

ANNUAL WATER QUALITY REPORT

PUBLISHED 2026 | 2025 RESULTS



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Professor
Agua

This report contains important information about your water. Este informe contiene información importante sobre su agua. Esta disponible en español en indiowater.org/espanolccr2025.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2025. 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.



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

A NEW CHAPTER FOR INDIO BUILDING ON YEARS OF PROGRESS

With the continued support of residents and business owners, the City of Indio continues to be one of the fastest-growing communities in the Coachella Valley. Our significant growth brings opportunity, along with the responsibility to ensure essential services continue meeting the needs of our community, while maintaining safe, reliable water service.

For the past 26 years, the Indio Water has delivered water to more than 100,000 residents, supporting homes, schools, and businesses throughout Indio. That service has expanded to serve 800 new residential units and 100 new businesses, with more expected in the coming year. As our water system adapts to meeting new regulations and the changing needs of the community, the City of Indio has been working on plans that support long-term reliability for residents. We have held thoughtful discussions around improving operations, making strategic investments and advancing projects aimed at ensuring your water system remains resilient and ready for what's ahead.

Over the past year, several key projects and initiatives helped support those efforts, including:

- Upgrading existing water meters to **digital AMI technology** to improve system efficiency and meter reading accuracy
- Planning to **expand Chromium-6 treatment facilities** ahead of future regulatory requirements
- Installed **over 6,000 linear feet of new water main** through the Avenue 50 and Madison Street to improve water pressure
- Conducting more than **1,000 water quality tests** throughout the water system to ensure safe and reliable drinking water is being delivered
- Pursuing **grant funding opportunities** to offset future system improvements and operational costs

At the City of Indio, we are not only prioritizing delivering safe and reliable water to our community, but continuing to find efficiencies in our operations. Recently, the City of Indio restructured Indio Water Authority from a Joint Powers Authority to become its own city department: Water Utility and Maintenance. The same dedicated team and staff that has been supporting customers at Indio Water will continue to do so, simply under a new department name.

Additionally, with the completion of the Indio's new Civic Center Campus, we will be transitioning customer service and billing support to Indio City Hall beginning January 2027. More information will be shared in the coming months for all customers to ensure a smooth transition and we are excited to welcome you to our new City Hall.

We remain committed to the growing needs of our community and will continue to invest responsibly and deliver the reliable services our community depends on every day.



INDIO

take center stage

INDIO WATER AUTHORITY IS OFFICIALLY JOINING THE CITY OF INDIO

Indio Water Authority is transitioning into the City of Indio as part of ongoing efforts to align operations and continue serving the needs of a growing community. Previously established as a Joint Powers Authority, IWA will become part of the City's Water Utility and Maintenance Department, with the same dedicated team that serves you every day. **Do you want to help shape the future of IWA?** Everyone is encouraged to join the conversation. City Council meetings are held the first and third Wednesdays of the month at 5:00 p.m. at Indio City Council Chambers located at 150 Civic Center Mall, Indio, California.

GOVERNING BOARD

Glenn Miller
President

Elaine Holmes
Vice President

Waymond Fermon
Commissioner

Oscar Ortiz
Commissioner

Benjamin Guitron IV
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.

DELIVERING YOUR WATER FROM THE GROUND UP



Before arriving to your home, business or school, your drinking water moves through an extensive system that spans more than 33 square miles throughout the City of Indio. From groundwater wells and pumping stations to testing and treatment, every part of the system is designed to meet or exceed state and federal water quality standards, ensuring customers continue to receive safe and dependable water every day.

20 Groundwater Wells

20 Pumping Stations

350 Miles of Pipeline

26,000 Water Meters

**18 million gallons
Reservoir Capacity**

The infrastructure behind your water:



Water service throughout the City of Indio begins underground at the source.

The system relies entirely on local groundwater, replenished by a combination of natural recharge and more than 1 billion gallons of imported Colorado River water delivered through the Coachella Valley Canal. These resources help provide reliable water service to support one of the fastest-growing communities in the Coachella Valley.

