Indio Water Authority
Your Water. Our Responsibility.

HAGA CLIC AQUÍ PARA VER EN ESPAÑOL

2015 Consumer Confidence Report

KNOW YOUR WATER

This report contains important information about your water. It is available in Spanish at indiowater.org/espanolccr2015.

This publication summarizes the quality of the water that Indio Water Authority (IWA) provided to its customers in 2015. 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. We encourage you to read this report and to contact us with questions you may have.

Este informe contiene información muy importante sobre su agua de beber. Está disponible en español en indiowater.org/espanolccr2015.

IWA PORTAL

Imagine being able to have information about your water use at your fingertips!

With Indio Water Authority's new web portal development, customers will have access personalized monthly reports, changing the way you look at water consumption.

Read more on back page.

RESPONDING TO CHANGES

WITH INNOVATION AND A COMMITMENT TO EXCELLENCE

Over the past years the water industry has faced dramatic challenges that promise to fundamentally change the way we do business.

In order to continue providing dependable, affordable and high-quality service that exceeds customer expectations, Indio Water Authority must respond to these industry-wide changes through innovation and new approaches to efficiency, but also by staying true to the principles that have guided us since the organization was created.

California continues to experience widespread and extreme drought conditions, with only marginal relief from the prolonged El Niño. Severe water shortages in recent years prompted the governor to declare a state of emergency; the state then stepped in to enact strict conservation regulations for the first time in California's history.

This conservation conversation is constantly evolving. For much of the past year, IWA was required by the state to reduce our water use by 32 percent from 2013 levels. As a result of IWA's discussions with state officials in collaboration with other Coachella Valley water providers, that conservation target was later reduced to 27 percent, in recognition of conservation that had already been achieved and of our region's continued growth. As recently as May, the state made still more changes, which will allow IWA to create an individual conservation plan that reflects the unique needs of our community. We are confident that our customers will continue to answer the call to make water conservation a way of life. The Authority will play its part by offering new tools, like our water conservation web portal, which will give customers access to their water use data in real time to help them save.

While collaborating with our customers to reduce water demand, IWA has been working simultaneously to comply with new state water quality regulations. Already home to the world's strictest water quality standards, in 2014 California became the first place to regulate chromium-6, a mineral that occurs naturally in Coachella Valley groundwater and has been linked to cancer when ingested in large doses. We are working with the state to build the treatment facilities necessary for chromium-6 compliance. We are especially proud to have done this without raising your water rates.

Tackling these challenges requires the hard work and commitment of our entire highly qualified staff, from engineers and water quality experts to field crews and customer service representatives. By committing to superior value, by developing innovative solutions, and by making the wisest use of both local water resources and your ratepayer dollars, IWA will continue to ensure that our community can depend on the Authority for the world-class water service it deserves.

Yours in service,

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

Smart Meter Upgrades

About Advanced Metering Infrastructure

CURRENTLY **23,000 water readings per month by IWA employees**

Indio Water Authority is turning to new technology this year to better serve customers, save them money and boost conservation by providing real-time feedback on water use. IWA is in the process of adopting an automated meter reading system known as advanced metering infrastructure, or AMI for short. Advanced metering will replace the current system, which requires an IWA employee to drive by homes and remotely collect readings for billing purposes. AMI will be quite an improvement, considering that IWA reads 23,000 meters per month.

AMI SYSTEM
Automatic meter reading - in real time -

With AMI, smart meters installed outside customers' homes communicate wirelessly with computers at the Indio Water Authority. The meters convey real-time consumption data, which ratepayers can use to monitor and change their consumption. The system can help detect leaks more quickly to minimize water loss. AMI has also been shown to increase billing accuracy, save staff time and cut maintenance costs. AMI will be a valuable addition to our ongoing program to replace current meters. The replacement program is expected to be complete in 2017.

These are just a couple of ways Indio Water Authority is using technology to become more efficient and keep water costs down.

IWA » *Employee Spotlight*

Rufo Rosellon, *Senior Water Pump Operator*

Rufo is the reason Indio's water tastes so good. He has a high level of specialized knowledge and experience with IWA's remote monitoring and control system. He and his team make sure the system is operating at peak efficiency, and they are always on call to make emergency repairs. Rufo's expertise is invaluable to his team and critical to our infrastructure. "It makes me feel good, knowing that I am doing my part."

Rufo began his industrial career in the Philippines working in geo-thermal power plants and continued his work when he moved to California in 2003. He joined IWA and takes great pride in being a part of the IWA team.

