

CCR Certification Form (Suggested Format)

Consumer Confidence Report Certification Form

(to be submitted with a copy of the CCR)

(To certify electronic delivery of the CCR, use the certification form on the State Water Board's website at

http://www.swrcb.ca.gov/drinking_water/certlic/drinkingwater/CCR.shtml)

Water System Name:	INDIO WATER AUTHORITY
Water System Number:	CA3310020

The water system named above hereby certifies that its Consumer Confidence Report was distributed on 06/30/2022 to customers (and appropriate notices of availability have been given). Further, the system certifies that the information contained in the report is correct and consistent with the compliance monitoring data previously submitted to the State Water Resources Control Board, Division of Drinking Water.

Certified by:
Name: MICHELLE TSE
Signature: 
Title: ADMINISTRATIVE SERVICES MANAGER
Phone number: 760-625-1805
Date: 8-30-2022

To summarize report delivery used and good-faith efforts taken, please complete the below by checking all items that apply and fill-in where appropriate:

- ☐ CCR was distributed by mail or other direct delivery methods. Specify other direct delivery methods used:

Utility bill insert (hard copies and electronic) to inform customers that the CCR is available online by July 1, 2022 with a direct URL that is publicly accessible. Hard copy of the CCR is also mailed to individual customers upon request.

- ☒ "Good faith" efforts were used to reach non-bill paying consumers. Those efforts included the following methods:

☒ Posting the CCR on the Internet at www.indio.org/ccr2021;
www.indio.org/espanolccr2021

☐ Mailing the CCR to postal patrons within the service area (attach zip codes used)

☐ Advertising the availability of the CCR in news media (attach copy of press release)

☐ Publication of the CCR in a local newspaper of general circulation (attach a copy of the published notice, including name of newspaper and date published)

☒ Posted the CCR in public places (attach a list of locations) – **City Hall, Library, Indio Water Authority Lobby**

☐ Delivery of multiple copies of CCR to single-billed addresses serving several persons, such as apartments, businesses, and schools

☐ Delivery to community organizations (attach a list of organizations)

☒ Other (attach a list of other methods used) - **social media post about CCR, city e-newsletter**

☐ For systems serving at least 100,000 persons: Posted CCR on a publicly-accessible internet site at the following address: **[INSERT INTERNET ADDRESS]**

☐ For investor-owned utilities: Delivered the CCR to the California Public Utilities Commission

This form is provided as a convenience for use to meet the certification requirement of the California Code of Regulations, section 64483(c).

Compilation of Public Outreach Efforts

Attachment 1: Social Media Posting on 7/01/2022

Attachment 2: CCR Bill Insert

Attachment 3: CV Water Counts e-newsletter

Attachment 4: "Indio Live" City Newsletter

Attachment 1: Social Media Posting

Pinned post



Indio Water Authority

Published by Michelle Tse · 12m · 🌐

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Learn more about your water! You can find our 2021 Annual Water Quality Report at www.indiowater.org/ccr2021 (English) or www.indiowater.org/espanolccr2021 (Spanish). The report highlights our work and water quality tests performed throughout the year to provide you with safe, clean water. 💧👨‍🔬

#IndioWater #YourWaterOurResponsibility

2021 | 2021 RESULTS

REPORT

PUBLICADO EN 2022 | RESULTADOS DE

contains important information about your water. It contains important information about your water. It is available in Spanish at indiowater.org/espanolccr2021.

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 compares water quality with state and federal standards. IWA is committed to safeguarding its water supply to ensure that water is safe to drink. We strive to keep you informed of the quality of your water supply.

Se presenta información importante acerca de su agua. Esta información contiene información importante acerca de su agua. Está disponible en español en indiowater.org/espanolccr2021.

La publicación resume la calidad del agua que Indio Water Authority (IWA) brindó a sus clientes en 2021. Se detallan las fuentes de agua, los componentes encontrados en el agua, y la comparación con las normas estatales y federales. IWA se compromete a garantizar su suministro de agua para garantizar que su agua sea segura para beber. Nos esforzamos por mantenerlo informado acerca de la calidad del suministro de agua.

Indio Water Authority

Commit to Conserve

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

Para obtener más información sobre su agua, escanee el código a la izquierda.

Professor Agua

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

Lunes a viernes de 8:00 a.m. - 5:00 p.m. | Línea principal: 760.391.4038 | Indio Water Authority | Línea en horario de emergencia: 760.391.4051

Attachment 2: CCR Utility Bill Insert



**YOUR WATER QUALITY REPORT IS
COMING SOON!**

Beginning July 1, 2022, the 2021 Annual Water Quality Report will be available online at www.indiowater.org/ccr2021.

We invite you to explore the report to learn more about water quality, groundwater sustainability, and your local water supply sources.

To request a hard copy of the report by mail, please call (760) 391-4038.

VISIT US ONLINE
JULY 1

Indio Water Authority • 83101 Avenue 45 • 760-391-4038 • www.IndioWater.org

INDIO
water authority

Commit
2Conserve



**SU INFORME DE CALIDAD DEL AGUA LE
LLEGARÁ PRONTO!**

A partir del 1 de julio de 2022, el Informe anual de calidad del agua de 2021 estará disponible en línea en www.indiowater.org/ccr2021.

Lo invitamos a explorar el informe para obtener más información sobre la calidad del agua, la sustentabilidad del agua subterránea y las fuentes locales de suministro de agua.

Para solicitar una copia impresa del informe por correo, llame al (760) 391-4038.

VISÍTENOS EN LÍNEA
1 DE JULIO

Indio Water Authority • 83101 Avenue 45 • 760-391-4038 • www.IndioWater.org

INDIO
water authority

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Attachment 3: CV Water Counts e-newsletter article



ABOUT US ▾SAVE ▾LEARN ▾PLAY ▾NEWSEVENTSCAREERSQ

< PreviousNext >



August is National Water Quality Month: Your Water Agency's Annual Water Quality Report is Now Available

It's that time of year again! The Annual Consumer Confidence Report (also known as the water quality report) is now available for viewing. This report documents the water quality sampling results during the 2021 calendar year for the water served to customers.

It is our top priority to deliver high quality and safe drinking water that meets or exceeds the strict drinking water standards established by the California and the U.S. Environmental Protection Agency. You can view your agency's water quality report by visiting our [FAQ page](#) or click on the link to your water agency below:

[Coachella Valley Water District](#)

[Coachella Water Authority](#)

[Desert Water Agency](#)

[Indio Water Authority](#)

[Mission Springs Water District](#)

[Myoma Dunes Water Company](#)



Q Search...

