

2023 WATER QUALITY REPORT

Because Water Quality Matters

Published July 2024

Know Your Water

Mission Springs Water District is committed to providing detailed information about the quality of your drinking water. This annual report includes helpful information about where your drinking water comes from, how we make it safe for use, the constituents found in your drinking water, and how the water quality compares with regulatory standards.

We are pleased to report that in 2023, water quality across the District met or exceeded all federal and state drinking water standards. MSWD's Water Production Team tests water daily, and as many as 5,500 tests/analyses are performed each year. With this in mind, we remain dedicated to providing a reliable supply of high-quality drinking water for a reasonable cost.

For more information or questions regarding this report, please contact Marion Champion at 760-329-6448, ext. 145, or by email at mchampion@mswd.org.

MSWD
Mission Springs Water District

**GROUNDWATER
GUARDIAN**
A program of The Groundwater Foundation

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Mission Springs Water District Office Hours:
Monday - Thursday 7:30 a.m. - 5 p.m., Friday 7:30 a.m. - 4 p.m.
66575 Second Street, Desert Hot Springs, CA 92240
760-329-6448 | mswd.org



FOCUSED ON A SECURE WATER FUTURE

Letter from the General Manager

Thank you for taking a moment to learn more about your water supply.

All of us at MSWD are excited to let you know that our award-winning water tastes great and meets or exceeds all state and federal water quality standards.

Sourcing, treating, and delivering this water to your tap is no small task. A dedicated team works relentlessly behind the scenes each and every day to operate and maintain our drinking water and wastewater systems. MSWD remains well-positioned to provide these services for our current customers. Ensuring we can continue to meet demand in the future requires a more calculated approach. With this in mind, the organization has focused on responsible planning to meet our long-term goals. The initial efforts include new Strategic and Long Range Financial Plans and the examination and analysis of our Capital Improvement Projects.

Our new Strategic Plan, which was developed and adopted earlier this year, provides a path to enhance customer communications, water supply, system reliability, financial management, technology and processes, environmental sustainability, and workforce excellence. Focusing on these critical initiatives will allow us to deliver enhanced services, improve efficiency, and promote environmental stewardship.

The Long Range Financial Plan, currently under development, will look at projected revenue and anticipated expenses. By evaluating our finances over an extended period, the District can make informed decisions on project timelines while minimizing the impact on customer bills. A key component of the new Financial Plan will be community input. Workshop dates and times will be announced later this fall.

Another important project we are working on is addressing new Chromium-6 regulations the State is adopting. We have hired a third-party expert to evaluate our system and water quality needs to develop a cost-effective strategy that allows us to continue delivering the great-tasting, high-quality water our community deserves.

These strategic initiatives come amid new leadership here at MSWD. Following the retirement of our previous general manager, I was honored to be chosen to lead this incredible organization, and I am committed to responsible stewardship of the vital services the District provides to the community.

While this position is new to me, I've served as the Assistant General Manager at MSWD since 2019 and was previously the General Manager for Indio Water Authority. We've also promoted Marion Champion to the Assistant General Manager position to fill out our leadership team. Together, we will build upon the successes of MSWD's 71-year history to better serve our customers.

As we keep an eye toward the future, our mission remains the same: to Provide, Protect and Preserve our most precious resource...water.

- Brian Macy, General Manager

CHARTING A COURSE TO BETTER SERVE OUR CUSTOMERS

MSWD dedicates itself to provide, protect and preserve our most precious resource... water. To keep the organization focused on meeting this mission, the Board of Directors and staff recently collaborated to create a Strategic Plan for the District. The process started by assessing internal strengths and weaknesses, as well as external opportunities and threats. An analysis and review identified the key themes that are the primary focus of the 2024 Strategic Plan.

These seven themes have been converted into SMART (Specific, Measurable, Achievable, Realistic, and Timely) goals, which are described below:



Customer Communications - Enhance customer trust, satisfaction, and understanding of water and wastewater services.



Water Supply - Comprehensively evaluate and present viable options for implementing a diversified water supply.



Financial Management - Ensure long-term financial stability and resilience by implementing sound financial management practices, optimizing revenue streams, and minimizing financial risks.



System Reliability - Ensure each component of the water and wastewater systems contributes to the long-term health and reliability of overall operations.



Environmental Sustainability - Increase district-wide efficiency by adding new renewable energy resources, optimizing processes, implementing green building practices, and reducing overall water consumption.



