

Know Your Water

This report contains important information about your water, it is available in Spanish at www.indiowater.org/espanolccr2013

Este informe contiene información muy importante sobre su agua de beber, está disponible en español en www.indiowater.org/espanolccr2013

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2013. 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 state of your water supply. We encourage you to read this report and to contact us with questions you may have.

Water is central to life here in Indio - our valley's economy and quality of life depend on it. Our communities have always been an oasis in the desert. Together, we can find a balance that protects water for generations to come and still allows us to have the water we need and enjoy.

We are facing historically severe drought conditions. Governor Brown declared a State of Emergency and asked all Californians to reduce their water usage. The district year on record and our sign of relief in the coming years, we should take all steps to be a part of the solution.

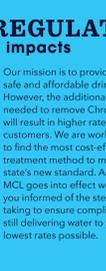
In an effort to demonstrate our commitment to conservation, we worked with other water agencies in the valley to launch CVWaterCounts.com, a web resource for all valley residents. We have worked hard with our partners to provide valuable information about local water resources, access to landscape and irrigation rebates, and more. Regional collaboration, and partnership with local residents is vital as we combat the drought. Together, we can conserve our most important local resource because CV Water Counts, now and in the future.

Our top priority is providing our customers with reliable access to safe drinking water. Recently, the State of California adopted a first in the nation regulation for chromium-6, which occurs naturally in our aquifer. The new standard for chromium-6 will require additional treatment for nearly all of our wells. IWA is actively reviewing the best, and most cost effective options for our customers. As a not-for-profit, IWA made an important change to its rates, adopting the industry best practice structure to help our customers another incentive to conserve. These new budgeted rates are based on water budgets calculated for every customer each month to give them the right amount of water for efficient use. All of our customers received information explaining the new rates, and also what the Authority needed to make these changes. We have been working hard to keep you informed of all that we do here at IWA.

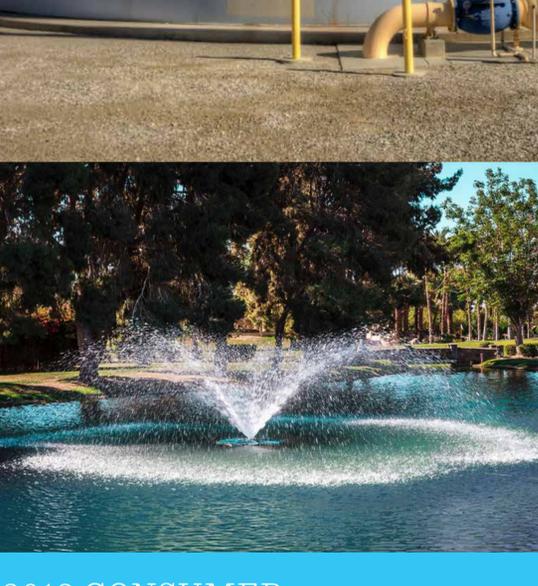
To deliver high quality water around the clock, we have a hardworking and highly trained staff. From engineers and water quality experts to field service crews and customer service professionals, our crews are hard at work on the front lines and behind the scenes.

I am proud to be a part of the Indio Water Authority and to lead a team of talented and dedicated working professionals. At the Authority, we are committed to providing you with the highest level of service and to ensuring that the water delivered to your home meets the standards required by state and federal agencies. With conditions and regulations may put pressure on water agencies like ours, I am confident that, together with our customers and regional partners, we can adapt and emerge even stronger.

Brian Macy, P.E.
General Manager
Indio Water Authority



2013 CONSUMER CONFIDENCE REPORT



PROTECTING OUR MOST PRECIOUS RESOURCE. Now and for the Future

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2013 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 from your tap. In addition to providing you with the required information, we encourage you to get to know us and the people who work hard to bring you water.

To learn more about us, please visit www.indiowater.org or call 760.391.4038.

To protect our local water supply, IWA is now using a budget tiered rate structure to reward efficiency and discourage waste. Bills for customers that remain within their budget will remain lower, rewarding customers for using water wisely.

NEW RATE STRUCTURE REWARDS EFFICIENCY

The water in tiers 1 and 2 are charged at the lowest rates for all customers.

Our variance policy allows customers with special circumstances to receive a higher water budget. For example, licensed care facilities and those who

require additional water for medical needs can apply to increase their water budget. If you believe that your water budget is inaccurate or not enough to cover efficient use in your home, please visit www.indiowater.org and fill out a variance application.

You can find your water budget each month on your "BILL DETAILS" on your UTILITY BILL.

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ESTER CRUZ Senior Accounting Technician 15 years of service

Ester Cruz has been a valuable member of the IWA team for 15 years. She has worked in several roles and is very familiar with our processes, making her a respected and helpful member of the team.

She is also active in her community. Whether singing in a church band, caring for the sick and elderly, or giving motivational speeches, Ester is an inspiration to those around her.

With grandchildren participating in all sorts of activities, she and her husband are always out cheering them on. When they are not watching little league or dance recitals, they enjoy spending time at the movies.

Ester moved to Thermal when she was nine, but has lived in Colorado, Nebraska, Florida, and all over California. Everyone is glad she has made her way to Indio and the IWA team.

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SAVING WATER IS CRITICAL. And We're Here To Help

As the state faces severe drought conditions, the need to conserve our local water resources has become clearer than ever before. Governor Brown has asked Californians to reduce their water use by 20 percent and IWA is committed to helping its customers achieve that goal.

You can apply for our popular landscape and irrigation rebates, report water wastage, and get a free landscape audit, all with IWA. Each year, customers save a substantial amount of water and money by taking advantage of our incentives.

If you are interested in any of our programs, please call Scott Trujillo at 760.625.1810 or visit us online at www.indiowater.org

We're offering our customers Conservation Kits, complete with an efficient showerhead, leak detector kit, and other useful items to help cut water waste in your home.

Together, this kit could help save you \$288 and 25,000 gallons of water in just one year, enough to fill 1,250 bathtubs or to wash 556 loads of laundry.

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NEW STATE REGULATION will have major local impacts

California recently adopted one of the strictest water quality standards in the world when it lowered the Maximum Contaminant Level (MCL) for Hexavalent Chromium or Chromium-6. This new standard will require that our groundwater undergo additional treatment to remove this naturally occurring mineral. All 20 of IWA's wells will require treatment to comply with the new standard.

It is important to know that there are no immediate health impacts and that your tap water is still safe to drink, cook with, and use as you have done before.

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