Recent Posts:

> [Agency Spotlight: Indio Water Authority](#)

> [Landscaping Tip of the Month: Switch to High Efficiency Nozzles](#)

> [Plant of the Month: Blue Glow Agave](#)

> [During Our Drought, Skip Overseeding to Save Water & Money](#)

> [August is National Water Quality Month: Your Water Agency's Annual Water Quality Report is Now Available](#)

SHARE:

Attachment 4: Indio Live Newsletter

[Join Our Email List](#)

Volume 63 | June 2022



Go Behind-the-Scenes with Indio's IT Department

Running a growing city effectively is no simple task. We must find opportunities to embrace new technology to better serve our residents and businesses today, tomorrow and into the future.

Our Information Technology (IT) Department supports nearly every aspect of an ambitious modernization program working in concert with all city departments. While much of our work occurs off stage, everyone can see the benefits. Over the past two years, the City has streamed City Council and Planning Commission meetings, as well as shifted to improve the online filing of forms and mobile operations for building inspectors.

Future projects promise even greater benefits, making a real difference in the community. For example, a Fiber Master Plan will evaluate current broadband infrastructure and make recommendations to expand high-speed internet service to underserved areas. A new EnerGov internet portal will provide convenient online access to licenses, permits and the status of



**Director of
Information
Technology
Ian Cozens**

pending applications. EnerGov will also add a 311 phone line to contact the City about non-emergency services and an app where residents can report concerns such as potholes and graffiti. A new website will act as a hub of information at our community's fingertips. These are only a few examples of the IT projects creating a more modern Indio.

Joined City of Indio in 2012 with more than 23 years of experience in IT.

The City of Indio IT Department plays a more significant role than simply protecting computers from hackers. Incorporating cutting-edge technology and streamlining government services ensures we can exceed expectations and save taxpayer dollars for generations to come, no applause needed.

fun & entertainment

Join Us Center Stage Every Second Saturday



Get ready to rock 'n' roll with the whole family at the City of Indio's Second Saturdays on **June 11**.

Pop Gun Rerun will hit the stage with your favorite hits from the '80s, along with "Life of the Party" DJ Modgirl.

Second Saturdays include free live music, plus delicious local food from Indio favorites Smokey Lips BBQ, Outside the Masa, and brews from La Quinta Brewing Company! Enjoy tailgate party games and much more in the City of Indio's Outdoor Living Room.

Free admission. For all ages. Don't forget lawn chairs and blankets for seating.

Location: Downtown Indio at Smurr Street and Miles Avenue

Time: June 11 from 6 p.m. to 9 p.m.

upcoming second saturdays

Palm Springs Life Features Mexican Restaurants in Indio

When you're looking for a place to grab lunch or dinner, pick up a copy of [Palm Springs Life](#)'s latest issue featuring beloved Mexican restaurants in Indio, as well as the rest of the Coachella Valley.

Enjoy fajitas from Pueblo Viejo Grill, beef soup from Rincón Norteño, chiles gueritos rellanos de camaron from El Mexicali Cafe, grab to-go from Arriola's Tortilleria, and so much more!



[check out the latest issue](#)



Desert TheatreWorks presents: Old Jews Telling Jokes

Again with the jokes? Jewish humor is everyone's humor, and the laughs never stop in this something-for-everyone New York hit. Join Morty, Bunny, Nathan, and the rest of the cast as they demonstrate why "kvelling is better than kvetching." Classic and contemporary jokes mix

with songs and monologues that showcase the funny side of birth, sex, old age, and more. Old Jews Telling Jokes is a gleeful ode to humor that will have you laughing till you plotz.

Show Dates: June 5-26

Tickets: Buy tickets online by visiting dtworks.org or call the box office at 760-980-1455.

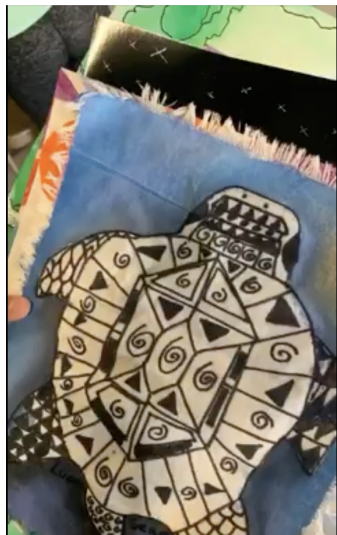
Location: Indio Performing Arts Center, located at 45175 Fargo Street

history taking center stage

Young at Art: Summer Art Camps

"Young at Art: Summer Art Camps" return to Coachella Valley History Museum this month with four weeks of art classes open to children ages 8 to 14 years.

Weekly Sessions:



- June 6 - 10: Drawing Basics - SOLD OUT
- June 13 - 17: Clay - SOLD OUT
- June 13 - 17: Watercolor (Beginning)
- June 20 - 24: Clay - SOLD OUT
- June 20 - 24: Watercolor (Advanced)
- June 27 - July 1: Multi-Media Art

Classes are from **9 to 11 a.m.**, and registration costs \$60 per student per week. All summer camp participants and their families are invited to the End of Session Family Reception on Sunday, July 10, 2022. Pre-registration and pre-payment are required to reserve a child's spot in a class, and space is limited. To be placed on the waitlist, please call 760-342-6651.

Visit www.cvhm.org/education to register.

Mindfulness at the Museum

"Mindfulness at the Museum" is a free, monthly brown-bag lunch event. On **Monday, June 6, from 11:30 a.m. to 1 p.m.** Keto Customization Expert & Coach Michelle Borthwick will lead a discussion about food history, mindful eating, local agriculture, and its nutritional benefits for personal health. Participants will also gain access to the museum campus for one hour after the event free of charge. Please note that those attending should bring their own lunch.

History Hunters

Join us on **Tuesday, June 28, from 10 a.m. to 12 p.m.** for the Coachella Valley History Museum's "History Hunters" in Pioneer Hall. Meetings take place on the last Thursday of each month and feature speakers, artifacts and local history. Contact Linda Beal at 760-250-8927 for more information.

The events spotlighted above are held at the **Coachella Valley History Museum, located at 82616 Miles Avenue.**

government news & services

Public Safety Campus Groundbreaking Ceremony Spotlight

Construction is underway on a \$50 million Public Safety Campus. Three buildings at the site will accommodate a dispatch center, Fire Station headquarters and administrative offices for the Police and Fire departments.

The state-of-the-art campus will provide a new resource for police officers and a home for the firefighters. The facility will also enhance the workspace available for emergency

dispatchers.

The 43,000-square-foot facility is scheduled for completion in Spring 2024. The project will be funded entirely through bond sales and tax measure dollars.