Improved Technology & Processes - Address workflow inefficiencies by implementing technology solutions and process improvements.



Workforce Excellence - Investment in staff and management to cultivate a high-performing and knowledgeable workforce.



Water Matters

LET THE KNOWLEDGE FLOW AT MSWD'S WATER TALKS

Join us for a discussion about the world of water!

Curious about groundwater quality, wastewater treatment or even water rights? Find the answers to those questions and much more!

MSWD holds monthly community meetings designed to inform customers about the vital issues shaping the future of water across the Coachella Valley and beyond. We encourage you to attend, stay informed and expand your understanding of the latest developments affecting water resources, water storage, conservation and sustainable solutions. Connect with experts and fellow community members to collectively inspire action towards water-wise initiatives, including enhancements to essential infrastructure and more.

**Join the conversation on
Wednesdays at 5 p.m.**

on these dates:

June 26, 2024

July 24, 2024

August 28, 2024

September 25, 2024

October 30, 2024

November 20, 2024



All meetings are being held at the Desert Hot Springs Library, 14380 Palm Drive, Desert Hot Springs, CA 92240. Space is limited, so sign up now to save your seat!

For more information on past events or to register, scan the code or visit www.mswd.org/watertalks

YOUR BOARD

MSWD is governed by a five-member Board of Directors. Board members are elected concurrently with the general elections every even-numbered year, and their terms are for four years. The election of Directors alternates between three and two seats every two years.

The Board of Directors meets on the third Monday of each month and the Thursday prior at 3 p.m. The meeting schedule can be found online at mswd.org/meetings. Upcoming agendas and packets are posted 24 to 72 hours in advance of upcoming meetings in accordance with the California Brown Act.

Members of the public are welcome to attend meetings in person. They are also broadcast live on Zoom and archived on MSWD's YouTube account: [mswd.org/YouTube](https://www.youtube.com/mswd). For more information, please contact us by email at board@mswd.org.



Many people think about reducing water use during droughts. Here in a desert environment, we should always be mindful of using water wisely. MSWD remains focused on conservation. However, the responsibility truly falls on us all, and the best way to achieve this shared vision is to all take steps to limit consumption.

All it takes is being more aware of how and when you use water. With a few minor adjustments, you'll be on your way to saving this precious resource, too!

Some easy ways to start saving water at home include:



Check for leaky faucets and pipes and make repairs promptly



Use dishwashers and washing machines only when they are full



Water your outdoor landscape earlier in the day when the temperatures are cooler



Turn off the water when brushing your teeth or shaving



Install high-efficiency toilets and water-efficient shower heads



Update your appliances with high-efficiency models to save energy and water



Replace your grass or turf with desert-friendly, water-wise plants



Use a broom to clean driveways, sidewalks and steps

SHARING A FOUNTAIN OF WATER KNOWLEDGE



Understanding the significance of water quality and sources will help ensure that clean water supplies remain available now and for future generations. That's why Mission Springs Water District offers numerous educational partnerships and programs to the community.

The Liquid Treasure Beneath Us: Groundwater

Mission Springs Water District celebrates its 27th year as an affiliate of the Groundwater Guardian Program. First designated in 1997, this internationally recognized educational program is presented by The Groundwater Foundation to communities demonstrating an ongoing effort to protect groundwater.

Today, MSWD partners with local schools to teach valuable lessons about groundwater to students in the area.

Seeing Is Believing

To help others understand the area's groundwater system, Students from the Desert Hot Springs High School REAL (Renewable Energy Academy of Learning) Academy recently unveiled a 3D model of the watershed to celebrate Earth Day.

The model was unveiled at Cabot's Pueblo Museum, where it remains on display. The model helps community members, local leaders, and students to engage in educational discussions around water runoff and conservation practices.

The 3D watershed model is currently displayed in the "water room" at Cabot's Pueblo Museum. The unveiling ceremony is also available to view on the MSWD Facebook page.

Interns Gain Hands-On Water Knowledge

In partnership with the Desert Hot Springs High School REAL Academy, MSWD offers students an opportunity to go behind the scenes at the District, exposing a new generation to career opportunities in water.

This past spring, MSWD welcomed Gabriel Almanza and Kaleb Herbst as interns. During their time at the district, the two students enjoyed an opportunity to tour the District and work behind the screens in MSWD's Engineering and Public Affairs offices.

