75 YEARS

Sonoma Water

SERVING THE COMMUNITY SINCE 1949

2024 Annual Report

Clean.
Reliable.
Essential.
Everyday.

WELCOME

MESSAGE FROM DAVID RABBITT, CHAIR OF THE SONOMA WATER BOARD OF DIRECTORS

As we celebrated the 75th anniversary of Sonoma Water in 2024, I was filled with pride reflecting on our journey and the significant milestones we've achieved together. This past year has been a testament to our commitment to providing essential services to our community, even amidst the challenges posed by our aging infrastructure, climate change and less predictable weather patterns.

2024 Sonoma Water Board of Directors
(front row, left to right) Lynda Hopkins, District 5; Chris Coursey, District 3; Susan Gorin, District 1; (back row) James Gore, District 4; David Rabbitt, District 2

In 2024, we were fortunate to receive ample rainfall that filled Sonoma Water reservoirs through the driest months. Our dedicated team worked efficiently to manage water resources, ensuring that more than 600,000 residents in Sonoma and Marin counties had access to clean and reliable drinking water. We also continued our vital work in wastewater treatment and flood protection, reinforcing our role as stewards of the environment.

Sonoma Water co-led an effort with the county's Department of Emergency Management to identify gaps in flood risk management services and opportunities for regional collaboration in Sonoma County. This study will allow us to pursue more comprehensive and integrated countywide flood management and adaptation strategies. As evidenced by the 1,000-year atmospheric river in November, large storms will become more frequent as the climate changes.

As we look ahead, we remain focused on fortifying our infrastructure and enhancing our services. The ongoing implementation of our five-year strategic plan is pivotal in achieving our goals of organizational excellence, environmental stewardship and community engagement. Our commitment to transparency and accountability will ensure that we continue to earn the trust of those we serve.

I thank our dedicated staff for their hard work and perseverance in addressing the challenges we face. Together with our partners and the community, we are poised to continue making meaningful progress in safeguarding our water resources for generations to come.

Sincerely,

David Rabbitt

Chair, Board of Directors

Sonoma Water

MESSAGE FROM GRANT DAVIS, GENERAL MANAGER, SONOMA WATER

Grant Davis

General Manager

Sonoma Water's 75th anniversary gave me an opportunity to consider on how far Sonoma Water has come since its beginnings in 1949 as an entity devoted almost entirely to flood protection. During the last seven and a half decades, much has changed about the organization and the region that it serves, and this milestone year has also had its share of significant achievements and ongoing challenges, proving our ability to adapt and innovate.

With a second year of above-average rainfall, Sonoma Water fully pivoted from drought response to focusing on critical infrastructure upgrades. Our aging systems require attention, and we've made substantial progress in modernizing our facilities to ensure long-term reliability. Simultaneously, we've remained committed to addressing the pressing issues of climate change.

Our updated Energy and Climate Resiliency Policy guides our efforts through a comprehensive Climate Action Plan. This plan identifies and implements numerous actions to prepare our water, sanitation and flood-risk reduction systems for the impacts of climate change. It also emphasizes equity, ensuring we collaborate with underserved communities to develop fair and inclusive policies and programs. This important work will gather steam as we move into 2025.

The Eel-Russian River Project Authority continued to make progress in developing regional solutions for improving fisheries in the Eel River while maintaining diversions to the Russian River. Our involvement in this process remains an important piece of the work toward a sustainable future for both watersheds.

Sonoma Water's development of the Forecast-Informed Reservoir Operations methodology continues to prove its viability with now 10 years of data from Lake Mendocino and a successful year with 19,000 acre-feet saved in Lake Sonoma in 2024. This innovative approach is bearing fruit in other parts of the state, too, and I look forward to seeing FIRO continue to grow into the future.

I'm particularly proud of our team's dedication to implementing our five-year strategic plan. This living document, focused on organizational excellence, environmental stewardship, climate change adaptation and community engagement, continues to shape our priorities and drive our actions. The web-based dashboard we've developed provides real-time updates on our progress, ensuring transparency and accountability.

As we look to the future, we remain committed to providing essential services while prioritizing community well-being. The challenges we face, from aging infrastructure to climate change, require innovative solutions and collaborative efforts. I am confident that with our experienced staff, supportive Board of Directors, and engaged community partners, we are well-positioned to meet these challenges head-on.

I want to express my deepest gratitude to our Sonoma Water staff for their efforts and adaptability. Their expertise and dedication are the backbone of our organization. I also extend my thanks to the Sonoma Water Board of Directors for their visionary leadership, and to our partners, customers and community members for their continued support and trust.

As we embark on the next chapter of Sonoma Water's story, we do so with a sense of purpose, pride in our accomplishments, and optimism for the future we're building together.

Sincerely,

Grant Davis

General Manager, Sonoma Water

75 years of Sonoma Water

1949

Oct. 1, 1949

The Sonoma County Board of Supervisors voted to establish the Sonoma County Flood Control and Water Conservation District following decades of catastrophic floods and the threat of declining groundwater.

1950

Coyote Valley Dam & Lake Mendocino

The 1950s brought major floods in 1955 and the construction of the Santa Rosa Aqueduct – the first phase of a water supply system. The Coyote Valley Dam, completed in 1959, created Lake Mendocino, providing crucial flood control and water storage.

1990

Environmental Stewardship

Sonoma Water took on management of the Russian River estuary and began the Fisheries Enhancement Program. In 1995, Sonoma Water assumed responsibility for the management of sanitation districts and zones. Coho salmon were listed as endangered and Chinook salmon and steelhead trout were listed as threatened under the Federal Endangered Species Act.

2000

Water Management & Sustainability

The completion of Collector 6 in 2006 improved water supply reliability. The 2008 Russian River Biological Opinion led to robust efforts by Sonoma Water to protect local salmon populations. Sonoma Water helped create the Sonoma County Energy Independence Program in 2009 which enabled property owners to finance energy efficiency improvements.

1960

Flood Control & Aqueduct Expansion

The Central Sonoma Watershed Project, including Spring Lake, was developed to reduce flood risks. New aqueducts connected nearby communities, and Congress approved the Warm Springs Dam, though construction faced environmental delays.

