Annual

WATER QUALITY Report

Published 2021 | 2020 Results

Commit 2 Conserve

This report contains important information about your water.

Este informe contiene información importante sobre su agua. Está disponible en español en indiowater.org/espanolccr2020.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2020. It details water sources, the constituents found in the water, and how the water compares with state and federal standards. IWA is committed to safeguarding its water supply to ensure that your tap water is safe to drink. We strive to keep you informed about the quality of your water supply.

Indio Water Authority

Your Water. Our Responsibility.

Office Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.
Main Line: 760.391.4038 | **indiowater.org**
Emergency After-Hours Line: 760.391.4051

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ABOUT YOUR WATER QUALITY REPORT

DELIVERING FOR OUR CUSTOMERS DURING CHALLENGING TIMES

This past year brought almost constant change as our community and the world dealt with impacts of the coronavirus pandemic. But one thing that has remained consistent is Indio Water Authority's (IWA) commitment to delivering a safe and reliable supply of water to our customers.

While COVID-19 is not transmitted through water, IWA utilizes a treatment system that kills bacteria and other viruses. To verify that the water we provide is safe, we conduct thousands of tests throughout the year. In this report, you will find the results of all sampling conducted by IWA in 2020, in accordance with state and federal regulations. We are proud to inform you that your drinking water surpasses all health and safety standards.

We are also proud of how our organization adapted to better meet the needs of the 85,000 people we serve during the pandemic. When our lobby closed to protect the health of the public and employees, we placed a renewed focus on phone support to make sure staff was available to answer questions and service accounts. Customers could also make payments by phone and through our online portal to ensure a true contactless environment.

We know this past year has been difficult for many members of our community who are facing financial challenges due to the pandemic. Whether it has been due to health issues, a job loss or a reduction in work hours, many have struggled to keep up with their bills. To assist our customers during this crisis, IWA temporarily suspended late fees and water shutoffs due to nonpayment. This spring, funding was made available to help those financially impacted by COVID-19 catch up on past due bills. The Help 2 Others Payment Assistance Program also provided and continues to provide financial assistance with water bills for qualified customers. Details on the Help 2 Others program are included in this report.

As we look ahead with optimism, please know that all of us at IWA are committed to continuing to provide you with a high quality source of water that is always there when you need it.

TRISH RHAY
General Manager

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JOIN US

Indio Water Authority values your participation in our governance process.

Board meetings are open to the public and are currently held the first and third Wednesday of each month at 5 p.m. at the City of Indio's Council Chambers at 150 Civic Center Mall. Meetings will remain accessible online while COVID-19 restrictions on gatherings are in place. The meeting schedule, agendas, online access details and past meeting recordings can be found on the City of Indio website at **indio.org**.

GOVERNING BOARD:

Elaine Holmes, *President*
Waymond Fermon, *Vice President*
Oscar Ortiz, *Commissioner*
Lupe Ramos Amith, *Commissioner*
Glenn Miller, *Commissioner*

STRUGGLING TO PAY YOUR BILL?
FINANCIAL ASSISTANCE IS AVAILABLE!

Help2Others ASSISTANCE PROGRAM

IWA understands financial challenges may exist during these times. IWA has partnered with United Way of the Desert to create the Help 2 Others Assistance Program.

Help 2 Others offers qualified customers a credit to help cover past due water bill balances, regardless of the cause. The program provides up to $50 two times within a 12-month period. The credits are available if the bill is in your name and for your primary residence. Total household income must be at or below the following levels:

People in household	**Total combined annual income**
1-2	Up to $34,480
3	Up to $43,440
4	Up to $52,400
5	Up to $61,360
6	Up to $70,320
Each additional person	Add up to $8,960 to combined annual income

To learn full program details and apply, visit **www.unitedwayofthedesert.org/help2others** or call **760.323.2731 x100** for assistance.

SCAN ME

HELP A NEIGHBOR IN NEED

The number of people who benefit from the Help 2 Others Assistance Program depends on the amount of money available. While Indio Water Authority and the City of Indio contribute funds, additional donations allow more people to receive bill credits at crucial times.

If you would like to help a neighbor in their time of need, donations to the Help to Others Assistance Program can be made through United Way of the Desert.