Join Us for Behind the Scenes Tours

Are you curious to learn about how our wastewater treatment plant operates? MSWD provides tours to schools and special interest groups. We also partnered with The Wildlands Conservatory to offer school tours of the Mission Creek Preserve. Participants will learn about local water sources and groundwater protection.

To learn more or book a tour, reach out to pr@mswd.org or scan the QR.



EXPANDED REBATES OFFER MORE OPPORTUNITIES TO SAVE!

Are you interested in reducing your water use? Rebates are available to help homeowners, HOAs, and commercial customers offset the cost of water-wise upgrades. It's a win-win! These initiatives help contribute to a sustainable future for us all.



Toilet Rebates - We offer two different rebates for water-efficient toilets. If you purchase an ultra-efficiency toilet that uses 1.28 gallons or less per flush (GPF), you can receive up to a \$100 rebate. If you buy a high-efficiency model that uses 1.1 GPF or less or dual-flush models that use 1.1/1.6 GPF or less, you can receive up to a \$150 rebate.



Washing Machine Rebate - Purchase a new high-efficiency washing machine with a six (6) or lower water factor (WF), and you can receive up to a \$150 rebate. The water factor is determined by the total per-cycle water consumption divided by the tub capacity.



Turf Removal Rebate - You can easily reduce outdoor water usage by replacing your existing yard with desert-friendly landscaping. MSWD offers rebates of \$2 per square foot of turf replacement. Residential customers can receive up to \$3,000 in rebates and up to \$10,000 for commercial customers.



Smart Irrigation Controller Rebate - Upgrade your irrigation system with a smart irrigation controller that can adjust watering based on real-time weather and features rain shut-off capability. Residential customers can receive up to a \$150 rebate, while commercial customers can receive up to a \$5,000 rebate for smart irrigation controller installations.

For more information, visit www.mswd.org/rebates or contact us at rebates@mswd.org.

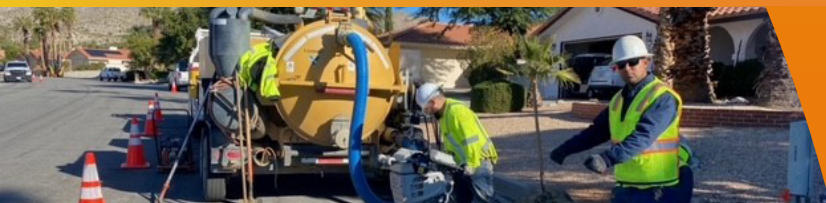


INVESTING IN WATER RESOURCES

Delivering drinking water and treating wastewater requires an extensive network of pipes and facilities. To ensure these systems work at maximum efficiency, MSWD invests in maintaining and upgrading this vital infrastructure.

Well Rehabilitation

MSWD is currently rehabilitating two wells – Well 22 and Well 34 – as part of our Capital Improvement Plan. Improvements for Well 22, which are currently underway, include the addition of a new concrete pedestal, enhanced discharge piping, pump and electrical panel upgrades, and an update to the existing Supervisory Control and Data Acquisition (SCADA) system that operates and monitors the well. Well 34's rehabilitation is nearly complete, with new column piping, shafting, and pump upgrades. These projects will improve the water capacity and service reliability for both wells.



"PROTECT YOUR PIPES" CAMPAIGN MAKES A LASTING IMPRESSION

The MSWD sewer system is designed to protect public health and safety by treating wastewater. However, sending the wrong items down the drain can lead to messy and costly cleanups. As part of our annual outreach campaign, MSWD held public workshops last year to remind customers of the dangers of flushing wipes or pouring FOG (fats, oils and grease) down drains.

The campaign has made an impression on customers and recently received regional and statewide recognition from the California Water Environment Association. MSWD was awarded First Place in the Colorado River Basin Section and Second Place in the State for bringing attention to the impact FOG has on home plumbing and sewer systems, the dangers of so-called "flushable wipes," and noting how dairy products, avocados and salad dressings can also clog pipes when poured down drains.



MORE HOMES CONVERTING FROM SEPTIC SYSTEMS TO SEWER CONNECTIONS

As MSWD nears completion of the Nancy Wright Regional Water Reclamation Facility, hundreds of homes will begin the transition from individual septic systems to the MSWD wastewater treatment system in the coming year.