1980

Water Conservation & Lake Sonoma

In response to drought, Sonoma Water launched water conservation programs in 1983. Also that year, Warm Springs Dam was finally completed and Lake Sonoma began storing water. The first Urban Water Management Plan was created in 1985 to guide sustainable water use and protect ecosystems.

1970

Population Growth & Environmental Protections

As the county grew, Sonoma Water expanded pipelines and storage. New environmental laws led to studies protecting cultural resources such as the sedge used in the creation of Pomo baskets. Environmental legal challenges paused Warm Springs Dam work.

2020

In the Final Viability Assessment for FIRO operations at Lake Mendocino published in December 2020, the Lake Mendocino Steering Committee recommended that Lake Sonoma be prioritized as a future FIRO project. Lake Sonoma has been operating under a minor deviation to the Water Control Manual since April 2022. FIRO at Lake Sonoma saved more than 19,000 acre-feet in 2024.

2010

Collaborative Water Efficiency & Clean Energy Initiatives

The Sonoma-Marin Water Saving Partnership was formed in 2010 to enhance conservation efforts among local utilities. Sonoma Clean Power launched in 2012, supported by funding from Sonoma Water. The Water Education Center opened at Wohler Bridge, groundwater sustainability agencies were established, and innovative practices like Forecast-Informed Reservoir Operations were implemented at Lake Mendocino to optimize water resources.

STRATEGIC PLAN GOALS

In 2023, Sonoma Water published its five-year Strategic Plan, a planning blueprint that focuses on our core functions and looks to a changing future. The Strategic Plan is a living document that will be monitored and adapted as needed, with the Project Management Office ushering along its implementation.

Organizational Excellence.

Strengthen the organization and workforce to perform our core functions and responsibilities.

Planning and Infrastructure.

Implement comprehensive, integrated, and innovative infrastructure planning to strengthen existing services, minimize life cycle costs, and prepare for the future.

Environmental Stewardship.

Protect and sustain our watersheds to maintain water resources, ecosystems, and communities.

Emergency Preparedness.

Build organizational resilience and ensure effective emergency response to extreme weather events, disasters, and security risks.

Climate Change.

Implement comprehensive, integrated, Assess risk and uncertainty of climate change and develop and take actions that improve resiliency and sustainability.

Community Engagement.

Engage with the community to build understanding, trust, and support for projects and programs.

WATER SUPPLY

RAINFALL IN SANTA ROSA:

OCT. 1 - SEPT. 30 Average:
(1950-2023 water years)

30.45”

2023/2024 Water Year:
which is 121% of average

36.84”

RAINFALL IN UKIAH:

OCT. 1 - SEPT. 30 Average:
(1894-2023 water years)

36.57”

2023/2024 Water Year:
which is 103% of average

37.69”

LAKE SONOMA STORAGE:

LEVELS ON Dec. 31, 2024
Minor Deviation Storage Curve:

254,500 acre-feet

Current Storage:
(107.6% of Minor Deviation Storage Curve)

273,876 acre-feet

LAKE MENDOCINO STORAGE:

LEVELS ON Dec. 31, 2024
FIRO Storage Curve:

80,050 acre-feet

Current Storage:
(109.9% of FIRO Storage Curve)

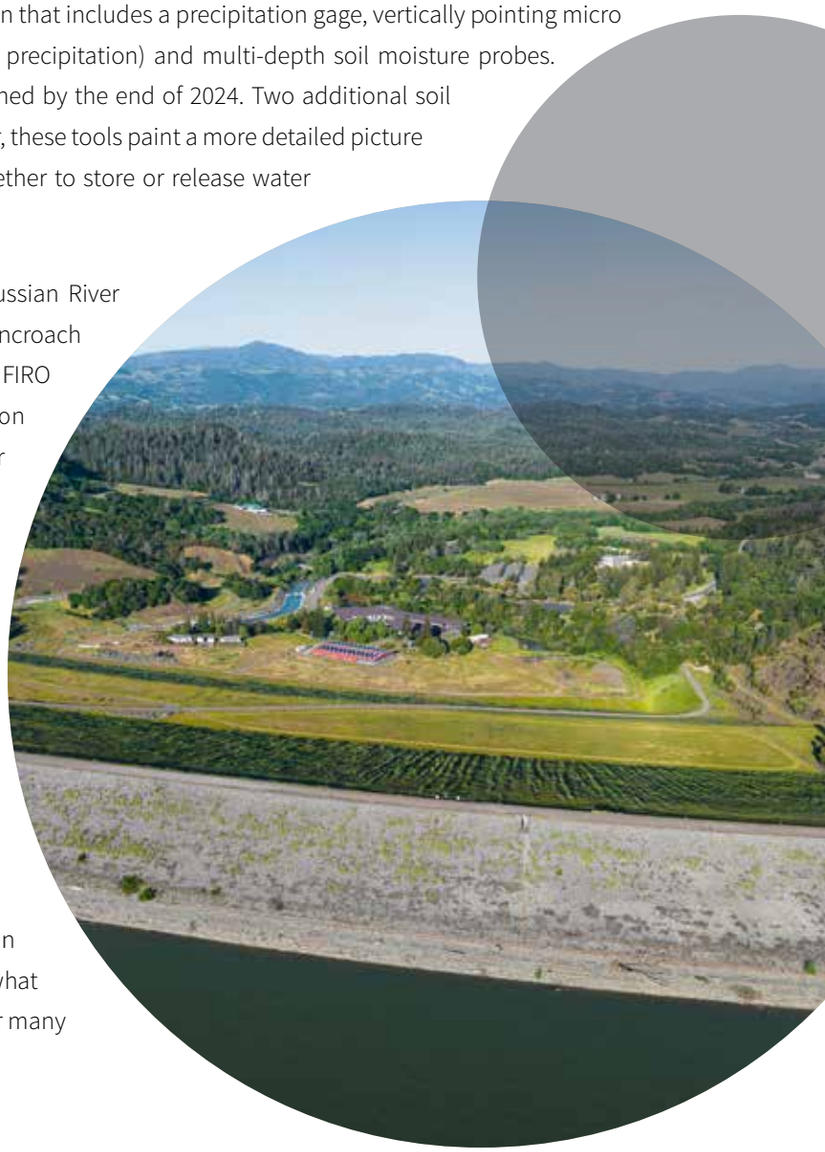
87,944 acre-feet

FORECAST-INFORMED RESERVOIR OPERATIONS

In its 10th year, the Russian River Forecast-Informed Reservoir Operations (FIRO) program continued to demonstrate its viability to more effectively operate reservoirs using modern technology and forecasting skill. The nationally recognized demonstration project involved several state and federal agencies in collaboration with Sonoma Water to initially assess the viability of FIRO at Lake Mendocino and currently assess the viability at Lake Sonoma. The program is co-led by Sonoma Water, Scripps and the U.S. Army Corps of Engineers with a steering committee that includes the U.S. Army Corps of Engineers, National Oceanographic and Atmospheric Administration (National Weather Service, Office of Atmospheric Research, and National Marine Fisheries Service), Bureau of Reclamation and the California Department of Water Resources.