Please visit **www.unitedwayofthedesert.org** or call **760.323.2731 x105**. **All donations are tax deductible.**

GO ONLINE, STAY INFORMED

Tired of writing checks and mailing water payments each month? Would you like to learn more about your water use? Indio Water Authority now offers customers the convenience of paying bills and tracking water consumption online. You too can be a water wiz like Professor Agua!

Our online portal allows customers to view current and past water bills. Once a bank account is connected, you can make a one-time payment for a current bill or set up automated payments, so you never have to worry about missing a payment again.

The website also offers details on water use for each account. This includes views of monthly, daily, or even hourly water use. Customers can also see if there are any water shutdowns in their area and receive alerts about service disruptions, potential leaks at their home, bill payment reminders and other important notifications from IWA.

Signing up is quick, easy and free.

Visit **Indiowater.org** and click on the "Pay your bill online/ Web portal" box to get started.

KEEPING YOUR WATER CLEAN & SAFE

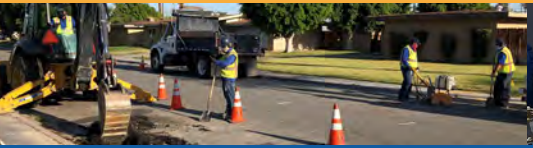
The high-quality water served by IWA comes from groundwater pumped from deep wells. While the groundwater basin acts as a natural filter, all tap water is treated with a small amount of sodium hypochlorite (chlorine) before it enters the distribution system and is delivered to homes and businesses throughout Indio.

To protect the health and safety of our customers, IWA performs frequent water quality monitoring in accordance with regulations established by the State Water Resources Control Board, Division of Drinking Water, and the U.S. Environmental Protection Agency. More than **2,000 samples** are collected and **over 10,000 analyses are conducted each year** at a certified laboratory to ensure your water is safe to drink.

Additionally, IWA has invested more than $13 million in water quality projects since 2015 including the relining of two large reservoirs, Chromium-6 treatment systems, and other infrastructure upgrades to ensure consistent delivery and production of safe drinking water.

The information in this report is an important part of our commitment to your health and safety. An informed customer is our greatest ally.

If you have any questions about the sampling, testing or the reporting here in the Consumer Confidence Report, please contact Customer Service at **iwacustomerservice@indio.org** or **(760) 391-4038.**



MOVING WATER FROM THE SOURCE TO YOUR HOME

All water provided to IWA customers comes from wells spread across Indio. These wells pull water from a portion of the aquifer known as the Indio Subbasin, which sits 1,300 feet below the surface. The water travels through an extensive treatment, storage and distribution system for delivery to the **85,000 people we serve.**

201
MILES OF WATER SERVICE LATERALS

20
PRODUCTION WELLS

344
MILES OF MAINS

24,205
ACTIVE WATER SERVICE CONNECTIONS

3,630
FIRE HYDRANTS

7
RESERVOIRS

10,763
SYSTEM VALVES

About Your Water

Drinking water, including bottled water, may reasonably be expected to contain very small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. 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.

To ensure tap water is safe to drink, the U.S. 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. ***Department regulations also establish limits for contaminants in bottled water that must provide the same protection for public health.***

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 can result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

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

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

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

If present, elevated levels of lead 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. We are responsible for providing high-quality drinking water, but cannot control the variety of materials used in plumbing components.

When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead 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 is available from the Safe Drinking Water Hotline or at **www.epa.gov/safewater/lead.**

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2020 Domestic Water Quality

Analyte	Most Recent Sampling Date	Unit	MCL [MRDL]	PHG (MCLG)	IWA Average Groundwater	Range of Detections	MCL Violation?	Major Source of Contaminant
Radiologicals								
Gross Alpha	Aug-20	pCi/L	15	(0)	2.85	ND - 5.7	No	Erosion of natural deposits
Uranium	Aug-20	pCi/L	20	0.43	4.2	4.2	No	Erosion of natural deposits
Radium 228	May-17*	pCi/L	5	0.019	ND	ND - ND	No	Erosion of natural deposits
Inorganic Chemicals								
Aluminum	Apr-20	ppm	1	0.6	ND	ND	No	Erosion of natural deposits
Antimony	Apr-20	ppb	6	1	ND	ND	No	Erosion of natural deposits
Arsenic	Apr-20	ppb	10	0.004	ND	ND	No	Erosion of natural deposits
Barium	Apr-20	ppm	1	2	0.033	0.033	No	Erosion of natural deposits
Beryllium	Apr-20	ppb	4	1	ND	ND	No	Erosion of natural deposits
Cadmium	Apr-20	ppb	5	0.04	ND	ND	No	Erosion of natural deposits
Total Chromium	Apr-20	ppb	50	(100)	11	11	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Fluoride	Apr-20	ppm	2.0	1.0	0.55	0.55	No	Erosion of natural deposits
Mercury	Apr-20	ppb	2	1.2	ND	ND	No	Internal corrosion of household water plumbing systems
Nickel	Apr-20	ppb	100	12	ND	ND	No	Internal corrosion of household water plumbing systems
Nitrate as N	Dec-20	ppm	10	10	2.54	0.42-7.9	No	Fertilizers, Septic Tanks
Nitrite as N	Apr-20	ppm	1	1	ND	ND	No	Fertilizers, Septic Tanks
Perchlorate	Apr-20	ppb	6	1	ND	ND	No	Fertilizers, also forms naturally in the atmosphere
Selenium	Apr-20	ppb	50	30	ND	ND	No	Discharge from petroleum and metal refineries, erosion of natural deposits, and discharge from mines
Thallium	Apr-20	ppb	2	0.1	ND	ND	No	Leaching of thallium from ore processing operations
Secondary Standards								
Chloride	Apr-20	ppm	500*	N/A	7.3	7.3	No	Runoff/leaching from natural deposits; seawater influence
Iron	Apr-20	ppm	0.3*	N/A	ND	ND	No	Leaching from natural deposits; industrial wastes
Manganese	Apr-20	ppb	50*	N/A	0.20	ND-0.98	No	Leaching from natural deposits
Methyl-tert-butyl ether [MTBE]	Apr-20	ppb	5*	N/A	ND	ND	No	Leaking underground storage tanks; discharge from petroleum and chemical factories
Silver	Apr-20	ppb	100*	N/A	ND	ND	No	Industrial discharges
Specific Conductance	Apr-20	uS/cm	1,600*	N/A	270	270	No	Substances that form ions when in water; seawater influence
Sulfate	Apr-20	ppm	500*	N/A	19	19	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	Dec-20	ppm	1,000*	N/A	223.3	160 - 410	No	Runoff/leaching from natural deposits
Zinc	Apr-20	ppm	5*	N/A	ND	ND	No	Erosion of natural deposits
Unregulated Contaminants Requiring Monitoring								
Alkalinity (total)	Apr-20	ppm as CaCO3	N/R	N/A	110	110	No	Carbon dioxide in the atmosphere and in soil gases
Calcium	Apr-20	ppm	N/R	N/A	25	25	No	Erosion of natural deposits
Hardness (total)	Apr-20	ppm as CaCO3	N/R	N/A	81	81	No	Erosion of natural deposits
Magnesium	Apr-20	ppm	N/R	N/A	4.60	4.6	No	Erosion of natural deposits
pH	Apr-20	pH units	N/R	N/A	7.9	7.9	No	Erosion of natural deposits
Sodium	Apr-20	mg/L	N/R	N/A	29	29	No	Erosion of natural deposits
Chromium 6	Dec-20	ppb	Currently Not in Effect	0.02	12.90	4.6 - 18	No	Erosion of natural deposits

NOTE: According to Title 22, California Code of Regulations, sampling for some constituents is only required every three years. The state allows IWA to monitor some contaminants less than once per year because the concentrations of these contaminants do not change frequently. Some of the data, though representative, are more than one year old. Radium 228 was tested in March of 2017, later than scheduled, and showed no MCL violations. Nitrate in drinking water at levels above 10 ppm is a health risk for infants of less than six months of age. Such nitrate levels in drinking water can interfere with the capacity of the infant's blood to carry oxygen, resulting in a serious illness; symptoms include shortness of breath and blueness of skin. Nitrate levels above 10 ppm may also affect the ability of the blood to carry oxygen in other individuals, such as pregnant women and those with certain specific enzyme deficiencies. If you are caring for an infant or pregnant, you should seek out advice from your health care provider.

2020 Distribution System Water Quality

Disinfection Byproducts	Units	MCL (MRDL/ MRDLG)	Average Amount	Range of Detections	MCL Violation?	Typical Sources of Contaminant
Chlorine Residual	ppm	4.0 / 4.0	0.64	0.02 - 1.90	No	Disinfectant added for treatment
Haloacetic Acids (HAA5)	ppb	60	ND	ND	No	Byproducts of Chlorine disinfection
Total Trihalomethanes (TTHM)	ppb	80	1.43	ND - 4.5	No	Byproducts of Chlorine disinfection
Aesthetic Quality						
Color	units	15*	ND	ND	No	Naturally-occurring organic materials
Turbidity	ntu	5*	0.25	ND - 2.8	No	Soil runoff
Odor	TON	3*	0.17	ND - 2	No	Naturally-occurring organic materials
Microbiological						
Total Coliform Bacteria (state Total Coliform Rule)	N/A	5.0% of monthly samples are positive	0.01	ND - Present	No	Naturally present in environment

NOTES: 4 locations at the distribution system are tested quarterly for total Trihalomethanes and Haloacetic acids; **21** locations are tested quarterly for color, odor, and turbidity. **MRDL =** Maximum Residual Disinfectant Level; **ND =** Not Detected; **MRDLG =** Maximum Residual Disinfectant Level Goal; **ntu =** Nephelometric turbidity units; ***Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color).

2020 Lead and Copper Action Levels at Residential Taps

Chemical	Units	Action Level (AL)	PHG	Site Exceeding Action Level	90th Percentile Value	AL Exceedance?	Typical Sources of Contaminant
Lead	ppb	15	0.2	None	0.61	No	Internal corrosion of plumbing system, discharge from industrial manufacters, erosion of natural deposits
Copper	ppm	1.3	0.3	None	0.096	No	Internal corrosion of plumbing system, discharge from industrial manufacters, erosion of natural deposits

Analyte	Most Recent Sampling Date	Unit	MCL [MRDL]	PHG (MCLG)	IWA Average Groundwater	Range of Detections	MCL Violation?	Major Source of Contaminant
Copper	Apr-20	ppm	1.3	0.3	ND	ND	No	Erosion of natural deposits
Lead	Apr-20	ppb	15	0.2	ND	ND	No	Internal corrosion of household water plumbing systems

DEFINITIONS & ABBREVIATIONS

AL (Regulatory Action Level): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements that a water system must follow.

µS/cm (microsiemens per centimeter): A unit expressing the amount of electrical conductivity of a solution.

MCL (Maximum Contaminant Level): The highest level of a contaminant that is allowed in drinking water. Primary MCLs are set as close to the PHGs (or MCLGs) as is economically and technologically feasible. Secondary MCLs (SMCLs) are set to protect the odor, taste and appearance of drinking water.

MCLG (Maximum Contaminant Level Goal): 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.

mg/L (milligrams per liter): A measure of the concentration by weight of a substance per unit volume.

MRDL (Maximum Residual Disinfectant Level Goal): 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.

MRDLG (Maximum Residual Disinfectant Level Goal): 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.

SMCL (Secondary Maximum Contaminant Level): Secondary drinking water standards based on aesthetics; these have monitoring and reporting requirements specified in regulations.

N/A: Not Applicable

ND (Not Detected): Indicates that the substance was not found by laboratory analysis.

NS: No Standard

NTU (Nephelometric Turbidity Units): Measurement of suspended material.

pCi/L (picoCuries per liter): A measurement of radioactivity in water.

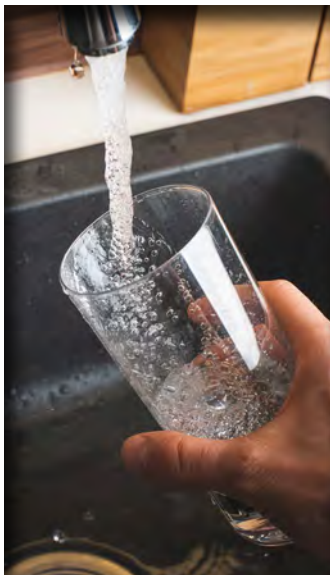
PHG (Public Health Goal): The level of a contaminant in drinking water below which there is no known or expected risk to health. PHGs are set by the California EPA.

ppb (parts per billion): One part substance per billion parts water or micrograms per liter.

ppm (parts per million): One part substance per million parts water or milligrams per liter.