The design for what's known as the M2 sub-area of Assessment District 15 is complete and construction is expected to begin in Fall 2024. This project will remove approximately 405 septic tanks and install more than 25,000 feet of municipal sewer systems.



In addition to this, MSWD has several areas of Assessment District 18 currently under design. Once these projects are completed, they will improve water quality in the Mission Creek Subbasin by reducing nitrate levels. MSWD is funding these projects with a combination of State, Federal and local assessment dollars.

WASTEWATER RULES UPDATED AS BUSINESSES EXPAND IN THE REGION



Desert Hot Springs and the surrounding areas are experiencing business growth and new industries. To protect our groundwater supply and wastewater treatment systems, the MSWD Board of Directors updated our wastewater discharge regulations in March 2024.

The regulations detailed in Ordinance No. 2024-01 and the updated Ordinance in 2008-02 set new rules and limitations on commercial wastewater discharge.

Permits are required to discharge industrial waste into the public sewer system, and strict regulation will be enforced. The rules come with the growing number of commercial cannabis operations and industrial warehouses planned for the area. Under these ordinances, all commercial discharge will be documented and closely monitored to ensure compliance with local and state regulations.



NEW NANCY WRIGHT REGIONAL WATER RECLAMATION FACILITY EXPANDS TREATMENT CAPACITY

Following more than a decade of planning, MSWD's latest wastewater treatment facility will open this summer. This new facility off 19th Avenue in Desert Hot Springs will expand the District's wastewater treatment capacity.

The Nancy Wright Regional Water Reclamation Facility (NWRWRF) includes a 1.5 million gallon per day Sequence Batch Reactor (SBR) that will move treated water to nearby percolation ponds. The facility also includes an operations and administration area, a biosolids processing area, a separate chemical storage area, electrical and maintenance areas and a blower room.

Construction of the facility is nearing completion and the plant is currently in the last stages of the testing phase.



1

The SBR design can be upgraded in the future to produce recycled water, an essential alternative source of water that can be used for various functions such as irrigation, agriculture, industrial processes, and more.

This effort will ensure long-term growth and sustainability for our region.

MISSION SPRINGS WATER DISTRICT'S

NANCY WRIGHT REGIONAL WATER

RECLAMATION

FACILITY

The NWRWRF, Regional Conveyance Line and the M2 Septic-to-Sewer project are funded through \$68 million in grants. The outside funding covers these construction costs while minimizing financial impacts on our customers.



2

The NWRWRF increases wastewater treatment capacity and alleviates flows to the District's Alan L. Horton Wastewater Treatment Plant.

The Regional Conveyance Line will provide wastewater flows to the water reclamation facility while reducing the load on the Horton plant.

Decreasing demand at the Horton Plant will extend its operational capability by as much as ten years.

3

The new facility's opening will allow hundreds of residential and commercial customers to connect to the MSWD wastewater treatment system.

The M2 Septic-to-Sewer project will remove approximately 405 existing septic tanks in the District's M2 Area while connecting 687 properties to the wastewater system by installing more than 25,000 feet of new underground sewer pipes.

Additionally, this will reduce nitrate in the wastewater and constrain groundwater quality degradation.

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STAYING AHEAD OF WATER QUALITY REGULATIONS

Because Water Quality Matters



Here at MSWD, water quality matters. While state and federal standards change over time, District staff works to get ahead of regulations to ensure we provide a great-tasting, clean and safe water supply. In the past few months, several new water quality standard changes have gained attention. While none of these are expected to impact our ability to provide MSWD customers with safe, reliable drinking water, we want you to know about these issues.

PFAS

In April 2024, the US EPA announced new limits on the levels of PFAS permissible in water supplies. PFAS, or Per- and Polyfluoroalkyl Substances, are a series of durable chemical compounds. Because these chemicals have strong bonds, they are used for firefighting foams, waterproofing, stain-resistant items, non-stick cookware, fast-food wrappers, and takeout containers.

MSWD tests have shown PFAS levels below the new, stricter water quality standards. We will continue to test and monitor water supplies to verify the safety of your water.

Chrome 6

After years of discussion and analysis, earlier this year the California State Water Resources Control Board voted to adopt a maximum containment level (MCL) of 10 parts per billion (ppb) for Hexavalent Chromium, as long-term ingestion in high quantities has been shown to cause cancer. Chromium-6 (Hexavalent Chromium) is a naturally occurring mineral found in rocks, plants, soil, animals, and drinking water. Hexavalent Chromium enters groundwater basins through erosion of natural chromium deposits and industrial processes.