In 2020, the Lake Mendocino Final Viability Assessment was completed. The U.S. Army Corps is updating the Lake Mendocino Water Control Manual to include FIRO operational strategies, and the update is anticipated to be completed in 2025. Lake Sonoma's FIRO Final Viability Assessment began in 2022.

As part of the Lake Sonoma assessment, an extensive observation network is being installed in the Lake Sonoma watershed. In 2024, the observation network team installed a hydrometerological station that includes a precipitation gage, vertically pointing micro rain radar, disdrometer (to measure the type, size and velocity of precipitation) and multi-depth soil moisture probes. Additionally, multiple stream gages were installed with more planned by the end of 2024. Two additional soil moisture stations are planned for installation in early 2025. Together, these tools paint a more detailed picture of watershed conditions that help decision-makers determine whether to store or release water from the reservoir.



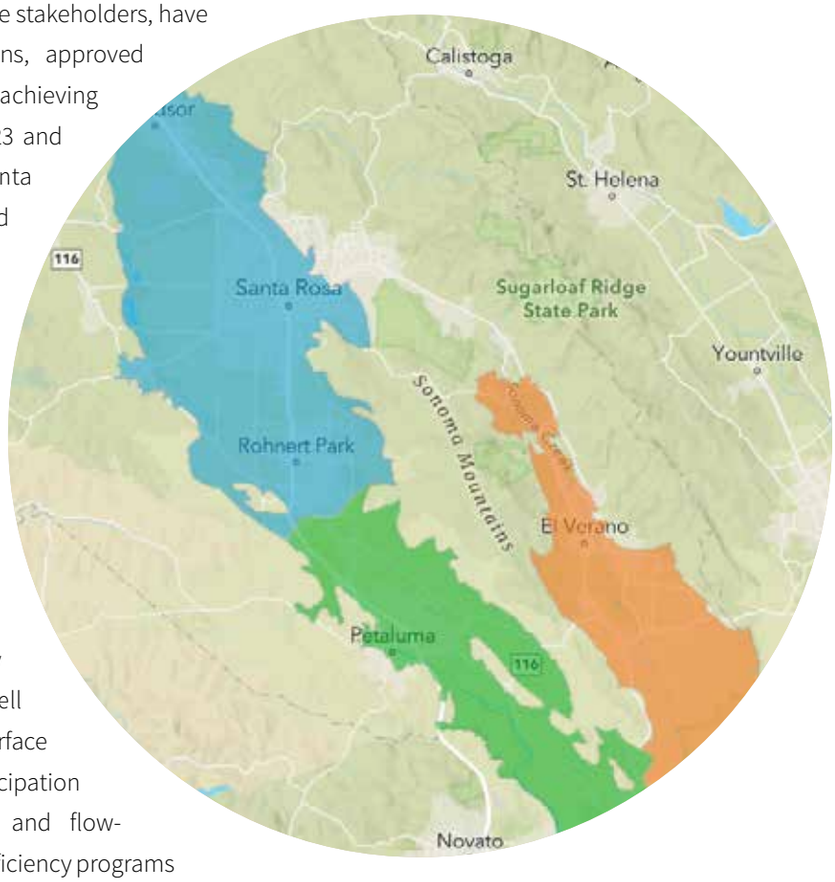
Water year 2024 produced above average precipitation for the Russian River watershed, which allowed Lake Mendocino and Lake Sonoma to encroach into the flood pool by January 2024. The U.S. Army Corps utilized FIRO under the Major Deviation in Lake Mendocino and Minor Deviation in Lake Sonoma to operate for flood control and store more water when conditions allowed going into the spring and summer. Lake Mendocino was able to store about an additional 9,000 acre-feet and Lake Sonoma about 19,000 acre-feet due to FIRO operations. This additional water provides releases for fisheries, recreation, and consumption as well as providing carryover storage into the following water year in case there is a drought.

Sonoma Water has also been assisting with other FIRO projects throughout the state including Prado Dam on the Santa Ana River, Lake Oroville on the Feather River and New Bullards Bar on the Yuba River. Sonoma Water assisted in the completion of the Final Viability Assessment for Lake Oroville and New Bullards Bar in 2024. Results for this study have demonstrated benefits similar to what was found for Lake Mendocino and that FIRO may even be viable for many other reservoirs throughout the country.

GROUNDWATER

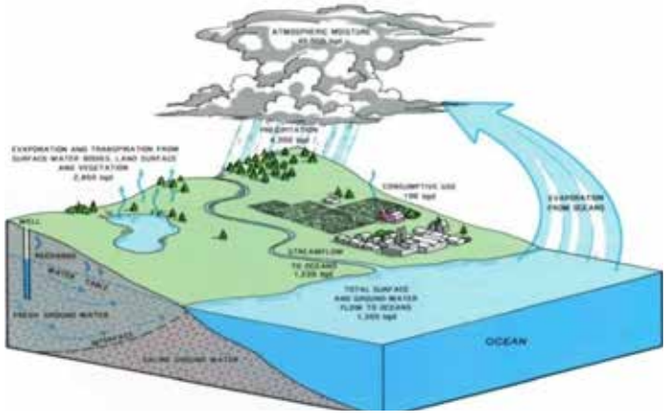
2024 marked the 10-year anniversary of California's Sustainable Groundwater Sustainability Act, a landmark policy guiding sustainable water management. Sonoma County is home to three designated high- or medium-priority groundwater basins—Sonoma Valley, Petaluma Valley, and Santa Rosa Plain—which collectively span 15% of the county and support 72% of its residents. Sonoma Water plays a vital role by providing technical expertise and outreach support to the locally governed Groundwater Sustainability Agencies (GSAs) managing these basins.

