

# Indio Water Authority

Your Water. Our Responsibility.



## 2012 CONSUMER CONFIDENCE REPORT

# Committed to Protect:

## A Complex System, Valuable Service and Precious Resource

Indio Water Authority is hard at work every day managing a water system that is crucial to our community's continued growth and quality of life. We serve our community safe, reliable and affordable water, only charging what it costs to perform this service. At IWA, we dedicate tremendous skills and expertise to ensuring that high quality water is delivered to you now and into the future.

Infrastructure is a vital investment that ensures reliable water delivery around the clock. IWA pumps water from the local aquifer hundreds of feet below the ground, and delivers it through hundreds of miles of pipeline and into your home. Six booster stations strategically positioned to move and pressurize water, 18.75 million gallons of storage capacity are part of regional emergency response plans, and 4,400 hydrants provide for life-saving fire protection. To ensure that these investments are long lasting, crews regularly inspect and service all Authority assets. Managing our complex system is part of our commitment to the community.

Our dedicated team of 41 is charged not only with protecting our infrastructure, but also everything from testing water quality to giving customers tools to use water more efficiently. IWA staff, trained and tested continuously, has earned 49 certifications in distribution, treatment, and backflow testing. We work tirelessly so that families and businesses across Indio have the fullest confidence that when they turn the tap, safe and affordable water will flow.

We work hand in hand with our customers to help reduce our demand on local water resources, protecting the water supply for future generations. A variety of rebates, incentives, and technologies help our customers continue to save. We look beyond local aquifer water to meet current and expanding needs. Some local golf courses and parks are maintained with water from the Colorado River. This gives large users an affordable, and sustainable option and preserves high quality aquifer water. IWA is committed to helping our customers conserve.

Agency staff collaborates with districts across the region to ensure that local groundwater will be available for communities across the valley to enjoy for years to come. It is our duty to meet current needs and those of tomorrow, ensuring that future generations have the water that they need. We are dedicated to protecting local water supplies and quality.

As we look to the horizon, we're confident that our community will continue to flourish. Our staff cares deeply about water and how we serve our customers. We are all proud to be a part of Indio's fabric. Thank you for helping keep Indio strong and successful. Your water is our responsibility and we are proud to protect it.



# 2012 Consumer Confidence Report: Indio Water Authority - Getting to Know Us

This year's Consumer Confidence Report has valuable information to help you understand the quality of the water coming to your tap. In addition to the required information, we also want you to get to know us, the people behind your water. Indio Water Authority is a committed member of the community.

To learn more about us anytime, visit [www.indiowater.org](http://www.indiowater.org) or call 760-391-4038.

## Conservation: Working Together to Conserve

To protect our local water supply, the five Coachella Valley water agencies are working together with the communities they serve to reduce water use. In addition to letting people know why conservation is important, the group is looking to get the word out about what people can do to help. At Indio Water Authority (IWA), we make conserving water rewarding with programs and rebates that will protect our precious local water resources and save you money.

You can get a free smart landscape audit; replace less efficient sprinkler heads, report local water wasters; even upgrade to desertscape, all with the help of IWA. Our customers have saved a substantial amount of money by taking advantage of our incentives, especially our popular landscape rebate program.

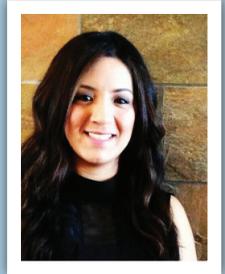
Since the Water Smart Landscape Rebate Program began in early 2008, we have supported the conversion of over 180 sites for local businesses and homes. Customers save water by reducing or eliminating turf grass and using more desert-friendly plants.

In 2012 alone, IWA dedicated \$50,000 to smart landscape rebates. Residents can qualify for \$1 per sq. foot up to \$750. Business projects under 2,000 sq. feet can qualify for \$1 per square foot. The funds are available on a first-come-first-served basis.

IWA is also in the process of replacing its 21,395 meters. So far, more than half of IWA customers have new radio read meters that allow the Authority to reduce water waste and help customers save water and money in the event of a leak. These new meters read water use throughout the day, display possible leaks on the meter display, and notify Authority personnel in the event of a large spike. Meters are installed at no cost, as program funding allows.

If you are interested in the landscape rebate or any of our other incentives, please call the customer service at 760-391-4038 or visit us online at [www.indiowater.org](http://www.indiowater.org).

**Claudia  
Martinez**

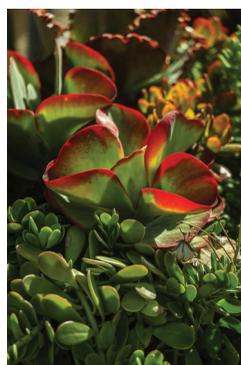


Since joining the IWA customer service team in 2009, Claudia has become an integral part of day-to-day operations and has taken on the role of Accounting Tech II. She has twice earned IWA's annual Above and Beyond award.