We would like to thank our residents for their support of the bonds and measures that made this possible. That support is what made this dream a reality.



Learn About Your Water Quality

Indio Water Authority (IWA) delivers safe, clean water to customers each and every day. IWA conducts hundreds of tests throughout the year to ensure all state and federal drinking water standards are met. The results of those tests are compiled in our annual water quality report.

This report containing water quality results from the 2021 calendar year will be available on July 1,



2022. You can view the 2021 Annual Water Quality Report (also known as the Consumer Confidence Report) online by visiting www.indiowater.org/ccr2021. To request a printed copy by mail, please call IWA at 760-391-4038.



Become an In-Home Caregiver

Are you looking for a new leading role? Do you have a desire to help others? Riverside County Workforce Development Center is hosting an informational session on becoming a Riverside County In-Home Supportive Services (IHSS) Caregiver. IHSS Public Authority is recruiting more caregivers to join the field. After a short presentation, they will provide a computer to begin a self-registration process.

To register, visit: www.eventbrite.com/e/information-session-becoming-an-ihss-caregiver-indio-tickets-276187453107

Location: 44199 Monroe Street

Time: June 8 from 10 a.m. to 11 a.m.

IPD's Fearless Fighters Blood Drive

Take center stage by saving lives! The Indio Police Department is teaming up with LifeStream Blood Bank to host a blood drive supporting our first responders on **Thursday, June 2, from 10 a.m. to 4 p.m.**

Donors will receive a commemorative Fearless Fighter T-shirt while supplies last. Walk-ins are accepted, but appointments are recommended.

To schedule your donation, visit giftoflife.lstream.org/donor/schedules/drive_schedule/101449 or call 800-879-4484.

scholastic spotlight

City Honors Outstanding Scholar



Set the scene for some Indio summer fun!

Education is the key to unlocking limitless opportunities and a better future. To celebrate success inside and outside the classroom, the City recently honored Shadow Hills High School Junior Lucas Nieto for his community service and academic excellence.

Shadow Hills Assistant Principal Dr. Sharon Kalkoske nominated him for the recognition. Nieto is an honor roll student with a 4.0 GPA who enjoys school, the community and extra-curricular activities. He performed more than 170 hours of community service, volunteering in Indio's Nursing & Rehabilitation Center and at Coachella's Rescue Mission.

Mayor Waymond Fermon surprised Nieto with the award at school on Wednesday, May 25. Assistant Principal Dr. Kalkoske and Principal Gabriel Fajardo assembled a small presentation at the outside amphitheater during lunch, with Nieto's family in attendance.

A vibrant poster for the Indio Teen Center's summer program. The background features a rainbow gradient from blue at the top to red at the bottom. In the top right corner, there is a stylized orange sun with pink rays. The text 'Hello SUMMER' is prominently displayed in the upper center, with 'Hello' in a dark blue script font and 'SUMMER' in large, bold, dark blue outlined letters. Below this, the text 'All Incoming 8th & 9th Graders are invited to join us for a fun filled summer at' is written in a dark blue sans-serif font. The center of the poster features the word 'INDIO' in large, colorful, outlined letters (red, blue, green, orange), with the words 'teen center' in white lowercase letters inside a purple rectangular box below it. Further down, the text 'Registration and Membership are Free to all 8th-12th grade students.' is written in a dark blue sans-serif font. On the left side, the 'Summer Schedule' is listed as 'June 6th-July 27th' and 'Open Weekdays 1:30p-5:30p' in bold dark blue text. On the right side, under the heading 'We offer free daily activities!', a list of activities is provided: '-Summer Trips', '- Arts and Crafts', '-Music Studio', '- Culinary', '- Gaming', '-Boxing', and '& much more'. At the bottom center, there is a QR code with the Instagram logo in the middle, and the text 'INDIO TEEN CENTER' is printed in small capital letters directly beneath it.

Hello SUMMER

All Incoming 8th & 9th Graders
are invited to join us for a fun filled summer at

INDIO

teen center

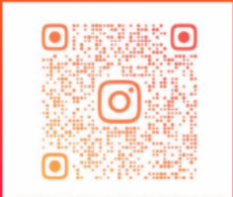
Registration and Membership are Free to all 8th-12th grade students.

Summer Schedule
June 6th-July 27th

Open Weekdays
1:30p-5:30p

We offer free daily activities!

- Summer Trips
- Arts and Crafts
- Music Studio
- Culinary
- Gaming
- Boxing
- & much more



INDIO TEEN CENTER





June 2022

Open from 1:30p-5:30p

**ITC is a free after school program open to all incoming
8th-12th grade students.**

ITC will be open for in person activities during DSUSD summer school days.

Monday	Tuesday	Wednesday	Thursday	Friday
6. CLOSED YAC Social Trip	7. OPEN	8. OPEN	9. OPEN	10. OPEN Huntington Beach 8am-11pm
13. OPEN	14. OPEN	15. OPEN Dodgers Trip 3pm-1am	16. OPEN	17. CLOSED Venice Beach 8am-11pm
20. CLOSED California Science Center 8am-4pm	21. OPEN	22. OPEN	23. OPEN	24. OPEN Newport Beach 9am-10pm
27. OPEN Laguna Beach 9am-9pm	28. OPEN	29. OPEN	30. OPEN	1. CLOSED Griffith Observatory 2pm-10pm

All Summer Trips are FREE!

Sign up forms available 1 week before trip.

Daily Activities

- Culinary
- Arts & Crafts
- Sports
- Boxing



81678 Ave 46 Indio, Ca 92201
760-541-4400
@indioteencenter



on the road



Building a Better Indio

Watch for Workers Ahead! Crews will begin repairing concrete sidewalks around the intersection of Jefferson Street and Highway 111 starting on **Monday, June 13**. Once that project is complete, sidewalk improvements will take place along Clinton Street near Highway 111.

In other parts of the city, work will improve accessibility along Kenner Avenue by adding ADA-accessible ramps. The ramps and sidewalk repairs are designed to improve safety for drivers and pedestrians.

city council



Mayor: Waymond Fermon,

Mayor Pro Tem: Oscar Ortiz

Councilmembers: Lupe Ramos Amith,

Elaine Holmes, Glenn Miller

In Indio, the desert's largest and fastest growing city, we've set the stage for business growth. We've earned our City of Festivals name, welcoming nearly 1.4 million visitors every year to world famous celebrations of art, food, and music. More than 90,000 residents enjoy life in Indio with nationally recognized public safety services, exceptional schools, great parks and senior and teen centers. Here, you will find opportunity in every direction, and a youthful, growing community to support your success. Take center stage in Indio.