The GSAs, working collaboratively with diverse stakeholders, have developed Groundwater Sustainability Plans, approved by the state, aimed at maintaining or achieving sustainability by 2042. Recent data from 2023 and 2024 indicate that groundwater levels in Santa Rosa Plain and Petaluma Valley have remained stable, while Sonoma Valley continues to face challenges with chronic declines in its deep aquifer system. These findings underscore the importance of ongoing monitoring and targeted conservation efforts and projects to address declining groundwater supply.



State grants have provided essential funding for advancing the implementation of many activities throughout 2024. Key initiatives included expanding monitoring well networks, conducting interconnected surface water studies, and inviting community participation through voluntary well level monitoring and flow-metering programs. Additionally, water use efficiency programs are being developed to enhance groundwater conservation efforts and planning for groundwater recharge and recycled water projects has advanced.

www.SonomaCountyGroundwater.org



WATER USE EFFICIENCY

Sonoma Water and the Sonoma-Marin Saving Water Partnership (Partnership), consisting of 12 water retailers and Sonoma Water, work together on water use efficiency programs to enhance water supply and resiliency, and to meet statewide water efficiency goals.

The State of California has developed new efficiency targets based on 2018 legislation (SB 606 and AB 1668) called Making Water Conservation a California Way of Life. This new framework provides updated water efficiency goals for Urban Retail Water Agencies, called Urban Water Use Objectives, that extend beyond the year 2035 and build on previous reductions achieved under the state's target of 20 percent by 2020. Sonoma Water and the Partnership will continue to offer programs to lower water use to meet the new water-use efficiency standards.

With regional water usage remaining stable, the Partnership focused its efforts on long-term water-use efficiency goals to build resiliency and efficiency. The Eco-Friendly Garden Tour provided real life examples of beautiful, sustainable, water-efficient gardens in May with more than 3,700 participants touring 17 gardens throughout Sonoma and Marin counites.

During the summer, the Partnership focused its outreach to help residents "Be Climate Ready" with tools and resources that prepare landscapes to be resilient to droughts, floods and fires.

At the Sonoma County Fair, the Partnership sponsored a climate-ready landscape display, partnering with the University of California Master Gardener Program of Sonoma County. Fairgoers were greeted with a flowering landscape filled with climate-appropriate, low-water-use plants and signage promoting improving soil health, creating beneficial habitat, irrigating efficiently, slowing, spreading and sinking rainwater, and choosing water-smart plants for a climate-ready landscape.

The Partnership also promoted its suite of Water Smart plant and landscape resources available on its website through social media throughout the summer including the Water Smart Plant Picker, Water Smart Plant Label, Water Smart Gardens Maintenance Manual and Water Smart Landscape Design Templates.

With continued consistent efforts each year, the Partnership again garnered national recognition, this time with two U.S. Environmental Protection Agency 2024 WaterSense Sustained Excellence Awards and the 2024 Outstanding Industry Partnership Award from the Irrigation Association. Staff are very proud of these awards as they are a testament to their commitment and success at making water conservation a California way of life.

To learn more about the Sonoma-Marin Saving Water Partnership and its programs, visit

www.SavingWaterPartnership.org

WATER TRANSMISSION

Sonoma Water advanced several capital improvement projects in 2024 aimed to enhance the reliability and resiliency of the Water Transmission System. Some of those projects included:

Tank Rehabilitation Program

The Tank Rehabilitation Program is a 10-year initiative with an $80 million budget aimed at recoating 18 storage tanks that collectively provide 128 million gallons of storage. The rehabilitation on the 12-million-gallon Kastania Tank in South Petaluma was completed and the tank returned to service in September, marking the removal of the last coal-tar-lined tank in Sonoma Water's system. Currently, Cotati 1 Tank (6 million gallons) is out of service for rehabilitation work. A contract for the Cotati 3 Tank (18 million gallons) rehabilitation is expected to be awarded in January, with work commencing throughout 2025. This project will include interior and exterior recoating as well as retrofitting for seismic deficiencies.

Cathodic Protection Systems

Outdated passive cathodic protection systems on Sonoma Water's aqueduct system are being replaced with impressed-current systems to better prevent erosion of these critical pipelines. Following prior conversions on the Sonoma and Petaluma aqueducts, efforts are now advancing on the Santa Rosa Aqueduct and Russian River-Cotati Intertie, with Phase 1 advertisement planned for February and Phase 2 slated for early 2026.

WASTEWATER TREATMENT

SANITATION RATE RELIEF PROGRAM

In 2024, Sonoma Water continued its Sanitation Rate Relief Program to pay one -half of eligible low-income residential customer sewer bills. As a result of the rate relief program, 212 sanitation customers received a total of $231,477 in rate relief. This program is expected to reduce costs for hundreds of eligible customers on an ongoing basis.

The program will be offered to income eligible customers April through June each year. Customers will be notified through Sonoma Water's website and newsletters.

FLOOD PROTECTION & STREAM MAINTENANCE SERVICES

WASHINGTON CREEK EMERGENCY REPAIRS

In the fall, construction crews for Sonoma Water were dispatched to Washington Creek in Petaluma to make proactive emergency repairs including part of the flood channel retaining wall that needed reinforcement. Work to rebuild a segment of the wall took a couple of weeks and were successfully completed before the start of the rainy season.

This engineered channel was originally constructed in the 1970s.

STREAM MAINTENANCE

Since the 1960s, Sonoma Water's Stream Maintenance Program has grown from being solely focused on flood protection to include resource conservation and environmental sustainability. The biologist-supervised program ensures compliance with federal and state regulations, including the Endangered Species Act and the Clean Water Act.

The program emphasizes planting native trees to enhance flood protection, improve wildlife habitats and reduce greenhouse gas emissions. It also promotes public access to trails along streams, encouraging outdoor activities such as hiking and biking.

Tree management is a vital aspect of the program, with qualified staff regularly evaluating trees on Sonoma Water property. Decisions regarding tree removal or preservation are made based on safety assessments and adherence to recognized arboriculture standards. Native trees which support local ecosystems are prioritized while non-native species are phased out. Sonoma Water maintains approximately 75 miles of engineered flood control channels and has discretionary easements for about 150 miles of modified and natural streams. Maintenance activities include sediment removal during dry seasons, stream bank stabilization, and vegetation management to establish a mature riparian canopy that improves water quality and habitats.

