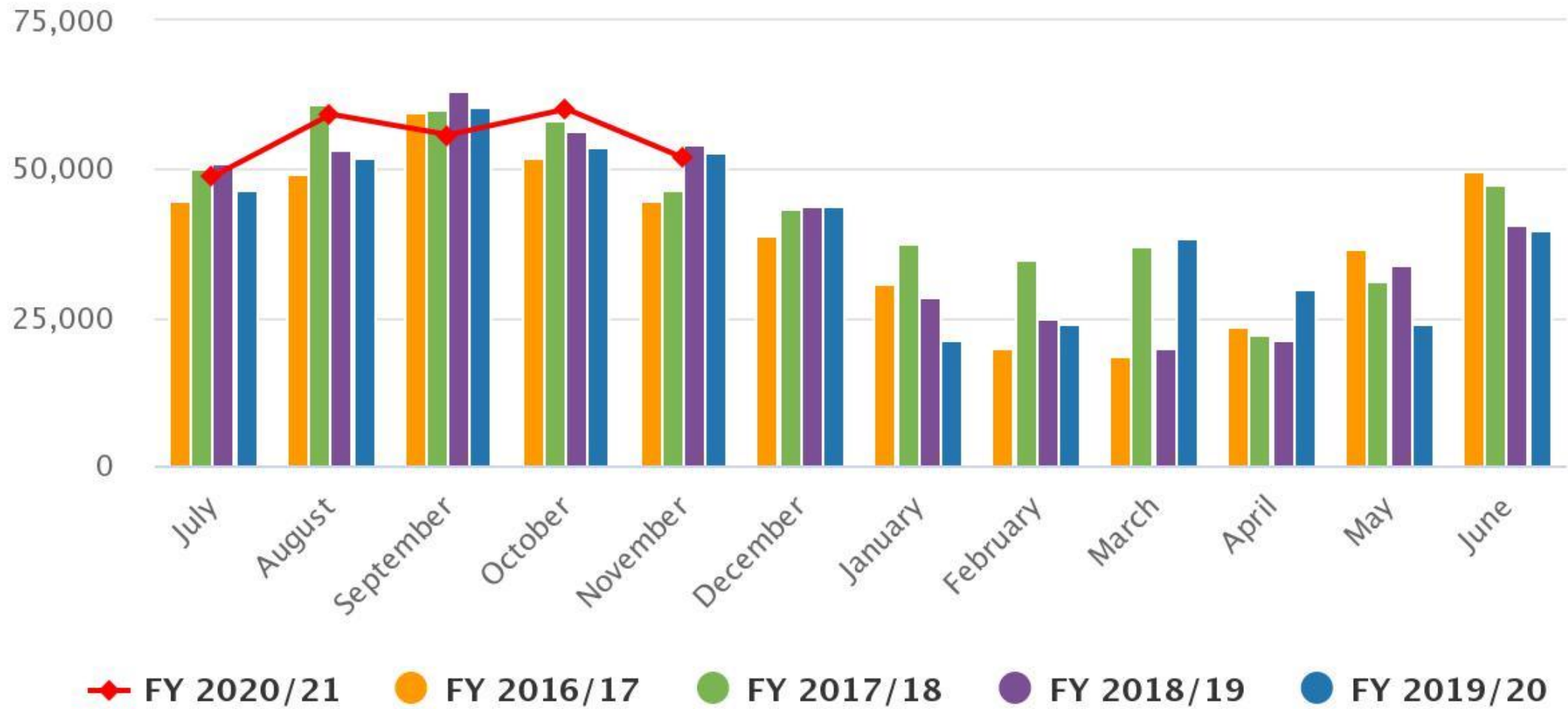
Multi Family Consumption (CCF) - thru Nov 2020