WORKING TOGETHER TO BUILD INDIO'S WATER FUTURE

Delivering high-quality water every day requires ongoing investment, and IWA remains committed to making the upgrades needed to ensure reliable service. Every dollar that is received through customer payments and grant funding is put back into the system to help maintain and improve critical infrastructure.

Recent investments have provided the resources needed to refurbish wells, install new fire hydrants, improve water pressure across the system, and upgrade meters to provide customers with real-time water use information.

IWA has used these resources to complete the Avenue 50 and Madison Pipeline Project, installing more than 6,000 linear feet of new water main with an 18-inch pipeline to expand system capacity for growing demand. Together, these improvements help maintain high-quality water service while strengthening system reliability for the future our community.

State and Federal Grant Dollars Help Reduce Costs



\$2.5M+
Grants Secured



\$2.5M+
Pending

IWA's system is designed to keep water flowing even during an emergency. With **over 3,700 fire hydrants**, redundant backup systems, and a comprehensive Emergency Operations Plan, we are prepared for natural disasters and power outages.

Stay prepared by signing up for emergency alerts and updates at IndioWater.org



**BUILT FOR
RELIABILITY IN
ALL CONDITIONS**

Professor
Agua



CHROMIUM-6 WHAT WE KNOW AND WHAT WE'RE DOING

Customers do not need to use an alternative water supply while IWA works with the State of California on long-term Chromium-6 treatment solutions.

Hexavalent chromium, also known as Chromium-6, is a naturally occurring metallic element found in groundwater aquifers throughout California, including here in the Coachella Valley. Currently, federal regulations monitor total chromium, which includes both Chromium-3 and Chromium-6.

FEDERAL VS. CALIFORNIA Total Chromium Standards



100 PPB



50 PPB

One part per billion (ppb) is equivalent to one drop of water in an Olympic-sized swimming pool.

In 2024, the California State Water Resources Control Board adopted stricter guidelines for monitoring Chromium-6 in drinking water. California is the only state in the nation to regulate chromium-6 independently at a maximum contaminant level (MCL) of 10 parts per billion (ppb). Although 13 of IWA's 20 wells slightly exceed California's new Chromium-6 requirement, all wells continue to meet federal total chromium guidelines.

EARLY INVESTMENT IN TREATMENT INFRASTRUCTURE

Prior to California adopting one of the most stringent Chromium-6 standards, Indio already began preparing for future compliance requirements. In 2015, we constructed the region's first Chromium-6 treatment facilities that use advanced ion exchange technology. These treatment facilities were constructed years before the standard was finalized in 2024 and remain operational today, though they currently serve only a small portion of affected wells.

PLANNING FOR FUTURE COMPLIANCE

As part of its ongoing Chromium-6 compliance efforts, IWA submitted a Hexavalent Chromium Compliance Plan to the State Water Resources Control Board Division of Drinking Water on January 7, 2026. Key milestones completed as part of IWA's Chromium-6 compliance efforts include:

- ✓ Hexavalent Chromium (Cr6) Treatment Roadmap finalized in 2022
- ✓ Compliance Strategy for the proposed MCL developed in early 2023
- ✓ Conceptual Design Report for Cr6 removal using Reduction Coagulation Filtration (RCF) delivered in late 2023
- ✓ RCF pilot testing at Well W conducted in 2024 to demonstrate effluent water quality parameters to Valley Sanitary District

Preliminary planning indicates treatment facility upgrades and expansions could cost approximately \$130 million. With limited outside funding currently available, IWA continues pursuing grant opportunities to help offset future infrastructure costs and reduce impacts to customer rates wherever possible. Once funding is secured, construction of treatment facility improvements will begin.

STAY UPDATED ON CHROMIUM-6 WITH OUR NEW WEBPAGE

Scan the QR code to view the Chromium-6 public notice, compliance information, project updates, and FAQs. Customers will continue receiving quarterly updates on project milestones and compliance activities. Please share this information with others who drink this water. Learn more at indiowater.org/waterquality/chromium-6 or call (760) 391-4038.