Cubic yards of sediment removed:	Cubic yards of vegetation removed:	Pounds of trash removed:
14,058	3,605	88,180

ENVIRONMENT

NEW EEL-RUSSIAN FACILITY

In June 2024, Sonoma Water environmental resources and engineering staff in collaboration with consultant McMillen, Inc. and a technical advisory committee composed of 30 representatives from federal, state, local, tribal, and non-governmental organizations recommended that the Eel-Russian Project Authority select a pump station design to allow diversion of Eel River water to the Russian River watershed.

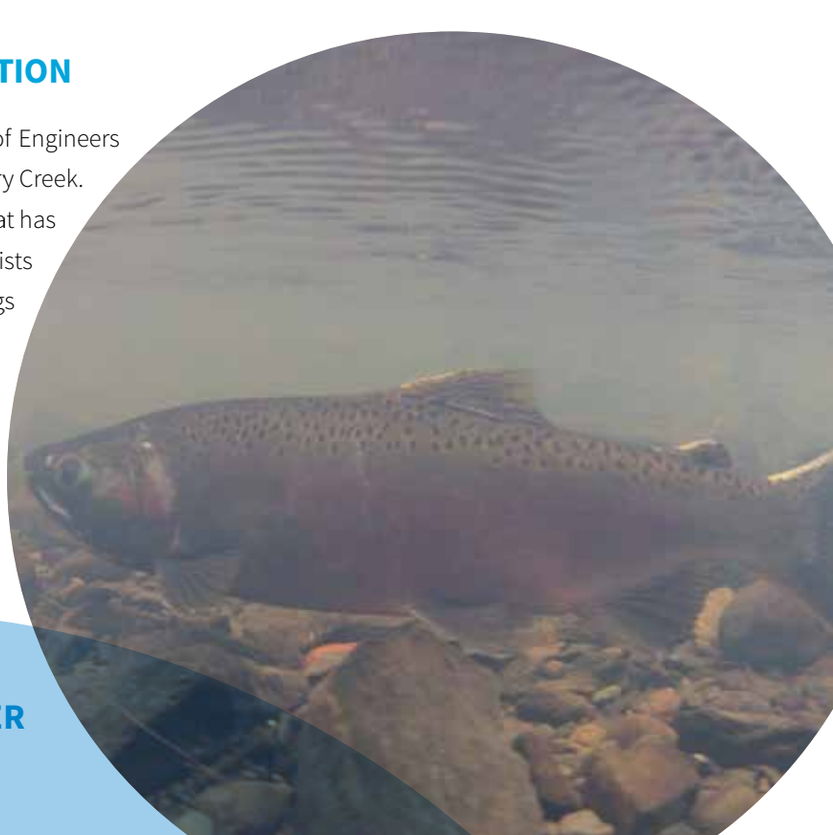
The New Eel-Russian Facility will be constructed at the former site of PG&E's Cape Horn Dam that will be removed as part of the Potter Valley Hydroelectric Project decommissioning. The New Eel-Russian Facility is a fish-friendly project designed to deliver water without impacting the Eel River's ecosystem.

SONOMA CREEK BAYLANDS RESTORATION PROJECT

Sonoma Water/Sonoma Valley County Sanitation District staff with project partners, including Sonoma Land Trust, Ducks Unlimited, U.S. Fish and Wildlife Service, kicked off this important regional restoration project in 2024.

The District's Hudeman Slough Enhancement Wetlands are a key component of the project. Project planning and design is anticipated to be completed by 2027.

SALMON AND STEELHEAD RESTORATION



In October, Sonoma Water and the U.S. Army Corps of Engineers completed the fifth mile of habitat enhancement in Dry Creek. To date, nearly 2 million square feet of Dry Creek habitat has been enhanced. In July 2024, Sonoma Water biologists completed the fourth year of a study using acoustic tags surgically implanted in juvenile coho salmon to track their movements and survival through Dry Creek and the Russian River. This work and studies conducted by Sonoma Water throughout the Russian River watershed to track the abundance, distribution, and habitat conditions of threatened and endangered salmon and steelhead are supported by state and federal grants.

LAGUNA DE SANTA ROSA MASTER RESTORATION PLAN

In February, Sonoma Water, along with project partners including the Laguna Foundation and San Francisco Estuary Institute, held and open house to commemorate the completion of the Laguna de Santa Rosa Master Restoration Plan. The plan outlines concepts to restore key habitats, improve water quality and identify priority restoration areas.

COLGAN CREEK WATER QUALITY CREDIT TRADING PROJECT

As part of its Stream Maintenance Program, Sonoma Water removed 30,073 pounds of phosphorus from Colgan Creek, resulting in the generation of 20,049 phosphorus credits, as certified by the North Coast Regional Water Quality Control Board. These credits helped the City of Santa Rosa and Town of Windsor comply with wastewater permitting requirements.

CLIMATE

In 2024, the Energy and Climate Resiliency group developed its climate adaptation phasing plan. Sonoma Water's Board of Directors approved the Climate Adaptation Plan in October 2021 to guide the assessment of climate risks to the provision of Sonoma Water's core services and identify key solutions. The Climate Adaptation Plan identified 77 project concepts to improve resilience. It did not prioritize or assign timelines, but recommended staff map the implementation pathway and prioritization for each project within the recommended portfolios, including target program and enabling conditions. This directive serves as a guidepost for Sonoma Water's climate resiliency team and a foundation for this Climate Adaptation Plan Phasing Plan. The Phasing Plan takes the 77 project concepts from Sonoma Water's 2021 Climate Adaptation Plan, consolidates them into a list of 39 focused projects, then ranks and assigns key activities and costs for implementation from 2024 – 2040. This document is meant to serve as an internal, iterative resource to Sonoma Water staff.

The key objectives of the Phasing Plan are to:

- Articulate the resources required to implement the Climate Adaptation Plan and initiate a discussion on the need for creative, dedicated sources of funding for climate adaptation and resilience.
- Elevate climate priorities within Sonoma Water's internal budgeting, grant-seeking and legislative advocacy processes.
- Establish a benchmark and mechanism of accountability for project implementation with managers; communicate residual risk to leadership when projects stall.
- Provide a forum for annual climate adaptation planning without revising the Climate Adaptation Plan in its entirety.

