

# ANNUAL WATER QUALITY REPORT

PUBLISHED 2023 | 2022 RESULTS

## IN THIS ISSUE:

- Hydrant Replacement Project
- New Web Portal
- System Statistics
- Rebates
- Assistance Programs
- Regional Planning
- Water Resources
- Water Testing Results



Professor Agua

**This report contains important information about your water. Este informe contiene información importante sobre su agua. Esta disponible en español en [www.indio.org/espanolccr2022](http://www.indio.org/espanolccr2022).**

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2022. 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 your tap water is safe to drink. We strive to keep you informed about the quality of your water supply.



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



# LONG-TERM PLANNING ENSURES WATER RELIABILITY



**REYMUNDO TREJO, P.E.**  
IWA General Manager

The past year has seen several positive developments for Indio Water Authority (IWA) customers, with easing drought conditions, a successful review of water quality and solid finances.



In early 2023, the state lifted some water use restrictions following a wet winter. While we are now operating at our lowest level of water restrictions, customers are encouraged to use water as efficiently as possible. Included in this document are details about the current conservation measures.

Water quality is our highest responsibility. **We are excited to report that IWA successfully completed its most recent sanitary survey**, a comprehensive review and inspection by the State Water Resources Control Board that occurs every three years. The process examines water facilities, operations, and records management to ensure water systems provide safe drinking water. This is a testament to IWA's state certified staff, the Authority's sound water infrastructure investments, and information system that keeps the system operating effectively and efficiently.

## GOVERNING BOARD

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To ensure customers can enjoy delivery of safe, clean, and reasonably priced water from their tap every day, IWA regularly reviews its financial position, both immediate and long-term. Financial planning plays a significant role in securing water and funding capital projects that contribute to that reliability for the Indio community. For instance, our Long-Range Financial Plan considers the funding needed for operations, reserves, debt service, and capital improvement projects over the next 10 years. This approach puts us on solid financial footing so we can continue to deliver high-quality services to our customers.

IWA also pursues state and federal funding to reduce the financial impact of capital projects on our customers. In the past year, IWA secured nearly \$1 million in grants to support conservation efforts. An additional \$675,000 in grant funding was awarded to build water system interconnections with neighboring agencies to establish water supply redundancy in case of a natural disaster or other crisis.



**We value the legacy we are creating for our customers, who can trust IWA to provide the water resources they need now and in the future. That is our promise.**



# DROPCOUNTR APP

## MAKES BILL PAYING & CONSERVATION EASY

IWA is pleased to announce the launch of a new bill payment option through Dropcountr, a free online portal that allows customers to monitor water use, receive leak alerts, access rebates, and more! Best of all, with the Dropcountr app, customers can pay their bill on their smartphone. With the ability to track water use from anywhere with an internet connection, customers are better equipped to recognize areas where they can conserve water and save money. Dropcountr also allows users to check for water shutdowns in their area and receive alerts about service disruptions.

***It's never been easier to stay on top of water usage and bills!***



**Dropcountr** - Online portal and smartphone app offers bill paying, water use monitoring and more.

- To sign up, visit [dropcountr.com/signup/indio](https://dropcountr.com/signup/indio)
- Visit [indio.org/paybillonline](https://indio.org/paybillonline) to manage your account
- Download the Dropcountr app on your Android or Apple device. Scan the QR codes to the Apple Store or Google Play links.



Apple



Android



**By Phone** - Call the VoiceUtility Line at 760.347.4958 to pay your bill 24 hours a day, seven days a week, with a Visa, MasterCard, or check. Remember to have your account number ready.

VoiceUtility can also check account balance, payment, and billing history.



**Manually Enroll/Autopay** - There's no need to worry about missing your due date when you sign up for Autopay. Payments are taken directly out of a checking account on the due date. The 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. Then, 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 in Indio, or at the City Hall north parking lot, 100 Civic Center Mall, Indio. Payments must be made by check or money order and include the utility bill stub.



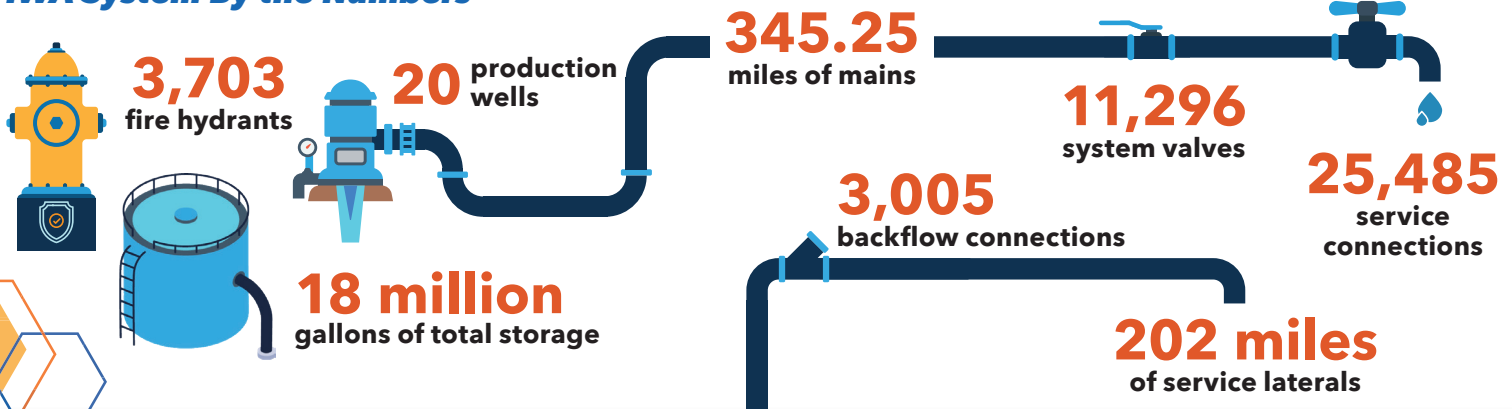
**In-Person** - In-person payments may be made during regular business hours with check, cash, Visa, or MasterCard. The IWA office is located at 83-101 Avenue 45, Indio and is open weekdays from 8 a.m. to 5 p.m. Closed on major holidays.

# LOCALLY SOURCED WATER: FROM THE GROUND TO YOUR TAP




The water we deliver 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 yearly 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 served by IWA depend on this water for cooking, cleaning, drinking, and more.

## IWA System By the Numbers



## COLLABORATION HOLDS PROMISE OF A SECURE WATER FUTURE

IWA's water supply comes from the Indio Subbasin, which serves more than 400,000 individuals across nine desert cities and unincorporated areas. Given the significance of this shared resource and its widespread impact, IWA works closely with other agencies in the region. These collaborative efforts include the following:

 **2020 Coachella Valley Urban Water Management Plan** assesses water supplies to ensure they are adequate to meet demand over the next 20 years.

 **2022 Indio Subbasin Alternative Groundwater Sustainability Plan** is a framework to manage groundwater resources over the long term.

 **CV Water Counts** is an online resource to promote and coordinate conservation efforts regionally. Visit: [cvwatercounts.com](http://cvwatercounts.com) for more information.



## NEW FIRE HYDRANTS ENHANCE COMMUNITY SAFETY

IWA replaced 18 fire hydrants over the last year as part of the City of Indio's Herbert Hoover Elementary School Pedestrian Improvements Project. The new hydrants ensure ample water flow is available for firefighting.

# HELPING YOU SAVE WATER AND MONEY IN YOUR HOME

IWA offers several rebate programs to help customers invest in upgrades that will save water and money. The incentives for residents and businesses help offset the costs of replacing grass with drought-tolerant landscaping and upgrading to more efficient irrigation, toilets, and washing machines. Here are some of the ways we can help you save in your home:



**Turf Removal** - Residential customers who replace water-guzzling grass with desert-friendly landscaping can receive a rebate for turf removed, up to 10,000 square feet. The rebate covers up to 30,000 square feet of turf replacement for commercial accounts. Terms and conditions apply.



**Irrigation System Upgrades** - Tuning up landscape irrigation is another way to save water and secure a rebate. Smart irrigation controllers, as well as above-ground upgrades such as drip irrigation and smart nozzles, qualify for up to \$750 for residential customers and \$1,500 for commercial accounts, with receipts. The rebate does not cover labor.



**Toilets & Washing Machines** - Eligible, high-efficiency washing machines and toilets qualify for \$150. The rebate does not cover labor.

For details, check out the rebate's webpage at [indio.org/IWArebates](http://indio.org/IWArebates) or contact our Water Conservation Office at 442.400.5205.