Every day Claudia assists dozens of customers on the phone and in person. She books meter installations, processes payments, and works with engineers on new developments. She also manages crew notifications in the event of urgent concerns reported by customers. Claudia is actively involved in the Joint Powers Authority Waste Transfer Station between the City of Indio and the City of Coachella. She helps keep the project organized and on target with timing and budget.

Claudia enjoys new challenges, working with staff in all departments, and helping customers by addressing their concerns. In the next few years she hopes to earn an MBA while maintaining her workload.

Claudia, an Indio resident, loves listening to live music of all genres, especially at Coachella Fest. On weekends you may spot her with family and friends at the gym or even soaking up sun at Venice or Mission Beach.



## Manuel Ontiveros

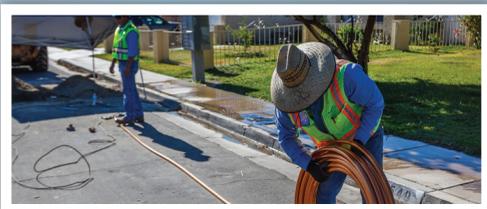


The 2012 Employee of the Year Manuel (Manny) is an IWA veteran with over 26 years of experience at the agency. After starting as a meter reader, Manny earned the rank of utility worker, and then was promoted as the senior utility worker.

Manny enjoys being active and facing new and exciting challenges each day. He starts his day in the office to get his work orders, then heads out into the field. He locates and fixes leaks, repairs fire hydrants, and discusses repair information with customers. Manny leads teams when confronting larger jobs, like service line repairs for local businesses that take place overnight to ensure that water is flowing by morning.

Always on track for self-improvement, Manny has earned a variety of certifications through specialized training. He prides himself in doing the job right and training a strong team to protect the Authority's valuable infrastructure for years to come.

Manny is a family man who loves to spend time with his two grandchildren at his home in Indio and also outdoors. Camping, fishing, bike riding and weekend beach trips keep Manny busy year round.



## Infrastructure: Crews Tackle Reservoir Maintenance, Saving Agency Money



In 2010 IWA brought its newest of seven water storage facilities on line. Because of its hilltop location, Lost Horse Reservoir, a five million gallon steel tank, provides for reduced energy costs and emergency reserves of IWA water. In 2012, IWA drained all water from Lost Horse Reservoir into the distribution system, so that the new tank could undergo its first inspection and maintenance. This is part of IWA's money-saving preventative maintenance program, which helps ensure that all district property lasts as long as possible.

Crews made minor repairs, cleaned and disinfected the tank, and applied an anti-corrosive coating. Lost Horse Reservoir, one of IWA's largest, was out of commission for 45 days. The other six reservoirs all retained normal storage levels. In total the authority has 18.75 million gallons of storage capacity. IWA

will continue to empty reservoirs for service as needed, about every five years for each reservoir.

"We are continuously looking for ways to cut costs," said Brian Macy, IWA's Interim General Manager. "Our field crews are expertly trained, certified, and are invested in keeping the system properly maintained."

In the past, IWA, like many other local districts, hired SCUBA divers to clean its reservoirs, but in 2012 began implementing its in-house reservoir maintenance plan. The ability to inspect the tank thoroughly, while empty ensures that even the smallest defects are spotted. Also, using IWA crews instead of outside contractors has helped save the agency \$15,000 so far, and will continue to save IWA money down the road.



## Community: IWA Helps Neighbor in Need

This May, neighboring Boe Del Heights Municipal Water Company tested beyond maximum allowed levels of perchlorate in one of their wells. Indio Water Authority stepped in to provide the 117 homes in that area with clean, safe water.

Deposits of perchlorate, a salt, occur naturally in some areas, but are present in some areas due to chemical disposal. In excess, perchlorate can be unhealthy to consume, so state and federal agencies regulate it to ensure drinking water is safe. IWA water has never exceeded the limit for perchlorate.

Boe Del Heights Mutual Water Company has its own well serving a private water system. Because this system is completely separate from the IWA system, an emergency connection facilitated the transfer of safe water without any disruption to IWA customers. A backflow device, which allows water to flow in only one direction, was used to prevent Boe Del Heights water from contaminating the IWA system.

IWA has helped the Boe Del Heights community with emergency water in the past, and continues to be ready and willing to step in and supply this lifeline for neighbors in need.

# Indio Water Authority: Local Solutions For Indio's Water Needs

The Indio Water Authority was formed in 2000 to provide water services to residents, visitors, and businesses of the City of Indio. Today, IWA serves more than 75,000 businesses and residents in its nearly 38 square mile service area.