FEASIBILITY STUDY OF PUMPED STORAGE HYDROPOWER AT LAKE SONOMA

Sonoma Water executed a professional services agreement with the engineering firm HDR to explore the feasibility of developing a pumped storage hydropower facility at Lake Sonoma.

HDR is conducting a conceptual-level study examining the feasibility of utilizing Lake Sonoma as the lower reservoir for a 10 to 20 megawatt pumped storage hydropower facility. The cost effectiveness of a pumped storage hydropower facility could offset or subsidize Sonoma Water's power costs for decades longer than battery storage devices.

ADVANCED QUANTITATIVE PRECIPITATION INFORMATION

Sonoma Water is nearing completion of implementing a $19.8 million grant provided by the California Department of Water Resources to create the Advanced Quantitative Precipitation Information (AQPI) system. The AQPI project includes installing new high resolution weather radars in the north, south, east, and west quadrants of the San Francisco Bay Area to provide more precise atmospheric river rainfall forecasting. Fifty percent of major flooding in the Bay Area, and closer to 70 percent in the North Bay, has come from atmospheric rivers.

The new weather radar and forecasting system will give flood control managers, emergency responders, transportation officials and media outlets more precise information on where, when, and the intensity of expected rainfall and subsequent stream flow rates. The south and north bay radars have been operational since 2017. The weather radar in the East Bay became operational in 2023. The weather radar on the San Mateo peninsula will became operational in 2025. A fifth radar facing the Pacific Ocean on the Marin coast to detect oncoming atmospheric rivers was approved in 2023 by Marin's Board of Supervisors for deployment in 2025.

GOVERNMENT AFFAIRS

In December, Sonoma Water staff welcomed county officials from across the country to Lake Sonoma. The county commissioners and supervisors were attending a National Association of Counties symposium in Sonoma County with a stop at Lake Sonoma for a series of presentations on water conservation and ecosystem restoration.

Sonoma Water General Manager Grant Davis and Environmental Resources Division Manager Dave Manning joined Nick Malasavage from the U.S. Army Corps of Engineers, Dr. Martin Ralph from the Center for Western Weather and Water Extremes and Jeanine Jones with the California Department of Water Resources along with other federal, state and academic partners in presenting on the future of sustainable water management, insights into Forecast-Informed Reservoir Operations, and about Sonoma County's collaborations to develop effective water conservation strategies for extreme climate conditions.

Staff also presented with the National Marine Fisheries Services about the Dry Creek Valley fish restoration initiative, highlighting the benefits of public-private partnerships in supporting these efforts.

INTERNAL PROGRAM SERVICES

Internal Program Services supports internal program development with Emergency Management, Security Services and Project Management Office.

EMERGENCY MANAGEMENT SECTION

In May, Sonoma Water conducted a half-day, full-scale earthquake exercise (Operation Critical Lift) with 81 staff to test our Emergency Concept of Operations (CONOPS). The recently developed CONOPS prescribes Sonoma Water's field-based rapid damage assessment and incident stabilization procedures along with enhanced coordination and support from our emergency operations center. Exercise participants responded to a simulated, multi-stage earthquake scenario that caused a variety of impacts to water, wastewater, and flood control infrastructure. Throughout the exercise, field staff discovered impacts and communicated their findings to the emergency operations center where the impacts were evaluated and used to establish and prioritize response objectives. Additionally, as part of this exercise, all agency staff participated in a staff accountability drill, which exercised initial-incident communication between managers and their staff.

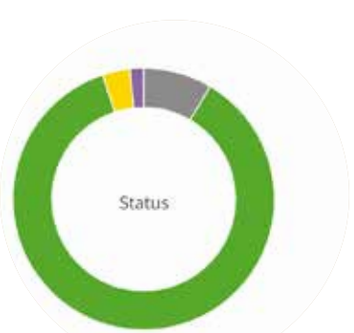
After the full-scale exercise, the Emergency Management section finalized the CONOPS and distributed Field Operations Guides to the roughly 30 staff in leadership roles under the procedure and CONOPS Quick Reference Sheets to the roughly 80 total staff pre-assigned to the response structure.

Emergency Management trainers facilitated Sonoma Water staff through 980 individual emergency training and exercise hours in 2024, including training for 81 participants in the full-scale exercise, 87 participants in Basic Emergency Management Training and 122 staff in CONOPS.

The team significantly improved communication and internet resiliency by acquiring eight Starlink antennas that are staged at critical facilities within the water and wastewater systems, including the administration facility at 404 Aviation Blvd and the operations & maintenance facility at 204 Concourse Blvd and within the emergency management response vehicle. This system provides redundancy to terrestrial internet infrastructure ensuring we can maintain communications capability across all critical sites.

Emergency Management staff developed a drone program, providing training to all interested staff, with 11 staff testing for and receiving licensing. Additionally, four drones were acquired by the section for use in emergency damage assessment or any other non-emergency optics needs, including the addition of a thermal imaging drone, which allows us to quickly identify any difficult-to-find water leaks.