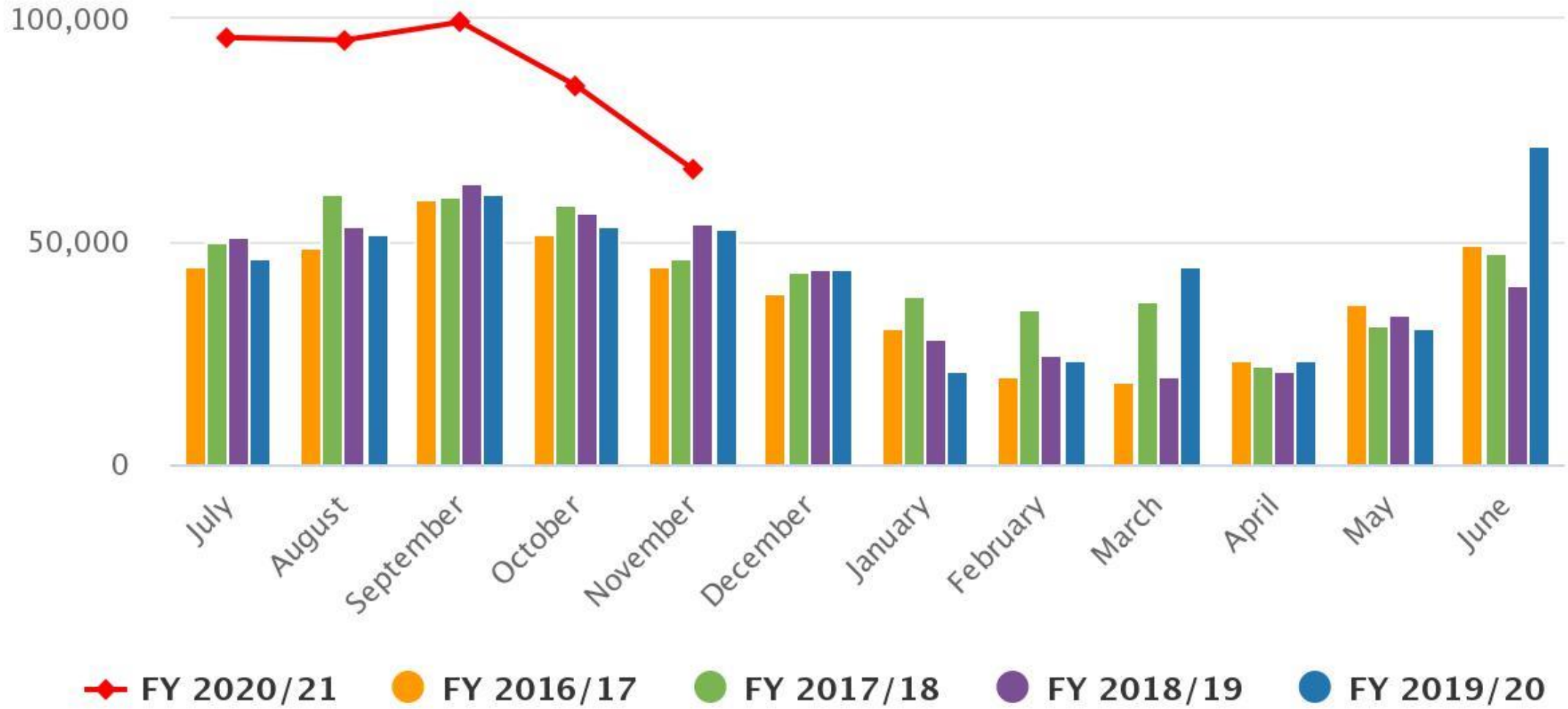
Commercial Consumption (CCF) - thru Nov 2020



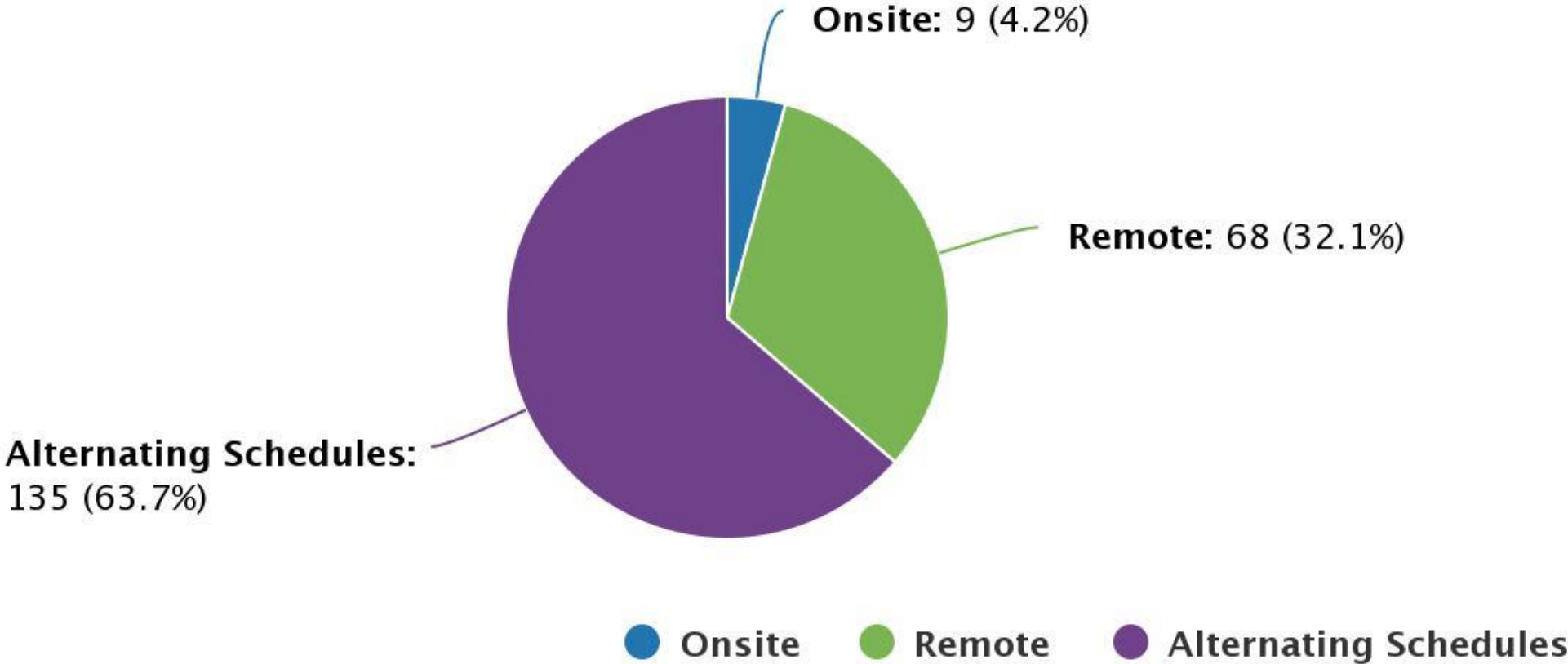
Industrial Consumption (CCF) - thru Nov 2020