ANNUAL WATER QUALITY

PUBLISHED 2022 | 2021 RESULTS

REPORT



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.

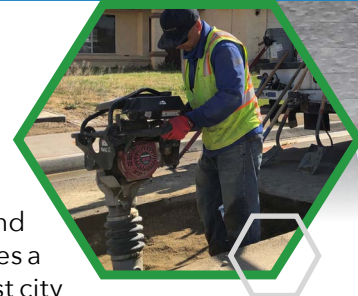
To help our customers make improvements that will reduce water consumption and save money in the long run, IWA offers several conservation rebate programs. The incentives help homeowners and businesses offset the costs of replacing grass with drought-tolerant landscaping, upgrading irrigation systems,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



GOVERNING BOARD

Waymond Fermon
President

Oscar Ortiz
Vice President

Elaine Holmes
Commissioner

Lupe Ramos Amith
Commissioner

Glenn Miller
Commissioner

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



"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 MCL						
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](http://UnitedWayoftheDesert.org/help2others) at UnitedWayoftheDesert.org/help2others. You can also call **760.323.2731, ext. 100** or email water@uwdesert.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



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.



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.

INFORME ANUAL DE CALIDAD DEL AGUA

PUBLICADO EN 2022 | RESULTADOS DE 2021



En este informe se presenta información importante acerca de su agua. *This report contains important information about your water. It is available in English at indiowater.org/ccr2021.*

En esta publicación se resume la calidad del agua que Indio Water Authority (IWA) brindó a sus clientes en 2021. Se detallan las fuentes de agua, los componentes encontrados en el agua, y la comparación del agua con las normas estatales y federales. IWA se compromete a salvaguardar su suministro de agua para garantizar que su agua de grifo sea segura para beber. Nos esforzamos por mantenerlo informado acerca de la calidad del suministro de agua.



Commit
2 Conserve



Para obtener más información sobre su agua, escanee el código QR a la izquierda.



TOMANDO ACCIÓN PARA SERVIRLE MEJOR



En Indio Water Authority (IWA), proporcionar agua limpia, confiable y asequible es nuestra máxima prioridad. Satisfacer este objetivo requiere un esfuerzo de equipo genuino de hombres y mujeres que son más que simples trabajadores de la ciudad – son su familia, amigos y vecinos. Gracias a su dedicación, el agua entregada a su hogar cumple o supera todos los estándares de agua potable federales y estatales.

A lo largo del año, realizamos miles de pruebas para garantizar que el agua sea segura. Los resultados de estas pruebas se informan a los reguladores estatales y se comparten con nuestros clientes en este Informe anual sobre la calidad del agua. Además, nos comprometemos a adaptar y mejorar nuestros sistemas de tratamiento según sea necesario para garantizar un suministro de agua seguro.

IWA también planifica y se prepara para el crecimiento y la sostenibilidad futuros. El proyecto de tubería de Miles Avenue es un ejemplo del trabajo realizado para satisfacer la demanda de agua actual y futura en la ciudad de Indio. La instalación de una nueva tubería principal de agua de 18 pulgadas de diámetro entre Monticello Avenue y Sedona Drive aumentó la presión del agua y mejoró el flujo para combatir incendios. Los esfuerzos de planificación con otras agencias de agua en el Valle de Coachella incluyen el Plan Regional de Gestión del Agua Urbana y el Plan de Sostenibilidad de Agua Subterránea Alternativa de la Subcuenca Indio. Estos planes evalúan los recursos hídricos y garantizan suministros adecuados durante los próximos 20 años y más allá.

Para ayudar a nuestros clientes a realizar mejoras que reduzcan el consumo de agua y ahorrar dinero a largo plazo, IWA ofrece varios programas de reembolso por conservación. Los incentivos ayudan a los propietarios de viviendas y empresas a compensar los costos de reemplazar el césped con jardines tolerantes a la sequía, mejorar los sistemas de riego y reemplazar inodoros y lavadoras con modelos más eficientes.

También queremos que nuestros clientes sepan que hay recursos disponibles para ayudar a los residentes que se atrasan en sus facturas de agua, incluidos planes de pago para evitar desconexiones por saldos vencidos. Si tiene preguntas o necesita más ayuda, llámenos al 760-391-4038. Nos complace compartir opciones con usted.

**¡NOS
VEMOS!**

**IWA agradece su
participación**

Las reuniones de la junta se llevan a cabo el primer y tercer miércoles de cada mes a las 5 p. m., en las Cámaras del Consejo de la Ciudad de Indio, 150 Civic Center Mall y en línea. El público puede asistir. El calendario de reuniones, las agendas, los detalles de acceso en línea y las grabaciones de reuniones anteriores están disponibles en indio.org.



Tómese unos minutos para leer este informe para comprender la calidad del agua, los programas disponibles y cómo todos nosotros en Indio Water Authority estamos trabajando arduamente para llevar este recurso vital a sus hogares y empresas.

REYMUNDO TREJO, P.E.
Gerente General de IWA



JUNTA DE GOBIERNO

Waymond Fermon
Presidente

Oscar Ortiz
Vicepresidente

Elaine Holmes
Comisionado

Lupe Ramos Amith
Comisionado

Glenn Miller
Comisionado

TRABAJANDO JUNTOS PROMETE UN FUTURO DE AGUA MÁS SEGURO EN EL VALLE DE COACHELLA

En Indio Water Authority, dependemos del agua subterránea para el 100% de nuestro suministro de agua. El acuífero que contiene agua para Indio es parte de la Subcuenca Indio, que sirve a más de 400,000 personas en las nueve ciudades del desierto y las áreas no incorporadas circundantes. Debido al amplio impacto y la importancia de este recurso compartido, IWA trabaja en estrecha colaboración con otras agencias que prestan servicios en el Valle de Coachella. Los esfuerzos recientes incluyen lo siguiente:



Plan de gestión del agua urbana del Valle de Coachella. Este plan evalúa los suministros de agua para garantizar que sean adecuados para satisfacer la demanda durante los próximos 20 años.



Plan alternativo de sostenibilidad de aguas subterráneas de la subcuenca Indio 2022. Este plan es un marco para gestionar los recursos de aguas subterráneas de manera sostenible a largo plazo y evitar el sobregiro.



CV Water Counts. Este es un recurso en línea para promover y coordinar los esfuerzos de conservación a nivel regional.



¡EL PROYECTO DE MILES AVENUE MEJORA EL SERVICIO DE AGUA!

Indio Water Authority está comprometida con el mantenimiento y las actualizaciones constantes del sistema. Completado en abril de 2022, el Proyecto Miles Avenue aumenta la presión del agua y proporciona capacidad adicional de flujo contra incendios en la parte oeste de Indio.

