

## ***STAFF REPORT***

**To:** Coastside County Water District Board of Directors

**From:** Mary Rogren, General Manager

**Agenda:** January 13, 2026

**Report Date:** January 9, 2026

**Agenda Title:** General Manager's Report

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### **Information Only**

#### **WaterSmart Calendar Year 2025 Results**

The District utilizes its WaterSmart "VXsmart" web portal to alert customers of potential leaks. 44% of the District's customers are currently registered in the portal. As of the end of Calendar Year 2025, staff sent out 777 leak alerts to customers. Emma Rodriguez diligently manages the program for the District.

#### **ACWA JPIA - President's Special Recognition Award**

The District recently received ACWA JPIA's President's Special Recognition Award for maintaining "exceptionally low" claim costs in the Property Insurance Program relative to contributions during the period 7/1/2021 - 6/30/2024.



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COASTSIDE COUNTY  
WATER DISTRICT

12/3/2025

## ACWA JPIA

P. O. Box 619082  
Roseville, CA  
95661-9082

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916.786.5742  
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### Core Values

- People
- Service
- Integrity
- Innovation

Coastside County Water District (C030)  
766 Main Street  
Half Moon Bay, CA 94019-1925

### General Manager:

Each year at Fall Conference, the JPIA recognizes members that have a Loss Ratio of 20% or less in either of the Liability, Property, or Workers' Compensation programs (loss ratio = total losses / total premiums).

The members with this distinction receive the "**President's Special Recognition Award**" certificate for each Program that they qualify in.

The JPIA is extremely pleased to present Coastside CWD with this special recognition and commends the District on the hard work in reducing claims.

Congratulations to you, your staff, Board, and District. Keep up the good work!

The JPIA wishes you the best in 2026.

Sincerely,

Melody McDonald  
President

Enclosure: President's Special Recognition Award(s)

# *President's Special Recognition Award*

*The President of the  
ACWA JPIA  
Hereby presents Special Recognition Award to*

## *Coastside County Water District*

*In recognition of outstanding performance in the Property program, demonstrated by maintaining exceptionally low claim costs relative to contributions during the period 07/01/2021 - 06/30/2024 announced at the ACWA JPIA Board of Director's meeting held in San Diego, California.*



*Melody McDonald, President*



*December 01, 2025*