Please read program guidelines first. (Rebate amounts and terms 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. **U.S. Food and Drug Administration regulations and California law also establish limits for contaminants in bottled water that provide the same protection for public health. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791).**

### 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](http://www.epa.gov/safewater/lead).

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

## 2022 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
<b>RADIOLOGICALS</b>								
Gross Alpha	Aug-22	pCi/L	15	(0)	4.3	ND - 6	No	Erosion of natural deposits
Uranium	May-21	pCi/L	20	0.43	ND	ND	No	Erosion of natural deposits
Radium 228	May-17	pCi/L	5	0.019	ND	ND	No	Erosion of natural deposits
<b>INORGANIC CHEMICALS</b>								
Aluminum	Aug-22	ppm	1	0.6	ND	ND	No	Erosion of natural deposits
Antimony	Aug-22	ppb	6	1	ND	ND	No	Erosion of natural deposits
Arsenic	Aug-22	ppb	10	0.004	0.13	ND - 1.4	No	Erosion of natural deposits
Barium	Aug-22	ppm	1	2	0.05	0.029 - 0.098	No	Erosion of natural deposits
Beryllium	Aug-22	ppb	4	1	ND	ND	No	Erosion of natural deposits
Cadmium	Aug-22	ppb	5	0.04	ND	ND	No	Erosion of natural deposits
Total Chromium	Aug-22	ppb	50	(100)	11.1	7.1-18	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Copper	Aug-22	ppm	1.3	0.3	0.043	ND - 0.15	No	Erosion of natural deposits
Fluoride	Aug-22	ppm	2.0	1.0	0.55	0.28 - 0.78	No	Erosion of natural deposits
Lead	Aug-22	ppb	15	0.2	0.63	ND - 0.74	No	Internal corrosion of household water plumbing systems
Mercury	Apr-22	ppb	2	1.2	ND	ND	No	Internal corrosion of household water plumbing systems
Nickel	Aug-22	ppb	100	12	ND	ND	No	Internal corrosion of household water plumbing systems
Nitrate as N	Dec-22	ppm	10	10	2.58	0.39 - 8.4	No	Fertilizers, Septic Tanks
Nitrite as N	Nov-22	ppm	1	1	ND	ND	No	Fertilizers, Septic Tanks
Perchlorate	Aug-22	ppb	6	1	ND	ND	No	Fertilizers, also forms naturally in the atmosphere.
Selenium	Aug-22	ppb	50	30	ND	ND	No	Discharge from petroleum and metal refineries, erosion of natural deposits, and discharge from mines.
Thallium	Aug-22	ppb	2	0.1	ND	ND	No	Leaching of thallium from ore processing operations.
<b>SECONDARY STANDARDS</b>								
Chloride	Aug-22	ppm	500*	N/A	24.8	8 - 63	No	Runoff/leaching from natural deposits; seawater influence
Iron	Aug-22	ppm	0.3*	N/A	0.01	ND - 0.01	No	Leaching from natural deposits; industrial wastes
Manganese	Aug-22	ppb	50*	N/A	ND	ND	No	Leaching from natural deposits
Methyl tert-butyl ether [MTBE]	Nov-22	ppb	5*	0.013	ND	ND	No	Leaking underground storage tanks; discharge from petroleum and chemical factories
Silver	Aug-22	ppb	100*	N/A	ND	ND	No	Industrial discharges.
Specific Conductance	Nov-22	uS/cm	1,600*	N/A	506	290 - 1300	No	Substances that form ions when in water; seawater influence
Sulfate	Sep-22	ppm	500*	N/A	66.0	23 - 140	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	Nov-22	ppm	1,000*	N/A	250	170 - 430	No	Runoff/leaching from natural deposits
Zinc	Aug-22	ppm	5*	N/A	ND	ND	No	Erosion of natural deposits
<b>UNREGULATED CONTAMINANTS REQUIRING MONITORING</b>								
Alkalinity (total)	Nov-22	ppm as CaCO <sub>3</sub>	N/R	N/A	103	73 - 120	No	Carbon dioxide in the atmosphere and in soil gases
Calcium	Aug-22	ppm	N/R	N/A	43.4	19 - 81	No	Erosion of natural deposits
Hardness (total)	Aug-22	ppm as CaCO <sub>3</sub>	N/R	N/A	148.5	61 - 240	No	Erosion of natural deposits
Magnesium	Aug-22	ppm	N/R	N/A	7.5	3.2 - 10	No	Erosion of natural deposits
pH	Aug-22	pH units	N/R	N/A	8	7.4 - 8.2	No	Erosion of natural deposits
Sodium	Sep-22	mg/L	N/R	N/A	34	25 - 48	No	Erosion of natural deposits
Chromium 6	Dec-22	ppb	Currently Not In Effect	0.02	13.01	1.2 - 20	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 was tested in May 2017, and showed no MCL violations. Nitrate as Nitrogen or "N" 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.