Mission Springs Water District has been studying Chromium-6 since 2015. Most of our wells have levels below the new regulation. We will continue to monitor in accordance with the latest state monitoring standards and have hired an external consultant to review our water quality data and offer steps for treatment.



For more information on Chrome 6 and its impact on MSWD, please visit www.mswd.org/waterquality

Lead & Copper Rule

In 2021, an update to the US Environmental Protection Agency (EPA)'s Lead and Copper Rule (LCR) was made to better protect children and our communities from lead in drinking water. If present, elevated lead levels can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Mission Springs Water District is responsible for providing high-quality drinking water but cannot control the variety of materials used in your home's plumbing components. When your water has been sitting for several hours, you can minimize the potential for contaminant exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about contaminants in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure are available from the Safe Drinking Water Hotline or at: www.epa.gov/ground-water-and-drinking-water.

What is in my drinking water?

Your drinking water is tested by certified professional water system operators and laboratories to ensure its safety. The chart in this report shows the average and range of concentrations of the constituents detected in tests of your drinking water during 2021 or from the most recent tests. The state allows us to monitor for some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of our data, though representative, are more than 1 year old. The chart lists all the contaminants detected in your drinking water that have federal and state drinking water standards. Detected unregulated contaminants of interest are also included.

Drinking Water Assessment

Source water assessments for the District's wells were completed by May 2007, as required by law. The assessments indicated that the wells are not being impacted by surface development. Although no man-made contaminants have been detected, the Source Water Assessments found that septic systems, illegal dumping, and chemical/petroleum lines are potential sources of contamination. Assessment reports are available for review at MSWD's Administrative Offices located at 66575 Second Street in Desert Hot Springs.



Sources of Drinking Water and Contaminants That May Be Present in Source Water

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.



Contaminants that may be present in source water include:



MICROBIAL CONTAMINANTS, such as viruses and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.



INORGANIC CONTAMINANTS, such as salts and metals, that can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining or farming.



PESTICIDES AND HERBICIDES, which may come from a variety of sources such as agriculture, urban stormwater runoff and residential uses.



RADIOACTIVE CONTAMINANTS, which can be naturally occurring or can be the result of oil and gas production and mining activities.



ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals that are by-products of industrial processes and petroleum production, and can also come from gasoline stations, urban stormwater runoff, agricultural application, and septic systems.

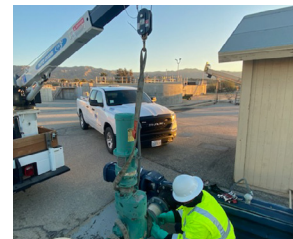
ABOUT YOUR DRINKING WATER QUALITY

To ensure that tap water is safe to drink, the United States Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board, Division of Drinking Water (DDW), prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health. Drinking water standards established by U.S. EPA and DDW set limits for substances that may affect consumer health or aesthetic qualities of drinking water. The chart in this report shows the following types of water quality standards:

- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the Public Health Goals (PHGs) or Maximum Contaminant Level Goals (MCLGs) as is economically and technologically feasible.
- **Secondary MCLs:** are set to protect the odor, taste, and appearance of drinking water.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **Primary Drinking Water Standard (PDWS):** MCLs and MRDLs for contaminants that affect health along with their monitoring and reporting requirements and water treatment requirements.
- **Regulatory Action Level (AL):** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements that a water system must follow.
- **Notification Level (NL):** An advisory level which, if exceeded, requires the drinking water system to notify the governing body of the local agency in which users of the drinking water reside (i.e. city council/county board of supervisors).

In addition to mandatory water quality standards, U.S. EPA and DDW have set voluntary water quality goals for some contaminants. Water quality goals are often set at such low levels that they are not achievable in practice and are not directly measurable. Nevertheless, these goals provide useful guideposts and direction for water management practices. The chart in this report includes three types of water quality goals:

- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs are set by the U.S. EPA.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Public Health Goal (PHG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California Environmental Protection Agency.



Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at: **1-800-426-4791**.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. U.S. EPA/Centers for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline at: **1-800-426-4791**.