He lives in Indio (and enjoys visiting his family in Mexicali, Filipino and American restaurants. His favorite Coachella Valley event is the annual International Tamale Festival, and he is learning how to Salsa dance.

Jasmin Mejia, *Office Assistant*

Jasmin has been a shining star at Indio Water Authority for three years. She is a team player who wears many hats at a highly productive office and is constantly transitioning to different departments and responsibilities. Her major focus at IWA is on water conservation, where her responsibilities include all aspects of public outreach, including school presentations, community events and more. She is the conservation rebate program has been helping customers with the project and getting to know them. "They are so grateful and that makes my job so rewarding," Jasmin says.

Jasmin is a Coachella Valley native. She is dedicated to her family and her community. She is a 2015 graduate of Leadership Coachella Valley and Jasmin utilizes her job at IWA, where she works with a great team of people, to ensure that she has learned from and grown with. Since working at IWA and with landscaping professionals, her favorite conservation tip to share is to water outside between 6 p.m. and 6 a.m. to avoid evaporation.

32 % drops to 27 %

Extended Regulations in 2016

The State Water Board extended and revised its emergency regulations to ensure that urban water conservation continues through October, 2016.

The regulations now allow for growth and give credit for the excessive heat in the Coachella Valley. The credits will reduce IWA's conservation mandate from 32% to 27%, effective March 1, 2016.

DROUGHT RATES

TIER	WATER USE	STANDARD RATE	DROUGHT PENALTY
1	0%	$0.90/cuf	+ None
2	73%	$1.35/cuf	+ None
3	75%-100%	$1.35/cuf	+ $0.75/cuf
3	100%-200%	$1.85/cuf	+ $3.50/cuf
4	200%-400%	$2.75/cuf	+ $4.65/cuf
5	400% +	$3.60/cuf	+ $6.20/cuf

1 CCF = 748 gallons of water or 100 cubic feet
Water use is higher than 73% of your outdoor budget

Commit Conserve

With a **FREE** water audit, IWA can help you assess your water usage and needs so you can save water.

Destination Conservation 27% *2016 water conservation target*

FINISH

START

32% *2015 water conservation target*

MANDATORY OUTDOOR WATERING SCHEDULE

WATER ONLY from 6 p.m. to 6 a.m.

We are thankful for the efforts of our customers and urge them to continue their impressive commitment to conservation.

CV Water Counts is a collaborative partnership between Indio Water Authority and the other four public water agencies in the Coachella Valley to promote water conservation goals.

Visit cvwatercounts.com for valuable tips, tools, rebates and other programs to help you save water and money. You can also follow CV Water Counts on Facebook and Instagram. Stay and follow us for more conservation updates and savings.

Below are mandates currently in place

- *Decorative ponds and fountains must be turned off*
- *If washing your car with a hose, use a shutoff nozzle.*
- *Repair irrigation between 6 a.m. and 10 a.m. only.*
- *No washing down paved surfaces.*

Indio Water Authority:

Local solutions for Indio's water needs

The Indio Water Authority was formed in 2000 to provide water service to residents, visitors, and businesses in the City of Indio. Today, IWA serves more than **88,000 business 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, 2015. 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 stewards of our water resources, we recognize that we must continue to plan for future water quality and 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 097 percent of the water on Earth is suitable for drinking. Without it, growth, development and even life would not be possible. Fortunately, the Coachella Valley has a tremendous naturally occurring water supply right beneath our feet: the Indio Subbasin of the Coachella Valley Aquifer. This body of permeable rock acts as a natural reservoir: 500 to 1,200 feet below the valley floor.

The water that IWA delivers to our customers comes entirely from this independent, local source. It is drawn to the surface by a system of 29 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 our water is extremely high - it naturally meets federal standards for drinking water. This year, California adopted a new state standard for chromium-6 by implementing treatment systems at three wells sites and developing long-term plans for remaining wells. Recent research indicates that levels of chromium-6 over 10 parts per billion have been linked to cancer in laboratory animals.

We continue to add only a small amount of sodium hypochlorite (chlorine) to disinfect and provide water that meets quality requirements 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. Numerous universities, science and technology are dedicated to safeguarding the water you drink.

The information in this report is an important part of our commitment to your health and safety – an informed consumer is a healthy consumer.

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, clean and safe water. But we cannot now water from the source without replenishing it; not only would the quality of our water decline, but we could eventually exhaust our supply. Water is replenished in the Coachella Valley through a process called artificial recharge. Water from the Colorado River is pumped into ponds where it percolates through the ground. IWA, cities and water four other water agencies in the Coachella Valley are the Integrated Regional Water Management Plan (**www.cvwrmp.com**). The goal is to ensure that we all work together to preserve this precious resource that is extremely important to the Valley's future.