DETALLES DEL PROYECTO:



Construcción:

Instalación de 3,700 pies lineales de tubería de 18 pulgadas de diámetro



Lugar:

Miles Avenue desde Monticello Avenue hasta Sedona Drive



Cronograma:

Completado en abril de 2022

EL RECORRIDO DEL AGUA. DESDE DEBAJO DE SUS PIES HASTA SU VASO

El agua que entregamos a su grifo se bombea desde un acuífero **1,300** pies debajo de la superficie a 20 sitios de pozos en la Subcuenca Indio. Esta agua subterránea se trata y se le realizan miles de pruebas cada año para garantizar que cumpla con los estándares de agua potable. Luego, el agua se almacena en depósitos y se distribuye a través de un extenso sistema de tuberías y estaciones de bombeo. Aproximadamente **90,000** personas dependen de esta agua todos los días para cocinar, limpiar, beber y más.

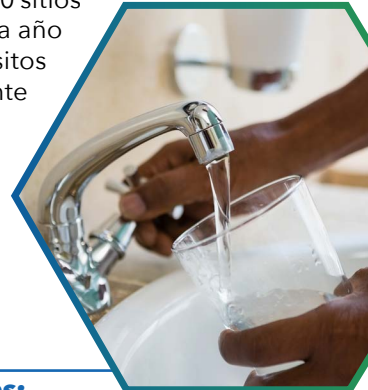
Área de servicio de aproximadamente
38 MILLAS CUADRADAS



25,018 Conexiones de servicio de agua

6.3 MIL MILLONES DE GALONES (19,566 acres-pie) de suministrada anualmente

17.4 MILLONES DE GALONES de demanda diaria promedio



Monitoreo continuo para asegurar agua confiable e ininterrumpida para nuestros clientes:

- 20 pozos
- 345 millas de red
- 7 depósitos

- 6 estaciones de bombeo de refuerzo
- 203 millas de cañerías secundarias de servicio de agua

- 11,133 válvulas del sistema
- 3,703 hidrantes de incendios



"Este complejo sistema de agua es mantenido por personal de servicio público dedicado para garantizar un suministro de agua seguro y confiable. El personal practica estas tres características para brindar un servicio público efectivo: cortesía, profesionalismo y progresividad".

- Miguel Peña, Gerente de Operaciones de Agua

SIMPLIFIQUE EL PAGO DE LA FACTURA – PAGUE SU FACTURA EN LÍNEA Y CONTROLE EL CONSUMO DE AGUA



IWA le ofrece la opción de pagar su factura de agua en línea. ¡También puede hacer un seguimiento de su uso de agua para ayudarlo a ahorrar agua y dinero!

Cuando se trata de conservar el agua, el conocimiento es poder. Revisando los detalles del uso del agua lo ayudará a reconocer mejor la cantidad de agua que se usa dentro y alrededor de su hogar. La herramienta de uso de agua en línea permite vistas del uso de agua mensuales, diarias y por horas. También puede verificar los cortes de agua en su área y recibir alertas sobre interrupciones del servicio, posibles fugas, recordatorios de pago de facturas y otras notificaciones útiles.

REGÍSTRESE AHORA PARA EMPEZAR A AHORRAR!

Visite **IndioWater.org** y haga clic en el enlace "Pagar factura en línea".

MUCHAS FORMAS DE PAGO ¡ELIJA SU OPCIÓN!

Entendemos que nuestros clientes tienen métodos preferidos para pagar sus facturas. Para su comodidad, IWA ofrece múltiples opciones.



EN LÍNEA

El portal en línea de IWA ofrece opciones de pago con tarjetas de crédito/débito o una cuenta corriente visitando el enlace "Pagar factura en línea". Los clientes pueden utilizar el pago automático flexible a través del portal web antes de la fecha de vencimiento, una fecha fija, un monto de factura o un monto fijo.



POR TELÉFONO

Llame a la línea VoiceUtility al (760) 347-4958 para pagar su factura las 24 horas del día, los 7 días de la semana con Visa, MasterCard o cheque. Todas las transacciones con tarjeta de crédito requieren un código postal de facturación de EE. UU. Asegúrese de tener a mano su número de cuenta. VoiceUtility también se puede usar para verificar el saldo de la cuenta, y el historial de pagos y facturación.



INSCRIPCIÓN MANUAL/PAGO AUTOMÁTICO

Los pagos se sacan directamente de una cuenta corriente en la fecha de vencimiento. Este programa se ofrece a todas las cuentas de clientes sin acceso a un teléfono o computadora y requiere un cheque procesado. Para inscribirse, llame a Servicio al Cliente al 760.391.4038. Visite nuestra oficina para obtener el formulario de inscripción y traiga un cheque anulado a nombre del titular principal de la cuenta.



POR CORREO

Envíe el cheque o giro postal y el talón de la factura de servicios públicos a Indio Water Authority - Bill Payment, P.O. Box 512490, Los Ángeles, CA 90051 -0490



BUZÓN

Las cajas de depósito están disponibles frente al patio corporativo de IWA en 83-101 Avenue 45, Indio, o en el estacionamiento norte de City Hall, 100 Civic Center Mall, Indio. Los pagos deben hacerse con cheque o giro postal y deben incluir el talón de la factura de servicios públicos.



EN PERSONA

Los pagos en persona se pueden realizar durante el horario comercial habitual. Puede pagar con cheque, efectivo, Visa o MasterCard. La oficina de IWA está ubicada en 83-101 Avenue 45, Indio y atiende de lunes a viernes de 8 a. m. a 5 p. m.



LA MISMA AGUA, EL MISMO DINERO, EMPIECE HOY

La conservación del agua y su uso eficiente son elementos críticos de un hogar que utiliza el agua de manera eficiente. El programa de reembolso de IWA puede ayudarlo en sus esfuerzos por ahorrar agua, especialmente en el exterior, que representa hasta el 70% del consumo de agua de una casa.



Los clientes residenciales que reemplacen el césped que consume mucha agua con jardines amigables con el desierto pueden recibir \$2 por pie cuadrado de césped removido, hasta 10,000 pies cuadrados. El reembolso cubrirá hasta 30,000 pies cuadrados de reemplazo de césped para cuentas comerciales. Los reembolsos cubren el césped irrigado existente y requieren una inspección previa después de enviar una solicitud. Los proyectos de reemplazo de césped requieren una revisión adicional y están sujetos a requisitos de paisajismo adicionales. Consulte los términos y condiciones antes de iniciar un proyecto.

