

ANNUAL WATER QUALITY REPORT

PUBLISHED 2025 | 2024 RESULTS



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This report contains important information about your water. Este informe contiene información importante sobre su agua. Esta disponible en español en indio.org/espanolccr2024.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2024. 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 ready to drink. We strive to keep you informed about the quality of your water supply.

Professor
Agua

Please scan the QR code
for more information
about your water.



YOUR WATER, OUR PROMISE: SAFE, RELIABLE, AND READY FOR TOMORROW

With new homes, revitalized neighborhoods, and renewed interest in downtown and along Highway 111, our growing city has a thirst for water. Indio Water Authority is prepared to deliver clean and reliable water to families and businesses now and into the future.

IWA delivers high-quality water every day at the lowest possible cost, ensuring excellent value for our ratepayers.

This starts with confidence. We treat groundwater pulled from 20 wells across Indio to meet or exceed all state and federal water quality standards. IWA staff then conducts more than a thousand tests each year to verify that all systems are working as intended. This report highlights the results of those tests for 2024, and we encourage you to read through them to better understand your water quality.

Water quality regulations are always evolving. State and federal standards are adjusted over time to require testing for new elements or change the testing limits of others. IWA tracks these changes and proposed regulations to stay ahead of adjustments that may affect water deliveries.

New rules affecting hexavalent chromium, also known as chromium 6, are on the horizon. This constituent is found naturally in the water supply underneath the Coachella Valley. All water providers in the region will need to deal with this concern, and IWA is no exception. Plans are already being developed to remove chromium 6 from the water delivered to customers ahead of state requirements. Treating water for chromium 6 is no small or simple task and will require considerable investments in new facilities.

To minimize the impact on customers, IWA is applying for state and federal grants and seeking other funding sources to offset the construction and ongoing operations of these new systems. While it is still early in this process, specific program funds set aside to support this type of critical infrastructure could potentially contribute to these projects.

Pursuing money from outside sources improves Indio Water Authority's strong financial picture. Through careful management and planning, IWA can continue to keep costs reasonable while providing high-quality water and service today and for generations to come.

Thanks to thoughtful planning and strong financial management, IWA is ready to meet today's needs while building a sustainable future. **So fill your glass and know your water is in good hands.**



REYMUNDO TREJO, P.E.
IWA General Manager



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Commissioner

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.



EMERGENCY READINESS YOU CAN RELY ON

When disaster strikes, IWA is ready to spring into action!

The City of Indio, including IWA, has a comprehensive Emergency Operations Plan designed to ensure the community is prepared for a wide range of emergencies. From wildfires and earthquakes to system failures and unexpected outages, the entire team at IWA will respond quickly and effectively.

To support firefighting efforts during wildfires or other emergencies, IWA maintains **3,729 fire hydrants** across the city, providing reliable water pressure and easy access when it's needed most.

IWA also equips key facilities with backup generators, ensuring uninterrupted water delivery even during power outages. These efforts are part of a broader commitment to maintaining service and protecting public safety, no matter the circumstances.



SAVE WATER AND MONEY



Make a smart choice! To help get you started, IWA offers rebates to help customers make water-wise upgrades at home. Save money and conserve water by replacing grass, improving irrigation, and installing water-efficient appliances. Explore available incentives below.



TURF CONVERSION - Residential customers can receive **\$2 per square foot (SF)** for grass removal or **\$3 per SF** for planting a native tree for every 250 SF, up to 10,000 SF. Commercial customers are eligible for reimbursements up to 30,000 SF.

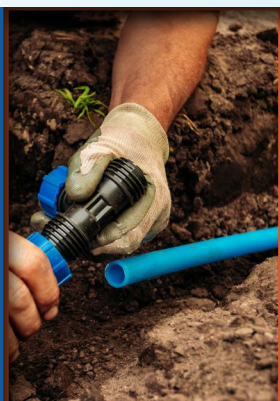


IRRIGATION UPGRADES - Boost outdoor water efficiency with upgraded irrigation equipment. Residential customers can get up to **\$750 in rebates** (up to \$1,500 for commercial) for installing smart controllers, efficient nozzles, drip irrigation, pressure-regulating devices, and more. Labor costs are not included.



APPLIANCE UPGRADES - Upgrading to water-efficient toilets and washing machines is an easy way to save water at home. Residential customers can get up to **\$150 per toilet** (for up to two) when replacing and recycling old models with low-flow toilets (1.28 gallons or less per flush). A **\$150 rebate** is also available for high-efficiency washing machines with a water factor of 6 or lower.