DRINKING WATER TREATMENT REGULATIONS

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:

 **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 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, that are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, agricultural application, and septic systems.



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. We collect samples 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. There is nothing you need to do at this time. 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.



YOUR WATER QUALITY REPORT

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	2021 - 2025	pCi/L	15	0	3.1	ND - 6.82	No	Erosion of natural deposits
Uranium	2023 - 2025	pCi/L	20	0.43	4.1	2.6 - 6.1	No	Erosion of natural deposits
INORGANIC CHEMICALS								
Arsenic	2023 - 2025	ppb	10	0.004	0.2	ND - 1.7	No	Erosion of natural deposits; runoff from orchards; glass and electronics production wastes
Barium	2023 - 2025	ppm	1	2	0.0	ND - .098	No	Discharges of oil drilling wastes and from metal refineries; erosion of natural deposits
Total Chromium	2023 - 2025	ppb	50	(100)	12.4	ND - 20	No	Discharge from steel and pulp mills and chrome plating; erosion of natural deposits
Chromium (hexavalent) **	2025	ppb	10	0.02	12.4	3.8 - 20	Yes	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.
Copper, free	2023 - 2025	ppb	1,000	0.3	0.3	ND - 65	No	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Fluoride	2024 - 2025	ppm	2.0	1.0	0.6	0.37 - 0.89	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Lead	2023 - 2025	ppb	N/A	0.2	0.0	ND - 0.54	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Nickel	2023 - 2025	ppb	100	12	1.3	ND - 23	No	Erosion of natural deposits; discharge from metal factories
Nitrate as N*	2025	ppm	10	10	1.9	0.39 - 9.6	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Perchlorate	2023 - 2025	ppb	6	1	0.5	ND - 4.6	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	2024 - 2025	ppm	500*	N/A	19.3	7.9 - 44	No	Runoff/leaching from natural deposits; seawater influence
Iron	2023 - 2025	ppb	300*	N/A	11.4	ND - 210	No	Leaching from natural deposits; industrial wastes
Manganese	2023 - 2025	ppb	50*	N/A	1.9	ND - 31	No	Leaching from natural deposits
Specific Conductance	2024 - 2025	µS/cm	1,600*	N/A	394.0	270 - 590	No	Substances that form ions when in water; seawater influence
Sulfate	2024 - 2025	ppm	500*	N/A	51.8	18 - 130	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	2024 - 2025	ppm	1,000*	N/A	237.0	170 - 360	No	Runoff/leaching from natural deposits
Zinc	2023 - 2025	ppm	5.0*	N/A	0.6	ND - 5.9	No	Runoff/leaching from natural deposits; industrial wastes
UNREGULATED CONTAMINANTS REQUIRING MONITORING								
Alkalinity (total)	2024 - 2025	ppm as CaCO ₃	N/R	N/A	106.3	88 - 120	No	Carbon dioxide in the atmosphere and in soil gases
Calcium	2024 - 2025	ppm	N/R	N/A	37.2	23 - 64	No	Erosion of natural deposits
Hardness (total)	2024	ppm as CaCO ₃	N/R	N/A	118.4	58 - 210	No	Erosion of natural deposits
Magnesium	2024 - 2025	ppm	N/R	N/A	6.3	2.9 - 11	No	Erosion of natural deposits
pH	2024 - 2025	pH units	N/R	N/A	8.2	8 - 8.3	No	Erosion of natural deposits
Sodium	2024 - 2025	mg/L	N/R	N/A	31.9	25 - 46	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. Radium 228 and Uranium were tested in August 2023, 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 healthcare provider. **Chromium (hexavalent) was detected at levels that 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.

2025 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	-	0.7	0.59 - 0.85		No	Drinking water disinfectant added for treatment
Total Trihalomethanes (TTHM)	ppb	80	0.9	ND - 2.5		No	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	ppb	60	1.5	ND - 14		No	Byproduct of drinking water disinfection
AESTHETIC QUALITY							
Color	units	15*	0.3	ND-2		No	Naturally-occurring organic materials
Turbidity	ntu	5*	0.2	0.1 - 1.1		No	Soil Run-off
Odor	TON	3*	0.5	ND-2		No	Naturally-occurring organic materials
Analyte	Highest Detections	No. of Months in Violation	No. of Months in Violation	MCL	MCLG	MCL Violation?	Typical Sources of Contaminant
MICROBIOLOGICAL CONTAMINANTS							
Color	N/A	0	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). 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.

2025 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	2025	ppb	15	0.2	None	ND	No	Internal corrosion of household water plumbing systems; discharges from industrial manufacturers; erosion of natural deposits
Copper	2025	ppm	1.3	0.3	None	0.1	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 September 2025. The next lead and copper test will be conducted in 2028. None of the samples collected in 2025 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 2025.

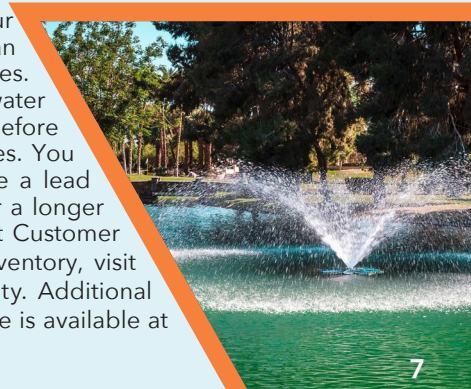
PROTECTING YOUR WATER SUPPLY

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 Customer Service at **(760) 391-4038** or visit **indiowater.org**. For information on the Lead Service Line Inventory, visit <https://www.indio.org/departments/indio-water-authority/engineering-water-resources/water-quality>. 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**.





HERE TO HELP EVERY STEP OF THE WAY

At Indio Water Authority, our priority is to provide our customers with safe, reliable water and tools to make managing your account easier. We're committed to providing better access to resources, keeping costs low, and helping you use water more efficiently.

SCAN. SAVE. STAY INFORMED.

Use the tools below to manage your account, access support, and stay connected.

Manage Your Water. Stay in control of your water use with Dropcountr, a real-time tool designed to track your water use and manage your account.



Track your daily water usage and monitor trends over time



View and pay your bill online in one convenient place



Receive alerts for leaks or unusual usage



Set usage goals to better manage your monthly costs.



Scan to get started or download the app

FINANCIAL ASSISTANCE FOR WHEN YOU NEED IT MOST

IWA offers programs for qualifying customers who may need assistance paying their water bill.



✓ **Financial assistance** through the Help2Others Program

✓ **Up to \$50 in bill credits** (available twice per year)

✓ **Flexible payment plans** to help spread out costs

✓ **Local customer service** support to guide you through available options

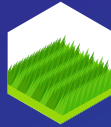


Scan to learn more about assistance and payment options:



UPGRADE & SAVE WITH REBATES

Take advantage of rebates and programs designed to help you reduce water use and improve efficiency at home.



Turf conversion incentives offer up to \$2 per sq. foot for grass removal and up to \$3 per square foot for planting native trees and water-efficient landscaping



Rebates are available for irrigation upgrades, including up to \$750 for installing residential smart controllers, up to \$1,500 for commercial controllers, and incentives for drip irrigation systems



High-Efficiency appliance rebates are also available, including up to \$150 for qualifying toilets and washing machines

Scan to explore available rebates



SAVING WATER IS SIMPLE

Small changes at home can make a big difference in water use while saving you money. By fixing leaks early, and following local watering regulations, you could save hundreds of gallons every day. Learn more about water use tips and rebates by visiting CVWaterCounts.org.



Stay Connected:

Customer Service: (760) 391-4038 | After-Hours Emergencies: (760) 391-4051
Email: water@indio.org | Office Hours: Monday - Friday, 8:00 a.m. to 5:00 p.m.