Poner a punto el riego de su jardín es otra forma de ahorrar agua y asegurar un incentivo. Las actualizaciones sobre el suelo, como el riego por goteo y las boquillas inteligentes, califican para hasta \$750 para residentes y \$1,500 para cuentas comerciales. Guarde los recibos y envíelos con los formularios de solicitud; los costos de mano de obra no son elegibles para el descuento.

¿QUIERE ABORDAR ALGUNOS PROYECTOS DE AHORRO DE AGUA EN INTERIORES?

IWA también ofrece reembolsos para el reemplazo de lavadoras e inodoros antiguos por electrodomésticos actualizados que ahorran agua.



Para obtener más detalles, consulte la página de reembolsos en indio.org/your_government/water/default.htm o comuníquese con nuestra Oficina de Conservación del Agua al (442) 400-5205. Lea las pautas de los programas de reembolso antes de comenzar cualquier compra; los reembolsos están sujetos a cambios.



ACERCA DE SU AGUA

El agua potable, incluida el agua embotellada, puede contener una muy pequeña cantidad de algunos contaminantes. La presencia de contaminantes no necesariamente indica que el agua represente un riesgo para la salud. Las fuentes de agua potable (agua de grifo y agua embotellada) incluyen ríos, lagos, arroyos, estanques, embalses, manantiales y pozos. Como el agua viaja sobre la superficie de la tierra o a través del suelo, disuelve minerales naturales y, en algunos casos, materiales radioactivos, y puede recoger sustancias resultantes de la presencia de animales o de la actividad humana.

Para asegurar que el agua potable sea segura para beber, la Agencia de Protección del Medio Ambiente de Estados Unidos (USEPA) y Division of Drinking Water (DDW) de la Junta de Control de Recursos Hídricos del Estado aplican normas que limitan la cantidad de ciertos contaminantes en el agua provista por sistemas públicos de agua. **Las regulaciones del departamento también establecen límites para los contaminantes en el agua embotellada que deben ofrecer la misma protección para la salud pública.**

LOS CONTAMINANTES QUE PUEDEN ESTAR PRESENTES EN EL AGUA DE FUENTE INCLUYEN:



CONTAMINANTES MICROBIANOS, tales como virus y bacterias que pueden provenir de plantas de tratamiento de aguas residuales, de sistemas sépticos, de operaciones de ganadería y de la vida silvestre.



CONTAMINANTES INORGÁNICOS, tales como sales y metales, que pueden ocurrir naturalmente o como resultado del escurrimiento de aguas pluviales urbanas, desechos de aguas industriales o domésticas, producciones de gas o petróleo, minería o agricultura.



PESTICIDAS O HERBICIDAS que pueden proceder de una variedad de orígenes como la agricultura, el escurrimiento de aguas pluviales y de usos residenciales.



CONTAMINANTES QUÍMICOS ORGÁNICOS, que incluyen productos químicos orgánicos sintéticos y volátiles, que son subproductos de procesos industriales y de la producción de petróleo. También pueden proceder de gasolineras, escurrimiento de aguas pluviales, aplicaciones de agricultura y sistemas sépticos.



CONTAMINANTES RADIOACTIVOS que pueden ser naturales o el resultado de la producción de petróleo y gas o de la minería.

Si están presentes, los niveles elevados de plomo pueden causar problemas graves de salud especialmente en mujeres embarazadas y en niños pequeños. El plomo presente en el agua proviene principalmente de materiales y componentes asociados con las líneas de servicio y las cañerías de las viviendas. Somos responsables de proveer agua potable de alta calidad, pero no se puede controlar la variedad de materiales utilizados en los componentes de las cañerías.

Cuando el agua está estanca por varias horas, puede minimizar el potencial de la exposición de plomo haciendo correr el grifo de 30 segundos a 2 minutos antes de utilizar el agua para beber o cocinar. Si está preocupado por el plomo presente en el agua, usted puede hacer analizar el agua. Puede obtener información acerca del plomo presente en el agua potable, los métodos de análisis y los pasos que puede seguir para minimizar la exposición en la línea directa de Agua Potable Segura o en www.epa.gov/safewater/lead.

