

SUMMARY FOR FEBRUARY 2026

Office of Communications Activities



CEO TRANSITION AND INVESTIGATION SUMMARY RELEASE

The Board's action to extend Melanie Richardson's tenure as Interim CEO was announced on District News and shared in the February newsletter.



Interim CEO Melanie Richardson

Staff posted to District News the board statement regarding former CEO Rick Callender's resignation, the executive summaries of the investigations of Callender and his response to the summaries. The information was included in the February newsletter, all-user emails, and provided to reporters from the Mercury News, Spotlight and Palo Alto Daily Post. Internal communications activity in February focused on leadership announcements and updates regarding Callender. Staff also shared the recording of the Special Panel Discussion, which has been viewed 563 times on our internal YouTube channel.



WATER RATE ASSISTANCE PROGRAM

On Feb. 9, staff shared a news release announcing Valley Water's \$1 million contribution to fund the Water Rate Assistance Program (WRAP) through a partnership with Sacred Heart Community Service. The news release included a quote from Chair Estremera and Lorena Sánchez-Castañeda, Sacred Heart Community Service's Energy Director. Additionally, Telemundo reporter Miryam Villareal interviewed Public Relations Representative Paola Reyes and Sacred Heart staff about the program.



MEDIA, COMMUNICATIONS, AND SOCIAL MEDIA

Valley Water received 198 media mentions in February.

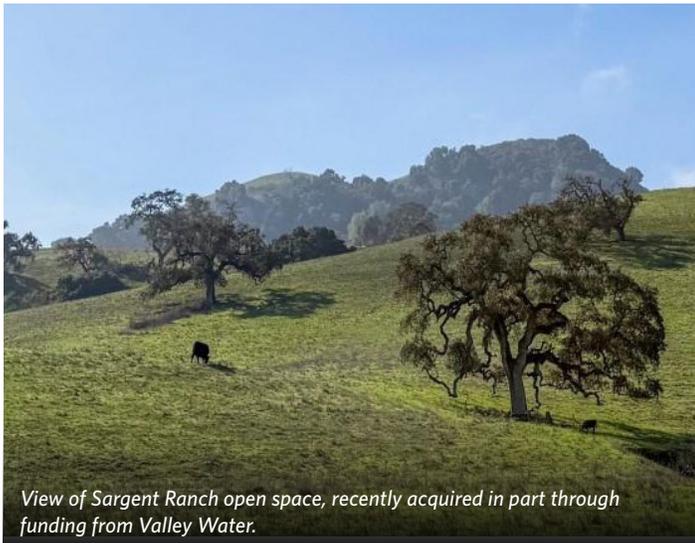
Staff responded to media inquiries on the following topics:

- February storms and water supply
- Reservoir levels and releases
- Executive summaries of the investigations of CEO Callender

Staff posted five stories to valleywaternews.org and District News on the following subjects:

- Valley Water Board extends Interim CEO appointment
- Release of Executive Summaries regarding Valley Water CEO Callender and his response
- Valley Water CEO Callender Announces Retirement After More Than 30 Years of Service
- Valley Water provides \$3.95 million to help purchase Sargent Ranch open space
- Valley Water provides \$1 million to fund the Water Rate Assistance Program

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View of Sargent Ranch open space, recently acquired in part through funding from Valley Water.

Below are statistics for Facebook, X, valleywaternews.org, video, and eNews. Impressions are the number of times a post is displayed on social media feeds. Engagement is the number of times a user interacts with a post, such as retweeting, clicking, and other interactions.

 2,309,259 impressions 5,795 engagements 323 post link clicks	 1,117 impressions 66 engagements	 Valleywaternews 2,800 blog views 2,000 visitors
 317,717 views 6 videos posted	 462,672 impressions 493 engagements	 January e-Newsletter 50% open rate 3% click through rate

INTERNAL COMMUNICATIONS



Chair Tony Estremera's 30th anniversary at the February Board meeting.

Staff produced a video recognizing Chair Tony Estremera's 30 years of service to Valley Water. The video was shown at the February Board meeting and was well received, serving

as a meaningful tribute to his longstanding leadership and contributions. Staff also shared a security advisory, Madison AI (Reservoir) updates and enhancements, and an invitation for employees to participate in an upcoming Office of Communications video. Staff posted 49 employee news items to Aqua; updated the Employee News monitors at water treatment plants, the Sacramento office, HQ and Admin cafeterias, and the Crest walkway and breakroom; and created and sent the twice-weekly News You Can Use each Tuesday and Thursday.



COMMUNITY OUTREACH

On Feb. 26, Valley Water staff hosted a tour of the Rinconada Water Treatment Plant for Los Gatos Mayor Rob Moore, Vice Mayor Maria Ristow and Town Manager Chris Constantin. Staff provided an update on Phase 4 of the Reliability Improvement Project and shared construction progress and key milestones. The tour included a briefing on plant operations from the upper deck overlooking the plant's facilities, followed by a visit to the construction area to observe progress on the bioretention basin.

GRAPHICS SERVICES

For the month of February 2026, the graphic team resolved 61 cases. The Graphics and Design activities are:

