

ANNUAL WATER QUALITY REPORT

PUBLISHED 2022 | 2021 RESULTS



This report contains important information about your water.
Este informe contiene información importante sobre su agua. Esta disponible en español en indiowater.org/espanolccr2021.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2021. 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.



Commit
2 Conserve



For more information
about your water,
please scan the
QR code on the left.



Professor Agua



TAKING ACTION TO SERVE YOU BETTER



At Indio Water Authority (IWA), providing clean, reliable and affordable water is our highest priority. Satisfying this goal requires a genuine team effort from men and women who are more than just city workers - they are your family, friends, and neighbors. Thanks to their dedication, the water delivered to your home meets or surpasses all federal and state drinking water standards.

Throughout the year, we conduct thousands of tests to ensure your water is safe. The results of these tests are reported to state regulators and shared with our customers in this annual Water Quality Report. In addition, we are committed to adapting and improving our treatment systems as needed to guarantee a safe water supply.

IWA also plans and prepares for future growth and sustainability. The Miles Avenue Pipeline Project is one example of work undertaken to meet both current and future water demand in the City of Indio. The installation of a new 18-inch-diameter water main between Monticello Avenue and Sedona Drive increased water pressure and improved flow for firefighting. Planning efforts with other water agencies in the Coachella Valley include the Regional Urban Water Management Plan and the Indio Subbasin Alternative Groundwater Sustainability Plan. These plans assess water resources and guarantee adequate supplies through the next 20 years and beyond.

To help our customers make improvements that will reduce water consumption and save money in the long run, IWA offers several conservation rebate programs. The incentives help homeowners and businesses offset the costs of replacing grass with drought-tolerant landscaping, upgrading irrigation systems, and replacing toilets and washing machines with more efficient models.

We also want our customers to know there are resources available to assist residents who fall behind on their water bills, including payment plans to avoid disconnections for overdue balances. If you have questions or need further assistance, please call us at 760-391-4038. We are happy to share options with you.

SEE YOU THERE!

IWA appreciates your involvement

Board meetings are held on the first and third Wednesdays of each month at 5 p.m., at the City of Indio's Council Chambers, 150 Civic Center Mall, and online. The public is welcome to attend. Meeting schedule, agendas, online access details, and past meeting recordings are accessible at indio.org.



Please take a few moments to read through this report to understand your water quality, available programs, and how all of us at Indio Water Authority are working hard to deliver this vital resource to your homes and businesses.

REYMUNDO TREJO, P.E.
IWA General Manager



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WORKING TOGETHER PROMISES A MORE SECURE WATER FUTURE FOR THE COACHELLA VALLEY

At Indio Water Authority, we rely on groundwater for 100% of our water supply. The aquifer that holds water for Indio is part of the Indio Subbasin, which serves more than 400,000 people in all nine desert cities and the surrounding unincorporated areas. Because of the broad impact and importance of this shared resource, IWA works closely with other agencies serving the Coachella Valley. Recent efforts include the following:



Coachella Valley Urban Water Management Plan. This plan assesses water supplies to ensure they are adequate to meet demand over the next 20 years.



2022 Indio Subbasin Alternative Groundwater Sustainability Plan. This plan is a framework to manage groundwater resources sustainably over the long term and avoid overdraft.



CV Water Counts. This is an online resource to regionally promote and coordinate conservation efforts.



MILES AVENUE PROJECT ENHANCES WATER SERVICE

Indio Water Authority is committed to consistent system maintenance and upgrades. Completed in April 2022, the Miles Avenue Project increases water pressure and provides additional fire flow capacity in the west part of Indio.

PROJECT DETAILS:



Construction:

Installation of 3,700 linear feet of 18-inch diameter pipeline



Location:

Miles Avenue from Monticello Avenue to Sedona Drive



Schedule:

Completed in April 2022

YOUR WATER'S JOURNEY FROM BENEATH YOUR FEET TO YOUR GLASS

The water we deliver to your tap is pumped from an aquifer **1,300 feet** below the surface to **20 well sites** across the Indio Subbasin. This groundwater is treated, and thousands of tests are conducted each year to ensure it meets drinking water standards. The water is then stored in reservoirs and distributed through an extensive system of pipes and booster stations. About **90,000 people** depend on this water each and every day for cooking, cleaning, drinking, and more.

Service area of approximately **38 SQUARE MILES**



25,018 Water service connections

6.3 BILLION GALLONS (19,566 acre-feet) of water supplied annually

17.4 MILLION GALLONS of average daily demand



Ongoing monitoring to ensure reliable and uninterrupted water for our customers:

- 20 well sites
- 345 miles of mains
- 7 reservoirs
- 6 booster pump stations
- 203 miles of water service laterals
- 11,133 system valves
- 3,703 fire hydrants

"This complex water system is maintained by dedicated public service staff to ensure a safe and reliable water supply. Staff practices the three P's of effective public service: polite, professional and progressive."

- Miguel Peña, Water Operations Manager

SIMPLIFY BILL PAYING – PAY YOUR BILL ONLINE AND MONITOR YOUR WATER USAGE



IWA offers the option for you to pay your water bill online. You can also track your water use to help you save water and money!

When it comes to conserving water, knowledge is power. Reviewing water use details will help you better recognize how much water is being used in and around your home. The online water usage tool allows for monthly, daily, and hourly water use views. You can also check for water shutdowns in your area and receive alerts about service disruptions, potential leaks, bill payment reminders, and other helpful notifications.

SIGN UP NOW TO START SAVING!

Visit IndioWater.org and *click* on the “Pay your bill online” link.



LOTS OF WAYS TO PAY TAKE YOUR PICK!

We understand that our customers have preferred methods of paying bills. For your convenience, IWA offers multiple options.



ONLINE

IWA's online portal offers payment options with credit/debit cards or a checking account by visiting “Pay your bill online” link. Customers can utilize flexible auto pay through the web portal by the due date, a fixed date, bill amount, or fixed amount.



BY PHONE

Call the VoiceUtility Line at (760) 347-4958 to pay your bill 24 hours a day, 7 days a week with a Visa, MasterCard, or check. All credit card transactions require a U.S. billing zip code. Be sure to have your account number ready. VoiceUtility can also check account balance, and payment and billing history.



MANUALLY ENROLL /AUTO-PAY

Payments are taken directly out of a checking account on the due date. This program is offered to all customer accounts without phone or computer access and requires a processed check. To enroll, call Customer Service at 760.391.4038. Visit our office to obtain the enrollment form and bring a voided check in the primary account holder's name.



BY MAIL

Send a check or money order and the utility bill stub to Indio Water Authority - Bill Payment, P.O. Box 512490, Los Angeles, CA 90051-0490



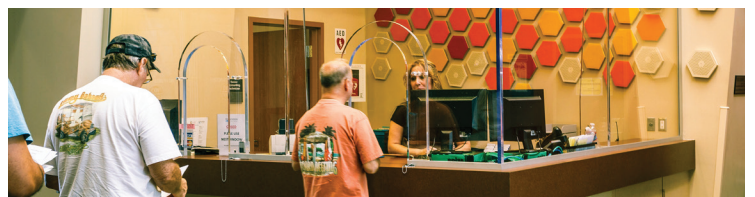
DROP BOX

Deposit boxes are available in front of IWA's Corporate Yard at 83-101 Avenue 45, Indio, or at the City Hall north parking lot, 100 Civic Center Mall, Indio. Payments need to be a check or money order and should include the utility bill stub.



IN-PERSON

In-person payments may be made during regular business hours. You can pay by check, cash, Visa, or MasterCard. The IWA office is located at 83-101 Avenue 45, Indio and is open weekdays from 8 a.m. to 5 p.m.



SAVE WATER, SAVE MONEY, START TODAY

Conserving water and using it efficiently are critical elements of a water-wise household. IWA's rebate program can help your water-saving efforts, particularly outside, which accounts for up to 70% of a home's water use.



Residential customers who replace water-guzzling grass with desert-friendly landscaping can receive \$2 per square foot of turf removed, up to 10,000 square feet. The rebate will cover up to 30,000 square feet of turf replacement for commercial accounts. The rebates cover existing, irrigated turf and require a pre-inspection after an application is submitted. Turf replacement projects require additional review and are subject to additional landscape requirements. Please check the terms and conditions before starting a project.

Tuning up your landscape irrigation is another way to save water and secure an incentive. Above-ground upgrades such as drip irrigation and smart nozzles qualify for up to \$750 for residents and \$1,500 for commercial accounts. Save your receipts and submit them with your request forms; labor costs are not eligible for the rebate.

WANT TO TACKLE SOME WATER-SAVING PROJECTS INDOORS? IWA offers rebates for replacement of older washing machines and toilets for updated water efficient appliances, too.

For details, check out the rebates page at indio.org/your_government/water/default.htm or contact our Water Conservation Office at (442) 400-5205. Please read the rebate programs guidelines before starting any purchases; rebates are subject to change.



INFORMATION 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.

2021 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	Nov-21	pCi/L	15	(0)	ND	ND	No	Erosion of natural deposits
Uranium	Nov-21	pCi/L	20	0.43	4.4	3.4-5.7	No	Erosion of natural deposits
Radium 228	May-17*	pCi/L	5	0.019	ND	ND	No	Erosion of natural deposits
INORGANIC CHEMICALS								
Aluminum	Nov-21	ppm	1	0.6	0.003	ND-0.053	No	Erosion of natural deposits
Antimony	Nov-21	ppb	6	1	ND	ND	No	Erosion of natural deposits
Arsenic	Nov-21	ppb	10	0.004	0.66	ND-1.8	No	Erosion of natural deposits
Barium	Nov-21	ppm	1	2	0.04	0.024-0.096	No	Erosion of natural deposits
Beryllium	Nov-21	ppb	4	1	ND	ND	No	Erosion of natural deposits
Cadmium	Nov-21	ppb	5	0.04	ND	ND	No	Erosion of natural deposits
Total Chromium	Nov-21	ppb	50	(100)	16.9	10 - 29	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Copper	Nov-21	ppm	1.3	0.3	0.005	ND-0.054	No	Erosion of natural deposits
Fluoride	Nov-21	ppm	2.0	1.0	0.61	0.43-0.74	No	Erosion of natural deposits
Lead	Nov-21	ppb	15	0.2	0.15	ND-2.5	No	Internal corrosion of household water plumbing systems
Mercury	Nov-21	ppb	2	1.2	ND	ND	No	Internal corrosion of household water plumbing systems
Nickel	Nov-21	ppb	100	12	ND	ND	No	Internal corrosion of household water plumbing systems
Nitrate as N	Dec-21	ppm	10	10	1.58	0.38-8.5	No	Fertilizers, Septic Tanks
Nitrite as N	Nov-21	ppm	1	1	ND	ND	No	Fertilizers, Septic Tanks
Perchlorate	Nov-21	ppb	6	1	0.09	ND-2.3	No	Fertilizers, also forms naturally in the atmosphere
Selenium	Nov-21	ppb	50	30	ND	ND	No	Discharge from petroleum and metal refineries, erosion of natural deposits, and discharge from mines
Thallium	Nov-21	ppb	2	0.1	ND	ND	No	Leaching of thallium from ore processing operations
SECONDARY STANDARDS SMCL								
Chloride	Nov-21	ppm	500*	N/A	12.4	8-41	No	Runoff/leaching from natural deposits; seawater influence
Iron	Nov-21	ppm	0.3*	N/A	0.02	ND-0.096	No	Leaching from natural deposits; industrial wastes
Manganese	Nov-21	ppb	50*	N/A	0.0004	ND-0.0037	No	Leaching from natural deposits
Methyl-tert-butyl ether [MTBE]	Nov-21	ppb	5*	N/A	ND	ND	No	Leaking underground storage tanks; discharge from petroleum and chemical factories
Silver	Nov-21	ppb	100*	N/A	ND	ND	No	Industrial discharges
Specific Conductance	Nov-21	uS/cm	1,600*	N/A	299	140-560	No	Substances that form ions when in water; seawater influence
Sulfate	Nov-21	ppm	500*	N/A	32.7	20-120	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	Nov-21	ppm	1,000*	N/A	190	150-360	No	Runoff/leaching from natural deposits
Zinc	Nov-21	ppm	5*	N/A	0.003	ND-0.03	No	Erosion of natural deposits
UNREGULATED CONTAMINANTS REQUIRING MONITORING								
Alkalinity (total)	Nov-21	ppm as CaCO ₃	N/R	N/A	102	93-120	No	Carbon dioxide in the atmosphere and in soil gases
Calcium	Nov-21	ppm	N/R	N/A	26	13-63	No	Erosion of natural deposits
Hardness (total)	Nov-21	ppm as CaCO ₃	N/R	N/A	85	51-190	No	Erosion of natural deposits
Magnesium	Nov-21	ppm	N/R	N/A	3.99	2-7	No	Erosion of natural deposits
pH	Nov-21	pH units	N/R	N/A	7.9	7.1-8.4	No	Erosion of natural deposits
Sodium	Nov-21	mg/L	N/R	N/A	30.2	24-41	No	Erosion of natural deposits
Chromium 6	Dec-21	ppb	Currently Not In Effect	0.02	12.48	2.2-26	No	Erosion of natural deposits

NOTES: According to Title 22, 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.

2021 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	0.72	0.13-2.2	No	Disinfectant Added for Treatment
Haloacetic Acids (HAA5)	ppb	60	ND	ND	No	Byproducts of Chlorine Disinfection
Total Trihalomethanes (TTHM)	ppb	80	0.73	ND-2.3	No	Byproducts of Chlorine Disinfection
AESTHETIC QUALITY						
Color	units	15*	ND	ND	No	Naturally-occurring organic materials
Turbidity	ntu	5*	0.86	ND-4.2	No	Soil runoff
Odor	TON	3*	0.29	ND-2	No	Naturally-occurring organic materials
MICROBIOLOGICAL						
Total Coliform Bacteria (state Total Coliform Rule)	N/A	5.0% of monthly samples are positive.	ND	ND	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. *Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color).

2019 Lead and Copper Action Levels at Residential Taps (30 samples)

Chemical	Units	Action Level (AL)	PHG	Site Exceeding Action Level	90th Percentile Value	AL Exceedance?	Typical Sources of Contaminant
Lead	ppb	15	0.2	1	0.61	No	Internal corrosion of private plumbing system, discharge from industrial manufacturers, erosion of natural deposits
Copper	ppm	1.3	0.3	None	0.096	No	Internal corrosion of private plumbing system, discharge from industrial manufacturers, erosion of natural deposits

NOTES: Every three years, 30 residences are tested for lead and copper at the tap. The most recent set of samples were collected in September 2019. The next lead and copper test will be conducted in 2022. Only one sample for lead exceeded Action Levels in 2019. Copper samples collected in 2019 did not exceed Action Levels. The regulatory action level is the concentration at which, if exceeded in more than ten percent of homes tested, triggers treatment or other requirements that a water system must follow.

Indio Water Authority is 100% compliant with the lead and copper Action Levels and regulations.

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 (Federal 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): 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 (California 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

NEED HELP WITH YOUR WATER BILL?



Help2Others

The Help2Others Assistance Program assists eligible residential customers avoid water service shut offs from non-payment by offering up to \$50 in bill credits twice a year. Credits are available if the bill is in your name and for your primary residence. Household income is a qualifier. For more details and/or to apply, visit United Way of the Desert's website at unitedwayofthedesert.org/help2others. You can also call 760.323.2731, ext. 100 or email water@uwdesert.org.



LIHWAP

Available starting in June 2022, the Low Income Household Water Assistance Program provides financial assistance to low-income households who have struggled to make water and/or wastewater payments prior to, and during the COVID-19 pandemic. This program is administered by the Community Action Partnership of Riverside County. Payment will be made directly to your utility company and is on a first come, first served basis, subject to funding availability. For more information, please visit www.indiowater.org.



LIFT TO RISE



Inland SoCal United Way

United Lift

United Lift launched in 2020 for Riverside County families and residents financially impacted by COVID-19. Direct rental and utility assistance is provided, thanks to funding from federal and local sources. Learn more about the United Lift program or apply at unitedlift.org; or contact Lift to Rise at 760.249.2535 or email team@unitedlift.org. Applications will be accepted until funds are depleted or until December 31, 2022, whichever comes first.

IWA Payment Plans

IWA offers payment plans to help customers bring their accounts up to date. Please call Customer Service at (760) 391-4038 to make arrangements before your bill is due. Office hours are Monday-Friday, 8 a.m. - 5 p.m.

INDIO
water authority

OFFERING A HELPING HAND - DONATE TODAY

You can contribute to and help someone pay their water bill - and it's tax-deductible, too! If you are able and want to help out a neighbor, friend, or even a stranger in their time of need, donations to the Help2Others Assistance Program can be made through United Way of the Desert.



Please visit www.unitedwayofthedesert.org or call 760.323.2731 x105.

CONTINUING DROUGHT UNDERSCORES NEED FOR CONSERVATION

With a statewide drought, entering its third year, water efficiency and conservation is more important than ever to ensure our resources can withstand ongoing dry periods. In late March 2022, Governor Gavin Newsom called for greater conservation efforts and to use water wisely. IWA customers have done a great job moving to more efficient water use practices and we are asking that to continue. Conservation must be a way of life. **Current water restrictions ban the following:**



Watering lawns within 48 hours of measurable rainfall



Using hoses outdoors without an automatic shutoff nozzle



Excessive watering that results in runoff on sidewalks or driveways

"Fortunately, IWA's supply comes from local groundwater basins, which are more reliable during drought than imported water from Northern California or the Colorado River. Conservation and regional programs such as groundwater replenishment are important to protect the sustainability of the region's water supply. Together with your help, we are equipped to withstand another dry summer."

- Michelle Tse, Administrative Services Manager



CV Water Counts, a group of Coachella Valley water agencies that includes IWA, offers a dedicated online resource for water conservation and tips at cvwatercounts.com.