CALIDAD DEL AGUA DOMÉSTICA 2021

Analizado	Fecha de la toma de muestras más reciente	Unidad	MCL [MRDL]	PHG (MCLG)	Agua subterránea promedio de IWA	Rango de detecciones	¿Infracción del MCL?	Origen principal del contaminante
RADIOLÓGICOS								
Alfa total	21 de Nov	pCi/L	15	(0)	ND	ND	No	Erosión de depósitos naturales
Uranio	21 de Nov	pCi/L	20	0.43	4.4	3.4-5.7	No	Erosión de depósitos naturales
Radio 228	17 de Mayo*	pCi/L	5	0.019	ND	ND	No	Erosión de depósitos naturales
QUÍMICOS INORGÁNICOS								
Aluminio	21 de Nov	ppm	1	0.6	0.003	ND-0.053	No	Erosión de depósitos naturales
Antimonio	21 de Nov	ppb	6	1	ND	ND	No	Erosión de depósitos naturales
Arsénico	21 de Nov	ppb	10	0.004	0.66	ND-1.8	No	Erosión de depósitos naturales
Bario	21 de Nov	ppm	1	2	0.04	0.024-0.096	No	Erosión de depósitos naturales
Berilio	21 de Nov	ppb	4	1	ND	ND	No	Erosión de depósitos naturales
Cadmio	21 de Nov	ppb	5	0.04	ND	ND	No	Erosión de depósitos naturales
Cromo total	21 de Nov	ppb	50	(100)	16.9	10 - 29	No	Descarga de fábricas de acero, plantas de celulosa y enchapado de cromo; erosión de depósitos naturales
Cobre	21 de Nov	ppm	1.3	0.3	0.005	ND-0.054	No	Erosión de depósitos naturales
Fluoruro	21 de Nov	ppm	2.0	1.0	0.61	0.43-0.74	No	Erosión de depósitos naturales
Plomo	21 de Nov	ppb	15	0.2	0.15	ND-2.5	No	Internal corrosion of household water plumbing systems
Mercurio	21 de Nov	ppb	2	1.2	ND	ND	No	Corrosión interna de los sistemas de plomería de agua domésticos
Níquel	21 de Nov	ppb	100	12	ND	ND	No	Corrosión interna de los sistemas de plomería de agua domésticos
Nitrato como N	21 de Dic	ppm	10	10	1.58	0.38-8.5	No	Fertilizantes, tanques sépticos
Nitrito como N	21 de Nov	ppm	1	1	ND	ND	No	Fertilizantes, tanques sépticos
Perclorato	21 de Nov	ppb	6	1	0.09	ND-2.3	No	Fertilizantes, también se forma naturalmente en la atmósfera
Selenio	21 de Nov	ppb	50	30	ND	ND	No	Descarga de refinerías de petróleo y metales, erosión de depósitos naturales y descarga de minas
Talio	21 de Nov	ppb	2	0.1	ND	ND	No	Lixiviación de talio de operaciones de procesamiento de minerales
NORMAS SECUNDARIAS			SMCL					
Cloruro	21 de Nov	ppm	500*	N/C	12.4	8-41	No	Esguerrimiento/Percolación de depósitos naturales; influencia del agua de mar
Hierro	21 de Nov	ppm	0.3*	N/C	0.02	ND-0.096	No	Percolación de depósitos naturales; desechos industriales
Manganeso	21 de Nov	ppb	50*	N/C	0.0004	ND-0.0037	No	Percolación de depósitos naturales
Éter de metil-terc-butilo [MTBE]	21 de Nov	ppb	5*	N/C	ND	ND	No	Fugas en los tanques de almacenamiento subterráneos; descarga de fábricas de petróleo y productos químicos
Plata	21 de Nov	ppb	100*	N/C	ND	ND	No	Descargas industriales
Conductancia específica	21 de Nov	uS/cm	1,600*	N/C	299	140-560	No	Sustancias que forman iones cuando están en el agua; influencia del agua de mar
Sulfato	21 de Nov	ppm	500*	N/C	32.7	20-120	No	Esguerrimiento/Percolación de depósitos naturales; desechos industriales
Total disuelto Sólidos	21 de Nov	ppm	1,000*	N/C	190	150-360	No	Esguerrimiento/Percolación de depósitos naturales
Zinc	21 de Nov	ppm	5*	N/C	0.003	ND-0.03	No	Erosión de depósitos naturales
CONTAMINANTES NO REGULADOS QUE REQUIEREN CONTROL								
Alcalinidad (total)	21 de Nov	ppm como CaCO3	N/R	N/C	102	93-120	No	Dióxido de carbono en la atmósfera y en los gases del suelo
Calcio	21 de Nov	ppm	N/R	N/C	26	13-63	No	Erosión de depósitos naturales
Dureza (total)	21 de Nov	ppm como CaCO3	N/R	N/C	85	51-190	No	Erosión de depósitos naturales
Magnesio	21 de Nov	ppm	N/R	N/C	3.99	2-7	No	Erosión de depósitos naturales
pH	21 de Nov	unidades de pH	N/R	N/C	7.9	7.1-8.4	No	Erosión de depósitos naturales
Sodio	21 de Nov	mg/L	N/R	N/C	30.2	24-41	No	Erosión de depósitos naturales
Cromo VI	21 de Dic	ppb	No están en vigencia actualmente	0.02	12.48	2.2-26	No	Erosión de depósitos naturales

NOTAS: De acuerdo con el Título 22, solo se requiere la toma de muestras para detectar ciertos componentes cada tres años. El estado permite a IWA monitorear algunos contaminantes menos de una vez por año porque las concentraciones de estos contaminantes no cambian frecuentemente. Algunos de los datos, aunque sean representativos, tienen más de un año de antigüedad. El radio 228 se analizaron en marzo de 2017, más tarde de lo programado, y no demostraron infracciones del MCL. El nitrato en el agua potable en niveles por encima de los 10 ppm es un riesgo de salud para los bebés de menos de seis meses de edad. Dichos niveles de nitrato en el agua potable pueden interferir con la capacidad de la sangre del bebé de transportar oxígeno, lo que causa una enfermedad grave; los síntomas incluyen dificultad para respirar y un tono azulado en la piel. Los niveles de nitrato por encima de 10 ppm también pueden afectar la capacidad de la sangre de transportar oxígeno en otras personas, como mujeres embarazadas y aquellas personas con ciertas deficiencias de encimas específicas. Si cuida a un bebé o está embarazada, debe solicitar información a su médico.

CALIDAD DEL AGUA DEL SISTEMA DE DISTRIBUCIÓN 2021

Subproductos de desinfección	Unidades	MCL (MRDL/MRDLG)	Cantidad promedio	Rango de detecciones	¿Infracción del MCL?	Origen típico del contaminante
Cloro residual	ppm	4.0/4.0	0.72	0.13-2.2	No	Desinfectante agregado para su tratamiento
Ácidos haloacéticos (HAA5)	ppb	60	ND	ND	No	Subproductos de desinfección con cloruro
Trihalometanos totales (THM)	ppb	80	0.73	ND-2.3	No	Subproductos de desinfección con cloruro
CALIDAD ESTÉTICA						
Color	unidades	15*	ND	ND	No	Materiales orgánicos naturalmente presentes
Turbidez	ntu	5*	0.86	ND-4.2	No	Escurrecimiento de suelo
Olor	TON	3*	0.29	ND-2	No	Materiales orgánicos naturalmente presentes
MICROBIOLÓGICO						
		MCL				
Bacterias coliformes totales (norma estatal de coliformes totales)	N/A	5.0% de las muestras mensuales son positivas	ND	ND	No	Naturalmente presente en el ambiente

NOTES: Se analizaron 4 ubicaciones en el sistema de distribución cada trimestre para detectar ácidos haloacéticos y trihalometanos; se analizaron 21 ubicaciones cada trimestre para detectar el color, olor y turbidez. *El contaminante está regulado por una norma secundaria para mantener la calidad estética (gusto, olor, color).

NIVELES DE ACCIÓN DE PLOMO Y COBRE EN GRIFOS RESIDENCIALES 2019(30 MUESTRAS)

Químico	Unidades	Nivel de Acción (AL)	PHG	Síntos que superan el nivel de acción	90.º valor percentil	¿Exceso de AL?	Origen típico del contaminante
Plomo	ppb	15	0.2	1	0.61	No	Corrosión interna de cañerías privadas, descarga de productores industriales, erosión de depósitos naturales
Cobre	ppm	1.3	0.3	Ninguna	0.096	No	Corrosión interna de cañerías privadas, descarga de productores industriales, erosión de depósitos naturales

NOTAS: Cada tres años, se analizan 30 residencias para detectar plomo y cobre en el grifo. El conjunto de muestras más recientes se tomó en septiembre de 2019. El próximo análisis de plomo y cobre se realizará en 2022. Ninguna de las muestras tomadas en 2019 superó los niveles de acción para plomo. Ninguna de las muestras tomadas en 2019 superó los niveles de acción para cobre. Los niveles de acción regulatorios son las concentraciones que, si se exceden en más del diez por ciento de las viviendas analizadas, inician el tratamiento u otros requisitos que se deben seguir en un sistema de agua.