2023 WATER SAMPLE RESULTS

REGULATED SUBSTANCES

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Arsenic	2023	µg/L	10	.004	ND	ND	ND	ND	ND	ND	No	Erosion of natural deposits: glass/electronics production waste
Fluoride	2023	mg/L	2.0	1	0.46 - 0.85	0.59	0.73 - 0.82	0.81	1.30	1.30	No	Erosion of natural deposits
Gross Alpha Particle Activity	2023*	pCi/L	15	(0)	ND - 12	5.69	ND	0.00	3.50 - 4.10	3.72	No	Erosion of natural deposits
Nitrate [N]	2023	mg/L	10	10	ND - 1.70	0.96	2.40 - 3	2.91	0.83 - 1.20	1.13	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radium-226	2023*	pCi/L	Combined MCL = 5	0.019	ND - 1.22	0.76	ND - 1.59	0.57	ND	ND	No	Erosion of natural deposits
Radium-228	2023*	pCi/L		0.019	ND - 2.31	0.91	ND - 2.70	1.02	ND - 0.077	0.04	No	Erosion of natural deposits
Total Chromium	2023	µg/L	50	0.02	ND - 20	13.81	ND	ND	ND	ND	No	Discharge from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities, erosion of natural deposits
Uranium	2023*	pCi/L	20	0.43	ND - 13	6.28	ND - 2.50	2.12	4.30 - 5.50	5.35	No	Erosion of natural deposits

SECONDARY STANDARDS

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Chloride	2023	mg/L	500	NS	3.60 - 87	18.93	15 - 28	16.98	6.90 - 9.20	7.35	No	Runoff/leaching from natural deposits
Color	2023	Color units	NA	NA	ND - 5.0	0.03	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
Iron	2023	µg/L	NA	NA	ND	ND	ND	ND	ND	ND	No	Erosion of natural deposits
Odor-Threshold	2023	TON	3	NS	1	1	1	1	1	1	No	Naturally occurring organic materials
Specific Conductance	2023	µS/cm	1,600	NS	340 - 1000	641.20	470 - 650	497	420 - 450	425.92	No	Substances that form ions in water
Sulfate	2023	mg/L	500	NS	30 - 330	170.00	24 - 67	30.53	19	19	No	Runoff/leaching from natural deposits and industrial wastes
Total Dissolved Solids	2023	mg/L	1,000	NS	190 - 690	407.82	260 - 400	281.27	230 - 250	233.95	No	Runoff/leaching from natural deposits
Turbidity	2023	NTU	5	NS	ND - 1.10	0.13	ND - 0.73	0.21	ND - 0.83	0.28	No	Soil runoff
Zinc	2023	µg/L	5	NS	ND	ND	ND	ND	ND	ND	No	Runoff/leaching from natural deposits

* The year sampled may include samples prior to 2023 based on the monitoring schedule per State Water Resources Control Board.

