



MWD

METROPOLITAN WATER DISTRICT OF SOUTHERN CALIFORNIA

Ethics Office

December 31, 2010

Dear Friends,

Eighteen new issues were brought to the attention of the Ethics Office in the final quarter, October 1, 2010 – December 31, 2010.

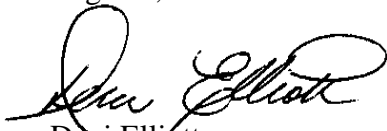
This quarter, “customer relations,” tied “policy issues” for the category with the most number of issues, with four matters in each of these categories.

Members of the public brought concerns to the Ethics Office regarding a release of an easement and an alleged long wait for an unencumbered title, follow through on Metropolitan’s rebate program, and a claim that an employee had not been respectful of a landowner’s property.

Metropolitan’s Ethics Office provides a place to get assistance when members of the public can’t figure out where else to go. Ethics Office personnel locate the right manager for the issue at hand and let the unhappy member of the public know that Metropolitan cares about public perception and about doing the right thing for everyone in our service area.

The Ethics Office helps establish an ethical culture at Metropolitan, both for how we treat one another in the workplace, and how we treat those who depend on us to keep the water flowing.

Regards,



Deni Elliott
Ethics Officer