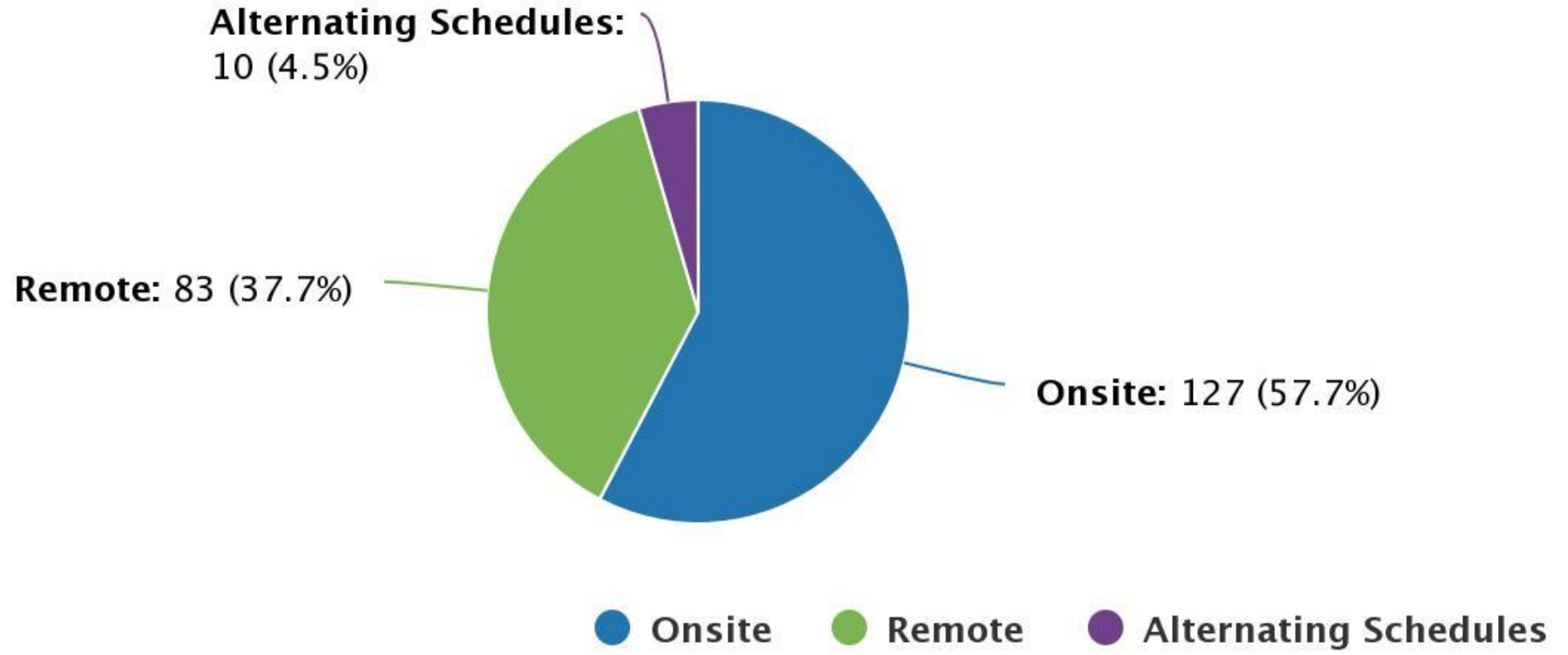
Institutional Consumption (CCF) - thru Nov 2020



May 2020



December 2020



9 Months After the GM's First COVID-19

Email



38% of the Agency workforce is moved to telework or has the ability to do so



59 devices were deployed in addition to previously used laptops, Surface Pros, desktop and iPads



128 new VPN connections are authorized



118 requests to deploy ancillary equipment such as mice, keyboards, monitors and cables were fulfilled



Developed and deployed 3 remote work training videos for cloud tools to support people working from home

9 Months In, How Do We Explain Our Success?



- **The commitment of our employees.** The desire to problem-solve and be part of the solution. A culture of innovation. Unification around a common goal. The trust of the organization to rise to the challenge.



- **The ability to be flexible and agile.** Admitting what we knew and what we didn't know. Relying on our managers and supervisors for guidance and ideas. Decisions were changing in real time with the news - we had to work as a team.



- **The use of technology** to stay connected to the new remote workforce and Board members. The deployment of resources and the fast-tracking of solutions, while maintaining security.



- **Communication, communication, communication!** Consistent communication in various forms that employees could rely on for updates and connection.