We are once again proud to present our annual water quality report, covering all testing performed between January 1 and December 31, 2012. Over the years, we have dedicated ourselves to producing drinking water that meets all state and federal standards. We continually strive to adopt new methods for delivering the best quality drinking water to you. As new challenges to drinking water safety emerge, we remain vigilant in meeting the goals of source water protection, water conservation, and community education while continuing to serve the needs of all our water users.

## Where Does Your Water Come From?

Water is a precious and finite resource: only about .007 percent of the water on Earth is suitable for drinking. Without it, growth, development, and even life would be impossible. Fortunately, the Coachella Valley has a tremendous naturally occurring water supply right beneath our feet: the Coachella Valley Groundwater Basin, a giant underground aquifer – a body of permeable rock that acts as a natural reservoir – 500 to 1,300 feet below the Valley floor.

The water that Indio Water Authority delivers to our customers comes entirely from this independent, local source. It is drawn to the surface by a system of 20 deep wells spread throughout the City of Indio, stored in one of seven reservoirs, and distributed via hundreds of miles of water mains.

## How Clean is Your Water?

The quality of this water is remarkably high – it naturally meets all state and federal standards for drinking water, and requires no treatment before you can drink it safely. We add only a small amount of sodium hypochlorite (chlorine), to disinfect and protect the water, before we deliver it to you.



Because protecting the safety of our customers is our highest priority, we analyze hundreds of samples each year to ensure that your water is safe. Tremendous expertise, science, and technology are dedicated to safeguarding the water you use every day.

The information in this report is an important part of our commitment to your health and safety – an informed customer is our greatest ally.

## How Do We Protect Your Water Supply for Future Generations?

The City of Indio is fortunate to have access to a local supply of healthy, safe water. But we cannot mine water from this source without replenishing it; not only would the quality of our water decline but we could eventually exhaust our supply.



Rainwater, runoff from Mount San Jacinto and water from the Colorado River all serve to replenish the water drawn from the ground. IWA collaborates with the four other water agencies in the Coachella Valley on the Integrated Regional Water Management Plan ([www.cvrwmg.com](http://www.cvrwmg.com)). The goal is to ensure that we all work together to preserve this precious resource that is so important to the Valley's future.



## Preparing for Regulations on the Horizon

Chromium-6 is a naturally occurring element that is present at low levels in some areas of the Coachella Valley. The state is looking to regulate the amount of chromium-6 in drinking water as part of an effort to keep drinking water safer and healthier than ever before. To be prepared for any new regulations, IWA worked with the Water Research Foundation and nine other water agencies to evaluate the cost and efficiency of several chromium-6 removal techniques.

The studies conducted at IWA wells indicate that the three techniques tested all remove chromium-6 effectively, but have varying costs. IWA is prepared to implement the least costly technique when the new regulations go into effect, saving customers money and continuing to provide safe, high-quality water in line with all state and federal guidelines.

# 2012 Sample Results

Primary Drinking Water Standards								
Analyte	Year Sampled	Unit	MCL [MRDL]	PHG (MCLG)	Amount Detected	Range	Violation	Major Source of Contaminant
Aluminum	2010-2012	ppm	1	0.6	ND	ND-0.38	No	Erosion of natural deposits; residue from some surface water treatment processes
Chlorine <sup>1</sup>	2012	ppm	[4.0 (as Cl <sub>2</sub> )]	[4.0 (as Cl <sub>2</sub> )]	0.5	ND-1.87	No	Drinking water disinfectant added for treatment
Chromium	2010-2012	ppb	50	100	ND	ND-17	No	Discharge from steel/pulp mills and chrome plating; erosion of natural deposits
Fluoride	2010-2012	ppm	2	1	0.6	0.33-1.0	No	Erosion of natural deposits; water additive that promotes strong teeth; discharge from fertilizer and aluminum factories
Gross Alpha Particle Activity	2007-2012	pCi/L	15	(0)	ND	ND-6.4	No	Erosion of natural deposits
Gross Beta Particle Activity	2010-2012	pCi/L	50	(0)	ND	ND-7.4	No	Decay of natural and man-made deposits
Nitrate [as nitrate] <sup>1</sup>	2012	ppm	45	45	7.5	ND-30	No	Runoff and leaching from fertilizer use; leaching from septic tanks and sewage; erosion of natural deposits
Radium 228	2005-2012	pCi/L	5	0.019	ND	ND-1.99	No	Erosion of natural deposits
Total Trihalomethanes <sup>1</sup> (TTHMs)	2012	ppb	80	N/A	1.6	ND-3.7	No	By-product of drinking water disinfection
Total Coliform Bacteria <sup>1</sup> [Total Coliform Rule]	2012	% positive samples	More than 5.0% of monthly samples are positive	(0)	(0)	N/A	No	Naturally present in the environment
Nickel	2010-2012	ppb	100	12	ND	ND-86	No	Erosion of natural deposits
Uranium	2007-2012	pCi/L	20	0.43	3.3	2.1-5.4	No	Erosion of natural deposits