Indio Water Authority cumplió 100% con los niveles de acción de plomo y cobre.

DEFINICIONES Y ABREVIATURAS

AL (nivel de medidas reglamentarias): La concentración de un contaminante que, si se excede, inicia el tratamiento u otros requisitos que se deben seguir en un sistema de agua.

pS/cm (microsiemens por centímetro): Una unidad que expresa la cantidad de conductividad eléctrica de una solución.

MCL (nivel máximo de contaminante): El nivel más alto de un contaminante que está permitido en el agua potable. Los MCL Primarios se establecen lo más cerca a los PHG (o MCLG) según sea económica y tecnológicamente factible. Los MCL Secundarios (SMCL) se establecen para proteger el olor, el sabor, y la apariencia del agua potable.

MCLG (objetivo de nivel máximo de contaminante) El nivel de un contaminante en el agua potable debajo del cual no hay riesgo alguno conocido o esperado para la salud. USEPA establece los MCLG.

mg/L (miligramos por litro): Una medida de la concentración en peso de una sustancia por unidad de volumen.

MRDL (objetivo de nivel máximo de desinfectante residual): El nivel máximo de un desinfectante permitido en el agua potable. Existen pruebas convincentes de que la adición de un desinfectante es necesaria para controlar contaminantes microbianos.

MRDLG (objetivo de nivel máximo de desinfectante residual): El nivel de un desinfectante en el agua potable debajo del cual no hay riesgo alguno conocido o esperado para la salud. Los MRDLG no reflejan los beneficios del uso de desinfectantes para controlar los contaminantes microbianos.

SMCL (nivel máximo secundario de contaminante): Las normas secundarias de agua potable se basan en la estética, que tienen requisitos de control e informe especificados en las regulaciones.

N/A: No corresponde

ND (no detectado): Indica que la sustancia no se encontró en el análisis de laboratorio.

NS: Sin norma

NTU (unidades nefelométricas de turbidez): Medida de material suspendido.

pCi/l (picoCuries por litro): medida de radioactividad en el agua.

PHG (objetivo de salud pública): El nivel de un contaminante en el agua potable debajo del cual no hay riesgo alguno conocido o esperado para la salud. California EPA establece los PHG.

ppb (partes por miles de millón): Una parte de sustancia por miles de millón de agua o microgramos por litro.

ppm (partes por millón): Una parte de sustancia por millón de agua o miligramos por litro.

TON (número de umbral de olor): Una medida de olor en el agua.

<- = promedio inferior al límite de detección con fines de informe

¿NECESITA AYUDA CON SU FACTURA DEL AGUA?



Help2Others

El programa de asistencia Help2Others ayuda a los clientes residenciales elegibles a evitar cortes del servicio de agua por falta de pago ofreciendo hasta \$50 en créditos de factura dos veces al año. Los créditos están disponibles si la factura está a su nombre y es de su residencia principal. El ingreso familiar es un calificador. Para obtener más detalles o para presentar una solicitud, visite el sitio web de United Way of the Desert en unitedwayofthedesert.org/help2others. Puede llamar al **760.323.2731, ext. 100** o enviar un correo electrónico a water@uwdesert.org.



LIFT TO RISE



Inland SoCal United Way

United Lift

Disponible a partir de junio de 2022, el Programa de Asistencia de Agua para Hogares de Bajos Ingresos brinda asistencia financiera a hogares de bajos ingresos que han tenido dificultades para realizar pagos de agua o aguas residuales antes y durante la pandemia de COVID-19. Este programa es administrado por la Asociación de Acción Comunitaria del Condado de Riverside. El pago se realizará directamente a su compañía de servicios públicos y se hará por orden de llegada, sujeto a la disponibilidad de fondos. Para obtener más información, visite www.indiowater.org.

Planes de pago de IWA

IWA ofrece planes de pago para ayudar a los clientes a actualizar sus cuentas. Llame a Servicio al Cliente al (760) 391-4038 para hacer un acuerdo antes de que venza su factura. El horario de atención es de lunes a viernes, de 8 a. m. a 5 p. m.

INDIO
water authority



LIHWAP

United Lift se lanzó en 2020 para familias y residentes del condado de Riverside afectados financieramente por COVID-19. Se brinda asistencia directa de alquiler y servicios públicos, gracias a la financiación de fuentes federales y locales. Obtenga más información sobre el programa United Lift o presente su solicitud en unitedlift.org; o comuníquese con Lift to Rise llamando al **760.249.2535** o enviando un correo electrónico a team@unitedlift.org. Se aceptarán solicitudes hasta que se agoten los fondos o hasta el 31 de diciembre de 2022, lo que ocurra primero.



OFRECIENDO UNA MANO AMIGA - DONE HOY

Puede contribuir y ayudar a alguien a pagar su factura de agua, ¡y también es deducible de impuestos! Si puede y quiere ayudar a un vecino, amigo o incluso a un extraño en su momento de necesidad, puede hacer donaciones al Programa de asistencia Help2Others a través de United Way of the Desert.



Visite www.unitedwayofthedesert.org o llame al **760.323.2731 x105**.

LA SEQUÍA CONTINUA ACENTÚA LA NECESIDAD DE CONSERVACIÓN

Con una sequía en todo el estado, que entra en su tercer año, la eficiencia y conservación del agua es más importante que nunca para garantizar que nuestros recursos puedan resistir los períodos secos continuos. A fines de marzo de 2022, el gobernador Gavin Newsom pidió mayores esfuerzos de conservación y un uso inteligente del agua. Los clientes de IWA han hecho un gran trabajo moviéndose hacia prácticas de uso de agua más eficientes y les pedimos que continúen. La conservación debe ser una forma de vida. **Las restricciones de agua actuales prohíben lo siguiente:**



Regar el césped dentro de las 48 horas de una lluvia medible



Usar mangueras al aire libre sin boquilla de cierre automático



Regar de manera excesiva que provoca escorrentía en las aceras o entradas de vehículos

"Afortunadamente, el suministro de IWA proviene de cuencas de agua subterránea locales, que son más confiables durante la sequía que el agua importada del norte de California o del río Colorado. Los programas regionales y de conservación, como la reposición de aguas subterráneas, son importantes para proteger la sostenibilidad del suministro de agua de la región. Junto con su ayuda, estamos equipados para soportar otro verano seco".

- **Michelle Tse**, Gerente de Servicios Administrativos



CV Water Counts, un grupo de agencias de agua del Valle de Coachella que incluye a IWA, ofrece un recurso en línea dedicado para la conservación del agua y consejos en cvwatercounts.com.