## 2022 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	0.89	0.61 - 0.98	No	Disinfectant Added for Treatment
Haloacetic Acids (HAA5)	ppb	60	ND	ND	No	Byproducts of Chlorine Disinfection
Total Trihalomethanes (TTHM)	ppb	80	1.10	ND - 4.4	No	Byproducts of Chlorine Disinfection

### AESTHETIC QUALITY

Color	units	15*	ND	ND	No	Naturally-occurring organic materials
Turbidity	ntu	5*	0.15	ND - 0.29	No	Soil Run-off
Odor	TON	3*	0.83	ND - 0.2	No	Naturally-occurring organic materials

### MICROBIOLOGICAL CONTAMINANTS

	Highest No. of Detections	No. of Months in Violation	MCL	MCLG	MCL Violation?	Typical Sources of Contaminant
E. coli	N/A	0	0	0	No	Human and animal fecal waste

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

## 2022 Lead and Copper Action Levels at Residential Taps (32 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	None	ND	No	Internal corrosion of plumbing system, discharge from industrial manufacturers, erosion of natural deposits
Copper	ppm	1.3	0.3	None	0.077	No	Internal corrosion of plumbing system, discharge from industrial manufacturers, erosion of natural deposits

**NOTES:** Every three years, a minimum of 30 residences are tested for lead and copper at the tap. The most recent set of samples were collected in August 2022. The next lead and copper test will be conducted in 2025. None of the samples collected in 2022 exceeded the Action Levels for either lead or copper. 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. The Indio Water Authority complied with the lead and copper Action Levels. No schools or childcare centers requested lead sampling in 2022.

**SOURCE WATER ASSESSMENT:** A Source Water Assessment Plan (SWAP) updated in October 2004 is available at our office located at 83-101 Avenue 45, Indio, CA 92201. This plan is an assessment of the delineated area around our listed sources through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area and a determination of the water supply's susceptibility to contamination by the identified potential sources. These sources are most vulnerable to the following activities, which are currently not associated with any detected contaminants: gas stations, sewer collection systems, and high-density housing. Currently, high-density septic systems are identified as potential sources for detected Nitrates. If you would like to review the Source Water Assessment Plan, please feel free to contact our office during regular office hours at (760) 625-1822.

## 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

**N/R:** Not Regulated

**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



# EMBRACING RESPONSIBLE WATER USE



Since we live in a desert, it is important to remember that responsible water use remains crucial, even though the severity of the drought has lessened.

Conservation plays a vital role in ensuring a sustainable water supply for our communities, both now and in the future. IWA is currently operating under the lowest level of water restrictions, which aim to balance supply with meeting the needs of customers. **The following conservation measures are currently in effect:**



Irrigation systems must be maintained and adjusted as necessary to avoid any excessive runoff on streets and sidewalks.



Irrigation systems shall not be utilized within 48 hours of measurable rainfall.



Drinking water can no longer be used to fill, clean, or maintain ponds or other water features unless they have a recirculating system.



Hoses must have an auto-shutoff nozzle when used for watering landscapes or washing cars.



Potable water may not be used to clean driveways or other hard surfaces unless required for health or safety reasons.



Broken sprinklers must be repaired within five days of notification and all other leaks must be repaired in a timely manner.



Non-functional turf cannot be watered with potable water.

We kindly request your cooperation in adhering to these restrictions and using water wisely. **Together, let's prioritize sustainability and conservation efforts as responsible stewards of our precious water resources.**



Professor Agua

## HELP AVAILABLE FOR CUSTOMERS IN NEED

At IWA, our highest priority is to ensure residents have access to water, regardless of their financial situation. That's why we support programs that help customers who are struggling to pay their water bills.

## ASSISTANCE PROGRAMS



**Help2Others**  
ASSISTANCE PROGRAM

**Help2Others** assists eligible residential customers avoid water service shut offs from nonpayment 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 to apply, visit United Way of the Desert's website at [unitedwayofthedesert.org/help2others](http://unitedwayofthedesert.org/help2others). You can also call 760.323.2731, ext. 100 or email [water@uwdesert.org](mailto:water@uwdesert.org).

**Low Income Household Water Assistance Program (LIHWAP)** provides



financial assistance to households that have struggled to make water and/or wastewater payments before and during the COVID-19 pandemic. This program is administered by

the Community Action Partnership of Riverside County. Payment will be made directly to the utility company on a first-come, first-served basis, subject to funding availability. For more information, please visit [capriverside.org/utility-assistance-program](http://capriverside.org/utility-assistance-program).

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. Closed on major holidays.

## DONATE TODAY TO OFFER A HELPING HAND

You can contribute to and help someone pay their water bill - it's tax-deductible too! If you are able and want to help a neighbor, friend, or even a stranger in their time of need, donations to the Help2Others Assistance Program can be made through the United Way of the Desert. **Please visit [unitedwayofthedesert.org](http://unitedwayofthedesert.org) or call 760.323.2731 x105.**