Secondary Standards								
Analyte	Year Sampled	Unit	SMCL	PHG	Amount Detected	Range	Violation	Major Source of Contaminant
Chloride	2010-2012	ppm	500	NS	14.5	6.5-36	No	Runoff/leaching from natural deposits
Color <sup>1</sup>	2012	Units	15	NS	ND	ND-3	No	Naturally-occurring organic materials
Iron	2010-2012	ppb	300	NS	ND	ND-710	No	Leaching from natural deposits; industrial wastes
Odor-Threshold <sup>1</sup>	2012	TON	3	NS	ND	ND-2	No	Naturally-occurring organic materials
Specific Conductance	2010-2012	µS/cm	1,600	NS	352.5	270-530	No	Substances that form ions when in water; seawater influence
Sulfate	2010-2012	ppm	500	NS	42.1	18-92	No	Runoff/leaching from natural deposits; industrial wastes
Total Dissolved Solids	2010-2012	ppm	1,000	NS	240	160-320	No	Runoff/leaching from natural deposits
Zinc	2010-2012	ppm	5.0	NS	0.064	ND-1.2	No	Runoff/leaching from natural deposits; industrial wastes
Turbidity <sup>1</sup>	2012	NTU	5	NS	0.12	ND-0.58	No	Soil runoff

Unregulated and Other Substances					
Analyte	Year Sampled	Unit	Amount Detected	Range	Major Source of Contaminant
Alkalinity in CaCO <sub>3</sub>	2010-2012	ppm	106	91-130	Dissolved as water passes through limestone deposits
Calcium	2010-2012	ppm	33	17 - 58	Dissolved as water passes through limestone deposits
pH	2010-2012	Units	7.8	7.6-8.2	Physical characteristic
Potassium	2010-2012	ppm	4.5	3.3-6.0	Runoff/leaching from natural deposits

Residential Lead and Copper							
Analyte	Year Sampled	Unit	AL	PHG (MCLG)	90th %tile	Sites Above AL/ Total Sites	Major Source of Contaminant
Copper	2010	ppm	1.3	0.3	0.15	0/31	Internal corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead	2010	ppb	15	0.2	0	0/31	Internal corrosion of household plumbing systems; discharges from industrial manufacturers; erosion of natural deposits

<sup>1</sup> Monitored in the distribution system

## 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** (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.

**MRDL** (Maximum Residual Disinfectant Level Goal): 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.

**NA:** 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** (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.

## 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, high-density septic systems, sewer collections systems, and high-density housing. If you would like to review the Source Water Assessment Plan, please feel free to contact our office during regular office hours at (760) 391-4038.

## About Your Water

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. 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.

In order to ensure that tap water is safe to drink, the U.S. Environmental Protection Agency (U.S. EPA) and the State Department of Public Health (Department) 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 and 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. Immunocompromised 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 may be particularly at risk from infections. These people should seek advice from their health care providers about drinking water. The U.S. EPA/CDC (Centers for Disease Control and Prevention) guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants, as well as more information about contaminants and their potential health effects can be obtained by calling the U.S. EPA's Safe Drinking Water Hotline at (800) 426-4791 or visit [water.epa.gov/drink/hotline](http://water.epa.gov/drink/hotline).



**Governing Board**

Elaine Holmes      Michael Wilson  
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Ascencion "Sam" Torres

**Office Hours**

Monday - Friday  
8:00 am - 5:00 pm  
760.391.4038

**Emergency After-hours Phone**  
760.391.4051

Commission Board Meetings are open to the public and are held the first Tuesday of each month at 4 p.m. at the City of Indio Council Chambers, 100 Civic Center Mall, Indio, CA 92201.

[www.indiowater.org](http://www.indiowater.org)

# Know Your Water

**This report contains important information about your drinking water. Translate it or speak with someone who understands it.**

**Este informe contiene información muy importante sobre su agua de beber. Tradúzcalo ó hable con alguien que lo entienda bien.**

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2012. It details water sources, the constituents found in the water, and how the water compares with state and federal standards.

IWA is dedicated to providing you with safe, healthy water. We also strive to keep you informed about the state of your water supply.

For more information about this report, or for any questions relating to your drinking water, please call Dennis Upton at (760) 625-1822 or email him at [dupton@indio.org](mailto:dupton@indio.org).