INDIO WATER AUTHORITY: *2015 Sample Data*

Below you will find information compiled from the hundreds of samples that we collect and test each year. Indio Water Authority is proud to provide high-quality water that meets ALL state and federal standards.

If you have any questions about the sampling, testing or the reporting here in the Consumer Confidence Report, please contact Erich Del Bosque at **edelbosque@indiowa.org**.

INDIO WATER AUTHORITY: *2015 Groundwater Quality*

Analyte	MCL [MRDL]	PHG [MRDLG]	90th Average Groundwater	Range of Detections	MCL Violation	Typical Source of Contaminant
Microbiological						
Total Coliform (%Pos)	5.0%	0	0.0%	0.0% - 0.0%	No	Erosion of natural deposits
Fecal Coliform (%Pos)	5.0%	0	0.0%	0.0% - 0.0%	No	Erosion of natural deposits
Escherichia Coli (%Pos)	5.0%	0	0.0%	0.0% - 0.0%	No	Erosion of natural deposits
Inorganic Contaminants						
Arsenic (ppb)	10	0.004	1.25	1.05 - 1.25	2013	Erosion of natural deposits
Barium (ppm)	2	2	0.14	0.13 - 0.14	2013	Erosion of natural deposits
Total Chromium (ppb)	50	2000	12.53	6.90 - 18.00	2013	Discharge from steel and pulp mills; Erosion of natural deposits
Chromium-6 (ppb)[1]	10	02	3.74	3.00 - 12	2014 - 2015	Erosion of natural deposits
Fluoride (ppm)	2	1	0.59	0.28 - 0.59	2013 - 2015	Erosion of natural deposits
Nitrate as Nitrogen (ppm)	10	10	2.3	0.3 - 2.3	2015	Erosion of natural deposits
Nitrate as Nitrogen (ppm)	10	10	0.3	0.3 - 0.3	2015	Erosion of natural deposits
Secondary Standards						
Chloride (ppm)	500	n/a	16.6	6.71 - 16.61	2013 - 2015	No	Erosion of natural deposits
Iron (ppb)	300	n/a	275.0	21.00 - 70.00	2013	No	Leaching from natural deposits
Manganese (ppb)	50	n/a	29.0	21.00 - 29.00	2013	No	Leaching from natural deposits
Sulfate (ppm)	500	n/a	270.0	180.0 - 180.00	2013 - 2015	No	Erosion of natural deposits
Total Dissolved Solids (ppm)	1000	n/a	224.2	160.00 - 540.00	2013 - 2015	No	Erosion of natural deposits
Zinc (ppm)	5	n/a	0.00	0.00 - 0.00	2013 - 2015	No	Erosion of natural deposits
Specific Conductance (µS/cm)	1600	n/a	1,100.0	1,100.0 - 1,100.0	2013	No	Erosion of natural deposits
Turbidity (NTU)	5	n/a	21.00	21.00 - 21.00	2013	No	Erosion of natural deposits
Unregulated Contaminants - Monitoring						
Alkalinity, total (as CaCO3)	n/r	n/a	170.0	170.0 - 170.0	2013	No	Erosion of natural deposits
Bicarbonate (as HCO3) (ppm)	n/r	n/a	116.00	97.00 - 142.00	2013	No	Erosion of natural deposits
Calcium (ppm)	n/r	n/a	46.0	46.0 - 46.0	2013	No	Erosion of natural deposits
Hardness, total (grains/gal)	n/r	n/a	13.0	13.0 - 13.0	2013	No	Erosion of natural deposits
Hardness, total (mg/L as CaCO3)	n/r	n/a	218.0	42.00 - 250.00	2013	No	Erosion of natural deposits
Magnesium (ppm)	n/r	n/a	0.5	0.5 - 0.5	2013	No	Erosion of natural deposits
pH (pH units)	n/r	n/a	7.96	7.70 - 8.20	2015	No	Leaching from natural deposits
Sodium (ppm)	n/r	n/a	74.0	74.0 - 74.0	2013	No	Erosion of natural deposits
Sulfate (ppm)	n/r	n/a	270.0	180.0 - 180.0	2013 - 2015	No	Erosion of natural deposits
ABBREVIATIONS						

*ppm = parts per million; ppb/L = parts per billion; µS/cm = micro-siemens per centimeter; NTU = nephelometric turbidity units; ND = not detected; n/a = not applicable; n/r = not required; n/a = average; n/r = not required; n/a = average; n/r = not required; n/a = average