TON (Threshold Odor Number): A measure of odor in water.

←-- = average less than detection limit for reporting purposes



GET PAID TO SAVE MONEY AND WATER

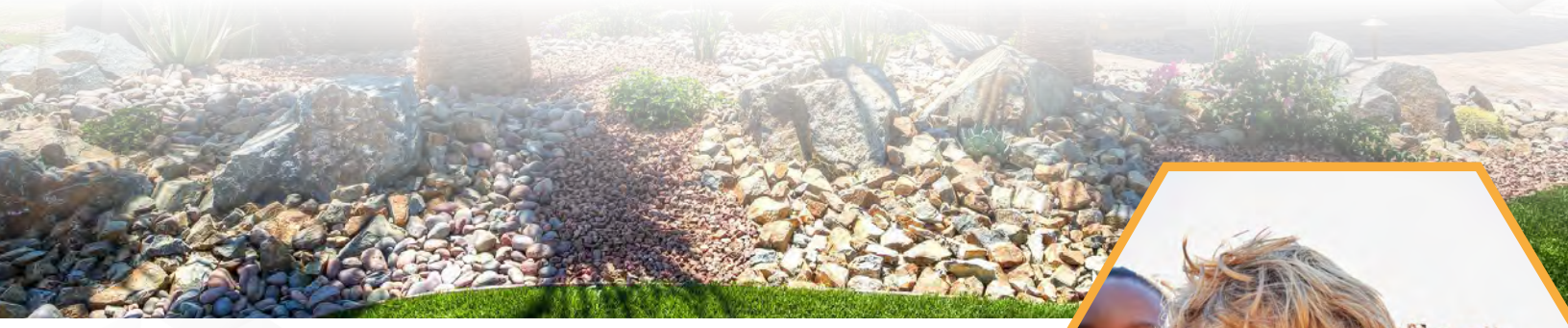
Commit 2 Conserve and see the benefits! Professor Agua reminds us that reducing water use helps preserve the local water supply and lower monthly water bills. That's why Indio Water Authority offers a number of programs to help customers invest in water-saving projects both inside and outside their homes and businesses.

Even small patches of grass can require thousands of gallons of water each month, so reducing landscaping can significantly cut water needs. To encourage homeowners and businesses to ditch their grass, IWA has significantly increased rebates for turf removal and irrigation improvements.

Homeowners who swap their grass for desert-friendly landscaping can get **$2 per square foot of turf** removed up to 10,000 square feet, and as much as **$750** for improving irrigation system efficiency. Commercial properties are eligible for rebates up to **$60,000 for turf removal** and **$1,500** for irrigation system improvements.

THE SAVINGS DON'T STOP THERE! IWA also offers incentives for indoor appliances that reduce water use. Residential and commercial customers can receive up to **$150** in rebates by converting to high efficiency washing machines and toilets.

To learn more about these valuable rebate programs and how to apply, visit **Indiowater.org** or call **760.391.4038**.



CONSERVE NOW TO HELP FUTURE GENERATIONS

Following a second consecutive winter of below average rainfall, California is once again experiencing drought conditions.

Here in Indio, we have access to an adequate supply of well water from the Indio Subbasin. But the limited rainfall means there is less water available to replenish this aquifer. To make sure this remains a viable source of water now and for generations to come, we all need to conserve and use water efficiently.

Promptly repairing leaks, upgrading to water efficient appliances and limiting landscape irrigation are ways we can all work together to make sure water is always available when we need it. Visit **Indiowater.org** for additional opportunities to conserve water.

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In addition, IWA offers indoor and outdoor rebates to reduce demand and collaborates with other urban water suppliers in the region on conservation through CV Water Counts **(www.cvwatercounts.com)**.

Commit 2 Conserve