Notes

AL = Action Level

DLR = Detection Limit for Purposes of Reporting

MCL = Maximum Contaminant Level

MCLG = Maximum Contaminant Level Goal

mg/l = parts per million or milligrams per liter

ng/l = parts per trillion or nanograms per liter

MRDL = Maximum Residual Disinfectant Level

MRDLG = Maximum Residual Disinfectant Level Goal

NA = No Applicable Limit

ND = Not Detected at DLR

NL = Notification Level

NS = No Standard

TON = Threshold Odor Number

NTU = Nephelometric Turbidity Units

pCi/l = picoCuries per liter

PHG = Public Health Goal

µg/l = parts per billion or micrograms per liter

µS/cm = microsiemens per centimeter

2023 WATER SAMPLE RESULTS

UNREGULATED SUBSTANCES

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL) (MRDLG)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Alkalinity	2023	mg/L	NA	NA	77 - 160	124.70	190 - 220	194.56	180 - 200	183.95	No	Naturally occurring from runoff/leaching of rocks that contain carbonate, bicarbonate, and hydroxide compounds
Bicarbonate	2023	mg/L	NA	NA	94 - 200	151.84	230-270	236.08	220-250	225.92	No	Runoff/leaching from landfills and other sites where alkaline or basic chemicals have been dumped
Boron	2023	µg/L	1000	NA	ND - 110	21.35	ND	ND	ND	ND	No	Runoff/leaching from natural deposits
Calcium	2023	mg/L	NA	NA	26 - 120	50.67	60 - 68	61.22	53 - 56	53.59	No	Runoff/leaching from natural deposits
Chromium VI (Hexavalent Chromium)	2020*	µg/L	10	0.02 ¹	1.20 - 17	10.10	1.80 - 4	2.90	3.30 - 4.40	3.85	No	Runoff/leaching from natural deposits
¹ The hexavalent chromium MCL was invalidated during the 2017 calendar year, but Mission Springs Water District is required to report the information it collected prior to the MCL being invalidated. Some people who drink water containing hexavalent chromium in excess of the MCL over many years may have an increased risk of getting cancer.												
Hardness	2023	mg/L	NA	NA	79 - 310	173.90	210 - 280	220.64	190 - 200	191.97	No	Runoff/leaching from natural deposits
Magnesium	2023	mg/L	NA	NA	3.50 - 28	11.85	14 - 26	15.82	13 - 14	13.20	No	Erosion of natural deposits
Potassium	2023	mg/L	NA	NA	4.70 - 11	7.31	3.60 - 7.10	4.13	3.40 - 3.90	3.80	No	Runoff/leaching from natural deposits
Sodium	2023	mg/L	NA	NA	42 - 110	70.79	21 - 33	22.82	17-23	18.18	No	Runoff/leaching from natural deposits
Vanadium	2023	µg/L	50	NA	8.90 - 25	15.53	6.10 - 11.0	6.84	6.60 - 10.00	7.27	No	Runoff/leaching from natural deposits

LEAD & COPPER

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	AL	PHG (MCLG)	90TH PERCENTILE	SITES ABOVE AL	90TH %TILE	SITES ABOVE AL	90TH %TILE	SITES ABOVE AL	VIOLATION	MAJOR SOURCE OF CONTAMINANT
Lead	2023	mg/L	.015	0.20	<0.005	0/30	<0.005	0/5	<0.005	0/6	No	Corrosion of household plumbing
Copper	2023	mg/L	1.30	0.30	0.095	0/30	0.17	0/5	0.15	0/6	No	Corrosion of household plumbing

DISTRIBUTION SYSTEM

					MSWD		W. PALM SPRINGS VILLAGE		PALM SPRINGS CREST			
ANALYTE	YEAR SAMPLED	UNIT	MCL (MRDL)	PHG (MCLG)	RANGE	AVERAGE	RANGE	AVERAGE	RANGE	AVERAGE	MAJOR SOURCE OF CONTAMINANT	
Chlorine [CL2]	2023	mg/L	4	4	0.24 - 1.25	0.79	0.44 - 1.26	0.83	0.66 - 1.27	0.97	Drinking water disinfectant added for treatment	
Haloacetic Acids	2023	µg/L	60	NA	ND	ND	ND	ND	ND	ND	By-product of drinking water disinfection	
TTHMs [Total Trihalomethanes]	2023	µg/L	80	NA	ND - 4.60	2.30	9.70	9.70	2.00	2.00	By-product of drinking water disinfection	





MISSION SPRINGS WATER DISTRICT
66575 2ND STREET
DESERT HOT SPRINGS, CA 92240-9803

PAY YOUR WATER BILL ONLINE — IT'S QUICK AND EASY!

Pay Your Water Bill Online — It's Quick and Easy!

Have you registered for MSWD's online Customer Connect portal yet? It's designed for computers and mobile devices, so you can stay up-to-date on your water account no matter where you're at.

Registering is easy! All it takes is three steps:

1. Visit www.mswd.org/customerconnect
2. Enter your MSWD account number and ZIP code
3. Click on "Find my account" and create a username and password

Once you've created your free account, you can:

- Schedule online bill payments or set up automatic payments
- Download and view paperless statements
- Receive leak alerts to help you save money each month
- See your hourly water usage and set up usage alerts
- View details about your MSWD account
- To sign up and start using the new MSWD WaterSmart customer portal, visit www.mswd.org/customerconnect or scan this QR code.



NEED HELP PAYING YOUR WATER BILL? HELP IS AVAILABLE!

Life can be unpredictable, but Mission Springs Water District is here to help. If you're facing challenges in paying your water bill, reach out to us. We can assist you in setting up a payment plan to help you keep your account current. Local organizations also offer assistance programs to qualified customers, providing further reassurance in difficult times.



MSWD has partnered with the Inland SoCal United Way to establish a fund that provides bill assistance to low-income customers called **Help2Others**. This program provides funds to qualified customers to offset utility bill balances.

To learn more about Help2Others and other programs available to MSWD customers, visit www.mswd.org/paymentassistance or call us at **(760) 329-6448**.