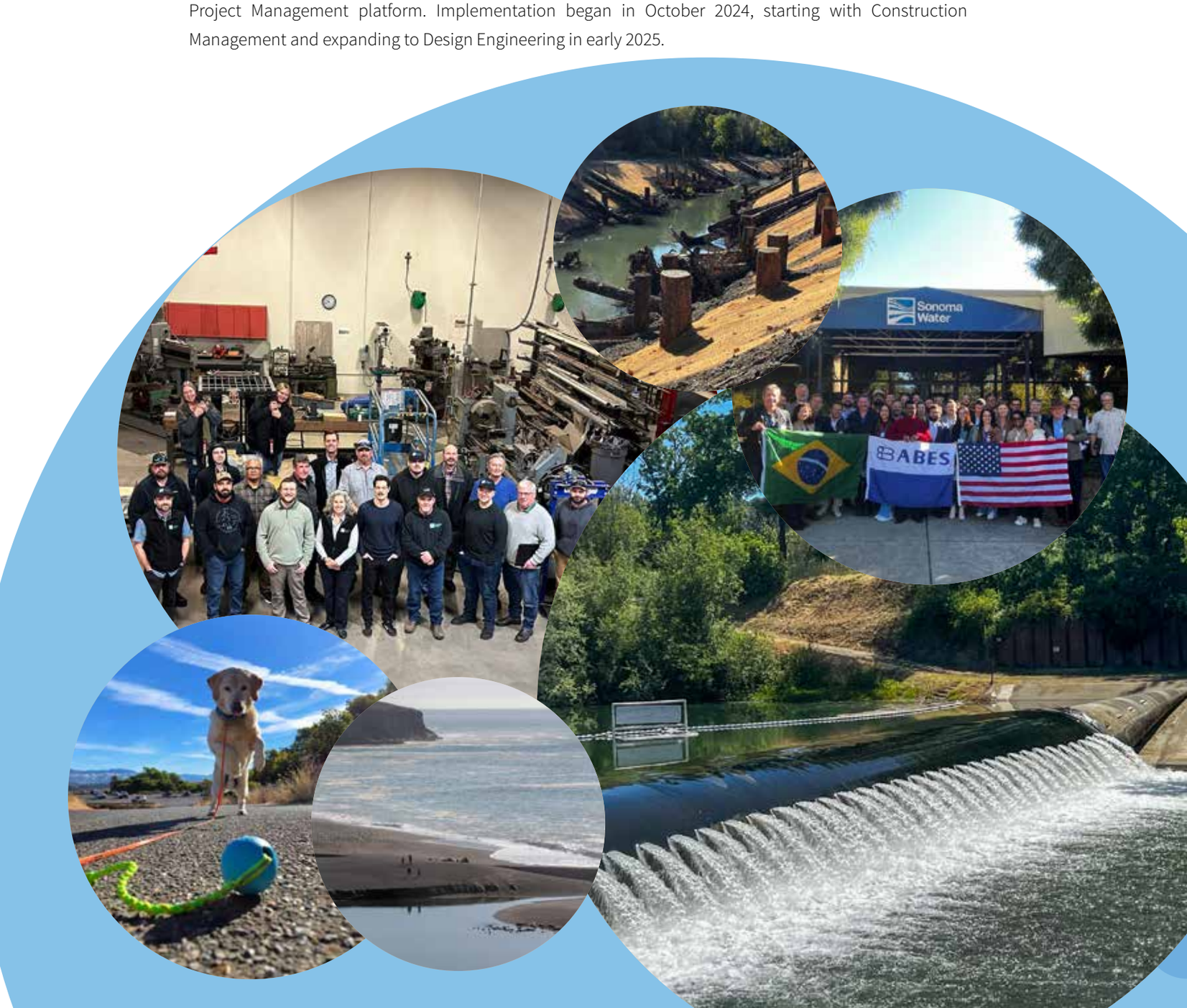
PROJECT MANAGEMENT OFFICE



The Project Management Office successfully launched the Sonoma Water 5-Year Strategic Plan Dashboard in April 2024, offering real-time tracking of organizational goals, strategies and action items. Internal adoption has been strong and the public release further supports transparency.

The Project Management Office partnered with Finance on a collaborative initiative to enhance efficiency in project and fiscal management. This effort pinpointed 10 key areas for improvement, including budget tracking and workflow accountability. Updates are provided as available to maintain alignment and transparency.

After rigorous evaluation, the Project Management Office secured a contract for Projectmates, an Enterprise Project Management platform. Implementation began in October 2024, starting with Construction Management and expanding to Design Engineering in early 2025.



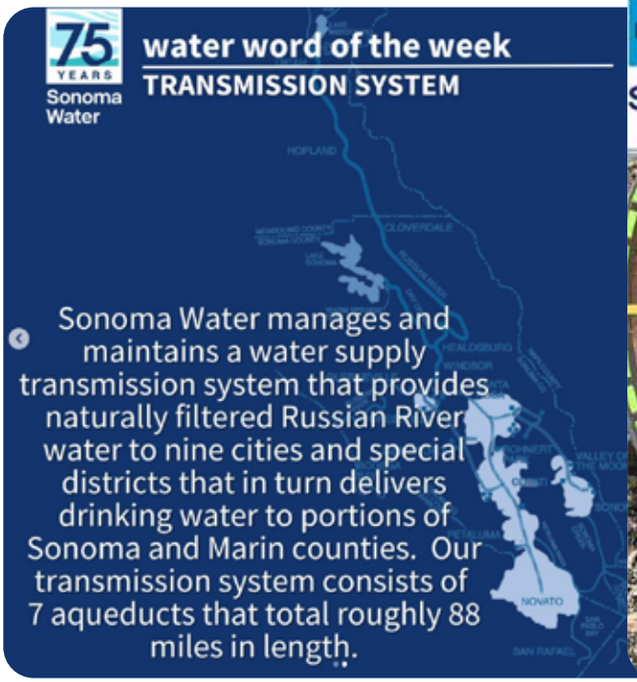
COMMUNICATIONS

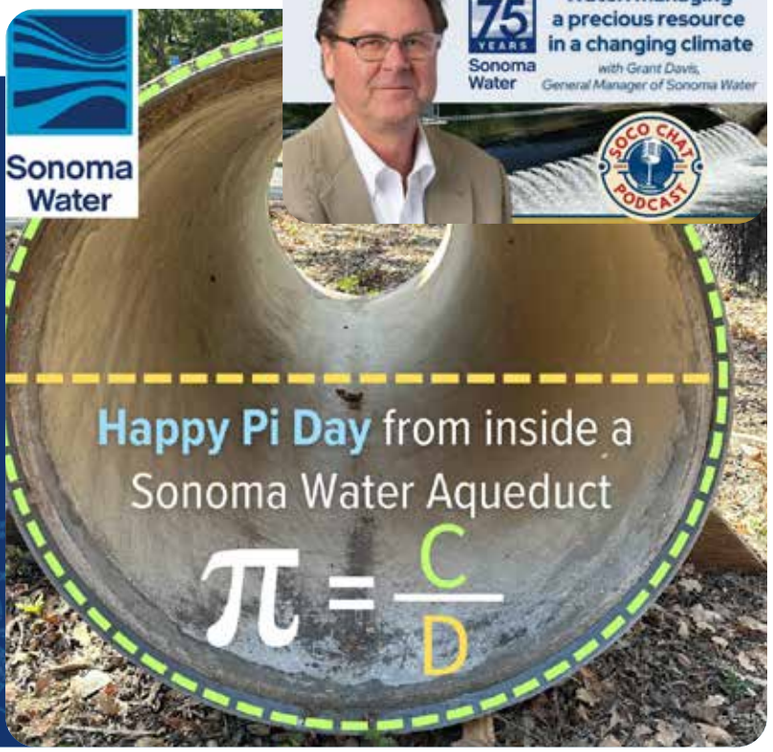
In 2024, the Sonoma Water Communications and Strategic Initiatives team was spun off from Community and Government Affairs into a new entity, focusing more specifically on media relations, response, content creation and branding.