For more information, visit the rebate webpage at indio.org/IWArebates. You can also contact the IWA Conservation Office at **(442) 400-5205** or by email at iwaconserve@indio.org. Please read program guidelines first. Rebate amounts and terms are subject to change.



SIMPLE RULES FOR SMARTER WATER USE

Living in the desert means we all have a responsibility to use water wisely. The good news is that conserving water may be even easier than you think!

While we've enjoyed a few years of decent rainfall, drought conditions are intensifying in Riverside County. IWA works to maintain a reliable water supply in drier years while continuing to meet the needs of our customers. **You can help by following these conservation measures:**



Outdoor irrigation runoff onto sidewalks, streets, or neighboring properties is prohibited.



Hoses for washing vehicles, windows, or solar panels must have an automatic shut-off nozzle.



Water features and fountains must use recirculating water.



Outdoor irrigation is not allowed within 48 hours of measurable rainfall.



Broken sprinklers must be repaired within five days; leaks should be fixed as soon as practical.



Watering ornamental turf in commercial, industrial, and institutional areas is prohibited.

For more water-saving tips, visit cvwatercounts.com

To report excessive runoff, broken sprinklers, or overwatered landscapes, call us at (760) 391-4129.

Together, we can protect our water supply for generations to come.



GET THE 411 ON YOUR H2O

Keeping track of your water use is now easier than ever!

IWA has partnered with Dropcountr, an intuitive platform that provides detailed insight into your home's water use. This account management platform allows customers to:

- ✓ Pay and manage your water bill with ease
- ✓ Monitor water usage with custom intervals
- ✓ Receive instant service alerts from IWA
- ✓ Detect and get notified about potential leaks
- ✓ Set alerts to note heavy usage

Sign up for a free Dropcountr account today by visiting dropcountr.com/signup/indio or scan the QR code to download the app for Apple or Android devices.



In addition to Dropcountr, IWA provides several convenient ways to pay your water bill, including direct deposit, by phone, by mail, through a drop box and in person.

For more information and answers to frequently asked questions about your bill, visit indio.org/paybillonline

HELPING YOU STAY CONNECTED TO YOUR WATER SERVICE

Here at IWA, we understand that keeping up with bills can be a challenge. To ensure all residents have access to clean, safe drinking water, payment assistance options are available for customers experiencing financial hardship.

CUSTOMER ASSISTANCE PROGRAMS




Help2Others provides eligible IWA residential customers with financial assistance to help prevent service shut-offs. Customers can receive up to \$50 in bill credits twice per year. To qualify, applicants must be current IWA customers, the water bill must be for their primary residence and in their name, and their household income must not exceed specified limits. For more details or to apply online, visit www.iscuw.org/help2others. Customers can also call (909) 751-1180 x4871, or email water@iscuw.org for more information.


IWA also offers **payment plans** to assist customers in bringing their accounts up to date. Customers who need assistance are encouraged to contact Customer Service at **(760) 391-4038** before their next bill is due to discuss available options. Office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding major holidays.


WHAT YOU WILL LEARN IN THIS REPORT


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


CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER INCLUDE:

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MICROBIAL CONTAMINANTS, such as viruses and bacteria, that may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
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INORGANIC CONTAMINANTS, such as salts and metals, that can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
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PESTICIDES & HERBICIDES that may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
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ORGANIC CHEMICAL CONTAMINANTS, including synthetic and volatile organic chemicals, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.
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RADIOACTIVE CONTAMINANTS that can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Water Resources Control Board (State Water Board) prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. State Water Board[1] regulations also establish limits for contaminants in bottled water that provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline (1-800-426-4791). 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).

The 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. Additional information on bottled water is available on California Department of Public Health's website at <https://www.cdph.ca.gov/Programs/CEH/DFDCS/Pages/FDBPrograms/FoodSafetyProgram/Water.aspx>

IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

We are required to monitor your drinking water for specific contaminants on a regular basis. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards. During the 3rd quarter of 2024, we did not complete the testing for Nitrates and therefore, cannot be sure of the quality of our drinking water during that time. These samples are collected quarterly rather than monthly due to consistently low historical laboratory results, which remain well below the Maximum Contaminant Level (MCL) and indicate a minimal risk to public health and there is nothing you need to do at this time.

We have since taken the required samples, and results showed our water continues to meet all drinking water standards. If you have health issues concerning the consumption of this water, you may wish to consult your doctor.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this public notice in a public place or distributing copies by hand or by mail.

Secondary Notification Requirements: Upon receipt of notification from a person operating a public water system, the following notification must be given within 10 days [Health and Safety Code Section 116450(g)]: **SCHOOLS:** Must notify school employees, students, and parents (if the students are minors). **RESIDENTIAL RENTAL PROPERTY OWNERS OR MANAGERS** (including nursing homes and care facilities): Must notify tenants. **BUSINESS PROPERTY OWNERS, MANAGERS, OR OPERATORS:** Must notify employees of businesses located on the property.

Monitoring and Reporting - IWA Population Served: 83,486					
Violation type	Tier	Date	Months in violation	Explanation	Corrective Action Taken
Failure to Collect Nitrate sample	Tier 3	July – Sep 2024 (3rd quarter)	3	Failure to Collect Nitrate sample during the 2024, 3rd quarter, how many samples we are required to take and how often, when samples should have been taken, and the date on which follow-up samples were taken.	We have since taken the required samples as described. The samples show we are meeting drinking water standards.

2024 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 Particle Activity	2016 - 2023	pCi/L	15	(0)	3.1	ND - 6.82	No	Erosion of natural deposits
Uranium	2017 - 2024	pCi/L	20	0.43	4.1	2.6 - 6.1	No	Erosion of natural deposits
INORGANIC CHEMICALS								
Total Chromium	2022 - 2024	ppb	50	(100)	10.0	ND - 19	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Chromium (hexavalent)	2024	ppb	10	0.02	12.2	9.8 - 18	No	Erosion of natural deposits; transformation of naturally occurring trivalent chromium to hexavalent chromium by natural processes and human activities such as discharges from electroplating factories, leather tanneries, wood preservation, chemical synthesis, refractory production, and textile manufacturing facilities.
Fluoride	2022 - 2024	ppm	2.0	1	0.59	0.28 - 0.89	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate as N	2024	ppm	10	10	2.0	ND - 9.4	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate	2022 - 2024	ppb	6	1	ND	ND - 2.5	No	Perchlorate is an inorganic chemical used in solid rocket propellant, fireworks, explosives, flares, matches, and a variety of industries. It usually gets into drinking water as a result of environmental contamination from historic aerospace or other industrial operations that used or use, store, or dispose of perchlorate and its salts.
SECONDARY STANDARDS								
Chloride	2022 - 2024	ppm	500*	N/A	21.1	8 - 63	No	Runoff/leaching from natural deposits; seawater influence
Iron	2022 - 2024	ppb	300*	N/A	ND	ND - 11	No	Leaching from natural deposits; industrial wastes
Manganese	2022 - 2024	ppb	50*	N/A	ND	ND - 31	No	Leaching from natural deposits
Specific Conductance	2022 - 2024	µS/cm	1,600*	N/A	441.0	270 - 1300	No	Substances that form ions when in water; seawater influence
Sulfate	2022 - 2024	ppm	500*	N/A	56.3	18 - 140	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	2022 - 2024	ppm	1,000*	N/A	236	170 - 430	No	Runoff/leaching from natural deposits
UNREGULATED CONTAMINANTS REQUIRING MONITORING								
Alkalinity (total)	2024	ppm as CaCO ₃	N/R	N/A	103	88 - 120	No	Carbon dioxide in the atmosphere and in soil gases
Calcium	2024	ppm	N/R	N/A	39.3	23 - 75	No	Erosion of natural deposits
Hardness (total)	2024	ppm as CaCO ₃	N/R	N/A	118.38	58 - 210	No	Erosion of natural deposits
Magnesium	2024	ppm	N/R	N/A	6.4	2.9-13	No	Erosion of natural deposits
pH	2022 - 2024	pH units	N/R	N/A	8.14	8 - 8.2	No	Erosion of natural deposits
Sodium	2022 - 2024	mg/L	N/R	N/A	33.1	25 - 48	No	Erosion of natural deposits

ABBREVIATIONS AND FOOTNOTES: **ppb** = Parts Per-Billion; **ppm** = Parts Per-Million; **pCi/L** = Picocuries Per Liter; **ntu** = Nephelometric Turbidity Units; **ND** = Not Detected; **N/A** = Not Applicable; **N/R** = Not Regulated; **µS/cm** = microSiemens per centimeter; **<-** = average less than detection limit for reporting purposes; **MCL** = Maximum Contaminant Level; **MCLG** = Federal MCL Goal; **PHG** = California Public Health Goal; **TON** = Threshold Odor Number; *Contaminant is regulated by a secondary standard to maintain aesthetic qualities (taste, odor, color). Hardness is the sum of polyvalent cations present in the water, generally magnesium and calcium. The cations are usually naturally occurring. Sodium refers to the salt present in the water and is generally naturally occurring.

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. 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 healthcare provider. Chromium (hexavalent) was detected at levels that marginally exceed the chromium (hexavalent) MCL. While a water system of our size is not considered in violation of the chromium (hexavalent) MCL until after October 1, 2026, we are working to address this exceedance and comply with the MCL. Actions taken to comply with the MCL are as follows: In 2022, IWA completed the Hexavalent Chromium (Cr6) Treatment Roadmap. In early 2023, IWA completed the Compliance Strategy for the proposed MCL. By late 2023, IWA completed the Conceptual Design Report for the Cr6 Removal using Reduction Coagulation Filtration (RCF). In 2024, IWA completed the RCF Pilot Testing at well W to demonstrate effluent water quality parameters to Valley Sanitary District (VSD). The next steps are to continue seeking grant funding and finalize Phase I design (FY25/26). Phase 1 design include upgrades to Plant 3, Well W, and Well BB and be shovel ready as soon as funding is obtained.

2024 DISTRIBUTION SYSTEM WATER QUALITY

Analyte	Units	MCL (MRDL/MRDLG)	Average Amount	Range of Detections	MCL Violation?	Typical Sources of Contaminant
DISINFECTION BYPRODUCTS						
Chlorine Residual	ppm	4	0.83	.61 - 1	No	Drinking water disinfectant added for treatment
Total Trihalomethanes (TTHM)	ppb	80	1.8	ND - 4.3	No	Byproduct of drinking water disinfection
AESTHETIC QUALITY						
Color	units	15*	0.44	ND - 10	No	Naturally-occurring organic materials
Turbidity	ntu	5*	0.17	ND - 3.6	No	Soil Run-off
Odor	TON	3*	ND	ND - 2	No	Naturally-occurring organic materials

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). Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of water quality. High turbidity can hinder the effectiveness of disinfectants.

2022 LEAD AND COPPER ACTION LEVELS AT RESIDENTIAL TAPS (32 samples)

Chemical	Year	Units	Action Level (AL)	PHG	"Site Exceeding Action Level (30 residential locations)"	90th Percentile Value	AL Exceedance?	Typical Sources of Contaminant
Lead	2022	ppb	15	0.2	None	ND	No	Internal corrosion of plumbing system, discharge from industrial manufacturers, erosion of natural deposits
Copper	2022	ppm	1.3	0.3	None	0.077	No	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives

ABBREVIATIONS AND FOOTNOTES: **AL** = Action Level; **ND** = Not Detected

Note: 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.

PROTECTING YOUR WATER SUPPLY

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**.

LEAD PIPE SAFETY: Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing. IWA is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home. Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time.

You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk. Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly. Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water. Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes.

If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period. If you are concerned about lead in your water and wish to have your water tested, contact **Water Operations Manager Miguel Peña** at **(760) 625-1852** or **mpena@indio.org**. For information on the Lead Service Line Inventory, visit **indiowater.org/LSI2024**. Additional information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at **www.epa.gov/safewater/lead**.



SAVING TIME AND MONEY WITH NEW METERS

The future of water service has arrived in Indio! **IWA upgraded 2,411 aging water meters** across the city to Advanced Metering Infrastructure (AMI) in 2024, enabling real-time, remote monitoring of water consumption. These advanced digital meters improve the accuracy of water usage measurement and help customers manage their water use more efficiently.

With this upgrade, customers can now track their usage online. IWA also benefits through reduced labor associated with manual data collection and the ability to respond more quickly to potential issues.

An Urban Community Drought Relief Grant helped fund the \$2.45 million Regional Meter Replacement Program.

Adding AMI technology improves efficiency and helps IWA better plan for proactive maintenance.



GRANTS ADD UP FOR CUSTOMERS

IWA constantly searches for opportunities to receive grants and other outside funding for projects and programs that benefit customers. Every dime earned this way saves money on your monthly bills.

To help customers cover the costs of converting from turf to water-efficient desert landscaping, IWA received a \$400,000 WaterSMART grant from the U.S. Bureau of Reclamation. This money helps fund the rebate programs offered to home and business owners.

IWA constantly searches for grant opportunities. In August, the Indio City Council approved an additional WaterSMART grant application to help cover the costs of chromium 6 treatment. IWA will soon be required to reduce the levels of chromium 6 in the water supply to meet new state standards approved in 2024.