The communications team worked closely with the media, sharing press releases on important information, many of which resulted in earned media exposure and a cover story in Municipal Sewer and Water Magazine highlighting Sonoma Water's innovative approach to engineering on the Sonoma Valley County Sanitation District Trunk Main Replacement project. The team also crafted talking points on a variety of topics to keep all Sonoma Water team members informed throughout the organization.

With its owned media, Sonoma Water communications saw excellent engagement through social media where it reached almost 400,000 people with more than 1,000 posts and on its website, where some 80,000 people visited to stay informed about Sonoma Water projects and programs.

Subscribers to the email newsletter will be finding it refreshed in 2025 with a new name, "The Current," and still your most consistent source of information about Sonoma Water each month, published in English and Spanish.





GRANT AWARDS FOR 2024

Sonoma Water leverages local funds with state and federal grants to help pay for projects. This year, Sonoma Water received more than $7 million in state and federal grants, helping to keep its cost of service as low as possible.

	GRANTOR	LOCAL COST SHARE	GRANT AMOUNT	TOTAL PROJECT COST
State Grants				
Sub seasonal and Seasonal Precipitation Forecasting	Department of Water Resources	$0	$300,000	$300,000
CA Water and Wastewater Arrearages Payment Program	State Water Resources Control Board	$0	$195,261	$195,261
Collaborative Planning & Capacity Building for Climate Resilience in the North Coast	Governor's Office of Land Use and Climate Innovation	$0	$50,000	$50,000
Watershed Resiliency Plan Pilot	Deptartment of Water Resources	$0	$2,000,000	$2,000,000
2024 Quagga Zebra Mussel Inspection Program at Lake Mendo	Department of Boating and Waterways	$0	$400,000	$400,000
		$0	**$2,945,261**	**$2,945,261**
Federal Grants				
SVCSD Secondary Clarifiers Retrofit - Phase II	FEMA	$581,837	$1,745,513	$2,327,350
Monitoring in Support of the Russian River Coho Salmon Captive Broodstock Program	U.S. Army Corps of Engineers	$0	$504,989	$504,989
New Eel-Russian Facility Planning and Design	U.S. Bureau of Reclamation	$1,077,237	$2,000,000	$3,077,237
Forecast-Informed Reservoir Operations PH III	U.S. Army Corps of Engineers	$0	$100,000	$100,000
		$1,659,075	**$4,350,502**	**$6,009,577**
	GRAND TOTAL	**$1,659,075**	**$7,295,763**	**$8,954,838**

WATER AND ENERGY EDUCATION PROGRAM

The Water and Energy Education Program helps students and teachers learn about the vital role of water and energy in our community and strives to increase environmental awareness and stewardship through scientific inquiry and hands-on, experiential education.

During the 2023-24 school year, the Water and Energy Education Program continued to collaborate with other environmental education providers in the Sonoma County Environmental Education Collaborative on the Pathways Project. This project is a countywide initiative focused on creating environmentally literate students and schools through immersive outdoor education and class experiences with nature. Funding and organization through this project allowed the Water and Energy Education Program to reach more Title 1 schools.

16,457 students in 693 classrooms participated in classroom lessons or field trips (direct instruction).

11,874 students participated in the ZunZun musical assembly program.

40,349 students in 1,463 classrooms received free school supplies.

110 classes participated in the Steelhead in the Classroom program.

26 videos were received through the high school video contest.

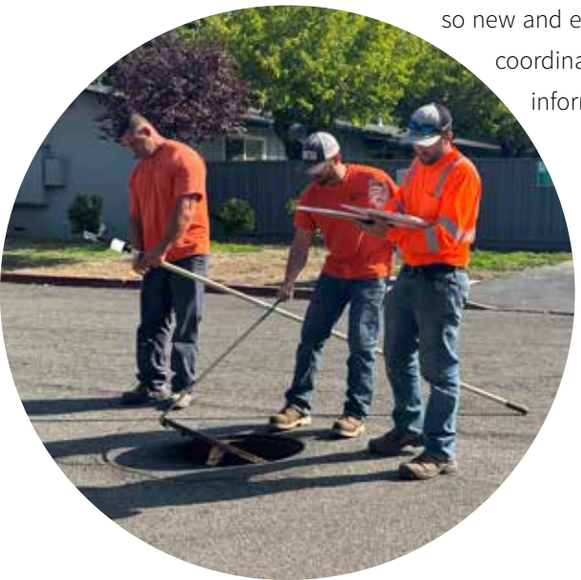
COMMUNITY + EMPLOYEE ENGAGEMENT

Sonoma Water's Community Engagement Team acts as ambassadors to the public, providing insight into how the agency conducts its critical core functions. The team actively engaged the public by organizing tours of Sonoma Water's wastewater and water distribution facilities in English and Spanish, leading the Water and Energy Education Program and representing the organization at various events such as the Steelhead Festival, Los Cien meetings, Santa Rosa Earth Day, North Bay Science Discovery Day and Dia de Independencia.

In partnership with the U.S. Army Corps of Engineers, the team staffed the Milt Brandt Visitor Center at Lake Sonoma. Open to the public year-round, the center features exhibits that tell the story of Warm Springs Dam and explain the natural history of Dry Creek Valley. To explore and understand the function of Lake Sonoma and the steelhead trout fish hatchery, 20 field trips were provided to 789 students.

EMPLOYEE ENGAGEMENT

During Sonoma Water's strategic planning process, employee engagement was identified as an area of focus. With diverse functions and staff working across the county, Sonoma Water has prioritized intentional employee engagement efforts. This year staff hosted numerous employee lunches and potlucks, and provided tours of our infrastructure so new and existing staff gain a better understanding of the services provided by their colleagues. In coordination with the County of Sonoma, staff also rolled out an employee survey which will inform engagement efforts moving forward.



75 YEARS Sonoma Water

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